

CLEVELAND PUBLIC LIBRARY WEST PARK

Community Engagement Summary

December 13, 2019

CLEVELAND PUBLIC LIBRARY

GUIDING PRINCIPLES

- 1.** We provide **equal access** to a vast range of information and resources.
- 2.** We actively embrace new ways to **adapt** the Library to the changing needs of the people we serve.
- 3.** We offer collections that are of interest to our users in ways that are most **convenient** for them.
- 4.** We are **passionate** about providing library service to our community.
- 5.** We conduct all interactions with respect and can be counted on to do the right thing in a **fair and equitable** manner.



DISCOVERY

COMMUNITY ENGAGEMENT

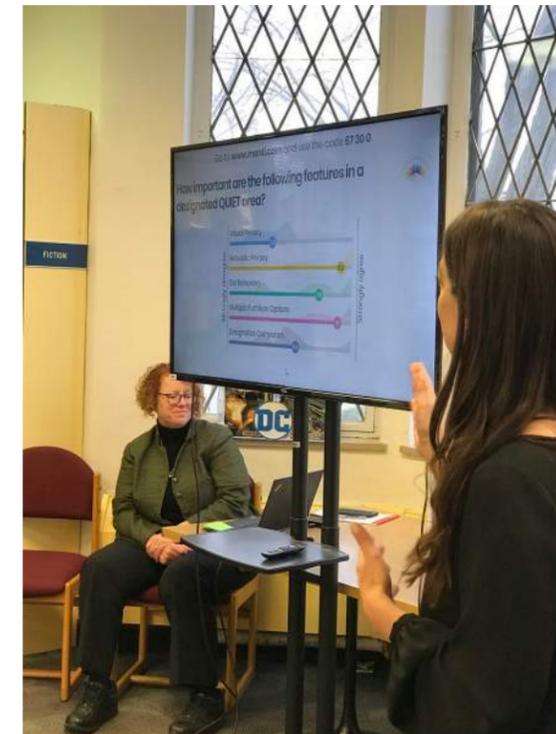
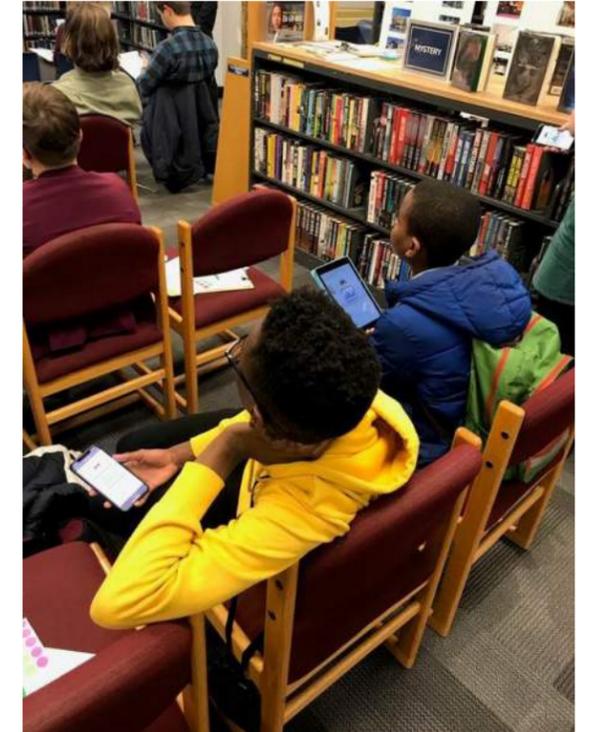
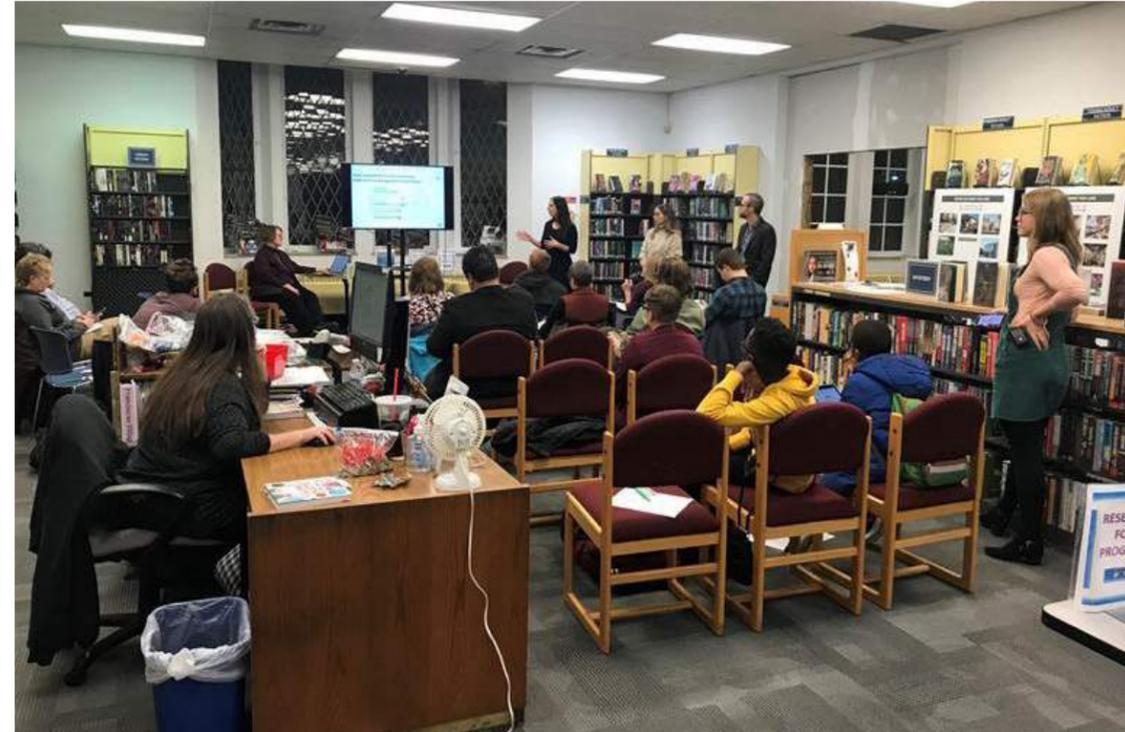
2 Community Input Sessions:
Tuesday, November 19, 2019 at 5:30pm
Thursday, November 21, 2019 at 11:30am

