



COMMUNITY SURVEY

Buncombe County Public Libraries

Fall 2020

PREPARED BY

IVY GROUP



Background

As a key component of the master planning initiative for Buncombe County Public Libraries (BCPL), The Ivy Group conducted an online survey of residents in and around the County to better understand how well library facilities are performing to meet the needs and desires of the community. Findings will inform help the Libraries prioritize facility refurbishment, renovation, and/or expansion initiatives.

Research Methodology

In collaboration with the Library Director and 720 Design, Inc., the consulting team developed the questionnaire for BCPL’s community survey. Upon approval, the questionnaire was programmed within the SoGo Survey platform and made available via a link at the Libraries’ website and social media platforms.

A total of 1,410 individuals participated in the survey effort over the course of five weeks (October 19 – November 23, 2020). The Ivy Group tabulated the data and analyzed the findings.

Definitions

- For purposes of this research, a **“library user”** is defined as someone who has used the services of the Buncombe County Public Libraries (BCPL)—either in person, by phone, or online—**three times or more** in the past 12 months.
- A **“non-user”** is defined as an individual who has used BCPL **two or fewer times** in the past 12 months.

Research Observations

- Of the 1,410 individuals who participated in the survey, 98.1% are residents of Buncombe County and 93.3% are BCPL cardholders.
- 11.6% of respondents have patronized BCPL two or fewer times in the past twelve months. For purposes of this research, these respondents are classified as “non-users” of library services.
 - The primary reasons that these respondents give for not using BCPL more frequently, if at all, reveal issues of awareness and perceived convenience that may point to the need for increased marketing efforts. Top reasons for lack of use that pertain to BCPL facility concerns are parking (9.8%) and unappealing atmosphere (4.3%).
- 88.4% of respondents report having used the services of the Buncombe County Public Libraries three or more times in the past twelve months. For purposes of this research, these respondents are classified as “users” of library services.
 - Among users, 69.3% indicate they have patronized the Libraries more than 12 times in the past year. 47.6% of user respondents are considered “power patrons”, having used BCPL 25 or more times in the past year.
 - The top reasons that users cite for patronizing BCPL are to check out print books or magazines (89.7%); to download digital books or magazines (40.1%); to read or work (32.8%); for reasons related to hobbies or personal interests (30.8%); to check out movies or music (29.8%); for children’s activities and programs (26.7%); and to conduct research (24.0%).
 - Users identified the branch library they use most frequently and then rated their level of satisfaction with various facility attributes. Four libraries comprise almost half of the user respondent base: Pack Memorial (12.8%); Weaverville (12.6%); West Asheville (12.2%); and Skyland/South Buncombe (11.5%). It is important to review the findings for each branch library in the context of its sample size. For example, of the 1,247 user respondents, 160 named Pack Memorial as their primary branch, while just 27 identified Swannanoa.
- Over 90% of all respondents look to the Buncombe County Public Libraries to be a source for books and other media and to serve as a lifelong learning center for people of all ages. The majority of respondents indicate that hardcopy and digital materials are of equal importance and believe that BCPL should balance space for its physical collections with those areas designated for meeting and study.

- Looking to the future, survey respondents believe it is most important for BCPL to offer areas for children and teens, space for reading and small group meetings, family restrooms, and outdoor access to WiFi.
- 52.2% of all respondents took advantage of the opportunity to share their thoughts about BCPL's facilities. These comments have been parsed and appear *verbatim* at the conclusion of this report.

Survey Findings

RESPONDENT DEMOGRAPHICS

1,410 survey respondents

Q1. PLACE OF RESIDENCE

98.1% of all survey respondents reside within Buncombe County. Just 1.9% of respondents indicated that they live outside the County limits. .

Q23. AGE

	<u>All Respondents (1,410)</u>
Up to 17	0.2%
18 to 24	1.2%
25 to 40	28.7%
41 to 64	37.7%
65 and up	30.5%
Prefer not to answer	1.7%

Note: Individuals age 65 and up are overrepresented in the respondent base relative to American Community Survey demographic data for 2019 that estimates 20.5% of Buncombe County residents are age 65 and older.

ABOUT LIBRARY USAGE

Q2. CARDHOLDERSHIP

93.3% of survey respondents are registered cardholders of the Buncombe County Public Libraries.

Q4. USE OF BUNCOMBE COUNTY PUBLIC LIBRARIES

In-person visits, calls, or use of digital services in the past 12 months

11.6% of survey respondents (163 out of 1,410) are classified as “non-users” of library services, having patronized BCPL two or fewer times in the past 12 months.

0 times	4.4%
1-2 times	7.2%

88.4% of survey respondents (1,247 of 1,410) are deemed “library users”, having patronized BCPL three times or more in the past 12 months.

		<u>Among users only (1,247)</u>
3-6 times	11.4%	12.9%
7-12 times	15.7%	17.8%
13-24 times	19.1%	21.7%
25+ times	42.1%	47.6%

Note that overall findings from this study are weighted toward the views of the Library’s most enthusiastic and loyal customers.

ASKED OF NON-USERS ONLY

Q5. PRIMARY REASONS FOR NOT USING BUNCOMBE COUNTY PUBLIC LIBRARIES MORE FREQUENTLY, IF AT ALL

Percentage totals exceed 100% as respondents could select more than one answer.

	<u>All Non-Users (163)</u>
It doesn't occur to me to go there	23.3%
I rely on the Internet for information	21.5%
I have other places to get books, DVDs, etc.	20.2%
I don't have time	16.6%
I use another library	9.8%
Library hours are not convenient for me	9.8%
Parking is a problem	9.8%
I am concerned for my safety at the Library	8.6%
Library technology is behind the times	6.7%
I don't read a lot	4.9%
The atmosphere is not appealing	4.3%
The library does not offer what I need	3.7%
The library is too far away	3.7%
A physical condition prevents me from going	3.7%
I owe money for fines or lost books	3.1%
Seating isn't comfortable	1.8%
It's too noisy	1.2%
I don't have a way to get to the library	0.6%

ASKED OF LIBRARY USERS ONLY

Q6. PRIMARY REASONS FOR USING BCPL

Percentage totals exceed 100% as respondents could select more than one answer.

	<u>All Users (1,247)</u>
To check out print books or magazines	89.7%
To download digital books or magazines	40.1%
To read or work	32.8%
For reasons related to hobbies or personal interests	30.8%
To check out music or movies (CDs or DVDs)	29.8%
For children’s activities and programs	26.7%
To conduct research	24.0%
To attend a meeting	18.3%
For adult classes and programs	16.4%
For the computers and/or WiFi	13.8%
To work on school assignments	7.4%
To socialize or hang out	6.2%
To stream digital music or movies	3.8%
For teen activities and programs	3.1%
For job and career support services	2.5%

Q7. BRANCH LIBRARY USED MOST FREQUENTLY

	<u>All Users (1,247)</u>
Pack Memorial Library <i>160 respondents</i>	12.8%
Weaverville Library <i>157 respondents</i>	12.6%
West Asheville Library <i>152 respondents</i>	12.2%
Skyland/South Buncombe Library <i>144 respondents</i>	11.5%
North Asheville Library <i>122 respondents</i>	9.8%
Black Mountain Library <i>117 respondents</i>	9.4%
Enka-Candler Library <i>100 respondents</i>	8.0%
Oakley/South Asheville Library <i>76 respondents</i>	6.1%
Fairview Library <i>72 respondents</i>	5.8%
East Asheville Library <i>68 respondents</i>	5.5%
Leicester Library <i>52 respondents</i>	4.2%
Swannanoa Library <i>27 respondents</i>	2.2%

QS—19. USER SATISFACTION WITH PREFERRED LIBRARY BRANCH

The 1,247 user respondents were asked to indicate their level of satisfaction (Highly Satisfied, Somewhat Satisfied, or Dissatisfied) with specific aspects of the library facility they use most frequently. Respondents were instructed to skip any areas with which they are unfamiliar.

BLACK MOUNTAIN LIBRARY

Respondent Base = 117

	<u>Number of users who rated level of satisfaction</u>	<u>% of these respondents who are “Highly Satisfied”</u>
Book drop	115	87.0%
Cleanliness	108	87.0%
Maintenance and upkeep	106	84.0%
Overall atmosphere	112	83.0%
Security	80	76.3%
Library WiFi	83	73.5%
Group meeting space	88	69.3%
Lighting	100	69.0%
Children’s area	75	62.7%
Restrooms	90	61.1%
Parking	115	59.1%
Number of computers	82	54.9%
Comfortable seating	95	52.6%
Space for reading and study	92	50.0%
Sufficient electrical outlets	62	43.5%
Teen area	57	38.6%



EAST ASHEVILLE LIBRARY

Respondent Base = 68

	<u>Number of users who rated level of satisfaction</u>	<u>% of these respondents who are "Highly Satisfied"</u>
Book drop	58	69.0%
Cleanliness	54	46.3%
Maintenance and upkeep	50	42.0%
Library WiFi	42	40.5%
Security	44	34.1%
Lighting	52	32.7%
Overall atmosphere	57	26.3%
Children's area	47	19.1%
Number of computers	49	16.3%
Comfortable seating	56	16.1%
Sufficient electrical outlets	39	15.4%
Space for reading and study	49	12.2%
Restrooms	49	12.2%
Parking	62	11.3%



ENKA-CANDLER LIBRARY
Respondent Base = 100

	<u>Number of users who rated level of satisfaction</u>	<u>% of these respondents who are "Highly Satisfied"</u>
Cleanliness	92	89.1%
Maintenance and upkeep	88	88.6%
Book drop	94	88.3%
Overall atmosphere	94	81.9%
Library WiFi	73	80.8%
Lighting	87	78.2%
Comfortable seating	86	77.9%
Group meeting space	78	76.9%
Space for reading and study	76	73.7%
Security	70	72.9%
Parking	98	70.4%
Restrooms	80	70.0%
Children's area	74	67.6%
Sufficient electrical outlets	61	65.6%
Number of computers	73	58.9%

