



Strategic & Facility Planning

Findings Book &
Strategic Retreat Agenda
November 2024

Facilitated by
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Engage | Envision | Evolve

Strategic Retreat Agenda

Overall Agenda



We take a flexible approach to the retreat process so that the discussions and conversations that emerge from the process aren't restrained by a fixed timeline. The following is a rough approximation of how the day will most likely go.

- Overview of Day + Individual Intros & Ice Breaker
 - Who you are, your favorite “Thing” about the Library, and Magic Wand (1 thing you would change, add or subtract, from WPL)
- Values discussion and exercise
- Findings Review and Other Shareable Insights
- Small Group Ideation/Brainstorming-Possible Initiatives
- Values Voting
- Lunch
- Values Results & Mission & Vision: Review & Discussion
- Strategic Initiatives/Ideas Voting
- Strategic Initiatives/Ideas Results Discussion
- Day wrap-up & Next Steps

Findings Book

The following document outlines the research and findings from the stakeholder input and analysis phase of the project. This packet contains the summaries and raw data. We'll send out a short document early on Monday with our key findings, top takeaways, and our SWOT analysis

- Stakeholder Session Notes Summary
- Survey Notes Summary
- Benchmark Analysis and Data
 - FY 2022 Dataset
 - FY 2019 Dataset from PRL Visioning Project
- Overview Data Reports 2022 (IMLS)
- Facility Assessments both Locations
- Stakeholder Engagement Notes Compilation
 - All Notes & Slides from Engagement Sessions
- Complete Survey Results
- City of Westminster PRL Visioning Project
 - Core Services for PRL
 - PRL Visioning Plan Draft



Westminster Library System
Engagement Session Summary of Public, Stakeholder, and Staff Comments

What does the community want/need from the Library?

- Maybe a Makerspace or repair workshops
- A tool Library would be great here Part of Parks and Rec and should partner more
- At Irving Street, the park is trying to get revitalized, and the library could be working together to better support the change
- College Hill library is limited to what can be done in the physical space
 - Where wall fixtures, paint, and outdoor spaces are concerned, as FRCC is the ruling body on the entire building
 - It would be nice to have more autonomy in this regard so that patrons may be better served
- PRL operates great community centers and need to try not to overlap too much
- Need to entice younger people into the library, especially tweens and teens
- Phone booths were nice things—study pods may be a good option
- Major look from an accessibility standpoint-
- Create quiet areas so people can work, especially for computers
- Could expand connections within PRL beyond programming and could be doing more to promote parks—could be beneficial to cross-promote
- Don't have enough staff or time for Outreach—Library2Go van could be more places
- Need more space overall
- Need more funding
- Hard to do quality programs when staff are always having to cover the desk
- Scramble to transition programs because rooms are heavily used
- Other than Libby, not taking advantage of resource-sharing opportunities—not part of the consortium which makes everything cost more—need to get more serious about investigating opportunities
- In an ideal world College Hill library needs to have a stand-alone space and move out of the existing building that is attached to the Front Range Community College

Library Perceptions

- People who use it love it
- Some patrons used to go all the time when kids were young, but only download books now
- Readers know it is a good resource but tending to purchase own books—programming might draw people in
- Particularly Important for lower-income patrons and kids
- Since it's not a revenue entity sometimes the library isn't seen at the level of the Parks within the City
- Don't have a lot of publicity for events because it comes through the City not directly from the Library
- Understaffed and underfunded which impacts the library
- Since surrounded by library districts sometimes get forgotten about
- College Hills location is camouflaged
- Some unusual dynamics with sharing College Hills space
- Many people don't realize the building is a public library (College Hill), even those who live in the area or are looking for it--no exterior signage. Some people think this is the college library, not a public library
- No signage on any of the major roads
- Some would like to see more connection across the branches to better unify them
- Lack of exposure—leads to underperformance
- Attractive well taken care of buildings
- At Irving Street, known for relationships, calling people by name makes them feel seen and needed there
- Up north there aren't available library resources nearby
- The general public lacks understanding of how libraries work, where funding comes from, differences being connected to City and Parks and Rec

Westminster Community—What do we need to know?

- Very spread out community
- Some tension between old Westminster and newer areas
- Fairly diverse population especially on southern end of community
- Great amenities-hub of amenities for the area—parks and rec, etc.
- Community somewhat disconnected
- See a lot of variety in the Westminster communities—disparity throughout the community
- No local homeless shelter - It would be nice if the community had a resource center to help with the homeless and issues
- Significant community concerns around safety in the Irvington Library / Park area related to the homeless and perceived drug use in the area
- Transportation issues a challenge
- City leadership really listens to the community
- Redevelopment occurring in some areas of the community—former mall, downtown, etc.
- A lot of tension on the change—many want to be in suburbia and that has changed
- A big split east and west between the counties and school districts
- Northside is fairly under-resourced
- Gentrification is starting to happen which is influencing affordable housing—displacing some people
- The city needs to step up to provide the social services needed but a lot of people don't want it in their backyard
- People in Westminster think of themselves as belonging to the City rather than other entities

Customer Service—Ease of Use

- Have to know how libraries work in order to use the library
- Many things aren't hard once you've done them, but they are not intuitive
- Easy to use once you know how to do it—friction the first time
- Parking to-door situation is challenging
- Interpersonal customer service is strong
- Staff serving well and proud of that
- Sometimes there are lines because locations are understaffed
- The way the service desks are situated and not everyone is always greeted—College Hills is worst—but not a friendliness issue
- Library hours aren't very good because the budget was cut
- Need clear signage to understand where things are located
- Other libraries have stronger customer service models that are more proactive
- Many need better places for phone conversations
- Irving Street don't always see what is coming at you
- Spanish-speaking families don't have the same experience
- The service point at College Hill is not built where people need help and desk staff can get pulled away
- A high percentage of staff are part-time
- Self-checkouts are not user friendly and require staff intervention 90% of the time
 - More accessible tech options should be available, like screen readers on public computers and large print keyboards
 - Things that staff use daily, like library database, Horizon, feels clunky and there just has to be something better out there that is more streamlined
- Library courtesy phone needs a better setting—have to go outside
- Have security at times but some people are uncomfortable with having security there
- It is pretty new that there has been a small greeter desk in the entry, but it isn't always staffed, and that staff person has other responsibilities
- Have been understaffed for over a year—some areas just getting new hires in—makes it difficult to know what fully staffed looks like

Collections

- Must look deep at what is circulating from the collection standpoint
- Not enough space for collections
- Have a small Spanish section that could be expanded
- Patrons would like to see more variety in large print
- Need to be focused on serving kids
- The YA section is very tiny
- Some don't know how successful kiosks have been in the City Center or Rec Centers

Non-traditional Collections

- This library of things type collection is fairly limited at WPL currently.
- However, it is high circulating
- Probably should be grown

Children's Services and Spaces (0-7)

- Kid's spaces are oddly organized, though not as welcoming as it should be
- Though overall seem to do well with this area, This is the bread and butter of the library

Children's Services and Spaces (8-12)

- WPL Not doing as great of a job here, These kids get lumped in with other groups
- Don't have a designated space for Tweens

Teen Services and Spaces

- Not a great space at either library for this group
- Issues with teen-specific space—adults using the most—issues at both locations
- College Hill has a Teen librarian- currently hiring one at Irving
- Seems like teens need acoustically separated spaces
- Keep the YA/Teen books easy for adults to access without disrupting teen in the library

Adult & Seniors

- Staff would like to see more social interaction for Seniors—don't know where to go
- Maybe walking groups, bridge groups, etc.
- A lot of people come into the library to work and that could be improved

All Ages Comments

- Many parents around Irving Street, aren't comfortable having their kids walk to the library from the schools because of the homeless population along the way--New playground may change that dynamic
- At College Hill attached to the school and signage or something could draw them in better, the public doesn't always feel welcome

STEAM: Technology, Creation Areas, Spaces and Resources

- Behind in terms of technology offerings
- Need more power outlets in both locations
- Could use more creative resources, but not sure how much a true makerspace would get used at WPL unless we had more staff to drive programming in it
- A few libraries in the area have awesome makerspaces and may not be necessary to duplicate, but maybe introduce some niche things, like teaching kitchen
- Idea Lab in Denver Library got it right—input from the Boys and Girls Club across the street may have made successful
- Food programs are a gap in the community and could really be used

Meeting Services and Spaces

- Have study rooms at College Hill and a nice variety of meeting room sizes
- Could use more small study rooms at Irving Sreet—a lot for tutoring

Outdoor Spaces

- Don't have any at College Hill, but could probably use, The patio out front has no shade—not very inviting
- Irving Garden is pretty good and ties in with Seed Exchange
- Drive-up book drop is needed at both locations

Library Programs Overall

- The reading program ran side by side with a City Passport Program, but those things should have run more collaboratively and integrated
- Just discovered the calendar---a little buried on the website
- Cooking class was fun and seems like it was well attended
- Language programs for English speakers learning Spanish would be nice—conversational opportunities

Meeting the Needs of All Residents

- Parking—accessibility a challenge—a long walk to the front door and then further to the desk
- A lot of marginalized populations feel safer but could do more about rising sense of things not being safe
- Many FT positions require a degree, which hinders finding diverse staff, Diversity is not reflected in the staff
- The public sees the library as responsible for the homeless issue outside of the library

Outreach

- Pockets of the community would benefit from better access to materials, but staffing is not available to run
- Are asked by City leadership to attend City events
- Need to do true outreach, not just as a part of marketing
- Need more Outreach efforts but need staffing to do—successful outreach will bring more people in
- Kiosks—a lot of people don't understand what they are—not enough book turnover to have the picture books
- Outreach an opportunity to reach underserved populations—perhaps through the schools and to through more direct relationships

Community Awareness/Connections

- Social media is not effective going through the City, The library needs its own social media presence
- Could be more outreach to the School Libraries, though it's a challenge with 3 districts
- Need more dedicated resources
- Sometimes better results when going out to existing community events
- Has been more of a struggle since the pandemic
- Need to be sure programs have Spanish component if marketing is done in Spanish

Online Access

- Hard to find the library online, need a more user-friendly catalog
- Website needs improvement, integration with City website maybe not in the best interest of the library

Local History and Genealogy

- New archive center- slowly getting infrastructure going
- Genealogy program consistently has 60 plus people and is online only (six times per year)

Friends of the Library & Garden Club

- Would benefit from the revitalization of the Friends group
- Could help with marketing and outreach

Collaboration and Partnerships

- City has a partnership with some of the high schools and have to apply as a staff person to mentor

What did we miss?

- Challenge to find and keep staff citywide have had a lot of turnover in both PT and FT staff
 - There is a big delay in getting positions posted and hired—feels like citywide systemic issues
 - Could use a social worker at the library—Denver has one
 - Hours are an issue—have to work 6 days a week for some positions to be full-time
 - PT people don't want to leave but leave to get more hours or work in jobs with better pay outside of libraries
- Can't do new things without adequate staffing
- Library leadership should spend time on the front lines to better understand challenges
- A lot of the needs should be addressed before a third location is discussed
- May need to be contingency plans if the community college wants their space back

Key Takeaways

Key Demographic info

- 1153 respondents started the survey and 71% completed it. We needed 353 responses for a statistically significant result at a 95% confidence level with a 5% margin of error. Our result substantially exceeded that target for the WPL population served.
- 36% of the respondents were in the 49670 zip code, 15% were 80021, 12% were 80234, 11% were 80020, and 8% were 80030. A wide variety of zip codes were from the surrounding area including a significant number from Denver.
- All age groups were represented though the responses were significantly skewed toward the 65 and over age group at 34% - 120% were 35-44, 5% were 55-64, 13% were 45-54, 13% were 25-34, 2% were 18-24, and 1% was under 18. Only 28% had a child/children under 18 years of age in their household.
- Racial diversity was present in the respondents. The Hispanic population was significantly underrepresented but at a rate similar to what we see in other communities with significant minority populations. The population is 24% Hispanic and only 8% of respondents were Hispanic. All racial groups found in the Westminster Public Library service area were represented. The Asian population was also underrepresented.

Library Activity

- 64% of respondents visit the library once a month or more often, 31% visit weekly or more often. There were about 15% non-users, which is a typical result.
- Of those who don't visit the physical building, 28% use a different library, 27% never think of the Library as an option, 24% use their own technology, 21% prefer to buy and own their material, and 15% are "virtual" library users.
- 81% of respondents have used the College Hill Library and 41% have used the Irving Street Library at some point. 63% most frequently used the College Hill Library, 20% the Irving Street Library, 13% the Virtual WPL @ Home, and a few have used the kiosks or mobile library most frequently.
- 87% have a WPL library card, and of those who don't, several use other area libraries. Others indicated their card was expired or they hadn't had an opportunity to get one yet.
- Respondents were heavily focused on using the library for materials with 79% using the Library to find a book 55% to pick up an item put on hold, and 23% finding DVDs, CDs, and videos.
- Other primary uses were just enjoying spending time at the library (41%), visiting or playing in the children's area (23%), studying/reading alone (22%), or attending a library program (21%).
- Of those who offered Other Reasons for visiting many cited participating in specific library programs, accessing specific collections, particularly digital collections, or using specific services.

How people describe the Westminster Public Library

- 98% (Strongly agreed or Agreed) felt the Library is an important part of the community, 94% found the library staff is clean and well-maintained, 91% found the library staff is knowledgeable and helpful, and 91% found the Library a welcoming and safe place, .
- The area people agreed less strongly with was the Library having adequate hours for their needs with 78% approval (10% didn't know or had no opinion on the subject and 12% disagreed), the Library's collection being adequate for their needs had an approval of 83% (8% didn't know or had no opinion on the subject and 10% disagreed). The Library having up-to-date technology had a 68% approval (29% didn't know or

had no opinion on the subject and 4% disagreed). Of the 16 areas, 14 had at least 70% agree with the statements on the different aspects of the Library.

What are the most important issues facing the community?

- One of the biggest community concerns is homelessness and related issues. It leads to other concerns such as health and safety. Affordable housing is another major concern which is also tangentially related.
- The rapid growth of the community has created significant concerns about the density of some of the development, rising housing prices, and whether infrastructure is keeping up. The high cost of some of the utilities, especially water, was also mentioned.
- Providing adequate community resources such as community spaces, cultural opportunities, and childcare were of concern. Accessibility to the resources via public transportation was often mentioned.
- Numerous people felt the community lacks a sense of connection and needs more community spirit and inclusiveness.
- This community is very concerned with environmental issues particularly around maintaining open spaces, conserving resources, and dealing with pollution.
- The community thought of the Library as being among the most important issues for the community. Several comments concerned having adequate collections, comfortable spaces, adequate hours, and community awareness.
- As with many other communities, concerns were also raised about inflation, the economy, maintaining infrastructure, and community funding.

Library's role in the community

- 13 of the 17 areas had at least 75% or more of the respondents Strongly Agreeing/Agreeing that these items were part of the Library's role in the community.
- It's very clear that the community sees the library taking a major role in Providing Access to Books and Other Materials, Youth Education Support, Providing Access to Basic Technology, Supporting Children and Youth, and Supporting Teens and Young Adults; with Life-long Learning, Technology Instruction, and Providing access to new and emerging technology not falling far behind.
- Areas with less interest were Offering Programs and Services Outside the Library with 54%, Health and Wellness Activities with 64%, Services and Programs for Local Businesses and Entrepreneurs which scored 64%, and Connecting Community Members to Social Services with 73%.

Important Library Services

- All of the 20 services on the list had 70% or more respondents who felt they were services considered either Must Haves or Nice to Have.
- Access to Physical Materials for Browsing and Checkout was considered the most important service offered, followed by Access to Internet/Wi-Fi, Digital Content, and Children's Programs.
- Services seen as less important were Creative Spaces or Maker Labs, Technology for digital creativity and productivity, 24/7 access to library materials, and English language learning.

Important Library Facility Features

- The most important library facility feature were Readily Accessible Collections which had 95% considering those features Extremely Important or Important, Quiet Spaces at 92%, the Children's Area at 86%, and Convenient Parking at 91%.
- Food and drink area with seating was least important with 35% considering it Important and 30% Unimportant, Meeting and program rooms for up to 100 people at 47% Important/18% Unimportant, at 44% Important/22% Unimportant, and Creative Spaces or Maker Labs 53% Important/17% Unimportant.

Library Programs

- 31% of respondents indicated that they have attended adult programs at the library, 33% attended children's programs, and 8% multi-generational programs.
- Most commonly reported reasons for not attending programs: 43% indicated they were not aware of the programs offered, 31% indicated they didn't have kids or their kids were grown, 30% said they never thought about attending library programs, and 26% said they had no particular reason, .
- Most requested programs were Book Clubs/Discussion Groups, Summer Reading, How-to Classes/Workshops, Arts & Crafts Programs, Storytimes, Programs for Seniors, Health and Wellness, and Life Skills; and least requested on the survey were Anime/Manga Club, Video gaming, Teen Advisory Board, Comic-con, Small Business/Startups/Entrepreneurship, English Language Learning, and GED and College Preparation.

Supporting all members of the community

- This was a topic that many people didn't feel they were very informed on so there were large percentages of Neutral and Don't Know Responses in several areas.
- The Library seems to be doing the best with the Materials where 78% agreed community members were supported. Facilities were next with 75% and Library Materials with 79% feeling all were supported.
- Areas with the lowest levels of approval were Marketing with 35%, Outreach with 30%, and Community Partnerships with 38%.

Preferred Methods of Finding Out About Library News and Events

- The most preferred methods for finding out about library news and events include Emails from the Library, the Library Website, and the Westminster PRL Activity Guide.
- Churches/Places of Worship and Radio were the least preferred information channels.

Other Comments

- There were an overwhelming number of very positive comments about the staff, the Library, and how they are appreciated as a community resource. The community appreciates that the Library has so much to offer.
- Library collections were an important topic with suggestions for improving both the physical and digital collections. There were also suggestions for different ways to organize the collection and ideas for expanding the FAST collection.
- Library facilities and spaces were a hot topic and many of the points were reflected in the things the Library should consider. The biggest concerns updating the facilities and adding more comfortable furniture. There were also suggestions for libraries in areas where they don't currently exist.
- There were specific program suggestions for all ages and appreciation for the existing programs.

RTL Benchmark Analysis Takeaways



RTL completed a Benchmark analysis based on 2019 pre-covid data for the PRL Visioning project. In addition once the 2022 IMLS dataset was released in June, RTL completed a 2022 benchmark analysis

- Pre and Post Pandemic WPL has underperformed across many measured usage statistics (visits, circulation, & programming)
- WPL is has not recovered usage levels as quickly or as much as other libraries as % of 2019 usage
- Funding for WPL is well below average compared to other CO libraries
 - WPL: \$37/Capita in 2022 verses \$52-65 average for Local and Similar Libraries in CO
- WPL has less space per capita than comparable libraries
 - 0.48 square feet / capita vs. 0.72 for comparable CO libraries,
 - National averages for space are even higher (0.88 to 1.18 square feet)
 - WPL is the 4th lowest in the 10 Colorado Library Comparison Set
 - The shortage of space is clearly impacting usage levels, in addition to resource capacity

State	Library Name	County	Legal Basis	Legal Service Population	Total OpEx / Capita	Total SqFt / Capita	Central Library	Branch Libraries	Book Mobiles	Total Outlets	Total Square Feet	Population / Outlet	Total CapEx / Capita	Total Visits	Total OpEx / Visit	Physical Circ / Visit
CO	WESTMINSTER PUBLIC LIBRARY (FY 2022)		Mun.	115,535	\$ 37	0.5	1	1	0	2	56,000	57,768	\$ 16	141,131	\$ 30	1.8
	Colorado Similar			102,524	\$ 52	0.7				3	69,919	51,536	\$ 8	378,882	\$ 14	2.3
	Colorado Local but less Similar			427,008	\$ 65	0.5				11	201,755	41,446	\$ 21	1,123,307	\$ 23	2.4
	Mountain/Great Plains Libraries			107,643	\$ 36	0.6				3	64,411	47,012	\$ 2	270,343	\$ 16	2.4
	The rest of the Nation			98,774	\$ 59	0.9				3	86,889	49,445	\$ 6	244,410	\$ 30	2.9
	Elite Similar Libraries			102,602	\$ 102	1.2				3	120,364	46,606	\$ 14	420,300	\$ 26	2.7
CO	POUDRE RIVER PUBLIC LIBRARY DISTRICT	LARIMER	Dist.	209,947	\$ 50	0.4	0	3	0	3	86,600	69,982	\$ 6	633,723	\$ 16	2.8
CO	PUEBLO CITY-COUNTY LIBRARY DISTRICT	PUEBLO	Dist.	169,503	\$ 75	1.1	1	7	0	8	179,343	21,188	\$ 52	601,986	\$ 21	1.7
CO	MESA COUNTY PUBLIC LIBRARY DISTRICT	MESA	Dist.	157,320	\$ 44	0.4	1	7	0	8	69,057	19,665	\$ 8	791,454	\$ 9	1.3
CO	BOULDER PUBLIC LIBRARY	BOULDER	Mun.	104,930	\$ 77	1.1	1	4	0	5	114,184	20,986	\$ 4	529,733	\$ 15	2.0
CO	LONGMONT PUBLIC LIBRARY	BOULDER	Mun.	98,789	\$ 39	0.5	1	0	0	1	51,000	98,789	\$ 3	261,392	\$ 15	3.1
CO	LOVELAND PUBLIC LIBRARY	LARIMER	Mun.	75,938	\$ 44	0.8	1	0	0	1	57,300	75,938	\$ 0	225,339	\$ 15	3.1
CO	BROOMFIELD/EISENHOWER PUBLIC LIBRARY	BROOMFIELD	Mun.	72,697	\$ 42	0.4	1	0	0	1	26,410	72,697	\$ -	210,368	\$ 15	2.9
CO	DURANGO PUBLIC LIBRARY	LA PLATA	Mun.	56,280	\$ 44	0.8	1	0	0	1	42,800	56,280	\$ 8	211,580	\$ 12	1.2
CO	LITTLETON/BEMIS PUBLIC LIBRARY	ARAPAHOE	Mun.	45,465	\$ 55	0.9	1	0	0	1	40,000	45,465	\$ -	180,567	\$ 14	2.3
CO	LOUISVILLE PUBLIC LIBRARY	BOULDER	Mun.	34,374	\$ 54	0.9	1	0	0	1	32,500	34,374	\$ 4	142,676	\$ 13	3.2
CO	PIKES PEAK LIBRARY DISTRICT	EL PASO	Dist.	678,560	\$ 48	0.5	1	14	2	17	354,646	39,915	\$ 0	1,669,699	\$ 20	2.4
CO	JEFFERSON COUNTY PUBLIC LIBRARY	JEFFERSON	Mun.	579,651	\$ 65	0.4	0	11	1	12	230,987	48,304	\$ 3	1,725,351	\$ 22	3.8
CO	RANGEVIEW LIBRARY DISTRICT	ADAMS	Dist.	403,027	\$ 43	0.3	0	7	1	8	126,884	50,378	\$ 1	659,939	\$ 26	1.5
CO	AURORA PUBLIC LIBRARY	ARAPAHOE	Mun.	383,496	\$ 17	0.3	1	6	0	7	114,101	54,785	\$ 0	505,677	\$ 13	1.6
CO	DOUGLAS COUNTY LIBRARIES	DOUGLAS	Dist.	369,287	\$ 71	0.5	0	7	0	7	176,329	52,755	\$ 35	1,326,756	\$ 20	3.1
CO	HIGH PLAINS LIBRARY DISTRICT	WELD	Dist.	304,265	\$ 72	0.8	0	16	2	18	230,962	16,904	\$ 98	902,778	\$ 24	1.6
CO	ARAPAHOE LIBRARY DISTRICT	ARAPAHOE	Dist.	270,772	\$ 140	0.7	0	8	2	10	178,375	27,077	\$ 9	1,072,952	\$ 35	2.5

Library Name	County	Legal Basis	Legal Service Population	Total OpEx / Capita	Total SqFt / Capita	Registered Borrowers	Total Open Hours (All Locations - Cumulative)	Open Hours / Outlet	Open Hours / Capita	Visits Per Open Hour	Visits / Capita	Visits / Registered Borrower	Visits / Sq Ft	Total Op Exp / Open Hour	Reference Queries / Librarian
WESTMINSTER PUBLIC LIBRARY (FY 2022)		Mun.	115,535	\$ 37	0.5	54,664	4,898	2,449	0.04	29	1.2	2.6	3	\$ 864	1,648
Colorado Similar			102,524	\$ 52	0.7	74,641	7,971	2,889	0.07	59	3.7	5.3	6	\$ 835	2,246
Colorado Local but less Similar			427,008	\$ 65	0.5	250,562	27,312	2,466	0.07	42	2.7	5.2	6	\$ 956	6,950
Mountain/Great Plains Libraries			107,643	\$ 36	0.6	43,961	5,863	1,994	0.05	56	2.5	6.5	5	\$ 786	4,113
The rest of the Nation			98,774	\$ 59	0.9	54,000	5,760	2,531	0.06	45	2.4	4.8	3	\$ 1,146	2,677
Elite Similar Libraries			102,602	\$ 102	1.2	68,280	7,677	2,790	0.07	64	4.2	8.0	4	\$ 1,562	3,091
POUDRE RIVER PUBLIC LIBRARY DISTRICT	LARIMER	Dist.	209,947	\$ 50	0.4	110,432	10,331	3,444	0.05	61	3.0	5.7	7	\$ 1,012	3,424
PUEBLO CITY-COUNTY LIBRARY DISTRICT	PUEBLO	Dist.	169,503	\$ 75	1.1	93,827	23,457	2,932	0.14	26	3.6	6.4	3	\$ 541	1,770
MESA COUNTY PUBLIC LIBRARY DISTRICT	MESA	Dist.	157,320	\$ 44	0.4	71,077	15,800	1,975	0.10	50	5.0	11	##	\$ 441	1,672
BOULDER PUBLIC LIBRARY	BOULDER	Mun.	104,930	\$ 77	1.1	133,717	11,974	2,395	0.11	44	5.0	4.0	5	\$ 676	3,051
LONGMONT PUBLIC LIBRARY	BOULDER	Mun.	98,789	\$ 39	0.5	95,831	3,334	3,334	0.03	78	2.6	2.7	5	\$ 1,166	3,098
LOVELAND PUBLIC LIBRARY	LARIMER	Mun.	75,938	\$ 44	0.8	78,926	2,815	2,815	0.04	80	3.0	2.9	4	\$ 1,183	1,300
BROOMFIELD/EISENHOWER PUBLIC LIBRARY	BROOMFIELD	Mun.	72,697	\$ 42	0.4	60,537	3,412	3,412	0.05	62	2.9	3.5	8	\$ 905	699
DURANGO PUBLIC LIBRARY	LA PLATA	Mun.	56,280	\$ 44	0.8	30,721	2,514	2,514	0.04	84	3.8	6.9	5	\$ 994	3,794
LITTLETON/BEMIS PUBLIC LIBRARY	ARAPAHOE	Mun.	45,465	\$ 55	0.9	44,307	3,113	3,113	0.07	58	4.0	4.1	5	\$ 806	2,049
LOUISVILLE PUBLIC LIBRARY	BOULDER	Mun.	34,374	\$ 54	0.9	27,033	2,955	2,955	0.09	48	4.2	5.3	4	\$ 623	1,606
PIKES PEAK LIBRARY DISTRICT	EL PASO	Dist.	678,560	\$ 48	0.5	293,794	37,436	2,202	0.06	45	2.5	5.7	5	\$ 874	1,448
JEFFERSON COUNTY PUBLIC LIBRARY	JEFFERSON	Mun.	579,651	\$ 65	0.4	286,486	32,688	2,724	0.06	53	3.0	6.0	7	\$ 1,146	3,159
RANGEVIEW LIBRARY DISTRICT	ADAMS	Dist.	403,027	\$ 43	0.3	339,117	16,313	2,039	0.04	40	1.6	1.9	5	\$ 1,061	
AURORA PUBLIC LIBRARY	ARAPAHOE	Mun.	383,496	\$ 17	0.3	274,393	16,032	2,290	0.04	32	1.3	1.8	4	\$ 412	20,329
DOUGLAS COUNTY LIBRARIES	DOUGLAS	Dist.	369,287	\$ 71	0.5	288,857	22,412	3,202	0.06	59	3.6	5.1	8	\$ 1,164	1,775
HIGH PLAINS LIBRARY DISTRICT	WELD	Dist.	304,265	\$ 72	0.8	84,936	41,048	2,280	0.13	22	3.0	11	4	\$ 534	2,156
ARAPAHOE LIBRARY DISTRICT	ARAPAHOE	Dist.	270,772	\$ 140	0.7	216,350	25,257	2,526	0.09	42	4.0	5.0	6	\$ 1,504	12,834

Library Name	County	Legal Basis	Legal Service Population	Total OpEx / Capita	Total SqFt / Capita	Reference Queries / Total Staff	Masters Librarians	All Librarians	Other Paid Staff	Total Paid Staff	Total Paid Staff / Outlet	Total Staff / 10K Sq Ft	Total Staff / 10,000 Visits	Total Staff / 10,000 Capita	Total Staff Expense / Capita	% of Total OpEx on Staff
WESTMINSTER PUBLIC LIBRARY (FY 2022)		Mun.	115,535	\$ 37	0.5	591	14	15	26	40	20	7	2.9	3.5	\$ 27	75%
Colorado Similar			102,524	\$ 52	0.7	650	12	15	39	54	26	8	1.5	5.4	\$ 37	73%
Colorado Local but less Similar			427,008	\$ 65	0.5	1,231	32	53	198	251	23	12	2.2	6.3	\$ 40	61%
Mountain/Great Plains Libraries			107,643	\$ 36	0.6	1,162	10	14	33	47	20	8	1.9	4.3	\$ 25	69%
The rest of the Nation			98,774	\$ 59	0.9	858	18	19	37	56	27	7	2.7	5.6	\$ 41	69%
Elite Similar Libraries			102,602	\$ 102	1.2	993	26	29	63	93	42	8	2.3	9.1	\$ 67	66%
POUDRE RIVER PUBLIC LIBRARY DISTRICT	LARIMER	Dist.	209,947	\$ 50	0.4	479	12	12	76	88	29	10	1.4	4.2	\$ 29	59%
PUEBLO CITY-COUNTY LIBRARY DISTRICT	PUEBLO	Dist.	169,503	\$ 75	1.1	455	28	28	81	109	14	6	1.8	6.4	\$ 36	48%
MESA COUNTY PUBLIC LIBRARY DISTRICT	MESA	Dist.	157,320	\$ 44	0.4	309	15	15	66	81	10	12	1.0	5.2	\$ 28	64%
BOULDER PUBLIC LIBRARY	BOULDER	Mun.	104,930	\$ 77	1.1	641	14	16	59	75	15	7	1.4	7.1	\$ 55	71%
LONGMONT PUBLIC LIBRARY	BOULDER	Mun.	98,789	\$ 39	0.5	791	9	12	35	47	47	9	1.8	4.8	\$ 31	78%
LOVELAND PUBLIC LIBRARY	LARIMER	Mun.	75,938	\$ 44	0.8	948	10	27	10	37	37	6	1.6	4.9	\$ 35	80%
BROOMFIELD/EISENHOWER PUBLIC LIBRARY	BROOMFIELD	Mun.	72,697	\$ 42	0.4	315	11	15	18	33	33	13	1.6	4.6	\$ 36	85%
DURANGO PUBLIC LIBRARY	LA PLATA	Mun.	56,280	\$ 44	0.8	1,062	7	7	18	25	25	6	1.2	4.4	\$ 36	81%
LITTLETON/BEMIS PUBLIC LIBRARY	ARAPAHOE	Mun.	45,465	\$ 55	0.9	714	9	12	22	33	33	8	1.8	7.3	\$ 45	81%
LOUISVILLE PUBLIC LIBRARY	BOULDER	Mun.	34,374	\$ 54	0.9	790	8	8	8	16	16	5	1.1	4.7	\$ 44	81%
PIKES PEAK LIBRARY DISTRICT	EL PASO	Dist.	678,560	\$ 48	0.5	230	58	59	311	370	22	10	2.2	5.5	\$ 31	64%
JEFFERSON COUNTY PUBLIC LIBRARY	JEFFERSON	Mun.	579,651	\$ 65	0.4	764	-	79	246	325	27	14	1.9	5.6	\$ 35	55%
RANGEVIEW LIBRARY DISTRICT	ADAMS	Dist.	403,027	\$ 43	0.3		18	22	93	114	14	9	1.7	2.8	\$ 21	50%
AURORA PUBLIC LIBRARY	ARAPAHOE	Mun.	383,496	\$ 17	0.3	4,135	17	18	71	89	13	8	1.8	2.3	\$ 11	67%
DOUGLAS COUNTY LIBRARIES	DOUGLAS	Dist.	369,287	\$ 71	0.5	382	38	54	196	250	36	14	1.9	6.8	\$ 45	63%
HIGH PLAINS LIBRARY DISTRICT	WELD	Dist.	304,265	\$ 72	0.8	826	69	113	182	295	16	13	3.3	9.7	\$ 47	66%
ARAPAHOE LIBRARY DISTRICT	ARAPAHOE	Dist.	270,772	\$ 140	0.7	1,049	24	26	289	315	32	18	2.9	12	\$ 90	64%

Library Name	County	Legal Basis	Legal Service Population	Total OpEx / Capita	Total SqFt / Capita	Total Staff Expenses	Total Staff Expense / FTE	Total Material Expense / Circulation	Total Electronic Expense / Electronic Usage	Total Collection Expenses	All Material Expense / All Usage	Other Operating Exp. / Capita
WESTMINSTER PUBLIC LIBRARY (FY 2022)		Mun.	115,535	\$ 37	0.5	\$ 3,159,416	\$ 78,203	\$ 0.96	\$ 1.96	\$ 562,793	\$ 1.4	4
Colorado Similar			102,524	\$ 52	0.7	\$ 3,635,193	\$ 70,752	\$ 0.45	\$ 0.68	\$ 688,554	\$ 0.6	9
Colorado Local but less Similar			427,008	\$ 65	0.5	\$ 15,664,034	\$ 62,433	\$ 0.65	\$ 1.45	\$ 3,821,639	\$ 1.0	16
Mountain/Great Plains Libraries			107,643	\$ 36	0.6	\$ 2,669,539	\$ 58,168	\$ 0.55	\$ 0.84	\$ 456,745	\$ 0.6	7
The rest of the Nation			98,774	\$ 59	0.9	\$ 4,124,412	\$ 75,195	\$ 0.59	\$ 0.86	\$ 587,165	\$ 0.8	12
Elite Similar Libraries			102,602	\$ 102	1.2	\$ 6,795,684	\$ 77,565	\$ 0.54	\$ 0.89	\$ 1,156,792	\$ 0.8	23
POUDRE RIVER PUBLIC LIBRARY DISTRICT	LARIMER	Dist.	209,947	\$ 50	0.4	\$ 6,146,046	\$ 69,841	\$ 0.39	\$ 0.61	\$ 1,436,148	\$ 0.58	14
PUEBLO CITY-COUNTY LIBRARY DISTRICT	PUEBLO	Dist.	169,503	\$ 75	1.1	\$ 6,124,804	\$ 56,191	\$ 0.63	\$ 1.67	\$ 1,804,910	\$ 1.2	28
MESA COUNTY PUBLIC LIBRARY DISTRICT	MESA	Dist.	157,320	\$ 44	0.4	\$ 4,468,841	\$ 55,069	\$ 0.46	\$ 0.87	\$ 792,497	\$ 0.61	11
BOULDER PUBLIC LIBRARY	BOULDER	Mun.	104,930	\$ 77	1.1	\$ 5,761,958	\$ 76,826	\$ 0.44	\$ 1.06	\$ 1,156,086	\$ 0.78	11
LONGMONT PUBLIC LIBRARY	BOULDER	Mun.	98,789	\$ 39	0.5	\$ 3,037,627	\$ 64,630	\$ 0.34	\$ 0.15	\$ 378,865	\$ 0.28	5
LOVELAND PUBLIC LIBRARY	LARIMER	Mun.	75,938	\$ 44	0.8	\$ 2,656,734	\$ 72,037	\$ 0.28	\$ 0.45	\$ 290,108	\$ 0.33	5
BROOMFIELD/EISENHOWER PUBLIC LIBRARY	BROOMFIELD	Mun.	72,697	\$ 42	0.4	\$ 2,608,398	\$ 78,448	\$ 0.32	\$ 0.60	\$ 289,004	\$ 0.41	3
DURANGO PUBLIC LIBRARY	LA PLATA	Mun.	56,280	\$ 44	0.8	\$ 2,022,052	\$ 80,882	\$ 0.85	\$ 1.00	\$ 270,870	\$ 0.89	4
LITTLETON/BEMIS PUBLIC LIBRARY	ARAPAHOE	Mun.	45,465	\$ 55	0.9	\$ 2,028,295	\$ 61,463	\$ 0.45	\$ 0.24	\$ 277,336	\$ 0.57	4
LOUISVILLE PUBLIC LIBRARY	BOULDER	Mun.	34,374	\$ 54	0.9	\$ 1,497,172	\$ 92,134	\$ 0.31	\$ 0.20	\$ 189,713	\$ 0.35	5
PIKES PEAK LIBRARY DISTRICT	EL PASO	Dist.	678,560	\$ 48	0.5	\$ 20,859,759	\$ 56,385	\$ 0.41	\$ 0.85	\$ 4,751,568	\$ 0.75	10
JEFFERSON COUNTY PUBLIC LIBRARY	JEFFERSON	Mun.	579,651	\$ 65	0.4	\$ 20,534,511	\$ 63,280	\$ 0.52	\$ 1.45	\$ 7,763,037	\$ 0.91	16
RANGEVIEW LIBRARY DISTRICT	ADAMS	Dist.	403,027	\$ 43	0.3	\$ 8,657,759	\$ 75,693	\$ 1.48	\$ 2.69	\$ 3,057,464	\$ 1.9	14
AURORA PUBLIC LIBRARY	ARAPAHOE	Mun.	383,496	\$ 17	0.3	\$ 4,388,460	\$ 49,587	\$ 0.49	\$ 1.52	\$ 946,791	\$ 0.85	3
DOUGLAS COUNTY LIBRARIES	DOUGLAS	Dist.	369,287	\$ 71	0.5	\$ 16,523,332	\$ 66,199	\$ 0.29	\$ 1.41	\$ 3,996,799	\$ 0.70	15
HIGH PLAINS LIBRARY DISTRICT	WELD	Dist.	304,265	\$ 72	0.8	\$ 14,413,249	\$ 48,858	\$ 0.70	\$ 0.88	\$ 1,629,974	\$ 0.91	19
ARAPAHOE LIBRARY DISTRICT	ARAPAHOE	Dist.	270,772	\$ 140	0.7	\$ 24,271,169	\$ 77,027	\$ 0.66	\$ 1.34	\$ 4,605,837	\$ 1.1	34

Library Name	County	Legal Basis	Legal Service Population	Total OpEx / Capita	Total SqFt / Capita	Total Operating Expenses	Physical Volumes	Physical Audio Items	Physical Video Items	Physical Other Items (Lot)	Total Physical Items	Phys Items / Capita	Phys Items / Sq Ft
WESTMINSTER PUBLIC LIBRARY (FY 2022)		Mun.	115,535	\$ 37	0.5	\$ 4,233,881	161,545	9,912	20,156	-	191,613	2	3
Colorado Similar			102,524	\$ 52	0.7	\$ 5,536,476	166,407	9,982	30,593	733	207,714	2	3
Colorado Local but less Similar			427,008	\$ 65	0.5	\$ 25,728,134	460,404	35,414	67,742	1,372	564,933	1	3
Mountain/Great Plains Libraries			107,643	\$ 36	0.6	\$ 3,944,728	165,230	13,251	20,714	2,212	201,406	2	3
The rest of the Nation			98,774	\$ 59	0.9	\$ 5,927,158	219,762	18,544	26,741	1,831	266,878	3	3
Elite Similar Libraries			102,602	\$ 102	1.2	\$ 10,313,001	257,812	22,232	35,087	4,607	319,738	3	3
POUDRE RIVER PUBLIC LIBRARY DISTRICT	LARIMER	Dist.	209,947	\$ 50	0.4	\$ 10,451,126	290,718	11,955	11,955	289	314,917	1.5	4
PUEBLO CITY-COUNTY LIBRARY DISTRICT	PUEBLO	Dist.	169,503	\$ 75	1.1	\$ 12,687,838	259,115	19,625	193,460	5,121	477,321	3	3
MESA COUNTY PUBLIC LIBRARY DISTRICT	MESA	Dist.	157,320	\$ 44	0.4	\$ 6,972,543	169,818	10,119	26,044	384	206,365	1.3	3
BOULDER PUBLIC LIBRARY	BOULDER	Mun.	104,930	\$ 77	1.1	\$ 8,100,219	173,505	9,256	11,211	48	194,020	2	2
LONGMONT PUBLIC LIBRARY	BOULDER	Mun.	98,789	\$ 39	0.5	\$ 3,886,417	263,689	13,160	14,195	62	291,106	3	6
LOVELAND PUBLIC LIBRARY	LARIMER	Mun.	75,938	\$ 44	0.8	\$ 3,331,047	105,157	8,180	7,132	589	121,058	2	2
BROOMFIELD/EISENHOWER PUBLIC LIBRARY	BROOMFIELD	Mun.	72,697	\$ 42	0.4	\$ 3,086,330	95,927	6,519	12,869	37	115,352	2	4
DURANGO PUBLIC LIBRARY	LA PLATA	Mun.	56,280	\$ 44	0.8	\$ 2,499,769	73,275	7,714	7,143	717	88,849	2	2
LITTLETON/BEMIS PUBLIC LIBRARY	ARAPAHOE	Mun.	45,465	\$ 55	0.9	\$ 2,507,692	162,070	8,289	15,949	27	186,335	4	5
LOUISVILLE PUBLIC LIBRARY	BOULDER	Mun.	34,374	\$ 54	0.9	\$ 1,841,776	70,799	4,999	5,967	51	81,816	2	3
PIKES PEAK LIBRARY DISTRICT	EL PASO	Dist.	678,560	\$ 48	0.5	\$ 32,709,315	585,430	44,421	55,849	654	686,354	1.0	2
JEFFERSON COUNTY PUBLIC LIBRARY	JEFFERSON	Mun.	579,651	\$ 65	0.4	\$ 37,476,729	817,509	72,195	151,038	4,240	#####	2	5
RANGEVIEW LIBRARY DISTRICT	ADAMS	Dist.	403,027	\$ 43	0.3	\$ 17,306,317	261,666	21,282	48,466	2,408	333,822	0.8	3
AURORA PUBLIC LIBRARY	ARAPAHOE	Mun.	383,496	\$ 17	0.3	\$ 6,599,073	287,666	16,816	21,134	659	326,275	0.9	3
DOUGLAS COUNTY LIBRARIES	DOUGLAS	Dist.	369,287	\$ 71	0.5	\$ 26,092,676	415,223	23,042	64,697	653	503,615	1.4	3
HIGH PLAINS LIBRARY DISTRICT	WELD	Dist.	304,265	\$ 72	0.8	\$ 21,931,395	513,985	34,732	70,215	372	619,304	2	3
ARAPAHOE LIBRARY DISTRICT	ARAPAHOE	Dist.	270,772	\$ 140	0.7	\$ 37,981,431	341,347	35,413	62,798	618	440,176	2	2