15 Placemats collected at the West Park branch

2 Vision Boards displayed between
November 19th - December 1st

15 Participants

11 West Park Residents

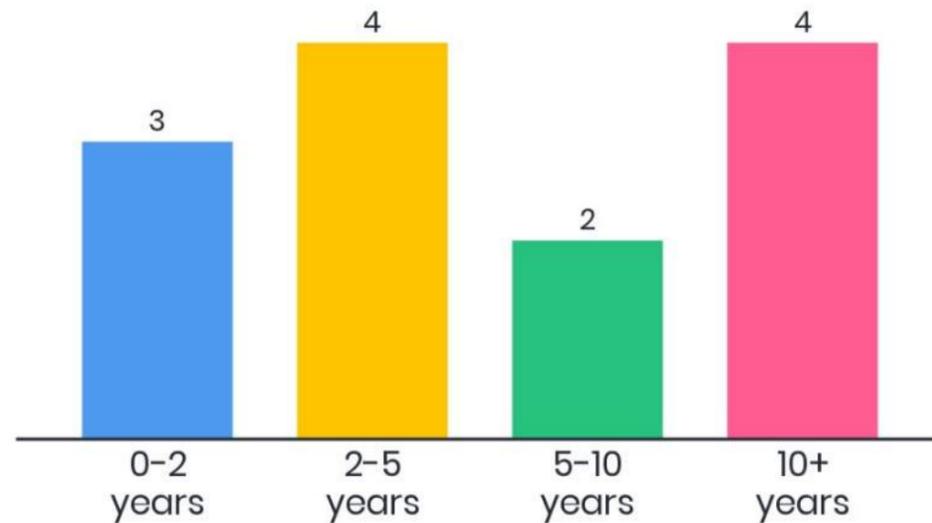




WHAT WE HEARD

TUESDAY
11/19/2019

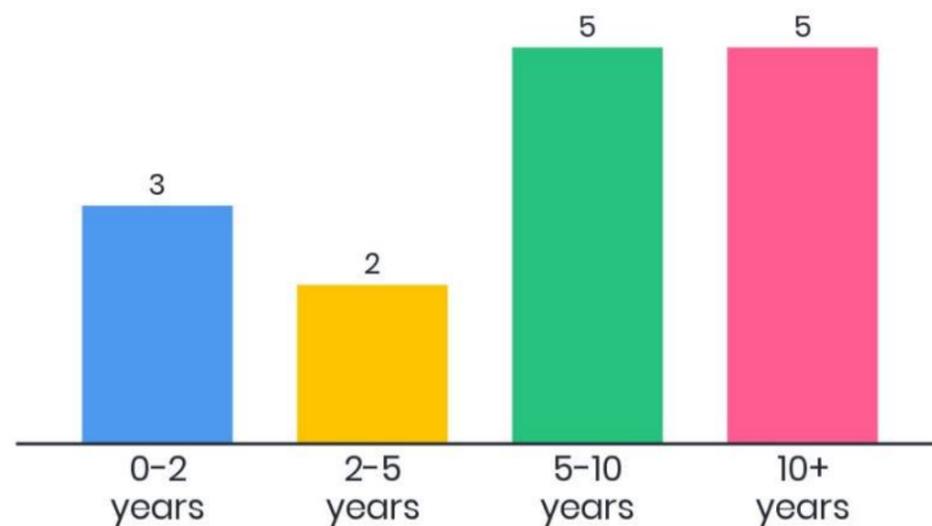
How long have you been coming here?



13

THURSDAY
11/21/2019

How long have you been coming here?



15

WHAT WE HEARD

The West Park branch is conveniently located

The branch is still attracting new users

Participants are loyal and have been coming to the branch for 10+ years.

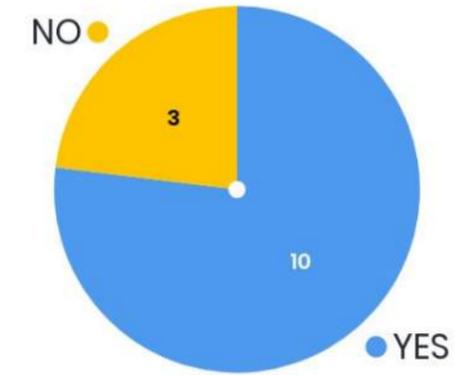
TUESDAY
11/19/2019

Do you visit other libraries?



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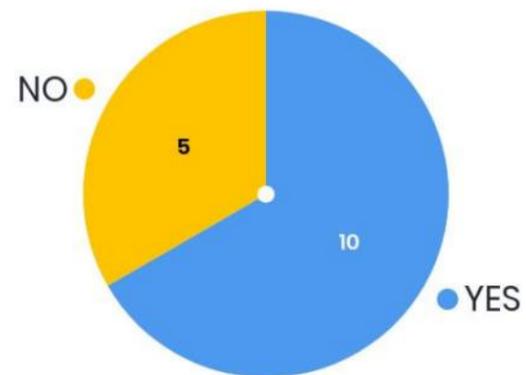
Do you visit libraries in other systems?



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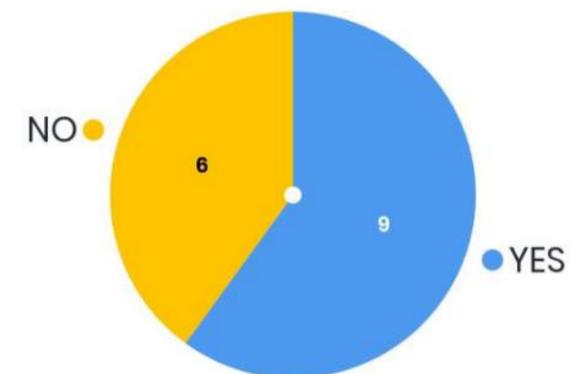
THURSDAY
11/21/2019

Do you visit other libraries?



15

Do you visit libraries in other systems?



15

TUESDAY
11/19/2019

Why, or, why not?



Closer to my house.	CPL rocks	Sometimes the books I want are available sooner at other libraries
Diversity of selection and proximity to home	I am at West Park 5 days a week.	Near where I work
Was a library where I used to live before moving.	Convenient	Poor children area in WP
Prefer the others for quiet study areas	Occasionally other locations are more convenient (closer to work, for example). Very rarely, they might have a book I cannot locate at CPL.	West Park is the most convenient library for me to visit so I don't need to go to other libraries. Especially since I can pick up all my holds here
Convenience & joy riding	I do because this one is great and I want to see other awesome libraries	

THURSDAY
11/21/2019

Why, or, why not?



Closer to my house, prefer CPL selection though	Some are newer and events	I visit other libraries for variety.
This is the closest branch to my house and I don't drive	More conveniently located by my house	CPL is the best
Employment and passion for learning	Larger library with more books to look at	variety of books and the children's play area
Location easy to walk to	Cpl has everything anybody could ever want!	Later hours available at other systems Having the item I need available right away
No need to. Everything I need can be either downloaded or shipped here.	Go to the closest Clevelnet location to get my holds	Closetohome

WHAT WE HEARD

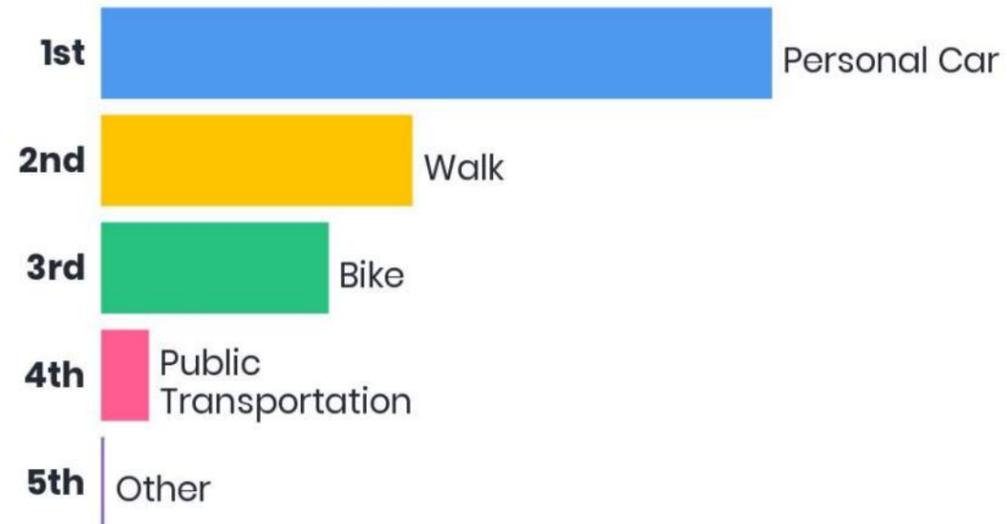
The branch is a safe and friendly place

Branch staff is friendly and service oriented

Branch users want a quieter experience

TUESDAY
11/19/2019

How do you get here?