FAIRVIEW LIBRARY
Respondent Base = 72

	<u>Number of users who rated level of satisfaction</u>	<u>% of these respondents who are "Highly Satisfied"</u>
Cleanliness	71	97.2%
Lighting	64	95.3%
Parking	71	93.0%
Library WiFi	51	90.2%
Maintenance and upkeep	69	89.9%
Overall atmosphere	71	88.7%
Book drop	71	88.7%
Restrooms	66	87.9%
Group meeting space	56	82.1%
Security	55	78.2%
Children's area	55	74.5%
Sufficient electrical outlets	47	70.2%
Comfortable seating	65	63.1%
Space for reading and study	56	62.5%
Number of computers	52	61.5%

LEICESTER LIBRARY
Respondent Base = 52

	<u>Number of users who rated level of satisfaction</u>	<u>% of these respondents who are "Highly Satisfied"</u>
Cleanliness	49	93.9%
Book drop	51	92.2%
Overall atmosphere	50	90.0%
Lighting	48	87.5%
Parking	51	86.3%
Maintenance and upkeep	47	85.1%
Library WiFi	39	84.6%
Security	41	82.9%
Children's area	38	81.6%
Restrooms	44	77.3%
Sufficient electrical outlets	36	72.2%
Number of computers	39	71.8%
Space for reading and study	42	69.0%
Comfortable seating	45	68.9%
Group meeting space	40	67.5%



NORTH ASHEVILLE LIBRARY

Respondent Base = 122

	<u>Number of users who rated level of satisfaction</u>	<u>% of these respondents who are "Highly Satisfied"</u>
Book drop	118	84.7%
Overall atmosphere	119	73.1%
Maintenance and upkeep	108	72.2%
Cleanliness	113	70.8%
Lighting	104	65.4%
Library WiFi	87	64.4%
Security	88	63.6%
Children's area	84	61.9%
Space for reading and study	95	57.7%
Restrooms	107	57.0%
Comfortable seating	105	56.2%
Sufficient electrical outlets	80	55.0%
Number of computers	90	53.3%
Group meeting space	81	49.4%
Parking	121	27.3%

OAKLEY/SOUTH ASHEVILLE LIBRARY

Respondent Base = 76

	Number of users who rated level of satisfaction	% of these respondents who are "Highly Satisfied"
Book drop	74	59.5%
Library WiFi	51	58.8%
Security	54	51.9%
Cleanliness	65	49.2%
Children's area	59	45.8%
Overall atmosphere	70	42.9%
Number of computers	53	39.6%
Lighting	59	39.0%
Parking	76	38.2%
Maintenance and upkeep	64	34.4%
Comfortable seating	63	31.7%
Sufficient electrical outlets	45	26.7%
Restrooms	54	25.9%
Space for reading and study	54	22.2%

PACK MEMORIAL LIBRARY

Respondent Base = 160

	<u>Number of users who rated level of satisfaction</u>	<u>% of these respondents who are "Highly Satisfied"</u>
Children's area	109	77.1%
North Carolina History Room	113	69.9%
Lighting	138	65.2%
Book drop	152	65.1%
Library WiFi	124	63.7%
Cleanliness	154	57.8%
Maintenance and upkeep	149	57.7%
Number of computers	114	56.1%
Overall atmosphere	155	55.5%
Security	132	55.3%
Space for reading and study	127	53.5%
Teen area	95	51.6%
Sufficient electrical outlets	98	51.0%
Comfortable seating	128	47.7%
Group meeting space	110	45.5%
Restrooms	138	44.2%
Parking	139	41.0%



SKYLAND/SOUTH BUNCOMBE LIBRARY
Respondent Base = 144

	<u>Number of users who rated level of satisfaction</u>	<u>% of these respondents who are "Highly Satisfied"</u>
Cleanliness	133	77.4%
Lighting	132	74.2%
Overall atmosphere	137	72.3%
Maintenance and upkeep	132	72.0%
Library WiFi	106	71.7%
Book drop	140	71.4%
Restrooms	129	67.4%
Comfortable seating	127	57.5%
Number of computers	101	57.4%
Security	101	54.5%
Children's area	103	53.4%
Space for reading and study	113	51.3%
Group meeting space	105	50.5%
Sufficient electrical outlets	93	49.5%
Parking	144	41.0%



SWANNANOA LIBRARY
Respondent Base = 27

	<u>Number of users who rated level of satisfaction</u>	<u>% of these respondents who are "Highly Satisfied"</u>
Book drop	27	66.7%
Library WiFi	23	65.2%
Comfortable seating	26	61.5%
Cleanliness	26	57.7%
Maintenance and upkeep	25	56.0%
Overall atmosphere	27	55.6%
Children's area	25	52.0%
Restrooms	25	52.0%
Lighting	25	52.0%
Group meeting space	21	47.6%
Security	20	45.0%
Parking	27	44.4%
Number of computers	21	42.9%
Space for reading and study	21	42.9%
Sufficient electrical outlets	19	36.8%



WEAVERVILLE LIBRARY
Respondent Base = 157

	<u>Number of users who rated level of satisfaction</u>	<u>% of these respondents who are "Highly Satisfied"</u>
Cleanliness	149	86.6%
Book drop	155	86.5%
Overall atmosphere	154	80.5%
Maintenance and upkeep	144	78.5%
Security	111	76.6%
Library WiFi	106	75.5%
Restrooms	135	73.3%
Lighting	142	70.4%
Number of computers	103	68.0%
Comfortable seating	135	65.9%
Group meeting space	123	64.2%
Children's area	99	59.6%
Space for reading and study	120	52.5%
Teen area	86	50.0%
Sufficient electrical outlets	82	50.0%
Parking	154	23.4%



WEST ASHEVILLE LIBRARY

Respondent Base = 152

	<u>Number of users who rated level of satisfaction</u>	<u>% of these respondents who are "Highly Satisfied"</u>
Book drop	150	88.0%
Library WiFi	111	68.5%
Cleanliness	140	62.9%
Lighting	126	62.7%
Security	108	61.1%
Maintenance and upkeep	133	53.4%
Overall atmosphere	144	50.0%
Number of computers	111	49.5%
Sufficient electrical outlets	96	46.9%
Restrooms	122	46.7%
Group meeting space	110	44.5%
Comfortable seating	126	38.9%
Children's area	116	37.9%
Parking	149	37.6%
Space for reading and study	123	30.9%

ASKED OF ALL RESPONDENTS

Q3. COMMUNITY ROLES DEEMED “VERY IMPORTANT” FOR BUNCOMBE COUNTY PUBLIC LIBRARIES TO FULFILL

All Respondents (1,410)

Source for books and other media	98.8%
Lifelong learning center for people of all ages	91.1%
Place to access computers, Internet, WiFi, and copy/fax/print services	81.7%
Forum for the exchange and discussion of ideas	40.6%
Place to use and explore new technology	43.7%
Job and career development center	37.4%

Q20. FACILITY ELEMENTS TO BE OFFERED IN THE FUTURE

All 1,410 survey respondents were asked how important (Very Important, Somewhat Important, or Not at all Important) it is for a library to include specific spaces/amenities. Respondents were instructed to skip any areas about which they have no opinion.

	Respondents who expressed an opinion	% of these respondents who indicated “Very Important”
Children’s area	1,266	89.4%
Quiet space for reading	1,341	77.0%
Family restroom	1,211	72.2%
Teen area	1,174	62.4%
Outdoor WiFi access	1,215	61.6%
Small group meeting space	1,289	54.6%
Friends of the Library book sale area	1,240	44.8%
Study rooms	1,189	43.7%
Large group meeting space	1,243	40.1%
24/7 Library vending (books, DVDs, etc)	1,146	39.0%
Outdoor seating	1,207	36.0%
Makerspace or collaborative area	1,082	27.6%
Business center	1,076	23.5%
Vending café	1,101	12.2%

Q21. WHAT’S MORE IMPORTANT: HARDCOPY OR DIGITAL?

	<u>All Respondents (1,410)</u>
Physical space and hardcopy materials	40.1%
Virtual presence and digital materials	4.2%
Both are equally important	55.2%
Don’t know	0.5%

Q22. PHYSICAL SPACE BCPL SHOULD EMPHASIZE IN THE FUTURE

	<u>All Respondents (1,410)</u>
Collection space Books, CDs and DVDs, magazines, reference materials, etc	27.3%
People space Tech/maker labs, study rooms, meeting areas	8.4%
Both are equally important	62.4%
Don’t know	1.9%

Q24. HOW MIGHT BUNCOMBE COUNTY PUBLIC LIBRARIES IMPROVE THEIR FACILITIES

736 individuals (52.2% of all survey respondents) took advantage of the opportunity to share their thoughts about BCPL's facilities.

These *verbatim* comments follow below, parsed first into Non-user and User categories.

Comments from library users have been further categorized by branch: either the branch identified by a respondent as the facility used most frequently or another branch cited expressly.

Facility feedback is presented separately from "other" feedback on topics such as business hours, customer service, library collections, technology, etc.

NON-USER COMMENTS

Facility Feedback

- First of all I apologize for not yet being a cardholder of the library. Just when I moved here Covid started and at the age of 80 I must stay away from public spaces, unfortunately for many more months. I will certainly request to be a card holder ASAP However, I am a Children's Librarian, now retired but was very active with picture Book Programs as a volunteer in Atlanta, just before moving to AVL As I also tutor dyslexic children with the Orton-Gillingham approach for their reading, the small space of small group gathering will be important. As for shelving in the improvement plans could you please consider white or off-white colors for the shelves? This color choice makes an amazing difference in brightening shelving stacks. Agnes Scott College in Atlanta has this shelving and upon seeing it, I felt astounded at the difference this shelving made in general pleasantness in the stacks For children's shelving I had the opportunity in my last position to make "set aside" shelving in the fiction and picture book sections. This made for a stand alone shelving unit for the most loved authors and illustrators with conspicuous signage displaying the name of the single author . The children could more quickly find a beloved book by this means. I had a bunch of pillows leaning against this shelving along with any stuffed figures of the authors or characters from the favorite author's books. If there is a need for volunteers for children's services I would so appreciate being placed on any email list for this purpose: pwpathome@gmail.com
- It is so important to provide a safe space where people can gather together in person during this time of COVID-19. Those who have the technology to live online are longing for opportunities to gather in-person with others to meet and socialize. Those who do not have the technology are falling so far behind everyone else. They need a safe space

where they can access technologies to help them catch up to everyone else and take advantage of the digital technologies.

