# What does the community want from their public library?

Getting in touch with non-users

#### Jaclyn McLean

eResources Librarian
University of Saskatchewan

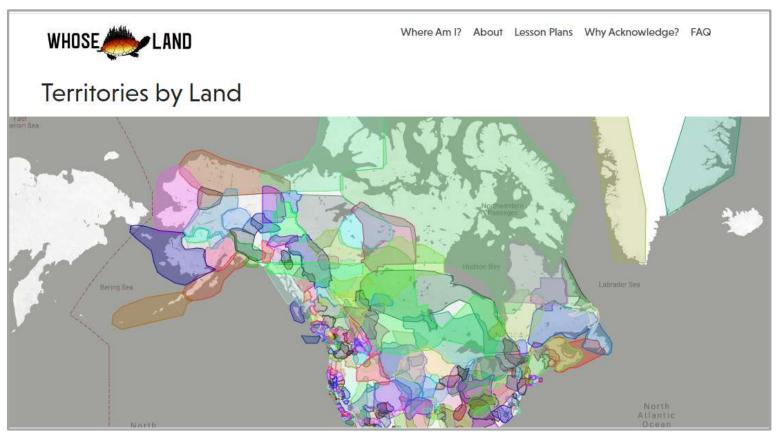
#### **Alex Juorio**

Library Director
Prince Albert Public Library



2022 BC Library Conference

# Land acknowledgement



# What does the community want from their public library?

Getting in touch with non-users

### Jaclyn McLean

eResources Librarian
University of Saskatchewan

#### **Alex Juorio**

Library Director
Prince Albert Public Library



2022 BC Library Conference

## **About us**

	Jaclyn	Alex
Knits	yes	no
Cat(s)	yes	yes
Cooks	yes	yes
<b>Brussel sprouts</b>	yes	no
Scotch	no	yes
Travel	yes	yes
Linux	no	yes



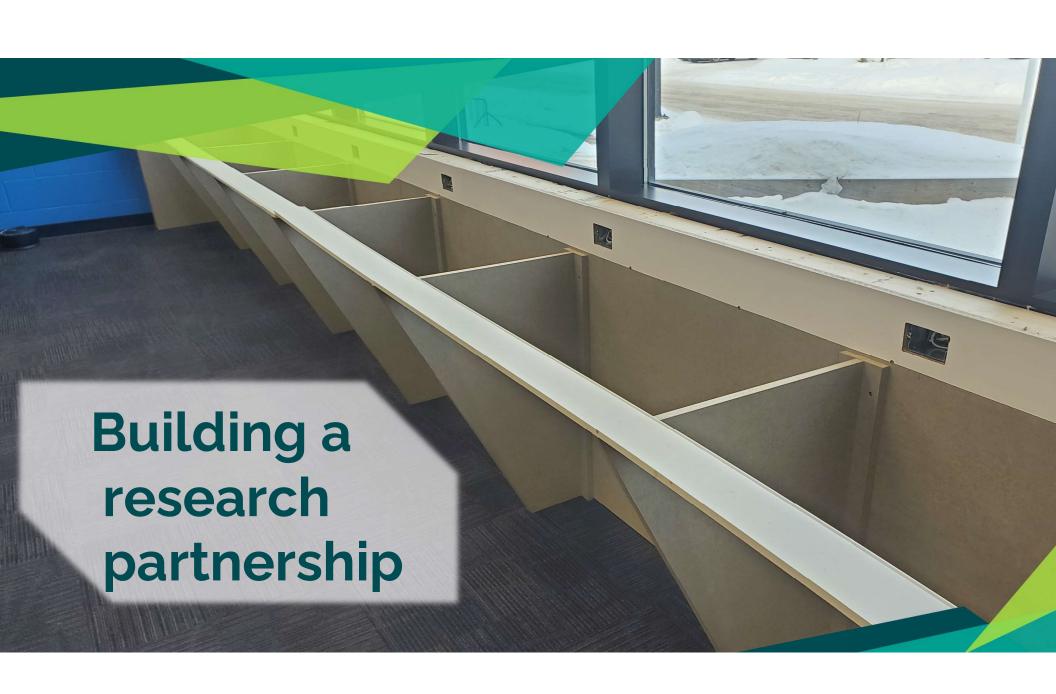
## Today we will talk about...