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THURSDAY
11/21/2019

How do you get here?



16

WHAT WE HEARD

Most participants drive to the branch

The branch is convenient and accessible on foot

TUESDAY
11/19/2019

Have you ever invited someone to meet you here?



Why, or, why not?



14

- Don't really have anyone to hang out with.
- To noisy
- Hot date
- Good place to focus and strategize
- I just haven't
- There's awesome programming going on here and the people I ask to come will likely enjoy that programming
- Convenience
- Odor is distracting. No space to meet.
- Convenient and safe. Nice quiet areas to talk
- My people are not library people.
- When I meet people, we usually like to go to a coffee shop or a place with refreshments
- I do because I want them to see this library
- Comfortable place to talk
- Out of state visitors. Show off collection and programming.

THURSDAY
11/21/2019

Have you ever invited someone to meet you here?



Why, or, why not?



16

- To noisy
- Friendly place
- Convenience
- No need.
- To pick me up
- I never thought about it
- Quiet place for studying and completing work
- Never thought about it
- Great rendezvous spot
- Not really a great place to just wait
- On own
- Easy place to get to
- Neveroccuredtome

TUESDAY
11/19/2019

When you think about your library, what are the POSITIVE words that come to mind?



27

THURSDAY
11/21/2019

When you think about your library, what are the POSITIVE words that come to mind?



20

WHAT WE HEARD

The branch environment is friendly and welcoming

This branch is a community gathering space

The branch is a safe place to be

TUESDAY
11/19/2019

When you think about your library, what are the NEGATIVE words that come to mind?



26

THURSDAY
11/21/2019

When you think about your library, what are the NEGATIVE words that come to mind?



26

WHAT WE HEARD

Participants would like:

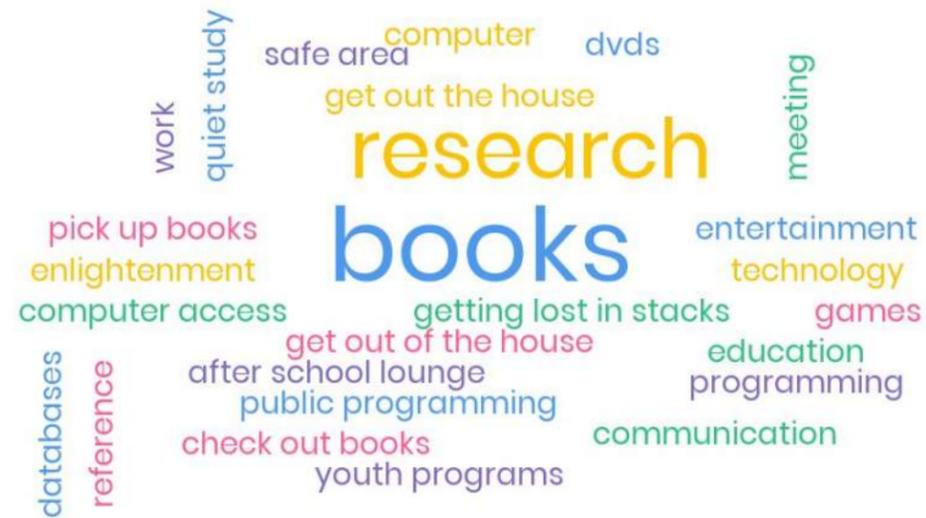
A larger space with updated features

More parking amenities

Controlled air quality

TUESDAY
11/19/2019

What do you USE the library for the most?



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What is your FAVORITE thing to do at the library?

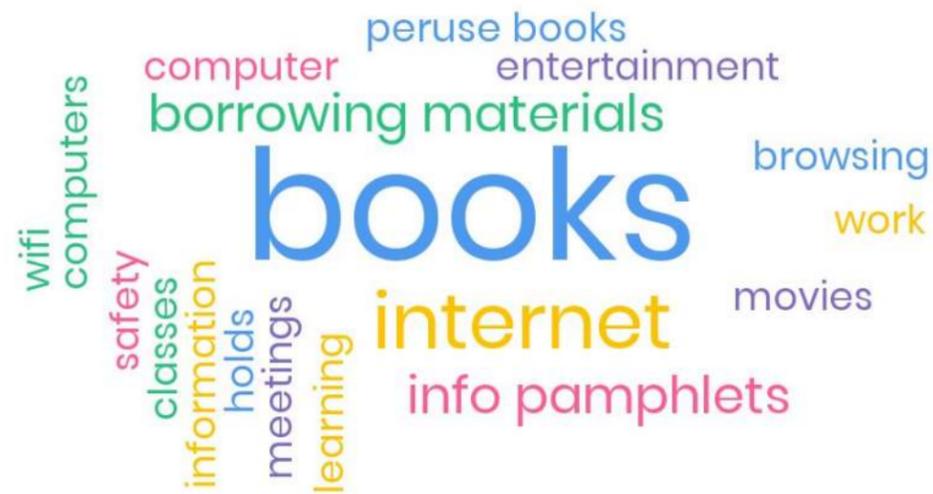


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THURSDAY
11/21/2019

What do you USE the library for the most?



13



What is your FAVORITE thing to do at the library?



13



TUESDAY
11/19/2019

What would you like to do here, that is possible at other libraries?



Show off the building	COFFEE	Bring outside food and eat/lounge in a private area
Coffee	meet authors be creative learn a new hobby	Sit in comfy chairs by a fire
Play area	Doing art therapy	Maker space..... laser engravers, 3D printers
Coffee machines, vending machines	A nicer reading garden	Play instruments
Coffee shop, enclosed study room/quiet space, work on different software programs I might not be able to afford	Have a space that is designated for youth, that is wholly separate from the rest of the library	Herbal teas

THURSDAY
11/21/2019

What would you like to do here, that is possible at other libraries?



Maker space	3d printing	Coffee
More computers	Sound proof room, more relaxing furniture	Study rooms, community rooms for meetings. Coffee
Special exhibits	Accessible study and meeting rooms	More welcoming
Seminars and internet class.	Embroidery machine. Coffee bar. Longer hours (especially for meeting room use).	Park in the parking lot.
Servecoff33		

WHAT WE HEARD

Participants would like:

Coffee and tea amenities

Seating that is comfortable and flexible for various uses

Programming for technology, lectures, exhibits, playing and making

TUESDAY
11/19/2019

What do you LIKE about the interior?