- Strengthen the signal so that people may access the internet from the parking lot.
- I honestly can't think of any improvements I think are needed. I have always been very impressed with the BCPLs I have visited. I just haven't been recently, due to the pandemic, and because of my schedule and living in Madison County.
- My family checks out books all of the time from the library. I don't so much. We use the space to look for books. I know others use it for the computers and a quiet place to read. I have used libraries for that purpose in the past and I'd hate to see it go away for meeting spaces.
- It needs to have a bookstore atmosphere with a Starbucks and eating area.
- Adequate quiet, pleasant, well-lit spaces and nooks to sit and look at or read materials. More public access computer/printers/copy machines that are not monitored by librarians (could be programmed to stop as to time allowed). Outside tables and chairs to be used as wireless "hot spots." Better car access to book returns.
- As remote working becomes more and more popular, people need a free and clean space with fast WiFi to work when they want to get outside the house for a couple hours.
- We also would love to see more space for reading at the library - with little ones it is nice to have a comfortable space to read before we check out books.
- More socially distanced spaces
- Parking (free)
- As of now, I live in Haywood County. This changes in 2021 and I would love to see an expansion area for children and teens alike as well as outdoor seating and a wide collection of books, magazines, and media to check out. The library is the best place to go for a change of pace and a thirst for tranquility.
- Our local library is currently being built. I would like to see space for community classes, presentations, movies (similar to Hendersonville). Also, I have a large book collection so taking book donations would be good.
- Spaces for teens, children and adults to cohabitate while working (ie, taking my kids to do homework while I work or read, as well)

- Less digital, more books. Less modern, more cozy. Otherwise, they are wonderful the way they are.
- Even though I currently have a physical condition that prevents me from going to the library, I do have suggestions for how the public library physical space can be useful to the entire community. My mother was a librarian all her life, and I grew up as a "library child". My childhood library did have a separate room for children's books, where we could either browse and sit down to read, or check the books out. I would like to see an emphasis on resources for children continue, and I hope it will include hard-copy books to encourage reading and literacy beginning at a very early age.
- Lack of parking has actually stopped me from being able to visit my local branch (north Asheville). I get there and no spaces. I've always wondered if the county doesn't want it's residents to use the libraries as only the downtown location seems to have enough (if no event is happening in town) So please consider planning enough parking.
- A more child-friendly space is needed. The Fletcher Library is more child friendly compared to our home library. There are no partitions and closed spaces, and the workers lack patience for children.
- More air purifiers and ways to stay safe during the pandemic.
- More branches, and more parking in existing branches. Easier access to library too would help, as nearby schools tie up the roads to and from the library.
- I love the idea of evolving libraries to be more inviting community spaces. Outdoor seating, quiet reading areas, small group meeting areas - plus some vending. Why should coffee shops be the place that folks looking for a nice out of the house place to work go? Why not our libraries. This would bring more revenue to the library system.
- Currently the Haywood location is very dated - which is understandable. But a more updated space with more quiet nooks would be nice. Also an area for small groups to meet (after COVID). A nice outdoor space could be really nice too.
- With the Covid issue, ventilation is extremely important, i.e., constantly bringing in fresh, outside air and exhausting the inside air. Make sure that water and restrooms are always available. Provide adequate free parking for at least 3 hours.
- It would be nice to have a business center with resources for small businesses, including a tool rental or on-site use lab.
- Better parking to make it more accessible. My main reason for not going is irrational fear for how much I owe for my missing book and that I have to make going a half day event

(parking downtown, paying for parking, walking three blocks, carrying 39 lbs of books back & stopping somewhere for lunch on the walk back so I can start to read).

- Meeting space for small groups (10-15 people) at a reasonable rate for county residents (maybe \$20 for half day as a fee). Study rooms/space for 2-4 people sounds interesting. But when groups gather there could be an issue of noise. North Asheville branch has horrible parking. Leicester is a beautiful branch.
- I am new to living in Buncombe County but not new to the community. I would like to see Buncombe County Public Library see itself as a true social service. Communities with strong libraries are leaders in education, business, and social development. With that said, the Library should meet the needs of the community and be accessible to the entire community. Having moved here from NYC, I appreciated that libraries there were more than just "places with books." They were multi-functional community learning centers with labs and resources for business and innovation incubation, voter registration centers, public services like food and homeless services could be accessed there, indoor and outdoor wifi, computer labs with advanced programs for research, and, of course, a robust library of physical materials. I also liked that the library was physically connected to outdoor parks and communal spaces - featuring cafes and places for the community to gather.

"Other" Feedback

- There are hardly any people of color working in the Library system (if any). The community isn't reflected in the staff. I visited the Downtown library about a year ago, and felt completely unsafe entering, exiting and inside the library. That was the main reason that I do not go into the library coupled with the fact, that there are NO people that look like me working in any of them.
- Bilingual accessibility. Current versions of school books for college or grad studies. Ability to renew or get a library card online.
- I honestly don't think about the resources the Library has when I need things. Maybe better marketing so that I think "public library" first.
- I don't know. I'm going to get a library card next time I leave my house. I've been meaning to for a long time anyway but this survey reminded me that it's important to have a public library card, even if I don't use it that much. Thank you.
- Better communication during these Covid times. I had ordered books online and went to pick them up at the time that pick up was available only to find them closed. This was not stated on the website. The door said they were going to start in person service. Why

weren't we informed? Because of that I wasn't able to check out the books since I was traveling.

- Increased hours, book clubs, community activities. As a recently retired teacher, I think more outreach and collaboration with schools and programs for older children- authors, clubs, and other programs that build community skills for the younger generation, especially those who cannot afford activities that have fees attached.
- Show us how to use the free book downloading app. (Online resource) to check out books and pay to have them mailed to you? I am so worried about Covid, going anywhere is not appealing to me. However, I love a hard copy of a book in hand and having something like this would help.
- I enjoy visiting the ENKA library and have missed it during the Covid 19 pandemic.
- Some of these questions are irrelevant now since the library has not been available for use for many months. I used the library much more frequently when it was open. May we all be able to enjoy the physical space again and find all the treasures to read and enjoy.
- I personally need an online linking service to do research in professional journals in medicine and law which require subscriptions. Younger families need to link to business libraries. I would be willing to pay for copies of research articles. Why don't we partner with state universities? The librarians need to enforce quiet rules in certain reading spaces. No visiting!! No cell phones!! Fee forgiveness programs for poorer families. Required mini-classes for middle school students on how to use their own card and check out/return materials responsibly without parent participation. More community programming such as story-telling, films, historical lectures, etc. A little edgier, please!! At least sometimes.
- I just moved to Asheville/Buncombe County this year, so I have no experience with library physical facilities during the coronavirus pandemic. I look forward to the day when the new library facility opens here in East Asheville opens, and I am able to use the physical facility.
- Get connected with Kanopy and Hoopla apps.
- Due to recently moving back to the area and covid, I'm not sure what all is offered under non pandemic circumstances. Events for young children such as Saturday morning readings would be so great!
- I moved here in June during Covid . That's why I haven't been. I get my Real ID soon, then I will apply for a library card online. Thank you. I enjoy reading.

- You need a library card to print. You need an ID for that card. That keeps a lot of people like me from being able to use these services.
- I am currently a student at UNCA and mainly use their library. I look forward to graduating to BCPLs in the Spring. That being said, I can't comment just yet on this question!
- Please offer easy instructions for older people to learn how to access your digital books and audiobooks. Please offer educational books for homeschooling and people who want to supplement their children's education. Thanks!
- Your staff needs training as far as customer service is involved. Most are very abrupt and unfriendly. Mars Hill library in Madison County would be a great example to follow.
- I don't think a lot of people know what their public libraries do or can do for them because they don't visit them enough and that info isn't advertised. I used to go regularly, but I haven't in a while, as I'm just so busy. I never would have had books as a child without them. I can't imagine how my life would have turned out without my library.
- The reason I haven't been going is due to covid. I would love to return to the library with my daughter so she can choose her own books in the children's area.
- More effort should be made to remind citizens that the library is available as an alternative. I drive by the library all the time and say I want to check it out but I don't think about it again.
- Make the digital books easier to access! I tried downloading and installing the apps on my son's tablet so he could read books from the library during the pandemic, and it was a huge pain in the a**! I never did successfully install it and went with another program for books for him. We would have gone to the library more often in the past 12 months had we not had a pandemic. something that would be extremely helpful would be a link in the due date reminder emails for renewing. Now, I get an email reminder that my books are due to be returned, and I have to go to a separate browser tab, find the library web page, log in, and find the books and renew them if I choose. It would be so convenient if there was a "if you wish to renew these books, click here" link in the reminder email that took me straight to the login page and or renewal page. Also multiple email reminders would be helpful. So as the due date approaches I get a second or third email reminding me.
- The current system for social distancing, ie online ordering and small pickup timeframe, is too extreme. The more isolated we are, the more important library becomes especially for leveling educational playing fields among incomes and for children. Please consider

the library the essential resource it is and allow people to physically come in to get books.

- We love our libraries! A friendly staff is incredibly important as a mom. I want my girls to feel comfortable and welcome when they visit a library.
- Let us know more about what you offer
- I moved here in March and the library near me has not been open. I'm excited to get a card and spend some time there.
- Los Angeles Public Library offers Perks program that all large libraries should offer. They allow members free online access to streaming services, books, newspapers, and very important access to free online learning.
- More outreach. Staffing providing, monitoring PPP and mandatory hand sanitizing
- I think the kids programs are really important and can help moms and families. The library can be more visible, generally, to the community.
- I haven't been to a library this year.
- If there is a need, volunteer opportunities.
- I love the library and the resources and space it offers to communities. I know with COVID it's difficult but it's still so important.
- They're doing a great job! The only reason I haven't visited as much is COVID concerns. I look forward to rejoining the throngs among the stacks!
- Be open later.
- I would like to see our libraries become repositories of trustworthy information in a way that provides a unique community resource. I'd like to see libraries that offer learning, information, and resources that cannot be found anywhere else. Libraries should be unique and invaluable, and seen as such by the entire communities they serve.
- Offering more learning & skills classes & workshops - Add to this more multi-generational events - building our community as inclusive & accessible for all
- Maybe a bigger craft book collection.
- Right now, because of Covid-19, I am unable to go to the library. I love the order a book online and pick up in person feature. It would be great if that feature was available, even

if the book was available at one's local library, so one would have to go search through the stacks. For some reason, requesting a book that the library doesn't own was discontinued, it would be great if you brought that back. I really appreciate the library gathering historical information from community, especially the African American community. I also love the small groups for language learners; more of those please!

