

Facilities Master Plan Focus Group Summary

Part I

Updated 5.31.19

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PROCESS

This summary includes the initial discovery data from this project, organized into four categories: physical space, programs and services, marketing and communication, and fostering a more equitable library experience. It's important to note that all of the data in this report comes directly from the focus groups and are direct quotes (or paraphrased quotes) that represent the views of the person or people that said them. They are included here because they shaped the major themes.

The following groups were engaged:

- Low-income residents
- Young professionals
- People experiencing homelessness
- Parents with young children
- African-American men
- Entrepreneurs
- Returning citizens
- Teens
- Refugees

Format:

- Approximately 60-90 minutes long
- Target group size: 4-6 participants
- Facilitated Q&A with visual activities
- Facilitated by one moderator (Design Impact) and one notetaker (library staff)
- After each focus group, the facilitator and notetaker transcribed responses and discussed observations and insights

Questions:

Facilitators asked the following questions (or variations of these questions) to each group.

- Community Views and Needs:
 - Where do you feel most welcome in your community?
 - What are you most proud of in your community?
 - What kinds of places and programs would help your community thrive?
- Current Views and Usage of Library:
 - What do you like about your library?
 - What would you change or improve about your library?
 - Which library branches do you use?
- Library Vision:
 - What do you wish your library had?
 - What kind of place do you want the library to be? What do you imagine is possible?

PHYSICAL SPACE

1. Upgraded Facilities and Amenities

Summary: Many of the library branches have **not been updated for years**; everything from the furniture, bathrooms, technology, and amenities need a refresh. Customers want upgraded facilities and ongoing maintenance of these improvements. With limited time and competing responsibilities, people also want convenience like the ability to park nearby or check out new materials or collections.

Data Points, Quotes

- “I wait until I go home [to use the restroom] because a lot of times the men’s bathroom at the downtown library is not clean.”
- People don’t like that parking isn’t free or easily available downtown. “The parking downtown is awful. I shouldn’t have to pay to go to the library.”
- “I like parking at all of the the branches except for the main library.”
- “More parking [at the Harrison branch]; on Mondays and Wednesdays, it gets crazy.”
- While the library has an exhaustive list of books, movies, and music, customers expressed frustration about the limited collections that were available.
- “There are currently 47 holds on Game of Thrones: Season 1. **You could be waiting a year and a half before you get it.** The library should buy more of those [things that are popular] and offer more.”

Initial Ideas:

- Bathroom upgrades such as improved water pressure, better hand dryers - “the water fountain is so short. You gotta put your mouth right on it.”
- Ongoing bathroom maintenance
- Conveniently located bathrooms - One young person shared, “I have to go all the way upstairs to use the bathroom and it’s on the other end. I’m not gonna make it! I have to run. The difficult tasks to get to the bathroom - they shouldn’t be there.”
- Voucher or validated parking for downtown library customers
- Free parking lot
- More artwork - make the library “more vibrant”
- Comfortable furniture

2. Diverse Spaces for Work and Play

Summary: Everyone is coming to the library for something different; therefore, the library needs the flexibility to meet a variety of needs. Some people want a quiet place to study or a comfortable place to relax; other people want a gathering place to network, socialize, and meet

new people. The library has the opportunity to create unique and separate spaces to meet these needs, even utilizing the surrounding outdoor spaces.

Data Points, Quotes

- “There should be a separation with computers. A “business” section (a place to look for jobs, housing, etc.) and a “pleasure” section (movies, games, etc.)
- Customers see opportunities to create (or integrate) the outdoor spaces to expand the library and provide comfortable, inviting outdoor spaces.
- People love the Makerspace and want to be able to use the Makerspace at other branches
- People appreciated the library’s free WiFi and affordable printing
- MakerSpace’s vinyl printer, 3D printer, and printers are an invaluable resources for entrepreneurs, nonprofits, and civically-engaged residents.
- One person plans on using the library soon to prepare for an art exhibit at the library in September. He’s also learning about patents and trademarks.
- “The downtown library has 3D printers, button making machines, and laser engraving. Why not at this library? The downtown library is far! They have actual sewing machines downtown. A MakerSpace would be great for this [Harrison] library, especially with more technology.”
- “As a small business, you’re trying to find every way you can to save money and if I can use it to book rooms and other things, that’s incredible.”

Initial Ideas:

- Check out laptops and A/V equipment for up to 24 hours
- Shared workplace supplies (pens, paper, etc.)
- More community rooms
- Quiet spaces, tech-free spaces
- Soundproof rooms
- Networking and gathering spaces
- Smaller furniture for children
- Comfortable furniture
- Coffee shop vibes and coffee
- Food
- Community gardens
- Places to sit outside
- An outdoor reading area that is shaded with picnic tables
- Allow customers to use the main library’s balcony
- Play area that separates the toddler area from the kids’ area so that the age groups are more separate
- A lot of community rooms or spaces are too costly or require you to travel a great distance. The library is a great resource, people just wish there were more (or extended hours) to rent spaces or rooms.

PROGRAMS & SERVICES

3. Connecting People to Resources and Community

Summary: The library's network of over 40 branches are geographically distributed across Cincinnati's neighborhoods, making the branches easy access points for social services and community events. How can we leverage these locations to support the community's health and wellbeing?

Data Points, Quotes:

- "If you can't afford something, the technology is here [the library]. All the entertainment is here!"
- As neighborhoods change, residents are losing their "third places" and crucial community resources, like community centers and recreational centers, making the library their only source for filling these necessary gaps.
- Residents shared concerns about displacement and disenfranchisement
- Several neighborhoods are losing their grocery store(s), creating food deserts across the city.
- "There used to be a ton of public events [at the library] but there are not."
- "This is the only community room in the whole community. The community center closes early. You can rent a room here, but it books up fast. I would like a bigger library with multiple community rooms for the community."
- Young parents would like a space to get to know one and share a meal together; they also wanted more activities to get to know the community.
- "There are gaps in the social sector and the way job hours and amenities don't match up."
- On the summer meal programs: "Their snacks are nasty. Their sandwiches are nasty. The kids don't eat the food, they just drink the juice. I was there there every day and I was so disappointed because they're nice enough to give us food. . . [but] spruce it up a little bit. The bread is wet. That's not healthy." -*Teen Focus Group*

Initial Ideas:

- More and better community events / integrating with community
- Host pot lucks to bring people together
- Partner with existing community resources
- Help people connect to resources for healthcare
- People from social service agencies / community resource specialists stationed at the library
- "The library should have some type of partnership with CityLink and various homeless shelters."

- Hire community-based part-time workers that work for the library as “outreach workers”

4. Relevant Programming

Summary: The library is used by young children, teens, adults, seniors, and everyone in-between. Currently, the library serves some age groups well while others feel they have limited options. People of all ages want programming that’s relevant to them rather than one-size fits all. In fact, learning is important, even outside of a school setting. Customers want to continue learning and expanding their understanding of the world all around them.

Data Points, Quotes:

- The library feels irrelevant if people don’t have kids or in school. “I don’t know why I would come here if I was 20 and didn’t have kids.”
- “I go to a school where anyone can make a club, but sometimes you just don’t want to stay there all day. If the library had more clubs - like anime, writing, poetry, art - it can get more students involved. Then parents will be happy because their kids are occupied.”
-Teen Focus Group
- “You can learn something from the library without going to school or buying a book.”
- “[I wish] there were weekly grade school programs (kindergarten through fifth grade) to engage older children. Once kids get older, their interest drops. I don’t want to force my kids to come here. Programs pick back up for sixth grade and on. Monthly programs exist, but weekly programs would be great.”
- Parents wanted a way to search for books by Accelerated Reading (AR) levels so the library could better compliment what’s happening at school.
- “[We need] more K-5 programming. My 9-year-old son is too old for storytime, but he still wants to come.”
- “More activities for young parents and young adults. The library is great for kids’ programming and then the programming skews way older (quilting for people with dementia). There’s nothing for 30-50 year-olds.”

Initial Ideas:

- Education and Lifelong Learning
 - English as a Second Language (ESL) classes
 - Foreign language classes
 - Literacy Programs
 - Classes and workshops to learn a trade
 - Computer classes (especially for seniors)
 - Financial aid workshops
 - Financial literacy and money management workshops
 - Toastmasters or public speaking courses/workshops
- Workforce and Professional Development
 - Teen leadership development programs
 - Youth work readiness

- Hire teens to work with younger kids
 - Pay teens in college scholarships
 - After-School and Youth Enrichment Programming
 - Tutoring
 - Preschool/Kindergarten enrichment
 - Weekly programs for K-5
 - Summer camp programs
 - Kids fitness programs (kid yoga, karate)
 - “More events that encourage kids to read without forcing it.” -*Teen Focus Group*
 - Art, Music, and Social Gatherings
 - Music programs
 - Book clubs
 - Option to purchase wine
 - Gardening
 - Fitness programs
 - Mommy groups
 - Painting class
 - Game night for seniors
-

MARKETING AND COMMUNICATION

5. Improved Signage

Summary: Currently, people feel easily lost or uncertain if there are in the right place or headed in the right direction due to the limited signage at library locations. Additionally, libraries can blend in with their surroundings so much that one person shared, “you don’t necessarily know it’s a library.” Customers want to see signs that are visible, legible, and clear.

Data Points

- People want more clear, visible signage - the signage is hard to find, hard to read. All the lettering is in the same size. “All the signs are the same, they’re not bold.”
- Not a lot of signage in front of the library

6. Marketing and Promoting Existing Programs

Summary: The library provides a lot of great programs and resources, but few people know about them. It’s not that relevant programs don’t exist; even active library users have trouble staying up-to-date about the latest library happenings and services.

Data Points

- “I never knew about the services that are available at the library. The library is the last place I would have thought of... People need to be made aware.”
- “The library offers a lot of services but people just don’t know about them.”

Initial Ideas:

- Through faith-based institutions and churches
 - Newspapers: “If someone calls, my mom won’t pick up. Newspapers are helpful because then we could read to her. Someone can always read to [refugees.]”
 - Share information through schools
 - Branch-specific facebook pages
 - Community ambassadors
-

FOSTERING A MORE EQUITABLE LIBRARY EXPERIENCE

7. Family-Centered Approach

Summary: Family dynamics are changing and people want a library that is family-focused; one that considers all different types of families and how to support them.

Data Points, Quotes

- Parents appreciated storytime and play areas for kids
- “I am working full-time and constantly looking for mommy dates; there was nothing after work. There’s nothing for working moms.”
- “Our first year was so isolating, especially because [babies] nurse so much. It would be nice to have a place where we could come together.”

Initial Ideas:

- More activities for young parents, like storytime
- Activities for families to do together
- Lactation room for nursing moms
- Extended branch hours for working families - people appreciated that the main library is open Sundays but many people’s local branches are closed
- Offer childcare

8. Inclusive Customer Service and Multicultural Support

Summary: The library serves a diverse customer base across Hamilton County, inclusive of socioeconomic status, culture, race, and geographic location. However, not all customers - like refugees and African-Americans - feel welcome.

Data Points, Quotes

- “The people who work there need to understand black people. I’ve had some issues with the people in the Makerspace being condescending with the black people there. . . the library needs to do sensitivity training.”
- Refugee families experience a series of barriers when trying to utilize the library- low English literacy, and limited technology knowledge make it nearly impossible to use the resources or get the help that’s needed.
- Some kids felt like they weren’t trusted by staff. One teen shared that he was sitting next to his sister at separate computers. She scooted next to him to ask him something and the staff person yelled at them.

Initial Ideas

- “ESL classes should be offered. They are offered in churches and community centers and it seems like the library should have that too.”
- Create spaces for refugees to connect with one another, where they can practice their English and build relationships with one another.
- **Representation:** “Hire someone that speaks English as a second language; it makes me feel more comfortable.” People who speak English as a second language, not necessarily from their culture, are more likely to be more patient working with refugees.
- There should be bilingual staff at the library.
- **Expanded, culturally diverse programming:** “The library could be a place that is more open to people of color and a place where people could learn more about African-Americans -- not just [during] Black History Month.”

9. Increasing Access to the Library

Summary: Many individuals and families struggle to get to the library because of transportation challenges, family responsibilities, or physical limitations. Additionally, the library’s current structure and policies help keep order; however, limited hours and late fees can prohibit people from using the library. People struggle to fully take part in all the library has to offer, whether that’s getting in the front door or utilizing all of the resources that are available.