WINDOWS!	Cool windows	The windows at each end
Potential	Comforting feel, warm feeling	Big windows
Leaded glass	Absolutely little. It is not an inviting and welcoming space at all.	Leaded glass windows
I like how decorative it is and how much space there is here	potential	Because it is so small, it gives it more of a home-like feel. The sense of bringing people closer together, like a family almost.
Dropped ceilings		

THURSDAY
11/21/2019

What do you LIKE about the interior?



Windows	Sunlight	Not much
Leaded glass	Pretty windows.	It's old fashion.
The historic, original architecture.	Open	Fireplace
Open space. Natural lighting.	Large windows	Most of the books are eye level other areas should be the same
Old, charm	Dropped ceiling	Leaded glass windows

WHAT WE HEARD

Participants like:

Historic attributes of the architecture

Large windows and natural light

Open space

TUESDAY
11/19/2019

What do you NOT LIKE about the interior?



Boring	Doesn't show off the cool windows	The yellow shelves
Drop ceiling	Not enough space to read quietly	White stark wall color and metal shelves
Too many tight spaces.	Dropped ceiling	Small, hot, ugly, stuffy, one big open space, not enough separation between different sections
It's very very low and makes me claustrophobic and uneasy	lighting, seating, broken sight lines. lack of accessibility	Everything. It's just not comfortable.
Cramped, hard to feel like you have your own space	I do not like how there is some things that don't get changed that don't need to be there	

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11/21/2019

What do you NOT LIKE about the interior?



Dated	Paint and old furniture	Musty, can feel dark and dank downstairs
Yellow bookshelves	The 1970s renovation ruined this building. Lack of a ramp or elevator to access the basement.	Outdated
Not enough space for everything	Nothing	Not enough space, feels like an office not a library
Cramped, cluttered, stuffy, smelly, old, just crappy all around	Dropped ceiling	Ugly, dated shelving, Bland walls (need pictures).
Fang shui	Poor sight lines, outdated, low ceilings, bad lighting, dirty carpet, bad flow with shelving	

WHAT WE HEARD

Participants would like:

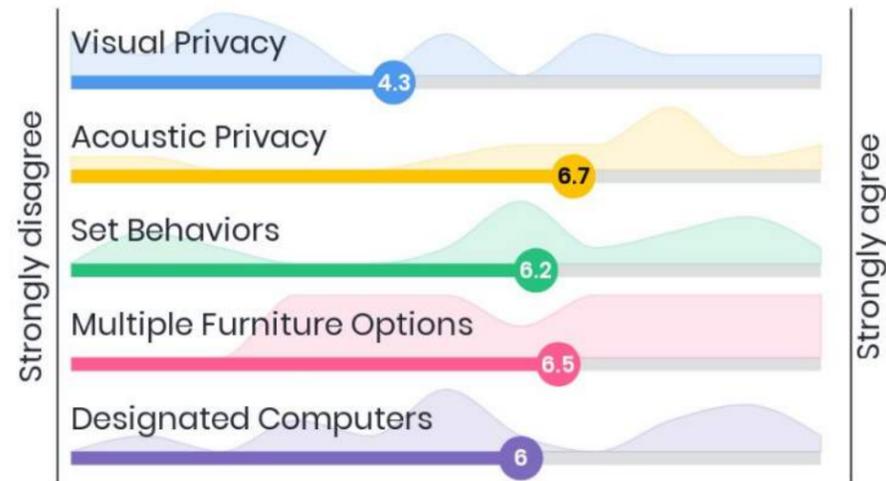
A separate children's area

Designated rooms for individual/meeting spaces

Quiet zones

TUESDAY
11/19/2019

How important are the following features in a designated QUIET area?



What would you like to have in a quiet zone?

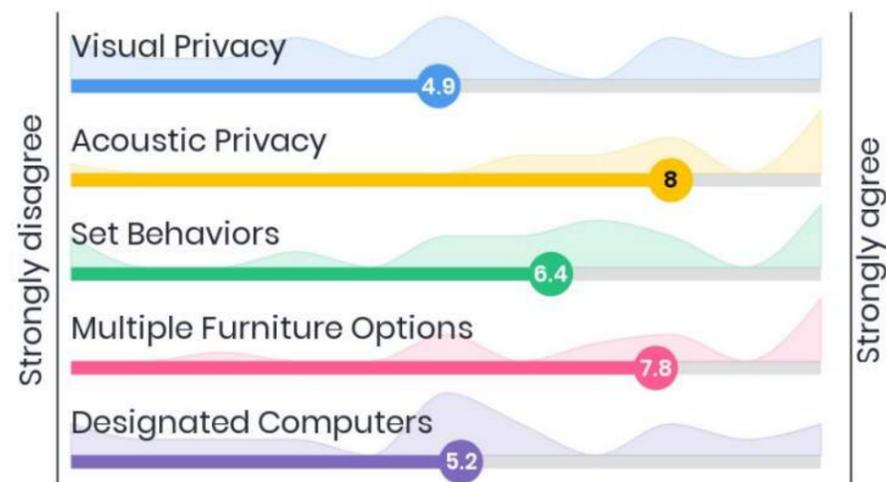


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THURSDAY
11/21/2019

How important are the following features in a designated QUIET area?



What would you like to have in a quiet zone?

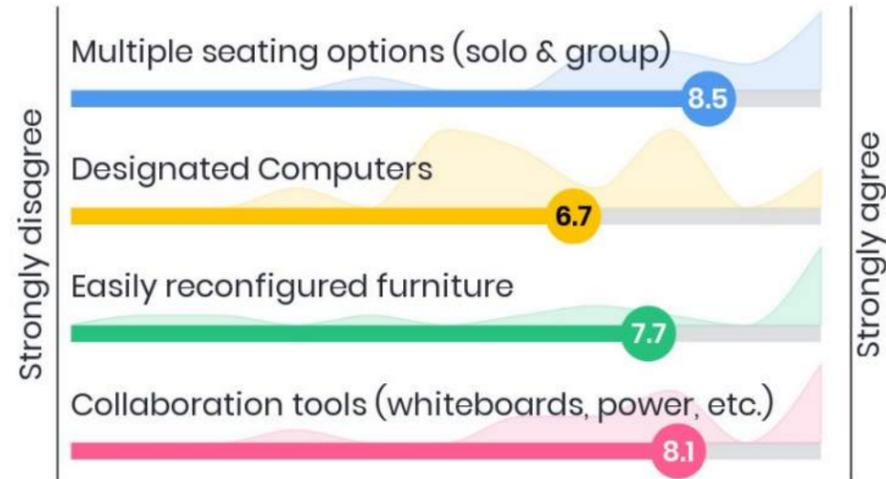


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TUESDAY
11/19/2019

How important are the following features in a designated ACTIVE area?



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THURSDAY
11/21/2019

How important are the following features in a designated ACTIVE area?