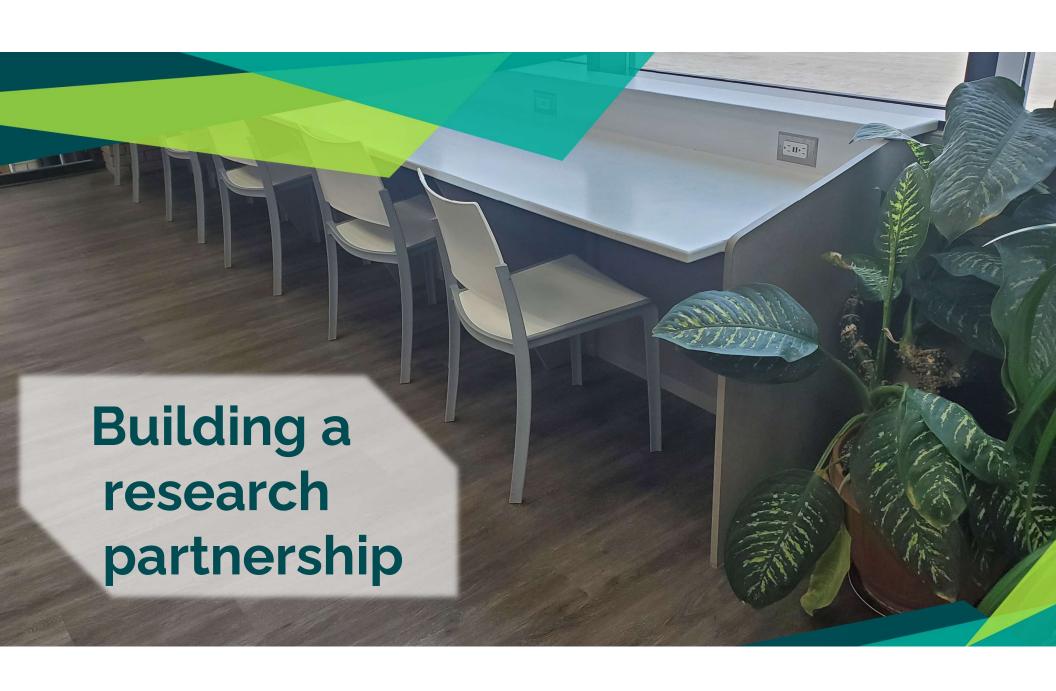
- How we got here
- ♦ What we did
- What we learned
- How you could do it too
- What we're doing next