Library Name	County	Legal Basis	Legal Service Population	Total OpEx / Capita	Total SqFt / Capita	Digital Books Items	Digital Audio Items	Digital Video Items	Total Digital Items	Phys Item / Turnover	Total Circulation / Capita	1K Total Circulation / Staff	Total Circulation (Phys & E-material)	Total OpEx / Circ.
WESTMINSTER PUBLIC LIBRARY (FY 2022)		Mun.	115,535	\$ 37	0.5	58,010	30,306	1,538	89,854	1.4	3	10	389,810	\$ 11
Colorado Similar			102,524	\$ 52	0.7	68,869	43,709	25,643	138,220	4.3	11	21	1,099,791	\$ 5
Colorado Local but less Similar			427,008	\$ 65	0.5	366,130	262,222	43,907	672,260	4.9	10	16	4,196,023	\$ 7
Mountain/Great Plains Libraries			107,643	\$ 36	0.6	153,426	85,964	11,096	250,487	3.2	8	18	831,911	\$ 6
The rest of the Nation			98,774	\$ 59	0.9	213,317	135,385	18,986	367,688	2.5	8	15	838,742	\$ 8
Elite Similar Libraries			102,602	\$ 102	1.2	281,148	139,353	29,772	450,273	3.8	14	16	1,483,492	\$ 8
POUDRE RIVER PUBLIC LIBRARY DISTRICT	LARIMER	Dist.	209,947	\$ 50	0.4	102,468	158,603	#####	361,936	5.6	12	28	2,467,636	\$ 4.2
PUEBLO CITY-COUNTY LIBRARY DISTRICT	PUEBLO	Dist.	169,503	\$ 75	1.1	96,302	59,436	73,424	229,162	3.0	9	14	1,486,708	\$ 8.5
MESA COUNTY PUBLIC LIBRARY DISTRICT	MESA	Dist.	157,320	\$ 44	0.4	39,177	23,530	9,071	71,778	4.9	8	16	1,295,018	\$ 5.4
BOULDER PUBLIC LIBRARY	BOULDER	Mun.	104,930	\$ 77	1.1	75,543	59,550	15,178	150,271	5.5	14	20	1,474,664	\$ 5.5
LONGMONT PUBLIC LIBRARY	BOULDER	Mun.	98,789	\$ 39	0.5	57,839	29,930	-	87,769	2.8	14	29	1,359,297	\$ 2.9
LOVELAND PUBLIC LIBRARY	LARIMER	Mun.	75,938	\$ 44	0.8	64,105	27,135	1,918	93,158	5.8	12	24	882,832	\$ 3.8
BROOMFIELD/EISENHOWER PUBLIC LIBRARY	BROOMFIELD	Mun.	72,697	\$ 42	0.4	142,060	24,802	30,630	197,492	5.2	10	21	703,713	\$ 4.4
DURANGO PUBLIC LIBRARY	LA PLATA	Mun.	56,280	\$ 44	0.8	3,531	2,453	-	5,984	2.9	5	12	303,486	\$ 8.2
LITTLETON/BEMIS PUBLIC LIBRARY	ARAPAHOE	Mun.	45,465	\$ 55	0.9	49,823	21,717	25,344	96,884	2.2	11	15	483,813	\$ 5.2
LOUISVILLE PUBLIC LIBRARY	BOULDER	Mun.	34,374	\$ 54	0.9	57,839	29,930	-	87,769	5.5	16	33	540,747	\$ 3.4
PIKES PEAK LIBRARY DISTRICT	EL PASO	Dist.	678,560	\$ 48	0.5	276,102	189,933	-	466,035	5.9	9	17	6,327,631	\$ 5.2
JEFFERSON COUNTY PUBLIC LIBRARY	JEFFERSON	Mun.	579,651	\$ 65	0.4	279,261	243,491	#####	648,136	6.4	15	26	8,512,602	\$ 4.4
RANGEVIEW LIBRARY DISTRICT	ADAMS	Dist.	403,027	\$ 43	0.3	68,045	26,205	-	94,250	3.0	4	14	1,574,240	\$ 11
AURORA PUBLIC LIBRARY	ARAPAHOE	Mun.	383,496	\$ 17	0.3	799,214	547,498	55,882	#####	2.4	3	13	1,119,390	\$ 5.9
DOUGLAS COUNTY LIBRARIES	DOUGLAS	Dist.	369,287	\$ 71	0.5	859,161	581,987	55,888	#####	8.3	16	23	5,745,863	\$ 4.5
HIGH PLAINS LIBRARY DISTRICT	WELD	Dist.	304,265	\$ 72	0.8	37,558	34,847	15,039	87,444	2.4	6	6.1	1,797,349	\$ 12
ARAPAHOE LIBRARY DISTRICT	ARAPAHOE	Dist.	270,772	\$ 140	0.7	243,572	211,595	55,156	510,323	6.0	16	14	4,295,083	\$ 8.8

Library Name	County	Legal Basis	Legal Service Population	Total Opex / Capita	Total SqFt / Capita	Youth Material Circulation	Youth Circ / Capita	E-Material Circulation	Physical Circulation / Capita	Phys Circulation / Sq Ft	Physical Circulation	Non-Traditional Physical Circulation	Total Electronic Usage (Database + E-Materials)
WESTMINSTER PUBLIC LIBRARY (FY 2022)		Mun.	115,535	\$ 37	0.5	135,990	1.2	131,130	2.2	5	258,680		160,697
Colorado Similar			102,524	\$ 52	0.7	398,291	4.2	289,981	8.3	13	809,810	37,553	469,764
Colorado Local but less Similar			427,008	\$ 65	0.5	1,503,707	3.7	1,240,365	6.8	14	2,955,658	15,937	1,768,664
Mountain/Great Plains Libraries			107,643	\$ 36	0.6	315,547	2.8	208,894	5.6	11	623,017	21,736	302,800
The rest of the Nation			98,774	\$ 59	0.9	308,245	3.1	181,544	6.7	8	657,198	7,500	306,534
Elite Similar Libraries			102,602	\$ 102	1.2	581,793	5.7	331,825	11	10	1,151,667	34,161	1,417,851
POUDRE RIVER PUBLIC LIBRARY DISTRICT	LARIMER	Dist.	209,947	\$ 50	0.4	1,012,492	4.8	719,956	8.3	20	1,747,680	2,418	1,229,500
PUEBLO CITY-COUNTY LIBRARY DISTRICT	PUEBLO	Dist.	169,503	\$ 75	1.1	411,665	2.4	445,712	6.1	6	1,040,996	368,059	688,716
MESA COUNTY PUBLIC LIBRARY DISTRICT	MESA	Dist.	157,320	\$ 44	0.4	373,746	2.4	279,344	6.5	15	1,015,674	650	371,177
BOULDER PUBLIC LIBRARY	BOULDER	Mun.	104,930	\$ 77	1.1	518,510	4.9	401,391	10	9	1,073,273	149	645,993
LONGMONT PUBLIC LIBRARY	BOULDER	Mun.	98,789	\$ 39	0.5	422,832	4.3	556,732	8.1	16	802,565	250	706,732
LOVELAND PUBLIC LIBRARY	LARIMER	Mun.	75,938	\$ 44	0.8	356,459	4.7	184,428	9.2	12	698,404	597	208,940
BROOMFIELD/EISENHOWER PUBLIC LIBRARY	BROOMFIELD	Mun.	72,697	\$ 42	0.4	327,777	4.5	102,061	8.3	23	601,652	20	161,484
DURANGO PUBLIC LIBRARY	LA PLATA	Mun.	56,280	\$ 44	0.8	118,585	2.1	48,060	4.5	6	255,426	2,168	53,662
LITTLETON/BEMIS PUBLIC LIBRARY	ARAPAHOE	Mun.	45,465	\$ 55	0.9	130,461	2.9	73,987	9.0	10	409,826	175	385,278
LOUISVILLE PUBLIC LIBRARY	BOULDER	Mun.	34,374	\$ 54	0.9	310,381	9.0	88,143	13	14	452,604	1,043	246,153
PIKES PEAK LIBRARY DISTRICT	EL PASO	Dist.	678,560	\$ 48	0.5	1,894,634	2.8	2,324,325	5.9	11	4,003,306	45,096	3,640,466
JEFFERSON COUNTY PUBLIC LIBRARY	JEFFERSON	Mun.	579,651	\$ 65	0.4	2,661,266	4.6	1,887,986	11	29	6,624,616	37,970	2,969,200
RANGEVIEW LIBRARY DISTRICT	ADAMS	Dist.	403,027	\$ 43	0.3	521,708	1.3	601,517	2.4	8	972,723	19,314	601,517
AURORA PUBLIC LIBRARY	ARAPAHOE	Mun.	383,496	\$ 17	0.3	438,321	1.1	332,122	2.1	7	787,268	1,157	371,063
DOUGLAS COUNTY LIBRARIES	DOUGLAS	Dist.	369,287	\$ 71	0.5	2,512,844	6.8	1,567,572	11	24	4,178,291	5,981	1,971,452
HIGH PLAINS LIBRARY DISTRICT	WELD	Dist.	304,265	\$ 72	0.8	543,669	1.8	332,114	4.8	6	1,465,235	54	682,151
ARAPAHOE LIBRARY DISTRICT	ARAPAHOE	Dist.	270,772	\$ 140	0.7	1,953,505	7.2	1,636,916	9.8	15	2,658,167	1,986	2,144,800

Library Name	County	Legal Basis	Legal Service Population	Total OpEx / Capita	Total SqFt / Capita	Total Circulation (All Formats)	Total Circ (All Format) / Capita	Total OpEx / Circ	Total Programs (All Ages)	Kids 0-5 Programs	Kids 6-11 Programs	YA/Teen Programs	Adult Programs	General Programs
WESTMINSTER PUBLIC LIBRARY (FY 2022)		Mun.	115,535	\$ 37	0.5	419,377	3.6	\$ 10	429	-	221	25	183	-
Colorado Similar			102,524	\$ 52	0.7	1,279,574	13	\$ 4.5	1,579	520	150	135	625	149
Colorado Local but less Similar			427,008	\$ 65	0.5	4,724,322	11	\$ 6.7	4,464	1,436	1,289	373	963	402
Mountain/Great Plains Libraries			107,643	\$ 36	0.6	925,817	9	\$ 4.9	801	293	138	116	201	53
The rest of the Nation			98,774	\$ 59	0.9	963,732	10	\$ 6.9	758	229	138	81	235	75
Elite Similar Libraries			102,602	\$ 102	1.2	2,569,518	24	\$ 5.7	1,583	365	345	160	645	67
POUDRE RIVER PUBLIC LIBRARY DISTRICT	LARIMER	Dist.	209,947	\$ 50	0.4	2,977,180	14	\$ 3.5	1,251	748	93	94	264	52
PUEBLO CITY-COUNTY LIBRARY DISTRICT	PUEBLO	Dist.	169,503	\$ 75	1.1	1,729,712	10	\$ 7.3	5,169	1,774	130	394	1,962	909
MESA COUNTY PUBLIC LIBRARY DISTRICT	MESA	Dist.	157,320	\$ 44	0.4	1,386,851	8.8	\$ 5.0	1,432	615	345	207	263	2
BOULDER PUBLIC LIBRARY	BOULDER	Mun.	104,930	\$ 77	1.1	1,719,266	16	\$ 4.7	4,255	811	170	171	2,856	247
LONGMONT PUBLIC LIBRARY	BOULDER	Mun.	98,789	\$ 39	0.5	1,509,297	15	\$ 2.6	561	137	137	81	206	-
LOVELAND PUBLIC LIBRARY	LARIMER	Mun.	75,938	\$ 44	0.8	907,344	12	\$ 3.7	803	333	176	190	103	1
BROOMFIELD/EISENHOWER PUBLIC LIBRARY	BROOMFIELD	Mun.	72,697	\$ 42	0.4	763,136	10	\$ 4.0	834	194	163	72	162	243
DURANGO PUBLIC LIBRARY	LA PLATA	Mun.	56,280	\$ 44	0.8	309,088	5.5	\$ 8.1	295	85	81	49	68	12
LITTLETON/BEMIS PUBLIC LIBRARY	ARAPAHOE	Mun.	45,465	\$ 55	0.9	795,104	17	\$ 3.2	634	298	-	48	260	28
LOUISVILLE PUBLIC LIBRARY	BOULDER	Mun.	34,374	\$ 54	0.9	698,757	20	\$ 2.6	552	200	200	47	105	-
PIKES PEAK LIBRARY DISTRICT	EL PASO	Dist.	678,560	\$ 48	0.5	7,643,772	11	\$ 4.3	3,944	1,534	700	456	843	411
JEFFERSON COUNTY PUBLIC LIBRARY	JEFFERSON	Mun.	579,651	\$ 65	0.4	9,593,816	17	\$ 3.9	6,644	4,200	713	511	1,089	131
RANGEVIEW LIBRARY DISTRICT	ADAMS	Dist.	403,027	\$ 43	0.3	1,574,240	3.9	\$ 11.0	2,445	369	350	395	477	854
AURORA PUBLIC LIBRARY	ARAPAHOE	Mun.	383,496	\$ 17	0.3	1,158,331	3.0	\$ 5.7	2,815	-	1,244	404	647	520
DOUGLAS COUNTY LIBRARIES	DOUGLAS	Dist.	369,287	\$ 71	0.5	6,149,743	17	\$ 4.2	5,552	-	4,915	67	570	-
HIGH PLAINS LIBRARY DISTRICT	WELD	Dist.	304,265	\$ 72	0.8	2,147,386	7.1	\$ 10.2	5,892	1,936	893	712	1,787	564
ARAPAHOE LIBRARY DISTRICT	ARAPAHOE	Dist.	270,772	\$ 140	0.7	4,802,967	18	\$ 7.9	3,954	2,011	211	67	1,329	336

Library Name	County	Legal Basis	Legal Service Population	Total OpEx / Capita	Total SqFt / Capita	Total Onsite Programs	Total Offsite Programs	Virtual Synchronous Programs	Total Program Attendance	Total Attendance / Capita	Kids 0-5 Attendance	Kids 6-11 Attendance	YA/Teen Attendance	Adult Attendance
WESTMINSTER PUBLIC LIBRARY (FY 2022)		Mun.	115,535	\$ 37	0.5	285	22	122	5,348	0.05	-	3,704	151	1,493
Colorado Similar			102,524	\$ 52	0.7	1,359	91	129	27,578	0.3	11,508	4,206	1,781	5,761
Colorado Local but less Similar			427,008	\$ 65	0.5	3,768	452	244	112,065	0.3	31,378	36,910	5,049	14,836
Mountain/Great Plains Libraries			107,643	\$ 36	0.6	591	148	63	23,893	0.2	9,598	5,401	2,251	3,482
The rest of the Nation			98,774	\$ 59	0.9	506	101	150	18,546	0.2	5,912	5,030	977	2,723
Elite Similar Libraries			102,602	\$ 102	1.2	910	306	294	46,693	0.5	11,700	9,622	3,885	12,115
POUDRE RIVER PUBLIC LIBRARY DISTRICT	LARIMER	Dist.	209,947	\$ 50	0.4	878	252	121	22,161	0.1	14,085	1,677	1,020	2,574
PUEBLO CITY-COUNTY LIBRARY DISTRICT	PUEBLO	Dist.	169,503	\$ 75	1.1	4,885	11	273	68,797	0.4	28,797	4,504	4,566	15,897
MESA COUNTY PUBLIC LIBRARY DISTRICT	MESA	Dist.	157,320	\$ 44	0.4	1,342	69	21	29,201	0.2	11,631	5,458	1,507	4,449
BOULDER PUBLIC LIBRARY	BOULDER	Mun.	104,930	\$ 77	1.1	3,385	219	651	47,769	0.5	17,458	5,957	2,891	15,014
LONGMONT PUBLIC LIBRARY	BOULDER	Mun.	98,789	\$ 39	0.5	457	104	-	21,138	0.2	6,693	6,694	2,240	5,511
LOVELAND PUBLIC LIBRARY	LARIMER	Mun.	75,938	\$ 44	0.8	677	80	46	19,921	0.3	10,844	2,810	3,293	2,774
BROOMFIELD/EISENHOWER PUBLIC LIBRARY	BROOMFIELD	Mun.	72,697	\$ 42	0.4	539	169	126	22,158	0.3	7,372	3,085	660	1,516
DURANGO PUBLIC LIBRARY	LA PLATA	Mun.	56,280	\$ 44	0.8	282	10	3	12,085	0.2	3,067	6,026	335	1,852
LITTLETON/BEMIS PUBLIC LIBRARY	ARAPAHOE	Mun.	45,465	\$ 55	0.9	589	-	45	16,068	0.4	9,289	-	599	3,930
LOUISVILLE PUBLIC LIBRARY	BOULDER	Mun.	34,374	\$ 54	0.9	552	-	-	16,482	0.5	5,848	5,848	697	4,089
PIKES PEAK LIBRARY DISTRICT	EL PASO	Dist.	678,560	\$ 48	0.5	3,594	297	53	90,748	0.1	32,751	27,410	6,626	8,368
JEFFERSON COUNTY PUBLIC LIBRARY	JEFFERSON	Mun.	579,651	\$ 65	0.4	5,029	1,274	341	143,124	0.2	98,331	19,552	9,160	10,630
RANGEVIEW LIBRARY DISTRICT	ADAMS	Dist.	403,027	\$ 43	0.3	2,407	19	19	52,540	0.1	12,953	7,396	5,871	2,929
AURORA PUBLIC LIBRARY	ARAPAHOE	Mun.	383,496	\$ 17	0.3	2,217	133	465	183,304	0.5	-	42,367	3,634	43,580
DOUGLAS COUNTY LIBRARIES	DOUGLAS	Dist.	369,287	\$ 71	0.5	5,419	6	127	147,893	0.4	-	140,097	524	7,272
HIGH PLAINS LIBRARY DISTRICT	WELD	Dist.	304,265	\$ 72	0.8	4,396	1,378	118	100,489	0.3	37,686	18,077	8,792	12,777
ARAPAHOE LIBRARY DISTRICT	ARAPAHOE	Dist.	270,772	\$ 140	0.7	3,313	55	586	66,359	0.2	37,923	3,472	736	18,298

Library Name	County	Legal Basis	Legal Service Population	Total Opex / Capita	Total Sqft / Capita	General Attendance	Total Onsite Attendance	Total Offsite Attendance	Virtual Synchronous Program Attendance	Total Asynch Virtual Program Presentations	Total Asynch Virtual Program Views	Total Internet PCs	PC Users - Session
WESTMINSTER PUBLIC LIBRARY (FY 2022)		Mun.	115,535	\$ 37	0.5	-	3,702	864	782	-	-	34	26,034
Colorado Similar			102,524	\$ 52	0.7	4,322	22,566	3,332	1,680	52	4,492	64	70,864
Colorado Local but less Similar			427,008	\$ 65	0.5	23,892	82,185	13,875	16,006	51	3,802	348	130,098
Mountain/Great Plains Libraries			107,643	\$ 36	0.6	3,161	16,373	5,773	1,747	16	929	64	35,278
The rest of the Nation			98,774	\$ 59	0.9	3,904	11,420	4,547	2,579	36	5,881	80	25,193
Elite Similar Libraries			102,602	\$ 102	1.2	9,370	27,790	11,808	5,337	80	7,644	123	48,392
POUDRE RIVER PUBLIC LIBRARY DISTRICT	LARIMER	Dist.	209,947	\$ 50	0.4	2,805	15,592	5,347	1,222	11	306	67	54,140
PUEBLO CITY-COUNTY LIBRARY DISTRICT	PUEBLO	Dist.	169,503	\$ 75	1.1	15,033	65,278	980	2,539	371	4,416	115	417,234
MESA COUNTY PUBLIC LIBRARY DISTRICT	MESA	Dist.	157,320	\$ 44	0.4	6,156	22,905	6,122	174	21	2,886	140	51,000
BOULDER PUBLIC LIBRARY	BOULDER	Mun.	104,930	\$ 77	1.1	6,449	33,667	5,568	8,534	3	258	77	52,691
LONGMONT PUBLIC LIBRARY	BOULDER	Mun.	98,789	\$ 39	0.5	-	12,201	8,937	-	-	(1)	32	20,363
LOVELAND PUBLIC LIBRARY	LARIMER	Mun.	75,938	\$ 44	0.8	200	16,472	1,420	2,029	120	34,451	65	27,388
BROOMFIELD/EISENHOWER PUBLIC LIBRARY	BROOMFIELD	Mun.	72,697	\$ 42	0.4	9,525	17,009	4,614	535	-	(1)	39	19,958
DURANGO PUBLIC LIBRARY	LA PLATA	Mun.	56,280	\$ 44	0.8	805	11,558	330	197	(1)	(1)	40	22,567
LITTLETON/BEMIS PUBLIC LIBRARY	ARAPAHOE	Mun.	45,465	\$ 55	0.9	2,250	14,500	-	1,568	(1)	2,611	38	17,004
LOUISVILLE PUBLIC LIBRARY	BOULDER	Mun.	34,374	\$ 54	0.9	-	16,482	-	-	(1)	(1)	27	26,292
PIKES PEAK LIBRARY DISTRICT	EL PASO	Dist.	678,560	\$ 48	0.5	15,593	71,782	18,734	232	1	15	352	211,342
JEFFERSON COUNTY PUBLIC LIBRARY	JEFFERSON	Mun.	579,651	\$ 65	0.4	5,451	102,116	36,299	4,709	157	5,538	615	167,602
RANGEVIEW LIBRARY DISTRICT	ADAMS	Dist.	403,027	\$ 43	0.3	23,391	52,396	72	72	-	(1)	338	91,814
AURORA PUBLIC LIBRARY	ARAPAHOE	Mun.	383,496	\$ 17	0.3	93,723	81,554	11,336	90,414	(1)	(1)	213	114,252
DOUGLAS COUNTY LIBRARIES	DOUGLAS	Dist.	369,287	\$ 71	0.5	-	142,087	678	5,128	-	(1)	217	63,062
HIGH PLAINS LIBRARY DISTRICT	WELD	Dist.	304,265	\$ 72	0.8	23,157	71,526	27,679	1,284	33	1,126	477	128,392
ARAPAHOE LIBRARY DISTRICT	ARAPAHOE	Dist.	270,772	\$ 140	0.7	5,930	53,832	2,324	10,203	169	19,939	223	134,223

Library Name	County	Legal Basis	Legal Service Population	Total OpEx / Capita	Total SqFt / Capita	PC Users / Capita	PC Users / Visit	Total Weighted Activities	TWA/ Capita	TWA/Sq Ft	TWA / Open Hour
WESTMINSTER PUBLIC LIBRARY (FY 2022)		Mun.	115,535	\$ 37	0.5	0.23	0.18	2,272,236	20	41	464
Colorado Similar			102,524	\$ 52	0.7	0.59	0.16	6,598,863	66	101	1,076
Colorado Local but less Similar			427,008	\$ 65	0.5	0.32	0.13	22,202,198	54	112	832
Mountain/Great Plains Libraries			107,643	\$ 36	0.6	0.31	0.12	5,057,699	46	86	1,045
The rest of the Nation			98,774	\$ 59	0.9	0.25	0.12	4,865,301	49	60	930
Elite Similar Libraries			102,602	\$ 102	1.2	0.49	0.13	9,847,804	95	85	1,477
POUDRE RIVER PUBLIC LIBRARY DISTRICT	LARIMER	Dist.	209,947	\$ 50	0.4	0.26	0.09	12,238,221	58	141	1,185
PUEBLO CITY-COUNTY LIBRARY DISTRICT	PUEBLO	Dist.	169,503	\$ 75	1.1	2.5	0.69	11,990,580	71	67	511
MESA COUNTY PUBLIC LIBRARY DISTRICT	MESA	Dist.	157,320	\$ 44	0.4	0.32	0.06	9,368,979	60	136	593
BOULDER PUBLIC LIBRARY	BOULDER	Mun.	104,930	\$ 77	1.1	0.5	0.10	8,902,415	85	78	743
LONGMONT PUBLIC LIBRARY	BOULDER	Mun.	98,789	\$ 39	0.5	0.21	0.08	5,887,995	60	115	1,766
LOVELAND PUBLIC LIBRARY	LARIMER	Mun.	75,938	\$ 44	0.8	0.36	0.12	4,674,323	62	82	1,661
BROOMFIELD/EISENHOWER PUBLIC LIBRARY	BROOMFIELD	Mun.	72,697	\$ 42	0.4	0.27	0.09	3,880,722	53	147	1,137
DURANGO PUBLIC LIBRARY	LA PLATA	Mun.	56,280	\$ 44	0.8	0.40	0.11	2,618,739	47	61	1,042
LITTLETON/BEMIS PUBLIC LIBRARY	ARAPAHOE	Mun.	45,465	\$ 55	0.9	0.37	0.09	3,055,788	67	76	982
LOUISVILLE PUBLIC LIBRARY	BOULDER	Mun.	34,374	\$ 54	0.9	0.8	0.18	3,370,870	98	104	1,141
PIKES PEAK LIBRARY DISTRICT	EL PASO	Dist.	678,560	\$ 48	0.5	0.31	0.13	28,899,385	43	81	772
JEFFERSON COUNTY PUBLIC LIBRARY	JEFFERSON	Mun.	579,651	\$ 65	0.4	0.29	0.10	38,710,308	67	168	1,184
RANGEVIEW LIBRARY DISTRICT	ADAMS	Dist.	403,027	\$ 43	0.3	0.23	0.14	8,578,470	21	68	526
AURORA PUBLIC LIBRARY	ARAPAHOE	Mun.	383,496	\$ 17	0.3	0.30	0.23	12,140,079	32	106	757
DOUGLAS COUNTY LIBRARIES	DOUGLAS	Dist.	369,287	\$ 71	0.5	0.17	0.05	28,766,000	78	163	1,284
HIGH PLAINS LIBRARY DISTRICT	WELD	Dist.	304,265	\$ 72	0.8	0.42	0.14	14,286,776	47	62	348
ARAPAHOE LIBRARY DISTRICT	ARAPAHOE	Dist.	270,772	\$ 140	0.7	0.5	0.13	24,034,369	89	135	952

LIBRARIES Benchmark Communities and Level of Service Analysis - 2019 Datasets

Methodology

The City of Westminster Public Library (WPL) System was benchmarked against 48 peer library agencies organized by cohorts (identified in the footnotes below):

1. State of Colorado Cohort¹
2. Regional Cohort²
3. National Cohort³
4. Aspirational Cohort of *Library Journal* Star Libraries⁴

Thirty-six different performance measures were benchmarked. A high-level summary of results is presented on the following pages, comparing WPL to the averages of each comparison cohort. An additional six Colorado peer libraries of interest were also benchmarked and are included in detailed results for each benchmark agency, available as an addendum to this report.

Benchmark results were used to inform the Libraries Level of Service assessment and suggested targets included in this report.

Benchmark Comparison & Level of Service Assessment Summary

SERVICE OUTLETS AND SPACE

With a total of 56,000 square feet (SF) of facility space between the Irving Street (15,000 SF) and College Hill (41,480 SF) outlets, WPL dedicates 0.5 SF of library space per capita. This does not include 35,000SF of the College Hill facility that is dedicated to and utilized by Front Range Community College (FRCC). Additionally, the City provides three book kiosks at Westminster recreation centers.

National Averages for public library space range from 0.8 to 1.0 SF per capita. The average of public libraries space for the Colorado comparison cohort is 0.9 SF per capita. For the City's population, WPL is 1-2 outlets (branch or service location) below average and has a higher population per outlet than any of the cohort averages. This suggests that WPL needs additional space to achieve at least 100,000 SF of total library space, bringing WPL in line with Colorado and National averages for at least 0.8 SF per capita.

However, according to the geospatial drive time analysis conducted as part of the PRL Vision Planning process, 100% of Westminster residents are within a 15-minute drive of a library facility, when non-City libraries adjacent to and serving the Westminster community are included.

Conclusions:

While the WPL is undersized in terms of space, when considering this in context with other nearby libraries, generally sufficient service is provided to the current population according to standard benchmark metrics. Yet, there are certain zones of the City that have lower accessibility to service outlets. The SW and NE quadrants of the City have significantly lower ease of access to a current facility than the rest of the Westminster. The NE portion of the City has significantly limited access to library services compared to the SW quadrant that can receive services from the nearby

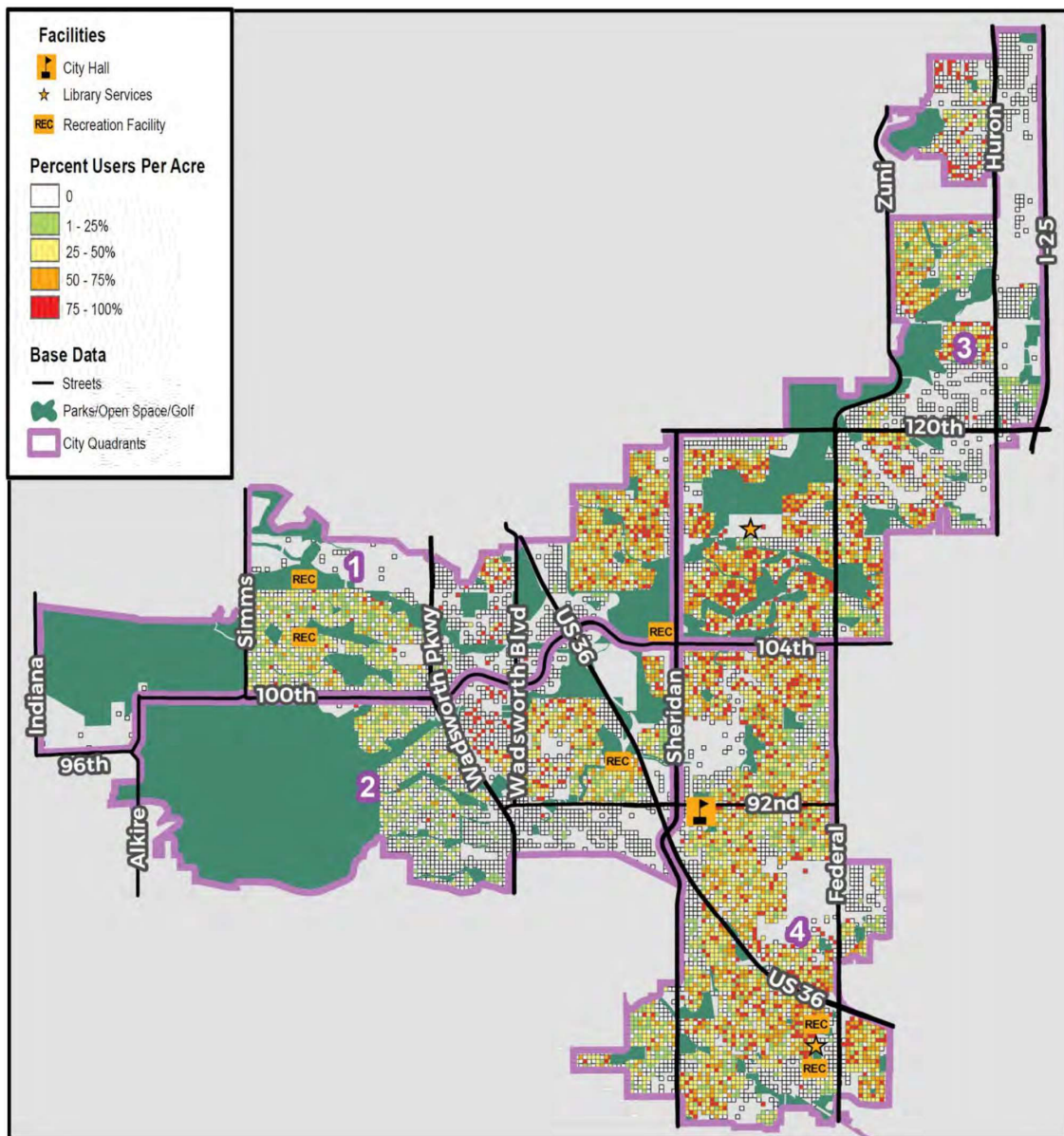
¹ Colorado Comparison Cohort: Poudre River Public Library; Pueblo City-County; Mesa County; Boulder; Longmont; Loveland; Broomfield/Eisenhower; Louisville

² Regional Comparison Cohort: Kansas City, MO; Sunnyvale, CA; Torrance, CA; Cedar Rapids, IA; Fargo, ND; Post Falls, ID; Provo, UT; Rapid City, SD; Missoula, MT; Daly City, CA; Lawrence, KS; San Leandro, CA; Iowa City, IA

³ National Comparison Cohort: Clinton-Macomb, MI; Hillsboro, WA; Springfield, MA; Rockford, IL; Rochester, MN; Bridgeport, CT; Hamilton East/Noblesville, IN; Handley Regional, Winchester, VA; Abilene, TX; Kalamazoo, MI; Peoria, IL; Manchester, NH; Elkhart, IN

⁴ Aspirational Cohort (Library Journal Star Libraries, as scored by the Institute of Museum and Library Services Public Library Survey): Boise, ID; Eugene, OR; Ann Arbor, MI; Naperville, IL; Schaumburg Township, IL; Williamsburg, VA; Newport Beach, CA; Carmel Clay, IN; Champaign, IL; Greater Poughkeepsie, NY; Worthington, OH; Washington-Centerville, OH; Mount Prospect, IL

Jefferson County Library outlet. The reality of this disparity in access to library service is reflected in the geographic locations of library user density (see map).



Given the low total space per capita and the lack of feasible expansion of the two current locations, a third outlet should be considered and would most likely be targeted for the NE quadrant of the City. This would close the service level gap on total space and put all residents within a very short drive of a library location (regardless of service provider).

Alternatively, or in addition to a new service outlet, smaller express outlets (with both staffed and unstaffed hours) could be considered to expand accessibility to materials and technology.

The current Intergovernmental Agreement (IGA) with FRCC can be exited beginning in 2028. If FRCC elects to exit the agreement, WPL would need to vacate the College Hill facility. FRCC intentions are unknown at this time. However, WPL should develop a contingency plan in the event that FRCC chooses to take full control of the current College Hill facility, effectively eliminating 41,480 SF of shared public library space within the City. If possible, the City should extend the occupation guarantees of the IGA in coordination with FRCC.

OPERATING EXPENSES AND STAFFING PER CAPITA

Current WPL funding is \$36 per capita. The only similarly-sized public library in Colorado funded at a lower level is the Longmont Public Library (also a municipal library). Boulder is the highest funded library in this size range in Colorado at \$85 per capita. WPL should target \$50-\$52 per capita to achieve comparable funding to state and national averages for communities of similar size. Lower levels of funding impact open hours, programming, outreach, and support services. See Table 1 for a comparison of Westminster to peer library cohorts.

As described above, WPL currently exhibits below-average funding for Colorado comparison cohort libraries. As staff expenses generally comprise 60-75% of a public library's total budget, low funding level leads to low staffing levels. The impacts of lower staffing levels can include limited facility hours, reduced community/literacy/school outreach, lower levels of program offerings, reduced services at outlets, and slower materials turnaround times (shelving of new materials and getting returned materials back on the shelves).

WPL's current library level of service is 3.7 Full-time Equivalent (FTE) staff per 10,000 residents. Benchmark comparison suggests that 5.1 to 5.7 FTE per 10,000 residents is an appropriate level of service target.

TABLE 1: Library Service Outlets per Population, Expenditures per Capita, and Staff per Capita

Library Name	Total Service Outlets	Legal Service Population	Total Expend / Capita	MLS Librarians	All Librarians	Other Paid Staff	Total Staff	Total FTE / 10,000 Capita	Staff Expend / Capita
WESTMINSTER PUBLIC LIBRARY	2	113,537	\$ 36	13	13	29	42	3.7	\$ 26
Colorado Comparison Cohort	3.5	113,609	\$ 50	14	17	48	66	5.7	\$34
Regional Comparison Cohort	3.9	119,467	\$ 52	15	17	44	61	5.1	\$34
National Comparison Cohort	4.1	134,772	\$ 50	19	21	48	69	5.3	\$34
Aspirational Cohort (LJ Star Libraries)	3.2	108,998	\$ 105	26	30	78	107	11.1	\$71

SERVICES

Public Access Computers

Usage levels of public computers (PCs) have seen the most disruption in demand since the COVID-19 pandemic. Response rate has varied widely between public libraries across Colorado and the Nation. Most library systems are experiencing demand at 50-70% of pre-pandemic levels. Longmont Public Library (CO) is one of the few libraries is now experiencing computer usage above pre-COVID levels. Federal subsidies for home broadband have reduced demand for this service area in many communities; however if those subsidies end, more users may return to the library for access to computers and the internet. At this time, it is nearly impossible to project the future demand level in this service area. WPL will need closely monitor usage rates and adjust the resource availability level accordingly.

That said, Westminster is providing 0.5 PCs per 1,000 residents. *Prior* to the pandemic, recommended levels of service suggest 0.8 to 0.9 PCs per 1,000 residents. Changes to this service are not recommended at this time, and to continue monitoring PC usage levels for further decreases or increases and adjust public PC availability accordingly.

Holdings (Books)

Though there have been significant shifts to digital content, physical materials are still highly used and sought after by all ages, especially for pleasure reading. E-material usage has stabilized with most libraries seeing an increase in physical

material usage in fiction and high interest non-fiction genres. Physical audio and video formats usage areas are shrinking but remain strong. Research/informational materials in physical format have seen the greatest reduction in general use.

WPL's current holdings level of service is 1.4 items per capita. Benchmark comparison suggests that 2.5 to 3.5 items per capita and \$3.30-\$3.90 per capita spending on new physical materials are appropriate level of service targets.

TABLE 2: Visits, Holdings, and PCs per Capita

State	Library Name	Total Service Outlets	Legal Service Population	Population Per Service Outlet	Total Expend / Capita	Visits / Capita	Total Physical Items / Capita	Expend Visit	Phy Circulation / Capita	Physical Material Exp\$ / Capita	Total Public PCs	Total PC Sessions
CO	WESTMINSTER PUBLIC LIBRARY	2	113,537	56,769	\$ 36	3.5	1.4	\$ 10	5	\$ 2.7	54	243,639
	Colorado Comparison Cohort	3.5	113,609	50,857	\$ 50	5.9	2.0	\$ 9	12	\$ 3.3	107	117,472
	Regional Comparison Cohort	3.9	119,467	49,045	\$ 52	5.2	2.4	\$ 11	8	\$ 3.9	99	106,463
	National Comparison Cohort	4.1	134,772	42,374	\$ 50	4.0	2.8	\$ 13	7	\$ 3.6	112	74,975
	Aspirational Cohort (LJ Star Libraries)	3.2	108,998	35,657	\$ 105	9.6	4.1	\$ 12	21	\$ 8.3	161	121,460

Programs

WPL's current library program level of service is 3.3 programs per 1,000 residents. Suggested level of service is 5 to 8 programs per 1,000 residents. This lower-than-average program service level is most likely a direct impact of the current staffing levels driven by current funding levels. Space limitations (program/meeting rooms) may also factor into this lower service level. A third service outlet or additional space would help alleviate a bottleneck on programs assuming there is sufficient staffing to support additional programs.

It is notable that teen program attendance is currently higher than pre-pandemic levels, although teen attendance pre-pandemic was relatively weak. In fact, WPL's pre-pandemic program attendance was below comparison cohort averages across *all* age levels.

TABLE3: 2019 Programs and Attendance

State	Library Name	Total Programs	Youth Programs	Teen Programs	Total Adult Programs	Total Attendance	Youth Attendance	Teen Attendance	Total Adult Attendance
CO	WESTMINSTER PUBLIC LIBRARY	1,362	948	36	378	27,155	23,042	261	3,852
	Colorado Comparison Cohort	2,822	1,516	269	1,037	84,541	49,864	6,249	28,428
	Regional Comparison Cohort	1,587	896	164	526	55,654	39,719	3,420	12,516
	National Comparison Cohort	2,284	1,394	234	656	55,099	36,719	3,925	14,455
	Aspirational Cohort (LJ Star Libraries)	2,621	1,463	189	970	85,922	55,196	4,886	25,840

KEY CONCLUSIONS

- The Westminster community considers the Library one of the three most important assets/services of the City's PRL department. (per 2024 PRL Statistically Valid Survey)
- Funding of the Library (operational and capital for facilities) which is well below state and national averages is not aligned with this community expectation given the Library was in the top 3 priorities of the community as shown in the statistically valid survey. This is impacting staffing, space, and resource availability and indicated in being lower than average usage in all service level areas above.

- Westminster Libraries are underbuilt (total square feet) in terms of local and national averages, which is also not in alignment with the high priority that the community puts on the Library. Though generally the overall community is satisfied with the current service levels of the library relative to other PRL services. Current WPL users have not been surveyed on level of satisfaction as part of the PRL Vision Plan and may present different opinions regarding library service levels. The Library Master Plan will further explore satisfaction levels with current library users.
- There is need for more space, particularly for an additional outlet to increase user accessibility in the North.
- The long-term viability of the College Hill location must be resolved, or a contingency plan developed for replacement should FRCC choose to take full control of the current library space.
- Overall, the short-term focus should be on ensuring the levels of service meet current needs. The upcoming library focused master planning project will assess if residents' needs are met and how staffing levels and insufficient space impact the Library's ability to meet residents' needs.