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WHAT WE HEARD

Participants like:

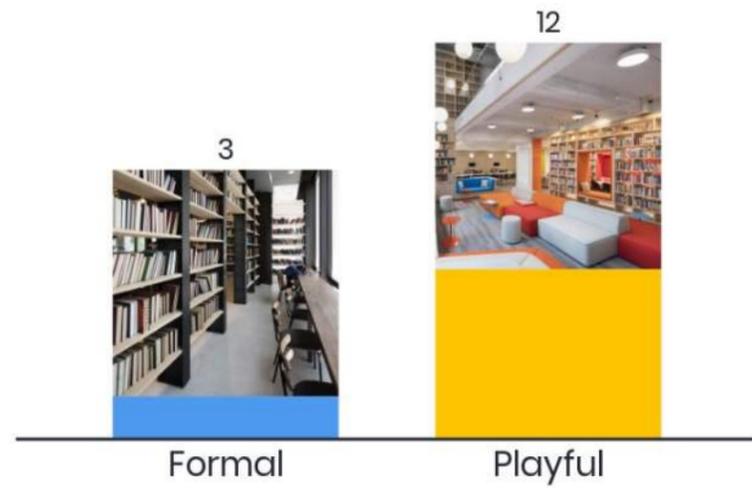
Flexible and movable seating

Nooks and private study areas

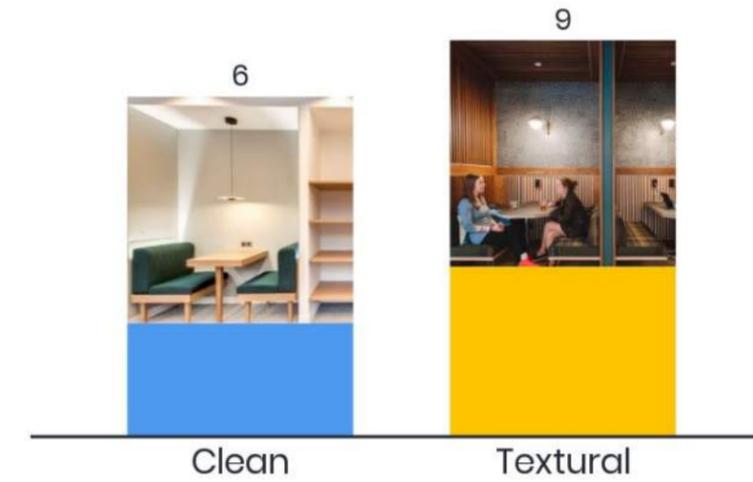
Communal and collaborative gathering and meeting spaces

TUESDAY
11/19/2019

Atmosphere



Feel

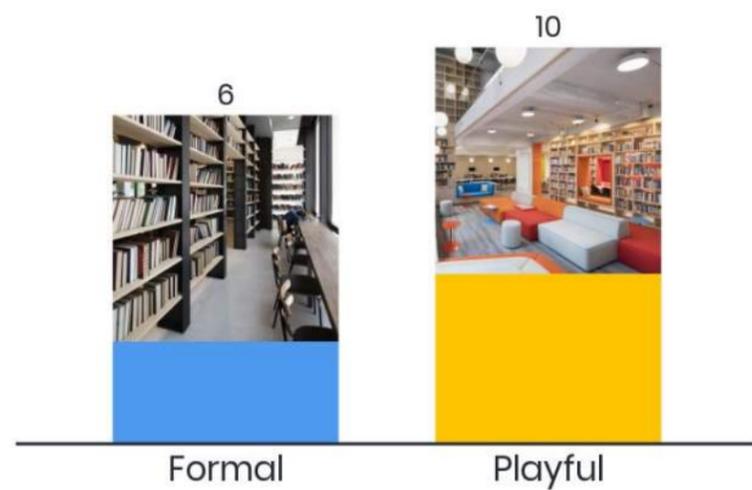


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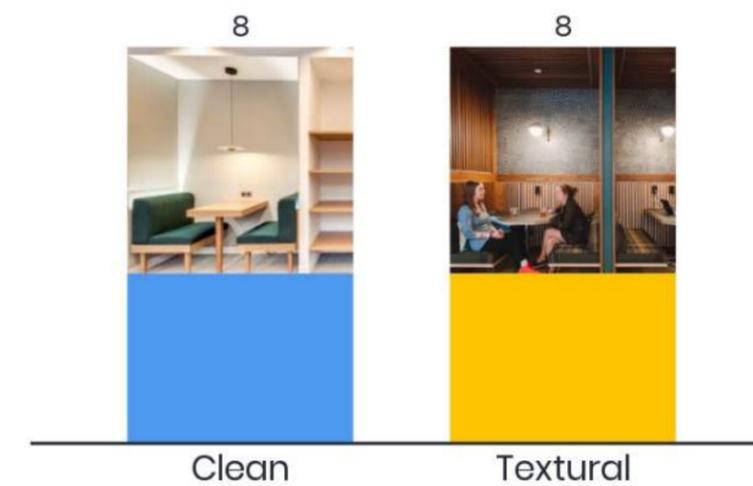
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THURSDAY
11/21/2019

Atmosphere



Feel

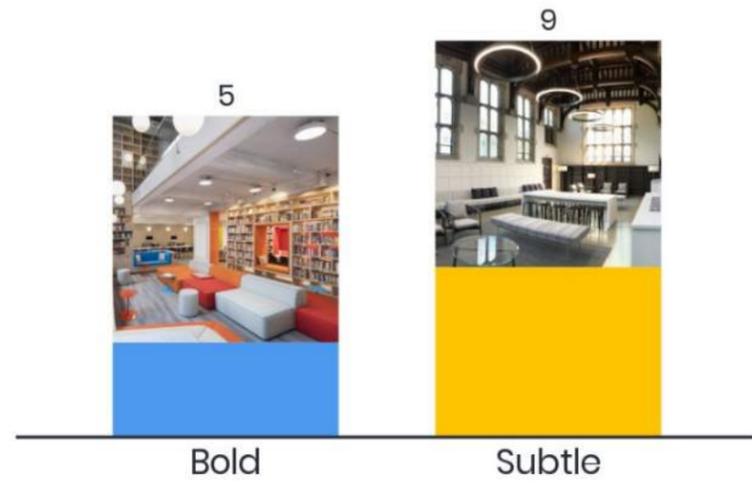


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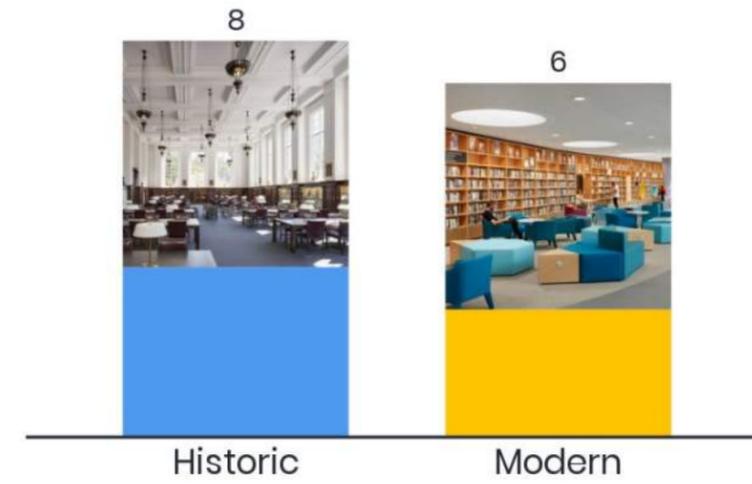
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TUESDAY
11/19/2019