- I'm new to Buncombe County, so have not yet visited the libraries. But I intend to.
- Please include more Spanish books for intermediate readers. Many books are bilingual or picture books for young and emergent readers. Our county has dual immersion in the school system and a Spanish-speaking population, and the library system is not reflective of those needs.
- I didn't know the library was open during this pandemic.
- I'm an audio book listener, so I only come in when I have to renew my card. I would like to see more current books available for downloading. I have some books that have been on hold for a couple of months. Thanks for all you do and your willingness to support the needs of the community.
- Can't wait for the East Asheville to get because back up and Going! Love you 😊
- Back where I am from in New Jersey, libraries would host a library social worker who specifically utilized the resources of the library to help others, such as referring unemployed people to resources and helping them process stress while filing at the library computers and so on. Public and free space brings in everyone, and that includes people who need help and may not get help otherwise. I think it would be spectacular if Buncombe County had a system of social workers in libraries. I imagine that one full time employee at the largest branch could supervise a few social work interns from different college programs (Warren Wilson, Appalachian State, etc) to serve at different high-need branches. This would be a fantastic investment for our community.
- More homeschool classes for all different age groups
- I want to get a library card to access e-books, but working business hours prevents me from getting a card. I would like to see an option to get a library card online. Perhaps, by providing a credit card, or phot id online.
- Discourage vagrants to make them more welcoming and safe. I hate to say it, but they tend to smell really bad and it makes the library kind of gross. I wish there was somewhere for them to just hang out rather than the library when they are only using the space not the materials, etc.

- Last time I visited the library it has higher than I remember population of seemingly homeless folks. I had to move to stay up wind from one gentleman. And bathroom on main floor was busy, busy, busy. I was not afraid for my safety or anything, just a bit uncomfortable. I wonder if younger people (teens, tweens, etc) are worried about rounding the corner of a book stack to find someone who might make them feel uncomfortable too?
- Help patrons observe social distancing, emphasizing masks & gloves during this perilous time.
- It's hard to say as I struggle with library loan times. Currently I lead such a busy life it makes it difficult to read a book within even 2-3 check out periods. That's the main thing that deters me from being more engaged with the library system.
- Public libraries are amazingly wonderful to have in our communities, it's truly the foundation of knowledge seeking for advocates of libraries and an "open door" opportunities for those of curiosity. Without libraries there wouldn't be any "free opportunities" to gain knowledge of things or situations of the unknown. With that being said, we need advocates to continue to protect and preserve libraries and the concept of "information literacy". Advocates must continue to support libraries services and products that's available to our communities especially in rural areas.
- Consider setting up a program so that people can designate a donation to be used only for a subscription to a particular magazine or service.
- More after school clubs for kids when they do go back to school. Computer skills, science with hands on activities, STEM challenges
- 1st. I'd answer a few of the questions differently if the libraries had been open as regular the past 8-9 months. (Thanks by the way for closing, restricting during this pandemic). 2nd. My needs were well met before shutdown except the computers or software at North Asheville are old and the software is not very user friendly for finding books/materials. Several of the librarians made me feel stupid for not being competent at figuring out the hardware and software.
- Provide access to a large variety of trade publications. In particular, I would love access to the Women's Wear Daily (WWD) archive and current issues.
- More amnesty days would be nice...there has only been one so far and I missed it.
- More digital books on tape for downloads. Class on video to show you how to get these audio books. I end up buying vs borrowing and wish I could borrow more
- More digital books and availability.

- While the downtown branch has ample parking, the homeless and pan handlers urinate in the garage making it an unpleasant experience--this is not a library problem but a City of Asheville problem. The homeless, pan handlers and drug users need help, the city has allowed this to get out of hand.
- I am in a nursing home, permanently disabled and on Medicaid. I would like to see a mail, digital, or bookmobile service for those folks like me who would like to read books not available without cost from other sources. bvandeuson@gmail.com
- I would like to purchase a library card. I recently returned to Asheville and was always a member before. I am also an ELA school teacher. However, when I have tried to go, the library was closed due to covid. Schools aren't closed but the libraries were. How is one suppose to get started even with online services if I can't get a library card? At the beginning of the year, BCS sent out a survey from the library promising a free library card. I completed a lengthy survey and never received a card. I just would like to sign up.
- Be more "present" in the community. I'm a retired librarian. I don't have much sense of the libraries in the area.

USER COMMENTS

BLACK MOUNTAIN LIBRARY

Facility Feedback

- Everyone that I have visited were adequate to my needs!
- I am very pleased with our local library.
- Very satisfied
- Our Black Mountain meeting space is also used for elections and thus not available all the time. Need more meeting space, several smaller rooms. Outdoor seating, even coffee.
- Outdoor play area with mini-amphitheater for story-time or events.
- Small spaces for book clubs, hobby groups and conversation are also important to me.
- Meeting space for all kinds of community activities.
- Finally, at times parking at the Blk Mtn branch can be a problem especially IF there is a meeting going on in the Education Room. Some people have parked at the bank parking lot which is for bank parking only. The funeral home across from the library has told patrons that they CAN PARK IN THEIR LOT IF there isn't a funeral happening - this is very helpful at times. Am not sure HOW the library or the Town of Blk Mtn could improve parking at this particular branch library.
- I wish the Black Mountain library had better parking. It is difficult to get in and out of the lot. I love the library!!!!
- Personally the only issue that comes to mind is parking and that is not critical. It can vary widely from no where to park to plenty of spaces.
- Drive up book return in parking lot.
- Black Mountain library is quite nice not its restrooms are lacking and need updating.
- ADA accessible bathrooms at Black Mtn Library.
- Bathrooms that are ADA compliant.
- Updated bathrooms at Black Mountain. Renovated meeting space at Black Mountain.
- To replace the restrooms that are compliant with current standards.

- Entrance to Black Mtn. library needs to be repaired to prevent the runoff when it rains; you can't enter or exit without getting dripped on. Bathrooms at B.M. also need updated.
- Black Mountain Library needs freshening up...updating furnishings and decor.
- My needs are met, but if I were wishing, I would love to have a larger library with better parking and better lighting. The staff is great, always helpful!
- The Black Mt library is dismal and dark. The lighting is poor and the seating is uncomfortable, the staff is grumpy. I'd rather go to Pack Place library
- Many library interiors need renovation; I would prefer this be prioritized over creating space for meeting rooms, etc.
- I love the Black Mountain Library but it's too small for the growing needs of the Town.
- Black Mountain Library simply doesn't have the space to accommodate our growing community. The parking lot is poorly designed and doesn't have enough space for events and patronage. When early voting takes place in Black Mountain, there is no parking for about two weeks for people using the library. I find libraries to be extremely important and I like a physical place to go. I view them as a community center as well. Black Mountain lacks a community center so our library is definitely the only public meeting area outside of the post office, which is also extremely small for the amount of people now living in our town. Black Mountain library in particular would benefit from an increase in space inside the library, but I believe there are limitations in place to add an addition. The community room is rather small and we can't have more than one event happening at a time in the space. Our children's area is also small and our teenage area is a nook in a corner. I do like that the nook was created and there is some space for teenagers to read. But overall, the Town of Black Mountain doesn't have anything for teenagers to really do. We have limited park space in Black Mountain. There is Lake Tomahawk, but children are not allowed to ride bikes there. There is also Veteran's Park, but there is a 4 lane highway children would have to bike on to get to that specific park. Our library is positioned in the center of town and is really a community hub center. There are classes offered regularly, but if the class is very popular, we often lack the parking to accommodate the interest. I find our library to be one of the most important cultural centers in our small towns. I believe we need to protect it at all costs and help it grow if that is possible.
- I absolutely love our little library and the people that work there. It would be really great if there was a separate area for a cafe so they you could sit and chat without worrying about disturbing the quiet part of the library. For survival reasons, I think libraries need to evolve to become a cross between a cafe and a "bookstore" - the Starbucks in the Barnes and Noble idea but with comfortable chairs, tables for playing board games, etc.

A place where community members want to hang out - for all ages. I think this would help further connect and promote community.

- Space for artists to collaborate
- Currently the reading spaces are all open and with little or no barriers to individual reading/studying spaces to help minimize distractions. I hope the future will see at least a couple more individual, separated spaces.
- To avoid waiting in line, I'd like to access my own book holds and check them out using a self-checkout kiosk.
- I think the questions that were asked pretty much covers areas that are great or need improvement.

"Other" Feedback

- CONTINUE DOING A GREAT JOB SUPPLYING UP TO DATE READINF MATERIAL!!!
- Give them more money. Give librarians more support. Pay everyone more. Have citizen advisory on all major decision making.
- We need more computers and I suspect updating of technology. I love the pandemic book bundles for kids, explore new countries, etc. please keep it up! Zoom passes are great. A little unwieldy to access, download, use. I liked the magazine bins for passing on my old magazines and selecting/reading others. My impression is that it is a pain for librarians, but those magazines are more accessible, even if selection is poor. Tool library? Video access to speakers presentations. More programs, more times for kid programs.
- To have patrons be able to check out their own books, music, CD's etc. All branches stay OPEN on Saturdays later than 5 or 6PM which would help students doing research for class projects etc. Also, several years ago Pack Library was open for a few hours each Sunday - yeah I know I can see/hear groaning - it was shut down because the librarians DID NOT WANT TO WORK ON Sundays. Is there someway that this could be reinstated? Students as well as patrons could use the library for their school assignments etc. This could be two (2) branches open for few hours each Sunday.
- Updated technology in Community Education rooms to improve capability, quality and staging of virtual programs and, eventually, in-person programs.
- Librarians are amazing!!