WESTMINSTER PUBLIC LIBRARY

3705 W. 112TH AVE WESTMINSTER, CO 80031

Service Area Population: 115,535

Locale: Suburban (21)

Central Libraries: 1

Branch Libraries: 1

Bookmobiles: 0

Revenue, Expenditures, and Staff

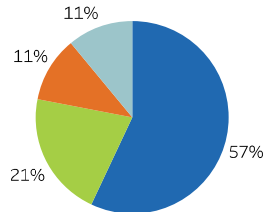
Programs and Services

LIBRARY COLLECTIONS

Fiscal Year
2022

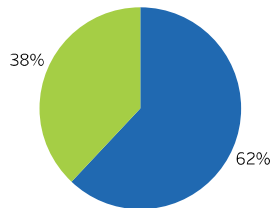


COLLECTION MATERIALS BY TYPE



- Books and Other Print Material
- E-Books
- Audio/Visual Materials - Downloadable
- Audio/Visual Materials - Physical

CIRCULATION



- Print Material Circulation
- Use of Electronic Material

COLLECTIONS (Total and Per Person)

Physical	191,613	1.7
Books and Other Print Material	161,545	1.4
Audio (Tapes, CDs)	9,912	0.1
Videos	20,156	0.2
Other Circulated Physical Items	0	0.0
Digital		
E-Books	58,010	0.5
Audio (Downloadable)	30,306	0.3
Video (Downloadable)	1,538	0.0

CIRCULATION (Total and Per Person)

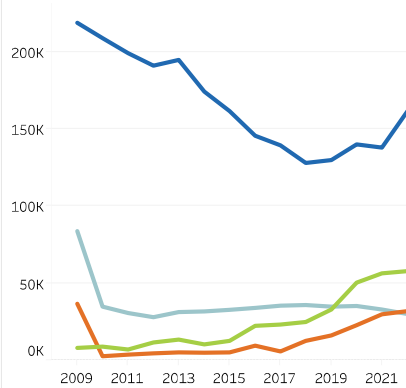
Total Circulation	389,810	3.4
Print Material Circulation	258,680	2.3
Electronic Material Circulation	131,130	1.2
Other Physical Item Circulation	-1	-1.0
Circulation of Children's Material	135,990	1.2
As Percentage of Total Circulation (%)	35	35
Other E-Content Use	29,567	0.3

TECHNOLOGY (Total and Per Person/Per 1K People)*

Internet Computers	34	0.3
Computer Uses	26,034	0.2
Wireless Sessions	-1	-1.0
Web Visits	157,151	1.4

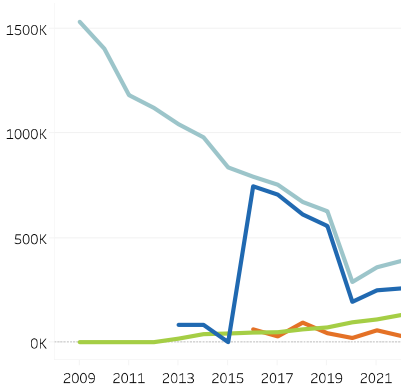
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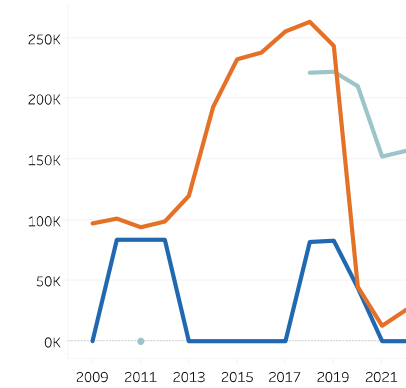
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CIRCULATION



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- Print Material Circulation
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- Other E-Content Use

TECHNOLOGY



- Computer Uses
- Wireless Sessions
- Web Visits

All data from IMLS FY2022 Public Libraries Survey

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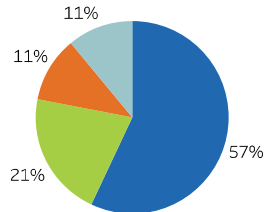
Programs and Services

LIBRARY COLLECTIONS

Fiscal Year
2022

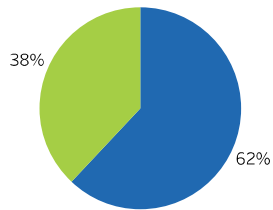


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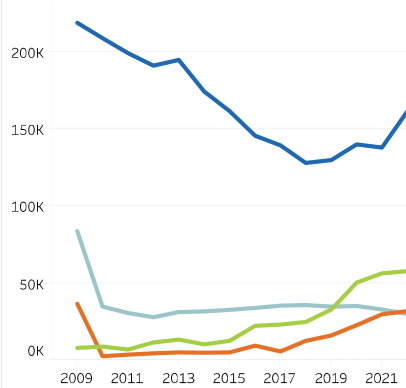
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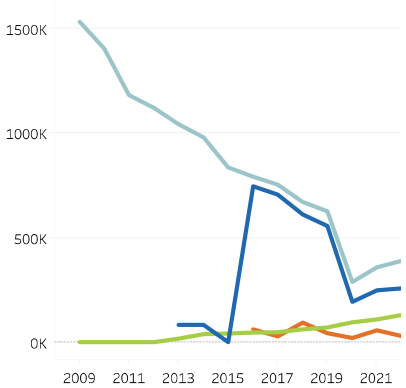
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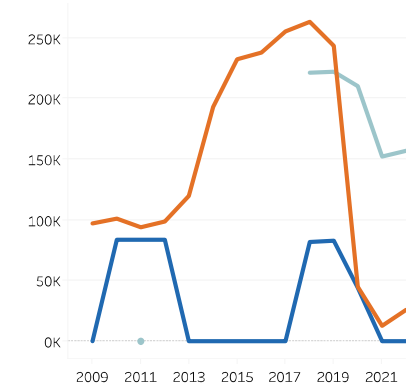
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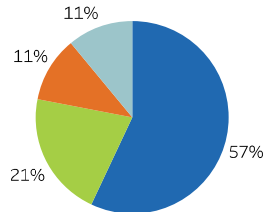
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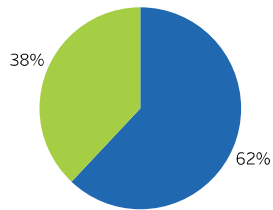


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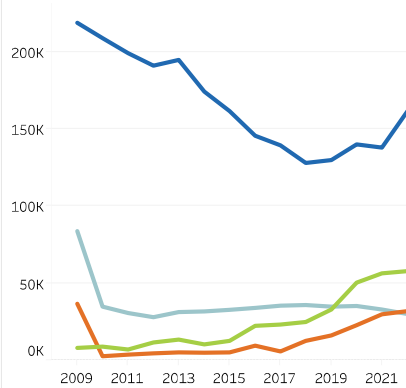
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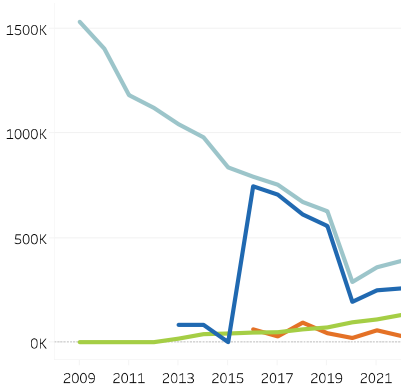
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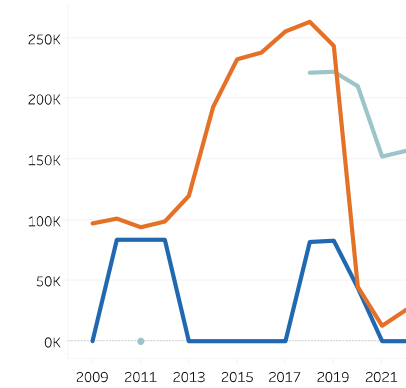
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- Computer Uses
- Wireless Sessions
- Web Visits

All data from IMLS FY2022 Public Libraries Survey

Facility Analysis: Westminster Public LibraryBranch (if applicable): College Hill Library

Completed: 6/4/2024 – Rob Cullin

**If something is not applicable, just mark N/A under Notes.*

	Current Assessment				Notes & Ideas for Improvement
	Good	Adequate	Inadequate	Poor	
LIBRARY ACCESSIBILITY					
Patron Vehicle	X				Though the parking is a fairly good walk from the front door on the lower level (Public Library level)
Staff Parking/Access		X			
Delivery Vehicle			X		Delivery through front door? No dedicated delivery parking spot.
Exterior Materials Return(s)		X			Needs signage (book return sign on the wall) a drive up drop box would be better for patrons
Exterior Holds Pickup					N/A
Pedestrian Access	X				Sidewalks abound, however the 112 th street crosswalk could benefit from a pedestrian crossing flasher
Daily Parking	X				
Event Parking	X				
Proximity to Major Roads	X				
ADA Accessibility (via exterior, Parking, Sidewalks, ramps, etc.)	X				Handicap spaces are quite far from front door on lower Public Library level. Closer on upper level but that's primarily the College level of the library.
ADA Accessibility (within the building, aisles, service points, restrooms, etc.)		X			Mostly good, a few tight spots, desks are "compliant" but not ideal, most doors have automatic openers, though front door access would be improved through a slider versus hinged doors
Drive-thru pick-up/drop					N/A
Additional Comments					
Lib: SSCPL	Current Assessment				
Br:	Good	Adequate	Inadequate	Poor	Notes & Ideas for Improvement
LIBRARY VISIBILITY					
From a distance		X	X		Overall facility is visible but library is obscured as part of FRCC
Upon approach		X	X		Overall facility is visible but library is obscured as part of FRCC

Of entry points	X				
Intuitive Wayfinding-Exterior	X				
Easily identifiable as Library		X	X		Colocation with FRCC limits the branding/identity of the Public Library
Building/Monument Signage					
Additional Comments					
INTERIOR PUBLIC / SERVICE SPACES					
Lobby / Entrance(s)		X			Entrance here is better than Irving Street though still a long walk in to get to any books other than holds
Circulation / Plan Organization	X				
Noise and acoustic separation of uses/user groups		X			It's mostly one large space though the Children's room is separated off Really need to glass off a Teen Social space
Interior Materials Return	X				
Interior Holds	X				Right at entrance with self checks right there.
Friends Area	X				
Service point(s) (<i>Visible from entry, good visibility out, ingress/egress, defensible space, universal design</i>)		X			The circ desk is visible from the main entry, though site lines from staff to entering patrons is awkward The reference desk is a bit hidden to the back and sites lines from that desk are highly limited. Youth desk is hidden until you enter the youth room.
Self-Check (In/Out)	X				Well placed, highly visible, clear that they are an option for use not a requirement.
Lib:	Current Assessment				
Br:	Good	Adequate	Inadequate	Poor	Notes & Ideas for Improvement
INTERIOR PUBLIC / SERVICE SPACES (cont.)					
New Books / Popular Library	X				

Periodicals		X			
Quiet areas		X			
Social / collaboration areas			X		
Adult collection space		X			
Technology spaces		X			
Children's collection & area		X			
Teen collection & area			x		Should have an acoustically separated yet monitorable area for teens
Tween collection & area			x		Should have a better space for tweens inside of the youth area
Small group meeting room(s) / space(s)		X			Ratio of rooms on main floor to size of library is too low. All were in use during eval. All rooms were being used by a single person, indicating that smaller 1-3 person room options should be in the mix.
Medium-sized meeting room(s)	X				Some larger options here versus Irving Street
Community Room / Large meeting space	X				
Program Space(s)	X				Though a program space adjacent to Youth would be more ideal
Maker Space(s)					N/A There is no dedicated maker space.
Food & beverage area(s)					N/A
Overall furniture and fixtures <i>(variety, comfort for all users and uses)</i>		X			Not much in the way of comfortable seating, mostly tables and chair with only a few soft seats
Lib:	Current Assessment				
Br:	Good	Adequate	Inadequate	Poor	Notes & Ideas for Improvement
Ease of wayfinding / intuitive wayfinding / multi-lingual		X			
Restrooms	X				Lights in the Men's room were out during eval

Additional Comments					
TECHNOLOGY					
Computers & technologies for the public	X				
Future capacity for additional technology	X				
Online Public Access Catalogs (OPACs)	X				
Self-check availability, ease of use, and access to help	X				
Other technology (portable for lending)					
Power outlet distribution			X		Most seating spots do not have power readily available.
Quality / Reach of Wi-Fi	X			X	Network ID of WolfNet is non-intuitive to Public Library users (it was to this evaluator who had to ask). There are a few signs but aren't obvious.
Additional Comments					
STAFF AREAS					
Staff Entrance(s)		X			
Overall Flexibility of Staff Spaces		X			
Lib:	Current Assessment				
Br:	Good	Adequate	Inadequate	Poor	Notes & Ideas for Improvement
STAFF AREAS (cont.)					
Circulation / Service Desk Functionality, Workflow, Layout, etc.		X			
Technical Services		X			
Courier / Delivery		X			
Outreach Services			X		
General Office Space (Admin, Supervisors, etc.)		X			
Meeting / Conferencing Space		X			
Maintenance Space / Janitorial Space					
Other Staff Spaces (Staff Lounge, etc.)		X			

Storage			X		
Automated Material Handling (AMHS)					N/A
Additional Comments					
Lib:	Current Assessment				
Br:	Good	Adequate	Inadequate	Poor	Notes & Ideas for Improvement
EXPERIENTIAL CONSIDERATIONS					
Décor & aesthetics	x				Building feels up to date. Most of décor in decent shape.
General illumination (<i>natural and artificial</i>)		x			Lighting is good, some natural lighting on western side of building though
Task Lighting (<i>where needed</i>)					N/A
Lib:	Current Assessment				
Br:	Good	Adequate	Inadequate	Poor	Notes & Ideas for Improvement
VISTAS, VIEWS & OUTDOOR SPACES					
Neighboring elements create views from interior spaces	X+++				Million dollar views of natural area and mountains out of western windows
Outdoor reading area(s)			X		Limited outdoor space near entrance, western side of building screams for an outdoor reading/study area.
Outdoor program spaces		X	X		Outdoor “amphitheater” could provide some function but staff report it’s awkward to utilize and limiting in function
Additional Comments					

Facility Analysis: Westminster Public LibraryBranch (if applicable): Irving Street Library

Completed: 6/4/2024 – Rob Cullin

**If something is not applicable, just mark N/A under Notes.*

Engage | Envision | Evolve

	Current Assessment				Notes & Ideas for Improvement
	Good	Adequate	Inadequate	Poor	
LIBRARY ACCESSIBILITY					
Patron Vehicle	X				
Staff Parking/Access					
Delivery Vehicle		X			Main delivery door is by book drop;
Exterior Materials Return(s)		X			Needs signage (book return sign on the wall) a drive up drop box would be better for patrons
Exterior Holds Pickup					
Pedestrian Access	x				Off side street and there are sidewalks, connected with park with lots of sidewalks as well
Daily Parking	X				
Event Parking		x			
Proximity to Major Roads	X				
ADA Accessibility (via exterior, Parking, Sidewalks, ramps, etc.)	X				
ADA Accessibility (within the building, aisles, service points, restrooms, etc.)		X			Mostly good, a few tight spots, desks are "compliant" but not ideal, restrooms lack door openers
Drive-thru pick-up/drop					N/A
Additional Comments					
Lib: SSCPL	Current Assessment				
Br:	Good	Adequate	Inadequate	Poor	Notes & Ideas for Improvement
LIBRARY VISIBILITY					
From a distance		X			
Upon approach		X			

Of entry points	X				
Intuitive Wayfinding-Exterior	X				Locked steel door structure to right of entry creates some confusion – former Bike program
Easily identifiable as Library	X				
Building/Monument Signage	X				
Additional Comments					
INTERIOR PUBLIC / SERVICE SPACES					
Lobby / Entrance(s)		X			Entrance isn't very welcoming, long walk in to get to any books
Circulation / Plan Organization	X				
Noise and acoustic separation of uses/user groups		X			It's mostly one large space though the Children's room is separated off
Interior Materials Return	X				
Interior Holds		X			
Friends Area					Not noticeable if present
Service point(s) (<i>Visible from entry, good visibility out, ingress/egress, defensible space, universal design</i>)		X			The circ desk is visible from the main entry. The reference desk is on straight on past. Youth desk is hidden until you enter the youth room.
Self-Check (In/Out)		x			
Lib:	Current Assessment				
Br:	Good	Adequate	Inadequate	Poor	Notes & Ideas for Improvement
INTERIOR PUBLIC / SERVICE SPACES (cont.)					
New Books / Popular Library		x			
Periodicals		x			
Quiet areas			x		No true quiet area, and facility

Social / collaboration areas			X		No clear social interaction zone
Adult collection space		x			
Technology spaces		x			
Children's collection & area		x			
Teen collection & area			x		Need an acoustically separate but monitorable space for teens
Tween collection & area			x		No separate identifiable space within children's for Tweens/ pre-teen youth
Small group meeting room(s) / space(s)			X		Probably need more study rooms
Medium-sized meeting room(s)					
Community Room / Large meeting space			X		Not sure on size versus program attendance demands
Program Space(s)			x		Only have the one program room which connects to the youth area
Maker Space(s)					N/A There is no dedicated maker space.
Food & beverage area(s)					N/A
Overall furniture and fixtures (<i>variety, comfort for all users and uses</i>)	X		x		
Lib:	Current Assessment				
Br:	Good	Adequate	Inadequate	Poor	Notes & Ideas for Improvement
Ease of wayfinding / intuitive wayfinding / multi-lingual		X			
Restrooms	X				Other than missing door openers for accessibility
Additional Comments					
TECHNOLOGY					
Computers & technologies for the public		X			
Future capacity for additional technology		X			

Online Public Access Catalogs (OPACs)		X			
Self-check availability, ease of use, and access to help		X			
Other technology (portable for lending)					
Power outlet distribution			X		Need more power outlets
Quality / Reach of Wi-Fi		X			
Additional Comments					
STAFF AREAS					
Staff Entrance(s)					
Overall Flexibility of Staff Spaces		X			
Lib:	Current Assessment				
Br:	Good	Adequate	Inadequate	Poor	Notes & Ideas for Improvement
STAFF AREAS (cont.)					
Circulation / Service Desk Functionality, Workflow, Layout, etc.		X			
Technical Services					
Courier / Delivery		X			
Outreach Services					
General Office Space (Admin, Supervisors, etc.)		X			
Meeting / Conferencing Space			X		
Maintenance Space / Janitorial Space					
Other Staff Spaces (Staff Lounge, etc.)					
Storage			X		Insufficient storage space, not easily accessible
Automated Material Handling (AMHS)					N/A
Additional Comments					
Lib:	Current Assessment				

Br:	Good	Adequate	Inadequate	Poor	Notes & Ideas for Improvement
EXPERIENTIAL CONSIDERATIONS					
Décor & aesthetics	x				Building feels mostly up to date. Most of décor in decent shape.
General illumination (natural and artificial)		x			The natural lighting is good.
Task Lighting (where needed)					N/A
Lib:	Current Assessment				
Br:	Good	Adequate	Inadequate	Poor	Notes & Ideas for Improvement
VISTAS, VIEWS & OUTDOOR SPACES					
Neighboring elements create views from interior spaces		x			
Outdoor reading area(s)	X				Covered outdoor space is nice. Seems to be under utilized. Lacks easy power access. Possible perception that permission is required to access??
Outdoor program spaces	X				The adjacency to the park allows for significant outdoor programming opportunities.
Additional Comments					

Westminster Library System – Compilation of ALL Session Notes from Engagement Sessions

Session Compilation Notes Total # of Participants: 43

Westminster Community—What do we need to know?

- Very spread out
- Some tension between old Westminster and newer areas
- Large immigrant population
- Great amenities—hub of amenities for the area—parks and rec, etc.
- Higher level of services—street plowed and maintained, etc.
- Value open space—Broomfield is building up and doesn't seem to be leaving the same amount of space
- Feedback that the library has been short-sighted and has not fulfilled the needs of the different groups in the community—has come to the attention of the City Manager
- Extremely diverse community—Tied geographically more than other communities
- Community somewhat disconnected
- More like a small town within a big city—reinvests in the community
- See a lot of variety in the Westminster communities—disparity throughout the community
- Geographical footprints are unusual and spread out
- Not completely built out, but close
- No homeless shelter
- More similarities to some of the Jefferson County Libraries—under some of the same development pressures
- Transportation issues a challenge
- Feels like it is more focused on open areas
- It would be nice if the community had a resource center to help with the homeless and issues
- City leadership really listens to the community
- Redevelopment occurring in some areas of the community—former mall, downtown, etc.
- A lot of tension on the change—many want to be in suburbia and that has changed
- A big split east and west between the counties and school districts
- Public opinion is valued
- One person shares big-time complaint about Jefferson county community health giving syringes and needles to drug addicts, calling their programs harm reduction by keeping addicts from using dirty needles and infecting blood
 - Feelings shared include:
 - This program comes to the library every other Thursday and should go elsewhere
 - Concerns for the community about this for businesses around
 - Is enabling drug users to continue to slam drugs with risk of stroke, seizure, and heart attacks and should be outlawed
 - The same person is connected to the community and reaches out to the homeless but feels that drug users are often transient people who get free meals and will not stop their drug use without new programs
- Both highly urban and some suburban
- It's a very old community
- Crossing the county boundary is challenging
- Northside is fairly under-resourced
- Not enough shelters and resources for homeless people locally- maybe 2 or 3 in area
- People love libraries and see them as a place to hang out and chill- need more engagement, like Wednesday activities
- Has both urban and suburban communities—many of the other surrounding communities are landlocked
- Pretty good job of providing community events
- Spread out population in the community—too far for people to get to some resources

- Commitment to open space is significant
- Don't have a historic downtown area—miss that
- Are trying to turn the mall area into something better
- Gentrification is starting to happen which is influencing affordable housing—displacing some people
- The city needs to step up to provide the social services needed but a lot of people don't want it in their backyard
- People in Westminster think of themselves as belonging to the City rather than other entities
- City more defined as an entity
- Historically significant?
- The city of Westminster has the biggest small-town feel, which makes people very invested in the community

Perceptions

- Some patrons used to go all the time when kids were young so only download books sometimes now
- Readers know it is a good resource but tending to purchase own books—programming might draw people in
- Important for lower-income patrons and kids
- Since it's not a revenue entity sometimes the library isn't seen at the level of the Parks
- Don't have a lot of publicity for events because it comes through the City not directly from the Library
- Understaffed and underfunded which impacts the library
- How do we keep people through every stage of their lives
- Since surrounded by library districts sometimes get forgotten about
- College Hills location is camouflaged
- Some students bring friends into the library and show the branch off
- People who use it love it
- Patrons don't know the library is here—need signage as well as marketing
- People who use the library are positive
- Irving Street police officer on duty had a flak jacket on
- Library working on doing more outreach
- Libraries seem to do well here
- Some unusual dynamics with sharing College Hills space
- Libraries embedded in location they serve
- Many people don't realize the building is a public library (College Hill), even those who live in the area or are looking for it--no exterior signage
- People don't understand how the Public Library vs. the Community College resources work and that most of them are available to all
- A long way to walk to get to books at College Hill
- No signage on any of the major roads
- The definition between different local library systems isn't always clear
- Even staff didn't know the College Hill library was there before they started there
- Some would like to see more connection across the branches to better unify them
- Some people think this is the college library, not a public library
- Recently, the security guard got into an argument with a staff member about the name of the library
- Lack of exposure—leads to underperformance
- Sometimes perception lumped in with other area libraries
- Get some comparison to Any think—they fax to any number, and some ask about programming
- People are surprised about the resources available
- Attractive well taken care of buildings
- At Irving Street, known for relationships, calling people by name makes them feel seen and needed there
- Have struggled with identity-have struggled with signage and haven't fixed it
- One part-time marketing person—doing basic newsletter and social media posts
- This area of Westminster is purposely ignored—don't even handle replacing basic things

- Westminster Park is really nice but there is no green space
- No clear identity for either entity
- Son likes to read on a tablet—glad still paper resources because can't stand digital materials
- The relationship between the public and college library is confusing to patrons, and is exacerbated by the drastic difference in policies and standards between the two entities
- Can use online resources for some things
- Up north there aren't available library resources nearby
- There is considerably less partnership between the two entities than there used to be—more roommates than partners
- The general public lacks understanding of how libraries work, where funding comes from, differences being connected to City and Parks and Rec

What does the community want/need from the Library?

- Need a Makerspace or repair workshops
- A tool Library would be great here Part of Parks and Rec and should partner more
- At Irving Street, the park is trying to get revitalized, and the library could be working together to better support the change
- College Hill library is limited to what can be done in the physical space
 - Where wall fixtures, paint, and outdoor spaces are concerned, as FRCC is the ruling body on the entire building
 - It would be nice to have more autonomy in this regard so that patrons may be better served
- Some agreement on fee vs. free creating friction
- Lectures or community series might draw people in
- There is a great community center and need to try not to overlap
- Need to entice younger people into the library, especially tweens and teens
- Not sure what success is with Makerspaces
- Pueblo Library—a lot of areas had tables for 1-3 people—quiet spaces where people can work—many different areas—have a computer area but not a lot of different spaces
- The library is limited to the current community room and study spaces
- Storage spaces needed
- Upstairs are the power sources and quiet spaces
- Phone booths were nice things—study pods may be a good option
- Need to do a look at the buildings—how collections are portioned around buildings
- Must look deep at what is circulating from the collection standpoint
- Major look from an accessibility standpoint-
- Create quiet areas so people can work, especially for computers
- Offices in Irving aren't available—open areas and hard to concentrate—8 people back there and some are sharing
- Parking is an issue
- How often do programmers get to sit next to parks and think of it as a resource
- Different structures between library and rec dept which creates different outcomes—creates a different language between departments
- Could expand connections beyond programming and could be doing more to promote parks—could be beneficial to cross-promote
- Don't have enough staff or time for Outreach—Library2Go van could be more places
- Both spaces are open without many divisions
- Did move things around for teens
- Restroom needs improvement—hand dryers don't work well
- Need more space overall
- Need more funding

- Major look from an accessibility standpoint
- Irving location can check out a laptop and go into a study room—can't do that at College Hill
- Many times it is more difficult for people who need services and space because many people have resources and sometimes, they are overlooked
- Hard to do quality programs when staff are always having to cover the desk
- Scramble to transition programs because rooms are heavily used
- The library was underbuilt from the first day
- Need to look at ILS (Horizon—single catalog for community college and public library)—delay with new materials showing up in Horizon
- Other than Libby, not taking advantage of resource-sharing opportunities—not part of the consortium which makes everything cost more—need to get more serious about investigating opportunities
- College Hill library needs to have a stand-alone space and move out of the existing building that is attached to the Front Range Community College

Customer Service—Ease of Use

- Surprised people come in and don't know the library is free
- Have to know how libraries work in order to use the library
- Many things aren't hard once you've done them, but they are not intuitive
- Easy to use once you know how to do it—friction the first time
- Parking to-door situation is challenging
- Interpersonal customer service is strong
- The location of the info desk is weird and deep in the library
- Staff serving well and proud of that
- Sometimes there are lines because locations are understaffed
- The way the service desks are situated and not everyone is always greeted—College Hills is worst—but not a friendliness issue
- Long walk entering the building to get to the staff
- Looks like a College Library
- Library hours aren't very good because the budget was cut
- Need clear signage to understand where things are located
- Other libraries have stronger customer service models that are more proactive
- Not always consistent in approach
- Irving Street desk closer to the door—more challenging at College Hill
- Somewhat of a security issue as to how the service point at Irving
- From a staff perspective, at certain times only one staff member is in the back portion of the building, and it has created some safety concerns
- The Hmong community is not getting reached at Irving Street
- An opportunity to reach the minority populations—perhaps through the schools and outreach efforts to build relationships
- The Bookmobile is used to reach a lot of communities
- Many spaces that are not effectively used— the patio in particular is underutilized
- Behind in terms of technology offerings, just due to the fact that there are staff that are not open to change in this area
- Many need better places for phone conversations
- Challenge to find and keep staff citywide
- Irving Street don't always see what is coming at you
- Spanish-speaking families don't have the same experience
- The service point at College Hill is not built where people need help and desk staff can get pulled away

- A high percentage of staff are part-time
- Self-checkouts are not user friendly and require staff intervention 90% of the time
 - More accessible tech options should be available, like screen readers on public computers and large print keyboards
 - Things that staff use daily, like library database, Horizon, feels clunky and there just has to be something better out there that is more streamlined
- A lot of turnover in both PT and FT staff
- There is a big delay in getting positions posted and hired—systemic issues with a lot of challenges—way behind citywide
- PT staff does get benefits
- Irving circ side—more difficult to greet because one person on the desk at a time—safety issue and hard to serve all—service model desired but not working well
- Library courtesy phone needs a better setting—have to go outside
- Have security at times but some people are uncomfortable with having security there
- It is pretty new that there has been a small greeter desk in the entry, but it isn't always staffed, and that staff person has other responsibilities
- Have been understaffed for over a year—some areas just getting new hires in—makes it difficult to know what fully staffed looks like

Collections

- Not enough space for collections
- Rather have Dewey than the bookstore thing that Anythink does
- As K-8 did, generify non-fiction for the littles, but that was the only part generified
- Have a small Spanish section that could be expanded
- Children's space/collections could probably be doubled
- Hope they don't give up on books
- Patrons would like to see more variety in large print
- Could be easier—get most books from Amazon or the local bookstore—like to own books
- Can't always get magazines
- Need to be focused on serving kids
- People using the collection differently
- Still a steady increase in people using Hoopla each year
- Glad to hear we can expect to have books in the future
- Seems awful that the physical non-fiction collection will be shifting to more digital
- Some books by the time they are published are obsolete
- The YA section is very tiny
- Need a display section for the Teens
- The Teen section is hidden
- Some don't know how successful kiosks have been in the City Center or Rec Centers
- Order books online to check out

Non-traditional Collections

- Very small right now—kits, games, fishing poles, etc.
- Have seeds
- Circulating like crazy
- Wi-fi hotspots don't always get returned
- Library of Things needs to be advertised more—didn't know could check out all of these things
- Kits are great
- Sewing machines could be good too
- Dolls

- Power meter some usage
- Some talk about hand and power tools
- Ordering some portable CD players
- Libraries doing well display things better and keep a lot of the items behind the scenes
- Behind on technology
- As a kid remember checking out Art—was kind of fun
- Some places that have ukuleles that stay in the library

Children's Services and Spaces (0-7)

- Kid's space is oddly organized
- Programming so small is not usable for much
- Not as welcoming as it should be
- Seem to do well with this area
- This children's area is better than the downtown Denver location
- Need to address the stack heights
- Placement of children's computers needs to be addressed
- Odd collection things—picture books in bins, non-fiction picture books in completely different areas
- Barbie books scattered through about 5 different places
- This is the bread and butter of the library

Children's Services and Spaces (8-12)

- Not doing a great job here
- These kids get lumped in with other groups
- Both kids' spaces the computers dominate in the center of the spaces
- Don't have a designated space for Tweens
- The area is missing in this library
- Huge difference between 11-year-olds and 3rd-graders
- At 11-12 go into the early teen stuff—these are the kids getting more involved in teen stuff
- Tween not getting well served by the impact of what that space looks like—younger feeling space
- Some resources you have to walk the length of the building to access
- Lack of children's space in general

Teen Services and Spaces

- College Hill has a Teen librarian- currently hiring one at Irving
- Teens are under the Adult umbrella
- Teen areas do well when Teen Advisory Boards help to shape the space
- Issues with teen-specific space—adults using the most—issues at both locations
- Do not really have computers at either library for Teens
- The teen area at Irving is mostly used by adults
- Not a great space at either library for this group
- Agree that teens like acoustically separated spaces
- Teen space at Irving is the quietest space in the library
- Nothing to get Teens past the entryway where they do programs currently—more intentional teen services needed
- A makerspace close to Teens would be great
- Teens have the least amount of free time which plays into their use
- Patrons hate to see teen books in the teen area that aren't accessible—like the idea of two separate spaces—one for socializing and the other for the collection
- Patrons would like to see gaming areas, Loveland has nice gaming and teen space
- Adults do sit in space for teens currently

- Like YA books—kind of hard to access the books—got the stink eye from teens

Adult & Seniors

- College Hills has a lot of comfortable spaces and in Irving there are hard uncomfortable uninviting seating
- Staff would like to see more social interaction for Seniors—don't know where to go
- Maybe walking groups, bridge groups, etc.
- A lot of people come into the library to work and that could be improved
- Like the idea of Storytime for adults
- For the 20-40 crowd competing with coffee shops etc. and need more tech enhancements
- The comfy seating area at College Hill is in Teens but adults are using it the most
- Don't like libraries with the huge lobby experience

All Ages Comments

- Many parents aren't comfortable having their kids walk to the library from the schools because of the homeless population along the way--New playground may change that dynamic
- At College Hill attached to the school and signage or something could draw them in better, the public doesn't always feel welcome
- Underserving all ages—concerned about people who don't come in and why
- The service desk takes up too much space
- It would be nice to have more flexible, multi-use spaces
- More display and inviting spaces
- ADA compliance/comfortable spaces need to be improved
- College Hill is very difficult to navigate and find resources—a lot of overlap with the community college resources

STEAM: Technology, Creation Areas, Spaces and Resources

- Broomfield has a Makerspace at a different location
- 3D printing seems like something that would be nice
- At Irving, patrons want laminating and business solutions
- Need more outlets Jefferson County branding this
- Create Spaces so space can be tailored to needs of the community
- There are different ways to do makerspace that may be more beneficial
- Teaching Kitchens would be beneficial—Charlie Cart is an option
- Fayetteville and Fairbanks have some interesting options
- A few libraries in the area have awesome makerspaces and may not be necessary to duplicate, but maybe introduce some niche things, like teaching kitchen
- The library was going to have a makerspace at College Hill but not sure what happened—may have been staffing, bandwidth, etc.
- People could use help fixing things
- Many library makerspaces sit empty and if driven by an individual they die if that person leaves
- Idea Lab in Denver Library got it right—input from the Boys and Girls Club across the street may have made successful
- Food programs are a gap in the community and could really be used
- College Hill may be a more traditional makerspace—would likely be popular
- Not enough places to plug things in
- Some are asking for sewing machines
- Not enough places to plug things in
- Broomfield Makerspace doesn't have a lot of direction which makes it difficult to use
- Basic printing—people appreciative of some free copies available
- Not enough places to plug things in

- It would be nice to have more updated technological options available to staff and patrons

Meeting Services and Spaces

- Have study rooms at College Hill and a nice variety of meeting room sizes
- Could use more small study rooms—a lot for tutoring
- Study rooms are needed at Irving Street location
- Wonder about large rooms set up for tutoring pods
- Need meeting spaces and study rooms
- Need these for people who work from home—allow them to be around others but still work independently
- Agree that there is a need for spaces for Telehealth and Zoom calls
- Mid-terms and finals get filled up

Other spaces: Calming Rooms, Café, Bookstore

- Room to disconnect and relax is desired
- Pueblo Library has a coffee shop

Outdoor Spaces

- Don't have any at College Hill, but could probably use
- Need good places for people to read
- Don't know what the negotiations on the college campus would be like
- The patio out front has no shade—not very inviting
- Irving Garden is pretty good and ties in with Seed Exchange
- The outside space at College Hill isn't comfortable and doesn't have shade
- Some libraries have picnic tables with solar panels and wi-fi/power that seem to get used often
- It would be challenging to add at College Hill
- Parking—accessibility a challenge—a long walk to the front door and then further to the desk
- Drive-up book drop is needed at both locations

Library Programs Overall

- Just found out there is an Adult Reading Program—need to do it again
- The reading program ran side by side with a City Passport Program, but those things should have run more collaboratively
- Just discovered the calendar---a little buried on the website
- Have done Hobby Haven
- Community night, writing programs, and Python program all seem good
- Cooking class was fun and seems like it was well attended
- Language programs for English speakers learning Spanish would be nice—conversational opportunities

Equity, Diversity, and Inclusion-Meeting the Needs of All

- A lot of marginalized populations feel safer but could do more about rising sense of things not being safe
- Many FT positions require a degree
- Previously, University had high school students involved in a program to get experience and worked in different parts of the library—was a cool program
- Agree PT staffing model limits diversity
- People not used to libraries may feel safety issues due to lack of staffing
- The public sees the library as responsible for the homeless issue outside of the library
- The button to get in the door doesn't always work
- Collection, displays, and programs are pretty diverse and inclusive
- Diversity is not reflected in the staff
- Entry-level jobs need to be full-time and pay a living wage

- Need a good path to raise people into the possibility of becoming a librarian
- Feels like the library is very community-oriented

Outreach

- Very much a marketing function
- Pockets of the community would benefit from better access to materials, but staffing is not available to run
- Are asked by City leadership to attend City events
- Need to do true outreach, not just as a part of marketing
- Needs to bring new users in
- Need truer Outreach but need staffing to do—successful outreach will bring more people in and question how to serve without staff
- It would be nice to have an actual bookmobile that makes it easier to access the materials
- Find people from different areas to fulfill outreach needs
- There hasn't been a big effort in true collaboration with the schools
- Covid stopped some efforts
- Need an Outreach Librarian
- Kiosks—a lot of people don't understand what they are—not enough book turnover to have the picture books there

Community Awareness/Connections

- Could be more outreach to the School Libraries
- More of a TikTok approach may help younger audiences, but the breadth of content there is huge which makes it difficult
- New businesses could potentially benefit from library connections
- Bilingual resources/marketing needed for programs
- Some like the flyers at the front of the building
- Need more dedicated resources
- Sometimes better results when going out to existing community events
- Has been more of a struggle since the pandemic
- Maybe use schools as a secondary resource—challenge with 3 district
- Need to be sure programs have Spanish component if marketing is done in Spanish
- Usually partners come through

Online Access

- Hard to find the library
- Social media is not effective going through the City
- The library needs its own social media presence
- Need a more user-friendly catalog
- Stanley Lake Nature Center has their own flyers and social media
- Website needs improvement
- Had an app, but it was caught up in some changes and isn't currently functional
- Not up-to-date website
- Difficult to navigate when part of the City site

Local History and Genealogy

- New archive center- slowly getting infrastructure going
- Genealogy program consistently has 60 plus people and is online only (six times per year)
- People don't know it is located in the library

Friends of the Library & Garden Club

- Would benefit from the revitalization of the Friends group
- Could help with marketing and outreach
- Some libraries have hired staff to manage the Friends/Foundation

Collaboration and Partnerships

- City has a partnership with some of the high schools and have to apply as a staff person to mentor

What did we miss?

- Have own automation services department within the library (at College Hills) but not always fulfilling public needs
- Most management at the College Hills location and sometimes a disconnect with other locations
- Struggling to fill librarian positions—have to use subs and have a lot of openings
- Not dedicated space for staff to do their work, especially behind the scenes
- Could use a social worker at the library—Denver has one
- There are Homeless Navigators at a City level, but they only take their own clients
- Staffing struggles
- Agreement on being hard to staff with PT positions being prevalent
- Hours are an issue—have to work 6 days a week for some positions to be full-time
- Pay is on the higher end but a weird library market to hire people
- The cost of living is very high, and people have unusual living arrangements to make it work
- Hard to meet the degree requirements
- PT people don't want to leave but leave to get more hours or work in jobs with better pay outside of libraries
- Limited to those who can take the PT jobs
- Since such a small group, limited upward mobility opportunities, not a natural career path
- Some movements to the City
- The library would need a new model for staffing if it went to more full-time staffing—scheduling, service models, etc.
- Can't do new things without the staffing—getting better but not there
- The library is forced to provide services without support
- The last plan suggested the Library separate and go with any other district in the area
- Library leadership needs to spend time on the front lines to elevate challenges
- Not enough variety of FT positions—a lot of positions are PT-only
- Westminster pay may be better, but benefits are not as good
- A lot of the needs should be addressed before a third location is discussed
- May need to be contingency plans if the community college wants their space back
- See libraries as an economic resource because they keep patrons from having to buy all of their own books
- What is the impact of AI?
- The library has deserted the three communities to the north
- There is money available to build new buildings but not to staff them
- There are a lot of legacy activities in the library that may be possible to discontinue to bring new services in



1



2



3



4

Customer Service – Ease of Use

ASK HERE

freeThinking Libraries

5

Collections: Needs, Myths & Realities

- Books – Fiction & Nonfiction (Adults, teens & children)
- Audiovisual (DVDs, audiobooks, etc.)
- Magazines & Newspapers
- Digital Collections (Databases, Downloadable Content, etc.)
- Technology (Wi-Fi and Laptops)
- Consortium Opportunities
- Interlibrary Loan

freeThinking Libraries

RefThinking Libraries, LLC www.refthinkinglibraries.org

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Other Collections

Now circulating at some libraries across the United States :

- Wi-Fi hot spots
- Telescopes / Microscopes
- Park & Museum passes
- All abilities support items
- Power & Radon Meters
- Maker/STEAM/Craft kits
- Hand and power tools
- Board & Yard games
- Laptops, e-Readers
- Art / "Arto-Mat"
- Musical instruments
- DSLR Digital Cameras
- Bike locks and repair tools
- Specialty cake pans
- Fishing poles
- Seeds (exchange)
- Sewing Machines
- Snowshoes
- Bicycles
- Other????

What if any special collections would make sense for your community?

freeThinking Libraries

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Children's Services & Areas (Ages 0 – 7)

freeThinking Libraries

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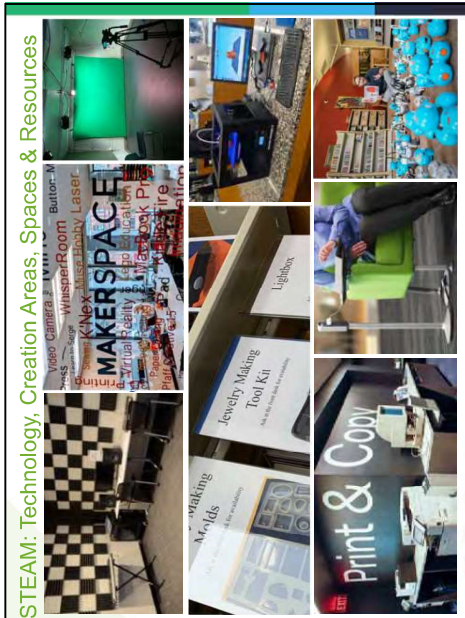
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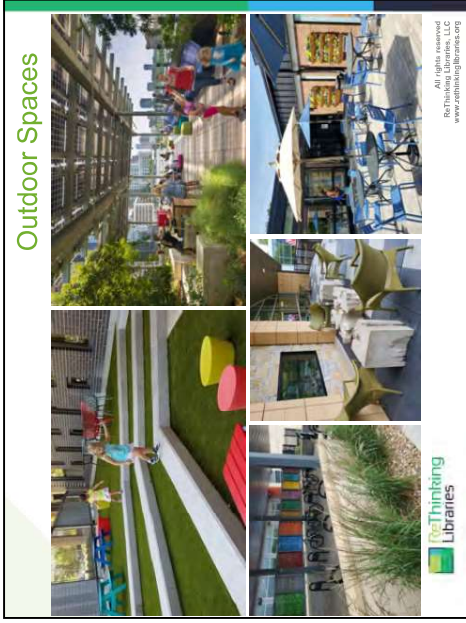
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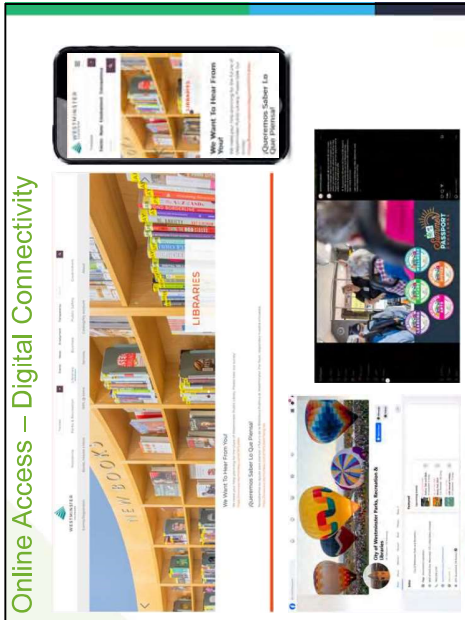
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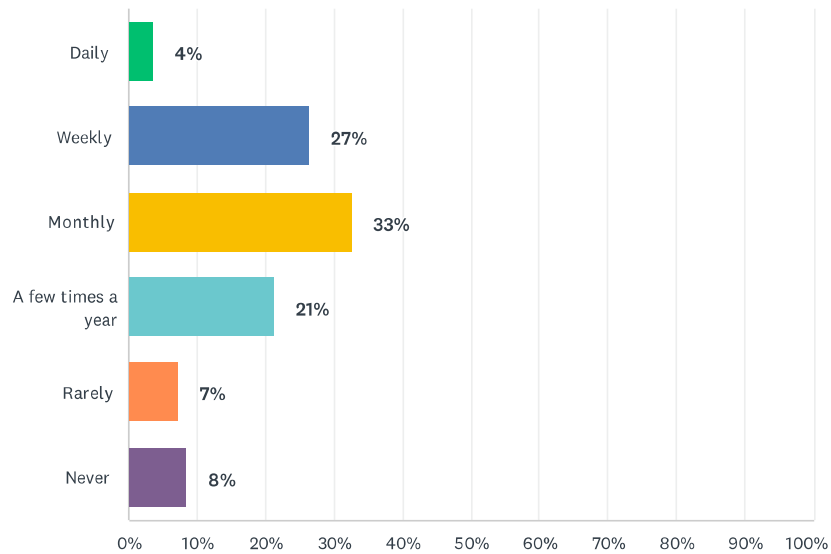


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Westminster Public Library Community Survey 2024

Q1 In the past 12 months, how often have you used the Westminster Public Library (in-person or virtually)?