Intensity



Style



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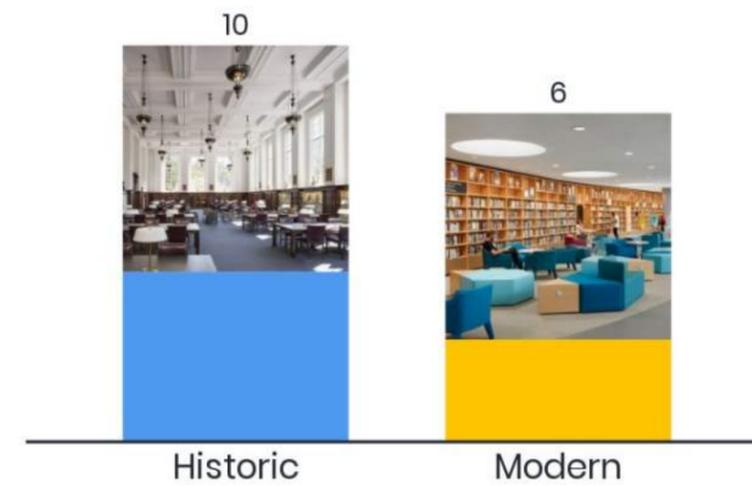
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THURSDAY
11/21/2019

Intensity



Style



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TUESDAY
11/19/2019

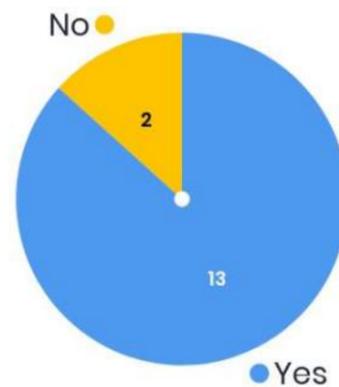
Do you consider the building to be a West Park community landmark?



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THURSDAY
11/21/2019

Do you consider the building to be a West Park community landmark?



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WHAT WE HEARD

Participants like:

The West Park library building is considered a historic landmark by most

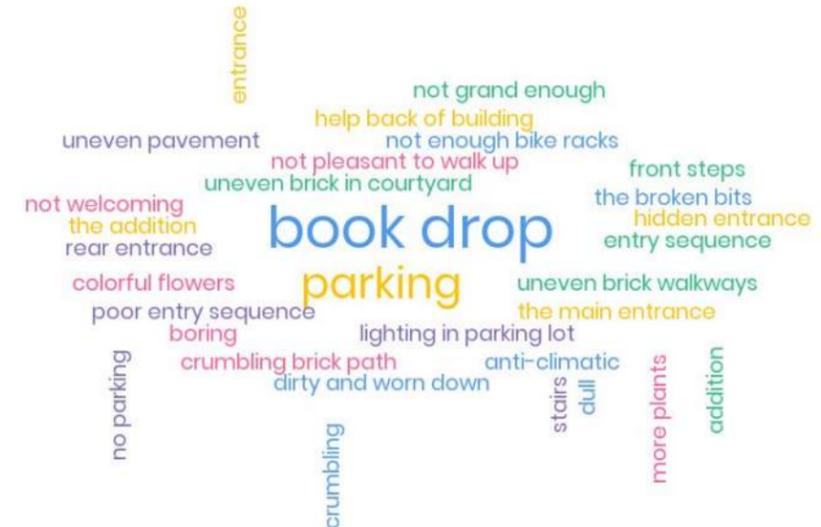
TUESDAY
11/19/2019

What do you like the MOST about the exterior?



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What do you like the LEAST about the exterior?



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THURSDAY
11/21/2019

What do you like the MOST about the exterior?



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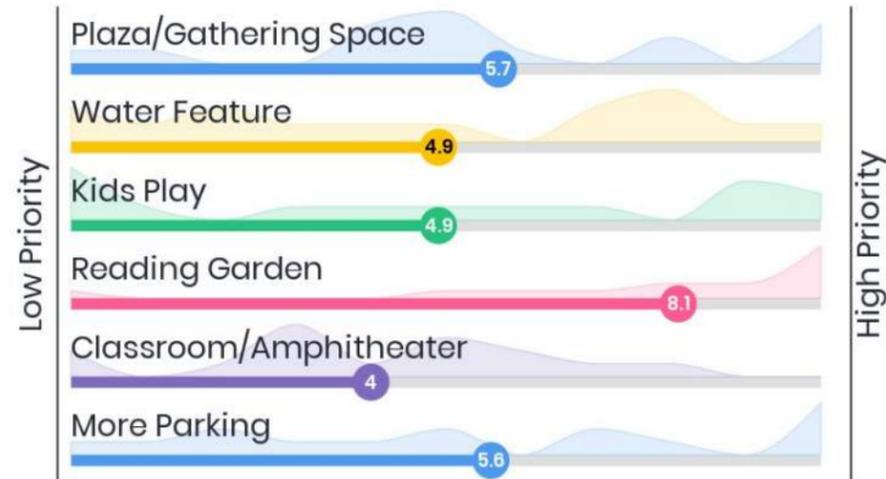
What do you like the LEAST about the exterior?



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TUESDAY
11/19/2019

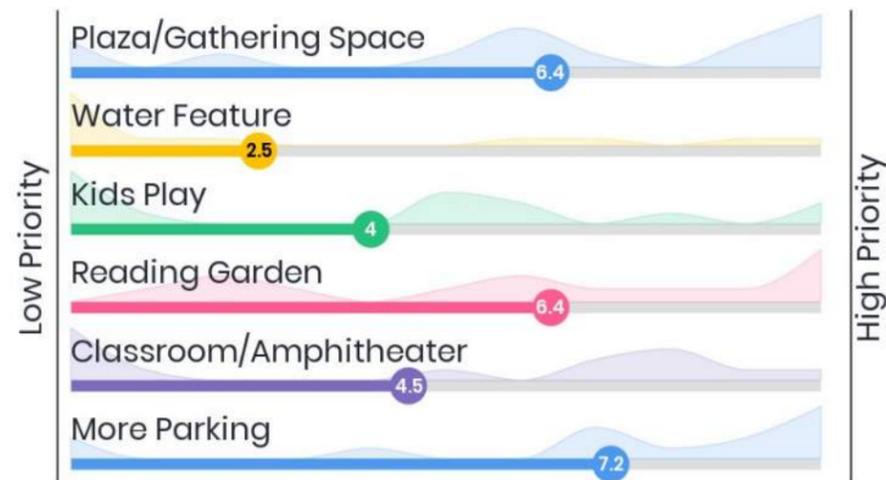
What type of green space do you wish that the library had?



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THURSDAY
11/21/2019

What type of green space do you wish that the library had?