Data Points, Quotes:

- Once you reach \$10 or more in [unpaid] fees, you can’t rent or check out materials. Two out of seven participants didn’t use the library because they incurred outstanding fees

from other people (i.e. ex-partner, friend, etc.) *Source: Low-Income Resident Focus Group*

- Some people wanted to see the library open earlier (“The hours aren’t conducive to life and other things that happen in the course of the day.”). Others wanted to see extended weekend hours. On the Main Library’s Sunday hours: “Why close at 5pm if you’re open at 1pm? That’s not enough time! That’s only 4 hours. What if I want to read a lot of books?” - Teen focus group
- “In Harrison you have to set up an appointment to get help from a librarian. They tell you you have to get on a computer to set up the appointment, but if you don’t have a computer, how are you going to do that?”
- Refugees want to use the library but currently don’t because they’re homebound or can’t speak English. Combined with limited technology knowledge, it feels nearly impossible to use the resources or get the help that’s needed.
- One person said she wanted to use computers but she couldn’t speak English to ask the staff for help. If someone could set up the computer, she could use English lessons.
- People appreciated the number of services at the library but also felt like they were only accessible at the main library - people wanted to see more services, especially the Makerspace, offered at different branches.
- Older people cited the Book Mobile as their first exposure to the library because they lived in disenfranchised neighborhoods that lacked libraries. “They need to bring back the Book Mobile. There used to be a book mobile in Lincoln Heights because the closest library was in Wyoming. It was essentially a library on wheels. And it went from Lincoln Heights to South Woodlawn.”

Initial Ideas:

- Late fees keep people from using the library services. People suggested having creative alternatives to pay off fines
 - Host (or promote) “fee amnesty” days
 - Allow customers to pay off their fines through volunteering their time
- Print library cards onsite at outreach events like street fairs
- Digitize the library card (for people who want to only interact with the library digitally)
- Bringing library services directly to neighborhood parks, businesses, and residences can help build bridges between the library and its customers
- Outreach services for seniors - e.g. taking seniors to the library

10. Safety/Loitering

Summary: The Main Library’s entryway is a shaded open public space close to the bus line. People often loiter in front of the library. Customers shared experiences of harassment, catcalling, and witnessing fights in front of the library. While some people were unfazed, other people actively avoid the main library for these very reasons.

Data Points, Quotes:

- “They need to stop the congregating outside of the downtown library. There are a lot of drugs and violence on the Vine Street side. I had to call the police the other day to break up a fight. The Walnut Street side is the complete opposite. The Vine Street side makes it intimidating for people - they won’t go to the library because of it.”
- “I can’t believe they allow all the loitering.”
- On things they would change: The crowd that is in front of the library - I’ve been catcalled and I don’t want to experience that.”
- “They need a security guard outside to help keep the fights and things down.”
- “I want to feel safe when I go to the library.”

Appendix

Focus Group Discussion Notes and Worksheet

PLCH Facilities Master Plan Focus Group: Low-Income Residents

Date: April 24, 2019

Time: 6:00-7:30 PM

Location: Miami Center for Community Engagement, 1300 Vine Street, Cincinnati, OH 45202

Facilitators: Caitlin Behle (Interviewer); Desiré Bennett (Notetaker)

Length: 90 minutes

Group Description

- 7 participants
- All 7 participants were women; 6 out of 7 lived in a POAH-operated unit (1 unknown)
- 6 out of 7 participants were community researchers for a POAH research project; 1 was invited day-of by one of the women
- Library usage: all 7 participants consider themselves infrequent library users
- Everyone lives downtown
- Marche and Shea both use multiple libraries; coincidentally, they are both relatively new to OTR/downtown
- First person arrived at 5:40; last person arrived at 6:20. Focus group kicked off at 6:30.

Part II: YOUR COMMUNITY (20 min)

- **By a show of hands, how many of you would say you regularly use the library? How many would say you don't really use the library (maybe 2 to 3 times a year?)**

Note responses

- No one raised hands
 - 4 people said 3 times or less
 - Ronshea: was going regularly before February to take her little brother there after school (he would walk to the library and use it until she could pick him up once she got off of work)
 - Marshae and Deborah said they are going to start using the library soon
 - Participants started noting that there's been too much fighting and riff raff and also that the late fees are too much. There should be a better way. These are some of the reasons why others don't use the library
 - Someone mentioned they need to do Amnesty Days more often and/or advertise when they have them
 - If they do visit, it has been downtown or Ezzard Charles
 - Others mentioned Walnut Hills, Roselawn, and generally all over
- Let's go around and do introductions - **share your name and where you feel most welcome in your community.**
 - Sharon: Kroger, Findlay Market because she can walk there
 - Marshae: Findlay Market because they know me
 - Liz: in OTR/downtown because everyone knows me

- Ms. Wanda: in OTR/downtown because it's my second home business wise. And everyone knows everybody
 - Deborah: McMicken to the corner of Main street to Walnut to Lang. It's the surrounding streets where I live. Kroger because the people there are nice and know me
 - Ronshea: That's a real good question because I just moved downtown. I lived in Walnut Hills since 2011. Being a part of this group has made me feel welcome. And the rent office. Meeting Daphne has impacted me in a positive way.
- **What are you most proud of in your community?**
 - The way it's changing and evolving
 - Its kept clean and no trash
 - Don't have to be scared to walk down the street no more
 - We haven't been uprooted and we can enjoy the wonderful beautiful changes that are here
 - It feels like there is value here
 - I appreciate 3CDC for the OTR residents to be able to go and use the Peasley pool for free
 - **What kinds of places and programs would help your community thrive?**

Listen for specific tangible programs/services

 - More things for the teens to do and go. Otherwise they are stuck on the streets
 - A **work readiness program** for teens so they can be guaranteed a job at the end of the program
 - Age range 13-17
 - Something positive for teens at businesses that could host an open-night or event
 - Meeting spaces for adults
 - Tutoring opportunities because a lot of kids are behind in reading/math
 - Free testing (i.e. IEP, Dyslexia, developmental testing)
 - Literacy programs
 - Public laundromat
 - A post office
 - Mailboxes
 - There's a bar for adults that has an arcade but there's nothing for the children
 - The library needs to expand the children area, expand security to combat loitering and also enforce the "quiet rule" in the library
 - More outreach for folks suffering from mental illness

Part III: CURRENT LIBRARY USE (20 min)

Now that we've gotten to know each other, we're going to learn more about how you use the library right now.

Pass out worksheets and explain activity.

- If you consider yourself a regular library customer, use the smiley face side to think about what you **like** about your library. And use the “meh” face to think about what you would **change or improve**.
- If you don't use the library, think about **what would make you want to use the library** or **what you would like to see in your community library**, and **what keeps you from going to the library** and **what**
- Take a few minutes and then we'll talk about our answers. You can either write down your answers or just quietly think about them.

FOR NON-LIBRARY USERS

Smiley face: **What would make you want to use the library? What would you like to see in your community's library?**

Medium face: **What keeps you from coming? What could the library do to address those things?**

- Host a family party once a month that promotes reading
- Should have Hooked on Phonics and ABC Mouse available at the library
- Adult movie nights
- Speed dating
- Once a month dance
- Utilize the patio spaces on the third floor (heard that is off limits to library users)
- Use the outdoor space
- Brighter signage and make it more welcoming
- Update the bathrooms
- More security
- Take away the fees or change up the fee structure (this stops you from going to other libraries)
- More Community Resource Specialists (in Bond Hill they do have something like this)
- Folks from social services agencies stationed at the library would be helpful like a caseworker at the library
- A representative/customer service rep welcoming you when you enter the library
- Once a month single mom gathering or potluck
- More social events in general
- Turning in welfare papers at the library is helpful
- There needs to be better marketing maybe through a newsletter talking about the various resources that the library has to the neighborhoods or something like this
- More reading resources because there are still adults and some children that are unable to read

- Group Discussion:
 - **When describing the things you like... what library branch(es) do you use?**
 - See answers above
 - **Are you aware that there are over 40 branches you can utilize?**
 - Everyone said they are aware
 - **What stood out to you from the group's answers?**
 - All of the people who are just hanging out in front of the library near the corner of Vine and 9th street
 - Better visible customer service is needed
 - It is not as quiet as it used to be and that needs to be enforced
 - I want to feel safe when I go to the library
 - The library is one of the few places that homeless people can go and not be harassed
 - We need to have more things to engage the community as a whole
 - We really need that newspaper to let us know about all of the resources the library offers

PART IV: THE FUTURE OF THE LIBRARY

Based on our group share out, if these are the things we currently like and would change, now let's talk about the vision for the library

- **What do you imagine is possible?**
 - Everything we mentioned above
 - A restaurant inside of the library
 - More welcoming to families
 - They should expand it to other parts of the city like mini-computer/satellite stations or a Resource Center
 - Movies, computers, b-day celebrations, faxing (all without having to go blocks and blocks away)
 - A mini center inside of the OTR Community Center (go into partnership with them)
 - An elderly night for seniors to play games
 - Neighborhood history exhibit inside of the neighborhood you're in
 - Resident community partners
 - Part time workers that work for the library "Outreach Workers"
 - Hire some of the teenagers to help with the younger kids
 - Pay them in scholarships etc.
 - These teens could be the ones helping to keep the library
 - Allow attendees to pay off their fines by volunteering their time
 - More parking
 - Summer camps at the library
- **What kind of place do you want the library to be?**
 - A safe place

- **What do you wish your library had?**
 - There needs to be commercials about the library
 - Flyers mailed to people
 - Flyers at POAH (rent offices where people live)
 - Stations in Kroger = leave flyers on the bulletin boards
 - Parent Magazines should have library info in them
 - The little free newsstands on the streets
 - Free library boxes that are around town
 - Have teens pass out flyers about the library

PART V: WRAP UP (10 min)

- **Any questions for me?**
 - Can we waive Sharon's fees? She's willing to volunteer to pay them off.
- Thank you for your time and input.

4.24.19 Low-Income Residents Debrief

Themes / What stood out to us?

- Once you reach \$10 or more in fees, you can't rent or check out materials. 2 out of 7 participants didn't use the library because of outstanding fees because of other people.
- Can we grant fee amnesty to participants?
- people, connections and relationships, customer service.
- Engaging youth -- Giving them something constructive and productive to do. If they can't get paid, can they get money for scholarship?
- Proximity -- things in walking distance
- **Safety** -- people are congregating in front of the downtown library. How do we alleviate that (improve security) while making sure the space is accessible and friendly to people experiencing homelessness?
- **"I don't know about that"** - information dissemination. How can you know about programs if you're not looped in? Ideas like commercials, radio,
- **Literacy programs** - adults can't read, kids can't read. Perpetuated if parents don't know how to read. Emphasizing not just how to teach parents how to build their kids' literacy skills but also emphasize the importance of reading to kids.
 - More resources for adults who can't read
 - ABC Mouse and Hooked on Phonics (literacy programs)
- Surprised that everyone was happy about the changes. Everyone felt welcome and part of something valuable. Part of something bigger.
- **Programs for adults** (don't have families, older)
- Where people feel welcome:
- Walkable, "people know me, know what I like" - good customer service
- Looking for alternatives to bars
- Literacy programs came up several times

Memo

- Everyone was relaxed and ready to participate. Everyone's answers were honest, no one seemed like they were holding back or biting their tongues.
- Moments where everyone was talking at the same time.
- Liked starting with what the community needs.
- Bring extra gift cards!
- Question about *what do you imagine is possible?* Made everyone pause and think. Adding context and further explanation helped. Keep it in for now, test it out a few more times.