- There are lots of great, creative ideas. We should try out one different thing in each branch to differentiate them and give people a reason to visit branches outside their area. While it is important to maintain a collection of books (digital is not always best for everything), it is becoming less important to have all the collection on shelves out in the public areas. With NC Cardinal, it is now possible to search or browse online the collections of most of the libraries in the state, and to obtain a copy via the hold process in a reasonably short time. We need to work on making NC Cardinal even more user-friendly, both at home and in any library, and we need to make the hold process work even quicker. Being able to deliver holds directly to the person at their home for a small fee would be even better. If we were to make these improvements, then we would be able to repurpose more public space from collection shelving to other uses.
- I came from Cleveland, Ohio. The Cuyahoga Public Library system was amazing. I had no idea how good I had it. The libraries were open from 8am to 10pm. There was always several young children's classes starting at 8:30 and 9am, and tons of after school activities for school aged children. It was a safe space for teens to gather and get guidance and help with schools. They had so many classes and opportunities for adult continuing education and hobby meetups...I know funding has a TON to do with what you all can offer but MAN. They had an AMAZING system set up. Maybe check it out for some ideas. We used to take my little girls to the story times and I looked forward to meeting other moms here doing that but the limited class times made them SO busy it was too hard to attend. Don't get me wrong! I am not knocking you guys! I am just spoiled I guess!
- Continue to be the focal point of information whether it be printed, digital or through educational meetings.
- Continue to make physical books available in addition to electronic resources.
- Continue curbside services permanently in a designated area or lane. It has been so helpful when the kids fall asleep in the car! Pull-and-hold service has been great too. Thanks for all you do!
- Thank you for finding ways to adapt to the Covid-19 pandemic. Your drive-up check out system and your hotspot have been a blessing.
- I commend our library administrators/staff on their thoughtfulness, friendliness, and coping so well during our current health crisis. Books I put of hold usually arrive within a reasonable amount of time. My own needs revolve around checking out books and occasional use of the computers. Therefore, my personal needs are currently being met just fine.
- Get more current books as e-audio books.

- More magazine subscriptions and access to online workshops via subscriptions to Creativebug and/or Skillshare.
- I am very satisfied with Buncombe County Public Libraries. The Black Mountain staff is always very friendly and helpful. Melissa and her team are great! Being able to check books out from libraries outside Buncombe has been a bonus to my reading. Thank you for your continued efforts provide citizens of Buncombe with a source of knowledge and research.
- We are former librarians and heavy users of printed materials. Because the collection is so small, we depend on NC Cardinal and the occasional out-of-system interlibrary loan and have been able to find most of what we want. Please don't neglect printed materials in favor of newer technologies. We appreciate the efforts of the Black Mountain library staff, and all the Buncombe County library staff, in coping during the pandemic. Thank you all.
- Because of the pandemic, I'm not sure when I'll be able to feel comfortable spending time inside the library building. In the meantime, I've really appreciated the way the library staff has made books available to us through bringing them out to a table. I think in the future, I will rely more upon using the online catalogue and putting books on hold, so that I can come in just for a few seconds to pick them up. I would like the catalogue to be more user-friendly. I'd like to be able to browse more easily, for example, and not have to have a title or author in mind to find a book that looks interesting.
- I continue to appreciate the Black Mountain Library staff which have been available to me since moving to the area 12 years ago. Staff is always friendly and helpful with any request. Am so ready to be able to come inside and read the papers when that begins again. Curbside pick up worked very well and am so glad to be able to go inside to get books with the current situation. Am certainly appreciative of being able to request books throughout the state. What a great addition to a special community.
- The library currently meets my needs. Staff and excellent.
- I don't know what all our library has to offer. It would be great to hear stories/examples about collections (maps, historical, whatever) of what we have available.
- This is an interesting time to ask these questions! MY library has been closed since March! Even though other NC counties were open.
- Open back up with limits
- I have no specific suggestions, but I must say that services provided by the libraries during the pandemic have been AMAZING and are VERY MUCH appreciated!!!

- No requests as I am fully impressed with the librarian's and how they keep the library, how they interact with all patrons, how the facilities are used I can't impress upon whomever is reading this as to a patron (me) being fully satisfied with all aspects of the Black Mountain Library and how it is managed!
- Love our library in Black Mountain! I consider libraries to be an essential part of all communities. It would be beneficial to allow drinks with lids to be brought in. In Wisconsin our library allowed patrons to bring in drinks and our family used to hang out in the library with stacks of books drinking warm coffee during the winter.
- Classes like tai chi or movement.
- Very disappointed in the treatment of those who cannot medically wear a mask. It has been proven over and over that the masks do not work and therefore shouldn't be "required". Our family has not been able to enjoy our library since March due to closure and now mask requirement. If the research is done, it will be found that masks are more harmful, do not prevent, and are a matter of government control. So very disappointed that we've had to miss out on our weekly library trips due to this matter.
- We moved here at the beginning of the pandemic so I have not been inside a library. We have been very pleased with how Black Mountain served us when we were not able to go into the library. We still don't take out little ones, 4 and 1, but look forward to when we can. We have so appreciated programming for children in the past. Thank you!
- Faster interlibrary loan system.
- Continue to provide a full variety of digital books. Getting new ones as they are available.
- I would typically use East Asheville but have been using Black Mt. due to construction.
- Opening time at 9:00 a.m. instead of 10:00 a.m. would be appreciated.
- Book collections are in need of vast updating. I believe this should prioritize spending over technology purchases.
- I AM HIGHLY SATISFIED WITH BLACK MOUNTAIN LIBRARY.THEY ARE ALWAYS VERY HELPFULL!LONGER HOURS IS MY ONLY SUGESTION.
- I'd like to see Kanopy or another streaming service added. Also, I find NC Cardinal clunky and slow. Is there a way to improve the user interface? I moved from Charlotte in February 2020 and was used to a very robust system. Thank you for all you do!
- I always thought that some scheme to get quicker access to important current books would be a good one. I'd be willing to rent a book that I really wanted to read, as

opposed to spending \$20-\$30 on it. I'm thinking of something like a "rental circle of readers" where a book that is just published would be put up on-line for the group, and the first six people willing to pay \$5 to read it would each get it for 3 weeks. A mere eighteen weeks later that book could be put into the library's collection at no cost (once the online program was set up). A business could theoretically do this, but the library already has the delivery system across the county set up to make it efficient.

- Stay open during a pandemic
- I moved here from the DC area so was pleasantly surprised that I could reserve books from the Cardinal system. However, I am frustrated when I go to reserve a book and cannot even tho it indicates that 3-5 libraries have the book. There are many others to reserve, so I'm not bookless, but sometimes I find it frustrating. My age, as per the last screen, probably explains why I am content with and satisfied with a good choice of books and less technology. Keep up the good work.
- I'm not complaining, I love the library, I wish the website was easier and quicker to use. Logging in, changing preferences, reserving books, etc.
- LOVE our library and staff!
- You are doing a great job
- I would really like for the black Mountain library to expand and update their "makers" section. They have a few books on various topics but they could do to expand their offerings in various crafts. I have enjoyed the online / digital options and as I can rarely find the physical book at Black Mountain that I want to read, I use the digital option almost exclusively. I would though like to be able to find more craft books at the library itself.

EAST ASHEVILLE LIBRARY

Facility Feedback

- We're very excited for our East Asheville library construction to be completed so we can use our library again. Clean and safe outdoor spaces, or well-ventilated indoor areas with strict face covering requirements, will be important as we return to using the library during a pandemic.
- East Asheville normally is the branch I would use and I'm sure parking and more room will be improved greatly from their previous building. I'm anxiously awaiting it's completion.
- My family is very excited about the new East Asheville branch currently being built! We're looking forward to more materials, better parking and restrooms in the building.
- Many thanks for building a new library in East Asheville.
- Y'all are already on that working on the new East Asheville branch!
- I live in Beverly Hills and I am excited about the new facility you are building. It's exciting to get a new library here in East Asheville.
- I am very pleased and elated that a new East Branch is being constructed to replace the small outmoded one!
- Complete the East Library as soon as possible. It will have more book choices than Oakley.
- We love our libraries!!! Can't wait for construction to be completed on East Asheville library...new facility will be such a gift for the entire community! Gratitude.
- We're ready for the east branch to reopen!
- I'm very excited about the new East Asheville library!!
- Since the East Asheville Library was the one I used most frequently until I moved out of county I believe the main issues of space and parking have been addressed when planning the renovation/rebuilding.
- Fortunately, our East Asheville library is being built bc the old library was very depressing, small and dark. I'd recommend updating any other outdated facility.
- As an east Asheville resident, we are really looking forward to the new library on Tunnel road, so thank you!

- I cannot wait to see the finished East Asheville Library. Thank you for making that a priority.
- You are in the process of rebuilding and improving the east branch.
- If the plans for the E. Avl library are carried through I think it will be a fantastic library.
- My survey answers reflect experiences before this past March. My library branch, East Asheville, is being rebuilt. My answers reflect the previous building.
- Caan't wait for the new library to open!
- I would love to see a better children's area in the new library, like the one at the north branch.
- I would especially love a film series in a comfortable room. Downtown has used Lord Auditorium but that room isn't set up for great viewing. I LOVE the libraries and have been to most in the Asheville area. I'm super excited for the new East Library! Although the "rec center" portion was utilized, it was then rented out. I'm hoping that the new library has space for classes, meetings, book clubs, teen events and more. Thank you for reaching out. I'm so happy that our libraries are important to the county!
- Meeting space in all libraries could be improved.
- Provide meeting space.
- More community meeting rooms.
- Physical accessibility for Handicapped people, an area where women may nurse their infants, space for homeless to hangout without interrupting library functions.
- Love the idea of maker labs and providing exposure to technology.
- Maintain a clean, attractive and quiet site for the public's use.
- Please ensure that there are plenty of seating choices, spread out throughout the library. The parking lot needs to be spacious. There should be a book drop off lane in order to reach the book drop off container, without leaving your car.
- I think it is very important for the library to provide reading/working space, internet access and children's areas for the population at large.
- More comfortable seating/space to read and study.
- A good, clean, stocked family restroom would be amazing!