14

WHAT WE HEARD

Participants like:

A Reading Garden

A Plaza/Gathering Space

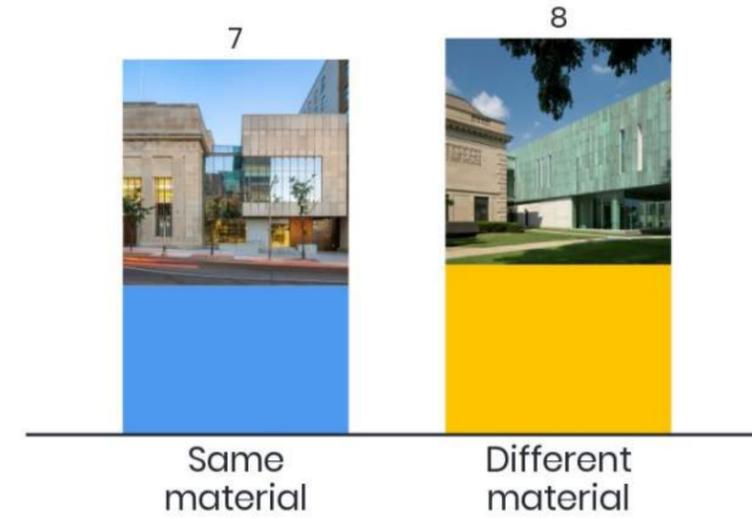
More Parking

TUESDAY
11/19/2019

Addition Style



Addition Material



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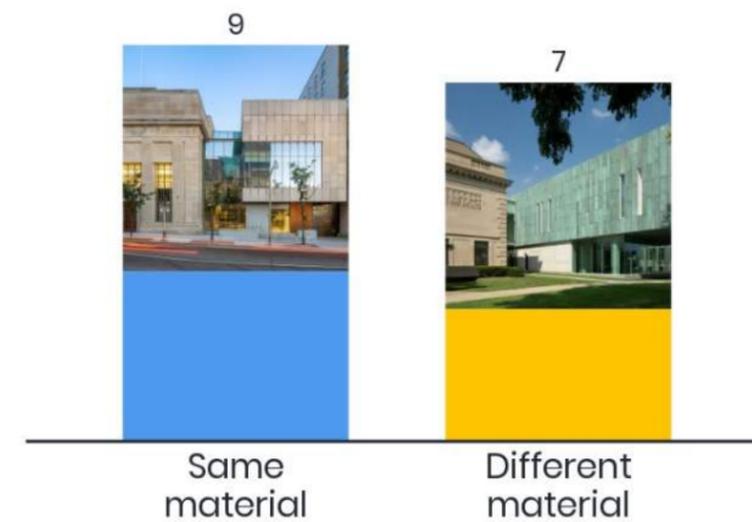
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THURSDAY
11/21/2019

Addition Style



Addition Material

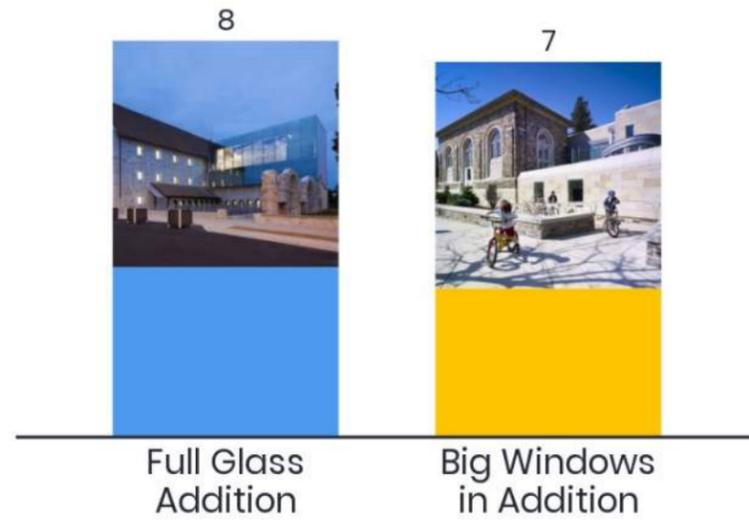


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TUESDAY
11/19/2019

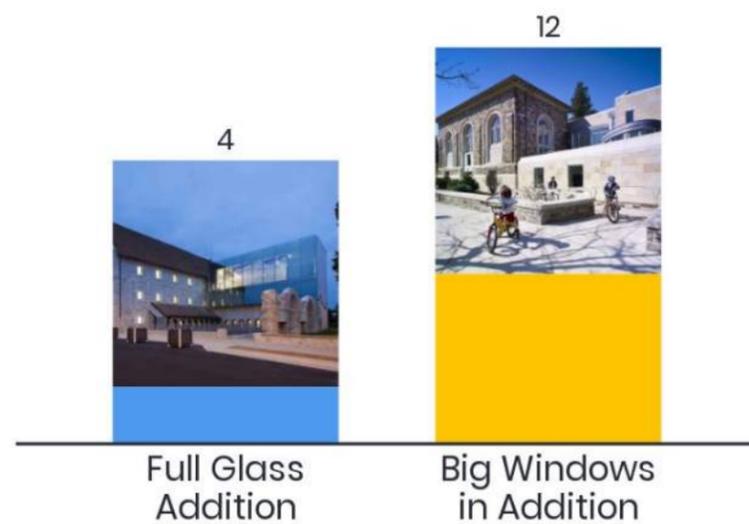
Addition transparency



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THURSDAY
11/21/2019

Addition transparency



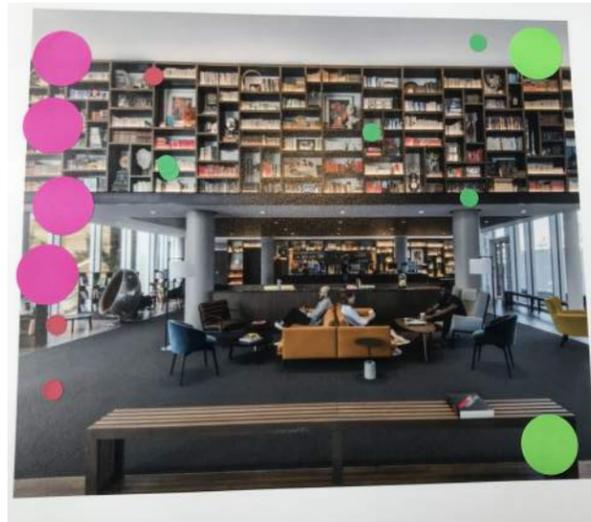
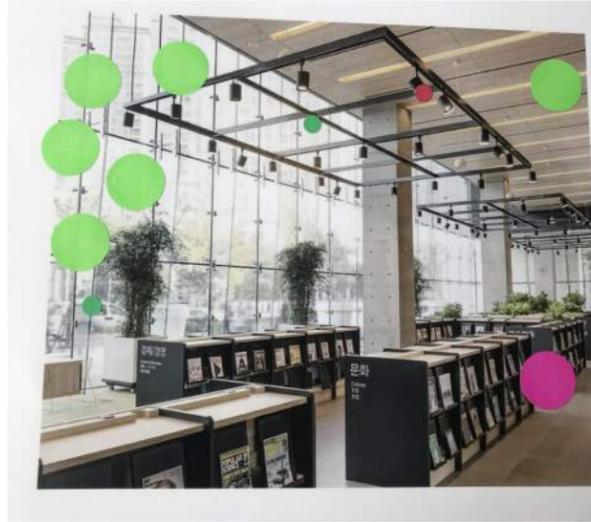
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WHAT WE HEARD

The exterior renovations should complement and respect the historic building



VISION BOARD ACTIVITY



- Nice!
- No Thanks.

WHAT WE HEARD

Participants like:

Contemporary furnishings within the traditional architectural space

Lower, more concealed book stacks that allow natural window light to enter

Playful atmosphere, historic feel and subtle color



● Nice!
● No Thanks.