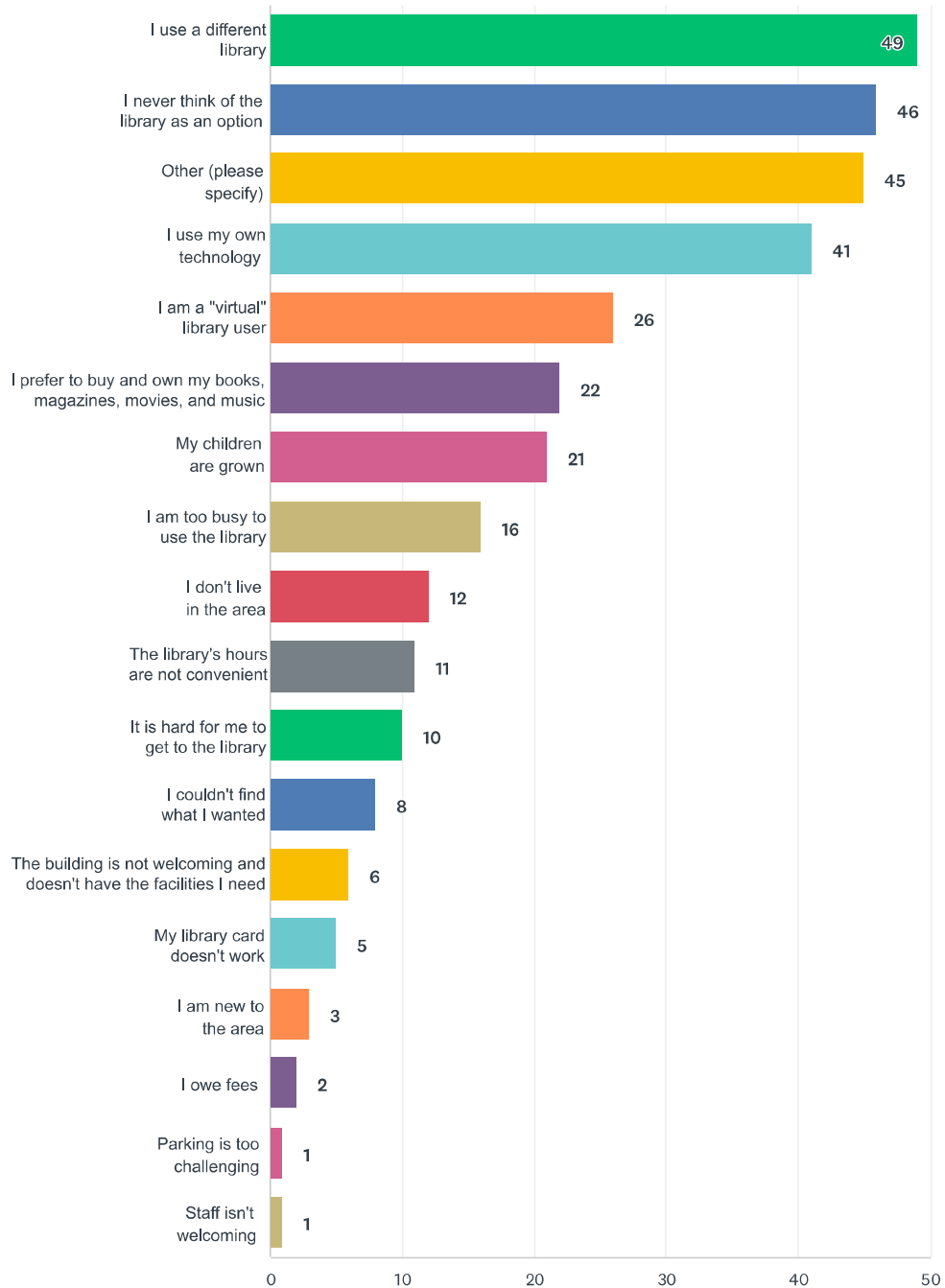
Answered: 1,153 Skipped: 0



ANSWER CHOICES	RESPONSES	
Daily	4%	43
Weekly	27%	306
Monthly	33%	376
A few times a year	21%	246
Rarely	7%	84
Never	8%	98
TOTAL		1,153

Q2 If you are not a regular library user, please tell us why not. (check ALL that apply)

Answered: 173 Skipped: 980



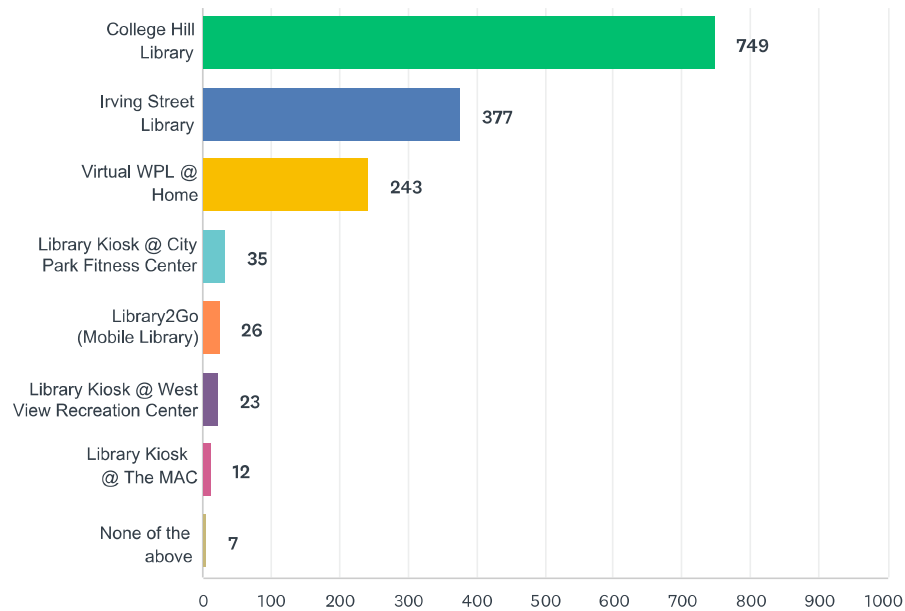
ANSWER CHOICES	RESPONSES	
I use a different library	28%	49
I never think of the library as an option	27%	46
Other (please specify)	26%	45
I use my own technology	24%	41
I am a "virtual" library user (download books/materials from the library website)	15%	26
I prefer to buy and own my own books, magazines, movies, and music	13%	22
My children are grown	12%	21
I am too busy to use the library	9%	16
I don't live in the area	7%	12
The library's hours are not convenient	6%	11
It is hard for me to get to the library (transportation)	6%	10
I couldn't find what I wanted	5%	8
The building is not welcoming and doesn't have the facilities I need	3%	6
My library card doesn't work	3%	5
I am new to the area	2%	3
I owe fees	1%	2
Parking is too challenging	1%	1
Staff isn't welcoming	1%	1
Total Respondents: 173		

OTHER (PLEASE SPECIFY)		
I have not been reading books in the past few years. Do not read like I used to- Just don't read that much		
i like the idea of reading more than reading itself Because I haven't used the library in recent years I'm not familiar with the process		
I haven't had much time to read this past year so haven't used the library. Stopped when you closed them for Covid and just never went back.		
It's honestly just been an off few years. I'm usually a frequent library user and would visit monthly pre-covid.		
Two libraries for Westminster, you closed kings mill which forced residents over to arvada/stanley lake I go to Broomfield Library		
I live very close to the Standley Lake library. You have no libraries near me. I use Broomfield which is the closest library.		
I live in Broomfield (right beside Westminster) and use Broomfield library. Never thought of Westminster Library as an option.		
Location of library is not ideal. And not close enough for all residents. Its near westminster high Not close to my home		
too far from me (this is the #1 answer , why is it not in above choices ???) I live in Jefferson County.		
You should probably include a basic "I have no need for the library," option. Just a thought. No need		
I went once, they harassed me with phone calls and emails like crazy over overdue items, then harassed they would send it to collections which I would have to report to my security clearance and when I found the book they still ended up charging me more money for so called damage and that was all in the cost of one month so I voted never to use Westminster library again. What a terrible system.		
I use audiobooks Have Amazon account Kindle I use my card to get museum pass		
I prefer Broomfield library as physically more comfortable with cozy chairs, and more welcoming atmosphere		
I am very picky about what I read to avoid triggers Wifi Page 59 of 140		

Medical procedures / Rehab	log term covid
Safety concerns outside the library building	Homeless encampments outside of the building
There is a pretty large homeless population in the immediate surroundings of the library.	
It needs to be easier to download electronic books and with a wider selection please!	
Whenever I tried to borrow an ebook, it only had audio. So I gave up.	
No grace period for overdue books like Anythink does	
Too much crime and dark lighting around the property on Irving. I don't feel safe. Plus the pandemic made me not want to have stuff in my possession that others had who were not necessarily clean or vaccinated.	
Haven't had a chance recently to come visit. We just got our cards over the summer	
Would love to use this facility more, but I don't often have time or the energy to get out there.	
I'm old and I want to get back and will soon-waiting for a ride	
I grew up using the library on a daily basis, but now the Internet is my library.	
Too many female authors in the new book section	
It is difficult for me to use Prospector (interlinear loan). The last few times I needed an item through Prospector, a librarian has to assist me. I have access to Prospector directly at the library I use now. I do appreciate Westminster Library, I want to try to go back. There is an EXCELLENT collection up at College Hill	
I often use the library as a resource for writing and love it, strongly support libraries. My only comment negatively is that it doesn't have so many of the materials I want or need and sometimes I don't know how to request transfers.	
I should probably use it, but I haven't. I also want to use the free digital loan program but as soon as I got it set up, I forgot the password and haven't been in to get it again.	

Q3 Which Westminster Public Libraries have you used?

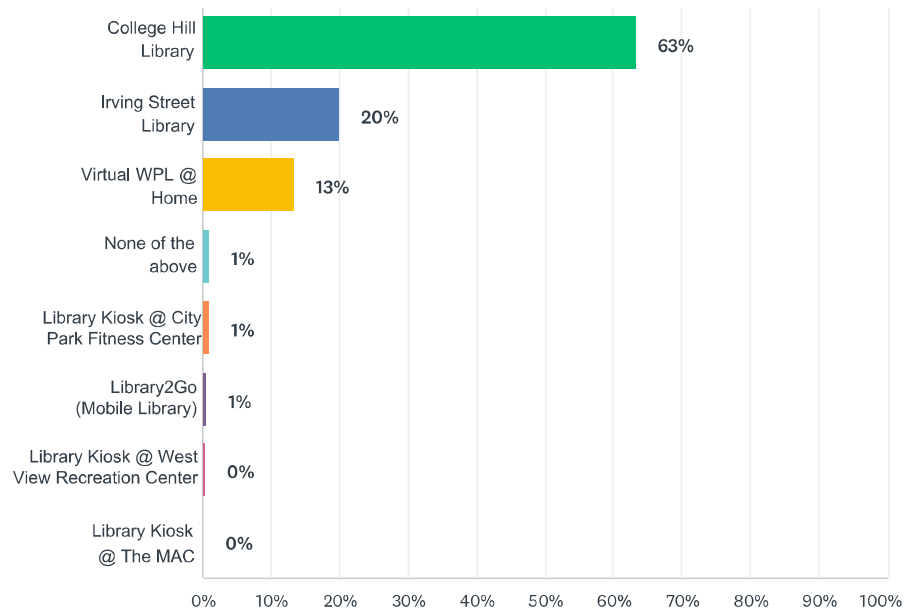
Answered: 927 Skipped: 226



ANSWER CHOICES	RESPONSES	
College Hill Library	81%	749
Irving Street Library	41%	377
Virtual WPL @ Home	26%	243
Library Kiosk @ City Park Fitness Center	4%	35
Library2Go (Mobile Library)	3%	26
Library Kiosk @ West View Recreation Center	2%	23
Library Kiosk @ The MAC	1%	12
None of the above	1%	7
Total Respondents: 927		

Q4 Which location do you use most often?

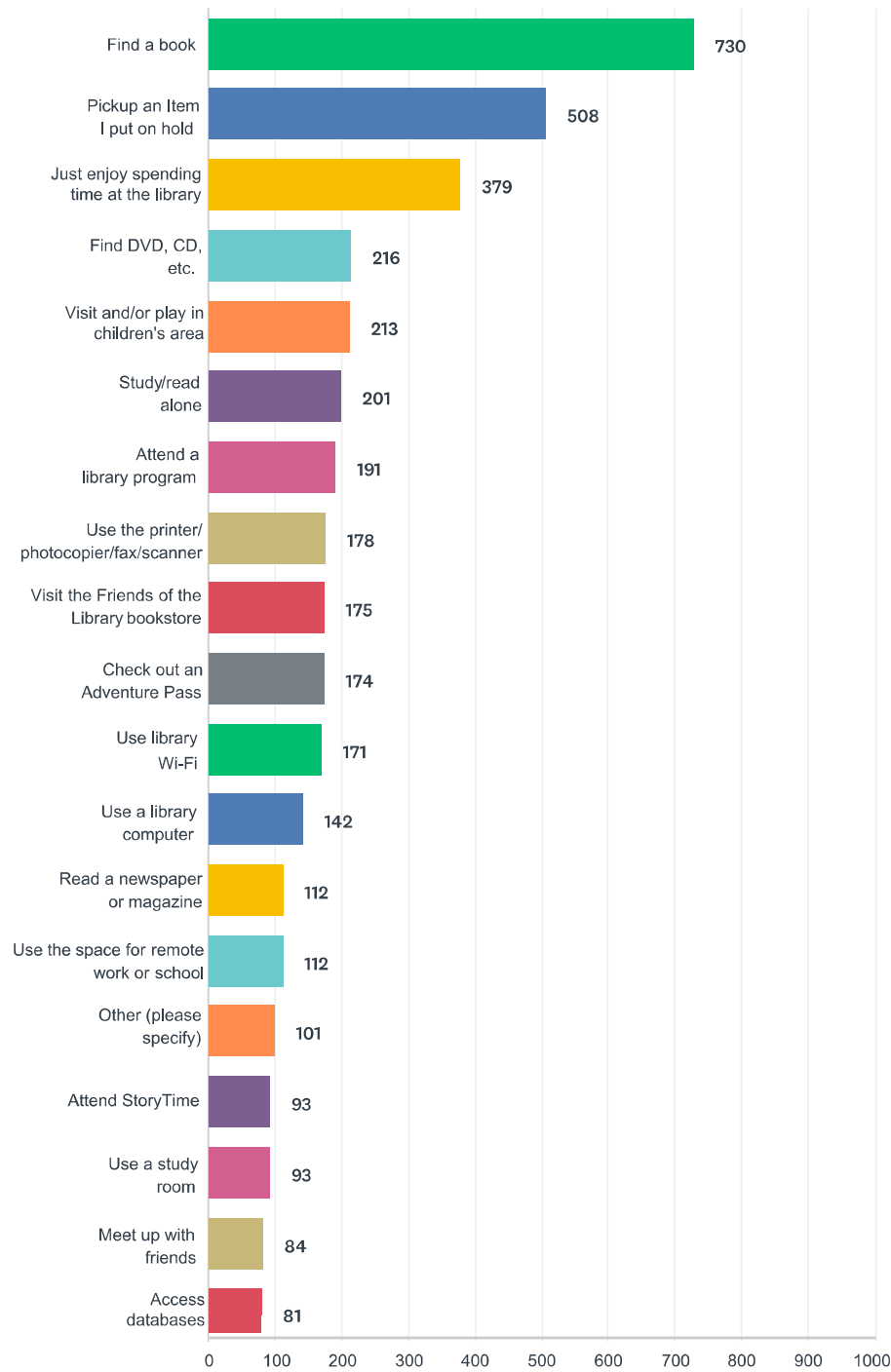
Answered: 927 Skipped: 226

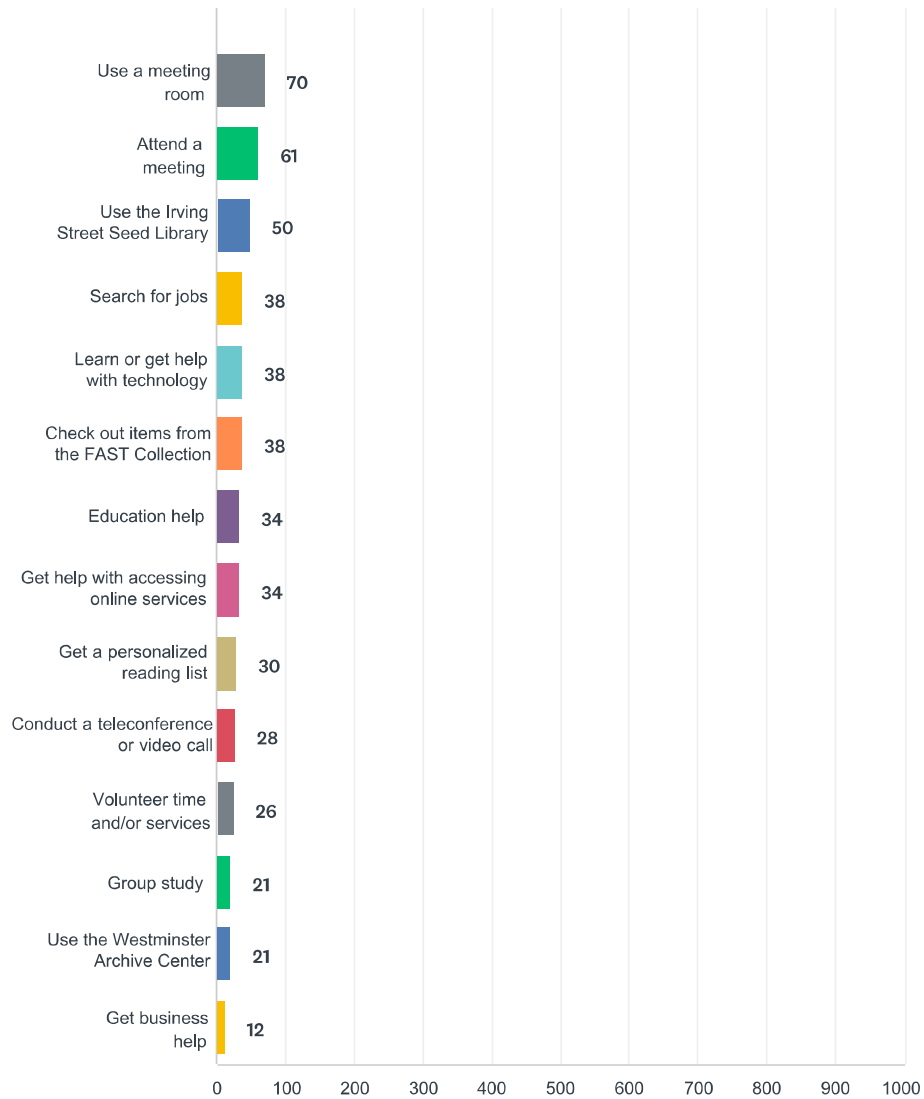


ANSWER CHOICES	RESPONSES	
College Hill Library	63%	587
Irving Street Library	20%	186
Virtual WPL @ Home	13%	125
None of the above	1%	10
Library Kiosk @ City Park Fitness Center	1%	9
Library2Go (Mobile Library)	1%	5
Library Kiosk @ West View Recreation Center	0%	4
Library Kiosk @ The MAC	0%	1
TOTAL		927

Q5 Which library services do you use? (check ALL that apply)

Answered: 927 Skipped: 226



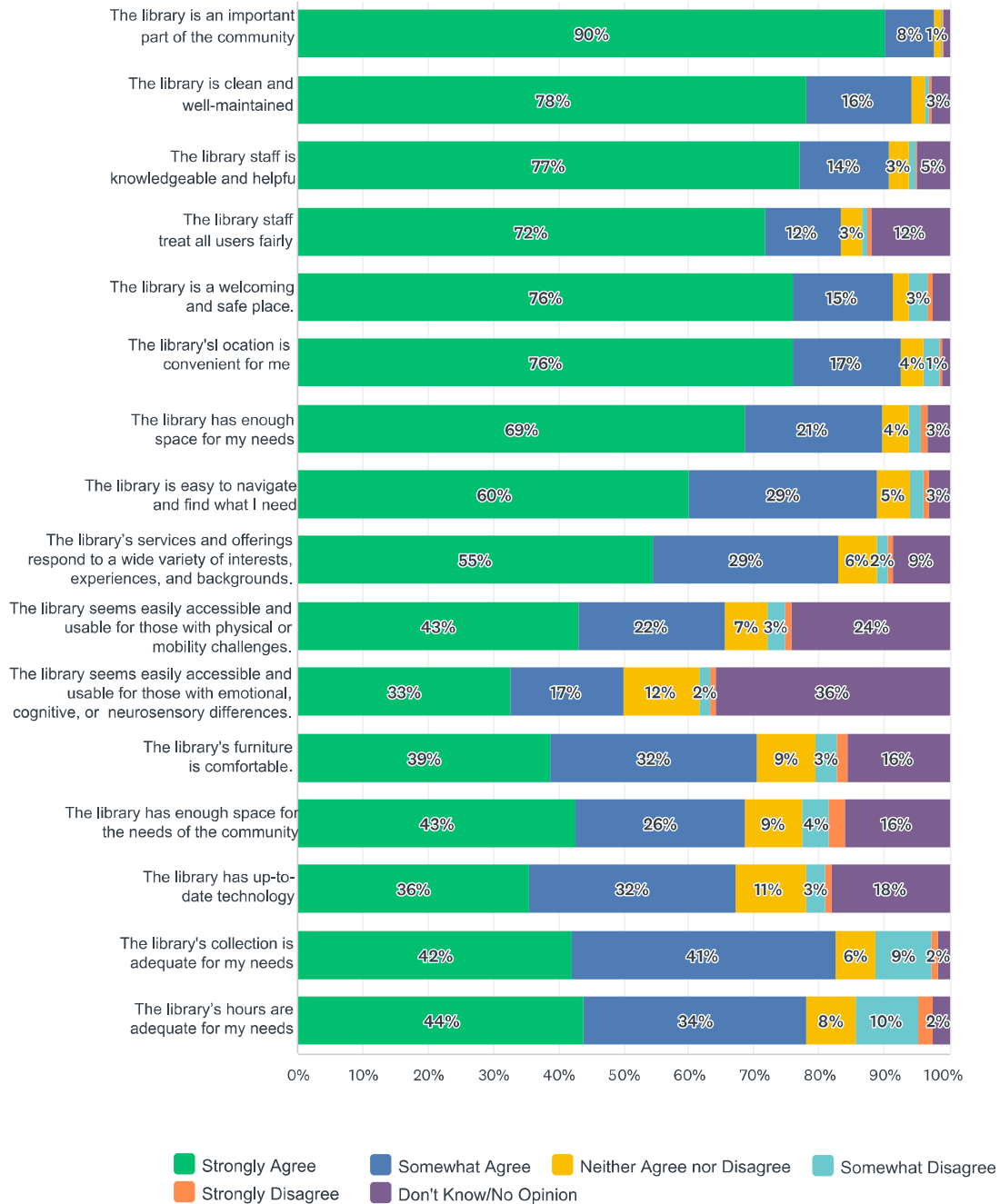


ANSWER CHOICES	RESPONSES	
Find a book	79%	730
Pickup an Item I put on hold	55%	508
Just enjoy spending time at the library	41%	379
Find DVD, CD, etc.	23%	216
Visit and/or play in children's area	23%	213
Study/read alone	22%	201
Attend a library program	21%	191
Use the printer/photocopier/ fax/scanner	19%	178
Visit the Friends of the Library bookstore	19%	175
Check out an Adventure Pass	19%	174
Use library Wi-Fi	18%	171
Use a library computer	15%	142
Read a newspaper or magazine	12%	112
Use the space for remote work or school	12%	112
Other (please specify)	11%	101
Attend Story Time	10%	93
Use a study room	10%	93
Meet up with friends	9%	84
Access databases	9%	81
Use a meeting room	8%	70
Attend a meeting	7%	61
Use the Irving Street Seed Library	5%	50
Search for jobs	4%	38
Learn or get help with technology	4%	38
Check out items from the Fun and Surprising Things (FAST) Collection	4%	38
Education help (tutoring, reference questions, etc.)	4%	34
Get help with accessing online services	4%	34
Get a personalized reading list	3%	30
Conduct a teleconference or video call	3%	28
Volunteer time and/or services	3%	26
Group study	2%	21
Use the Westminster Archive Center	2%	21
Get business help	1%	12
Total Respondents: 927		

OTHER (PLEASE SPECIFY)	
Collections	Resources/Services
Accessing the LARGE print section	Investigate mafia cops
Audiobooks (6)	staff picks wall, recent arrivals wall, book club recommendations
Audiobooks on Libby (4)	Talk with librarian Lu re book club selections
Check out a book (3)	Get book recommendations from staff
Check out audiobooks through Libby (4)	Use the bookclub bags for my reading group
Check out books on kindle (2)	Plan to also use printer scanner and would use seed library
check out digital books / videos	Help finding books in person
Check out ebooks on Libby (8)	Programs/Events
Check out ebooks and audio books (2)	Art show (4)
check out magazine	Attend chess meet
Exchange jigsaw puzzles.(4)	check out art/painting displays (2)
Hoopla (6)	Work on the puzzle (2)
Libby (10)	knit club
Libby app - audio and e-book checkout	Virtual class, use Libby!
Online library services: Libby and Hoopla for audio books and ebooks (2)	Set up and visit art shows
Online access to the local papers is what I use the library card for.	my wife attended a citizenship class
Borrow book and audio books digitally on iPad and my google phone	Friends Bookstore
connect for download of books for reading	Book sale
borrow books from Front Range library upstairs	Buy Dvds and Books in Bookstore
Borrow PlayStation games	donate books
Video games	Spaces
browse unknown authors and series, and I use the reference library resources from FRCC	Enjoy the view
Online services (3)	Roam the stacks
Ebooks mostly as I have health issues. Precovid I went in person and took my kids too!	Other
Find books or DVD's and have them brought to College Hill.	Talk to my awesome librarians
Search for at home education resources	Return books that belong to the Jefferson library district, because sometimes I am a puddinghead.
To enjoy the displays and find new books	Use the web page & check out e-books via Libby
Puzzle checkouts	I also use it for my consulting work
Visit jigsaw puzzle area	I appreciate that library staff are always so friendly and helpful.
The puzzle section! At college hill. Amazing.	
InterLibrary Loan (2)	
Primarily check out books via the Libby app	
read ebooks	
Pick up a requested book	
Get mostly e- books	

Q6 Thinking about the Westminster Public Library, please indicate how strongly you agree or disagree with the following statements.

Answered: 869 Skipped: 284



	STRONGLY AGREE	SOMEWHAT AGREE	NEITHER AGREE NOR DISAGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE	DON'T KNOW/NO OPINION	TOTAL	WEIGHTED AVERAGE
The library is an important part of the community.	90% 780	8% 65	1% 9	0% 2	0% 2	1% 7	865	1.89
The library is clean and well-maintained.	78% 677	16% 140	2% 18	1% 5	0% 4	3% 23	867	1.75
The library staff is knowledgeable and helpful.	77% 669	14% 119	3% 26	1% 8	0% 2	5% 43	867	1.75
The library staff treat all users fairly.	72% 622	12% 101	3% 28	1% 7	1% 5	12% 103	866	1.74
The library is a welcoming and safe place.	76% 660	15% 133	2% 21	3% 24	1% 7	3% 22	867	1.67
The library's location is convenient for me.	76% 658	17% 144	4% 31	2% 20	1% 5	1% 8	866	1.67
The library has enough space for my needs.	69% 594	21% 181	4% 36	2% 16	1% 8	3% 29	864	1.60
The library is easy to navigate and find what I need.	60% 520	29% 251	5% 43	2% 18	1% 8	3% 26	866	1.50
The library's services and offerings respond to a wide variety of interests, experiences, and backgrounds.	55% 472	29% 247	6% 51	2% 14	1% 7	9% 74	865	1.47
The library seems easily accessible and usable for those with physical or mobility challenges.	43% 373	22% 194	7% 58	3% 23	1% 8	24% 209	865	1.37
The library seems easily accessible and usable for those with emotional, cognitive, or neurosensory differences.	33% 284	17% 151	12% 101	2% 15	1% 7	36% 310	868	1.24
The library's furniture is comfortable.	39% 336	32% 273	9% 79	3% 28	2% 13	16% 135	864	1.22
The library has enough space for the needs of the community.	43% 371	26% 225	9% 76	4% 36	2% 20	16% 139	867	1.22
The library has up-to-date technology.	36% 309	32% 274	11% 93	3% 26	1% 9	18% 155	866	1.19
The library's collection is adequate for my needs.	42% 364	41% 351	6% 54	9% 74	1% 9	2% 14	866	1.16
The library's hours are adequate for my needs.	44% 380	34% 295	8% 65	10% 82	2% 20	2% 21	863	1.11

Q7 What do you think are the two or three most important overall issues facing the Westminster community?

Answered: 536 Skipped: 617

Homelessness and Poverty	Funding/Economy
Homelessness (85)	Housing affordability (10)
Homeless and fentanyl	Housing Costs (16)
homeless and/or predatory queer men in library	Cost of living (121)
Homeless being unsanitizing Hawaii	Economy
Homeless camping near Irving Street facility	Economic security
Homeless population outside Irving Street Library (6)	Economic disparity (2)
Homeless encampments	Cost of real estate much too high
Homeless loitering at Irving St Library	high cost of housing (3)
homeless w mental illness using library warmth bathroom etc	Affordability (5)
homeless people all over the parking lot	Affordability, in housing but also healthcare, etc.
Homeless people hanging out there	Funding (4)
Homelessness around the building	Funding for education
Homelessness in historical westminster	High cost of living (5)
Homelessness/cleanliness	Inflation (7)
Unhoused community (5)	Rising costs/cost of living (6)
Unhoused near the library	Expensive housing
Vagrancy (2)	Cost of quality of life services
The homeless at the Irving Street Library Park	High price of water (2)
Affordable housing and resources for unhoused people	Budget (2)
Affordable housing for our lower income residents (even staff can't afford to live in Westy)	Income disparity.
Food for the poor	Family economy
Food insecurity (2)	Financial Problems
Getting homeless situation under control	Rent prices
Helping homeless residents	Public expenditures too high
Increasing homelessness (2)	funding to keep the library a viable concern
Individuals experiencing homelessness	Funding - people seem upset over water bills especially
Lack of unhoused community	high prices for goods
More influx of homeless and illegal immigrants	Income inequality (2) and financial pressures
Poverty (3)	Income levels are drastically different between North & South
Poverty/rent prices	Lack of money (2)
Proliferation of homeless people	Funding needed for improvement
Safe places for folk experiencing homelessness	Increased housing prices (2)
Services/Support for the unhoused (6)	lack of funding
Food assistance	Inflation is way too high
People experiencing homelessness - we need a resource center outside of the library	Money- cost if housing
People experiencing homelessness/people in crisis	Cost of living is bringing more crime to the area
Too many homeless	Inflation that wages do not match.
differing opinions about the homeless population	Inflationary economy
increase in homeless (they need our help) (3)	Increased cost of living (4)
Unhoused population that goes unacknowledged	Economic for those not homeless - stretching funds to make ends meet
The unhoused and those with substance abuse or mental health challenges	Economic decline
Housing insecurity	Schools need money
Help for panhandlers	changing economics
Homeless peeing on the sidewalk	cost of housing vs average pay
Homeless population and pan handlers on streets	cost of living vs average pay
homeless w mental ill camping in space near childrens play areas	Increasing utility costs
Need a homeless day & night shelter with homeless navigators on site.	Expense
Reaching out to those in need	Limited resources for PRL services
access to food	Price range
Access to free internet and basic necessities for low income and unhoused people	Rents
homeless people at the library	low income
keeping homeless out of the city	Affordable living (2) (childcare, healthcare, etc.)
	Affordable Services
	Expensive utilities
	Keeping the water system funded
	Too much debt
	money and resources

Health/Safety	Poor health
Safety (19)	safe neighborhoods
Safety and security	Lack of enforcement of laws
Crime (26)	Lack of police patrolling residential streets
Consistent code enforcement	Maintaining Services including Police/Fire and Rescue
Crime and citizen safety	Petty crime
Enforcement of city codes	Racing along 104th!
Feeling unsafe in public areas due to the increased Unhoused population	Street racing in 112th avenue
Driver Safety	Westminster should expand it's school zones and the police need to do more enforcement in both school and construction zones.
Drug users in the park in front	Almost nightly gunshots heard in our neighborhood
Increase in crime (4)	Can't use park because of Homeless and drug use
migrant crime	Lawlessness
Not enough mental health services	Can't use park because of Homeless and drug use
Not related to the library but crime in the area	Lack of police officers
Police and Fire protection	Increase in crime and feeling of unsafe in community
police won't patrol neighborhood speeders	
public feeling unsure if its safe when coming through the park and into the library	Growth/Development-Business/Community
Public Safety (2)	vacancies in commercial spaces
Safety in neighborhoods	Food Scarcity / Grocery store desert
Safety/cleanliness outside of the library	Attracting non-retail businesses
Safety-free of drug use	Food desert in South Westminster
Security (2)	Blighted areas on the south end of town
The people that come to the library every other Thursday and give the homeless drug users free needles. They explain that it is harm reduction, but it is not. Continued drug abuse with syringes results in heart attack, stroke, seizure, and cirrhosis of the liver.	South Westminster cleanliness / beautification
Police presence instead of social service Care	South Westminster sees less investment in the community
Reckless drivers	Sprawl/strip mall wastelands
Response of First Responders	Small business development and support
Pedo Mafia Cops	Urban renewal of old Westminster
Local control law abuse	Timely completion of city center, Federal blvd. development at 84th.
Gun accessibility	Too many vacant business locations. Repurpose old not build new.
Gun violence	attracting grocery stores to food deserts
Too many wealthy Californians driving 97 mph at all times no matter what is happening	Attracting new businesses
Too many wealthy Texans constantly tailgating at all times	Revitalize "old" Westminster
Creeping crimes that interfere with a sense of community peace	Convenient access to grocery stores
Car theft (2)	Rundown and defunct businesses that aren't family friendly
Addiction problems/Drug addiction (3)	Delays in construction projects
Law and order	Keeping it local
police support	Neglect of "Historic" Westminster
Drug usage going on in womens bathroom	More small businesses
Drug use (6)	Need more support for the South Westminster area and Old Town.
Drug trafficking	better maintenance of the city
Traffic safety (2)	In general, it seems the city does not promote development among the businesses, ie Vectra Bank who wanted to build a new building closer to the street, but was denied
Access to behavioral health	Increased number of blight areas due to lack of investment in landscaping / care
Free syringes are given to drug users by Jefferson Mental Health Thursday meetings	Maintaining buildings
ensuring fire and police keep up with growth	Only 1 major grocery store south of 36
Soft on crime - Road racing at night, road rage, speeding, theft	South Westminster is a food desert
Soft on crime. Street racing, speeding, etc.	Property upkeep
Street/Cars Racing (2)	Timely completion of city center, Federal blvd. development at 84th.
Vandalism by them (homeless)	Attracting business
Aggressive drivers	business prosperity
Health	Business resources
Health care	Lack of restaurants (non frenchise)
Police	Keeping outside areas clean and safe
Police training	Lack of "hole in the wall", Mom & Pop options. Everything's a chain or strip mall
Fear	Local services/businesses that are convenient to subdivisions
Our police are doing a fantastic job; let's keep it that way	Loss of open space to new buildings, while some buildings are going unused
neighborhood crime (car & house break-ins, vandalism, escalated neighbor disputes, etc)	TOO MUCH GROWTH/DEVELOPMENT and loss of land to development
traffic and law enforcement	

Growth/Development-Housing/Population	Leadership/Collaboration
Housing (15)	City Council & Mayor
housing for single families	Corruption in city government
Housing market	Poor city council
Growth (11)	poor city management
Affordable Housing (30)	Poor government you have city council using their power for personal control- how many city manager and money
Unrestricted over building - especially multi-family housing	The city has not promoted development in the SWAD, like they promised
Uneven growth across the community	Good city government
Community growth	Disconnect between public and government officials
Affordable housing may or may not really be affordable	Ethically bankrupt city government
Affordable Housing need (2)	no oversight with the council
Impact of (poorly planned) growth	Listening to the community
new housing projects	Council is often unresponsive and make decisions that the community doesn't like
Need more low income housing	Staff misleads public
over development (5)	Government over-spending
Over development for available water	City council who doesn't understand residents
Overcrowding (8)	City officials don't listen to the citizens concerns - example the freeway on independence which city council allowed, speeding possible racing...
Overcrowding - Too much new high density housing for the area (2)	I don't see mayor, city council, sheriff, police, DA making a difference, I only see empty publicity statements and little outreach
Overpopulation (4)	Lack of unification of future planning
Population explosion	Not meeting needs of residents
Population growth (4)	Spending money on social issues that belong to county
Access to affordable housing	Spending money on staff vision. Grrrrr
All the new builds bringing issues	Admin turnover
Workforce housing	Can anyone account for the millions of dollars moved for building a shelter in old Westminster 2 years ago...where's the money or the shelter
building too many new apartments and homes	Lack of representation from City Council members
Decline from previous reliance on sprawl development	
expansion	
Fast growth (3)	
too much growth (2)	
Ugly cracker box high rise housing developments that no one wants and that block out the sun and destroy our state	
Too many apartments in otherwise open areas!	
Thoughtful Development	
Overbuilding of apartments and overall growth with poor planning	Societal Issues
Growth - incorporating all these new areas	Censorship/Book banning
Growth in housing, parking,	stop book banning
High density developments (2)	Too much screen time in society as a whole
High population, crowded	Sustainability (2)
Affordable housing for young adults	Sustainable community-building is an ongoing problem (cost of living, public transit, growing demand for housing, etc.)
Affordable housing for Seniors	Noise and air pollution
Lack of truly affordable housing (5)	Book banning/challenges (2)
Insufficient low income housing	People need to read more and do screen time less
Increasing populahtion (2)	people who want to ban books (2)
Lack of advanced paradigms concerning growth	Critical thinking about what is true and what is false.
Lack of architectural innovation in new commercial/residential construction	Misinformation (2)
Managing growth	Diminishing societal interest in reading
Multi dwelling apartments in an already busy area	For the residents to understand what AI is, what it can do to help or to disrupt our life, how we should prepare ourselves for appropriate use of AI in our life, how to educate ourselves against misinformation,...etc
Overbuilding concentrated housing.(2)	AI
Housing availability	Getting Kids to play outside
Affordable and accessible housing	Read more
Too many apartment complexes (5)	Lack of balanced information
too much development - too many housing developments	Maintaining free speech - don't ban or bar books!!!
RAPID GROWTH OF CITY AND SURROUNDING COMMUNITIES	people don't read books like they used to?
Housing and quality of life	Concern books will be banned
managing growth and maintaining a balanced, robust community	Recycling
Addressing high cost of housing (buying or renting)	Information facts
affordable desirable housing that is designed w outdoor areas	
Good affordable market-based housing.	
How to approach growth	
Too many multiple housing projects that have decreased the town's community feeling, and greatly increased traffic, with Westminster granting increasingly permissive housing starts.	

Infrastructure	Water sewage construction near City Park Rec Centers
Traffic (28)	Transportation and accessibility
too much traffic	trash of side of roads and other areas of the city
Too much traffic; too many cars	Lack of shaded bike/walk paths
Traffic & speeding, construction	Improving maintenance in open spaces and parks
Traffic congestion (5)	Low walkability
Water usage wrt expanding housing and old infrastructure	Community Attitudes/Connections
Water (9)	Youth engagement
Water rates (3)	community apathy
Light rail to new city center	Community engagement /building (4)
Maintaining infrastructure (4)	Community spirit, inclusion for everyone
Maintaining roads (5)	Engaging the community - it's there, just finding ways to bring them in
Lack of public transportation (7)	Lack of community focus
Infrastructure (road repairs, bicycle path end abruptly) worst in Metro	Lack of consideration as disrespect for neighbors and
Infrastructure, roads and potholes worst in metro Denver	Lack of the feel of community
Poor cycling routes	Keeping people positively engaged
Poor transportation options (including driving)	Kind people
Population growth without supporting infrastructure	Hard to put into words, but it does feel less welcoming and casual as
public transportation (5)	it used to feel, hard to explain, and this isn't a library specific issue
public transportation routes	although I feel it might be affected by it.
Public transportation/accessibility	Like USA, declining morality (2)
Road Improvements for growing community	Providing community engagement opportunities
roads (7)	Respect for religion
accessibility (bike paths, safety)	Social cohesion
Adequate water	A lack of empathy for those who are struggling
Traffic control	An unwillingness to be part of a community for positive gain
Bad roads and traffic	Burnout/exhaustion
Noise control	Civility (2)
Aging city facilities	Divided. Our kids go to different schools and no real community.
bike riding trails and on street bike lanes	differing opinions on everything else
infrastructure (3)	Lack of Community (5)
Lack of non-auto transportation options	Too many apartments, homelessness, and crime- less of a
Rapid growth and its impact on traffic and other public infrastructure	Feeling connected as a community
High traffic, low parking availability	Disengaged community members
Increased traffic (4)	Disconnection
Maintaining infrastructure (roads, water)	Need more ongoing resources that make us a community...volunteer
Poor road surface conditions	opportunities and a sense of inclusion within the community
Inadequate infrastructure...roads	Sense of community. On-going programs to volunteer and help one
Public transportation infrastructure	another
maintenance	Victim mentality - only government can help me
Energy infrastructure	Creating a community in which people have ample space to get to
Too much driving required	know one another and create that social net is another
Transportation or lack thereof	Creating self-sustaining culture and identity
Water and sewer charges	Growing a cultural identity
Water for all at reasonable prices. If we keep building high rise living,	Getting involved
water issues due to growth	Obsession with finding the heart of Westminster
Walkable space/communities (3)	NIMBY's
The trails are very indirect and the high speed limits combined with	RATHER LOW LEVEL OF CONNECTEDNESS TO THE
Affordable Infrastructure for growing community (Water / Sewer)	COMMUNITY
Being able to walk to a library	Welcoming attitudes
Aging/declining infrastructure (2)	Community/Community connection (3)
Community that's built around cars, not people	Building a sense of community
Alternative means of transport	Keeping youth positively engaged
Maintaining the mediums in the street	Lack of community engagement
More user friendly trails that connect together and not have to cross	Lack of connection and awareness
No access to bus service, not enough buses	Taxes
Poor sidewalks/pedestrian pathways	high taxes (2)
Managing the outcome of growth	Over-taxation
Increased traffic due to increase of houses and especially	Property Taxes
apartments.	Property taxes were raised beyond fair amounts!
We should have municipal broadband	Allocation of tax dollars
Need liveable/walkable community, at least on a small scale	Sales tax too high especially food
Need more trails (2)	Taxes (4)
Street bike lanes	High property taxes
Water securitiy	High property taxes that Polis promised would go down but won't

Community Resources	Access to free community spaces
You have aerobics classes at the rec center 104th and Federal	Help for senior homeowners(maintaining their homes)
Westminster does not stack up compared to most other larger metro area cities in the area of cultural offerings and facilities	Immigration paperwork
Venues for public performance. Concerts.	Indoor Swimming pools too crowded (esp.city park)
Upkeep of City owned grounds	Maining Rec Centers and Park services
Third Spaces	The recycling center is inconvenient, in an area that is not accessible and it was much better when they had recycling at the fire stations
Compost availability	Enironmental Issues
Lack of affordable childcare	Air pollution
Lack of cultural organizations and events	Too much water use; not enough natural plantings - more xeriscaping
Lack of parks and community space	Clean and affordable water
Loss of 3rd places	climate change (4)
No actual city to congregate to	climate change/environment
Not having places to gather	Climate change/sustainability/extreme heat
Recreation-safe areas for biking, hiking, walking etc.	Climate resiliency
resources for youth	Challenges due to climate change
Space for families to enjoy together	Environment
Support for our growing community	environmental challenges (esp. water)
"3rd spaces" and events to grow community feeling	Global Warming (2)
Access to public spaces for the unhoused	preserving our open spaces for recreation, nature, education
no safe, public spaces to spend time (i.e. family friendly park)	Litter/cleanliness/graffiti (4)
Lack of facilities in the north of Westminster	Rapid growth/loss of open space
no bike/scooter share	Light pollution
Availability of Services	open space (2)
an indoor third place where people can visit for conversation	Disruption of wildlife corridors by rapid growth
Better playgrounds	It's noisy.
Places for adults/kids to hang out without spending money	Loss of open space (2)
not enough culture	Water usage and quality (3)
Teen activities	adequate natural resources
providing services/programs to support a growing city	Water conservation
Adequate public facilities	trash/litter
Lack and/or loss of historical records and information	trying to get the city more climate change conscious
Lack of support for the area around Historic Westminster and Irving St Library	climate change and wildfire risk (2)
Mobility accessibility	preserving open/outdoor spaces (3)
Including seniors	Conservation of our open spaces
Accessible safe spaces	Decreasing noise, pollution, and congestion
Adequate public services	lack of biodiversity (that aren't trees, grass, and city landscaping)
Activities that are welcoming for all members of the family	Noise pollution
We need more parent and young child events	Natural disasters
Variety and accessibility of programs	Not enough trees; not enough shade
Affordable/quality childcare (2)	not enough open space
Lack of a community gather space (theater or auditorium)	Natural resources/environment
festival space	Pollution
lack of evening/weekend things to do for the working adult community	Protecting natural resources
More Parks	Wildfires
I do think there is a shortage of courts for badminton	Environmental impact
Keep parks open	More green space beautiful by schools and major roads
Not enough community events (like Westy Fest or farmers markets)	Jobs and Staffing
Parks & Rec	Availability of entry level employment
More cultural offerings	Labor Force
Not enough movies in the park	Loss of income/employment
Not enough free things to do. For low income families	Employment (2)
Lack of community services in historical westminster	Staffing availability
Not enough community fares and gatherings	Job availability
Park maintenance lack of	Jobs
Recreation services	The coming change of fewer jobs + electric cars + needed bicycle
Senior services	Communication
Youth Programs/Entertainment	Accessibility of Information
Youth Services	Lack of honest communication
city beautification and creating cultural spaces	Lack of facts for decision making
childrens play area (safe from intruders) needed	Comunicación
Access to community services will be limited by hours, parking, mobility	Being informed