PLCH Facilities Master Plan Focus Group: Entrepreneurs

Date: May 23, 2019

Time: 9:00-10:30 AM

Location: Union Hall

Facilitators: Caitlin Behle (Interviewer); Desiré Bennett (Notetaker)

Length: 90 min

Group Description

- 4 participants - two men, two women
- Recruited through The Women's Business Center/Union Hall/Mauri Griffin
- Mostly new to the self run businesses
- One man has several black hair care products
- Another person (woman) runs a company that finds lost funds for businesses
- One has a nonprofit on building for-profits

Part II: YOUR COMMUNITY (20 min)

- **How often would you say you use the library? *Note responses***
 - Antoinette doesn't use the library but really wants to take advantage of the resources the library offers. Says she'd love to know if the library offers workshops. The last time she was at the library she was at an event with one of her nonprofits
 - In the west side there are Glenway, Cheviot, and the library on Montana. But she prefers the downtown library. Except the parking issues and the people that are everywhere.
 - One participant doesn't have a library card and never would occur to him to go to the library. Someone told him
 - There isn't a lot of signage in front of it
 - I can't believe that they allow the loitering
 - One participant mentioned that he had an encounter with homeless people in the bathroom at the library and then he saw the movie "The Public" and that made him say that the movie rang true because he experienced it.
 - The same participant said that he goes 2-3 times a year with his daughter but he doesn't make the connection to his business
 - The same participant says he had an aha moment when he learned that you can print labels at the library
 - One woman says she uses the Makerspace and talked about all of the services it provides
 - Another participant who isn't from Cincinnati said that he didn't know about any of this or anything about the library in Cincinnati and he's going to get his library card asap

- He also said that the library has a big branding problem. It's more than a place to store books. It's more of a cataloguer of information
- **As a small business, you're trying to find every way you can to save money and if I can use it to book rooms and other things, that's incredible.**
- One participant told everyone about the conference rooms and the study rooms that you can reserve. Downtown branch has computers and I can take my grandchildren there.
- Downtown is the best. I've been to the one in Westwood.
- Downtown I have to deal with parking and the people. And I have to worry about my car getting broken into. I don't have to as much at other locations. Like Covedale.
- Loveland but now that I work at Union Hall, I think I'm going to start using the
- **Let's go around and do introductions - share your name and where you feel most welcome in your community.**
 - I live in Madisonville. I'm the only white person on my block. But I feel very welcome because people are so polite to you.
 - Loveland is a very nice place but it is older. Mason has many transplants and it is a melting pot.
 - A couple years ago when the Trump administration came in I got involved with the immigration issues and I was looking for a church to support. And I found one in North Fairmont. The church has a large Burundi and Guatemalan population. It's incredibly diverse and the fact that there is diversity makes me feel welcome--and I am the minority there (I was one of two White people in a room of 300 people).
 - Man from Ghana- I am often in spaces where I am the only one. I went to Xavier University and I had a couple of (white) friends and I invited them to an African nightclub in
- **What are you most proud of in your community?**
 - I'm most proud of the redevelopment that's happening. I grew up downtown on Main street. I'm sad that some people are being displaced but I am down with FC. I love my city. (AA woman)
 - I'm proud that the people in my community are so nice and friendly and helpful. In other cities no one is helpful. In NYC they don't even look you in the eye. Even though Cincinnati is a big city, it's all local. You can easily fit in in Cincinnati.
 - I'm originally from Ghana and I came to the US in 2001 and I ended up in Loveland.
 - The city has become more progressive. I remember when this city was a Republican bastion.
 - I like the corporate environment

Part III: CURRENT LIBRARY USE (20 min)

Now that we've gotten to know each other, we're going to learn more about how you use the library right now.

- Smile side: what do you like about your library?
 - I like the hours. The DT location is open in Sundays
 - I like that it's a quiet place to read
 - I like that it's free
 - I like the online resources
 - I like that you can download e-books from the library
 - I like that homework assistance is available at some of the branches
 - I like that staff is helpful (with me)
 - I like that the late fee is generous
 - I like parking at all of the branches except for the main library

- Medium face: What would you change or improve? *Or what keeps you from going to the library?*
 - They should add a free parking garage
 - I would like if the library would offer Makerspace in other branches
 - Services I'd like to see: Photography, recording, banner making
 - No loitering needs to be enforced
 - The library needs to create more awareness about the workshops they offer
 - I would change the positioning. Historically, it was a quiet place and there was staff who acted as the "Google" of the time. I would partner with a for-profit and carve out a place where you could have a separate space where you could have meetings and this would force the library to address issues like parking and loitering
 - I never knew about the services that are available at the library. The library was the last place I would have thought of for things like printing. People need to be made aware. There needs to be some sort of advertising.
 - I've never seen a library booth at a festival run by the library. I think they should do that.
 - Tables at street fairs.
 - There should be more outreach to the Hispanic population
 - ESL classes should be offered. They are offered in churches and community centers and it seems like the library should have that, too.
 - There should be bilingual staff at the library
 - There could be more resources to small businesses--things like a place/hub for pulling together all of the information about all of the things that would be a resource to small businesses
 - The library should utilize flyers and some of the free apps to advertise the different things that are happening at the library

- Group Discussion:
 - When describing the things you like... what library branch(es) do you use?
 - Harrison

- Are you aware that there are over 40 branches you can utilize? **The library needs to connect all of it's libraries--especially if they are operating like 41 separate branches/businesses**

PART IV: THE FUTURE OF THE LIBRARY

Based on our group share out, if these are the things we currently like and would change, now let's talk about the vision for the library

- **What do you wish your library of the future had?**
 - They could print/give out library cards at street fairs
 - More people should know that if you have a children's card that there are no fines
 - There are currently 47 hold on GOT Season one. You could be waiting a year and a half before you get it. The library should buy more of those and offer more.
 - Zuckerberg or Besos or someone like that could give their money to the library and help connect
 - The library has money. They just passed a levy.
 - It provides meeting space, opportunities for people to connect, the mission is to educate the public outside of the school system
 - Why do I have to go and get a physical library card? It could exist more as a concept than a physical building.
 - I like the idea of the commercialization of the library to generate some kind of revenue.
 - More public/private partnerships to fill in the gaps
 - Expanding homework help
 - I said to the people in South Fairmont that there should be a program where an adult escorts children to and from a bus stop and the people there said "why doesn't the library come to us?"
 - Can we decentralize some of the services that are only offered at the main library and have them offered all over?
 - There should be a shuttle from the neighborhoods that don't have libraries to take them to other libraries
 - If you have to show ID to get your library card, what about the folks who don't necessarily have an ID or speak English
 - There should be ongoing learning. It's a public good.

5.23.19 DEBRIEF: Entrepreneurs

Themes / What stood out to us?

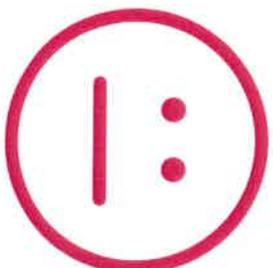
- Connect all 41 branches;
- Utilize public/private partnerships to generate revenue and fill the gaps
- Need for a space to meet in person to network, talk
- Ways the library can do outreach - street fairs, NextDoor, set up tables at events - sign up for a library card there; digital library cards

- If you have to have an ID, what about people who don't have government IDs? People that don't speak English? Those things can be prohibitive
- How do they find out about listening sessions? Continuing community engagement? How will they stay updated?
- Why weren't the events listed on the branch site?
- **Awareness!**
- **Decentralizing services**
- Entrepreneurs don't think of the library as a resource for entrepreneurs. It's the last place you think about.
- Carolyn was concerned about a lack of resources for immigrants, wants better ways to connect



What do you like about your library?

Hours ~~was~~
Staff is helpful
On line Resources through
website
Homework assistance
available

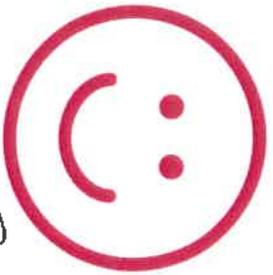


What would you change or improve about your library?

More community outreach
More resources for
Hispanic citizens
~~Summer~~ Summer events

Home and
Budget is tight
On the resources through
new site
Home and
addition

Home and
new resources for
Home and
Home and
Home and



What do you like about your library?

Resources

Late fee

Parking at other
locations - main

~~Renewal~~

Renewal books

Printing fees
genera cost



What would you change or improve
about your library?

location - resources

Should be at all libraries

No. of items needs to be enforced

Send out more information

about workshops



What do you like about your library?

- ① Good for my daughter and family.
- ② Lots of resources and vintage library space



What would you change or improve about your library?

- ① The library should be positioned as resource for businesses to include research resources for ^{collecting} marketing research and business information.



What do you like about your library?

- Free
- usually a quiet place to read (I can't work in a quiet place)
- Internet connection, though I don't use it any more because nearly every bar or restaurant has it.



What would you change or improve about your library?

- Positioning - It's not about books any more
- Don't know about resources
- Parking is either not free or not even available
- Not easy to network - I think because I haven't been there in a while because of the concept of "Be Quiet"
- maybe a coffee shop like a Barnes + Noble - franchises it the "Parker" or "Tim Hortons"

PLCH Facilities Master Plan Focus Group: Returning Citizens

Date: May 14, 2019

Time: 9:30am-11am

Location: Main Library - Room 3B, 800 Vine St, Cincinnati, OH 45202

Facilitators: Caitlin Behle (Interviewer); Desiré Bennett (Notetaker)

Length: 90 minutes

Group Description

- 3 participants
- 2 participants were referred by Ohio Justice Policy Center; 1 participant was part of the Re-Entry and Vet Pods and referred by Ke Parks
- Considered themselves entrepreneurs and artistic
- All 3 participants considered themselves **infrequent library users**

Part II: YOUR COMMUNITY (20 min)

- **First, by a show of hands, how many of you would say you regularly use the library? How many would say you don't really use the library (maybe 2 to 3 times a year?)**
 - A says he doesn't use the library a lot because information is so accessible anywhere. I would come and get books if I needed them--but even that, you can get those on the internet. I've been to the library one time since release. I pretty much have access to computers at my house. I would participate in community functions like the one today.
 - C hasn't been since release
 - J will in the very near future. He's putting together some work for an art exhibit that's coming in September. Will use the Makerspace, trademarks and patents. Ke has been very helpful. Some people use the library as a refuge. It's obvious that some people are here [not to necessarily use the library]
- Let's go around and do introductions - **share your name and where you feel most welcome in your community.**
 - Christopher feels welcome anywhere but most welcome at the barber shop. I volunteer at a food pantry in College Hill.
 - Andrew feels welcome at the bar. The people for the most part are there to relax and meet new people, bartenders are always welcoming.
 - JT is most comfortable at the barbershop. He's a barber. You can always find something at the barber shop--it's incredible for networking. I used to be a medic in the army.
- What are you most proud of in your community?

- I'm most proud of the people. The camaraderie. I can go anywhere and interact with anyone. Learn new things and meet new people.
- My community as a whole, I spoke to some children at CCPA and I was real impressed with the high school students and the questions they asked me. I didn't expect that at all--the younger generation gets a back rep but they don't deserve that.
- I've been seeing a lot of murals and artwork on the buildings. I think they are using them to make the neighborhoods more unified. And they are creating self awareness. I'm pretty proud of that.

- **What kinds of places and programs would help your community thrive?**
 - I think the community has a lot of things already. The NAACP and other organizations that are working for the betterment of the community. There could be more of that.
 - Computers for the children. A barbershop and Daycare together. More playgrounds and organized activities for children. And things that are teachable
 - More programs geared toward financial literacy. Teaching about money markets, bonds, the stock market--those kinds of things. Because some people are spending money faster than they earn it. A lot of people aren't taught how to make their money grow.
 - More positive things geared toward youth: parks, recreations centers, organizations.
 - Something for kids and adults: an annual talent show "Bridging the Gap" each person has a multigenerational team and have each team do a song from the others' generation. It could take an entire year to plan. So having some people to help support my plans--I've got the vision, just need the support.
- *Listen for specific tangible programs/services*

Part III: CURRENT LIBRARY USE (20 min)

Now that we've gotten to know each other, we're going to learn more about how you use the library right now. *Pass out worksheets and explain activity.*

- If you consider yourself a regular library customer, use the smiley face side to think about what you **like** about your library. And use the "meh" face to think about what you would **change or improve**.
- If you don't use the library, think about **what would make you want to use the library** or **what you would like to see in your community library**, and **what keeps you from going to the library** and **what**
- Take a few minutes and then we'll talk about our answers. You can either write down your answers or just quietly think about them.