WHAT WE HEARD

Participants like:

**The existing facade with
an addition that defines
it as new**

**A glass addition that
complements the existing
architecture**

**An outdoor space with
garden-like features
versus plaza hardscape**



PLACEMAT ACTIVITY

**THE WEST PARK BRANCH IS AN IMPORTANT ASSET
FOR THE COMMUNITY TO GATHER AND
SHOULD SERVE TRADITIONAL AND NEW USES.**

THE BEST PART ABOUT LIVING IN WEST PARK IS...

People feel safe in West Park. The community is friendly. It is easy to get around and conveniently located

THE "REAL" WEST PARK EXPERIENCE IS...

A welcoming community full of pride.

THE WEST PARK LIBRARY IS A GOOD LIBRARY BECAUSE...

It is conveniently located and provides access to books and a friendly and helpful staff.

WHAT ELSE SHOULD WE KNOW...

Interior amenities such as quiet zones, community rooms, a designated kid zone and technology would enhance the experience.

The best part about living in West Park is...
*It is a high-trust, low
Crime neighborhood*

The *real* West Park experience is...
Family, Faith, Community

My Community:

The West Park library is a good library because...
*While there appear to be
some inveterate Bolsheviks
working there, they have
kept their garbage to a
Minimum.*

What else should we know? *West Park
is no place for a
child-molester story hear.
Please do not do that
to us.*

The best part about living in West Park is...
Everything is so close

The *real* West Park experience is...
*growing
up here and staying here as an
adult*

My Community:

The West Park library is a good library because...
*it is close. Everyone is so nice.
Also if you go to the
books come here for pick-up*

What else should we know? *# of love the
look of the building*

The best part about living in West Park is... *location
and that almost everything
is within walking distance*

The *real* West Park experience is... *Kamm's
Corners that is an Irish
community that is welcoming
to all.*

My Community:

The West Park library is a good library because... *it
is a place where people gather
and are safe. It is a
community treasure shared
by all.*

What else should we know? *The library
provides community services
that cannot be duplicated
anywhere else in the
community.*

The best part about living in West Park is... _____

The *real* West Park experience is... _____

My Community:

The West Park library is a good library because... *the
personnel working here
are helpful and kind.*

What else should we know? _____

**"THE LIBRARY PROVIDES
COMMUNITY SERVICES
THAT CANNOT BE
DUPLICATED ANYWHERE IN
THE COMMUNITY"**

The best part about living in West Park is... _____
We do not actually live in West Park but I worked here for many years. Love the close proximity of the Metroparks, public transportation and various restaurants and cultures.

The *real* West Park experience is... _____

My Community:

The West Park library is a good library because... _____
great assortment of books

close to home
access to so much information here and online

What else should we know? _____

The best part about living in West Park is... _____
RTA
several bus lines, rapid
paths - but we
need more
small green spaces

The *real* West Park experience is... _____
walking to Jefferson Park
shopping at middle
eastern groceries

My Community:

The West Park library is a good library because... _____
nice staff
good selection
fairly quiet

What else should we know? _____
we need pocket parks
more trees
park benches

**"THE BEST OF BOTH
SUBURBAN AND URBAN -
CLOSE TO DOWNTOWN AND
PUBLIC TRANSPORTATION,
WALKABLE, REAL
BUSINESSES, BUT GREEN
AND SPACE AND PARKS"**

The best part about living in West Park is... _____
best of both suburban & urban - close to downtown and public transportation, walkable, local businesses, but green and has space and parks.

The *real* West Park experience is... *I'm not Irish-American, but I'm not a native West Parker, but I feel like the working class Irish-American culture defines this neighborhood.*

My Community:

The West Park library is a good library because... _____
it is easily accessible and connected to one of the best public library systems in the country. CPL has a great collection - love the fiction and foreign language selection.

What else should we know? _____
Some additional amenities and a general library "refresh" would make this space sparkle! I'm looking forward to what we get!

The best part about living in West Park is... _____
the sense of community
ability to walk to the store, the bank, restaurants.
seeing people out & about - walking/running

The *real* West Park experience is... _____
Sense of community -

My Community:

The West Park library is a good library because... _____
serves the neighborhood
W/in walking distance

What else should we know? _____
For me - I would like to see study rooms + meeting rooms added. This would make me use the library more.
Coffee bar would be a plus too.

The best part about living in West Park is...
PEOPLE ARE FRIENDLY

The *real* West Park experience is...

My Community:
The West Park library is a good library because...
DIFFERENT SUBJECTS

What else should we know?

The best part about living in West Park is...
• people
• neighbors

The *real* West Park experience is...

cell phone free zone

My Community:
The West Park library is a good library because...
I've lived in West Park and considered Fairview Library my home library.
Virtually no children area here
*odor has to get corrected - Si
What else should we know?
E. considered separating adult/teen area.
Using mendic.com was great.
captured alot of honest feedback.

"THE STAFF IS AMAZING AND THEY ALWAYS HAVE THE BOOK THAT I NEED!"

The best part about living in West Park is... the family setting and watching the community growing closer.

The *real* West Park experience is... acceptance of people who are different

My Community:
The West Park library is a good library because... of its wonderful staff and peaceful environment

What else should we know?
Keep up the good work!!

The best part about living in West Park is...
the people are amazing! So helpful and down-to-earth. Everything is walkable (or bike-able at worst). We have a lot of Cleveland pride in my house and love living in the city.

The *real* West Park experience is...
All the locally owned businesses and the community engagement

My Community:
The West Park library is a good library because...
the staff is amazing! And they always have the books I need.

What else should we know?
Drive up book drop would be awesome! 😊😊
Maybe spreading out the technology some?
A better kids/teen area is needed

The best part about living in West Park is... It's chill

The *real* West Park experience is... FRISA types

My Community:

The West Park library is a good library because... old fashion library

What else should we know?

The best part about living in West Park is... There's a real sense of community. People have lived here for YEARS, ^{largely} own their homes, & shop here in the neighborhood.

The *real* West Park experience is... Neighborhood - in the best sense of the word.

My Community:

The West Park library is a good library because... It's in the center of the neighborhood. It's a meeting place.

Changes needed:

1. LARGE lighted yard signage
2. Better lighting in parking area - get more
3. Interesting wall covering w/ PICTURES of historical West Park scenes - it's been discussed for YEARS. WP Historical is very active & can provide photos
4. Themed children's room (w/ wall mtl we used to have a fish theme, with mtl hanging from ceiling)
5. Entrance in front (for bus riders) or original entrance.

What else should we know? especial

"THERE'S A REAL SENSE OF COMMUNITY. PEOPLE HAVE LIVED HERE FOR YEARS, LARGELY OWN THEIR HOMES, AND SHOP HERE IN THE NEIGHBORHOOD"

The best part about living in West Park is... The amount of participation from neighbours in the improvement ideas in the neighbourhood

The *real* West Park experience is...

My Community:

The West Park library is a good library because... close in distance. Near bus line if no other transportation available. Near some local stores if anything else is needed.

What else should we know? There are a lot of empty properties that need work to improve the neighbourhood.

vocon.

CLE

3142 Prospect Ave E
Cleveland, OH 44115
216.588.0800

NYC

530 Fifth Avenue, 16th Floor
New York, NY 10036
646.865.1200

LA

555 West 5th Street, 35th Floor
Los Angeles CA 90013
323.603.2526