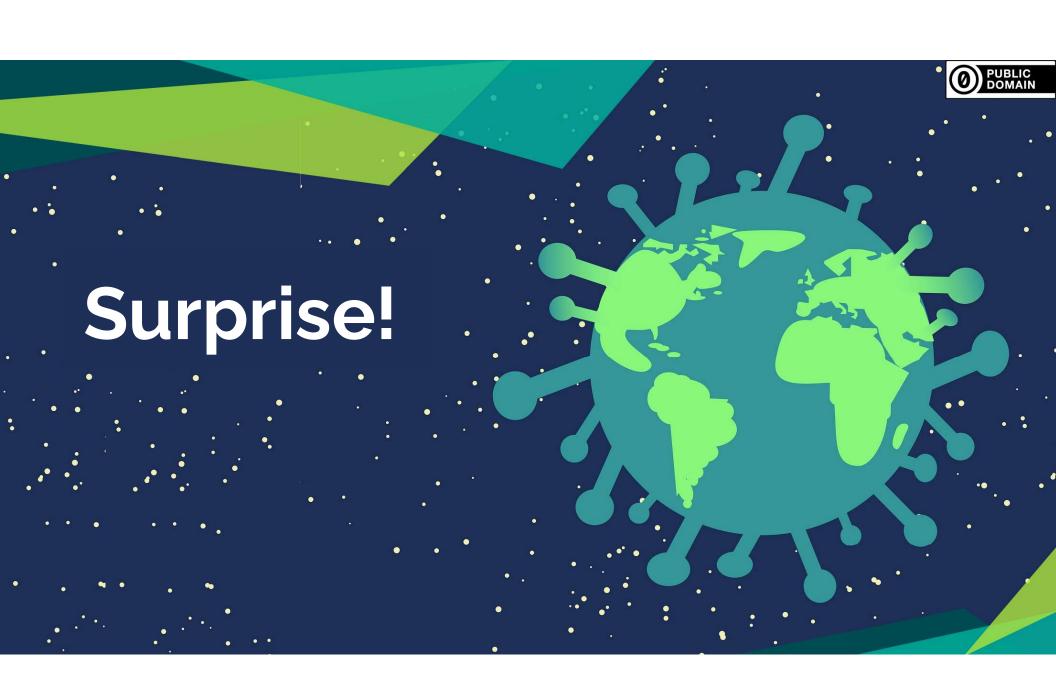


## Strategic planning

- Evolved over time
- Setting priorities
- Past priorities included services for seniors









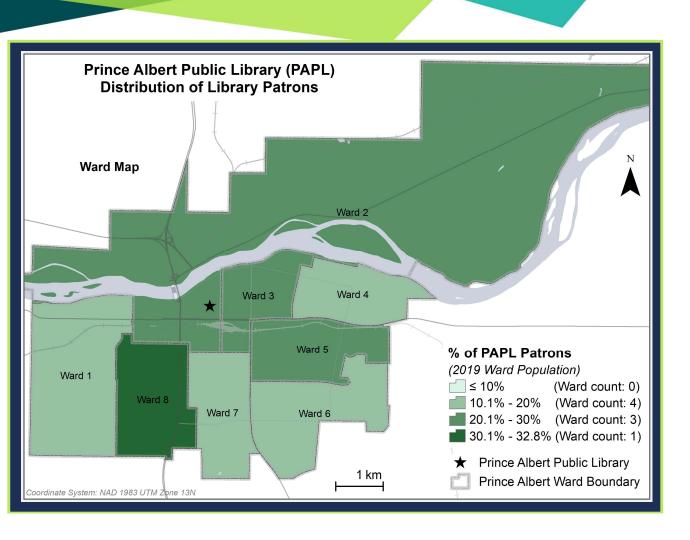


- ◆TCPS2 core values
  - Respect for persons
  - ◆Concern for welfare
  - ◆Justice