<p>FOR CURRENT LIBRARY USERS</p> <p><i>Smiley face:</i></p> <p>What do you like about your library?</p> <ul style="list-style-type: none"> ● The openess. It's spacious 	<p>FOR NON-LIBRARY USERS</p> <p><i>Smiley face:</i></p>
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<ul style="list-style-type: none"> ● The staff is friendly and experienced ● I would go to Westwood or Bridgetown if I go to any others besides the downtown location ● Internet access ● It's spacious ● Good for studying ● Good for working ● Tech <p><i>Medium face:</i> What would you change or improve about your library?</p> <ul style="list-style-type: none"> ● Remote access to the books like drop off the books at different places ● More artwork and make the library more vibrant ● More speakers like Kevin O'Leary from Shark Tank. Anyone who can share their secrets to success. ● More people to come in and inspire others ● Needs more computers (in general and some separate from where the kids are) ● Expand to have a soundproof music room 	<p>What would make you want to use the library? What would you like to see in your community's library?</p> <ul style="list-style-type: none"> ● I might use the library to rent the community rooms. It's nice to know you can rent them for free. ● Use of the balcony space. <p><i>Medium face:</i> What keeps you from coming? What could the library do to address those things?</p> <ul style="list-style-type: none"> ● Extended hours
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- Group Discussion:
 - When describing the things you like... what library branch(es) do you use?
 - Downtown, College Hill
 - Are you aware that there are over 40 branches you can utilize?
 - What stood out to you from the group's answers?
 - They are all entrepreneurial, love art, want to get involved in the community and help make it better
 - A lot of services for returning citizens are geared toward low level offenses and so even if you served the time and paid it back, there are still barriers
 - They talked about making their own way because they have to
 - There are a lot of resources that the library could be a hub and connect folks to

PART IV: THE FUTURE OF THE LIBRARY

Based on our group share out, if these are the things we currently like and would change, now let's talk about the vision for the library

- What do you imagine is possible? What kind of place do you want the library to be?
What do you wish your library had?
 - Have holographic and touch screen computers/technology like Iron Man uses
 - The most advanced technology to make people want to come to the library
 - What would you like to change?: Add more events
 - What would you like to change?: More nonprofits partnering with the library to take time to come and run a 10 week financial literacy course or things like that
 - What would you like to change?: Connecting with more organizations to provide more resources/fairs/tools for people
 - The library becomes an information hub
 - Teaching Toastmasters or public speaking courses and workshops
 - A restaurant

PART V: WRAP UP (10 min)

- Any questions for me?
- Thank you for your time and input.

5.14.19 Debrief: Returning Citizens

Themes / What stood out to us?

- Sense of entrepreneurialism - library could be a resource ;
- Art, music, and design - not just their own interests but what was important to them
- Downtown library was preferred
- Participants were really interested in the free meeting spaces
- Library could become a one-stop shop to connect people to resources
- Andrew: nonprofits could partner with the library for workshops and trainings
 - Financial literacy, entrepreneurship speaker series
- All three people brought up youth -- how could the library be a better resource for youth?
- Ke was a crucial resource for JT as he was re-entering; helped him with paperwork, grants
- JT was very familiar with the programs and services that were available whereas Andrew and Chris hadn't used the library since they were released



What would you like to see in your community's library? What would make you want to use the library?

More Kid Space (double)
more books on special things
more activities for family
kids and parents..



What keeps you from coming to the library? What needs do you have that are not being met?

People hesitating around libraries
harder than usual in finding
lots of fighting outside libraries
Grown-up looking toward children



What would you like to see in your community's library? What would make you want to use the library?

Security
More Clean
Different Atmosphere



What keeps you from coming to the library? What needs do you have that are not being met?

Ryck Raff



What would you like to see in your community's library? What would make you want to use the library?

A community Resource specialist
tutoring for ~~kids~~ kids



What keeps you from coming to the library? What needs do you have that are not being met?

Parking



What would you like to see in your community's library? What would make you want to use the library?

I would like 2
see lithe kids get
help with learning,
Respect, and, wash
there hands they
need 2 have someone
2 make sure that thing
Are on the right track



What keeps you from coming to the library? What needs do you have that are not being met?

people Blocking the
doors when trying
2 get in and spitting
getting high and
fighting and stealing
clean up the trash



What would you like to see in your community's library? What would make you want to use the library?

1. Adult day/evening / weekly event:
movies/speed date / socializing date^{w/} light refreshments
2. Community dance / family party
once a month
3. Single moms get together!
Share Ideas, stories, clothes, have
a pot luck dinner



What keeps you from coming to the library? What needs do you have that are not being met?

Old bill; someone tampered with my card ~~unread~~ aware to me and I did not find out until I came to check out movies.



What would you like to see in your community's library? What would make you want to use the library?

I like the library 😊



What keeps you from coming to the library? What needs do you have that are not being met?

What keeps me from coming to the downtown library is kids and people hanging out.

PLCH Facilities Master Plan Focus Group: Young Parents

Date: April 29, 2019

Time: 6:30-8:00 PM

Location: Harrison Branch Library

Facilitators: Caitlin Behle (Interviewer); Desiré Bennett (Notetaker)

Length: 90 minutes

Group Description

- # participants: Five
- Demographics: all women, all mothers
- Participants referred by the Harrison Branch Library; several families expressed interest but were turned away because of limited capacity
- Everyone lives in Harrison;
- Childcare provided by Harrison's children's librarian; 2 out of 5 participants used childcare.
- Library usage: *all participants consider themselves regular library users*

- Lubria's 14 year old daughter is at the track.
- Chelsie brought her daughter.
- Everyone lives in Harrison.
- Lubria is originally from Chicago. So is Roma. Lubria travels a lot so she wanted to be close to the library.

Part II: YOUR COMMUNITY (20 min)

- **First, by a show of hands, how many of you would say you regularly use the library? How many would say you don't really use the library (maybe 2 to 3 times a year?)** *Note responses*
 - Everyone raised hands – regularly used the library
 - One person: it used to be twice a week!
 - Chelsie: one child, age 3
 - Lubria: six kids -- ages 20, 18, 16, 14, 11, 5
 - Beth: two kids – ages 8, 5
 - Roma – one child, 16 months
 - Jessica: three kids – 9, 5, 2

- Let's go around and do introductions - **share your name and where you feel most welcome in your community.**
 - Chelsie – born and raised in Harrison. Uses children's programs on M and W. Feel most comfortable at library. We love Miss Caitlin – she's great with kids. Enjoy the play area. Caitlin encourages us to read books.

- Lubria – mostly Wed for kinderbridge. Been visiting the library for a “very long time.” 5 older children. Now that I have this one, I come every Wed. Miss Caitlin is awesome. Visits play area outside. She enjoys reading the books.
 - Beth – hiatus over the last year. Kid is in preschool 5 days/week. When my daughter as little, my dad took him here. Different library from when I grew up. We absolutely love it. We loved Kinderbridge. Started with family story time on Mondays, Kinderbridge on Wednesdays to get my kid started for kindergarten. [kids programming, kids education]
 - Met so many people here – my whole community feels comfortable because of meeting people because of her daughter. Great networking opportunity.
 - Roma – originally from Chicago. Been here for about 3 years. Grew up going to the library. Started bringing her son since he was 6 months. Comes on M & W. Loves the play area. Only thing she’s found for him on this side of town.
 - Jessica – we moved to Harrison about 6 years ago from Bridgetown. 3 children of her own and she watches children. Utilizes the library a lot for the free programs. Brings her youngest son + 3 other kids to Wednesday story time. Would like to do more. Ms. Caitlin is fantastic. We also utilize the play area when I’m not watching the kids. We also use the summer programs. Quit my job last summer – we utilize the summer reading programs.
 - Comes at least once a week. When I moved here, there weren’t a lot of things to do for kids so we utilize the library a lot [Kids Programming]. My kids always ask me if we can go to the library – “We look forward to going and enjoy going.”
- **What are you most proud of in your community?**
 - Our library and our park. We make a day of it – we’ll go to the library and the park. (Lubria – same thing) “They go together. We’ll check out books and take them to the park.”
 - What are you most proud of? That’s a hard question! We’re known for Miami Whitewater. . . we also do a lot with our school and our church.
 - Besides the library...the park. In the summer the park has programs for different age groups.
 - Agree with everyone else. Also, the community itself (the people) – I don’t have friends and family here but I’m proud of the community. Everyone at my son’s school looks out for each other. The community itself is really nice.
 - **What kinds of places and programs would help your community thrive? *Listen for specific tangible programs/services***
 - Programs to teach people how to garden. Everyone should learn how to grow a plant. It would be cool to take a parking spot to make an above ground garden.
 - Hard to find swim lessons – of the programs that exist, the times are inconvenient (3 people agree). The Y closed (but they’re thinking of opening a new one)

- **Places for birthday parties.** A putt-putt place, movie theaters, or something to do that's inexpensive and not too far away. We currently have to travel for these things. I like the small community but it would be good to have more entertainment options.
- **Swim lessons** – something so Roma and her son could learn together. Indoor options with age-specific activities during the winter when we're cooped up.
- I don't do yoga but my daughter would love to do kids' yoga. It would be great to have kids' fitness programs – yoga, karate.
- Big play gym!

Part III: CURRENT LIBRARY USE (20 min)

Now that we've gotten to know each other, we're going to learn more about how you use the library right now. *Pass out worksheets and explain activity.*

- use the smiley face side to think about what you **like about your library?**
 - This building – I like how open it is. The windows have welcoming ambience.
 - The children's programming.
 - The computers in the kids' area.
 - "I really like this library."
 - The programs.
 - The size of the building.
 - The new furniture.
 - The layout where the books are. The set up with the kids area, the teen area.
 - The hours.
 - The summer reading program.
 - Kinderbridge with Ms. Caitlin.
 - Ms. Caitlin – she's amazing with all children. All the Children's programming for kids ages 5 and under – great for socialization. Gingerbread making at Christmas.
 - The library app for requesting books and movies.
 - Ms. Caitlin – how she packages books as bundles by topic (bedtime! Rain!).
 - The computers with ABC Mouse.
 - The staff.
 - Friendly staff.
 - Children's program with Ms. Caitlin.
 - Lots of selection of books and movies.
 - Monthly calendars with different programs.
 - Daily activities for kids.
 - Passport services were helpful when Roma's son needed a passport.
 - The hours – they have later hours which is helpful when my husband is running late.
 - The family story time
 - Movers and Shakers
 - The monthly programs you can sign up for.

- Bingo, Hot Wheel Race (yearly), building volcanoes, Star Wars night, play area. Very welcoming.
- Layout is nice.
- The welcome area always has exhibits – the Connex. They always have kids books out. It's always welcoming and fun. The kids can check out their own books – it's set up at their own level (the kids love it! "They feel like they're hot stuff!"). Summer reading passport program.
- And use the "meh" face to think about **what would you change or improve?**
 - The searchable catalog online is hard to find books.
 - An outdoor reading area – a shaded area with picnic tables.
 - Touch screens are great for toddlers, but more touch screens would be great.
 - Children-sized furniture in the children's area – I've seen it in the other libraries.
 - More hands-on toys for hand-eye coordination.
 - More programs to help kids figure out what they want to be when they grow up.
 - Open on Sundays!
 - Bigger play area for the kids
 - Be open later on Fridays
 - A weekly program for grade school programs – kindergarten through 5th grade. Something to engage older children. Once kids get older, their interest drops. "I don't want to force [my kids] to come here. Programs pick back up for 6th grade and on. There are monthly programs but weekly (or bi-weekly) programs would be great.
 - Way to search for books by Accelerated Reader (AR) levels – something that corresponds with the school.
 - Partner with a university to offer tutoring after school (not just in the summer).
 - More activities to get to know the community, Yoga and mommy groups.
 - Language classes or safety classes for kids; music classes
 - Places to nurse
 - A place to sit among people so I'm not cooped up in the house. A quiet place for babies. The art museum and aquarium had places where moms could nurse, have a snack, take a nap if they wanted – a place to be among moms.
 - Our first year was so isolating, especially because [babies] nurse so much. It would be nice to have a place where we could come together.
 - More social awareness of the activities – a Facebook page just for this branch (not just the Hamilton Co library). It would be great to get other people involved, especially people who are isolated. People will ask questions on the Harrison happenings page and Caitlin will respond personally. They refer to the website but it's hard to navigate.
 - The catalog is definitely outdated.
 - More K-5 programming. My 9-year-old is too old for storytime but he wants to come.
 - More activities for young parents and young adults. The library is great for kids' programming and then the programming skews way older (quilting for people

- with dementia). Nothing for age 30-50. A mommy class or a painting class. Different activities to bring young parents in as well.
- Play area but it would be great to separate the toddler area from the kids' area so the age groups are more separate.
- Take a few minutes and then we'll talk about our answers. You can either write down your answers or just quietly think about them.
- **What libraries do you use?**
 - Lubria – it has to be this one. The others are very small. The downtown library is great but it's so far away.
 - Beth – in my 20s I didn't go to the library.
 - Chelsie went to the Cheviot one when I lived there in college. Chelsie will use other libraries if she wants to get a book quickly.