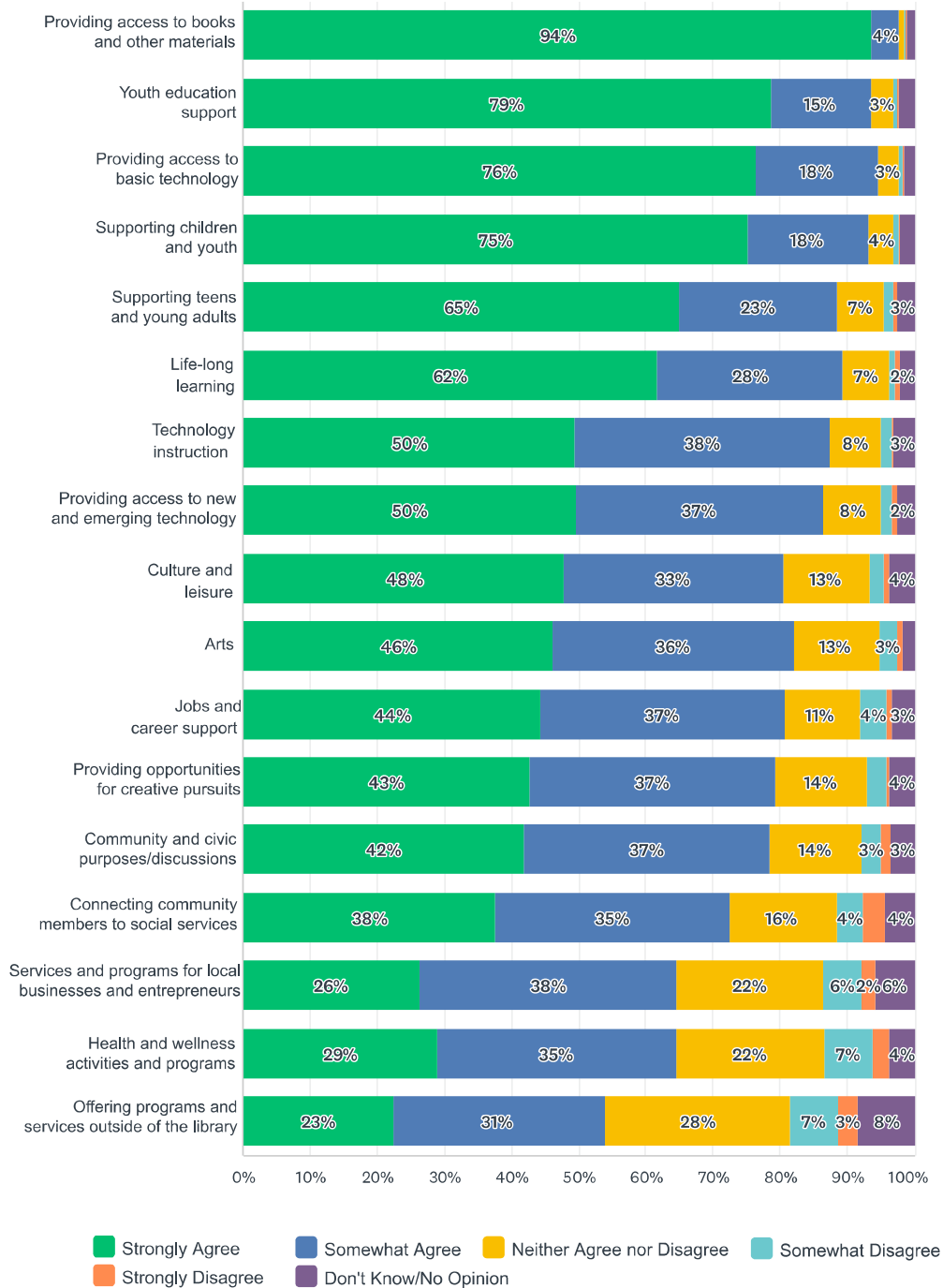
DEI	Politics
Lack of resources for minorities (books for self help and research)	Traitor and felon taking over the US
Lack of services for seniors	Trump supporters are brainwashed into thinking everyone else is lying to them.
Meeting the needs of a diverse community	Trumpism/ fascism
Meeting the needs of the young people and the Elderly	uncertainty in political climate
making services available to all	Elections Local and National
Services only for descendants of slave owners	Eliminate Trump and his coterie
Serve a diverse community	POLITICAL ATMOSPHERE
Accessibility and equal access for those who live further away from city facilities and services.	Politicians
Accessibility (2)	Getting involved in politically biased causes
Diversity in thinking	The election (2)
Equality	Illegal immigrants (2)
Joining diverse cultures	Illegals needing deportation
providing equitable services/programs for changing demographics	Political / socialistic efforts to distort people's lives
Diversity (3)	Political polarization (2)
Diversity of the community (2)	Democracy and Civics
Access to Resources	Ignorant locals believe anything "different" is bad. (I.e. culturally, politically, etc.)
Important to support Immigrant community in this time of rising racism	Political polarity
Racism (2)	More Balanced Leadership with Bi-Partisan Support
Safety for all people in the community	
Segregation of cultures	Other
Supporting diversity	Sustainable community-building is an ongoing problem (cost of living, public transit, growing demand for housing, etc.)
Assistance for immigrants	Loud cars
Non English speakers	i don't represent your avg citizen, so I am not going to input my esoteric feedback
Need for gathering/cultural spaces	I love Westminster.
Not enough outreach and inclusion of diverse ethnic communities	Increase # of recently published books
I would like to see all areas of the city treated equally.	Maintaining quality of life for those now here
Resources For All	maintaining our excellent quality of life amid ongoing economic stresses
Protect other vulnerable populations	Proximity to Arvada
Deep divide between people--not just political parties but also races, religions, economic disparity, migrant status, etc. We are no longer a "united states".	Overall it's doing pretty well
Diversity and equity	Everything is used so frequently
Equity	Cleanliness
Inequity in services available for lower income	
Meeting diverse needs with a limited budget	
Education/Schools	Library-Services/Operations
Education (11)	Weekend hours
Unknowledgeable citizens.	Cost of upkeep and staff
Public Schools (2)	Morning weekend hours would be nice
Good schools (3)	No online catalogue system to reserve books that is easy to use
Multicultural education	Train young people
Schools (3)	Adequate resources
Reading and writing literacy for ALL - birth to end-of-life.	New things in library
Understanding the importance of an informed citizenry via a city's public libraries	Weekend morning hours
Low income people who can't support their kids to succeed in school	The hours of operation have changed a lot
Education / access to high quality media	I feel both libraries would benefit from having a Peer Support
Elementary School closures	parking for handicap is not close enough
English as Second Language (2)	Saturday hours are minimal
Lack of interest in schooling	Excess use of meeting rooms
Technology and information literacy	Hours
Maintaining good education	Hours availability
Place of learning for the College Students	Parking
Safe schools and community buildings	Library hours are very limiting
Supporting schools, and retaining educational staff	not open on sundays
Youth literacy is low	card expires too often
Parent school support	Operating hours could be longer.
School Funding	Access ability to longer hours
School quality	language access
Education & skills for all ages	
Education-how to complete research	
Bad schools	

Library-Materials/Resources	Library-Spaces
Virtual/online taking over people's need to read an actual book.	We need more libraries
well stocked	Maintaining current locations
Continuing access for wide variety	more space
Maintaining up-to-date reading materials, i.e. new books.	Need a little more space.
More books	Not enough seating
More current book releases	Meeting room space
more multi titles for book clubs	Availability to all of Westminster when so far away from areas
more online books from bestselling authors	Outdated
more technical books on astrophysics, theoretical physics	Organization
Obtaining new materials	More space for the kids area
Offerings	Aging facilities keeping up with changing uses of libraries
Children's books in more languages	the Irving Street library has a completely different vibe. It's in a lower
having enough copies of popular books so there are not so many long	economic area and I notice the desks for the computers are less
waits for new arrivals.	comfortable to sit at, the desks are closer together, and it's overall
I wish the collection were larger. I really depend on other public	not as comfortable. I come from a more affluent area but still use
libraries especially Jefferson County's to meet all my needs.	this library. I think it's very unfair that this library's physical space is
Probably more funding for more materials.	not as welcoming.
Keep getting new published books	There are no common hang-out spaces for teens and college age
Having a lot of media but sometimes still not having the books or	youth
items I want	I think there should be crafting/studio space at the library
more selection of books needed at Irving	Space
Resource information	Not enough study rooms
miscategorized books	security and feeling safe in the physical location
Access to newer books online and virtually	Possibly expanding these facilities when more people move here
Reduced need for hands on books or research	
New books	Library-Programs
Lack of decent reading material. Increase in low quality written	Not enough read challenges for kids
books. Poetry, Classics, History, and How To selections are very	Not enough things for adults age 45 to 55
subpar and need to be restored to pre-renovation levels.	Easier to find and sign up for programs
organization of subjects is frustrating at Irving	More book club options for younger readers
A larger selection of large print books.	Because mental health and education emerge from the same
Funding for new collections/books/technology	More kids activities
Same puzzles for toddlers kids	Programs or groups for bridges
more books in general	Latino Support Groups
more ebooks	Small business support with technology
Not enough books in specialty fields, like nutrition, mineral health	Story time on weekends. Not during work hours
Larger catalog	Some of the programs/classes hours are inconvenient for working
Get Kanopy	adults
Maintaining them for the future, including all the books and documents.	Doesn't always have consistent programs.
Poor quality of children's books. Series such as Percy Jackson,	Can we take my son he does all the activities there and they're kind
Artemis Fowl, Ranger's Apprentice, HTTYD, etc. moved to teen	to him
section. Deeply simplistic books with very poor, fragmentary writing	More adult programs and get-togethers
retained. Nancy Drew, Hardy Boys, Boxcar Children, Magic Tree-	writing groups for fun
house slowly disappearing from shelves.	Offering more programs and services
Material shelved inappropriately in the teen section. Children younger	Not enough ppl sign up for the fun events. Then the event gets
than 13 regularly look for series such as above there now. Right next	canceled
to books containing erotic material.	Not enough family events like Bingo night
	More reading programs
Library-Engagement	Things that seniors might want to be part of
Marketing your goods to the citizens	Library-Technology
connection	Wifi speed when busy with students
Get people interested in using the library.	More technology tools, 3D printers, wood burning or other similar
Not everyone in the community is aware of all the varied services the	things available
library offers.	Technology (2)
Let the library assume a greater role and responsibility for education	Having enough computers for a growing population
and bringing people together!	Search features in technology
The website is not friendly at all	Difficult to get computer access
There needs to be more advertisement of WPL services, I think more	Lack of technology (sometimes all the computers are taken)
people would come if they knew.	technology for wireless printing is more difficult than it has to be,
Library-Staff/Board	more tech
Friendly staff	Library needs more Hotspots should require a deposit
Having enough staff to help computer illiterate people	Keeping updated w/ tech and type of usage
Rude staff	improved wifi coverage/range (spotty/low bandwidth - patio & back)
Sometimes I feel the staff at the Irving Street has a different feel. It	
doesn't feel like as welcoming place.	
staff salaries too high	
Part time hourly wages too low	
Very helpful and can communicate with others	
Library staff could use a pat on the back, they're wonderful	
Librarians exude distrust at patrons, as though we're thieves,	
vandals, or idiots	

Library-Other
convenient
Making sure our libraries all continue to operate even though there's a cultural move to digital storage and interface
More interlibrary connection
Priorities
Finding time to go to the library
Keeping the library free from drug use
I can't speak for any anyone else, but I am 77 years old and the library covers all of my needs.
I live closer to Standley Lake so I usually use them for my library needs
I think the city will want to close it down to "save money".
It should devote itself further as a leader in political, civic and news worthy discussions
Ease of transportation to the library for people who cannot drive or walk
Remaining relevant in this digital age, you are people just dont know
People not understanding the value of a library to the community and educating of our youth
Libraries are critical to our community but I don't think people always appreciate how important free access is
Jeffco libraries needs a facility in Westminster, preferably in Downtown.
Unsupervised children in the children area
Library Presence
Not enough budget support.(3)
People misusing library and resources
people no longer want or need the library
Decline in people using/visiting the library
far too many fire drills in College Hill
Evolving it to post-covid user habits
Changing Demographics
Changing demographics and needs
Aging community (2)
Large Hispanic population, federal heights
aging population in North Westminster
Aging neighborhoods

Q8 What areas do you think the library should be involved in?

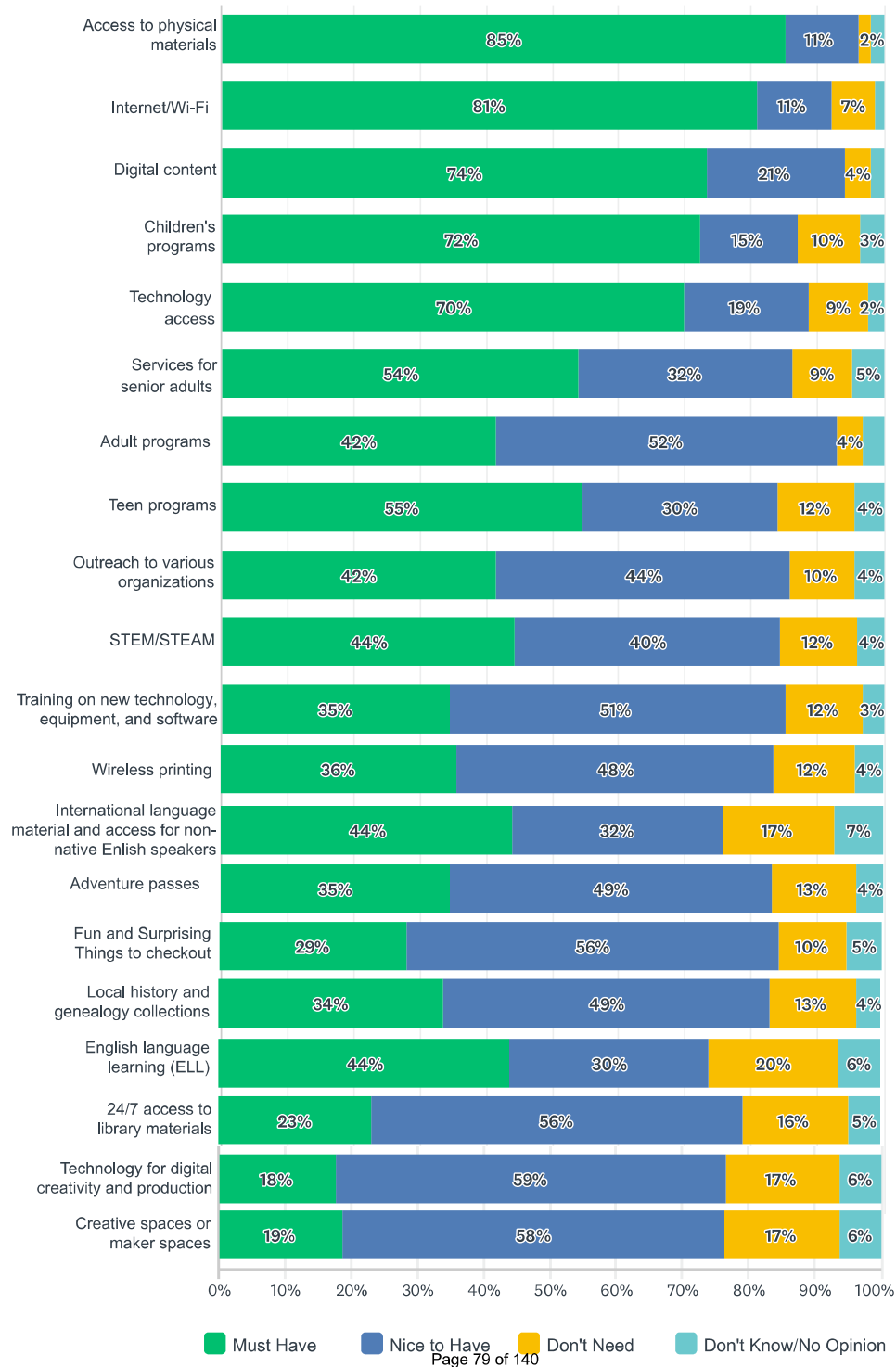
Answered: 912 Skipped: 241



	STRONGLY AGREE	SOMEWHAT AGREE	NEITHER AGREE OR DISAGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE	DON'T KNOW/NO OPINION	TOTAL	WEIGHT AVERAGE
Providing access to books and other materials	94% 849	4% 37	1% 8	0% 1	0% 2	1% 10	907	
Youth education support (school partnerships, summer reading programs, homework help)	79% 716	15% 136	3% 30	0% 4	0% 2	2% 21	909	
Providing access to basic technology (computers, printing)	76% 694	18% 166	3% 27	1% 6	0% 2	1% 13	908	
Supporting children and youth (services, activities, learning, entertainment)	75% 686	18% 164	4% 33	1% 8	0% 2	2% 18	911	
Supporting teens and young adults (teen advisory board, gaming, volunteering)	65% 590	23% 212	7% 64	1% 13	0% 4	3% 23	906	
Life-long learning (financial, gardening, and other life skills and programs)	62% 560	28% 251	7% 63	1% 7	1% 8	2% 18	907	
Technology instruction	50% 449	38% 344	8% 69	2% 16	0% 2	3% 27	907	
Providing access to new and emerging technology	50% 450	37% 335	8% 77	2% 16	1% 7	2% 22	907	
Culture and leisure	48% 432	33% 296	13% 115	2% 20	1% 7	4% 33	903	
Arts (art displays, arts programming and classes)	46% 418	36% 327	13% 114	3% 24	1% 8	2% 15	906	
Jobs and career support	44% 403	37% 332	11% 102	4% 34	1% 8	3% 30	909	
Providing opportunities for creative pursuits	43% 389	37% 333	14% 124	3% 27	0% 4	4% 33	910	
Community and civic purposes/discussions	42% 380	37% 332	14% 125	3% 26	1% 13	3% 31	907	
Connecting community members to social services	38% 341	35% 319	16% 144	4% 36	3% 29	4% 39	908	
Services and programs for local businesses and entrepreneurs	26% 239	38% 348	22% 199	6% 52	2% 18	6% 52	908	
Health and wellness activities and support	29% 263	35% 321	22% 201	7% 65	2% 21	4% 34	905	
Offering programs and services outside of the library	23% 204	31% 285	28% 251	7% 65	3% 25	8% 76	906	

Q9 Please rate the IMPORTANCE of the following library services to you and your family.

Answered: 882 Skipped: 271



	MUST HAVE	NICE TO HAVE BUT NOT CRITICAL	DON'T NEED	DON'T KNOW/NO OPINION	TOTAL	WEIGHTED AVERAGE
Access to physical materials for browsing and checkout	85% 749	11% 97	2% 16	2% 16	878	1.83
Internet/Wi-Fi	81% 707	11% 98	7% 57	1% 10	872	1.69
Digital content (24/7 access to downloadable books, magazines, movies, music)	74% 644	21% 182	4% 33	2% 17	876	1.67
Children's programs (storytimes, reading programs, crafts, movies, STEM/STEAM, etc.)	72% 637	15% 128	10% 84	3% 30	879	1.55
Technology access (laptops, Wi-Fi computers, printing.)	70% 614	19% 164	9% 80	2% 19	877	1.53
Services for senior adults	54% 473	32% 282	9% 78	5% 42	875	1.38
Adult programs (classes, author talks, crafts, movies, cultural events, health, career etc.)	42% 363	52% 451	4% 34	3% 26	874	1.35
Teen programs (book clubs, crafts, movies, gaming, and social events, etc.)	55% 476	30% 258	12% 102	4% 37	873	1.33
Outreach to various organizations within the community (senior centers, schools, etc.)	42% 364	44% 389	10% 85	4% 38	876	1.23
STEM/STEAM (Science, Technology, Engineering, Arts & Math) programs for youth and young adults	44% 390	40% 352	12% 102	4% 34	878	1.22
Training on new technology, equipment, and software/apps	35% 302	51% 444	12% 102	3% 27	875	1.12
Wireless printing	36% 313	48% 419	12% 108	4% 36	876	1.12
International language material and access for non-native English speakers	44% 386	32% 278	17% 146	7% 63	873	1.12
Adventure passes (park, museum, zoo, and other area attraction passes)	35% 304	49% 423	13% 112	4% 33	872	1.10
Fun and Surprising Things to checkout (video games, mobile hotspots, STEM educational toys, etc.)	29% 250	56% 493	10% 90	5% 44	877	1.08
Local history and genealogy collections	34% 299	49% 429	13% 114	4% 31	873	1.08
English language learning (ELL)	44% 388	30% 263	20% 172	6% 54	877	1.05
24/7 access to library materials (in a vending kiosk, lockers for holds, pickup, etc.)	23% 205	56% 490	16% 140	5% 42	877	0.91
Technology for digital creativity and production (photo/video editing, video cameras, green screens, etc.)	18% 156	59% 517	17% 150	6% 54	877	0.83
Creative spaces or maker spaces (3D printing, Cricut Maker, laser cutter, etc.)	19% 165	58% 505	17% 153	6% 54	877	0.83

WHAT ARE WE MISSING? WHAT WOULD YOU LIKE TO SEE?

Collections-General	
More Christian books. History/ecology of region and resources for regenerative farming/gardening always good too	More availability to access books that may be older and or genres that seem to have disappeared off the shelves (not necessarily that the books actually be on the shelves, as space isn't infinite, but easier to find them in other libraries to be checked out there if that makes sense)
Books on explorers and adventure are few and far between. Referring to mountaineering, whitewater etc...	More books on art education...
Books, as mentioned many areas of the library are lacking, esp. after the renovation. A bigger nonfiction section would be quite nice, containing books like	More choices in the digital content. I use the Broomfield library b/c they have better choices and availability.
https://gingerybookstore.com/MetalWorkingShopFromScrap.html and similar. Pre-1920 books, classics, etc. The children's section is mostly drack at this moment for various reasons and much of it needs to be reviewed and restored. The teens section is basically irrelevant, consisting of mis-shelved kid's books and adult material w/out adult quality writing and could be done away with. The manga section could do with an update and missing volumes be replaced. Programs, sound equipment, etc., and a real Hacker/maker lab, look at Tinkermill and downscale a bit, would be wonderful. A coffee cart/cafe would be nice. Perhaps out source space for these? An emphasis on non-electronic stuff for children would be nice. Mostly though, increase the quantity and quality of books. It is a library after all	More digital & audio books
Flipster was the best for downloadable magazines	more downloadable history books on WW2, detective novels, up to date astrophysics books (within 2 yrs of publication). books on space/time theory
Greater variety of adult fiction and more offerings. More foreign language materials. More poetry. More native American lit and research materials. Sheet music.	More ebooks
I like the themed book displays at College Hill for example books by Love kids section lots of materials available for small n teens. I love romance novel section.	More e-books for sharing, more up-to-date documentary videos, etc.
I really love the staff recommendations and the curated cubbies. Would love to see more of this.	More fiction books.
I search on-line, place a book on hold, drive over and park by curb, return books, go inside and pick up books, check them out, walk to car parked at curb, drive off. Am very satisfied with my modest needs.	Perhaps a nostalgic area of books like in earlier morphs of our libraries.
I suggest (if not recently implemented) that you label books for trigger warnings, and advertise this. Adultery, sexual abuse, etc.... I don't check out books anymore because before Covid, they wouldn't warn me about certain content. I used to research reviews, or stick to particular authors, but I'd still run across upsetting content. I'm at the point where I don't consume anything new unless I can question a friend about it extensively. And even then, I'm still hesitant because I still walk into upsetting situations and don't handle it well. This is true for games, comics, shows, and movies as well.	More selection of new and best selling books
I use the Libby app and it seems like all the books from Westminster Library always have long holds would like to see more copies of popular online books available.	older books (100+ yrs old or more) physically or digitized.
I use the Libby app every day, mainly for audio books to listen to while driving, doing chores, etc. I would really like to see some more content in downloadable audiobooks.	Poetry! There's no poetry section in the College Hill library, which is insane!
I want the College library to be combined with the public library books so I can find more non-fiction books in one place. Also, there's not enough science, health, and exercise related books!	More books. Concern some books oks only accessible on Kindle
I'd like more queer authors and books with queer themes in the collection. I'm glad it's gotten so much better, let's keep going!	We would like a simpler way to check out e-books for the Kindle.
Improved InterLibrary Loan	The only trouble I have is how long the waitlist can be for digital content like audiobooks on Libby. Sometimes I can wait 3 or more months before it's ready. When I have a deadline for reading something for my book club, it is nice that the physical book is often in stock when the digital wait list is too long.
Improved catalog	The audiobook app used called Libby needs to have a better selection of books to listen too. There are even classics that are not available (Steinbeck, Twain)
Increase available ebooks	Streaming videos
Larger section of audio books - spend vast amount of time in vehicle and so few of the books are available either through Libby or CD's. Also, on the longer books on CD - need a bigger/optional window to check out. *Thinking of Bully Pulpit	Love Library/Staff/Everything is Covered
Libby/ internet access to books	Are doing a great job from what I have experienced! Staff always pleasant and knowledgeable!
More audiobooks	I can't think of anything the library is missing. Even the things offered that my family doesn't use are good things for the community. You have to strike a balance so that services you provide are done well rather than providing a mediocre or poor level of more services.
	I think the library is quite good. One of my favorite places to be.
	I think with the budget and staff you have, you are doing a great job.
	it's pretty great as is
	Library serves my needs very well.
	Nothing I can think of. I love Westminster Libraries and Kiosks.
	The library covers all of my needs.
	you have it covered
	This covers it. I think the libraries already offer such a wide range of services and they are completely underutilized
	This is all great!
	This looks pretty comprehensive to me. At age 93 with six degrees (counting high school) I'm pretty well fixed for access to books et al.
	Thank you for getting community feedback. Libraries are critical for community connection and access to resources. They are in many ways a city's hub. Thank you for adapting the services as the wants and needs of the community changes.
	Welcoming staff

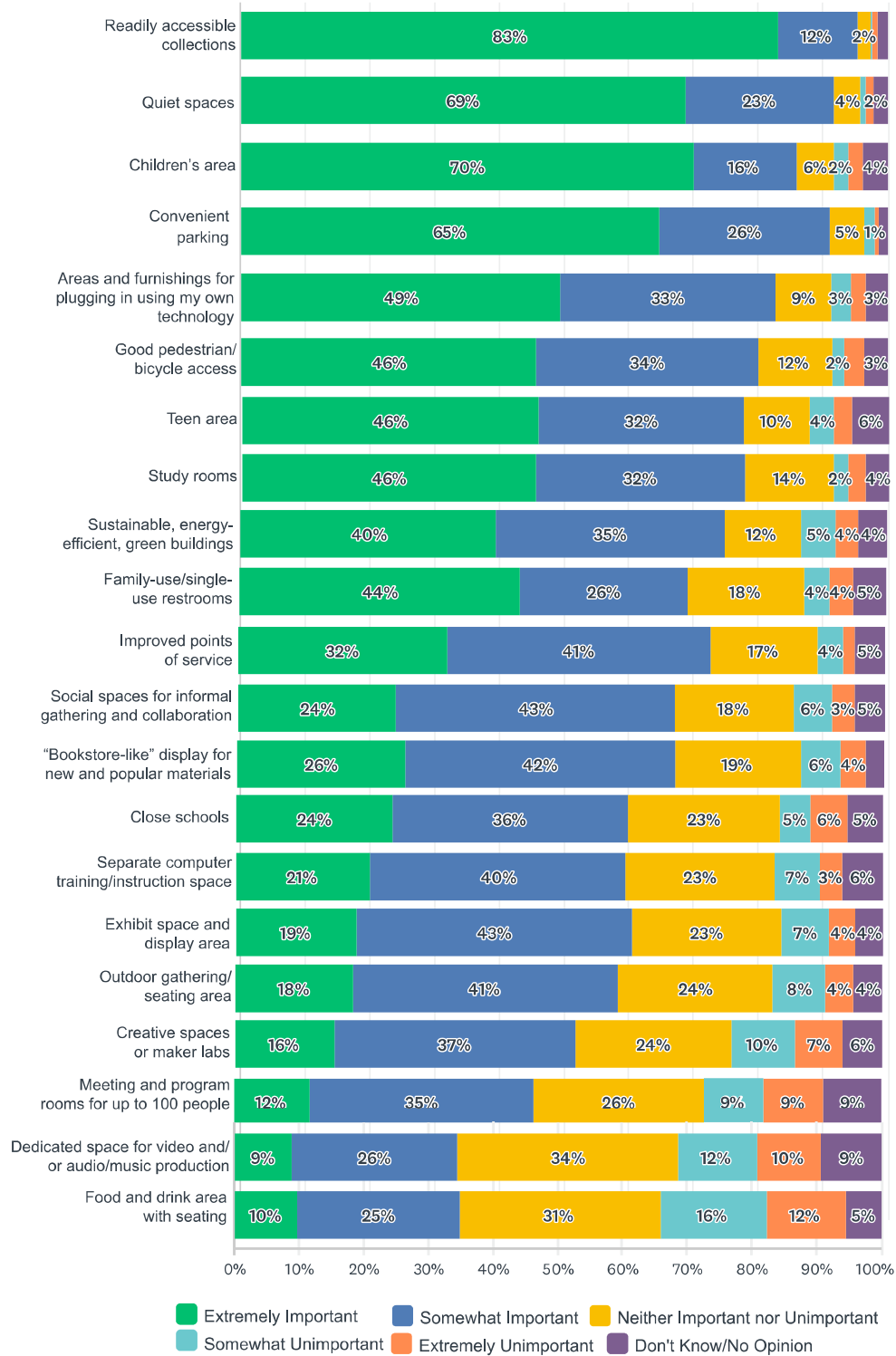
Facilities/Technology	More electrical outlets and private areas for people who come in with their own devices and mainly want to use wifi. In the open part of the library, lots of 4 people tables but limited outlets and very few single/private table setups. (mainly the 3 by the rear elevator 1st floor)
a quiet zone for people who come to study and a "loud" area for people who come to meet up with each other	More space for kids to play and interact.
A third library is needed in Downtown Westminster funded in part by Jeffco Libraries. The library should be combined with a performing arts venue similar to the Broomfield Library	Vending machines or a small Cafe. Adams County implemented them in a couple of libraries over the years and they work well for the community.
Additional seating for adults in the children's section of Irving Street library would be very helpful. I love to let my kids choose their own books but I don't have a comfortable place to sit within their view while they browse.	The wifi at College Hill is not strong enough for me to use my laptop there. It is the perfect place to study but I have to go to Irving St because of the wifi.
Comfortable chairs again	Something like a 'cafe' (no coffee needed) - just a public social place to hang out where people could chat or work with the air of a cafe without the pressure. Evening social events could be held like single parent meet-ups, singles mingles, queer events, movie nights, etc.
Cozy reading nooks. Sometimes the space is loud because it's too open.	Safe spaces for kids with neurodivergent needs and other
faster Wi-Fi	
Group gathering places where you don't have to be perfectly quiet - like a coffee kiosk next to tables. At my old library so much tutoring or playing of checkers or gathering of other kids happened at that spit. I would also love to see a warming area with warm beverages and other services for our unhoused neighbors in the winter. I do want to express how grateful my family is for the library! It has made my child a reader, given them unique experiences, and brought me lasting friendship and new knowledge.	Collections-Library of Things
Honestly, just some updated, soft seating with tabletops for work. I miss the tables being by the windows by the manga section. The natural light helps me when I need to get stuff done. I really love the College Hill Library, and am so thankful for all of the great services it provides.	Fun toddler toys or rotation of toys. Maybe more rentals of popular toddler baby things?
I love being able to go to the Irving street library. We are seniors and it is close. I just don't feel very safe coming when all the homeless are loitering all around.	I lived in an area a long time ago that rented out useful things like power tools or carpet cleaners. I always liked that concept.
I love Irving Street library. I would love to see comfortable seating for adults in the children's area of Irving Street library. When my children are browsing for books there isn't a comfortable place for me to sit. There are chairs for computer work and chairs in the back for studying at the tables. Unfortunately I can't supervise my children from the back tables because it's too far removed from the stacks and the entrance to the children's area. Seating (full size adult chairs) near the front entry/exit of the children's area would be ideal so the younger kids (2-4) don't walk out without a caregiver's notice. If the computer area could be moved to a different wall and 4-5 chairs could be there for adults to sit while still supervising their children, that would be so helpful and much appreciated.	I love the puzzle swap section and area to put together jigsaw puzzles, it is the best! It's also a great activity for meeting new friends. More neurodiversity and disability-friendly programs are always beneficial. More couches and squishy chairs set in quiet areas for adults would be excellent. Extra adult programs November through February would be wonderful, as winters can get long and depressing with little to do - things like cookie baking contests, escape rooms, recipe/cookbook clubs, culture exploration nights, etc. care events are all great!
If not already available, comfortable chairs in which to sit and read, operate laptop, or whatever.	I really love the adventure passes, it allows our family to do things that normally wouldn't get to do. On paper I make "too much" to qualify for any govt help but we live paycheck to paycheck so we just use the critical items are always covered. Going to any outings that are offered through the adventure pass allows us to get to do those fun activities as a family that we currently have to consider as luxuries and would never be able to consider purchasing tickets to those places. Thank you!!!
Indoor play/education area for very young children (under 6, for example) for use during inclement weather when outdoor parks are not a realistic choice. Erie has these areas in their public libraries, and they're wonderful.	It would be nice if the Irving St location had a puzzle section as well.
It really doesn't matter what I think. You do not serve my part of the city. How about renting a store front for a mini branch.	tool exchange.
It would be so nice to have a place to sit in the Irving street children's room where I can see the doors and also see my kids. The seating at the back limits my view so it's hard to read to one of my kids while also watching the other one as they are browsing or participating in activities. Some benches or rocking chairs would be lovely. Also a check out kiosk in the Irving children's section like at college hill would be welcomed!	puzzles/games to checkout!
maker space! (3)	The library needs more Hotspots a required deposit would be OK
laptops with cameras for zoom job interviews, a library space in downtown westminster	Seed catalogs, gardening/farming resources. Access to free information is wonderful. Access to produce free food is more wonderful.
meeting space for gaming groups. access to the second floor for non-students to research history and science.	
Meeting spaces for small groups at no cost for the community.	Marketing/Awareness
	A functional app
	Update search engine on website
	More information about what services are available in the community.
	Restore the mobile app.

Programs/Events	
A parenting book club	Programs in Spanish beyond Hispanic Heritage Month. More variety of materials in Spanish. More Spanish-speaking staff. Presentations in Spanish.
Activities for seniors, especially men, such as fantasy or sci fi book clubs, etc.	Programs to promote media usage diversity, critical thinking and understanding AI in context
Afternoon children's programming	prompt writing groups. additional book clubs.
Business-Centered Events, involving local chambers, and local big business	Public programs on using the latest technology and updating user's computer skills.
classes for seniors to learn smart phone and be able to proficiently use a basic app (like a grocery store app)	We would love to see more weekend activities/programs for toddlers/young children - such as story time, or learn about jobs people do, or some type of fun basic educational short sessions (around 30-60 minutes max) geared toward introducing new ideas, concepts, jobs for families that can't attend these types of sessions with their littles during the week.
Community clean ups via adopt a street to keep our areas clean and Concert venues.	Volunteer Opportunities for High School students.
Continued learning programs...	Virtual classes/ videos with a large variety of topics that we can access 24/7.
cooking classes	Training on new technology, equipment, and software apps.
Events that require masking and prioritize COVID safety so that people who are high risk (due to their own health reasons) have a community space they can be apart of that feels safe and comfortable.	more adult craft classes
Game/puzzle exchange event	Story time available during non-working hours / weekends so parents can attend with their children
Latino community group	Safe Space programs for tweens/teens like fun time hour, video game clubs, lego clubs, board game and card game clubs
I haven't ever thought of so many of the possibilities you put on this list but I love so many of them! They aren't "must have" but some I would absolutely love. I love the idea of book clubs and creative spaces or classes there, I would definitely love to access some of those or for my kids.	
I find the artist displays very inspiring.	Operations
I love their summer art programs for students	Anything/Rangeview District libraries have no overdue fees. That's why I go there now.
I really would like to see more adult programs meant to connect people. I love this city but find it hard to make connections. I would love to see a program that could focus on things like classes or cultural events but also on meeting and making friends.	Can you please automatically renew people's books like the Boulder Public Libraries does? They renew books a certain number of times if no one else has placed a hold on the book. It seems like a waste of the librarian's time to call people and let them know something is overdue, too.
I think the Beanstack activities (length, prizes, challenges, etc.) could have been more robust. I really liked the idea that adults could participate in the Summer Reading Program. Or any reading program.	Extended hours on weekends - current hours make it difficult for us to visit the library and we really want to go more often!
I would love to see foreign language courses/classes without the pressure of college expense or grading.	I often wish on Friday nights that you were open
In addition to the ones that you have, more programs geared toward supporting immigrants	Open Saturday morning
Intergenerational programming	What a pain just to get a library card, draconian due-in policy.
JeffCo Libraries do a really amazing program for people with disabilities called Library for All. It would be great to see something like Library for All in the Westminster Libraries	Perhaps you are already dealing with a local culture that doesn't respect the system/purpose of library as THE center of community coalescence
Language learning programs for adults (languages other than English)	Total rearrangement of hours- earlier, not later. In summer it's too hot to be out past 8am on a day off work. After work at night, you want to retire for the day and be in, not go out. Erego, 7-5 is plenty and I'm sure staff would probably like that too. I work every weekend myself and until late evening and get a weekday off instead, like most people not upper class.
Life skills and safety skills for all age groups, consistent and reliable resources for the unhoused	All day Saturday hours.
STEM programming for all ages	Outreach /Partnerships
Mamie Doud has way more support for the arts through the Audi	I would like to partner with the library (or let me know if there's a more appropriate entity) to set up a community garden in the open space outside of the MS Society on 88th. I'm not sure how to start the process, but I would love to be involved, as I live near there and the space is very under-utilized.
More events/programs for older adults as well as for children and teens, but do appreciate the entire library staff as well as everything offered/available at this time at the Irving street Library. Thank you all!	I would like to see increased partnerships with homeschoolers both in programming and options for check out (for example, CSU Spur is creating field trip kits for libraries to check out to homeschoolers). Also, resources for dyslexic children seem limited at WPL.
More opportunities to middle aged adults. Seems like plenty for kids, teens, and seniors.	Mobile libraries to come to Sr independent housing apts. A lot of people don't have cars where we live, Heritage Ranch.
More programs for adults (crafting, meditation, cooking, etc)	More interface with student needs in schools, home learning, and colleges.
More variety of kid activities. Holiday activities for younger than school age. Offer a space and organized play activities for rent for kid birthday parties. More public information for what the library offers, this survey taught me a ton I didn't know about what the library offered	You are a community resource, the like of which is a unique leadership role in the community. Strong libraries produce involved citizens. Therefore almost any community and awareness, cultural and social is important, with the caveat that those services(like senior activities) are not provided elsewhere . And the hope that where the library does not provide those services directly, they cooperate, promote awareness, and coordinate with those others
Musical events, especially by local musicians	
My kids are young adults. In the Hillsborough County Library in Florida, we used to go to lego build day, reading time, puppet shows, etc. This was a great way for our small budget to have an outing and enjoy the books.	
Outdoor kids programs	
Pet for kids.	

Library Services	Other
Access to Flatirons Library Consortium and Prospector services	Arvada pd runs an underage prostitution ring with Kckpd. Roger Golubski = David Lynn kckpdcorruption.info please investigate it's a big mafia going back decades. Remember black Saturday sept 30, 1960? Same mafia family. Same mafia cop crimes. Their kids are doing it now. Like every mafia ever. The kids take over when the parents go to prison.
Access to Prospector for interlibrary loan from our online library account	Bring back the aerobics class at the 10th rec center. My mother bought a pass specifically for the classes. Your programs have gone hill so much I am really thinking about moving to Thornton. You should be ashamed treating elderly citizen s like that
Community garden. Why have bike garage but no bike? Shuttle for seniors to get to library.	For many of these I put "nice to have," because I don't know how often those services are used and how thinly stretched the budget is for these things. And for a few of the questions above, I'm just confused. For example, "access to physical materials for browsing and checkout"...What does that even mean?
continued virtual support, such as you provided during the pandemic, picking up books when library is closed, and access to ebooks	I think there is a problem with the homeless population using these spaces for warmth bathroom camping. I work with this population and many (not all) but many have problems with drug use and mental illness that causes aggressive and at times violent behavior (paranoid - or drug induced). Sexual assault is also a common problem.
Home bound services such as book delivery to shut-in persons.	Lots of the programs and apps ar also availabe at the Commnity Rec Center. All you have to do is check the out.
Easier pickup of materials for handicapped persons. Currently I use Jefferson County PL for mail delivery but would like a person connection for requests	More badminton courts
A Canon printer to make cards with and classes with how to use it would also be cool but I don't know if I would actually use that unless there were step by step class.	Not pushing The Woke Ideology on kids.
Also, resources for dyslexic children seem limited at WPL	People need a space where they can truly speak their minds. As 21st Century stupid and enfeebled Americans, we need a place we can share opinions about ourselves and the world. We can't speak about certain issues because we are afraid of offending someone. Thus, let the library be a place where people can share meaningful opinions.
I would very much like to see WPL join Prospector to provide access to statewide library materials	Townhalls used to carry such weight in the community. Let us please put away our humanity destructive computers and smart phones (our stupidity inducing toys) and let our voices and minds be heard and let our mental health resound!
I'd love to see a long arm quilt machine, or other crafting materials. It would be a great way to get more people in the community interested in quilting!	To clarify my thoughts, I see access to physical content as secondary to transitioning some local libraries from book repositories into a community service resources for children, young adults and senior citizens. Perhaps a single Westminster Public Library can be the primary book repository and those interested in borrowing books can request them online; the books can be delivered to the "library" from which the book was requested for pick up.
It would be super helpful if you could have technology tools for transferring VHS tapes to digital, or have things like a 35mm scanner that folks could use to transfer film to digital photos. Quality versions are expensive for something that is a short term need.	Photos of what the area used to look like, so newcomers can understand the breakneck growth of recent years. Some perspective is the first step in building community.
It would be VERY nice to have childcare or at least a secure childproof area that young children can play in while parents are trying to use a computer, read/learn, attend an in-house event, etc.	These questions sound like you are overlapping with the recreation programs. I hope you do not overextend the library system by duplicating options found elsewhere in the City system.
Lockers throughout the city from which to pick up holds.	The homeless outside are ruining the library and peoples access to it
Love the used book sale section.	Supports for local community
Offer math/reading how to read tutors or programs that are cost efficient	Safety from homeless and unstable to the building access and surrounding area
Resource center fo hot or cold weather.	Security, no homeless people hang out,
Resource navigation for low income households and/or people experiencing homelessness	Spanish is not a foreign language. When I was born, Spanish was the majority language of this area.
You need a real city archive and not the haphazard locations you have now with all the in fighting. Nothing is stored properly, no one has actual archival training. The items at the Bowles House are being ruined by sunlight. For a city of over 110,000 people, it is pretty pathetic.	
water, coffee and snacks	
The library is connected to the community college. It would be wonderful to have access to career help and job search help with a career counselor instead of just a website to open. Someone to actually to talk to and get help with various career goals or desires in different fields.	
Tech tutoring in closed rooms. (Broomfield library has a great tech tutoring service)	
Home access to genealogy.	

Q10 Please rate the IMPORTANCE of the library facility features to you.

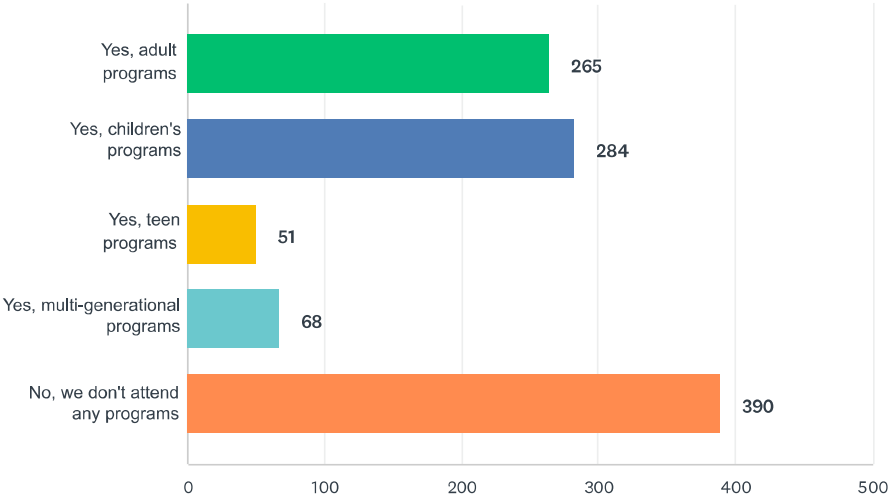
Answered: 851 Skipped: 302



	EXTREMELY IMPORTANT	SOMEWHAT IMPORTANT	NEITHER IMPORTANT OR UNIMPORTANT	SOMEWHAT UNIMPORTANT	EXTREMELY UNIMPORTANT	DON'T KNOW/NO OPINION	TOTAL
Readily accessible collections of books and other materials	83% 706	12% 103	2% 18	0% 2	1% 7	1% 12	848
Quiet spaces	69% 584	23% 193	4% 36	1% 7	1% 9	2% 18	847
Children's area that supports development, literacy, play and imagination	70% 597	16% 135	6% 49	2% 18	2% 19	4% 32	850
Convenient parking	65% 549	26% 224	5% 45	2% 13	1% 6	1% 10	847
Areas and furnishings for plugging in and using your own technology	49% 419	33% 283	9% 74	3% 26	2% 18	3% 28	848
Good pedestrian/bicycle access	46% 389	34% 290	12% 98	2% 16	3% 26	3% 29	848
Teen area that supports literacy, collaboration, creativity and social connections	46% 389	32% 267	10% 86	4% 31	3% 24	6% 47	844
Study rooms	46% 386	32% 274	14% 116	2% 19	3% 22	4% 30	847
Sustainable, energy-efficient, green buildings	40% 338	35% 300	12% 101	5% 45	4% 31	4% 36	851
Family-use/single-use restrooms	44% 369	26% 221	18% 152	4% 33	4% 32	5% 41	848
Improved points of service (e.g. desk locations, self-checkout, etc.)	32% 275	41% 345	17% 142	4% 32	2% 15	5% 39	848
Social spaces for informal gathering and collaboration	24% 208	43% 367	18% 156	6% 50	3% 29	5% 39	849
"Bookstore-like" display for new and popular materials	26% 222	42% 355	19% 164	6% 53	4% 33	3% 22	849
Close to schools	24% 206	36% 308	23% 198	5% 41	6% 48	5% 45	846
Separate computer training/instruction area	21% 175	40% 333	23% 195	7% 59	3% 29	6% 52	843
Exhibit space and display area	19% 158	43% 360	23% 194	7% 62	4% 34	4% 35	843
Outdoor gathering/seating area	18% 156	41% 348	24% 204	8% 69	4% 37	4% 36	850
Creative spaces or maker labs (3D printers, laser cutters/etchers, sewing machines, etc.)	16% 132	37% 315	24% 204	10% 84	7% 61	6% 51	847
Meeting and program rooms for up to 100 people	12% 100	35% 294	26% 223	9% 78	9% 77	9% 75	847
Dedicated space for video and/or audio/music production	9% 76	26% 216	34% 288	12% 103	10% 84	9% 77	844
Food and drink area with seating	10% 83	25% 213	31% 264	16% 138	12% 105	5% 45	848

Q11 Have you or anyone from your immediate family attended programs at Westminster Public Library? (check ALL that apply)

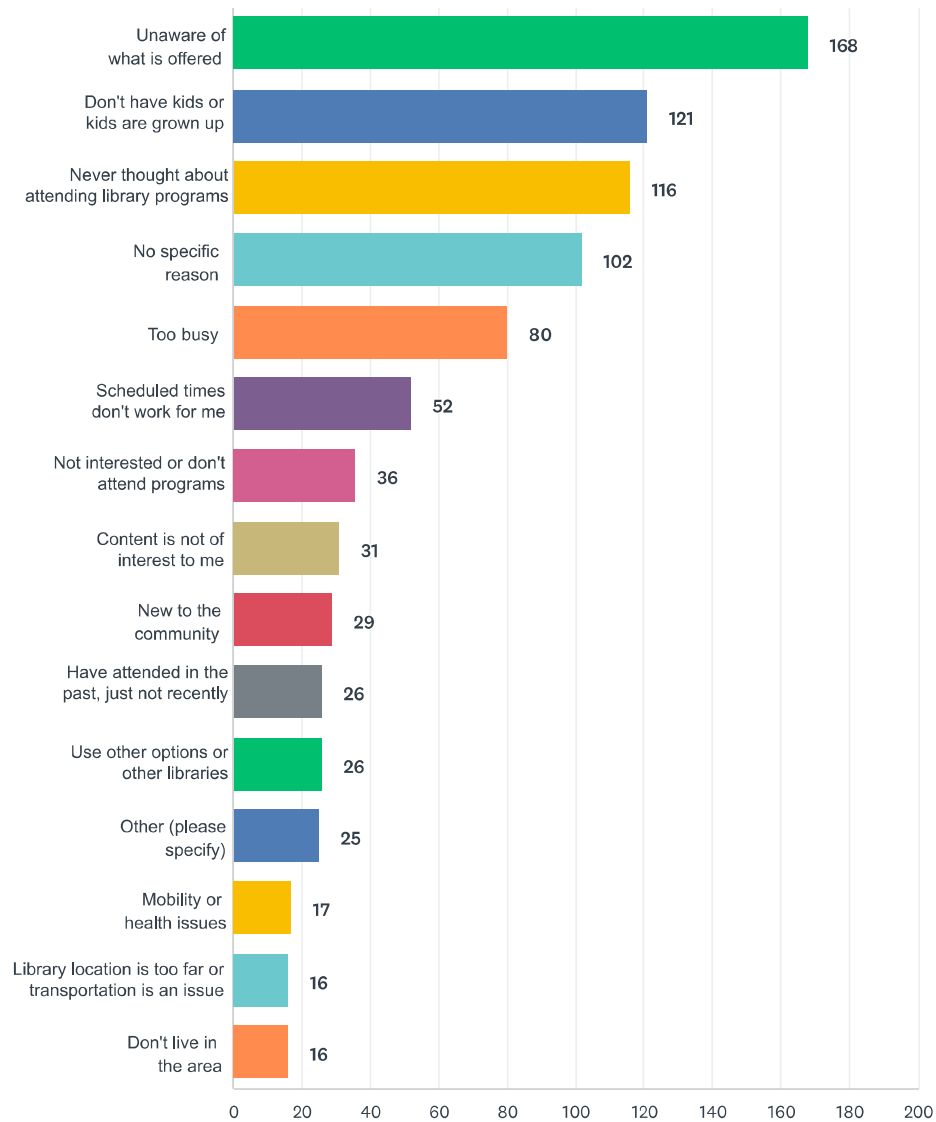
Answered: 849 Skipped: 304



ANSWER CHOICES	RESPONSES	
Yes, adult programs	31%	265
Yes, children's programs	33%	284
Yes, teen programs	6%	51
Yes, multi-generational programs	8%	68
No, we don't attend any programs	46%	390
No, we don't attend any programs. If no, why not?	0%	0
Total Respondents: 849		

Q12 If you don't attend library programs, why not?