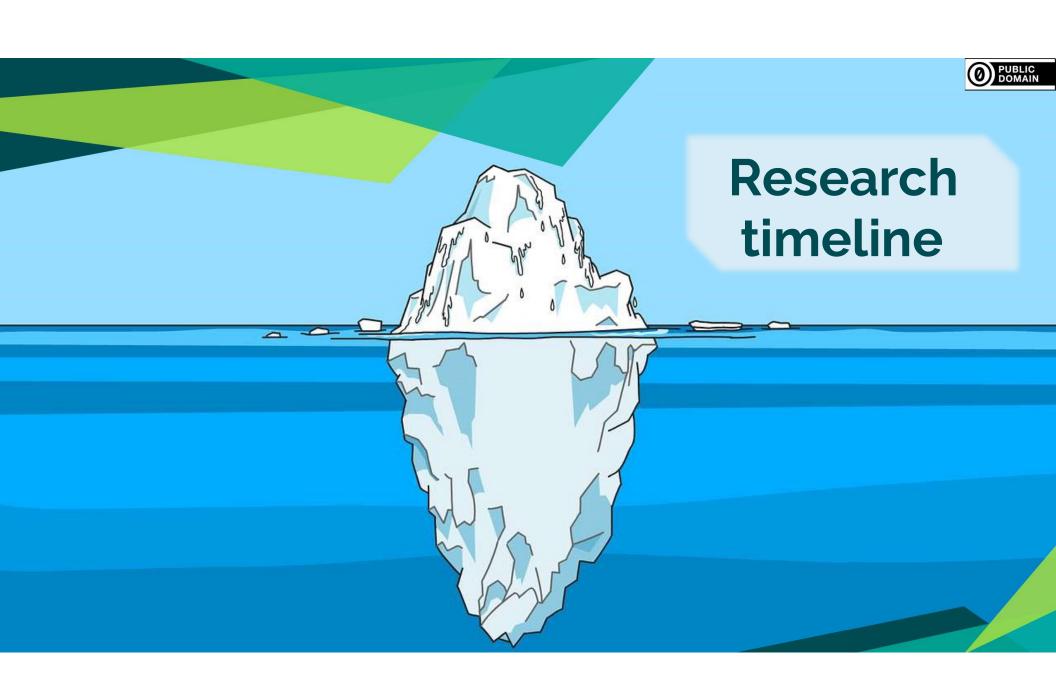


# Unique recruitment opportunity





# Think about your data



## Research Timeline (2021)

**March** revive plan to do research, make new COVID-safe plan

**March – June** develop survey, informed consent, recruitment notices, documentation for USask Ethics Board

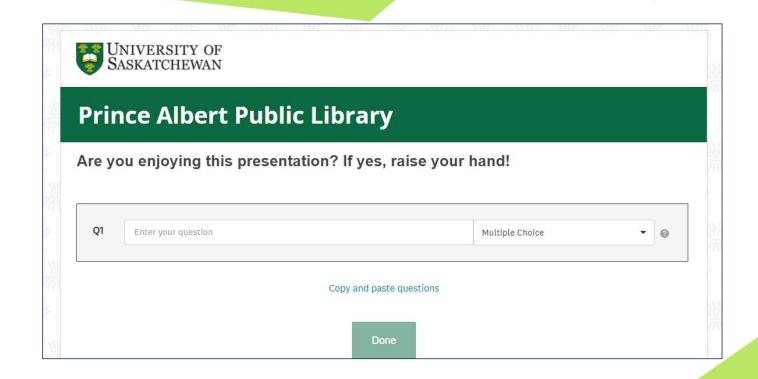
**July** receive ethics exemption, refine & program online survey, finalize contract with CHASR

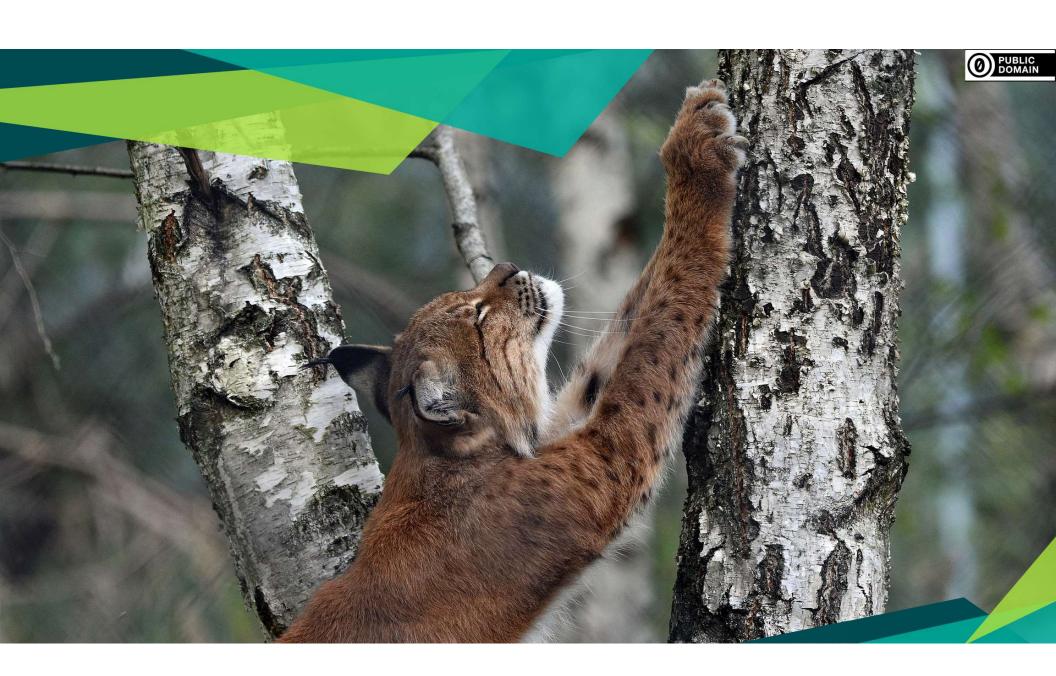
**August** test and launch online survey