PART IV: THE FUTURE OF THE LIBRARY

Based on our group share out, if these are the things we currently like and would change, now let's talk about the vision for the library

- **What do you imagine is possible?**
- **What kind of place do you want the library to be?**
- **What do you wish your library had?**
 - Community gardening where you can also take the vegetables home.
 - Art and music classes
 - More parking – on Mondays and Wednesdays it gets crazy.
 - An outdoor reading area (two other people agreed). A play area outside and benches.
 - Bigger area for the kids with more hands-on activities for the kids. Smaller furniture for young kids.
 - The computers shouldn't be accessible to really young kids.
 - Tech-free areas so they can use their imaginations more
 - I feel uncomfortable reading out here – there's only one couch. No way to snuggle up with my kid and read a book. We pick out books and take them home. I always saw this place as a socialization place but it would be great to have places to sit and relax here.
 - This is the only community room in the whole community. The community center closes early. You can rent a room here but this room books up fast. **A bigger library with multiple community rooms for the community.**
 - Interactive hands-on things for kids (referenced the Osmo iPad app that comes with physical pieces). Virtual reality.
 - Downtown library has 3D printers, button making machines, laser engraving. Why not at this library? The downtown library is far! "I felt like a little kid there." They have actual sewing machines downtown. A makerspace would be great for this library. More technology.
 - That would be great for older kids!
 - Would get kids excited about engineering.

- Lactation rooms
- Play gym for kids
- A place for the community to have a meal together
- More meeting rooms – this meeting room is just for kids’ activities, but it would be great to have a room dedicated to kids’ programming that’s kid-friendly, age-appropriate. This room is very conference-like.
- Outdoor space – a place to go outside and read. Maybe even have storytime outside.
- Kinderbridge had to be moved out to the Main area at one point because there wasn’t enough space.
- Gardens would be great to complement Ms. Caitlin’s spring programming.
- Solar panels for the building – even solar panels that act as shade. Good teaching opportunity for renewable energy.

What would you tell people to convince them to come to the library?

- It’s FREE and fun! Free books and movies. The movie selection is great.
- If you can’t afford something, the technology is here. All the entertainment is here.
- Public transit may be an issue.
- When I worked full time, there were no weekend programs. I had no real reason to bring her. Until I stopped working I wouldn’t know about the programs. Not as much reason for me to come in.
- No Facebook page. Kids may not come home with a calendar. How would they know about it? You might be missing out on young adults that don’t have kids, grown adults who don’t know about programming.
- Working full-time I was constantly looking for mommy dates – there was NOTHING after work. Nothing for working moms.
- Could you mail the monthly calendar for residents?
- What about for 20 somethings? What would bring me here besides school? “I don’t know why I would come if I was 20 and didn’t have kids.”
- I wish there was a way to draw in teens.
- As technology becomes more and more central in the future, how will you draw teens?

4.29.19 - Young Parents Debrief

Themes / What stood out to us?

- Really clear they love the library. They’re forming community here.
- Major themes:
 - Utilizing the outdoor space for gardening, reading time. Engaging children outside.
 - Ideas were overwhelmingly family-centered. Even ideas for adults were about things to do while kids are busy.

- Didn't seem like the participants worked. Programming is not set up for working parents.
- No lactation room despite the fact this is a family-oriented library.
- Library staff – Ms. Caitlin. People know their names, they feel welcome.
- Library set up does not seem to promote families staying – get your stuff and go.
- Lacking programs for older kids (K-6th grade).



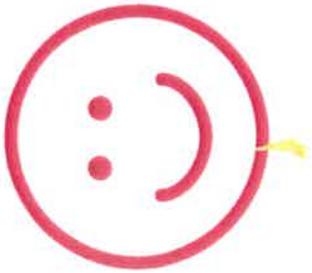
What do you like about your library?

- Friendly staff
- children programs w/ Ms. Caitlin
- Lots of book options
- various adult programs
- Passport service
- Hours
- Monthly calendar w/ programs & children activities
- Lots of parking space



What would you change or improve about your library?

- More activities to get to know community members
- Reading groups
- Yoga offerings
- Play space for toddlers
- Language classes
- Safety classes
- Music classes
- Nursing area



What would you like to see in your community's library? What would make you want to use the library?

Please see improve library section

Lactation Room / BF support group.

Play Gym

Community meal place



What keeps you from coming to the library? What needs do you have that are not being met?

open Sundays

Lunch/Snack area

Lactation Area



What do you like about your library?

- Ms. Curtin - she is amazing with all Children
- Programs for children \$5 - wonderful socialization and educational
- Gingerbread house making at Christmas is one of my absolute favorites.
- We love the Bingo day
- I love the App - I use it to request books and movies and check on the books I have checked out.
- I love how Ms. Curtin packages books by subjects (bedtime, spring, etc.).
- Computers with ABC mouse.
- I love the staff I know so many by name.
- Craft areas at the front - Scavenger hunts are a few months



What would you change or improve about your library?

- Now that my kids are older in school full time we don't come to the library as much as I wish. A weekly program for older kids would be great.
- I don't know of a system in the library to use to look up books in my daughters AR level.
- Partnering with a high school or University for a reading tutoring Program for kids who need help or just to increase reading level.



What do you like about your library?

The Staff!! amazing
The programs that are offered
The size is and new furniture
is nice.
Layout of where books are
and DVD rentals.
The hours are good
Summer Reading program is great
Children's Kinderbridge w/Caitlen

current library users



What would you change or improve about your library?

- The children's area, would love to see children's furniture.
- Hands on toys that help with hand eye coordination
- Would love more programs about gardening for kids and what ~~they~~ they want to be when they grow up.
- would like them to open on Sundays.
- ~~And~~ rentals take long for new movies to check out.
- Bigger play area for kids



What would you like to see in your community's library? What would make you want to use the library?



What keeps you from coming to the library? What needs do you have that are not being met?

- Hard to find parking on days when programs are going on.
 - Would like Friday hours to be longer.
 - 3d printer
-



What do you like about your library?

- Family Storytime
- Movers & Shakers
- Monthly Programs
 - Bingo
 - Hot Wheel Race
 - Volcanos
 - Star Wars Night
- Play Area
- Welcoming the layout
- Summer Reading/Passport Program
- "exhibits" near the check out area
- Kid check out area



What would you change or improve about your library?

- wish there was more social awareness of activities
 - es → FB ~~page~~ page for the specific branch
- More activities for young parents/adults or maybe families
- outdoor area either reading/ Play / garden
- Play Area - new toys or more space. little separation from computers from little busy areas



What would you like to see in your community's library? What would make you want to use the library?



What keeps you from coming to the library? What needs do you have that are not being met?



What do you like about your library?

- I love the children programs with Ms. Caitlyn.
- I love the spacious & welcoming feel of our Harrison library.
- The children/play area is amazing!
- The curvailability & easy-to-use computer resources.
- The staff!



What would you change or improve about your library?

- I would definitely add improvements to the online catalog.
- Maybe add a gardening class or an outdoor above garden for the community to plant & take fresh vegetables.
- Music classes...
- Solar pannels...?



What would you like to see in your community's library? What would make you want to use the library?

- More outdoor classes that can utilize gardening or outdoor reading area
- More touch screen computers for the children area.
- Harrison branch social media
- Art & music programs

non-library users



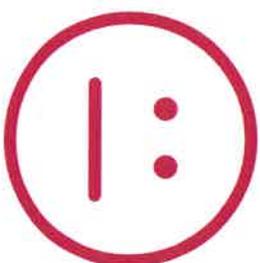
What keeps you from coming to the library? What needs do you have that are not being met?

- More parking (especially for Mon. & Wed. children programs).



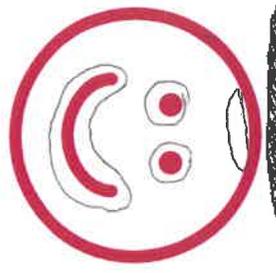
What do you like about your library?

- * internet access
 - * knowledgeable people
 - * multitude of books
-



What would you change or improve about your library?

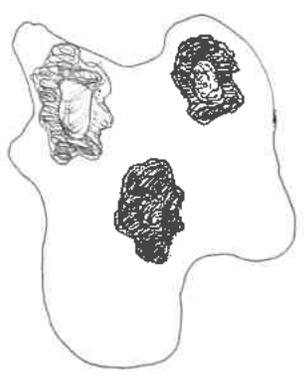
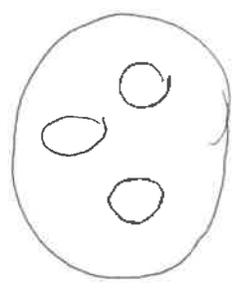
- * remote access to materials



What do you like about your library?

Openness, space,

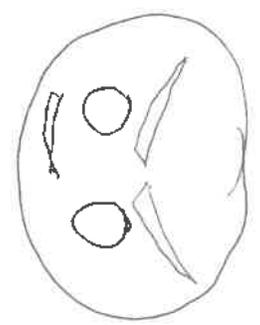
Staff,



What would you change or improve about your library?

Design

gawm

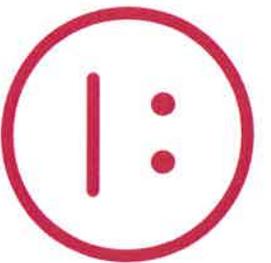


TOES, Mon 14th



What do you like about your library?

I like the Tech department
which is new to me.
Assembly / Services
~~the~~ knowledgeable staff



What would you change or improve
about your library?

JJ . 

needs more computers
more music / Band room,
pianos and instruments. (Sword point)

PLCH Facilities Master Plan Focus Group: Youth

Date: May 18, 2019

Time: 9:30am-11am

Location: WordPlay

Facilitators: Desiré Bennett (Interviewer); Caitlin Behle (Notetaker)

Length: 45 minutes

Group Description

- Four participants from WordPlay
- Ages: 23 , 17, 14, 13
- All part of WordPlay programs, 3 out of 4 part of Scribes program
- infrequent library users
- Live in Northside, West End, North Avondale

Part II: YOUR COMMUNITY (20 min)

- **First, by a show of hands, how many of you would say you regularly use the library?** 3 How many would say you don't really use the library (maybe 2 to 3 times a year?)
- **Let's go around and do introductions - share your name and where you feel most welcome in your community.**
 - After school - at WordPlay on Tuesdays (I go to Aiken)
 - Hoffner Park - beautiful, I feel comfortable and go there.
 - My house
 - Programs at WordPlay - I'm an assistant
- **What are you most proud of in your community?**
 - I'm not proud of my neighborhood; my neighborhood is aggressive. It's mean. There was a crowd of people and someone was hitting someone with a stick. I like being outside, the way the sky looks.
 - The diversity in my neighborhood - talk to people of different cultures. (Lives in Northside)
 - The art - I like that people can connect; we're used to talking about how different we are, but there's unity in art.
- **What kinds of places and programs would help your community thrive?** *Listen for specific tangible programs/services*
 - Different types of art program from all different types of art - my favorite is theater. It can build bridges across cultures to make something beautiful.
 - More literacy programs and trauma programs. People come from different backgrounds and walks of life. Different programs that can make people feel included.
 - Lots of trash in my neighborhood - more things to pick up trash. It will look better.

- The environment - protection now so we can reinforce our likelihood that this generation can thrive in the world.
- Kids don't care anymore about the environment.

Part III: CURRENT LIBRARY USE (20 min)

Now that we've gotten to know each other, we're going to learn more about how you use the library right now.