Answered: 389 Skipped: 764

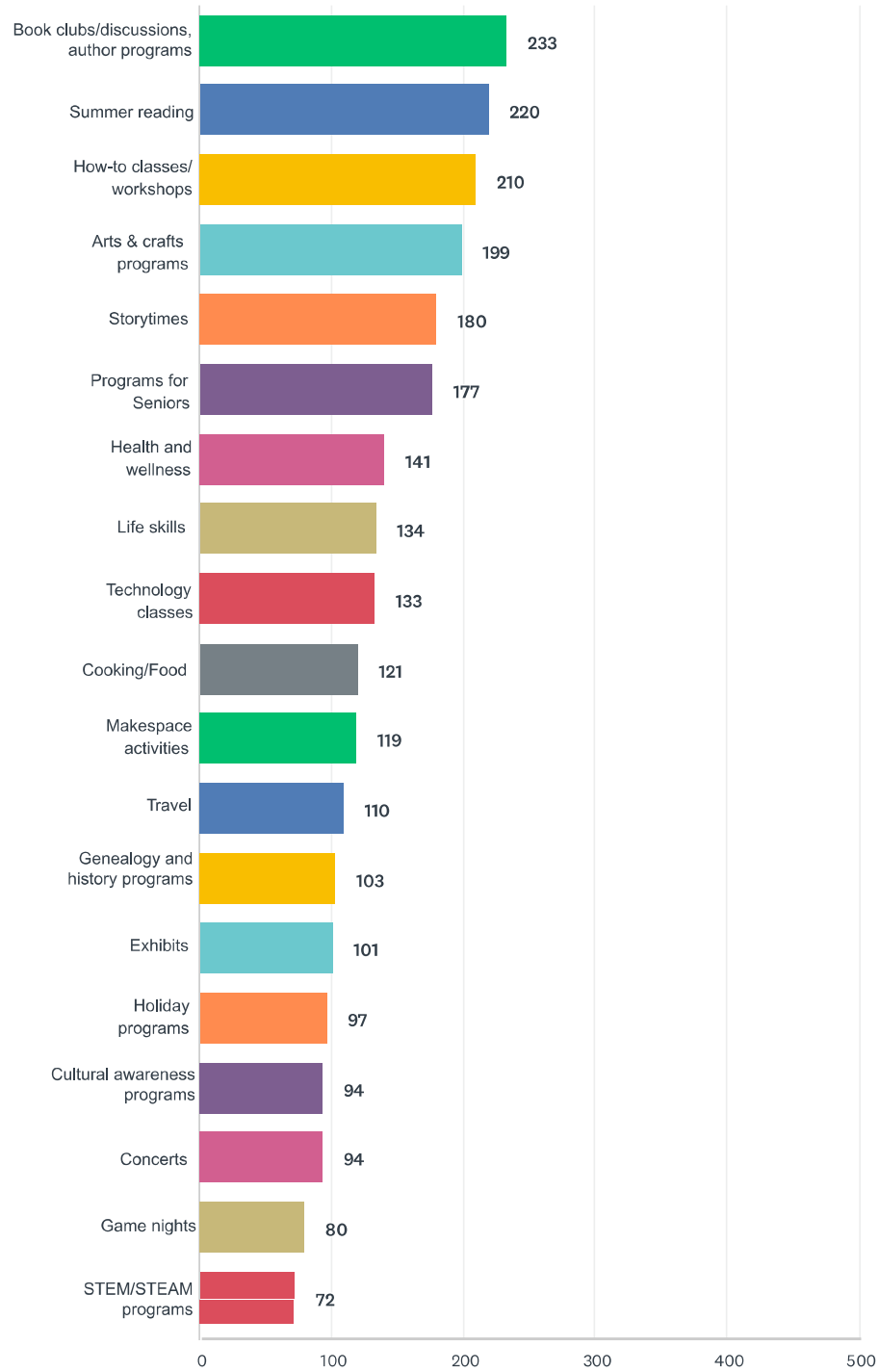


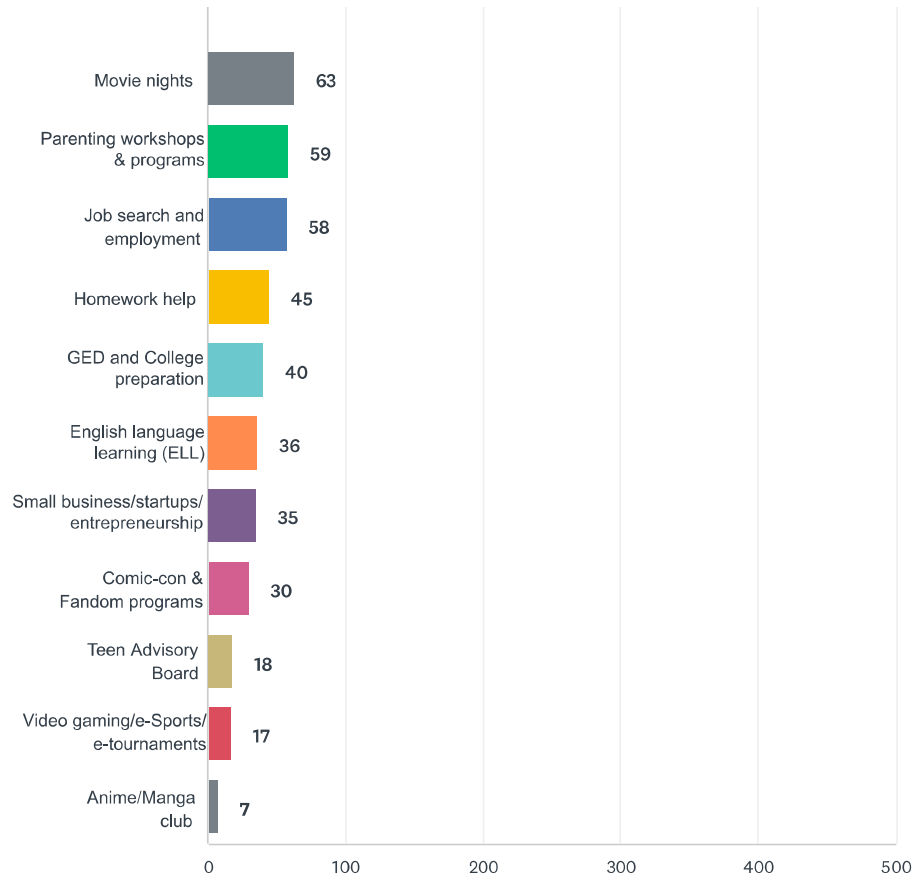
ANSWER CHOICES	RESPONSES	
Unaware of what is offered	43%	168
Don't have kids or kids are grown up	31%	121
Never thought about attending library programs	30%	116
No specific reason	26%	102
Too busy	21%	80
Scheduled times don't work for me	13%	52
Not interested or don't attend programs	9%	36
Content is not of interest to me	8%	31
New to the community	7%	29
Have attended in the past, just not recently	7%	26
Use other options or other libraries	7%	26
Other (please specify)	6%	25
Mobility or health issues	4%	17
Library location is too far or transportation is an issue	4%	16
Don't live in the area	4%	16
Total Respondents: 389		

OTHER (PLEASE SPECIFY)	
Not sure I can make it so don't want to register	
The parks and rec department offers a lot of programs.	
i uuse the online library	
I don't feel they offer enough programs that spark my interest for my 4/5 year old daughter. I have her in a math class that she does twice a week after work at 6pm and on Saturdays. This would be feasible for some families.	
I'm quite old and love to checkout and read books, At age 93, I'm not a very good test subject	
We just moved here and would like to attend in the near future.	
Nobody to go with that I know. Don't want to go alone.	
in other question. I though the library was a quit place????	
Pandemic left some of us not excited about being. With groups in small spaces, long term covid	
Arvada is closer to me than westminster library, Nothing close by, Moved away from Westminster	
Usually too busy working	
no expectations of behavior for those attending programs.	
I would use for central location for meetings with people who live all across the metro area.	
I don't like driving after dark.	
Unaware of subjects/locations/days/times, ..Don't know of any	
I liked the teen anime, but with the kid gone, my husband and I are definitely not teens any longer. Same for the D&D sessions.	
No need	
Bring back the aerobics class at the 10th rec center. My mother bought a pass specifically for the classes. Your programs have gone hill so much I am really thinking about moving to Thornton. You should not be named treating elderly citizen s like that	

Q13 What types of programs appeal to you? (choose your top 5)

Answered: 694 Skipped: 459



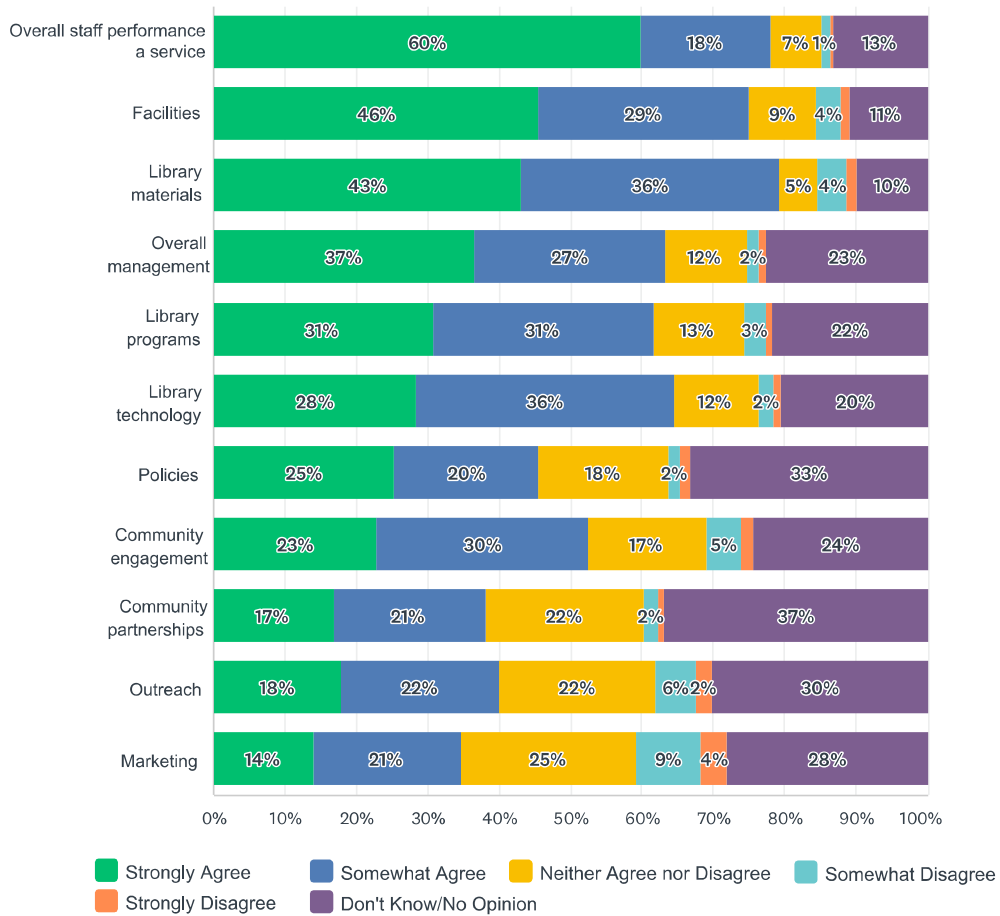


ANSWER CHOICES	RESPONSES	
Book clubs/discussions, author programs	34%	233
Summer reading	32%	220
How-to classes/workshops (play guitar, gardening, make or fix things, etc.)	30%	210
Arts & crafts programs	29%	199
Storytimes (baby, toddler, pre-school, foreign language)	26%	180
Programs for Seniors	26%	177
Health and wellness (fitness, self-defense, mindfulness, healthy eating, etc.)	20%	141
Life skills (parenting, financial literacy, gardening, etc.)	19%	134
Technology classes (computers, how-to for iPads, smartphones, tablets, e-readers, etc.)	19%	133
Cooking/Food	17%	121
Makespace activities (3D printing, laser cutting, video editing, Cricut, etc.)	17%	119
Travel	16%	110
Genealogy and history programs	15%	103
Exhibits	15%	101
Holiday programs	14%	97
Cultural awareness programs	14%	94
Concerts	14%	94
Game nights (board games, trivia, etc.)	12%	80
STEM/STEAM programs	10%	72
Movie nights	9%	63
Parenting workshops & programs	9%	59
Job search and employment	8%	58
Homework help	6%	45
GED and College preparation	6%	40
English language learning (ELL) programs	5%	36
Small business/startups/entrepreneurship	5%	35
Comic-con & Fandom programs	4%	30
Teen Advisory Board	3%	18
Video gaming/e-Sports/e-tournaments	2%	17
Anime/Manga club	1%	7
Total Respondents: 694		

OTHER (PLEASE SHARE SPECIFIC EXAMPLES HERE)	
Arts/Culture/Entertainment	Health/Food
Game and movie nights	Bring back the aerobics class at the 10th rec center. My mother bought a pass specifically for the classes. Your programs have gone hill so much I am really thinking about moving to Thornton. You should be ashamed treating elderly citizens like that
I like the Artist displays / sales items and always look at them.	Live guided meditation, sound bath meditation, more self-defense
Just wanted to add the arts and crafts option here because I could only pick 5, but I'd love so many of these--I love the variety you listed here because some are personally enriching, some fun, some educational, I love thinking of being able to attend different things for different purposes.	More activities geared for adults, such as softball volleyball
More movie nights	Some, like health would be nice. Is this the job of the library, what will it cost.
Need movies for adults	Seniors
Photography class would be terrific	Senior programs
Presentation by an author	I'm happy in my nonagenarian bubble
Would like to have concerts or something outside in front of front range. They have a small area that looks like it would be fun to have small concerts there	I'm in my nineties, have six degrees (including high school), and read a book every now and then.
Author/Literacy	Technology
Author talks	AI for small business and career growth,
partnering with college tutors	Keep telling myself I should take advantage of your tech classes, but I keep not doing it!
Local authors	internet safety
writing groups	Tech Support
Writing workshops	streaming gear
Guest lecturers	Other
I would not attend, but I think GED classes are a must have.	access to Gale courses through library login
Meet and greet from famous authors	Adventure pass is amazing- my favorite.
My only argument with Stem is the absence of H for History in the acronym.	Hard to pick just 5!! A majority of these are appealing and desired!
Please take away all this computer emphasis and bring literacy education back! With powerful discussions on what one has read, real thought and appreciation for what one is thinking will be inculcated. People and their ideas will be appreciated and their mental health encouraged! Bring back the Great Books teachings and other discussions that permit people to think judiciously! Like I said: Education & Mental Health are One!	I know it's tough doing evening events, but I have trouble finding classes or opportunities specifically for adults in their late 20s to early 40s after workweek hours. A lot of the programming is aimed for the younger generations or older in many places. Just a thought.
Summer reading for adults! Or a program to cover classics for adults who may not have gotten it when they were in school	I love the free puzzle exchange area!
Children's	It's a library, not a recreation center.
Children's activities such as Wonder Labs and Guest Speakers like Reptiles of Colorado	Many of these overlap with rec center programming. No sense in being redundant, especially when people will look there 1st for those types.
Math and learn to read for parents with kids.	Affordable, travel, vacations for adults or tours
math fundamentals for 4/5 year olds	Most of these!
Would like to note that we currently only have one small child. Some of the older kid/teen programming will be more important to us as our child grows. But I did not mark them as something that appeals to us right now.	Non profit org meetings
Discussions/Current Events	None of these appeal to me.
civic engagement (eg lectures on book banning)	Not have time to think about it.
ESL/Foreign Language/Citizenship	Not interested in programs
Citizenship class was helpful, but no longer needed. Others WILL need it, though.	Possibly using a gathering room for an ongoing nonprofit meeting
I think some sort of language exchange program would be really cool	too many choices
I would like to learn Spanish. I speak English. I know there is an online one but it's not the same.	small meeting rooms - great - for study, small study groups. a valuable asset
Language learning programs for languages other than English (Spanish, Vietnamese, etc)	Programs that glorify God
Life Skills	
How to classes...Life skills	
Instruction on finding things in the library: (electronic card catalog, stacks, etc)	
singles meetups	

Q14 Please indicate whether you agree or disagree the Westminster Public Library is meeting community needs in the following areas.

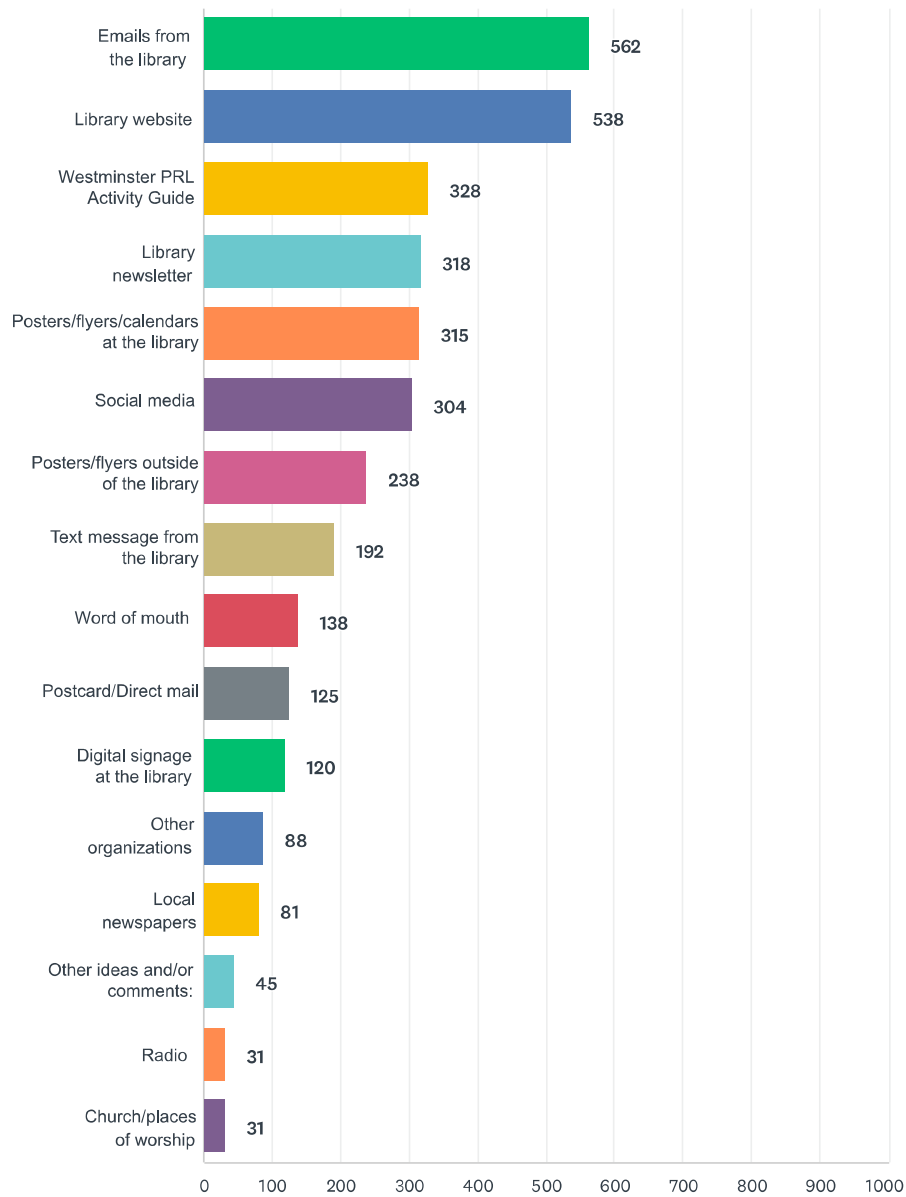
Answered: 833 Skipped: 320



	STRONGLY AGREE	SOMEWHAT AGREE	NEITHER AGREE OR DISAGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE	DON'T KNOW/NO OPINION	TOTAL	WEIGHTED AVERAGE
Overall staff performance and service	60% 497	18% 151	7% 59	1% 11	0% 3	13% 109	830	1.56
Facilities	46% 377	29% 243	9% 78	4% 30	1% 9	11% 90	827	1.29
Library materials	43% 358	36% 301	5% 44	4% 35	1% 12	10% 81	831	1.28
Overall management	37% 305	27% 221	12% 96	2% 13	1% 9	23% 187	831	1.24
Library programs	31% 256	31% 255	13% 105	3% 26	1% 7	22% 179	828	1.12
Library technology	28% 235	36% 299	12% 99	2% 17	1% 8	20% 169	827	1.12
Policies	25% 210	20% 167	18% 152	2% 13	1% 11	33% 275	828	1.00
Community engagement	23% 190	30% 244	17% 138	5% 41	1% 12	24% 202	827	0.89
Community partnerships	17% 141	21% 176	22% 184	2% 18	1% 6	37% 306	831	0.82
Outreach	18% 149	22% 184	22% 181	6% 47	2% 18	30% 250	829	0.69
Marketing	14% 117	21% 172	25% 205	9% 75	4% 30	28% 234	833	0.45

Q15 Please mark your preferred methods of finding out about library news and events. (check ALL that apply)

Answered: 831 Skipped: 322



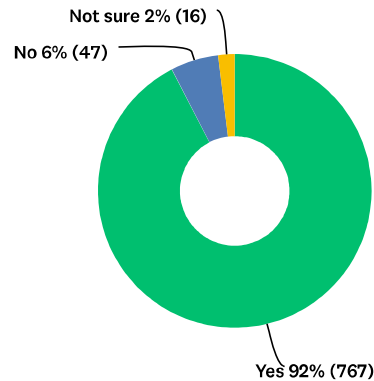
ANSWER CHOICES	RESPONSES	
Emails from the library	68%	562
Library website	65%	538
Westminster PRL Activity Guide	39%	328
Library newsletter	38%	318
Posters/flyers/calendars at the library	38%	315
Social media (Instagram, Facebook)	37%	304
Posters/flyers outside of the library	29%	238
Text message from the library	23%	192
Word of mouth (friends or neighbors)	17%	138
Postcard/Direct mail	15%	125
Digital signage at the library	14%	120
Other organizations (school district, City)	11%	88
Local newspapers	10%	81
Other ideas and/or comments:	5%	45
Radio	4%	31
Church/places of worship	4%	31
Total Respondents: 831		

OTHER IDEAS AND/OR COMMENTS:	
Flyers/Posters	Website
Flyers at rec center	It would be great if one could log on to the library website and be able to access "What's new at the library and what programs are available or scheduled for the next x-number of days. Electronic enrollment for events, and allow users to request certain training or access to specific topics or activities. I am very satisfied with your support of my modest needs. Look for book online, put it on hold, pick it up, read it, and return it. Library website is not user friendly, radio, this doesn't make sense Your online access to the collection and ability to put books on hold along with the length of the queue are very helpful
Hand out a flyer whenever anyone buys a pass or day pass at the rec center	
News board at other Westminster facilities (rec center, etc)	
posters at other city facilities.	
Posters at the Rec centers!	
Posting at the Recreation Centers. I appreciate the information and book drop you have available at CPFC	Staff/Library Visit I meet all my needs by direct contact with the efficient, courteous, friendly staff. Looking around the library When I am at the library, I have found out about programs from digital signs and appreciated the spontaneous chance to attend things -- but with the kid grown up and being so busy, I don't read as much as I used to and so am rarely at the library to see the site information. (And I'm not on social media other than NextDoor.)
Newsletters	
Arvada Report	
Booklet mailed out to houses !	
City / county newsletters	
mention of new, popular, exciting things going on at the library in the Westminster newsletter	Partnerships Making better use of digital resources, perhaps investing in cooperation with a bigger, more robust library system for fuller access. partner w local parks and recs great idea.....
Social Media	
Also Tiktok for social media	
events created on facebook	
Facebook page for Westminster	
Inspired by this question, I will now make an effort to find the WPL on social media.	Email Email Email from city newsletter too
Social media is the most effective way of discerning information.	
X/Twitter more and more people are using it.	
Apps	
Could you use the Libby app ??	
In the Libby app	
WPL App	

Other
Bring back the aerobics class at the 10th rec center. My mother bought a pass specifically for the classes. Your programs have gone hill so much I am really thinking about moving to Thornton. You should be ashamed treating elderly citizen s like that
Canal de WhatsApp/Telegram
I don't know what PRL means.
I don't get any information about the library or its programs or offerings
I don't live there anymore, but I think something to encourage parents to bring their young children and tweens so you can foster their engagement early would be most effective.
I have never seen anything about the libraries or their programs and I have lived in my house since 1998. You don't exist in this part of the city.
I love libraries.They are great for positive community connections, education and relationships. People shouldnt eat/drink at computer terminals and a dedicated space may help. Somehow contain long sessions on gaming -perhaps coin operations???
I use libraries where ever I am. They are a safe comfortable space for meetings, community interaction such as talks & info on voting issues, how government operates, technology and printing. Suggest a permanent exhibit and displays on US constitution and democracy. Also, ongoing financial literacy education.
I mainly treat the library as a used book store! Keep most books after I've read them, return others so you can sell them again.
Some balance between push (more than social media) and some pull methods
Sometimes I don't see things until the last minute.

Q16 Do you have an Westminster Public Library card?

Answered: 830 Skipped: 323



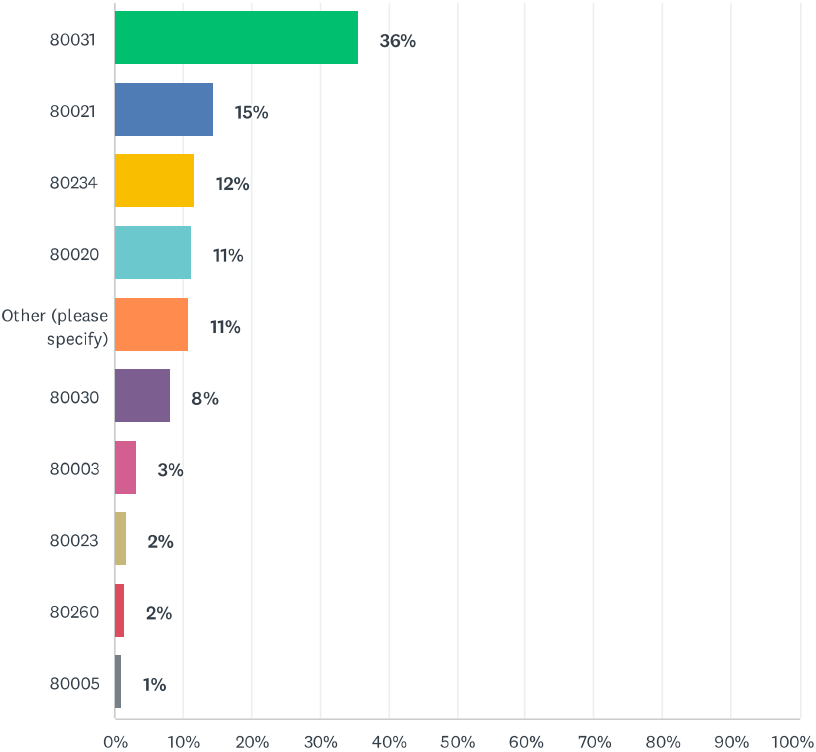
ANSWER CHOICES	RESPONSES	
Yes	92%	767
No	6%	47
Not sure	2%	16
TOTAL		830

IF NO, WHY NOT?

I have a Jefferson County Public Library Card (3), I am closer to a Jeffco library., I have a Broomfield library card and a Jefferson County one.	
I have 2 other library cards and have used those for YEARS now., I have a front range downloadable library card, is that the same?	
I have both a DPL and JCPL card, so check out e-books, so I don't need a Westy card., I have a few library cards from other places	
I have a Lafayette card. I come to your library for a book group.	
My purse was stolen with my card in it, and then the card expired and I haven't replaced it yet.	
Most of my most recent north activity was focused in Northglenn. But my needs and travel routes have changed and I anticipate getting a card soon.	
Had one I signed up for to get online materials, but never went in to get a physical card, so it expired.	
Expired (2), I have one but I think it expired, libby is telling me it's expired..., Have not been able to b renew due to health & mobility issues	
Got temp card, but library closed every time I went to get perm card	
Haven't gotten around to it	
Plan to in October	
Westminster closed kings mill, arvada is closer	
No need, Don't use the library (3), have not been since college	
Lost it	

Q17 What is your zip code?

Answered: 830 Skipped: 323

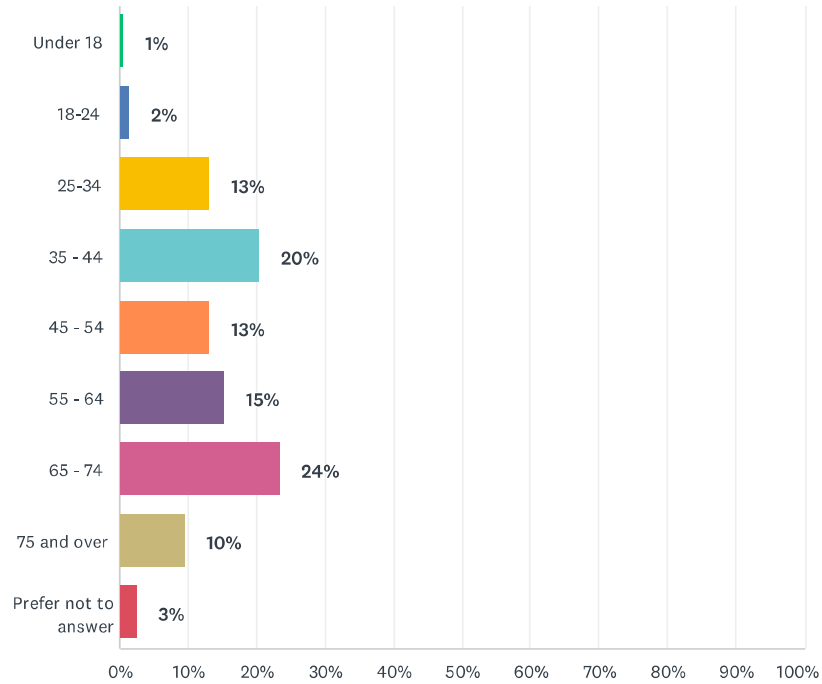


ANSWER CHOICES	RESPONSES	
80031	36%	296
80021	15%	121
80234	12%	98
80020	11%	93
Other (please specify)	11%	91
80030	8%	68
80003	3%	26
80023	2%	15
80260	2%	13
80005	1%	9
TOTAL		830

OTHER (PLEASE SPECIFY)		
05075 Thetford Center, VT	80237 Denver/Hampden South	
80002 Arvada	80241 (3) Thornton	
80004 (4) Arvada	80242	
80007 Arvada/Leyden, Candalas	80302 Boulder	
80022 Commerce City	80303 Boulder	
80026 (2) Lafayette	80305 Boulder/Hartford-South Boulder	
80026, though I was closer last year	80403 Golden	
80033 (2) Wheatridge	80516 (2) Erie	
80108 Castle Rock	80601 Brighton	
80150 Englewood	80602 (4) Brighton	
80207 Denver/North Park Hill	80621 Fort Lupton	
80209 Denver/Washington Park West	89926	
80210 Denver/University	Parents 80031; I'm 80303	
80218 Denver/Cheesman Park-		
significant others is 80030		
80219 Denver/Westwood		
80221 (30) Denver		
80223 Denver/Ruby Hill		
80228 Denver		
80229 (8) Denver/Thornton		
80232 Denver/Jefferson County		
80233 (7) Denver/Adams County		
80233 formerly 80031		
80234 (3) Denver/Adams County		

Q18 What is your age?

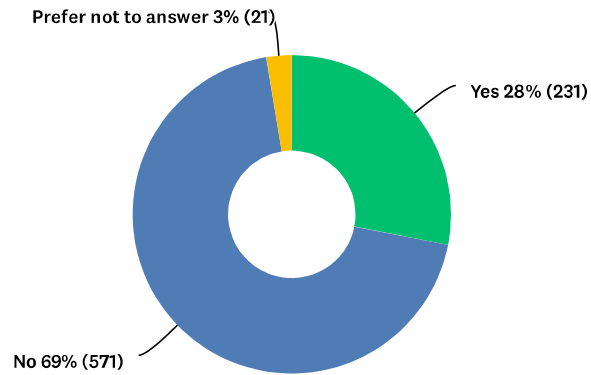
Answered: 829 Skipped: 324



ANSWER CHOICES	RESPONSES	
Under 18	1%	5
18-24	2%	13
25-34	13%	109
35 - 44	20%	169
45 - 54	13%	109
55 - 64	15%	128
65 - 74	24%	195
75 and over	10%	79
Prefer not to answer	3%	22
TOTAL		829

Q19 Do you have a child/children under 18 years old living in your household?

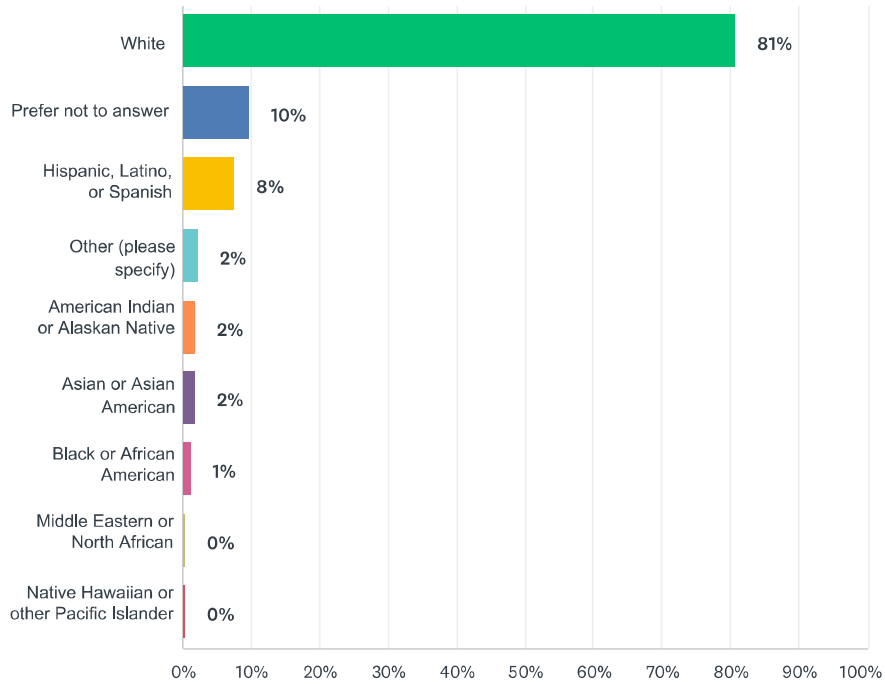
Answered: 823 Skipped: 330



ANSWER CHOICES	RESPONSES	
Yes	28%	231
No	69%	571
Prefer not to answer	3%	21
TOTAL		823

Q20 How would you describe yourself? (check ALL that apply)

Answered: 824 Skipped: 329



ANSWER CHOICES	RESPONSES	
White	81%	665
Prefer not to answer	10%	80
Hispanic, Latino, or Spanish	8%	64
Other (please specify)	2%	19
American Indian or Alaskan Native	2%	16
Asian or Asian American	2%	16
Black or African American	1%	10
Middle Eastern or North African	0%	4
Native Hawaiian or other Pacific Islander	0%	4
Total Respondents: 824		

OTHER (PLEASE SPECIFY)

And not as young as I once was. I've achieved geezerdom

Mexican-American

Non fiction reader almost exclusively

American

american disabled nam vet

American

Italian Italian & Slovenian

Lalafell

white guy with thoughtful moderate tendencies (unaffiliated voter)

European American

Italian American

White with very mixed family connections

Human

Multiple ethnicities

westminster tax payer and angry citizen who is a native

Native to Planet Earth !

2 German, 1 Dutch & 1 Scotch Grandparents

Mix

Q21 Please provide any additional comments for the Westminster Public Library.

Answered: 282 Skipped: 871

Love the Library/Thank You	We love the public library system and believe it is a critical utility for all communities. It's amazing to see how widely the services and programs reach throughout the community. Keep up the excellent work!
Thank you (5)	We loved our visit to pick up our library cards! It was quiet, clean, and had a variety of options. We love that they've done away with fees because we know how that can be a deterrent for folks. We mainly use our cards for Hoopla and Libby out of convenience because we work, but we've read a total of 70 books using those apps this year. It's been wonderful.
Thank you for all that you do! I love the library!	We really enjoy having College on Hill Library in our neighborhood. I use my online account to reserve books regularly. The children's library is wonderful and I take my niece and nephews there to support their love of reading. I also like the offerings of the adult and children's programs. Thank You for all the resources that you provide to our local community.
Thank you for all you do! The Library is safe space for me to learn and grow and I appreciate your work to protect that environment.	We would love to see an increase in the children's playaway audiobook options as well as a new app for the library.
Thank you for all your efforts. I know the last few years have been a challenging time for libraries and their staff, but please know that you are greatly valued by many people for your knowledge/expertise, openness, and helpfulness. Thank you again.	you're doing great in meeting my modest needs
Thank you for doing a survey! It feels great to have my voice heard and considered.	Love this library! (3)
Thank you for everything you do for the community.	Love wpl so much!!!
Thank you for keeping the Irving street library clean and cheerful. I love bringing my children here and I use the WPL app several times per week to place items on hold for our family. I appreciate the increased security recently and the WPD presence. Please help ensure that the new playground is well maintained and safe for children to explore.	Loved it when my kids were young. Want similar access for young families today!
Thanks for asking	I love going to the library. Everyone is friendly and is important for the community.
Thanks very much for engaging the public, and reminding me that I have a duty to connect as well. I haven't given the WPL much of a chance, and I should.	I love our library and I think it's doing a fantastic job; I simply can't live without it. If we could expand our inter-library network so we could gain access to more materials, that would be absolutely fabulous.
The staff at College Hill rocks and the customer service is impeccable!	I love the library! Awesome place, great services and nice people.
We enjoy college hill library.	I love the library!!!! And the staff there is always knowledgeable and kind and willing to help.
We love our library and we go there often. The library has been extremely important to us over our lifetime and we would be so sad to see library services get cut or reduced. We see the library as a critical community resource, especially for families, seniors, and low income populations. The directors and staff over at the college hill library have been phenomenal.	I love the library. I used to visit the library as a kid, when it started on 73 st. Where the fire station is now. The librarian was Ann Warner.
We LOVE the Children's section of the Irving St Library. We ready to Buddy the dog almost weekly and have become good friends with the children's librarians as well. We would love to get our Library more involved with Stem Academy up the street if possible.	I love the library. I especially love the Libby app on my phone. It's easy to use and I have never read as much as I do since downloading the app. THANK YOU
We love the College Hill library and wish it had longer weekend hours!	I love WPL! You offer a great service to the community.
We LOVE the College Hill location, except for the fact that it is very difficult to access for handicapped folks (I have very limited ability to walk even short distances) so in-person visits have become difficult. Also, I realise the hours are limited by budget - but how about having one evening a week (open later that day?) or something!	I love the public library and believe it's critically important to our community
We LOVE the creativity storytime on Wednesdays. The children's area at college hill is really nice, with interesting crafts set up around in tables and nice toys to play with. I feel the Irving street children's area is lacking in comparison to the Broomfield and Anythink facilities.	I think the library is doing a good job as it is.
We love the library and would appreciate longer hours on the weekends to make it easier for us to go! Current weekend hours for College Hill are right at kids' naptime so it's hard for us to visit at times that work for our family.	I think WPL is a really good library and am glad I have access to it.
We love the library!	I think you do a great job!
We love the library! Thanks for all your work!	I use and enjoy the library.
We love the library! We visit very frequently. We attend most events especially if its for the whole family or toddlers. I would love to see a makerspace for westminster, parenting classes, crafts for toddlers, family events like bingo/loteria, some adult classes/programs like the teen ones. I'm a little jealous of the teen activities they look like a lot of fun. This last year has been really fun taking my family to the library. From normal library trips to galentine's. My family really liked the idea of a family dance a was bummed that the mystical forest dance was canceled. Thank you westminster library for all that u guys do and offer the community.	Keep up the good work.
	A pretty comprehensive survey. GOOD JOB!
	Doing a great job!
	It is a nice place, with a staff very attentive to solving the needs of the community.
	Every time I visit the library, I think it is great! And somehow, they continue to improve upon already existing goodness- by adding an "everyone is welcome" sign, or by building a playground, or by listening to patrons on when to hold Storytimes. I value the library so much and so does my kid! We have formed relationships with the librarians and want to continue this.
	Everyone in my family loves the library. We visit frequently and always enjoy the programming. Thank you for your investment in the community and the continued effort to improve.
	Great service to the community. One of the most underutilized municipal services in the community. Great staff, very helpful, and very professional. Keep up the great work.
	I always enjoy and appreciate our libraries and staff Best place!