August – October survey is open

November – 2022 clean & analyze data, move to next phase of research

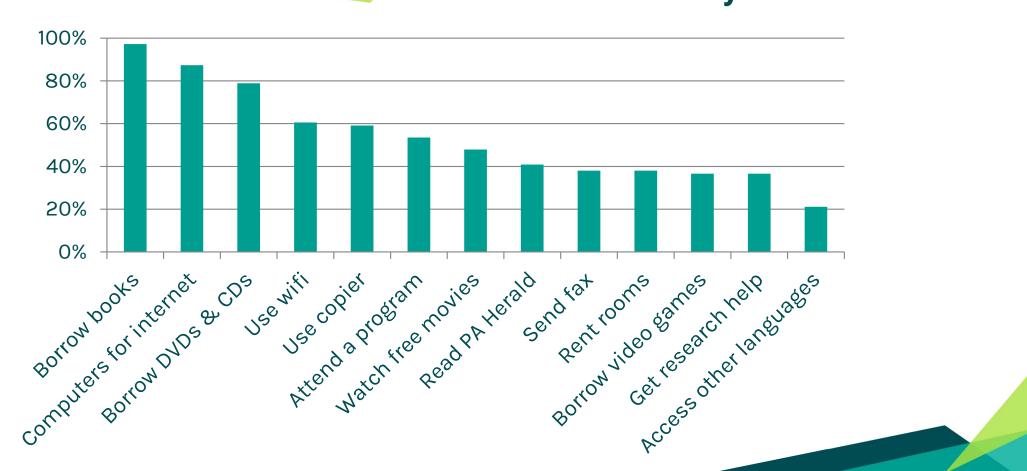
## Survey design



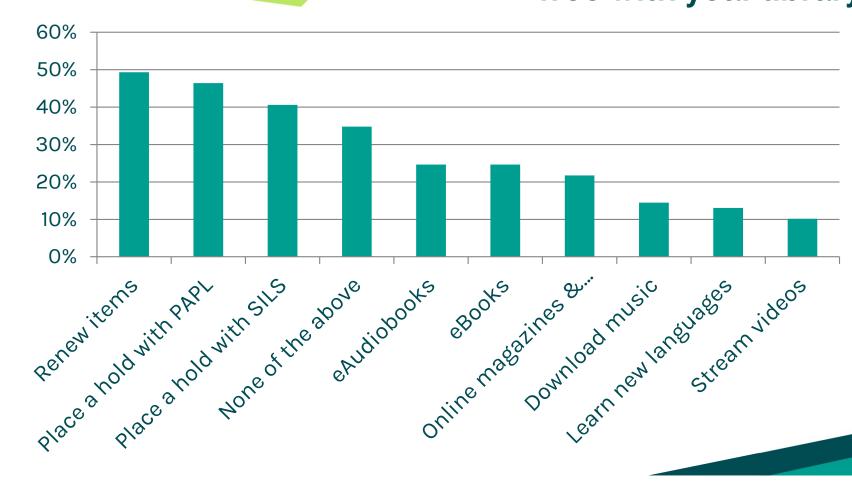




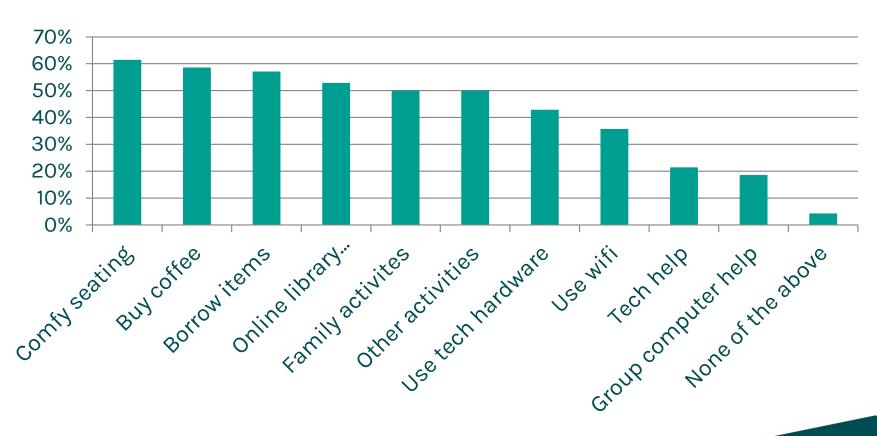




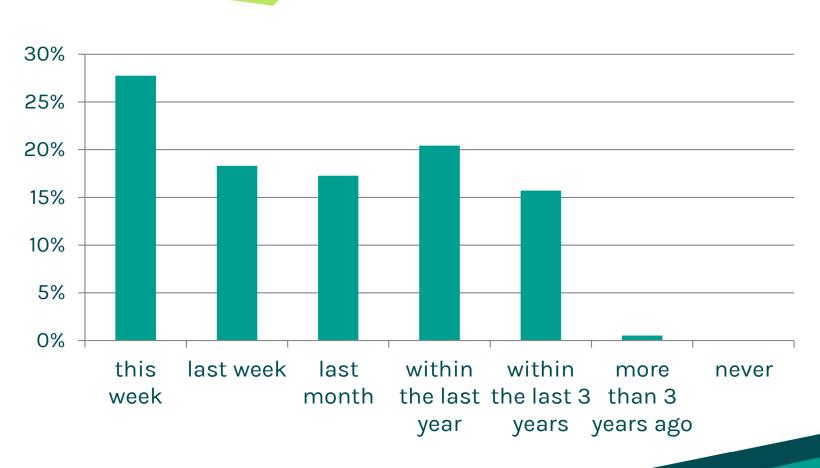
# Did you know the library has these online services free with your library card?



# If you want to use the library in the future, which of the following interest you?



# When is the last time you used the Prince Albert Public Library?





# More preliminary results

- 1. Programs