- **If you consider yourself a regular library customer, use the smiley face side to think about what you like about your library. And use the "meh" face to think about what you would change or improve.**
- **If you don't use the library, think about what would make you want to use the library or what you would like to see in your community library, and what keeps you from going to the library**
- *Take a few minutes and then we'll talk about our answers. You can either write down your answers or just quietly think about them.*
- **What do you like about your library?**
 - Safe place for my sister to go after school so they're not running around - there's one right across from Summit Academy
 - The interior and exterior of the Northside library - it follows a classical library style; it also has its non-benefits - it blends in so you don't necessarily know it's a library
 - "Books, books, and more books" ...and movies. She uses the downtown library. And Avondale. She lives in Winton Terrace.
 - The computers and the Teen Spot. Downtown. I can finish my work and play. Teen spot has better movies
 - "They have better anime" - specific anime. Not all anime.
 - "It's a cool place."
- **What would you change?**
 - Make it open for longer hours - make it open on a Sunday. Cafe with food so someone after school can eat something. Reach out to the community a little bit more to get people more informed. I see a lot of violence and that might be because people are bored. Want to further their education. I lost a brother to gun violence. There are programs you can do. I don't have anywhere to go to do my homework. I hear that a lot.
 - Open longer hours - "why close at 5pm if you're open at 1pm? That's not enough time! That's only 4 hours. What if I want to read a lot of books?" More restrooms and more convenient places -- I have to go all the way upstairs to use the bathroom. It's on the other end - "I'm not gonna make it!" I had to run. The doors are heavy. The difficult tasks to get to the bathroom -- they shouldn't be there. (Need to be easier to get into)

- There's a rule - Only one to a computer. My sister and I were sitting next to each other. The staff person would yell at us. She was on the other computer and scooted next to me and he yelled at us.
 - Staff get on my nerves. I tried to get on a laptop but it wasn't working. The staff was condescending to her when she asked for help. "Why you gonna get smart?"
 - The building is similar to everything else and it's not very noticeable. You're not going to pay attention. The involvement in the community. If the library held block parties to let people know about the library. More clubs. I go to a school where anyone can make a club but sometimes you just don't want to stay there all day, you get tired. If the library had more clubs (anime club, writing, poetry, art) it can get more students involved. Then parents will be happy because their kids are occupied - maybe they'll even donate. Referenced the silent library (game show). More games and activities in the library to boost the popularity.
 - A basketball court!
 - The water fountain stream is so short. You gotta put your mouth right on it.
 - The elevators move too slow even when no one's in it.
- Group Discussion:
 - **When describing the things you like... what library branch(es) do you use?**
 - **Are you aware that there are over 40 branches you can utilize?**
 - **What stood out to you from the group's answers?**

PART IV: THE FUTURE OF THE LIBRARY

Based on our group share out, if these are the things we currently like and would change, now let's talk about the vision for the library

- **What kind of place do you want the library to be?**
 - Games and TVs in the library and more hours
 - Cultural practices - every culture could come together and teach each other their cultures; this could eliminate racism - racism is the idea of not knowing other cultures.
 - Schooling - start a preschool to first grade. Host open mics so you don't have to pay venues to pay an open mic.
 - More events for younger kids. The kids' section is dry down there. More events that encourage kids to read without forcing it. There's an event where you read to the dogs.
 - It's dead -- there's only 3 kids but they're on the computers. I know school's over but where they at? Nobody's down there.
 - Actual good snacks. Their snacks are *nasty*. Their sandwiches are nasty. The kids don't eat the food, they just drink the juice. The kids won't eat it. I was there every day and I was so disappointed because they're nice enough to give us food. A different variety of sandwiches - I don't like that type of meat. Spruce it up

a little bit. They look just so factory made. “They can do better.” The bread is wet. “That’s not healthy.” The cheese is stuck to the bread.

- Bigger juice containers. Real pizza from a restaurant.
- They might as well turn it into a gaming place.
- They removed the computers.
- More educational systems. More accessible for everyone to get a quality education. They should team up with the schools. Work with people at colleges so people can have tutoring for schools. Classes to help with financial aid (financial aid specialists). Educate people about their finances. Make it better for the community they’re in.

PART V: WRAP UP (10 min)

- **Any questions for me?**
 - What do you like about the library?

5.18.19 Debrief: Youth

Themes / What stood out to us?

- They all talked about extending **hours** and Sunday hours.
- **Outreach** - people in the community need to know what’s going on.
- Unnecessary oversight and mistrust with one or two staff members (isolated incidences). Maybe not trusting them enough or respecting them enough to help them take care of issues.
- More things for kids to do - Yasmin tied it explicitly back to gun violence. If the library had more things to do then kids could be off the street.

Memo:

- Make people feel at ease. Speak in layman’s terms. Continue to reassure them their answers aren’t right or wrong.
- Changed the library question from what do you think is possible to “When you think about the library of the future, what do you want to see?” Add on: consider things that don’t even exist or that aren’t offered at the library.

PLCH Facilities Master Plan Focus Group: Young Professionals

Date: May 1, 2019

Time: 6:00-7:30 PM

Location: Design Impact

Facilitators: Caitlin Behle (Interviewer); Desiré Bennett (Notetaker)

Length: 90 minutes

Group Description

- # participants: Five
- Demographics: all women, African American
- Participants referred by Urban League YP Group, Ashlee Young, Dr. Angelica Hardee
- Everyone was social justice minded, everyone was deeply in their careers except for one student
- Library usage: *One participant considered themselves a regular library user*

Part II: YOUR COMMUNITY (20 min)

- **First, by a show of hands, how many of you would say you regularly use the library? How many would say you don't really use the library (maybe 2 to 3 times a year?)**
 - *Ny: One person*
 - *Al: Another person said they'd just come from the library but haven't really used in months (uses the UC library)*
 - *An: a few months ago at a Public Allies event. There used to be a ton of public events there but now there are not. I see it as less convenient*
 - *Fe: Haven't been in a public library since elementary school but I used to use UC's library enough. But in the last six months, I've been to a baby shower and a movie premiere*
 - *De: doesn't use it regularly but helped niece get a card not too long ago*
- Let's go around and do introductions - **share your name and where you feel most welcome in your community.**
 - An: Urban League and doing community-centered events
 - *Alex: Lives in Clifton and goes to UC and feels pretty welcome in on campus but more so in the LGBTQIA Center and the Ethnic Center, with people who make you feel like they want you there*
 - *Destinee: In the West End in my backyard. It's my little corner of the world. There's familiarity.*
 - *Nyirah: Lincoln Heights. My grandmother has been there 70 years so I've seen a lot of families come and go. It's familiar and fun.*

- Felicia: Mom's or my house is my safe haven. Places where there are familiar people around where I'm able to be myself. I feel comfortable in Kroger (too) where there are friendly faces.
- **What are you most proud of in your community?**
 - I live in Wyoming and most proud of the legacy that comes with it re: education, resources, safety
 - Lincoln Heights the legacy because it's one of the first AA neighborhoods in the nation but we need more togetherness and resources.
 - Ludlow in Clifton. I just love the community that's formed there at the bottom of the hill. There's late night walking, street fairs, etc.
 - Bond Hill. The tradition of Bond Hill being really civically engaged, also enjoy that there are older people in the community. The biggest reason is the history of Bond Hill and I see them being very engaged and involved.
 - My street in the West End. My neighbors look out for me.
- **What kinds of places and programs would help your community thrive?**
 - In Wyoming, there needs to be more diversity. So seeing someone different is an obstacle. The networking piece and feeling included. Embracing the difference in everyone. More opportunities for people to get to know each other. Being more intentional about the diversity in certain events. The school doesn't have many POC or blacks, not many black or teachers of colors. Celebration and representation.
 - Leadership and professional development so they can have more resources. Mentorship in literacy. The kids in the summer camps often are working to pass a third grade test but not necessarily learning literacy skills.
 - Clifton/Ludlow could use more safety measures implemented. Safe places to go without alcohol and drugs being a problem.
 - In Bond Hill, crime has been associated with the disenfranchisement that happens there. (commenting on Clifton: Do they only care about about the UC students and things--and not people)
 - There needs to be more integration everywhere
 - I remember feeling frustrated when Kroger (in Corryville) closed and thinking about the neighborhood and how it was a (veritable) food desert until the new one was built
 - With Wyoming having a lot of resources, as with anyone, it's hard to let go of power. How can we help the communities surrounding us? Any particular resources you'd like to see expand?: health fairs, educate and give tools away so folks know what their resources are. I'm a nurse practitioner so I'm focused on health access.
 - Donating books to elementary schools so they have more resources for their library
 - Many participants vividly remember getting their first library card. It gives you a sense of ownership.
 - Someone mentioned that kids don't have fees on their cards

- Something about people exchanging ideas. There's a huge divide between how some people feel about the West End though with everything that's happening with the West End. If there were a central location for people to gather in the West End there could be more opportunities for people to exchange ideas with those who they might not necessarily interact with on a regular basis otherwise.

Part III: CURRENT LIBRARY USE (20 min)

Now that we've gotten to know each other, we're going to learn more about how you use the library right now. Pass out worksheets and explain activity.

- If you consider yourself a regular library customer, use the smiley face side to think about what you **like** about your library. And use the "meh" face to think about what you would **change or improve**.
- If you don't use the library, think about **what would make you want to use the library** or **what you would like to see in your community library**, and **what keeps you from going to the library** and **what**

<p>FOR CURRENT LIBRARY USERS</p> <p><i>Smiley face:</i></p> <p>What do you like about your library?</p> <ul style="list-style-type: none"> ● Transferring books to different library ● Using Pleasant Ridge the most but use downtown and Clifton <p><i>Medium face:</i></p> <p>What would you change or improve about your library?</p> <ul style="list-style-type: none"> ● Turning into a coffee shop (although that's not necessarily the function of the library) ● Soundproof rooms? ● Create quiet spaces ● The whole idea of the library has changes ● Needs to serve all kinds of purposes but need to be separate because there needs to be quiet places as well as serve other needs ● There should be regular focus groups at library locations to continually evaluate how they are doing ● More and better community events 	<p>FOR NON-LIBRARY USERS</p> <p><i>Smiley face:</i></p> <p>What would make you want to use the library? What would you like to see in your community's library?</p> <ul style="list-style-type: none"> ● Poetry slams ● Renting laptops and dvds ● Adult book clubs ● If you could rent out the AV equipment for 24 hours ● Request them to purchase certain books and movies ● Quarterly or monthly book exchanges and book clubs ● Anything with wine/wine and read ● Access to child care for places to study or for working moms ● Cafe and study <p><i>Medium face:</i></p> <p>What keeps you from coming? What could the library do to address those things?</p> <ul style="list-style-type: none"> ● When talking about another library (at Sinclair college) said noise control is important. That particular library did not design it with that in mind because they put a Starbucks in the middle of it
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<ul style="list-style-type: none"> ● If Google could point to a book at the library, that would be great--I'll use Amazon instead ● There's an opportunity for them to be more like a service-industry ● I don't know what they really have to offer ● The crowd that is outside of the library--I've been catcalled and I don't want to experience that ● The energy is different at the downtown library and I don't like it ● The bus stops may have something to do with that but there are also students who might be skipping school ● There were very visceral reactions to the downtown library. If that is your first experience with a library in Cincinnati, you might not want to go back to another library ● The parking downtown is awful. I shouldn't have to pay to go the library. There should be a voucher. ● Wifi sucks ● Many modern amenities that are missing like pens ● The printing experience is awful ● The hours aren't conducive to life and other things that happen in the course of the day (need to open earlier) 	<ul style="list-style-type: none"> ● Better customer service ● Don't want to displace people--it's public and for everyone. So if there were more traffic and more people going to the library, it would be so uncomfortable to go ● Creating a space for those who are hanging out in the front ● Make library accessible and inclusive ● Don't have anything that's going on outside of their doors, it always seems like the books are contained on the insides ● A TV or a banner outside advertising what's going on inside ● Needs to be more welcoming ● A literacy class ● ESL classes ● An awareness of programming <ul style="list-style-type: none"> ○ I get a ton of emails so I may overlook your emails ○ Maybe use facebook or the news or other ways ● All the signs are the same. They are not bold, they need LED signs
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- Group Discussion:
 - When describing the things you like... what library branch(es) do you use?
 - Clifton (when it was set up for voting), Pleasant Ridge
 - Are you aware that there are over 40 branches you can utilize?
 - What stood out to you from the group's answers?

PART IV: THE FUTURE OF THE LIBRARY

Based on our group share out, if these are the things we currently like and would change, now let's talk about the vision for the library

- What do you imagine is possible?

- Many of what was said above already answers this question
- An inclusive learning space
 - Trades
 - Book club
 - Dewey decimal system
- Maybe a coffee shop
- Library ambassadors
- A safe haven for people
- A beautiful, dignified space
- More green spaces and community-based gardens outside
- Services for people or connecting people to services: Resource Coordinators
 - Electricity
 - Access to food
 - Housing
- Funneling out the library experience
- More of a safe place that's quiet with other services like a food pantry
- More comfortable places to sit
- Nap areas
- Lounge areas with bean bags or something like that
- A cozy experience
- What kind of place do you want the library to be?
- What do you wish your library had?

PART V: WRAP UP (10 min)

- Any questions for me?
- Folks followed PLCH on social media during this FG
- Thank you for your time and input.
- Share next steps
 - Next listening session in your neighborhood is: _____
- Library staff can pass out additional resources, business cards if it feels appropriate

5.1.19 - YP Debrief

Themes / What stood out to us?

- People started coworking it to a coworking space
- My neighborhood is losing this thing or that and the library could replace that
- Catcalling/safety issues
- Hours
- Ownership
- The library experience is passive and not proactive and very hands-off
- There's a lack of awareness on what's happening at the library

- Some of the libraries feel like DMVs or social services
- Need to be more community events



What would you like to see in your community's library? What would make you want to use the library?