- A coffee shop for meeting friends would be a nice addition at the new East Asheville branch.
- Have electrical outlets in easy-to-reach places.
- Make shelves move so books can be more accessible at workable heights for all.
- Playgrounds!
- I would be wary of answers to some of these questions with the pandemic influencing how we gather.

“Other” Feedback

- Offer a delivery service. In Orange County Florida, one branch funding is dedicated to book delivery (one way). Citizens must drop the books off. I used the library so much more when I lived in Florida because of this amazing service.
- As a teacher (using online learning) I need more information/tutorials for my students on how to access digital information and streaming from you.
- More copies of electronic books available to lend.
- I'd love to see more 'unconventional things' like sewing machines, instruments, board games, to be checked out!
- ESL programs, homework assistance, community organization liaison
- Longer hours.
- Stay open longer hours.
- Increase hours open to public. Have some scattered branches with Sunday afternoon (12-6) hours.
- Earlier opening hours during the week. But I'm thankful for this service you provide to the community!!
- Longer or after hours pick up options.
- Include free music download.
- Free digital music downloads

- Expand our digital collection. We used to have a membership to Netlibrary. That had an enormous collection of books and very worthy reads. I miss that diversity.
- While I very much appreciate the physical choice of books and magazines, I would also like to see more emphasis on digital materials. However, the library should be more than a place of entertainment. It should be a place of information that supports our democracy and makes factual information available to all. I believe the new East Asheville Library is going to be wonderful for our community. Thanks.
- Focus on the quality and breadth of your collection, hire staff that effectively support the communities access needs. Look to other library systems that have done this effectively like Kenosha, Wisconsin.
- Use electronic imaging to spot a book on shelves or direct people to topics.
- I wish the adult fiction and nonfiction holdings were larger and less oriented to best sellers. But I just place holds and pick up books that I can't find there.
- I believe it is important to continue to have print materials, books and magazines, as many families no longer purchase these types of materials for their homes. Digital items are also good, since that is how the world is moving, but I don't believe an all electronic collection reaches those families who do not have access to good internet and/or computers. It is important to be available to those who rely most heavily on the library, while also giving them access to digital and print media that they may not be able to afford.
- Add more books on science, especially NC natural history.
- I love the folks at East Asheville library! I haven't been since they closed for construction, but the folks who work there make it beautiful!
- Before moving to Asheville, I was able to access Rosetta Stone and Ancestry through the library website. In addition, the current system to reserve books is very cumbersome. Finally, prior library offered a much greater variety of programs and day trips.
- I would love to see more programs for the public.
- I mostly check out physical books and read them at home. I am very happy with the libraries in this regard.
- Pretty much love my library
- The libraries meet my needs very well currently.

ENKA-CANDLER LIBRARY

Facility Feedback

- We recently had a makeover at Enka Candler, with which I am very pleased. I noticed many more people using wifi in parking areas. The library should think about having designated wifi parking areas (long term parking) versus areas for people making dropoffs or quick trips into library as the library begins reopening with limitations.
- Enjoy the renovations.
- The Buncombe County Public Libraries already meet my own personal needs.
- Very satisfied with our library system.
- My needs are met.
- I adore our Enka Candler branch! Wouldn't change a thing!
- I am very happy with the newly renovated Enka Branch Library where I go most of the time. If I want a bigger library with more browsing choices I sometimes visit South Asheville Library.
- The building itself has an old-fashion feel to it. It could use a lot of sprucing up.
- Better lighting, automatic doors for better handicap accessibility, and I don't know if you can make this happen, but putting a bus stop at each library would be really great.
- Cozier, more comfortable spaces would be nice. More welcoming exterior. Less crowded interior.
- Enka Library needs something to soften the outside, which looks like a down market strip mall. What about planters in the long stretch between the two door areas? Or poke a couple of holes in the concrete and plant some small trees? Or both? Add some benches among the planters. It could be a nice little oasis there. Anything to make it look more welcoming. I was surprised and disappointed that Enka didn't relocate the check-out desk as part of the new expansion. It can get very crowded there, especially with the pole right in front of the desk. Please consider that for the future. I hope the new large community room will be utilized in the future. It's a huge space to sit empty most of the time. I would ask you to consider some easily shifted furnishings (casters!) and some bookcases along the walls with materials for browsing. I appreciate your question about facilities! The librarians are wonderful--friendly and welcoming! Unfortunately, the facilities are more industrial looking than they are friendly and welcoming. I know how hard it is to keep upholstery fabric clean, especially with heavy use--but maybe some better paint choices? or a less industrial feel to the lighting? Thanks!

- When i have gone to the Enka library the kids area is now seprate from the computer area with good reason, kids will cry or talk loudly. The kids area is a nice place where we go almost 3 times a week my son is not in school yet so especially in the hot summer days or winter days we will be visiting, craft paper and crayons markers always run out. As far as seating there is a good area to have more benches outside to look at the birds. The bathrooms are clean and i feel like if more things are being added to the library we will need more bathrooms. Thank you.
- Have the flow a little better. Which would probably mean a bigger space
- My library (Enka-Candler) is too small. There is very little parking during the week with other businesses in the same lot. Unfortunately, I think this branch would be better served in another location with ample space to park, as well as a larger supply of reading materials.
- Teen spaces
- Outdoor seating areas
- I believe the libraries should be included in the County’s plan to put solar panels on the buildings for energy efficiency.

“Other” Feedback

- During the pandemic, our branch was closed for many months and I became even more reliant on ebook borrowing. Overdrive is pretty efficient, but does favor in-county holds over statewide holds. Public use of ebooks is likely to continue and increase, so I recommend that the library system invest in increasing copies of ebooks in the buncombe system so that patrons aren't waiting 6 months for new ebooks.
- Provide outdoor access to items reserved online via curbside pick-up or self service vending.
- I value the child and YA physical books and adult digital and audiobooks available via NC Cardinal. Makerspace type activities are especially nice during Covid since students don't have as much access to that stuff at school. Thank you for partnering with the city and county schools and offering wifi. As a member of Enka Village commission, we value having access to the large meeting space after hours. The library is only open late on Tuesdays and it is hard to book a meeting because other groups use the space on Tuesdays. We either need another late night or the rules to revert back to us being allowed to use the space when the library is closed.
- Maybe outdoor story times and children's programs with COVID precautions in Spring 2021?

- Focus should be on staff and training, collection and letting the community know what is available IN the buildings. COVID has given us a setback in community settings which will need to be rebuilt by attracting people to a safe, learning environment.
- More best seller books available-always a waiting list
- Appreciate the staff support and professionalism. Hate that it was closed so long due to COVID19
- Larger selection of children's nonfiction books and dvds
- The Buncombe County Public Library system is surprisingly antiquated, considering the progressive nature of the Asheville and the surrounding communities. I'm glad steps are being taken to review the services being provided, and encourage them to review some of the strategic plans set forth by other library systems nearby. Self-service holds need to be implemented, more progressive lending policies, a broader digital presence, more community programming, and more virtual programming, for example. Henderson County and Polk County have surpassed Buncombe when it comes to these things, which astounds me. It's time for Buncombe to catch up and provide a more modern approach to library and community services!
- I have been very satisfied with the library system. We use the digital resources A LOT. With two young kids, we have also used the children's programming and the physical space regularly over the years. The library is such an important place in this community!
- Centralized purchasing might increase number of books purchased at a reduced rate.
- I love the Enka library and I just wish that it would open up for book pick ups soon. I worry it will shut down with the lack of use during this time.
- Expand collections at smaller branches; increase number of copies of audiobooks on Libby
- Open the libraries. Having only a few hours for picking up books is annoying and the libraries should get back to regular hours.
- I use the library for buying books and to use the computers. I also go to all the book sales .
- More children's story time offerings
- Continue having such knowledgeable and supportive staff! Increase number of large print books.

- Hard to answer during this pandemic. Right now I'm just using digital services, which are good, but I miss the hard copies.
- Just make it a "happier" place. The staff seem very stoic, not friendly. They do their job well, but I don't feel they welcome me. And the selection of items housed there isn't very comprehensive. For instance, when I go in to look for audio books for a car trip, I have a hard time finding anything I want to listen to. It's usually a last minute decision to find something; I haven't thought ahead of time to request a book.
- Adding a tv streaming service such as Hoopla or Kanopy would allow Seniors and low income access to programs.
- More audio books, particularly business and self help books. Also, a business option in the Libby Explore/search feature
- Improve online book search and other digital services. Evening and weekend hour expansion. Bilingual services.
- I don't know how feasible it would be, but I would like an online list of new releases by branch.
- More print and digital books so the wait isn't so long for popular books.
- Longer hours in the evening!
- I wish the Enka library opened earlier a few days a week. Kids get up early so it stinks not being able to access the library materials til 10am especially during the winter when it's really cold in the morning (indoor time is ideal) Otherwise this library rocks and we have enjoyed the books and story time for two years now. We look forward to Covid settling down and being able to do more in person stuff.
- Stay open
- Have more activities, interesting speakers and discussion opportunities, somehow serve as a way to distribute information, education and opportunities for civic and community engagement
- I think that the employees can be more understanding of the toddlers that visit the kids area we are always told to clean up or the kids are asked to clean up the stuffed animals if my child makes a mess I WILL CLEAN IT up before i leave the library. Its a library but it should also be a place to bring kids and not worry about the staff shushing us.
- Wish Enka had larger amount of books for adults

- Access to the Oxford English Dictionary would be wonderful. It's a valuable research tool for students, professionals, and hobbyists.
- Keep increasing the options in the NC Digital Library collection. Also, if we could have access to consumer reports website (versus the magazines) that would be great for research.
- Expand book collection to include more more nature books: local flora and fauna; old-growth, field guides
- Better hours. Better system for audio books. More varieties of books. A system to help you find a Book you would find interesting
- Easier ways to request the library buy new books
- more books in print
- Expand hours of operation.
- I have some difficulty using NC Live. Sometimes the password works, other times I can't get access to journal articles that appear to be available. I don't know if it's "operator error," but event the "Help" option didn't help. Thank you

