

Survey Comments and Summary

I wish the library was open on Sundays, I work full-time Monday through Friday and would use my library more often if they were open on Sundays.

Wishing the library had a family area indoors or out so parents w little infants/toddlers could still enjoy being in the library and not worry about toddlers noise

Opening at 8:30 or 9am would be preferred. Being able to place more than 15 books on interlibrary loan hold, Please! More kids dvds.

Hours are just fine for us. Increasing hours would cost more and it would be better to spend the money on programs and books. Looking forward to the new library to open.

Im not sure when the library is open. I think from 10-5. I do like being able to order a book from different libraries. I think the books should be able to be checked out longer if requested. Im excited for the library to open up and be available of all materials.

1. Please consider making welcome of children a priority. Consider creating space/spaces, more staff training, and regular quality programming that communicate welcome and accommodation for children and says we love that you are here! Play spaces, more cozy welcoming stimulating space for children to frequent your establishment, more children's books and resources, more events and programs. There is a huge need in our community for spaces for mothers a children. We currently choose to regularly attend other neighboring libraries whose services make clear the priority that children are and we aren't the only ones. 2. Please consider no late fees (as your neighboring libraries do) because those are a hindrance to low income families (of which our community has many). we know families whose kids no longer get access to library resources for fear of late fees they can't afford. This is the antitheses of what a library should be...providing free resources and services to all it's community for learning and joy. ... 3. If you have a heart for your community and create space where they are all welcome they will flock to your space and vibrant community will follow and we really would love to participate here in Hermiston. If you don't know where to start visit Pendleton, Umatilla, & stanfield libraries for guidance and ideas. We wish you the best in your endeavor with sincere warmth in our heart.

Once the larger library is open again, I would like to see more adult programming.

I am excited for the renovation to the building and I believe it will be exactly what the library needed. Customer service is extremely important it affects how it feels to be at the library.

Please no more late fees. Sometimes it's hard for the edler to get in the building it's currently in. Also no charging for a miss hold when someone didn't show up either.

Need more Early Literacy events, parent education & resources. An environment that is designed to attract & involve birth to 5 readers. A place children can love, enjoy and want to come please.

One member of staff needs an upgrade. She is an older Hispanic woman. Always mean and rude. Made me pay late fees that the other lady said were already paid. I even have it on a voicemail stating my account was clear. But still made me pay. She is a huge reason we stay away from this library. Hopefully she can get upgraded with all the other things.

How can we protect our public library from damage and theft? How can we make it more safe and secure? Also, homeless population presence has a tremendous impact on the environment, the atmosphere and the perceived personal safety at the library. I don't want to bring my children there after what I witnessed/experienced with homeless population present inside the building and near the entrance of the building.

I am a resident of Hermiston. I frequent Stanfield library as Cecily is the spirit of that library. She takes pride in her little library and the programs she provides. She does so much for her community and the kids within it. I always hear of events they're putting on. I haven't heard of Hermiston library events for kids in ages. The homeless are a huge problem at Hermiston library. Get rid of them and I'd go to my actual library more. I cannot stand to be hassled by them. Stanfield as a whole feels much more like a community. Hermiston is a corporate town that offers services with no personality.

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Would not mind you being open earlier but its fine at 10.

There isn't any library's open on sundays or for people who work noc shifts. I get you cannot be open all night but a night Night once a month would be helpful. I have a ton of paperwork I need to print but no one is open to be able to do so before I have to be at work at 10pm or early enough to do after I get off at 6am. I already have to change my schedule around and lose sleep for drs appointments and such it would be nice to have a safe place to study and print my school things.

It would be nice to have more reference materials available digitally

Offer more programs. Maybe a teen advisory board. Advertise summer reading program more. Beanstack is hard to use.

We are glad we have a library to check out books and DVD'S!

The library staff is friendly and helpful. I'm looking forward to the opening of the renovated library because I miss the size of the book collection.

I feel like more adults would frequent the library if it was open in the later hours of the afternoon after 6-8pm. A lot of people aren't able to make it in early morning hours

I feel staff do an excellent job making customers comfortable.

Library staff is friendly and professional. The aids are quick to greet everyone as they walk into the building. And they have terrific recommendations. Some of my favorite books are ones they told me about.

I've often thought it's really strange that the library is open less on the weekends, when people of all ages would be freer to go. And I'd love to see the library take its rightful place as the best "third space" a town can have. A place with information, yes, but also a place where people of all walks of life can interact, and a place that serves to boost the community and its members to their fullest potential. Libraries are truly a gift.

Would be nice to be able to get books on hold at different hours. Example, little crasgers code lockers. I work NOC shift so the library opens to late for me to stop by after work. It closes too early to be able to stop by before work. Slightly inconvenient but nothing major.

Book selection even with Eastern Oregon is fair compared to other areas. Hours reduction makes it hard to access.

Summary of the comments by AI:

1. **Library Hours and Accessibility:**

- a. Many users wish the library was open on Sundays, especially those with full-time jobs or working night shifts. They would also appreciate earlier opening hours (8:30 or 9 AM).
- b. Some suggest later hours (6-8 PM) to accommodate working adults, while others think the current hours are fine but suggest focusing funds on programs and books rather than extended hours.
- c. There's also a call for better accessibility for those working night shifts (a night once a month could help).

2. **Library Space and Programs:**

- a. Requests for more family-friendly spaces, particularly for families with young children, so parents with toddlers can enjoy the library without worrying about noise.
- b. There is a desire for more early literacy events and programs for children, as well as increased offerings for adult programming (especially post-renovation).

- c. Some users mentioned difficulty navigating the Beanstack app and suggested advertising programs, such as the summer reading program, more effectively.
 - d. A few people suggested creating a teen advisory board and offering more reference materials digitally.
- 3. **Customer Experience and Staff:**
 - a. The staff is generally praised for being friendly, helpful, and professional, though there's a mention of one staff member who was described as rude and unhelpful, particularly regarding late fees.
 - b. Positive comments about staff recommendations and the welcoming atmosphere they create.
- 4. **Community and Inclusivity:**
 - a. A significant concern was the presence of homeless individuals at the library, which some felt negatively impacted the atmosphere and safety, especially for families with children.
 - b. Some users mentioned that neighboring libraries (e.g., Stanfield) seem to have a stronger sense of community, particularly in terms of children's programs.
- 5. **Fees and Library Access:**
 - a. A strong desire to eliminate late fees, especially for low-income families, as these fees prevent some community members from accessing library resources.
 - b. There's a suggestion to allow longer check-out times if requested.
- 6. **Library Renovations and Future Plans:**
 - a. People are excited for the library's renovation and hope it will meet the needs of the community, with a particular focus on improving the space for families and children.
 - b. There's also hope for a more vibrant and welcoming community atmosphere once the renovation is complete.
- 7. **Additional Suggestions:**
 - a. More children's books, especially DVDs, and a better selection of materials.
 - b. Some users expressed the desire for a more secure and damage-resistant library space.
 - c. A few people noted that access to books and interlibrary loans was valuable and should be expanded, including the option to place more than 15 books on hold at once.

In summary, people appreciate the library and its staff but have several suggestions to improve hours, spaces for families and children, programs, and overall accessibility, especially for working individuals and low-income families. There's also a desire for a more secure and community-oriented environment, along with the elimination of late fees.