Engagement in the community

- THIRING EVENTS TO ATTRACT YOUTH
LIBRARY

- OFFER BOOK EXCHANGE

- HOLD ~~BOOK~~ ~~BOOK~~ QUARTERLY
MONTHLY BOOK CLUBS MEETINGS



What keeps you from coming to the library? What needs do you have that are not being met?

- ACCESSIBILITY BOOKS - AMAZON
BOOKSTORES

- HOURS OF OPERATION

- NOT BEING AWARE OF THE LIBRARY
HAS TO BETTER



What do you like about your library?

- they will transfer books to your location from other locations
- laptop rentals
- DVD rentals
- long rental periods
- community boards for information
- many popular books are available quickly after their release



What would you change or improve about your library?

- more kids free spaces (pleasant noise)
- cafe/library
- longer hours p. noise
- more comfortable places to sit
- places to sit out and work/read



What would you like to see in your community's library? What would make you want to use the library?

- more adult-community events like poetry slams, open mic nights, contests, movie nights
- adult book clubs
- book exchanges
- designated quiet areas/tables
- DVD rental (24 hr - dvd player/laptop/etc)
- request them to purchase ~~to~~ certain books/DVDs



What keeps you from coming to the library? What needs do you have that are not being met?

- crowds
- hours
- but mostly school/work keeps me busy



What would you like to see in your community's library? What would make you want to use the library?

- more community events (adult)
- awareness of resources
- additional education opportunity/resources
- engagement across all libraries not just those in some areas
- wine + read!



What keeps you from coming to the library? What needs do you have that are not being met?

- I'm not sure I know what the offer has resources/ equipment
- social media/communication
- newsletters to broader audience about what is going at the library
- awareness of library hours
- access to childcare
- reading corner



What do you like about your library?

- it's free
- bring books back to ^{any} ~~the~~ library
- great for nice to hang,
use laptops



What would you change or improve about your library?



What would you like to see in your community's library? What would make you want to use the library?

• Outreach outside the doors

↳ need reminders / invitations to come in

• better understanding of what I'm

looking for will be inside

• similar support that the

Internet or a bookstore provides

to provide recommendations

• co working space + coworking things (coffee to get printers great wifi)

• ~~research~~

non-library users



What keeps you from coming to the library? What needs do you have that are not being met?

my kindle
Amazon is easier!

↳ if there was a way to search for a book on spot as I heard about it and pick it up or have it delivered I'd change things.

Forget that it's there.

~~no stores~~ crowd downtown is a lot

downtown library is overwhelming.



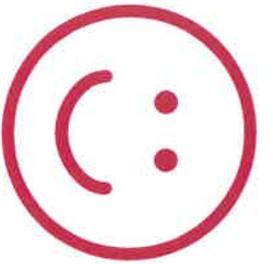
What do you like about your library?

- access to free books
- Makers space
- The size of the main branch is incomparable to most of the other branches
- The proximity to my job.



What would you change or improve about your library?

- more community engagement events/opportunities
- skill development resources
- literacy devices for students
- awareness of resources
- more audiobook titles



What do you like about your library?

the ~~books~~ laptops and
movies

teen spot



What would you change or improve about your library?

~~books~~

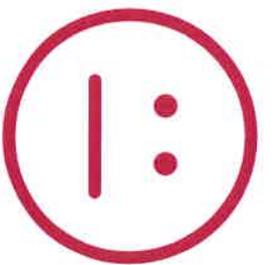
~~books~~

snacks



What do you like about your library?

Books
Books
and more BOOKS
... also movies



What would you change or improve about your library?

More restrooms in more
convenient places
Open longer hours



What do you like about your library?

It is a safe place
for my sister to go
after school.
It keeps children ~~off~~
out of harms way at
times.
gives children something to
do.



What would you change or improve
about your library?

make it open for
longer hours.
add food spaces like a
cafe area something small
Reach out to the community
more.



What do you like about your library?

- exterior / interior



What would you change or improve about your library?

- If there were more clubs activities, such as online, meditation, or even poetry slam clubs.
- The building is very bland and closed up which follows the Northside trend. It doesn't fully stand out.
- ~~Reading~~ ^{More} involvement in the community, such as going to homes and inviting people to block parties.
- "Silent Library" game

PLCH Facilities Master Plan Focus Group: People Experiencing Homelessness

Date: May 8, 2019

Time: 9:00-10:30 AM

Location: Shelter House- Men's Shelter

Facilitators: Caitlin Behle (Interviewer); Desiré Bennett (Notetaker)

Length: 90 minutes

Group Description

- # participants: Six
- Demographics: 4 men and two women
- Participants referred by the Shelter House
- Everyone currently lives at Shelter House (women's or men's location)
- Library usage: *Two participants consider themselves regular library users*

Part II: YOUR COMMUNITY (20 min)

- First, by a show of hands, how many of you would say you regularly use the library? How many would say you don't really use the library (maybe 2 to 3 times a year?)
- Two people raised their hands
- Blue Ash (was in a nursing home for 6 years so didn't get to go but used to go all of the time)
- Shelter House is not supposed to drop anybody off at the Library (Kenny the van driver) and he's not supposed to pick anybody up from there either because it's the rules at the Shelter House. Taking us to the FreeStore is on his route but the library is not his main route.
- Everyone in the group is currently at the Shelter House
- I used the library when I was homeless to get on the computer to research jobs but now that I have a cell phone i can do my research there
- One person said he doesn't go at all

- Let's go around and do introductions - **share your name and where you feel most welcome in your community.**

Barb feels most welcome at the Shelter House. Has been there 5 months. Had a couple of strokes, lost job and apartment as a result. I'm the linen lady so I do all of the linen at the women's shelter. She's a gopher. :-) Has a GCB caseworker.

Steve aka Hutch I feel welcome at the Shower House, Daily Bread, and Mary Magdalene. They smile and go the extra mile and are very patience.

Roger likes the Kingdom Warriors. They give out clothes, food, and prayers.

Latrese used to feel welcome everywhere. But since things have shut down in her life, she's not sure. She says Barb makes her feel welcome.

Miko feels welcome at the Reds Stadium. He loves his job there. He feels comfortable because the people there are welcoming. The library is cool.

Al feels welcome everywhere. But particularly with his friend Elaine and her family. And his doctor's office makes him feel welcome.

Everyone's answers were more about the way people made them feel.

- What are you most proud of in your community?

That I help people. At the nursing home I helped people out. I help the folks who can't read and write here at the shelter and help them feel out job applications.

I like the way they've fixed everything up and how it's being cleaned up in downtown Cincinnati. In the past 20 years. OTR used to be off the chain but now it's a decent place to walk through. You've still got a mix of different races and origins. Cincinnati is like a melting pot. It's getting better.

I think it cost the low income people a neighborhood (talking about OTR). They took away all the low income housing and cleared them out for parking lots and instead built lofts and suites.

I'm proud of myself for helping the new women who come in. I help them to know they don't have to be afraid and no one is better than anyone. We can help each other out.

- What kinds of places and programs would help your community thrive?

More low-income housing

More places you can get a hot meal/soup kitchens

More musically-driven programs and extracurricular activities for adults and kids at the library. I try to go to different libraries Vine Street, North Central, Reading, Glendale by Wyoming, Northside

6am-4:00pm you have to stay in the Day Room and can't watch TV nor can you go to sleep. There need to be more activities for folks at the shelter.

There are gaps in the social sector and the way job hours/amenities don't match up.

To improve the Shelter House: take people at to the library, pay people to do some kind of work at the shelter, bring things to the shelter for folks to do, Barb should be on the payroll because

she does linen all day and she sometimes cooks. Compensation could be bus passes, gift cards, things like that.

Shelterhouse should have landlords and job fairs and have them come to the shelter house because we can't get out to it

We need housing case managers. They need to get to know the business and get connected to the property managers.

The food situation at the shelter is not great. We are not allowed to bring food in. It's either eat here or nothing. There are no microwaves. It doesn't matter if you have dietary restrictions due to health, religion, or choice.

Part III: CURRENT LIBRARY USE (20 min)

Now that we've gotten to know each other, we're going to learn more about how you use the library right now.

Libraries used: downtown (someone said it was a bad location because of all of the people) Someone I know drives all the way to the West Chester Library because he doesn't like the downtown library

Concern that things will get stolen at the downtown library. Smoking, fighting. You can probably get drugs before you can get a book.

- **Pass out worksheets and explain activity.**
- If you consider yourself a regular library customer,
 - use the smiley face side to think about what you **like** about your library.

Convenience (DT location you can ride a bike or walk to it)

You can get older materials and the hard copies

I like the way they've got it set up downtown. Computers on the 2nd floor and the first floor is a lounge area to sit and read your books

The computer to find jobs

Librarians to help you set up your email, find jobs, complete your applications.

In Harrison you have to make an appointment to get help from a librarian. And they tell you you have to get on the computer to set up the appointment to get on a computer but if you don't have a computer, how are you going to do that?

- And use the “meh” face to think about what you would **change or improve**.

I'd like to see a recording space. (we mentioned the Makers Space...he didn't know about it)

More information about what they have to offer

There needs to be more marketing on what's available

The library offers a lot of services but people just don't know about them.

The library could come to the Shelter House and give us flyers letting us know what they have to offer

We need a way to get there

Transportation services like bus passes

They need a security guard outside to help keep the fights and things down

Need more security

They need armed guards

Sunday hours even it was just a few hours

There should be a separation with the computers. A “business” section (i.e. to look for jobs, housing, etc.) and a “pleasure” section (i.e. movies, games, etc.)

More adult-oriented programs e.g. how to draw, how to write, educational

Gardening and teaching gardening

Stamp and coin collecting courses. Variety classes. Things to spark people's interest.

Legal rights classes “Know Your Rights”

Job fairs

Opportunities for folks to make a few dollars

More jobs

(specifically at the shelter house now, there should be ways to make money i.e. cutting grass, doing chores)

- If you don't use the library, think about
 - **what would make you want to use the library or what you would like to see in your community library**, and
 - **what keeps you from going to the library and What could the library do to address those things?**
- Take a few minutes and then we'll talk about our answers. You can either write down your answers or just quietly think about them.
- Group Discussion:
 - When describing the things you like... what library branch(es) do you use?
 - Are you aware that there are over 40 branches you can utilize?
 - What stood out to you from the group's answers?

PART IV: THE FUTURE OF THE LIBRARY

Based on our group share out, if these are the things we currently like and would change, now let's talk about the vision for the library

- What do you imagine is possible?

Home delivery

Food service

Cafeteria in the library

A gift shop in all of them with books and clothes and shoes

A rooftop lounge

Program to work for a room. Homeless people who work there and clean it up and there would be apartments above the library

A Cincinnati souvenir shop

A room in each branch dedicated to the particular neighborhood you're in

Bingo

Have little carnivals to make it more inviting

Video games, bingo

Books, magazines, newspapers, computers.

A place to eat

The library and the YMCA + YWCA should merge together
Have a colocated program

Fitness so you can read and exercise

PART V: WRAP UP (10 min)

- Any questions for me?
- Thank you for your time and input.
- Share next steps
 - Next listening session in your neighborhood is: _____
- Library staff can pass out additional resources, business cards if it feels appropriate

5.8.19 Homelessness Debrief

Themes we heard:

- Better marketing on what is available - the library offers a lot of services but people don't necessarily know about them
- More outreach: Library could go to different locations (shelters, etc.) to promote specific services, pass out fliers
- Shuttle to and from the library - schedules for different admin buildings don't match up with people's schedules
- People experiencing homelessness avoid the downtown location if they can help it because it's dangerous and you can get your things stolen
- More programs for youth - specifically music programs
- Adult programs for hobbies and special interests (stamp and coin collection, music)
- Adjusting hours to be more flexible (Sunday hours, later hours)
- Bringing programs to other locations because some communities are isolated, can't get there because of hours, transportation, etc.
- Alleviating boredom - people can't leave the shelter, can't watch TV - would welcome activities from the library
- Staff support is really appreciated - people are willing to help you
- **More social services** at the library
- **Transportation** - more bus passes or a shuttle

PLCH Facilities Master Plan Focus Group: African-American Community

Date: May 21, 2019

Time: 10:30am-12:00pm

Location: Cincinnati Federation for Colored Women Club

Facilitators: Caitlin Behle (Interviewer); Desiré Bennett (Notetaker)

Length: 60 minutes

Group Description

- 6 participants (two of the participants were not fully engaged the entire time)
- Focus group was part of an existing community gathering / social event (A Few Good Men) - African-American fellowship group that has been meeting for the last 4 years.
- Meeting officially opened at 10:30 but because it was a fellowship gathering, several people made announcements and further conversations; had to address the room 2-3 times to explain the focus group and invite participants;
- Focus group was abbreviated due to the informal meeting environment (focus group was part of a social breakfast)

Part II: YOUR COMMUNITY (20 min)

- How often would you say you use the library? *Note responses*
 - I use it often. I'm a jazz enthusiast so I use the library to borrow recordings. It's so convenient now that the materials renew automatically.
 - I use it 3-4 times a week
 - I use it 3-5 days a week
 - What library branch(es) do you use?
 - Walnut Hills, Main Library, Avondale, Forest Park, Norwood
- Introductions- **share your name and where you feel most welcome in your community.**
- What are you most proud of in your community?
- What kinds of places and programs would help your community thrive?
 - *Listen for specific tangible programs/services*

Part III: CURRENT LIBRARY USE (20 min)

Now that we've gotten to know each other, we're going to learn more about how you use the library right now.