FAIRVIEW LIBRARY

Facility Feedback

- A quiet space for study, and collaborative small spaces for groups would greatly enhance the library and probably boost your teen/young adult patrons. Otherwise, my library is pretty much perfect the way it is. And let's thank the library staff who keep it that way!
- Let's face it. The Fairview library is on the older side. To start off with I would like to see a shelf by the book return to make it easier for bags of books to be held and returned easily. More of a sitting area for adults to sit read magazines, flip through books and so on would also be very convenient. Some thing with cushion chairs with a small table in between them so husband and wives can sit close to each other without being crowded by other patrons. Some type of coffee machine vending machine would be nice but not absolutely necessary it's more the fact that people have a place to sit and relax with each other and spend time with each other with a couple books.
- Nothing to add
- I am so glad we have all the branches we have in this county and I hope they are all continued to be funded because of the community need/service. The facilities are usually very clean, which is great.
- I love the concept of an outdoor seating area considering that communicable disease is nothing new, we are in an airborne pandemic, and in WNC we have nearly 9-10 non-snowy months. Have library leaders considered more book-mobiles / pop up sites?
- While I would love to see all the libraries updated, I realize that requires more resources than may be available at this time.
- Baby proof space for little ones, outdoor spaces, playground
- Small outdoor play area at Fairview would be neat.
- The Fairview Library is quite small and thus the children's area is as well. I know this may not be possible or practical, but it would be much better is the children's area was an actual separate space from the rest of the library - therefore no need to worry about children being too loud or wandering into adult areas. It would also be nice for the restrooms to be closer to the children's area.
- I love the Fairview library!!!
- I love the beautiful Fairview Library as it is.

- I love Fairview branch.
- I love the Fairview Library.
- We love Fairview library and the librarians! My sons (ages 10 and 13) enjoy being able to browse the book selection and read physical books. Often they'll find an interesting book and sit down right away to read it! I'd love to see more community interaction and spaces for small and large groups to use w/out fees. I lived in Bel Air, MD in 1999-2001 and the library there was truly a space that drew all ages and from all walks of life. It included green spaces/playgrnds outside and my roommate and I spent many hours at that library on computers, in book groups, walking the paths, and expanding our reading. I value libraries (my son and I "lived" in the library on Yongsan Army Garrison when we lived in Korea) and I love having the Fairview library to take my kids to. Thank you!
- Libraries also need to have more than one space for meetings, activities or classes. It is not fair that voting, while important, must take precedence over story time for kids or activities for all ages
- Be thoughtful of how sound carries, especially for those who have neurosensory alterations that make them sensitive to noise. Privacy for studying and research would be an added benefit.
- Being able to access internet from my car is important. During the time of COVID safety measures I will most likely be using the WiFi from outside during the upcoming winter and hope that it will "reach" to the car. Having signs indicating Wi-Fi access in the parking area would be helpful. I appreciate our library and Wi-Fi access.
- Drive by return drop off box would be handy in Fairview. Outdoor seating area for reading and wifi would be really nice. And, a coffee/tea concession or vending machine would be a great addition to the outdoor seating area.

"Other" Feedback

- Acquire copies of the new release books as soon as they are available.
- Have more digital copies of the popular ebooks to check out. Right now, there is a long wait for any of the popular ebooks.
- Please get duplicate copies of favorites... Little House on the Prairie CDs :-)) and keep old classics on the shelves.
- Since more and more of us are enjoying library materials digitally, (ebooks, audiobooks, movies on our own devices) I would highly recommend the addition of Hoopla. Other

libraries I have belonged to in the past allow users to access Hoopla for downloads. There are no holds or waiting for materials! Is this something Buncombe County Libraries has ever considered? Thank you! I do consider the public library system to be one of the most important resources available to community residents.

- I would like for the library to offer more digital books - in particular more copies of each item. And PLEASE increase the holds limit! I am homeschooling my preschooler and the 25 item limit is very restrictive. Thank you for all that you do and have done during this pandemic!
- Allow me to keep audio books based on the length of the book. Sometimes it is difficult to finish a 15+ hour book within 7 days.
- Have an online log in option. Have an online catalog that you can search and request books and media for pick up. Have an online item renewal option. Lend e-audiobooks through the Overdrive app.
- If there is a way to request acquisitions, it would be nice if it was easier/ more obvious how to do this online. Also, my priorities before the pandemic we're hard copy materials by now digital borrowing is more important than ever and likely will continue to be a priority for a long time. Even more digital copies/ titles would be appreciated!
- While I know the importance of digital materials, I still have great joy and need of browsing physical reading materials and DVD and CDs. I enjoy finding materials that look intriguing, but would have not normally chosen.
- More kids digital book materials
- Improve the online catalog. It is very frustrating to use as far as speed, ease of search, understanding what is going wrong (not finding an item that I think is available, not understanding why I can't renew), finding items that I'm looking for as opposed to a bunch of junk results, include suggestions for what I might like to read next based on what I have just returned/read. Share a history online of items that I have checked out in the past. Share suggested reading material from the library staff. Make it easy to see upcoming events (more so than a once a week email that includes results from all libraries)
- More books would be great.
- Acquire more books, both digital and hard copy. I find that I often can't find a book that I would like to read and would have to buy these books to be able to read them.
- Try to have newer paperbacks and hardcover books available.

- More 3D printers and learning opportunities in general
- Improve the online search function. It is very slow and not always accurate. Continue providing themed bundles of children's books post covid. Diverse speakers and events.
- I would like to see more teen programs. Opportunities for teens together in a safe place and meet others while learning or creating or participating in foot clubs.
- I enjoyed the online offerings and programs for kids when COVID started. I would like to see that continue and increase. It's hard to sign onto the wifi sometimes.
- More community classes....after Covid!
- More adult craft classes at the branches. Variety of activities for adults at the branches.
- From conversations with the Library Director and encounters with administrative staff, I feel there is a noticeable and disturbing disconnect between administration and the community. This was especially apparent when the library sponsored children's programming at a brewery, mistaking the marketing of Asheville to tourists as the dominant paradigm while ignoring both the safety and public relations problems with alcohol related programs for children. I am also concerned that the 3 senior positions within the Library System are currently held by males. The branch libraries within the system (and I am familiar with all of those branches except the South Buncombe branch) provide wonderful service to the community. Pack Library and the library administration seem to be removed from not only the broader community but also the service aspect of library service.
- Altho usage may be understandably low due to the national health crisis— the role of a locally supported library remains dear and essential for overall community and educational health. Also, how can library differentiate themselves from mainstream media sources to be a place for trusted information— a “fact checker” entity...online and in print bound resources?
- The technology at the checkout desk could also use some updating-computers, scanners, etc.
- When in the facility, having people speak quietly is important for me (seems like some people are using the facility for socializing among them selves and with the staff). Most importantly is getting better cushioning in the seats that have cushions; they are very uncomfortable. In previous times when taking college courses, it was helpful to have access to other libraries via Internet and especially appreciated the help from the staff.
- No complaints. The people who work here are always friendly & helpful.

- The staff at Fairview are exceptional.
- Open more hours. Fairview staff is always helpful & friendly!
- Earlier opening hours.
- The libraries have all different hours most every day of the week. what is wrong with going back to normal hours? I have missed getting to the library because I am too early, too late, etc. and it is very tedious! Why are there so many ways to get a book? What's wrong with just placing a hold? What is this basket and list, etc.? Is it necessary and how do you use it????
- Can't think of anything , except for open every night
- I love the children's programs during the summer, so keep those. I like the online reservation system, so keep that. Make sure staff is funded. More money is probably needed for more recent releases of books and movies. Thank you!

LEICESTER LIBRARY

Facility Feedback

- The collection space isn't as important as long as I can get a book or resource from another library, so I really like that I can access all NC libraries. I enjoy the library for a quiet place to browse for new reading material and let my kids look around. I have found the layout for youth books to be a little confusing but it's not a huge deal. I like the design of the Leicester library - it's quiet with lots of light and the meeting space is in a separate area.
- Designated teen space for research etc.
- It would be lovely to have a senior space at the libraries for those of us who are seniors.
- Most are very small branches, more comfortable reading areas
- All needs have been met. Very nice space.
- I absolutely adore the library system, and like that Buncombe County has so many libraries across the county each with their own personality.
- More outdoor space particularly now that we are faced with a pandemic
- I really like the children's play spaces at Pack. I wish Leicester had a more definitive larger children's read/play space that didn't disturb other patrons. I also wish there was a defined space for kids play, a playground or picnic table area for sitting or reading outside.
- I think making them more all encompassing. My sister is a librarian in Olathe, KS, and their huge new library is so cool - cafe, maker space, study rooms, big fireplace area, super cool kids section. I would love to see Asheville get something like that.
- (1) Greater bandwidth of wi-fi so that more of us can use it at the same time. (2) Multiple available inside spaces (like a study room) with plug-in high-speed internet that can be used for (a) leading an online meeting using the Zoom platform or (b) personal online study. Preferably at no charge to the user. Or if necessary, there could be an annual, possibly sliding scale, fee to the user who is able to pay for the internet connection and the quiet room to lead a Zoom meeting.

"Other" Feedback

- Have more copies of popular audiotapes. Take suggestions for ordering new releases.