Love the Library/Thank You - continued	
I am a constant user of the library and have taught all 3 of my children the luxury of reading and using the library as the best resource for information. I would be lost without a library. I believe a library is a necessary component of daily life and happiness. Thanks for being there for me and all the others who use the library.	In my many years of living in Westminster the Library is the most important place for enhancing my life. I and my entire family have used the libraries and are very grateful for them.. Thankyou to all the people involved it keeping them the wonderful place they are for book lovers!
I appreciate that the library is a place where people in the community can just be without the expectation of having to buy something.	I work in libraries an use the Jeffco Public library but I think its super important to keep the Westminster programs available for the community.
Appreciate all that you do. Libraries are important for the community. Thanks for working to continue strong WPL services!	Staff
I enjoy the library very much, and the staff there is great and always helpful. They can get me any book through the Inter Library books. I feel libraries are important and should be in our community	Your staff is friendly, helpful and inviting. Never seen better.
I got my Westminster public library card in second grade in 1998. Thank you for serving the community.	Love the knowledgeable, helpful and friendly staff at College Hill!
WPL is amazing! We drive 20 minutes each way to go to this library system instead of Anythink because you offer so much! Anything I've requested has been purchased if available. Staff are friendly and knowledgeable. Children's library is STACKED with fun board books for my toddler. I've been able to save probably \$1000 on video games and books for my family. Did I mention the staff are AMAZING?	Again, staff are wonderful and I appreciate them. Thank you for having this space for me and the community!
Well Done. :)	Big kudos to College Hill library staff, they were awesome during Covid! Still are!
I have been to the college hill library many times and it's always clean, well organized, and the staff is kind and helpful.	The staff works very hard but they need people who speak Spanish and resources such as books and materials in that language. I always see the same books on the Spanish shelf.
I I do childcare twice a week, and will use the library for story time, play, and check out materials. I have always loved the library and it's an integral part of my life.	employees are always kind
Thank you to the libraries and staff! We appreciate all you do.	You have the BEST staff. The College Hill Library, I claim, is my 2nd home!!!! I am probably there picking up books, returning books, buying books at the gift shop, trading jigsaw puzzles, etc. 3 to 4 times a week since I retired! The staff is so welcoming and friendly, and I know several by name and they know mine.
Very thankful for, and proud of Westminster College Hill Library!	Thank you for creating a fabulous place to be.
I like the people I deal with at the libraries and hope that printed materials continue to be available. Thanks to all the staff at CH - - they are wonderful. I also enjoy seeing the young kids in their activity room and children's library rooms learning to enjoy books. 😊	I have been in Irving Street several times when staff have been visibly and verbally biased, antagonistic, and targeting the homeless population. It is one particular women on staff who I have seen make staff and patrons uncomfortable in the space on more than one occasion and escalate with people from the community outside in the park while they are in the library. It saddens me. Especially the unhoused population being treated that way and not feel welcomed into the space. Creating space for a community that is constantly viewed as delinquent because of their housing status and appearance, is something I wish the library would prioritize.
Overall College Hill does a great Job!	I just want to say that your staff in the library has always been very helpful, friendly and welcoming.
Overall, I think the library is doing a good job with the budget they have.	Your staff is always top notch! Soo friendly, soo helpful! We have only used the College Hill Library, but after doing this, I plan to find out what the Irving St Seed library is because that sounds like something we could use
Please keep and continue to improve our current libraries!	The Children's librarians at Irving Street- Ms. Vanessa and Ms. Jenny- are absolute gems. Do whatever it takes to retain them and support them! They make the library so welcoming and inviting for children. They remember my son by name. They are pillars of the library community and I can't say enough about how lovely they both are.
I'm new to Colorado - and I am SO impressed with the library resources in Westminster. Thank you!	The librarians at both places (College Hill/Irving Street) are a huge asset. They are awesome. The use of the computer and printers is a needed function. Teh small study rooms are a huge asset.....
The Westminster Public Library is a wonderful resource. It is fulfilling many other secondary objectives in addition to being a public hub of information.	the library has been understaffed for quite a while and this reduces the amount of services that can be created for the public to enjoy. Even having knowledgeable staff at the info desk and not subs would be great. I love our library!
The Westminster Public Library is excellent and I'm so grateful to have access to this tremendous resource. Thank you!	The staff is amazing but often in need of more help. It would be great if positions were filled so the staff has more time to spend helping the public and creating fun initiatives rather than catching up on work that should be distributed among more employees
To me, the library is perhaps the most important service the city can provide. Physically the building is a safe spot to meet and work, even if you don't have a computer. Reading skills and unfettered access to books (and all the ideas they contain therein) are a keystone of democratic society. Librarians are lifelong educators. They are also (sometimes) the first responder for folks in distress. They deserve our thanks and support as a community!	Maybe consider hiring a Peer Support Specialist to help reach everyone in the community.
Libraries are treasures! Thank you for being here. I also appreciate so much the helpfulness and earnest care of the librarians. Finally, access to perspectives and stories of diverse voices has grown so much empathy in my child. Please continue to protect and support varied perspectives and resist book bans.	Perhaps a security presence. It's sad that the public bathrooms are now locked, like in a gas station.
The library is the best! I think libraries are one of our most important public spaces and one of the last truly community-forward spaces we have available. I just love it, and I hope our community continues to invest heavily in keeping our library successful!	I would like to understand the reasoning behind cops being at libraries. They make the library feel hostile and unwelcoming. When present they are not interactive or engaging or polite in my experience, and for a lot of marginalized communities this could be a reason we do not frequent or participate in library programming/events.
Recent additions (fam of 6) to the Westminster area. Found and love this facility...friendly, welcoming and good sized. Overall LOVE the place & staff! Keep up the great work	The library staff is so helpful with tech help !! They are very patient !

Collections	
I love the library, wish there were access to more books	Somewhat concerned about the shrinking physical collection. Soon books will stop being made altogether, except by artisans, and once gone, they're gone. I would love to see future generations have the same opportunities to enjoy them as much as I have. Libraries are the repository of our culture, past, present and future.
A wider selection of new books to pre-hold and a quicker processing time of those books. Sometimes even if I'm first in line, I don't get the book until a month or two after it's published.	
Absolutely LOVE the adventure passes. That's a very valuable community outreach.	The amount of lgbtq material in the children's area is very off putting. We moved from using the iring street to college hill because of this but now it us up there too, and more and more. I am strongly considering not even using the library at all because of this. Putting Picture books, even Board Books in some cases, that has so much blatant sexuality on the shelves with all the children's books is outrageous! What happened to the library having simple stories that help children learn and enjoy reading? There are plenty of picture books that have stories about different lifestyles, cultures, religions, etc that don't push specific ideologies, especially in sexually explicit ways. Please reconsider these policies that are allowing for this in the children's section
Cannot find books by classifications like mystery.	
College Hill Library is very close and convenient. I mostly borrow eBooks but still like to browse through the library when i can	The CJ Box series doesn't seem complete nor does the Collen Coban. Sometimes you want to read in order. I haven't looked at other libraries. In Tampa we could order from another library and it would be delivered to the library of our choice.
Extremely valuable to FRCC students but it'd be cool if you made the book donation and stock requests more findable and accessible. I always wanted to ask for the later books in a series I was enjoying but never really had time to find out how.	The college resource section at College Hill is lacking. I bought books for the paper I was writing for my business course because the newest ones available in the collection was 2016. I attempted to donate the books I bought and they were not allowed to accept them.
Have a grace period for overdue books	Instead of purchasing books to read on Kindle-type apps is there (or could there be) a public library app to use in this manner, instead of Kindle?
I am retired and primarily use the library to download e-books for my kindle. But when my children were little we used the library all the time. I just have different needs now. The library has always been a part of our lives for one reason or another.	I love that Irving street library still get attention. We take our daughter there every week or two for a new round of books.
I appreciate and would love to continue to see more of the Christian authors and books available.	I loooooove your digital partnerships. I listen to audiobooks on Libby or Hoopla every day because of WPL!!! Your offerings are way better than the other libraries that give me access to digital materials.
I appreciate the InterLibrary Loan feature. I wish it was able to help me more in areas of theology and religion, books available from seminary libraries. I know some books I have requested are in such libraries, but ILL has not always been able to borrow them.	I often use the Broomfield Library system as I believe their collection is broader. They also participate in inter-library loans which gives me even more options. However, I like that the Children's section at College Hill is always clean and well maintained, but it is hard to find titles in the bins. I find the online catalog is cumbersome at showing if the book is actually on the shelf at a given location. Lastly, there is often a musty smell when entering the building at College Hill. :(
I do like the auto renew that the library does for checked out books, movies, etc.	I primarily use the ebook services and occasionally check out a paper book. Services work well, although the wait times can be long for recently released ebooks.
I do see physical collections of book as important but now that you've asked the question, I'm not certain whether they will be absolutely essential moving forward. I think so but maybe that's going to be a generational shift. I definitely see continued value in physical copies of magazines and newspapers. I'm not sure about other media - we're 50-somethings and even we don't have players for physical DVDs, CDs, or other media. We definitely use streaming services (including Kanopy and library audio books) for most media consumption.	I so often find the books I'm looking to check out are not available at our library so I end up getting them from Mamie Dowd in Broomfield. LOVE the puzzle exchange! Gives me a place to donate puzzles and find new ones.
I love ebooks now so I don't visit the building much anymore	Love the puzzles to borrow and share section!!!
Would love to see more of a variety of items that we could check out. For example, in another family members local library they are able to check out e-bikes	I'm usually an avid reader (pandemic times have made things difficult) and primarily use the library for books, but I hadn't thought of things like maker spaces! I'm especially interested in something like that, as well as self-publishing resources.
Would like to see a good choice of classical and educational titles in the collection, as opposed to popular/recreational emphasis only.	I wish the Westminster library had more digital books in the collection. I've had several books I want to read that haven't been available or I haven't been able to check them out because other front range libraries get priority.
Would like to see additional access to Libby/online books. Some of the current wait times are excessive - several weeks.	I really enjoy spending time in libraries. I use Hoopla A LOT and enjoyed having it.
We live very close to the library, and I have always appreciated the convenience of checking out materials. The librarians have always been helpful to me in finding books appropriate for my child. We've been getting books appropriate to my child's age and stage since birth, and now I have my child is in high school. We still use the library. I appreciated curb side pickup during COVID and appreciate inner library loan and placing things on hold to make pick up quick and easy. I also like self-checkout if I'm not in a social mood. :) I don't use the library for social/personal/financial/technological help, but I know that the library does so much more for the community than checking out books. It is a very important part of our community even though I don't use the services offered. There are people that need much more than books, and I hope that they can find what they need through their libraries.	Friends/Volunteers/Book Sales
I most often use the library's through ebook downloads.	Expand support and relationship with the Friends of the Library by reaching out for increased Friends support on a volunteer basis.
Since Covid and closures, I currently use Libby to check out most of my books.	Love, Love the Bookstore! And the Book Club choices!

Collections - continued	Irving Street Concerns
<p>This is something that I as someone who recently moved here have been kind of shocked about. I believe the organization of the fiction sections by author only is not ideal. By not creating "genre sub-sections" that are then organized by author name, and instead only organizing by author, browsing for books (and potentially other resources also organized this way) becomes next to impossible. While this seems like a mild inconvenience, it actually makes it virtually impossible for people to just come in whenever to browse, as they need a specific plan of what they are looking for and where they have to go to get it. This makes people less likely to use the library as a third space where they spend time/build community and use other resources, and encourages short hyper-planned trips where people come in, check out, and leave. I believe that breaking the fiction section up into genre sections, organized by author and series would be beneficial, AND would be more consistent with the current method of labeling used on the books (which list genre, author last name, series, and series number as of writing this). While moving all of this around would require some labor, I do believe it would increase the number of casual visitors in the library and make it more of a community-building third space.</p>	<p>Due to the homeless population frequenting there, we no longer feel comfortable visiting the Irving Street Library. The College Hill Library feels more comfortable and inviting. Not sure how to work this to make visits to either feel more equitable. Kudos to the library staffs and community for trying to accommodate all people. Please keep trying your best, and do feel free to ask the community and others for help in figuring this out and keeping facilities productive. Thanks!</p>
	Keep the rude homeless out of the bathrooms
Love reservation of books program	Homeless are a problem at Irving Street park—fear bring my child here now.
We also love the bilingual board books and access to audiobooks on Libby!	How are you as a library addressing the needs of the homeless right there in your area.
Purchase a larger number of audiobook licenses for popular titles.	Until the homeless people hanging around Irving Street library are gone, I will never go there again, for any reason, including city sponsored meetings.
More ebooks and audiobooks	I love the library but often go to other county libraries due to feeling unsafe within the Irving Street parking lot. Sometimes the individuals within the park are loud and disruptive which was not a problem when a police officer was stationed at the library but since the shift has been to a security guard who mainly to keep the building safe the area around the library feels less safe. Sadly due to having to pass through that area to access library services it has limited my engagement with the library.
Need to get more copies of popular e-books and audio-books so the waiting list is not 2-3 months long	I love the Irving street location but wish the children's area had a little more to offer and am often extra alert from a safety and security perspective there specifically
Overall good resources but really miss the broad variety of magazines that were once available prior to Covid. Magazines online do not cut it.	There is a lot of homeless people, not sure why a new park was built when the kids can't even play.
Our libraries are a great resource. Especially when my now grown children were young. Don't back off of having DVDs available in the collection.	More support for Irving St Library
Please allow patrons to check out more e-books at a time. Also, please add to your e-book collection.	People are using street drugs in the womens bathroom. It's not safe. Please keep entrances clear of trash and homeless people congregating in front and in parking areas
I'm an avid audiobook reader and would love to have some of my favorite authors in audio instead of CD. I listen to my audiobooks on my phone so it is easier than cds.	Please keep Irving street library at its present location. It is difficult to get up to the library on 112th. Not convenient for us seniors in old Westminster.
I would love some older books to be available in the online library. I seem to read a newer book and wish to go back to that authors previous books and I can't find any. Am I missing a way to get them???	I used to frequent the Irving Street library once a week. When they allowed the homeless to populate the area I stopped. I do not enjoy having people approach me while entering the library and asking for hand outs. They even stand by my car.
I would love to use the Westminster library more! If it had better choices in the digital collection, I definitely would.	It's beyond time for the Irving Street Library park area to be the hangout for unhoused. It's time for the city to help to connect the people with services. It has come to look sad and intimidating.
I've been using this library since day one. Favorite weekly outing when my daughter was little and we took advantage of the story times and craft times that were offered. I also later took the children that I babysat to the same programs. I love the location. I'd love to see more newly released craft books - beading, crochet, sewing, etc.	These are people and should be treated respectfully but the area has become unwelcoming. Plus that trapeze thing is kind of a festering eyesore. Makes it hard to bring up the neighborhood. The space is lovely but unwelcoming and uninviting. I am very close but if I needed to use a library I would go to College Hill because I feel safe.
Library materials, i.e., books, are in poor repair. Often they are stained. Limited selection.	Access/Outreach
Please no pornographic material or internet access to it.	A bookmobile would also be a lot of fun!
The inter-library loan is great--got many books through them !!	The bookmobile is an amazing resource. My mom lives at Hyland hills senior living and looks forward to book day more than any other activity (and there are a lot) I just wanted to say thank you.
Lastly the #1 reason I don't use this library while driving past it each day and dog walking there each weekend and having lived directly across the street for some years, is that seemingly no matter what book I search that I'm interested in, nothing is ever there	
Please invest in more digital borrowing for audio books and new releases digital books.	
In general I'd like to see a wider selection of digital library books. There seem to be some gaps, and more digital copies of the more popular ones.	

Spaces/Building	
I would love to see a maker space. If there's funding risk or problems with political support for the library, I'd be happy to help out and mobilize!	I love the library and am so happy its a resource for the community! I will say, having the community college library included can be a little confusing. I looked for a while in the downstairs NF section prior to asking a librarian where to find the book I was looking for. Not a huge deal, but maybe make things more clear with signage or something? Thanks!
As a disabled person I love going to the collage hill library. However parking was super confusing the first few times and I kept entering the college library instead. Better signage would really help people out. I love how easy it is to get around in the library with my wheelchair. I just wish I could make it to more events and things.	I love taking a grand over to the library. I used to be a resident in Westminster, but I am in Westminster. I also like using my room for myself.
Cafe would be amazing!!!!	I love College Hill Library because it is near my home and spacious and clean. Irving St seems cluttered and used to be many homeless there.
Cleaner bathrooms	I look forward to bringing my grandchildren to the library. They love the activities in the children's area and finding new or well loved books.
College hill library is so engaging with everyone who comes through their door, I'd love to see them have more facilities available to help them compete with the library literally upstairs. Like a hang-out area, a makerspace, a studio, etc.	More seating would be much appreciated!
Ensuring quiet spaces is essential.	Need better signage inside and outside the buildings.
I am always impressed with the upkeep of the College Hill library. It is never dirty, dingy or worn-out looking. It feels like a safe place for myself and my children.	maybe the library could have some mini satelite branches throughout town . maybe inside pre existing buildings , like rec centers , or other govt buildings .
I am closer to a Jeffco Library than a Westminster Library. If a Westminster Library was closer I would use it.	My grand children love to visit the children's area at the college hill library. They love looking for books, playing with the various toys and games, and playing with other children. This type of offering is critical.
I am disappointed in some of the furniture changes at College Hill (upstairs...right side)	I'd love a physically closer library or a lightrail/ public transit to get me to one. I would pay more taxes for this to happen.
I find the College Hill location to feel small and have a lacking selection of physical books. The second floor is confusing and I am not sure how to even really navigate it. I strongly prefer physical books over using a device to read a book, so I hope requests I have for physical books can be filled. The staff have been very helpful and kind me to me, though. I'll just have to read my way to the second floor when I'm ready.	I would love for more toys/play space in the Irving St library! We loveeeee story times and books but we always go to College Hill for play time and actually meeting up with other families. Irving St is so close to us but it needs more activity/toy space for little ones!
I have used Broomfield's Library access to makers such as the 3D printers, diecutting machines, etc. and it is incredible. If WPL could bring something like that, I'm certain it would be utilized. I do not, however, think it is a critical offering. I also wish the playground at Irving Street wasn't torn down. I understand the crime activity there probably had something to do with that, but my kiddo absolutely loved it and it gave us dual purpose to go to the library. He's too young for the trapeze installment there now.	I would love if there was an outdoor kid play area at College Hill like the Broomfield Maimie Doud Eisenhower.
Would like there to be adjustable chairs (to lower or raise at the sit down computers for us short or disabled folks) but grateful and appreciate the stand up computer area with the 4 computers that are at the Irving Street Library.	I would love to see some cozy nooks in the library where I can plug in my computer and work perhaps facing out a window
Do not feel food and drinks should be permitted/allowed at any computer as could be damaged, but only in library areas where allowed. Thank you for the services here and help given when we need assistance.	I think have a library with an outdoor space would be amazing, especially for the littles.
Want the library spaces to be more updated and refreshed. Would	I use College Hill though it is a long way from my house, so I do not use it as often as I would like. When there was a library at Huron just north of 104th I was there at least weekly, though it was small and limited. I live just off 120th and Huron, and Westminster has no facilities of any kind, other than parks, that are within a short drive or easily accessible by bus.
The buildings need renovation: they lack adequate signage (inside and out), the very tall shelving units feel very academic,	I was recently looking for a good space to hold a silent book club, but didn't see a space downstairs at College Hil that would work well for that. I would love an area with soft seating for a group of 10-15! We also considered College Hill for our district meeting to choose Battle of the Books books--again, a comfy area for a group about that size would be great!
The College Hill location looks like an academic building, because it is, and isn't very inviting from the outside. New signage and some landscaping would help somewhat. I would love to see it relocated to a space that could be renovated into a public library/community space owned by the City of Westminster. I believe that a relocation would help reach parts of the Westminster community that do not use the library because they don't know that it exists. There is no library presence in the northern part of the City, which is needed.	The wooden seats are not comfortable. How about buying some cushions for them?
The last couple of times I went to the library to work near the windows, the employees were talking so loudly that it was hard to find a quiet place. This was upstairs at College Hill. I dont think they should have to be silent, just now super loud. Thanks for the opportunity to share!	Seems like it's about time for Westminster Libraries to get a maker's space.
	The parking lot seems to expect an extremely vast attendance that is not present, would be nice if not so many spaces were marked library only.
	Also the library could utilize its neighboring big open space area for library-parks crossover nature/birds/etc programs or marketing.
	Would like ot see a little larger and more study rooms for check out as well as newer tech (3d printers, better wifi).
	Probably more important for parks and trails but it would be great if there was an ADA accessible connection between College Hill Library and the Big Dry Creek Trail instead of having to walk/roll next to 112th.

Spaces/Building - continued	
Please provide shaded parking and shaded outdoor seating, keeping in mind where the sun hits. We like to sit outside with the dog while the other is using the library. A water bowl is helpful. May need bike racks, connect to nearby walking paths, good lights and cameras. Some amenities can be phased in or enhanced depending on annual budget.	Really love baby storytime at Irving Street on Fridays! So well organized, educational and fun!
It would be an amazing addition to the library service if they had a creative space for the community to use. If a low fee was necessary to use and maintain it would be important to think of the cost of living within the community.	More children events and a moms group would be great!
I would like to see an area where kids could use technology to play interactive, learning games that are educational and fun for them.	Make the offerings from the library affordable. A lot of classes and activities are too expensive through the City Of Westminster recreation center.
Maybe half of the tables have no AC outlets. Could you buy some of those flat strips to bring AC power to all tables?	I'd love to see lots of holiday programs November through February to help beat the winter blues, a puzzle assembling competition, and more hours on weekends! Also, when I sign up for a book club, how do I tell what book I will need to read for the next meeting? Some of them don't have the titles listed.
wireless printing is terrible! charging lockers are terrible, people keep stealing items from it!	The Westminster Public library is doing a great job! But, there's always more at that libraries can do! I'd love to see them branch out into mental health groups, more tech and business training for teens
And, please improve the wifi at College Hill.	It would be nice to have maybe author visits in autograph signing once in a while
there's not enough outlets for charging devices.	No STEM programming or maker spaces.
Programs	Looking for more lively senior programs - substantial crafts, unusual talks, more from local authors. Seniors are not feeble, slow or stupid, We are just older than you are. Our kids are grown. we have been to storytimes and teen awareness. Now it is adult time to have more experiences.
You're wonderful and seem to be heading in a positive direction! Use electronic gaming and social media (to fairly harmful spaces) as a means to pull youth into the greater library ecosystem, not just micro cultures within those spaces. Gaming as a means to real in-person social connection is a positive example, especially if that dovetails into other activities (e.g. maker space, clubs)	The library is a great place for children with their programs and for adults to check out books and DVDs.
Latino community group	I loved the Valentine Party !
Having an expensive activity like the trapeze classes in a lower income level neighborhood like that surrounding Irving Street Library is not a good choice.	Please invest in more community programs
Host indoor performances by local music groups, particularly classical music.	I think each branch should provide an orientation program two or three times a year for new (and maybe even current users) to learn about the various features of the library - kind of a "Meet Your Library" type of program.
I actually would like to do more programs at the library, I just haven't found any that work for me right now. I am very close to College Hill Library and I have been there, just not in a long time. It seemed like a wonderful facility when I was there.	I really have enjoyed the One Book One Westminster activity.
I admit I haven't been to a lot of events, classes, groups, etc. lately, but that's because I haven't been particularly aware of many, and would love to see more. I would especially like things 4 adults/all ages that are crafty and fun	The kids like all of the programs especially the art classes.
I don't have children (and never have) but I think one of the central roles of a community library is to support children (age 0-18) in their educational and cultural development.	Operations
I don't love that so many things about summer reading program have gone digital. I loved interacting with library staff as a kid. I feel like we have lost some of that interaction with the digital stuff. Also, it feel more like a chore for me as the parent to log books on my phone and I don't enjoy being on my phone in front of my child. I would like an alternative option that does not require phone use. Also, I don't want to download ANOTHER app for summer reading program.	I have my library card memorized and often have to enter it repeatedly in the kiosk to get it to work. The Broomfield system works much better.
I don't think Westminster does enough to support teens. Libraries should seek ways to further their support of teens and providing access to information/programming for young people	Your fee system is crazy harassment. We will never rent again from you. We will only use Jeffco system. They do no late fees, no harassment. I was called 3 times and emailed 5 times in one week about overdue books. And that was my first time ever checking out books there with my 5 kids. I returned everything and I still ended up paying \$21 to so being harassed by emails telling me they were sending me fees to collections. So I told the kids we would never use Westminster library again.
Would like to see more volunteer opportunities available to assist the library.	Would love to see the college hill library location open up morning weekend hours
Would like to see more classes and engagement for working adults in the evenings/weekends. Please open before 1 pm on Saturdays.	Would like library to open Saturday mornings. Would like moves of grown-ups shown.
Children's services are especially important, early literacy. Senior services also important, building community connections. English language conversation groups/instruction also important. Citizenship classes. It must be a welcoming space to all members of the community.	Increase the number of hours the library is open on Saturday and Sunday.
Story times, summer reading programs, classes, etc. are vitally important to young readers and English Language Learners.	Please consider not charging late fees for library materials
I love the movie nights!!	I'd like to see College Hill open longer hours on weekends.
Please help organize community clean ups and adopt a street events.	I wish the library was open on weekend mornings
	I wish you would have morning hours on the weekend.
	DEI
	Don't forget about your English speaking, Westminster native residents, so much of planning is focused on minority access that I no longer feel welcome or like I belong.
	You provide, display and promote the pro LGBTQ books. Libraries are to provide multiple views on a subject to enhance understanding and knowledge. I have never once encountered a display providing a different view than pro Queer or LGBTQ. Your library seems very one sided. You are to be accepting to all. You are promoting a lifestyle throughout your library and if numbers are dwindling this could be a partial cause.
	The importance of public libraries cannot be understated. Although technology has changed the manner in which "we" (as a society) read, it is important that there is access for all.

Other	
Survey was too long and redundant.	It seems like people are shoehorning an awful lot of responsibility into the library and it's staff based on these survey questions
Taking this survey I couldn't help but think about all the services that a city recreation center offers. I'm not sure where the distinction is. It would be in the library's best interest to focus on what they can and should offer that isn't being served elsewhere. If you try to do too much, you won't do any of it really well. Don't compete with the rec centers, compliment them and have your own mission and vision related to literacy, literature, etc.	If a library desires leadership in a community it should reflect upon the problems surrounding it in the experience of its community. If many do not read because they feel extremely disconnected, lonely, or disillusioned, find out why many do so. If our over imbalance as to the abuse and misuse of technology throughout our society is the serious problem, then state it so, and combat it in the best way a community public library should. Facilitating a group of readers to read and discuss pertinent material that broadens the mind and deepens the understanding of the human condition is a good method of attack. The creativity and utility that emanates from their is astounding!
Taking this survey opened my eyes to the library and I'm interested in visiting to see what it is currently like.	Listen to people that pay for the library and staff. Stop catering to activists. Stop spending money on stuff we don't want. Remember it isn't YOUR money
THIS SURVEY IS WAAAAAY to long - your responses are out the window past the 7th question. Towards the end just wanted to get through it. If you need to know this much in a community/volunteer survey - consider some giveaway and a respondent check-in halfway through it. Also try to consolidate your responses - felt very repetitive and a huge respondent burden.	
Be less woke/PC	Marketing/Awareness/Website
Bring back the aerobics class at the 10th rec center. My mother bought a pass specifically for the classes. Your programs have gone hill so much I am really thinking about moving to Thornton. You should be ashamed treating elderly citizen s like that	A place to recommend ebooks on the downloadable website.
Do you have an electronic means of ensuring "shoplifting" does not occur.	Bringing back an app for the holds/checkout of books would be huge!
Don't be overly ambitious. You can't be all things to all people. Focus on doing a few things really really well, and efficiently. And for heavens sakes avoid the urban pathologies that have nearly destroyed the Boulder and Denver public libraries.	Find the web page access that goes through the city as cumbersome. When I go to the library page I want to see the library and immediately be able to search but instead I am on some city page and have to scroll a lot to get what I want. Also, library search is awful! The results sometimes baffle me as to how that could be the results when there is not one matching word of what I entered.
For some reason, my kids always melted down at College Hill Library. We stopped using it years ago.	I am interested in using the library but don't know much about it. I've lived here over 40 years and am not sure where it even is! I think an out reach or marketing campaign would be helpful. The city does a good job with other facilities.
I am not in town long enough to use the library much	I frequented the library when our children were school-age. We're now senior citizens and use the library and digital to browse and take out books. Marketing about library programs could be improved.
I appreciate this survey, but I've barely used the library in the 6 years we've lived in Westminster. Many of these questions are asking about something of which I have little or knowledge. In a perfect world, the library would offer everything mentioned. However, I get that that's not likely feasible. Just don't let the local crazies tell you which books can or cannot be kept in the library. ;)	We'd be interested in programs, but we don't know about them. I want to emphasize the importance of the library for families with children. There's a real need for ESL for adults and children and for literary help and homework help for all school-age children.
Why did the city build a playground at the senior center (MAC) when there is a playground at the Library which is less than a block away. I think this was a waste of money.	I just recently got a library card and haven't yet gotten a clear sense of all you have to offer except for the Westy activity guide.
Suggest more fundamental market research method than a survey - possibly focus groups. The mission of the library amid rapidly changing society and technology should be somewhat determined before sending out a survey like this. This appears to be a scatter-gun approach to potential library function which will likely result in vague interpretation. Also, meaningful responses can not be achieved in the promised 10-15 minutes. Be upfront and realistic.	Wish the library still had the app! Made placing a hold and renewing books very easy.
I live in Broomfield, and am grateful that you allow me to have a Westminster library card. I appreciate having access to the college library, as well as the city library. And I want to congratulate you on how you handled the temporary closure of the College Hill Library for maintenance a couple of years ago.	Send each household a news letter once a month
Michael Roemer as an accomplice	I recently signed up for Broomfield's library and am very impressed with email I get from them about lots of things going on in their library and community.
The library used to be a quiet place, but somewhere along the way that went away.	Miss the App that used to be available.
Please continue with your policy of not banning any books. Thank you!	And would like to learn more about programs - via social media.
Just a reminder of the needed vitality that works to make the local libraries strong focused and wildly community centered	I think of College Hill as just for FRCC, not open to everyone. It's the only branch I know. Marketing what public availability there is might be good...
It sounds like you want to make the library so may things to so many items and activities. Next it will be senior living or assistant living or even an emergency unit place. Why not a place of worship. You have too too many things on th planning list. Stick to literature and books.	a weekly or monthly newsletter send out via text and email, etc! I'm really looking forward to seeing if the website is updated with the new update at Westminster city is doing?!?
	It would be nice to have an app again to access library content rather than having to go through the website
	Make sure you get comments from every demographic. No one message or method of outreach works for everyone. Surveys usually reach more people than in person events especially since other departments have been really unwelcoming to anyone outside of a certain demographic.
	I hear about anything new I'm going to read from email newsletters of: Jewish Book Council, Tattered Cover, Boulder Bookstore, and Goodreads newsletter.
	Increase print collection & let community know when you do it; don't need more buildings

Partnerships	Services
I appreciate the library but I am from a time when it was a very important place to get information. Now it would be great if it could bring together the benefits of a senior center, meeting rooms for scouts and HOA's and the like, community education and all that entails.	A large need is to better assist our unhoused community members. The library can play a really important role in access to information and services for these individuals.
I believe some of the services listed may already be provided by the rec centers or other city offices, or by the county. If the services are provided elsewhere in the city/county perhaps the library can provide the information but not be so involved. The library employees have enough to do, especially being so close to the Front Range Comm College.	Can the library system afford Prospector? i appreciate the free printing
Per earlier comments, Jefferson County libraries has been collecting property taxes from Jeffco Westminster residents for decades without providing physical facilities in Westminster. The City should partner financially with Jeffco Libraries to construct a combined library/cultural/performing arts facility in Downtown Westminster on a site due east of the new park now under construction. The Broomfield library and auditorium is a great example to emulate.	The only "lack" is one that is a bit niche, I'd love to see more quilting materials available through the library. Sending a quilt to be longarmed is insanely expensive, but could be a great way to bring in some new people. There isn't a library in Colorado that has one, from what I've researched.
Perhaps design a program that works with local schools to come in as a "field trip" that would allow kids to tour a library, learn how to use the computers to find available materials in an interest area (non-fiction) and then locate the materials in the library (Dewey decimal system). They get this somewhat with their school libraries. Let them see the larger scale version and how it connects to other public libraries so the accessibility of materials is even larger. Kids bring that information home and teach their families about it. I suspect that there are many people who aren't aware of just how many services the library offers beyond just checking out books.	I like the free printing. Perhaps increase page count to 50
The partnership between FRCC and the Westminster library is the best idea ever. It's a fabulous library!	Why doesn't WPL participate in Prospector?



Core Services

The PRL Department works year-round to plan, implement, and evaluate a wide variety of parks, recreation, libraries, and cultural programs, events and community services while operating and maintaining a diverse collection of facilities. The Westminster community can choose from hundreds of city-provided offerings in sports, arts and culture, summer camps, aquatics, and library services among others. Additionally, Westminster partners with other local organizations to further expand offerings.

As the Department strives to continue providing outstanding programs, services, and amenities, it is helpful to define the PRL Department's Core Services. Core Services are **the services that are of greatest importance to the community as informed by current and future needs**. Parks, recreation, and library agencies are often challenged by trying to provide all things to all people and are, at times, not viewed as the essential service providers that they are. Identifying Core Services assists staff, elected and appointed officials, and the public to focus on what is most important to the community.

During the 2024 Vision Planning process, PRL staff considered several sources of data as part of the Needs Assessment to inform identification of the Department's Core Services. This data included results of the following:

- 2023-2024 PRL Statistically Valid Survey
- 2024 Market Trends Analysis
- Vision Plan Community Engagement Results
- 2024 City Council Interviews

WESTMINSTER PRL DEPARTMENT CORE SERVICES:

1. Health and Wellness:

- Westminster's parks and recreation facilities encourage physical activity, reducing healthcare costs and prevalence of chronic disease.
- Access to nature and art programs lowers stress, improves mental health, and boosts cognitive function.
- Parks and recreation provide healthy meals, cooking classes to youth, nutrition education, and fitness programs.

2. Child Development:

- Libraries, parks, and recreation promote literacy, cultivate the development of life-skills, and offer out-of-school time programs, such as childcare and summer camps.
- Youth sports programs promote teamwork, sportsmanship, and healthy competition.
- Parks and libraries nurture environmental awareness and creativity through STEM programs and nature exploration.

3. Economic Engine:

- Parks, recreation, and libraries generate jobs, boost property values, and attract businesses.
- Investments in parks and libraries create a synergistic cycle of private sector investment and attracting new residents.
- Parks, recreation, and library programs are a primary source of first-time jobs for youth and young adults.

4. Community Connections:

- Parks bring people together through festivals, community events, programs, public art, and nature walks.
- Parks, recreation centers, and libraries serve as a third space, countering social isolation and promoting social capital within communities.
- Westminster residents overwhelmingly support funding for parks, recreation, libraries, open space and trails.

5. Resilience and Sustainability:

- Parks mitigate the effects of climate change by reducing flooding, filtering air, and lowering temperatures.
- Parks, Recreation facilities and libraries provide essential services during emergencies and widespread crises.
- Green spaces and natural landscapes promote healthy living and contribute to longer life expectancy.



WESTMINSTER

Parks, Recreation & Libraries

Vision Plan

DRAFT

OCTOBER 2024

ACKNOWLEDGEMENTS

MAYOR AND CITY COUNCIL

Nancy McNally, Mayor
Sarah Nurmela, Mayor Pro Tem
Claire Carmelia, Councillor
David Demott, Councillor
Obi Ezeadi, Councillor
Amber Hott, Councillor
Kristine Ireland, Councillor
Jody Andrews, City Manager

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Engage | Envision | Evolve



SPECIAL THANKS

SPECIAL THANKS to the thousands of Westminster residents who contributed their ideas, feedback and support to this Vision Plan. These community members and partners represent a variety of perspectives including arts and culture, health, heritage, business, faith, sports, urban agriculture, inclusivity, schools, student organizations, neighborhoods, open space, family services, governmental agencies and more.

THANK YOU to the Parks, Recreation, and Libraries staff who continue to deliver exceptional services to the community and enhance quality of life for all Westminster residents.



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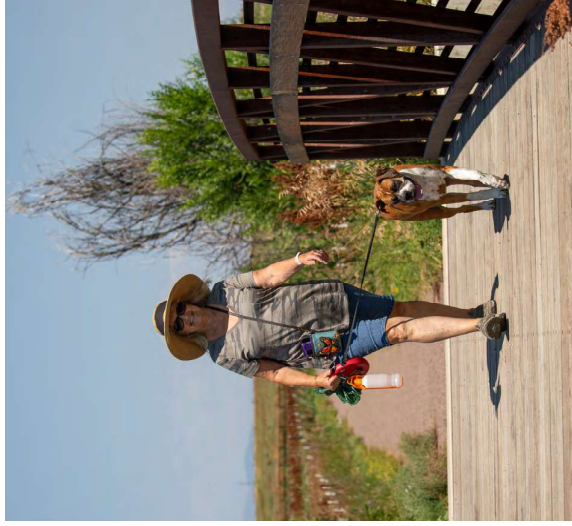
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EXHIBITS

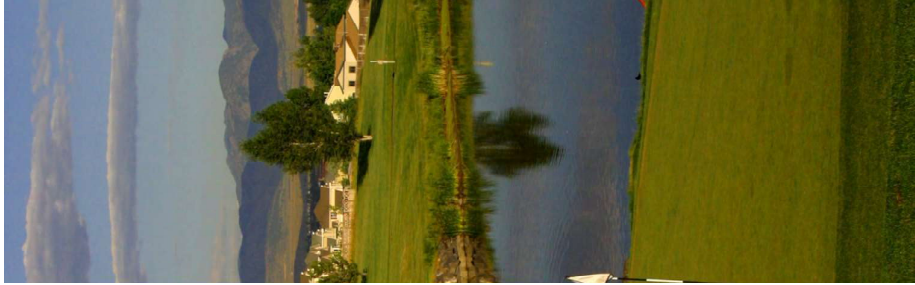
PLACEHOLDER: Executive Summary





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Background
Purpose and Need
Plan Organization
Process and Timeline
Community Engagement
Plan Vision



BACKGROUND

The Westminster Parks, Recreation & Libraries Vision Plan is the guiding framework for the Parks, Recreation & Libraries (PRL) Department for the next 10-20 years. With approximately 38% of the City's land area covered by parks, recreation, and open space, establishing a guiding plan for the PRL department to continue the extensive provision of exceptional services to the Westminster community is essential. As the City's population grows, and becomes older and more diverse, the creation of this PRL Vision Plan is intended to reflect community preferences and priorities while identifying new opportunities to serve the needs of PRL users and establish best management practices.

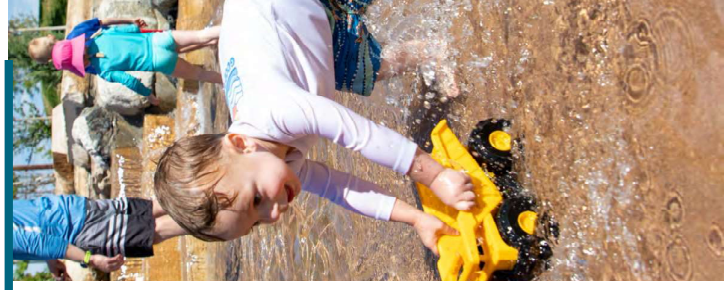
This plan builds upon Westminster's 2040 Comprehensive Plan adopted in 2023. This plan was developed in conjunction with other city-wide plans and identified the creation of this Vision Plan as a concurrent need in the city-wide planning effort. The 2040 Comprehensive Plan additionally identified five goals related to PRL services.

This plan updates and replaces the 2009 Parks and Recreation Master Plan. Since 2009, the PRL Department has made significant investments and advancements to achieve the priorities established in the Parks and Recreation Master Plan. Notable accomplishments include:

- accomplishment 1
- accomplishment 2
- accomplishment 3

PRL DEPARTMENT MISSION

“Together we create exceptional opportunities for a vibrant community with a commitment to nature, wellness, and literacy.”



If the mission statement is any indication, the breadth of services offered by the PRL Department is extensive. As an entity that provides maintenance for street rights of way, community events, citizenship classes, golf, aquatics, libraries, recreation, and a vast network of trails all within one department, PRL touches the lives of every Westminster resident in a meaningful way. Fulfilling the department mission and delivering high-quality parks, recreation and library services on a daily basis requires the steadfast dedication of thousands of full-time, part-time, and seasonal employees backed by volunteers and partner agencies. Parks, recreation, libraries, and open space are vital elements of Westminster's high quality of life.

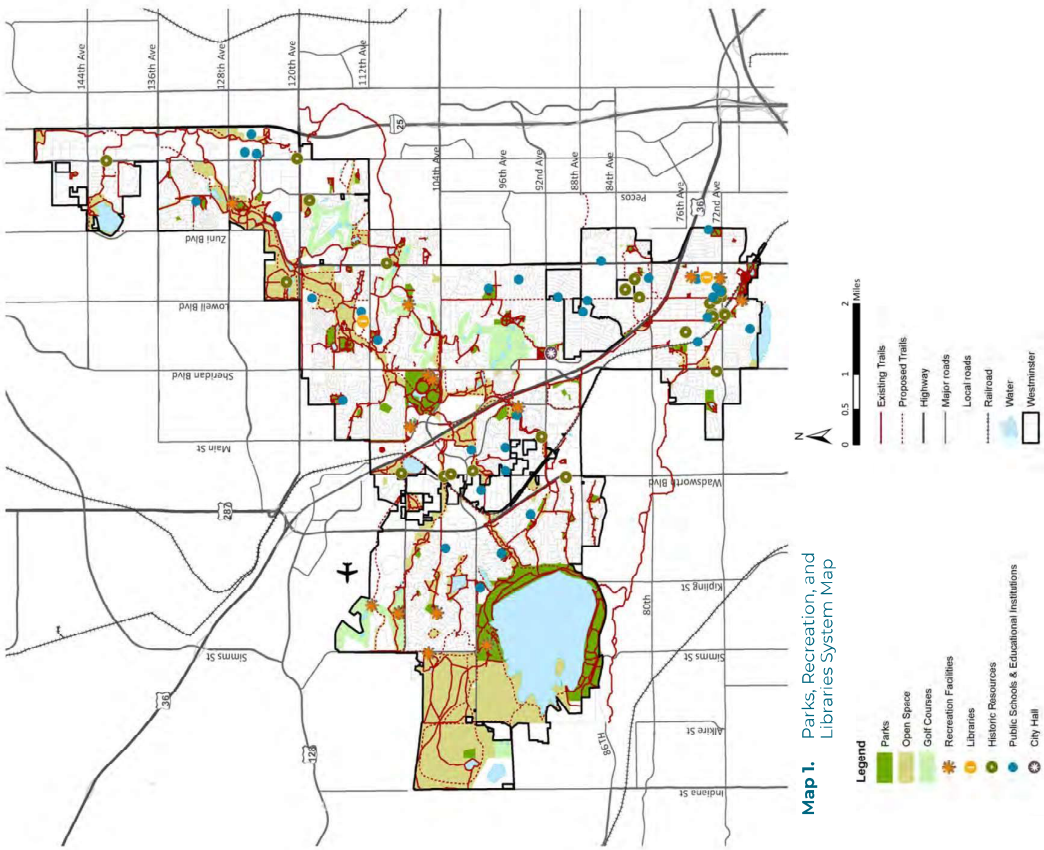
Updating this mission statement was explored during this planning process, through interviews with key PRL partners, public engagement opportunities, and conversations with PRL department staff. Ultimately, PRL staff feel deeply connected with the existing mission statement and agreed that it should not change.



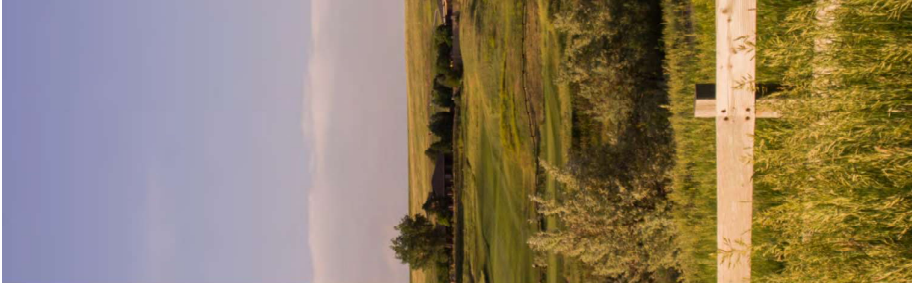
THE PRL SYSTEM

The current Parks, Recreation and Libraries system includes seven award-winning recreation facilities; two libraries offering programs and resources, 63 parks including the 205-acre City Park, two championship golf courses, an extensive 126-mile off-street trail system, and 3,817 acres of open space throughout the community.

The City's parks and recreation system is supplemented by the Hyland Hills Park and Recreation District. The Hyland Hills District serves 110,000 residents in a 24 square mile area located in Adams County including large areas of Westminster and adjacent municipalities.



Map 1. Parks, Recreation, and Libraries System Map



PURPOSE AND NEED NEED FOR A PRL VISION PLAN

The PRL system is one of the City's most popular attractions and part of the overall community infrastructure. The PRL system did not occur by chance but was the result of many deliberate actions over the last 50 years. As the City has matured from a greenfield community to a built-out community, there is a need to reassess community needs, preferences, and ensure a PRL system that supports current and future residents with a high quality of life. Many of the facilities and infrastructure that were implemented as a result of previous planning efforts are now aging and approaching the end of their useful life. The City must determine how to balance the demands of a mature system while providing new opportunities for residents. This visioning will be balanced with the financial realities of a built-out City with few opportunities for additional revenues.