- Smile side: what do you like about your library?
 - I like the makerspace and
 - the speakers they bring in
 - The exhibits they have there
 - Magazines, books and newspaper

- I use the library for the wifi
- I like the Makerspace and I use the 3D printer, the AI, make banners
- I like renting jazz albums
- I like the gift shop at the downtown library
- Medium face: What would you change or improve?
 - *Or what keeps you from going to the library?*
 - They should offer genealogy services
 - **I don't like that some of the workers have had no tolerance for anything. The people who work there need to understand black people. I've had some issues with the people in Makerspace being condescending with the black people there. (every person in the FG nodded or audibly agreed)**
 - At the downtown library, I sometimes experience library staff being condescending and I've reported it. But this needs to improve.
 - The library in Columbus, Ohio is far more beautiful. I go to the library to relax and [it's easy to do that there]. Sometimes I wish it was home.
 - The water pressure for washing your hands is just too low and needs to improve
 - The hand dryer is not strong enough and needs to improve
 - I wait until I go home because a lot of times the men's bathroom at the downtown library is not clean.
 - Maintenance needs to clean the men's bathrooms more frequently
 - Customer service needs to improve
 - There is racial bias and there needs to be something done to address this **(every person in the FG nodded or audibly agreed)**
 - The library needs to do sensitivity training **(every person in the FG nodded or audibly agreed)**
 - Training on how to treat people and how people interact with one another
 - Eric Ellis does a good job of conducting these types of training
 - The library should have some type of partnership with City Link and various homeless shelters
 - The way homeless people are treated is not great
 - Everyone should feel welcome when they come into the library
 - There should be services offered to seniors e.g. outreach where they pick up seniors to take a trip to the library
 - Could be a partnership with Metro
 - Need to stop the congregating outside of the downtown library. There are a lot of drugs and violence on the Vine street side. I had to call the police the other day to break up a fight.

- The Walnut Street side is the complete opposite. The vine street side makes it intimidating for people and so they won't go to the library because of it.
 - There needs to be more security
 - Computer training or classes would be helpful for folks who are computer illiterate.
- Take a few minutes and then we'll talk about our answers. You can either write down your answers or just quietly think about them.
- Group Discussion:
 - Are you aware that there are over 40 branches you can utilize?

PART IV: THE FUTURE OF THE LIBRARY

Based on our group share out, if these are the things we currently like and would change, now let's talk about the vision for the library

- What do you imagine is possible?
 - The library could be a place that is more open to people of color and a place where people could learn more about African Americans—not just Black History month.
- What kind of place do you want the library to be?
- What do you wish your library had?
 - A book mobile. They need to bring that back. There used to be a book mobile in Lincoln Heights because the closest library was in Wyoming. It was essentially a library on wheels and would visit on scheduled times and days year-round. And it went from Lincoln Heights to South Woodlawn. Back in 1951 the mobile got stuck on the railroad tracks and the driver was killed.
 - Other answers captured from worksheets:
 - Encourage people to use the internet to retrieve media (books, cassettes, etc)
 - Marketing use of the library to all people to promote diversity
 - A social service hub - a place where people can feel comfortable talking out problems privately with a trained counselor
 - Help teens get their ID / social security card, workers permit

5.21.19 African-American American Debrief:

Themes / What stood out to us?

- **Need for security downtown** - breaking up the congregating; one person had to call the police because of a fight

- **Bathrooms** need to be better maintained and upgraded (water pressure and dryer pressure)
- **Music collection and movies**
- **Value of MakerSpace for entrepreneurs:** One person runs their business through the resources and services from the Makerspace
- Staff are condescending toward black people; recommended sensitivity training
- Book mobile - people talked about the value of the book mobile; it was their first exposure to the library; it existed because it got books to isolated disinvested communities where services weren't available (Lincoln Heights)
- Most people prefer downtown library - some people use the branches but mostly for pickups

Memo

- For active events, may be helpful to do intercept interviews w/ smaller gift cards (answers won't be as deep)

PLCH Facilities Master Plan Focus Group: Refugees

Date: May 21, 2019

Time: 6:00-7:30 pm

Location: Clifton Library

Facilitators: Desiré Bennett (Interviewer); Caitlin Behle (Notetaker)

Length: 90 min

Group Description

- 4 participants - two men, two women (one person joined at 6:35)
- Recruited through CARE Cincinnati
- DR Congo - South Kivu (2.5 years) + Burundi (13 years) and Syria (2.5 years)
- Anastasia and Ernestine; Maher; Constantin? have been here for 13 years; Ernestine graduated last August
- Emphasized they would love to see more of these and other refugees would like to participate with more notice

Part II: YOUR COMMUNITY (20 min)

- **How often would you say you use the library? Note responses**
 - I don't use the library - I know we should use the library to improve our knowledge but because I don't have a car, I can't go. "I know it's a good thing for reading and information."
 - No
 - Not as often as I should - sometimes I use it a lot to get books; sometimes I use the app to use audiobooks. Goes to Westwood. Depends on how much time she has.
 - Just one time because I work all the time; my son uses it often - when I have time, I go.
- Let's go around and do introductions - **share your name and where you feel most welcome in your community.**
 - To be safe. She's not able to read so English is the barrier is why she doesn't go to the library. Sometimes if she wants to use the computer, she doesn't know how to use it (would interpreters be helpful?) yes.
 - We would go if someone could help us learn English. If you have someone that can teach us how to use the computer, that would improve our knowledge. We have to stay at home. So we must have a book to read to pass the time.
 - I'm always with refugee people. **(I would like to see) a reading program where someone reads to refugees.** 1 hour on Wednesday to read to refugees. Library staff would read to us or I could read to refugees. **Or someone that speaks English as their first language.**
 - Watching TV (to learn English) is not enough. They can't repeat.
- **What are you most proud of in your community?**
- **What kinds of places and programs would help your community thrive?**

- A place where refugees can meet and talk.
- A program where people can come and talk. And have conversations.
- ESL classes
- *Listen for specific tangible programs/services*

Part III: CURRENT LIBRARY USE (20 min)

Now that we've gotten to know each other, we're going to learn more about how you use the library right now. **They didn't feel comfortable writing in English so they prefer to talk**

- **Smile side: what do you like about your library?**
 - It helps many people - it helps my son with school. He takes many books.
 - Children can do homework here. People go here to read and talk. If she could read English she would go there to read. I like that the library can help you file your taxes. It's a meeting place.
 - The books are free. A variety of different subjects. "You can learn something from the library without going to school or buying a book - they have the resource." If you have to fax something or use a computer, they have computers. "You can learn so much without spending a penny, as long as you return it."
 - I like to check books and read books. And gain information. And I can improve my English. And I talk to other people to improve my accent in English - it helps to hear other people. When I'm with another person I can understand what they say and what they mean.
 - I like using the headphone to listen to English. It can help me learn.
- **Medium face: What would you change or improve? Or what keeps you from going to the library?**
 - It depends on the person at the library - sometimes it feels safe to speak to them. I want the library staff to make me feel welcome. I'm a new learner (of English). If you speak too quickly, "you have to take care for what I am and what I am." I don't have too much vocabulary to use. "Be careful with me" If I make a mistake, correct me, this was a mistake. And I will take it with no problem.
 - Be open in the night and weekends for people who work all day.
 - Getting more staff to help with English
 - Hire someone that speaks English as a second language, it makes me feel more comfortable. Someone that's not from here -- so refugees feel welcome. It doesn't have to be big - maybe one. It doesn't have to be from my culture. I could understand that person better because I'm used to accents. But some people don't want to be patient. At restaurants sometimes I get the wrong order because they didn't want to take the time to figure out what I said. If English was their second language, they might be more likely to be patient.
 - Bar code - when you scan it, it reads it out loud in English. They don't have this at the library.
- **What could help you get to the library more?**
 - If someone could set up the computer and help guide her through English lessons on the computer, that would help.

- Group Discussion:
 - **When describing the things you like... what library branch(es) do you use?**
 - The Harrison library
 - Westwood library
 - She doesn't use the library but if she did it would be Westwood or Cheviot.
 - **Are you aware that there are over 40 branches you can utilize? I never thought of how many we had. Every neighborhood seems to have a library.**
 - What stood out to you from the group's answers?

PART IV: THE FUTURE OF THE LIBRARY

Based on our group share out, if these are the things we currently like and would change, now let's talk about the vision for the library

- **What do you wish your library of the future had?**
 - Laptops that can read to you (like read a book out loud). And books in every language.
 - All teaching needs material. Educational resources that is speaking only is challenging. The library could provide materials.
 - More teachers
 - If you give a laptop to someone, you have access to more ways to learn. You could rent them out.
 - My wife - she can't go to school because we have a baby. If someone could come to teach my wife, that would be helpful. The staff could deliver to the house.

PART V: WRAP UP (10 min)

- **Any questions for me?**
 - Can we find these focus groups in every library? Would you like to see more of these conversations? YES (two people enthusiastically said yes). If you take the time, they should keep doing this so it stays on people's minds.
 - This group conversation helps people learn English.
 - English is practice. Without practice, you can't learn English.
 - She understands English when someone speaks to her. But she can't speak it back.
 - Text is helpful. But not everyone has texts.
 - **How could the library better advertise their programs to refugees? If someone calls, my mom won't pick up. Newspapers are helpful because then we could read to her. Someone can always read to them.**
 - I have children that go to school. When my son goes to the library, he can tell you. One son is 14 and one is 18 and 8. And also share through the school. My son speaks the same language as me. My son teaches me about the library.
 - If the library could partner with churches and mosques to pass out materials and announcements about free programs. (e.g. CLifton mosque)

- Thank you for your time and input.

5.21.19 DEBRIEF: Refugees

Themes / What stood out to us?

The library could be an invaluable resource for people who don't speak English as their first language - could offer programming and services to help them become more familiar hearing and speaking English

Staff are not patient and helpful -- one person doesn't go to the library because she doesn't get the customer service she needs; they would like to see people be more patient.

They would like to see one person that doesn't speak English as their first language working for staff.

A few different times, getting to the library was hard. Delivering to people would be helpful.

Marketing: share through the kids. Through churches.

Invest in interpreters. (idea: could you hire people from prominent refugee populations to be ambassadors? Translators? staff?)



What do you like about your library?

It Help other Peoples
I Don't Go!



What would you change or improve about your library?

more info
what they have to offer!

Hansen



What would you like to see in your community's library? What would make you want to use the library?

- more help w/ computers - I'm illiterate w/ computers

MOVIES! up to date movies

Transportation Services



What keeps you from coming to the library? What needs do you have that are not being met?

- transportation
↳ bus passes



What do you like about your library?

- (RESEARCH)
- LOTS OF READING SOURCES
- COMPUTERS
- OLDER NEWS PAPERS & MAGAZINES
- XEROX COPIES OF MATERIALS US,
JUST DIGITAL



What would you change or improve about your library?



What would you like to see in your community's library? What would make you want to use the library?



What keeps you from coming to the library? What needs do you have that are not being met?

~~LACK OF TRANSPORTATION~~

LACK OF TRANSPORTATION



What do you like about your library?

*Resources, quietness,
layout / decoration, building &
grounds*



What would you change or improve about your library?

*Security (Vine), more acts
and creativity program, assistance
Closed Sundays, adult oriented
events*



What do you like about your library?

can sit on the computer
and look for job and
apartment.



What would you change or improve
about your library?



What would you like to see in your community's library? What would make you want to use the library?



What keeps you from coming to the library? What needs do you have that are not being met?

People hurry out ~~of~~ of
library start fight and smoke
and drink