- 2. Marketing
- 3. Space

(honourable mention: Parking!)

# Actions underway







- Revamp promotion
  - Develop an advertising budget
- Continue community research



Special thanks to all the people at SlidesCarnival who made and released this presentation template for free!

## Shameless self promotion!

- Have a fabulous time doing exciting things with interesting people!
- YOU could be our new
   Outreach/Community Resources
   Librarian
- Watch the Partnership Job Board





# Any questions?

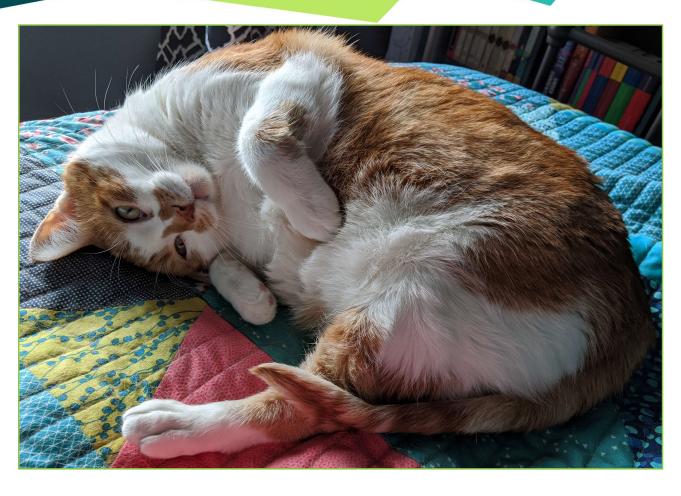
### Contact us anytime:

