



PARKS AND RECREATION DEPARTMENT

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LIBRARY COMMISSION STAFF REPORT

Meeting: February 3, 2021

Subject

Review of the Library Patron Satisfaction Survey results and Engaging the Community on Survey Feedback.

Recommended Action

Receive a review of the Library Patron Satisfaction Survey results and discuss ways to engage the community on survey feedback.

Discussion

At the February 5, 2020 Library Commission meeting, Deputy County Librarian Chris Brown and Cupertino Community Librarian Clare Varesio reviewed the key findings from the 2019 Patron Satisfaction Survey (Attachment A). The Patron Satisfaction Survey was administered by the Santa Clara County Library District (SCCLD), in partnership with Harder + Company Community Research, and was designed to better understand the demographic characteristics of library patrons as well as how patrons use the library. The survey also assessed overall satisfaction with library services and sought recommendations for improving facilities, the timing of programs and services, collections, and library access. The Key Findings highlights results from the survey, which was available in paper and online format from May 20 through June 16, 2019. The last page provides recommendations based on survey findings.

The Library Commission established their Fiscal Year 2020-21 Work Program at their July 1, 2020 meeting which included Item E to recommend programs and events to assist the Library District in engaging the community on topics such as the Tri-Annual Patron Survey, programs and services. Staff are recommending that the Commission receive a review of the Library Patron Survey results and discuss ways to engage the community on survey feedback.

Sustainability Impact

No sustainability impact.

Fiscal Impact

No fiscal impact.

Prepared by: Whitney Zeller, Administrative Assistant

Reviewed by: Joanne Magrini, Director of Parks and Recreation

Approved for Submission by: Joanne Magrini, Director of Parks and Recreation

Attachments:

A – Key findings from the 2019 Library Patron Satisfaction Survey