RELATIONSHIP TO OTHER PLANS

The 2023 City of Westminster Strategic Plan identifies an updated Parks, Recreation and Libraries Plan as a key goal. The 2023 Strategic Plan, Focused Objective 4.1b calls for a new master plan for PRL to address libraries, parks, golf, open space, trails, urban tree canopy, recreation programs, and recreation facilities. Additionally, the 2040 Comprehensive plan, adopted in 2023, the development of this Parks, Recreation and Libraries Plan was described as a concurrent effort in citywide planning.

The scope of the PRL Vision Plan supports the City's Strategic Plan priority of Preparedness and Resilience by incorporating health, climate, and resilience considerations to ensure the community not only endures but thrives. The priority of Proactive Public Safety as well as the priority of Shared Sense of Community are met by incorporating safety considerations into the plan framework and supporting activation and placemaking strategies. The priority of Quality of Life is met through visioning for the arts, parks, recreation, open space, and library services throughout Westminster. The priority of Robust Infrastructure is met as the PRL system is an integral part of the community's infrastructure and strategies will be identified to further ensure alignment of goals for water, urban forestry, stormwater, and mobility.



WESTMINSTER
Parks, Recreation & Libraries
Vision Plan

Upon completion of the PRL Vision Plan and subject to staffing resources, subsequent technical plans will be developed including updates to the Acquisition Plan for additional open space, parks and trails; Parks and Open Space and Urban Forestry Management Plan; City Trail Master Plan; Libraries Master Plan; and others as determined through the resulting PRL Vision Plan.

The Parks, Recreation and Libraries (PRL) Vision Plan will build upon guidance and strategies established in the first Parks and Recreation Master Plan (2009), the 2040 Comprehensive Plan (2040 Plan) and Sustainability Plan and will complement mobility and trail related content identified in the Transportation & Mobility Plan.

PURPOSE

The purpose of this PRL Vision Plan is to align the PRL department with the needs of the community to continue to succeed in providing exceptional services through prioritized recommendations developed through multiple analyses and public engagement.

- Update, refine, and unify the vision for parks, recreation, open space, libraries, based on meaningful community engagement and an understanding of needs and priorities that have changed since previous planning efforts in Parks & Recreation, Open Space, Recreation, Arts, and Libraries.
- Address current challenges including maintenance of PRL assets and expanding equitable access to PRL facilities and amenities.
- Identify strategic partnerships and funding opportunities both regionally and within Westminster to meet community demand, provide high-quality experiences, and reduce costs.
- Prioritize investments and capital projects, including tangible actions that the PRL Department can take to implement these projects.

WHO WILL USE THIS PLAN?

The success of this PRL Vision Plan is dependent on the integration of its recommendations through community-wide adoption, use, and support. The Continued endorsement and implementation of this plan by those who helped shape the goals and recommendations is essential to ensuring the plan's tangible impact on the Westminster community.

Westminster City Council

This plan serves as a strategic guide for City Council on matters related to parks, recreation, libraries, open space, arts, and cultural and event programming. The goals and recommendations should guide decisions across all areas of local governance since PRL services are key contributors to quality of life for Westminster residents. The plan should be consulted to inform the annual budget and capital improvement plan, and when applicable to land use and development, economic development, transportation, and infrastructure decisions to capitalize on opportunities to advance the recommendations of this plan and to consider impacts to existing PRL assets and future goals.

Parks, Recreation, Libraries and Open Space Advisory Board (PRLOSAB)

PRLOSAB will use this Vision Plan to set annual goals and priorities as well as ensure that all decision-making and recommendations of the advisory board is aligned with the goals, objectives, actions and recommendations of the plan.

PRL Department/City Staff

This Vision Plan is key in guiding PRL Department in planning, prioritization, directing investment, and securing external funding for PRL projects. City Staff should reference the plan when preparing the annual PRL Department budget, developing the annual Capital Improvements Plan, and facilitating strategic partnerships. This plan will also guide the PRL Department staff in setting annual department goals.

Local Partner Organizations

The PRL Department has enjoyed partnerships with many different community groups and organizations, such as the Westminster Community Foundation. This Vision Plan establishes the importance of these groups continuing to play a key role in advancing PRL goals and services.

Westminster Community

The future of Parks, Recreation and Libraries in Westminster must have strong community support. Residents, elected and appointed officials, City staff, and partner agencies must work collectively to strengthen and improve the PRL assets that are a source of community pride and cohesion.



OVERVIEW OF CHAPTERS



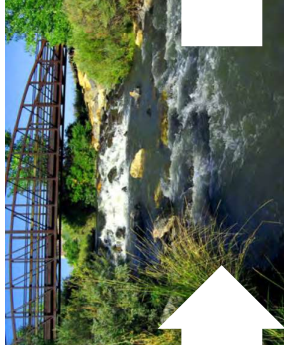
CHAPTER 1: FOUNDATION

This chapter outlines the Plan's background, purpose, process including community engagement, and plan vision.



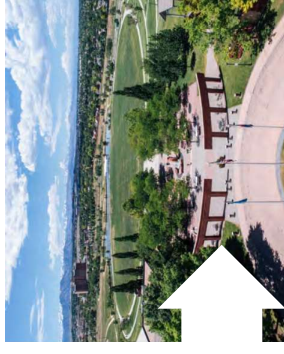
CHAPTER 2: NEEDS

This chapter provides a summary of the Needs Assessment process including a variety of analyses of PRL Services. The chapter provides results of the Statistically Valid Survey, Market Trends Analysis, Benchmark Community Analyses, Population-based Level of Service Analyses, and Neighborhood Needs Analysis. The chapter concludes with specific recommendations of what and where to invest in the PRL system.



CHAPTER 3: RECOMMENDATIONS

This chapter describes the recommendations as determined by the analyses by PRL Planning Area, Core Services, level of service, classifications and standards, staff capacity and operations, sustainability, and overall goals, objectives, and actions that PRL can take to achieve those goals and objectives.



CHAPTER 4: IMPLEMENTATION

This chapter prioritizes projects and plan actions and provides implementation details for objectives and actions including funding sources and maintenance of plan actions.

PLAN PROCESS

The planning process was organized in four phases completed over a 15-month period.

PHASE 1	Phase 1 establishes the basis for the plan through data collection, defining existing conditions, and assessment of the current system.	
	Existing Plans Summary	Recreation, Golf, and Arts/Culture Program Assessment Results
	Project Branding Package	Summaries of Existing Conditions & Community Engagement
	Preliminary Plan Outline	
	Facility Inventory and Assessment Report	
PHASE 2	Phase 2 determines community needs based on technical analyses, trends, benchmark comparisons, and public/ stakeholder input.	
	Statistically Valid Survey	Level of Service Analysis and Targets
	Needs Assessment	Environmental Impacts of Maintenance Operations
	Planning District/Quadrants	
PHASE 3	Phase 3 defines specific goals, objectives, and recommendations for the next 10-20 years.	
	Parks & Facilities Recommendations	CIP and Financial Assessment
	Program Recommendations	Priority Investment Areas
	Core Services Definition	Funding Strategies
	Staff Capacity Analysis	
PHASE 4	Phase 4 directs final plan development, staff and public review, and city council adoption.	
	Action Plans	Plan Adoption

COMMUNITY ENGAGEMENT

OVERVIEW

Community engagement informed every phase of the project and took place in three (3) stages through in-person and online interactive activities.

PUBLIC INVOLVEMENT STAGE #1 – VISION & NEEDS SEPTEMBER 2023 – AUGUST 2024

This first series of outreach introduced the project and posed initial questions regarding values, challenges, opportunities, preferences, and needs.

PUBLIC INVOLVEMENT STAGE #2 – GOALS, BIG IDEAS, & RECOMMENDATIONS AUGUST 2024-OCTOBER 2024

The second stage of engagement offered an opportunity to present a bold vision statement, goals, objectives, and PRL core services informed by community input collected in Stage 1. Additionally, engagement materials presented a summary of the neighborhood needs assessment. Outreach tools at this stage also sought input on community priorities and preferences for future public investment in the parks, recreation, and libraries system.

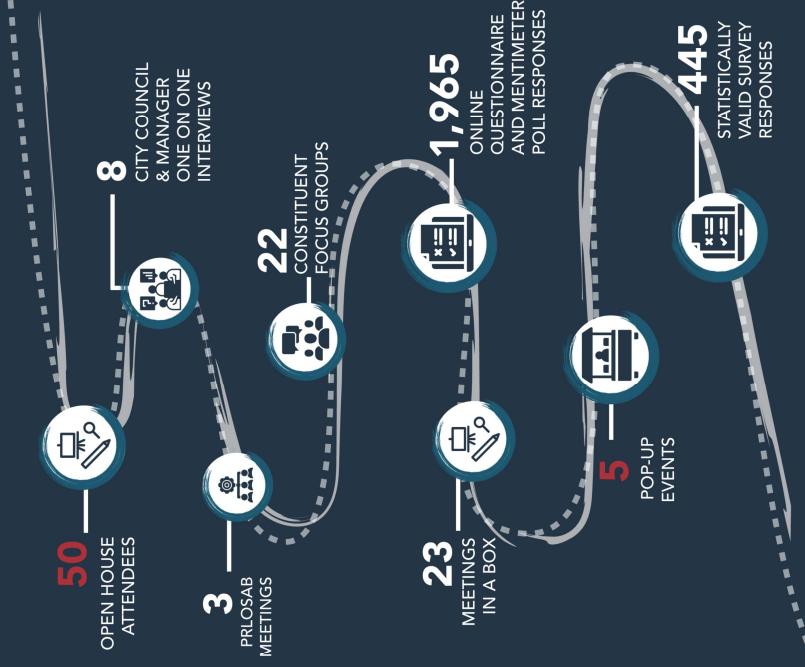
PUBLIC INVOLVEMENT STAGE #3 –DRAFT PLAN REVIEW JANUARY 2025

The third stage of engagement provided an opportunity for the community at large to review and provide feedback on the draft plan to include recommendations for improvements, level of service standards, and funding mechanisms for priority projects. The in-person public meeting open house was further supported with online plan review.

PRLOSAB ROLE

The Westminster Parks, Recreation, Libraries, and Open Space Advisory Board (PRLOSAB) is an established City board that advises staff and City Council on various community needs and provides input related to parks, recreation, libraries, and open space issues, service delivery to the community, and long-range planning. The role of PRLOSAB members during the development of the Vision Plan was to act as a source of local perspective and insight as well as a sounding board for ideas, concepts, and recommendations to be included in the plan. PRLOSAB members also assisted in generating public engagement and increasing awareness of the planning process through their professional and social networks. Over the course of the planning process, there have been five PRLOSAB meetings, including three in conjunction with the Youth Advisory Panel and accompanied by regular transmittal of draft plan materials, engagement opportunities, and process updates.

OUTREACH BY THE NUMBERS



ENGAGEMENT STRATEGIES

Engagement strategies used in the Vision Plan process provided a framework for meaningful and inclusive community engagement early and frequently. The project team engaged the Westminister community through a variety of methods including in-person and online engagement opportunities. The following summarizes key engagement strategies throughout the planning process. Detailed community engagement results can be found in Appendix A.

Project Webpage

The use of the official Westminister website to create a [Vision Plan web page](#) that conveyed plan progress, in-person and online engagement opportunities, and results and updates.

Online Questionnaires & Polls

Two online questionnaires were administered during the planning process and gathered 1,569 responses. The first online questionnaire was launched in mid-August 2023 and aimed to collect information on public use of the City's PRL assets and understand community preferences for strategies to support arts and culture, health and wellness, and sustainability. The second online questionnaire was launched in early April 2024 and was structured to collect mostly open-ended responses on resident opinions of strengths and weaknesses of PRL, concerns for the future of PRL, and ideas on ways to strengthen PRL offerings.

Online polls were also live throughout the planning process through an online platform called Mentimeter, where residents could quickly share their opinions on most important priorities and goals of the process. These polls were especially effective when deployed at popular Westminister events such as Westy Fest, where attendees could quickly provide input through their mobile phones.

Constituent Focus Groups

The project team conducted a series of four 90-minute focus groups on October 9 and 10, 2023. Approximately 65 individuals were invited to participate in the focus groups. Attendees represented a wide range of PRL constituents and partners. Each focus group discussed the same series of questions aimed at illuminating current challenges, opportunities, and successful outcomes for the planning process.

PRL STAFF ENGAGEMENT

Input from PRL and other City departments has strongly influenced plan direction and the development of the vision, goals, and objectives. In October 2023, representatives from each department helped kick off the project through a facilitated meeting that resulted in staff-identified opportunities for aligning the Vision Plan with the City's Vision Statement and goals for the planning process. PRL staff at all levels continued to engage throughout the process by completing Meetings in a Box within their division teams. PRL Supervisors were especially involved in shaping the plan's vision statement, goals, and objectives through virtual and in-person workshops that took place in August and September 2024. Finally, staff participated in an open house event in October 2024 that presented community engagement and analysis results, and budgeting activities.



An additional fourteen focus groups were hosted by the Westminster Community Foundation between March and April 2024. The focus groups were comprised of 124 participants of diverse backgrounds, including 75% identifying as Latinx/Latiné, specific representation from individuals experiencing homelessness, and 14% of participants under the age of 18.

Meetings in a Box

Meetings in a Box were available to community members from December 2023 – August 2024. This take-home kit is designed for community groups, neighborhood associations, or friends to gather at a convenient time and location to share and document their opinions about the future of parks, recreation, and libraries in Westminster. Meetings in a Box kits were developed including Plan background, maps, and feedback questions. Over 20 meetings in a box were held by a range of interest groups and sent back to the City.

City Council Interviews

City Council, the Mayor, and City Manager were interviewed individually between January 22 and February 12, 2024. The purpose of the interviews was to hear from City leadership early in the process to identify issues that are important to address in the plan and identify opportunities and ideas that the plan should further explore. Topics discussed during the interview will include the PRL Department's mission, opportunities, challenges, strengths, potential partnerships, barriers to participation, and core services.

Community Open House Events

Three community-wide open house events were held during the Vision planning process. The first was held in November 2023 to provide a formal in-person opportunity for the community to be introduced to the planning process and provide input on the PRL facilities and amenities that are most important to them. The second open house was hosted in conjunction with the Grand Re-Opening of the renovated Swim and Fit Center and provide attendees with the opportunity to provide input on draft goals, objectives, and core services. The third open house was held in [December 2024 or January 2025] to review the draft plan.

Online Document Review

Draft documents were also available for review by the public through the online platform Konviso. This public platform allowed the public to comment, reply, and make suggestions for changes to documents that shaped the structure of this final Vision Plan.

KEY THEMES

The following major themes emerged consistently throughout the public engagement process and are reflected in the vision, goals, and objectives of this plan.

Equity & Inclusion. Provide PRL services equitably and inclusively across the City for all populations.

Care for what we have. Protect the longevity of PRL resources through sustainable management and investment in maintenance and lifecycle replacement of existing PRL infrastructure, facilities, and services.

Connect the city. Engage participants consistently and frequently identified the need to fill gaps in trail connectivity and expand the trail system.

Sustainability. Prioritize sustainable management practices and opportunities to “green” PRL services and operations.

Partnerships. Leverage partnerships with recreation districts, school districts, other PRL service providers, community organizations and volunteer groups to enhance or expand offerings to residents efficiently and cost-effectively.

Love for libraries. Westminster libraries provide much more than books and are critical service centers in the community that should be enhanced and expanded.

A home for history, arts, & culture. Need for a cultural center with a performance venue among other amenities to support the arts.

Linguistic inclusion. Embrace multi-lingual communities throughout Westminster in the PRL system by ensuring multi-lingual programming, facility staff, and promotional communications.

Continuum of Care. As front-line service providers, Westminster PRL is frequently the first point of contact for vulnerable populations in the city, such as people experiencing homelessness. By offering resources and assistance to those in need, the PRL system, and by extension, the City of Westminster, will become more welcoming to all users.

PLAN VISION

This plan is guided by an overarching Vision Statement that conveys the ideal future conditions reflective of the community values that have emerged through public engagement as described in this chapter. All goals, objectives, and recommendations of the plan support the realization of this vision.



Vision Statement

Westminster PRL creates equitable opportunities for programs that empower, spaces that ignite creativity, and events that unite us. Together, we nurture a healthier community by fostering deeper bonds among our diverse residents.



2 NEEDS

What Services are Needed?
Where are Services Needed?
Implications for PRL
Service Delivery



Page 130 of 146



From January-May, 2024, the PRL Vision Plan project team conducted a Needs Assessment consisting of five detailed analyses to determine the "what" and the "where" of the Westminster community's PRL needs for improved quality or quantity of services and amenities.

To better understand what the community's PRL needs are, the consultant team conducted a statistically valid survey (SVS), market trends analysis, benchmarking study against peer-city PRL agencies, and population-based Level of Service Analysis by park type and City quadrant.

To understand geographic areas where PRL facilities, amenities, and programs are most-needed, City staff and the consultant team conducted a Neighborhood Needs Analysis, population-based Level of Service Analysis by City Quadrant, and cross-tabulated the SVS results by City quadrant. The results of all five analyses are highlighted on the following pages and conclude with a summary of key takeaways and implications for Westminster PRL service delivery. Complete results are available as appendices to this report.

STATISTICALLY VALID SURVEY

In January 2024, the City of Westminster partnered with the ETC Institute to conduct a Statistically Valid Survey (SVS) to understand the needs and preferences of Westminster residents for parks, recreation, and library (PRL) services. Two-thousand surveys were distributed to households that had not been previously surveyed in the recent SVS conducted for Hyland Hills Park and Recreation District or the biannual City of Westminster Community Survey (also conducted by ETC Institute). To achieve a level of statistical confidence, a minimum of 400 responses were needed, and this call for action resulted in 446 surveys completed. The SVS results identify opportunities for the PRL Department to strategically direct its efforts to better meet the needs of Westminster residents. Notable City-wide results are highlighted below. Results by City quadrant are presented in the second section of this report as they relate to geographically-specific areas. Full results, including demographic data on survey respondents, are included in **Appendix ##**.

WHAT PRL SERVICES DOES WESTMINSTER NEED?

CITY-WIDE RESULTS

Supported Facility and Amenity Actions

Nearly all improvements and possible new facilities assessed on the survey were supported by at least 50 percent of respondents, but the improvement and maintenance of existing infrastructure received significantly higher levels of support than new capital development.

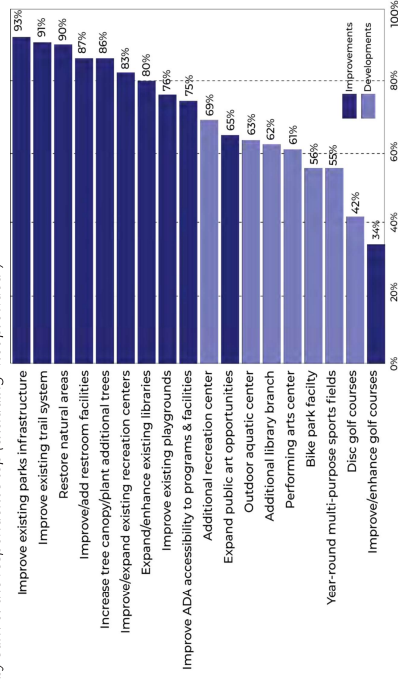
The top three most supported potential improvements to existing facilities were:

- Improving existing parks infrastructure
- Improving the existing trail system
- Restoring natural areas

The top three most supported potential new capital developments were:

- Additional recreation center
- Outdoor aquatic center
- Additional library branch

Figure ## Importance of Improvements and New Developments
by sum of the respondent's top (excluding "not provided")

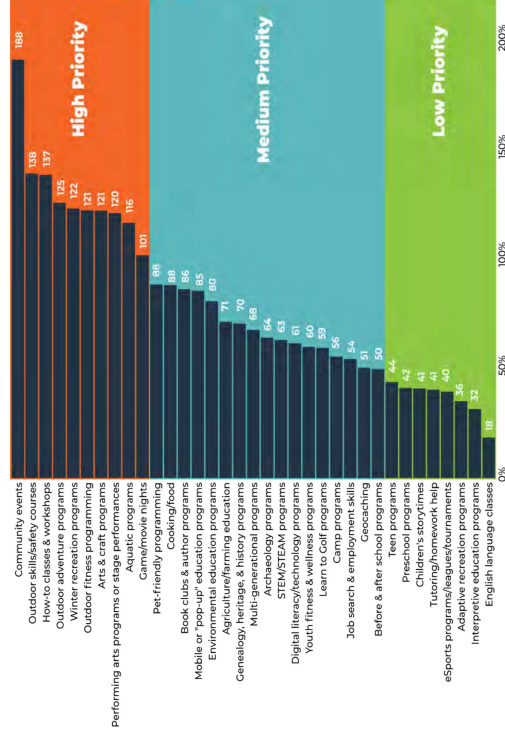


Priority Investment Rating Programs. The Priority Investment Rating (PIR) equally weighs (1) the importance that residents place on programs and, (2) how many residents have unmet needs for the program. The chart below shows the Priority Investment Rating for each of the 35 programs assessed on the survey. 200 is the maximum priority investment rating score.

The top 5 program priorities for investment based on need and importance:

- Community events
- Outdoor skills/safety courses
- How-to classes & workshops
- Outdoor adventure programs
- Winter recreation programs

Figure ##. Top Priorities for Investment for Programs Based on PIR

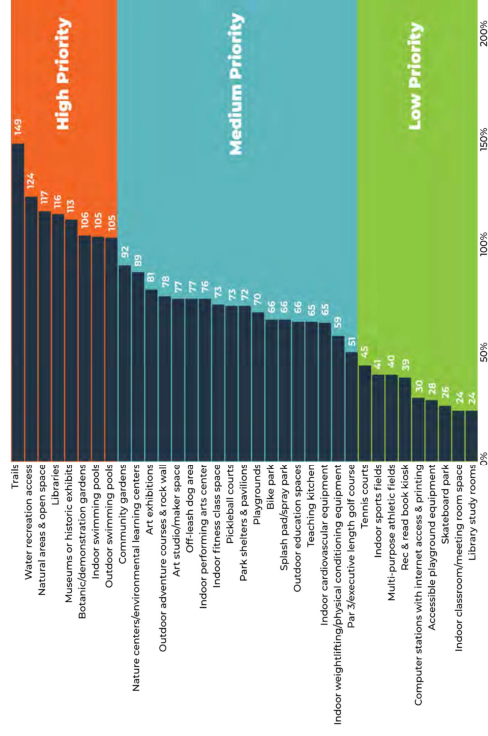


Facilities and Amenities. The PIR equally weighs (1) the importance that residents place on facilities and amenities and, (2) how many residents have unmet needs for the facility or amenity. The chart below shows the Priority Investment Rating for each of the 35 facilities/amenities assessed on the survey.

The Top 5 facility and amenity priorities for investment based on need and importance:

- Trails
- Water recreation access
- Natural areas and open space
- Libraries
- Museums or historic exhibits

Figure ##. Top Priorities for Investment for Facilities/Amenities Based on PIR





MARKET TRENDS

The Market Trends Analysis provides an understanding of national and local recreational trends. Through understanding local and national participation trends in recreation activities, the Department can gain general insight into the lifecycle stage of recreation programs and thereby anticipate potential changes in need and demand for the programs and activities that it provides to the residents of Westminster.

Trends data used for this analysis was obtained from the Sports & Fitness Industry Association (SFIA), National Recreation and Parks Association (NRPA), Environmental Systems Research Institute, Inc. (ESRI), the U.S. Census Bureau, and Westminster PRL RecTrac program enrollment data. The SFIA's Topline Participation Report 2022 and NRPA data were used to evaluate national trends, and local trends relied on ESRI reporting.

Demographic Implications

While it is important not to generalize recreation needs and priorities based solely on demographics, the analysis suggests some potential implications for Westminster PRL:

- Westminster's aging population trends indicate a need to identify and understand the interests of all ages, especially middle-aged and elderly populations. Adding more recreational activities for the active adult population, such as exercise classes or recreational leagues, may prove beneficial in keeping older adult populations active. In addition to adults, the increasing percentage of children under the age of 13 should be considered for future planning.
- Westminster's relatively average household income characteristics suggest some potential disposable income at the individual and family level. The Department should be mindful of this when pricing programs and events, but remaining aware of the projected upward income trend that the City may expect over the next decade.

- Westminster's relatively low annual growth rate from 2020 to 2023 is projected to increase slightly from 2023 to 2038, showing a continuation of the steady growth the community has seen in the past decade. This moderate population growth should be considered and accounted for when planning new amenities and offerings for the community, as well as the maintenance and upkeep of current offerings.

- Finally, Westminster should ensure its diversifying population is reflected in its offerings, marketing communications, and public outreach. With increasing racial, ethnic, and age group diversity, Westminster should remain prepared to evolve its offerings over time in response to cultural shifts in demand.

Market Potential

Market Potential Index (MPI) measures the probable demand for a product or service within the City. The MPI shows the likelihood that an adult resident will participate in certain activities when compared to the U.S. national average. The national average is 100; therefore, numbers below 100 would represent lower than average participation rates, and numbers above 100 would represent higher than average participation rates.

When analyzing Westminster's MPIs, the data demonstrates above average market potential index (MPI) numbers in almost all assessed areas, with high potential in several more specific activities. For example, Tennis, Mountain Biking, and Pilates scored well above the national average, while also outperforming most of their other General Sports or Outdoor Activities counterparts, according to the analysis. Westminster's MPI scores indicate very few activities below the national average, with only five of the measured 45 activities scoring less than 100. This becomes significant when the Department considers initiating new programs or building new facilities, providing a tool for estimating resident attendance and participation.

The full MPI analysis is included in the [Market Trends Report in Appendix ##](#).



Local Trends in Recreation Programming
The consultant team analyzed 2022 and 2023 recreation program enrollment data from the PRL Department's internal tracking system. This data includes every program that was provided by the Department for the last two years, with specific attention on the programs that were held in both 2022 and 2023 as points of comparison. The table below summarizes the programs with the greatest increase in percentage of enrollment capacity (percent full) from 2022-2023. It should be noted that 2022 program enrollment was still recovering from COVID-19 pandemic shifts in attendance.

According to the table below, smaller specialty programs (like Movie Night or Cheer Camp) made significant jumps in enrollment capacity percentages. Note that some changes in enrollment percent-full can be attributed to reducing or increasing the maximum enrollment capacity rather than higher or lower demand from the community.

Table 1. Programs with Greatest Increase in Percentage of Enrollment Capacity (Percent Full) from 2022 to 2023

Category	2022			2023			Total percent full change from 2022 to 2023
	Total Enrollment Count	Total Max Enrollment Count	Total Percent Full	Total Enrollment Count	Total Max Enrollment Count	Total Percent Full	
Movie Night	126	251	50.20%	147	150	98.00%	47.80%
Cheer Camp	61	90	67.78%	95	90	105.56%	37.78%
Adult Basketball	10	14	71.43%	12	11	109.09%	37.66%
Pets	63	248	25.40%	140	246	56.91%	31.51%
Watercolors	54	72	75.00%	49	48	102.08%	27.08%
Baton	73	240	30.42%	104	185	56.22%	25.80%
Bird Walks	220	564	39.01%	421	650	64.77%	25.76%
Tap	133	201	66.17%	109	119	91.60%	25.43%
Outdoor Recreation	62	135	45.93%	65	92	70.65%	24.72%
Nature Programming	299	769	38.88%	335	542	61.81%	22.93%
Jewelry Making	10	26	38.46%	24	40	60.00%	21.54%
Colorado Rockies Games	28	34	82.35%	57	57	100.00%	17.65%
General Dance	114	352	32.39%	134	268	50.00%	17.61%
Acrylic Painting	64	78	82.05%	127	130	97.69%	15.64%
Pottery	1221	1243	99.03%	1110	973	114.08%	15.05%

Clear trends within programming attendance emerge from this analysis. Swim Lessons have increased significantly after being unavailable during the COVID-19 pandemic. Other nationally emerging sports and recreation programs like Pickleball, Yoga and Taekwon-Do have also experienced significant growth. The Department has also experienced increased demand in arts and educational programming, including Science/Technology/Engineering/Math (STEM) Programming, Theater, Acrylic Painting, and Nature Programming. The complete dataset of all 66 program groups can be found in the full Market Trends Report.

Programs nearing capacity should be analyzed annually for expansion to meet community demand relative to limitations such as available space, staff capacity, and state regulations on capacity for licensed programs such as summer camps. While national trends can be helpful in providing a framework for widespread changes in recreation programming, current and local programming trends will provide the highest level of insight to guide programmatic offerings.

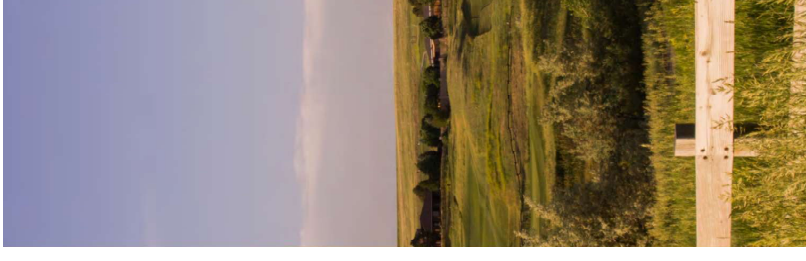
BENCHMARK ANALYSIS

Parks and Recreation

The planning team identified metrics to benchmark against other Front Range communities with similar parks and recreation systems. The complexity in this analysis was ensuring direct comparison through a methodology of statistics and ratios to provide objective information that is relevant and as accurate as possible. The goal of benchmarking is to evaluate Westminster PRL Department's position among peer agencies as it applies to the delivery of its parks and recreation system through operating metrics that factor budgets, staffing levels, programming, and inventories.

Information used in this analysis was obtained directly from each participating benchmark agency (as available) and information available through the National Recreation and Park Association's (NRPA) Park Metrics Database. Due to differences in how each system collects, maintains, and reports data, variances may exist. These variances can impact the per capita and percentage allocations, and the overall comparison must be reviewed with this in mind.

The agencies listed below were selected for benchmarking because they are communities of similar size, located in Colorado's Front Range outside of major metro areas,





and had similar socioeconomic characteristics as that of Westminster. These benchmarked agencies included:

- Arvada Parks, Trails, and Open Space
- Boulder Parks and Recreation
- Broomfield Parks, Recreation, and Senior Services
- Fort Collins Recreation
- Lakewood Parks and Recreation
- Loveland Parks and Recreation
- Thornton Parks and Recreation

While each agency included in this analysis is a high performing system, it is important to note that each agency varies, sometimes significantly, in the size and scope of the parks and services provided, making direct comparisons difficult. The power in this analysis is to identify areas where benchmark agencies excel, providing opportunities for peer collaboration to better understand the factors that contribute to their success. For example, it is worth learning more about what is driving Arvada to achieve a cost recovery of 107%, over 40% higher than any other benchmarked agency. Equipping Westminster staff to examine the areas of greatest contrast, is the true value of benchmarking.

Specific areas where Westminster performs at an exceptional level, compared to benchmark agencies, include program cost recovery, program attendance, and staffing.

When it comes to staffing and operating expenses, Westminster is well staffed, but only moderately funded, when compared to benchmarked agencies. Westminster also demonstrates a relatively stable level of capital investments over the past three.

Overall, the parks and recreation benchmark analysis reveals that Westminster is a stable, high performing park system, measured against its peers. Westminster PRL can utilize these findings as a baseline comparison that provides key performance indicators (KPIs) to be tracked and measured over time.

Libraries

The City of Westminster Public Library (WPL) System was benchmarked against 48 peer library agencies organized into state, regional, national and aspirational cohorts.

Thirty-six different performance measures were benchmarked. A high-level summary of key conclusions is presented below. Benchmark results were used to inform the Libraries Level of Service assessment and recommended targets included in the complete Library Benchmarking and Level of Service Analysis.

Key Conclusions

- The Westminster community considers the Library one of the three most important assets/services of the City's PRL department. (per 2024 PRL Statistically Valid Survey)
- Funding of the Library (operational and capital for facilities) which is well below state and national averages is not aligned with this community expectation given the Library was in the top 3 priorities of the community as shown in the statistically valid survey. This is impacting staffing, space, and resource availability and indicated in being lower than average usage in all service level areas above.
- Westminster Libraries are underbuilt (total square feet) in terms of local and national averages, which is also not in alignment with the high priority that the community puts on the Library. Though generally the overall community is satisfied with the current service levels of the library relative to other PRL services, Current WPL users have not been surveyed on level of satisfaction as part of the PRL Vision Plan and may present different opinions regarding library service levels. The Library Master Plan will further explore satisfaction levels with current library users.
- There is need for more space, particularly for an additional outlet to increase user accessibility in the North.
- The long-term viability of the College Hill location must be resolved, or a contingency plan developed for replacement should FRCC choose to take full control of the current library space.
- Overall, the short-term focus should be on ensuring the levels of service meet current needs. The upcoming library focused master planning project will assess if residents' needs are met and how staffing levels and insufficient space impact the Library's ability to meet residents' needs.



POPULATION-BASED LEVEL OF SERVICE ANALYSIS

Level of Service (LOS) guidelines are targets that define the quantity of parkland and open space relative to population. LOS can and will change over time. As the population increases, LOS standards should be reviewed and revised accordingly to provide a high level of service while remaining realistic.

The City of Westminster's 2024 LOS for developed parks and open space is reported in comparison to the targets set in the 2014 Parks and Recreation Master Plan in the table below. The table does not include a target LOS standard for Special Use Parks as these parks serve a specialized purpose in response to a distinct community need and are not standardized amenities, such as Sensory Park. The PRL Department is currently meeting its 2014 target for regional parks, open space, and combined parks and open space acreage. The Department is very close to meeting its target for community parks, but is deficient in neighborhood parkland.

Table 2. Parks and Open Space Level of Service (park acres per 1000 residents)

Classification	Total Acres	Current LOS	Target LOS (2014 Parks and Recreation Plan)
Neighborhood Park	143.71	1.24 acres/1000	2.5 acres/1000
Community Park	222.66	1.92 acres/1000	2.0 acres/1000
Regional Park	1,756.25	15.21/1000	15 acres/1000
Special Use Park	33.71	0.29 acres/1000	N/A*
Total Parkland (with Standley Lake)	2,336.86	20.23 acres/1000	
Total Parkland (without Standley Lake)	754.59	6.53 acres/1000	
Total Open Space	3,817.62	33.05 acres/1000	24.4 acres/1000
Combined Parks and Open Space	6,154.48	53.28 acres/1000	51.2 acres/1000



WHERE ARE PRL SERVICES NEEDED?
NEIGHBORHOOD NEEDS ANALYSIS

The National Recreation and Parks Association (NRPA) documents many benefits to inclusive and accessible public parks and open space, including:

- Public enjoyment and engagement. Where parks and open space are plentiful, residents enjoy the closest attachment and engagement within their communities. Studies indicate higher levels of local gross domestic product and economic well-being.
 - Quality recreation time with family and friends. Parks and open space provide a space and a reason to enjoy quality time, relaxation and fun among family members and friends, thus strengthening the social and familial bonds that provide balance and satisfaction in life.
 - Improvement of mental and physical health. Parks, open space and recreation can reduce the impacts of chronic diseases, especially in such vulnerable populations as children, older adults and the socially vulnerable.
 - Measurable decreases in rates of crime and other detrimental activities. Communities are safer because of a wholesome atmosphere created by well-managed parks, open space and recreation services that provide healthy activities and programming for all people.
- Some neighborhoods and segments of the population require greater investment because they have historically been underserved and underrepresented. Public parks, recreation, open space, and libraries should be provided equitably to all residents.

Analysis of Equitable Access to PRL Facilities and Amenities

In 2021, the PRL Department conducted an analysis of the geographic distribution of PRL facilities and amenities to document the quantity of PRL facilities within each City quadrant and reveal where facilities are concentrated and where they are lacking. The 2021 analysis also mapped user density to evaluate the relationship between concentrations of PRL users and the location of facilities.



The 2024 PRL Vision Plan takes this analysis a step further to evaluate need for PRL services and facilities by considering factors that are demonstrative of structural inequity based on system-level indicators for socioeconomic advantage or disadvantage, demographic characteristics, and attributes of the built and natural environments. The data included in the analysis takes into account PRL acquisitions and new trails developed since 2021.

Neighborhood Need Indicators: *Colorado Department of Public Health and Environment's (CDPHE) Disproportionately Impacted Communities*

The PRL Vision Plan utilizes the CDPHE EnviroScreen Disproportionately Impacted Communities (DIC) index dataset to inform plan recommendations. The CDPHE Disproportionately Impacted Communities is an index calculated as part of the Department's EnviroScreen analysis. Variables used in calculating DIC status of Census Block Groups include the following: low-income communities, communities of color, housing cost-burdened communities, historically marginalized communities, cumulatively impacted communities, tribal lands, and mobile home communities. See the full Neighborhood Needs Analysis Report or CDPHE EnviroScreen [documentation](#) and [website](#) for data definitions.

Neighborhood Needs Conclusions

A map of Westminster's Disproportionately Impacted Communities is included in [Appendix ###](#).

The map reveals three disproportionately impacted areas:

1. Northeast Westminster, from 112th to 136th Avenues between Zuni Boulevard and I-25 and between N. Pecos and Huron Streets.
2. Southern area of Historic Westminster which is home to two recreation centers: Swim and Fitness Center and the MAC as well as Irving Street Library, affirming the location of these facilities as serving a disproportionately impacted community of Westminster.
3. West-central Westminster in the Westcliff area between Highway 36 and the rail corridor.

PRL ACCESS

In considering neighborhood needs, the Vision Plan also analyzed access to PRL facilities. For the purposes of this analysis, "PRL Access" refers to a resident's ability to reasonably access a library, recreation center, or park/open space. For libraries and recreation centers, which require a substantial capital investment to develop and operate, and are therefore not feasibly located within every neighborhood, this is measured by drive time. For parks and open spaces, this is measured by walkability.

Library and Recreation Center Service Areas by Drive Time

Drive time for libraries and recreation centers was calculated at 0 to 12-minute and 12 to 15-minute intervals.

Drive time for libraries was calculated to City libraries and other libraries adjacent to or serving the Westminster community. All of Westminster is located within a 15-minute drive of a library.

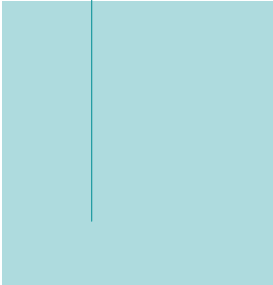
Drive time was calculated to recreation centers within City boundaries, including City-owned centers and two centers owned by Hyland Hills serving the Westminster community. Non-City recreation centers outside of Westminster limits are shown on the map for reference only, but were not used in the calculation of drive time. All of Westminster is located within a 12-minute drive of a recreation center within City limits. Maps of Library and Recreation Center Service Areas are included at the end of this report.

Park and Open Space Walkability

Westminster is committed to achieving 10-minute walkability to a park for every residential address in the City. This analysis identified a walkable network comprised of routes that provide safe, pedestrian access to parks and open space. The walkable network was mapped to Westminster parks and open space as well as public parks and open space provided by other entities such as Hyland Hills Park and Recreation District and HOAs. The resultant map, included at the end of this report, illustrates that the great majority of the City is located within a 10-minute walk of a park or open space.

According to these access analyses, Westminster residents have adequate access to parks, open space, recreation centers, and libraries as provided by the City or by partner agencies.





**POPULATION-BASED LEVEL OF SERVICE
ANALYSIS BY QUADRANT**

The quantity of developed parks and open space per City quadrant relative to population (per 1000 residents) was calculated as shown in the table below and the respective quadrants are reflected in the [map on page 47](#).

Table 3. Parks and Open Space LOS by Quadrant

Quadrant	Population	Park Acres per 1000 Residents
Quadrant 1 (NW)	29,257	60.20 acres/1000
Quadrant 2 (SW)	27,323	101.62 acres/1000
Quadrant 3 (NE)	33,913	38.98 acres/1000
Quadrant 4 (SE)	50,504	5.83 acres/1000

**STATISTICALLY VALID SURVEY
RESULTS BY QUADRANT**

- Why don't residents visit PRL facilities?*
- Northeast quadrant residents state that facilities are too far away from home.
 - Northwest and Southeast quadrant residents who do not visit PRL facilities, do so because they use another city, county, private, or Homeowners Association (HOA) facilities.
 - Southwest quadrant residents also responded with the same top reasons as above, but at lower rates than the other quadrants.
- Why don't residents participate in PRL programs?*
- Across quadrants, between 35%-39% of residents who do not participate in PRL programs agree that they do not participate because they are unaware of what is offered.
 - Highest percentages of residents who were "too busy/not interested" are in the Northwest and Northeast quadrants.
 - In the Northwest quadrant, a higher percentage of residents than other quadrants cited inconvenient program times.

- What facilities and programs are important?*
- Across all quadrants, trails, natural areas, and libraries are important facilities to residents.
 - Across all quadrants, residents responded that community events and arts and crafts were important.
- Which new facilities are most important to residents?*
- Southeast and Northeast quadrants support an additional library branch at a marginally higher rate than Northwest and Southwest quadrants.
 - All quadrants support an additional recreation center (location not specified), with the Southeast quadrant showing the highest level of support.
 - Northwest quadrant residents have the highest level of support for an outdoor aquatic center compared to other quadrants.
- How can the city improve the PRL system?*
- Supported actions were similar across all quadrants, with overall support for improvement of the existing trail system, increasing tree canopy/additional trees, and restoring natural areas.
 - The Southeast and Northwest quadrants expressed support for improvements to existing parks infrastructure at a higher rate than other quadrants' residents.



IMPLICATIONS FOR WESTMINSTER PRL SERVICE DELIVERY

The results of each of the five analyses are synthesized and reconciled below to provide a concise list of considerations for PRL service delivery over the next 10+ years. It is important to note that these analyses present a data-driven approach to understanding community needs and preferences and should be supplemented by meaningful community and PRL participant input when considering specific projects or policy changes.

WHAT TO PRIORITIZE

- Prioritize improvements to existing facilities and infrastructure over new capital projects, especially for the assets listed below. Significant portions of PRL infrastructure are reaching the end of their lifecycles from the City's early days of rapid growth and development from 1970-1990.
 - Park infrastructure
 - Trail system
 - Natural areas restoration
- As funding for new facilities becomes available, invest in the following or consider partnerships with adjacent communities to connect the community with services/facilities that may be gaps in the city and where new facilities may not be feasible.
 - Additional recreation center
 - Outdoor aquatic center
 - Library branch or additional outlets
 - Trails
 - Water recreation access (stand up paddle board, kayak, canoe launches, fishing piers)
 - Museums or historic exhibits
 - Convert undeveloped parkland into Neighborhood Parks
- Invest in developing new or expanding and improving existing programs, consider need for space to accommodate expanding programs:
 - Community events
 - Outdoor skills/safety courses
 - How-to classes and workshops



- Outdoor adventure and nature programs
- Winter recreation programs (snow tubing, cross country skiing, etc)
- Older Adult/Silver Sneakers
- Culturally diverse programs and events
- Swim Lessons
- Pickleball
- Yoga
- Taekwon-Do
- Theater
- Educational programs such as STEM
- Market potential supports growth in the following recreation activities:
 - Tennis
 - Pilates
 - Mountain Biking
 - Art galleries and art programming
- Expand volunteer capacity (increase volunteer hours) to fill gaps in staffing
- New strategies for revenue retention and reduced operating expenses
- Identify additional library funding sources or partnerships to meet community needs
- Contingency plan for the College Hill Library
- Marketing and promotional campaigns to increase awareness of program offerings
- Calibrate program times for greater community convenience

WHERE TO INVEST

- Northeast Westminster, from 112th to 136th Avenues between Zuni Boulevard and I-25; and between N. Pecos and Huron Streets. This area especially lacks nearby library services compared to the rest of the City, and has half as much park and open space land as the western quadrants of the City.
- Historic Westminster in the southern area of the City (southeast quadrant) is significantly lacking in parks and open space compared to the rest of the City; however this area is home to two recreation centers and the Irving Street Library, affirming the location of these facilities as strategically placed to serve a disproportionately impacted community of Westminster.

- West-central Westminster in the Westcliff area between Highway 36 and the rail corridor.
- Northwest residents most strongly support an outdoor aquatic center and improvements to existing park infrastructure.
- Geographic programming preferences, according to the statistically valid survey, include the following:
 - In the Southeast and Northeast quadrants, how-to classes are more important than in other quadrants
 - In the Southwest quadrant, outdoor adventure programs, performing arts programs or stage performances are more important than in other quadrants
 - In the Northwest quadrant, outdoor fitness and game/movie nights are more important than in other quadrants