ajuorio@princealbertlibrary.ca jaclyn.mclean@usask.ca

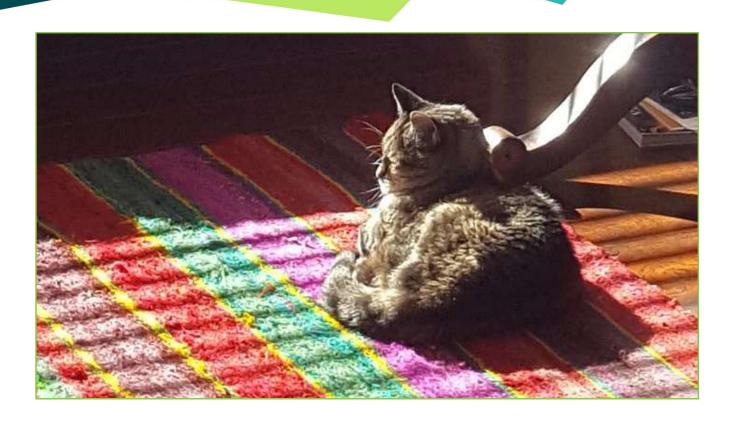
Special thanks to all the people at SlidesCarnival who made and released this presentation template for free!



**Questions?** 



## **Questions?**



## **Questions?**

## Selected Bibliography

Bedenbaugh, R. A. (2016). Marketing is Our Game: Tackling the Library Awareness Gap. *Public Services Quarterly*, *12*(4), 321–328. <a href="https://doi.org/10.1080/15228959.2016.1231603">https://doi.org/10.1080/15228959.2016.1231603</a>

Carrigan, D. (2015). Public Libraries, Dual Constituencies, and Marketing. *Public Library Quarterly*, *34*(3), 245–255. https://doi.org/10.1080/01616846.2015.1069681

Evans, J. R., Link to external site, this link will open in a new window, & Anil, M. (2018). The value of online surveys: A look back and a look ahead. *Internet Research*, 28(4), 854-887. http://dx.doi.org/10.1108/IntR-03-2018-0089

Harris, K. L. (2001). Who are they? In search of the elusive non-user. Colorado Libraries, 27(4), 16-18.

Kinlen, A., & Golding, D. (2021). You Can't See It! – It's Electr-onic! A Fictional Marketing Plan for a Public Library's Unseen Resource. *The Serials Librarian*, 1–10. https://doi.org/10.1080/0361526X.2021.1940417

Ladhari, R. and Morales, M. (2008), "Perceived service quality, perceived value and recommendation: A study among Canadian public library users", *Library Management*, Vol. 29 No. 4/5, pp. 352-366. https://doi-org/10.1108/01435120810869129

Oliphant, T. (2014). "I'm a Library Hugger!": Public Libraries as Valued Community Assets. *Public Library Quarterly*, *33*(4), 348–361. http://dx.doi.org/10.1080/01616846.2014.970431

Pashootanizadeh, M., & Rafie, Z. (2020). Social Media Marketing: Determining and Comparing View of Public Library Directors and Users. *Public Library Quarterly*, *39*(3), 212–228. <a href="https://doi.org/10.1080/01616846.2019.1622395">https://doi.org/10.1080/01616846.2019.1622395</a>

Poll, R., & Payne, P. (2006). Impact measures for libraries and information services. *Library Hi Tech*, *24*(4), 547–562. https://doi.org/10.1108/07378830610715419



- MS Word
- MS Excel
- MS PowerPoint
- Google Drive Suite
- Survey Monkey (free or \$\$)<a href="https://www.surveymonkey.com/">https://www.surveymonkey.com/</a>
- NVIVO (\$\$\$) <a href="https://www.qsrinternational.com/nvivo-qualitative-data-analysis-software/home">https://www.qsrinternational.com/nvivo-qualitative-data-analysis-software/home</a>
- Zotero (free) <a href="https://www.zotero.org/">https://www.zotero.org/</a>