- I have internet access at home, so that is not a primary focus for me, although I remember using it when I was younger and living in a different county. I really enjoy the digital access to materials and have used that feature heavily in the last few months. More availability there would be nice.
- Y'all do a great job!
- I would love to serve on a committee to help! Thanks Gardner
- Make more books available for e-readers. Classes to better teach how to use all of the library resources.
- Our librarians at Leicester are knowledgeable and helpful. The space is well used and we love exploring the children's events. We miss the library being open.
- Open the meeting area to the public
- It would be great if more Large Print books are purchased by the library system, especially at Leicester. I am visually impaired and need the Large Print books to read.
- I am happy with the current offerings and feel it is important to keep servicing outlying areas.
- I have been unable to go into the Library as we moved here in July. I hope to be able to join monthly book reads and storytime when they start back again. I have mostly used digital and had great response to emails. I have a few books on hold and await the next step with them.
- Friendlier staff! In particular, one of the long-time staff at Leicester branch is always very curt and even rude. She told me she didn't like my voice!
- I have used Kindle to download over 50 books of fiction from the NC Digital Library over the past 7 months. Previous to the COVID-19 pandemic, I used the library directly, and I am indebted to the expert librarians at LEICESTER LIBRARY for their guidance and direction. I am retired, and reading is a fundamental way for me to keep healthy brain function. I have voted at the library and I have attended meetings there. I have used the library for computer service, for printing and for reference & research. The LEICESTER LIBRARY is a very important part of my daily life, and I miss the full services of it as well as the interface with the very bright and helpful professionals there. I have seen families with children come in to borrow and return massive numbers of books, and I just do not know how they are abiding these days amid the pandemic and the requisite limited library services. The damage to the intellectual growth and socialization of our nation's children is incalculable. So terribly sad. I wish you all good luck and good health. I am

confident that COVID-19 will be controlled in time, and your services will be returned to near-normal, pre-COVID conditions. Be safe.

- Getting back to normal business hours will be super helpful.
- Go back to regular hours soon.
- I wish there were Sunday hours. I am glad that we can drop of library materials 24/7 with the drop boxes. I like the reservation system that can access materials across the state at no charge.
- As far as I am concerned, it does a great job. I especially like reserving books on line and picking them up at the local library.
- They have met my needs and I have appreciate how well they have managed the problems and concerns COVID-19 created in our life. The difficulties for everyone from health to joblessness was easier to deal with when there was way to continue opportunities to read, research, listen to music, etc. from our local library. Thanks!
- More books. The trend for several years has been to remove books from shelves. Now when I enter my library I wonder why I am there - there seem to be so few books. I find it very depressing.
- I would love to have a large enough budget to have many copies of new books so the wait for books isn't so long.
- They are doing a good job.
- You all are wonderful, I'm so happy with this library
- Expand or alter hours to make library more accessible to working families.
- I love our library system. The Leicester Library is wonderful - they have so many wonderful programs, a nice selection of books and getting inter-library transfers is so quick and easy. Our staff is wonderful.
- For now, I am grateful for the Cardinal system and the ability to request books from throughout the state.

NORTH ASHEVILLE LIBRARY

Facility Feedback

- It would be helpful to have a drive-up book and video drop off so one wouldn't have to park. The parking lot is limited and sometimes I come to turn in a book or video and can't find a parking spot.
- Drive through drop boxes.
- Provide a drive through book drop.
- Parking is an issue at every branch. I live in Weaverville but go to north Asheville branch.
- Better parking.
- Parking - being well over 65 and utilizing the North Library more parking spaces would be nice especially during "kids" day, meetings and whenever the facilities are being used by groups.
- Make sure there is adequate parking. Create self-check out. Meeting spaces for community groups is a need.
- The outside pick up during the pandemic was great. Thank you for making this happen! Self-checkout stations would be helpful so that the card doesn't have to be handled by multiple people. I have always loved libraries and hope that Buncombe County continues to support this important resource!
- I think several library branches already do an excellent job with their facilities: Leicester, Black Mountain and South Buncombe. Others, especially North, Pack and Oakley, need to arrange things better to make them more attractive and inviting, as well as function better. I'm not an expert on how that's done--I just know how it is as a patron going into those libraries. There is little color or art work to enhance the interior of Pack and North, arrangement of furniture and imaginative displays could add a lot. The children's area of North could be so much more attractive and inviting with nicer furniture & better arrangement of furniture & shelving. An example of how attractive things can be seen in the three libraries I mention at first.
- Generally pleased with the current configuration at North Asheville and downtown.
- It would be great to have an outdoor space to sit and read when the weather is nice. The North Asheville branch is a beautiful space but somewhat dark inside. We often take our materials to go even when we are not in the midst of a Pandemic. I love the children's

space and the inclusion of so many cardboard structures. My son is 8 and still gets a kick out of them. However, the space itself is a bit somber in general.

- The North Asheville library, and the Pack library, the two I use most frequently, seem old and run-down. The lighting at the North Asheville library makes the library feel like a dungeon or a tired old living room and the stacks are always messy and too crowded. The circulation desk area always looks messy. I never think of the library as a clean, well-kept space.
- Everyone who uses the adult book section at North complains about the poor lighting. 2. Most branches have parking issues. 3. The acoustics (especially at North) are terrible. We can hear the librarians at the desk chatting from almost everywhere. And we can often hear the bathroom flushing and smell food heating in the microwave. 4. Better signage on the bookstacks, including more Dewey decimal system lists. Sometimes signs are only on the front end. 5. Having a quiet place to study or tutor, where a couple of people can sit together. 6. Don't have the inside book return in front of checkout computer. 7. The county needs to find other polling places! 8. Some branches don't have adequate work space for papers etc at the computers.
- Two things I greatly miss from my last library: The holds system: we had the ability to place holds even on materials at your "home library." These items were then placed on a grab and go rack at the front of the library wrapped in a paper with the patron's name. Self check-out. Sometimes browsing the library is great, but sometimes (like when you have kids, or now when you need to minimize your time in the library) you want to be able to pop in and out.
- Maintenance of buildings, cleanliness of bathrooms seems a bit underfunded.
- I would love to see the facilities at the North Branch library upgraded to include more space for the children/teen collection. It would also help if there was better lighting in that area. Very often, the children and teen area is a busy area for families with children/teens of various ages.
- The North Asheville library needs a separate, closed space for children. It's so hard to take young children there and enjoy time together with the current set-up. You have to worry about being really quiet around the adults on computers and your kids wandering off with everything open. It makes it really stressful to bring young kids in there; whereas the set up downtown is so wonderful and accommodating of children.
- Meeting space for free use or rental by community members would be nice to have as well. (to teach a class or have a program).

- In general, I do not spend time at the library beyond the time it takes to browse books or, more recently, pick up holds. I usually go to either the N. Asheville or Main branches.
- Cozy areas to read or study peacefully, environment that evokes calm with a good amount of natural light and plants, easy to navigate, more digital books and audio books and music available on the app.
- More natural lighting and comfy seating to make quiet, cozy atmospheres in the libraries (especially N Asheville library which is well-kept but could use some extra love and attention)
- North branch needs a good clean- remove dusty decorations hanging from rafters, fresh paint, better ventilation, better lighting in adult stacks. The outdoor patio is under utilized except by the homeless- should be screened in so it will be secure and clean.
- The lighting at this branch continues to be inadequate. Although all hanging lights are now working, there is inadequate light to read the titles and codes on book bindings in the shelves.
- Additional physical quiet space would be wonderful. I only go there to study and need a quiet environment. Thank you.
- Also the North Asheville branch should move or remove the women's sanitary collection box that stands (stood) in the lobby. Hopefully some volunteer(s) could work on the book sale area there as well. But you (the library) serve a fantastic purpose and overall - I am very pleased with all the branches I visit. Thank you.

“Other” Feedback

- I am a new County resident since early March just before the stay-at-home order took effect. So my use of the library system has, until very recently, been limited to curbside service. I consider the Pack Library my "home library," but have been accessing services at the North Asheville branch in the meantime. Otherwise, books and learning are important to me, and have always been a "frequent flyer" at my local library.
- Distancing and other protocols in place to allow for use and the borrowing of materials while maintaining the highest health safety standards.
- I have noticed that the Spanish selection is very limited for Children. It would be nice to see more diverse authors and a wider selection of books that touch on social issues.
- Since Covid I haven't been to the library at all. But pre Covid, I went all the time.

- My needs are met. Maybe I haven't signed up for it (so I apologize if it's already a thing), but maybe a newsletter or something to highlight job fairs, meetings, and other important events taking place would be helpful.
- We truly miss story time. Is it possible to have story time via zoom, where kids can interact with one another? I appreciate the YouTube story times.
- The library desperately needs more digital books for loans. The waiting times are extremely long.
- You all are great. I consider the library system here one of the major benefits I personally depend on, value, and one of the best uses of my tax money. I would find this place less vibrant and stimulating without it (and the people who frequent the branches: both staff (overall wonderfully attentive and informed folks) and the people whose paths I cross while visiting. PS - The entire system (and the staff that put it together) needs a big Huzzah and Shout-Out for the transitioning protocols you put in place as NC moved out of total Covid shut-down mode. It was one of the first experiences of "normalcy" after our months of closure and confinement in Our Current Moment -- even with curbside pickup. Now with the "grab & go" norm, it's even more so. PS. 2: Your system's digital platform is really great, too. I've been the recipient of many books, DVDs, and some music CDs that weren't available locally, but after requesting them on line, quickly came to me through the NC Cardinal network. I love the way it works to assist me in browsing, renewing something I want to keep a bit longer, and to be reminded (via your email announcements) that I have something "due" in the next couple of days.
George Peery 1 Club Knoll Rd. Asheville, NC 28804 © 828-242-6380 gpeery@mhu.edu
- Library staff make it a pleasure to use your facilities. Thank you.
- I would love to see the library branch out to lending more things like telescopes, microscopes, board games, etc. Also, I would love more educational bundles for kids based around a theme like butterflies or the ocean. I think Pack library does something like that, but there was something like you had to be a teacher to get them? I would love for it to be opened up to homeschoolers and also for homeschoolers to be more of a targeted audience for materials. Even just in ways like having the library buy the books on the reading lists of common homeschool curricula (like Build Your Own Library and Torchlight (which has a fabulous booklist of new literature)). I also want to say that our library system has been a saving grace in the time of Corona. We were able to get the vast majority of our curriculum books through interlibrary loan and we really appreciate all of your hard work to make that happen! You have made our time our quarantine much, much more bearable by keeping us in books. Every week our book pick-up day is like a tiny Xmas!

- I think the public library is just great. We use the resources for our 10yo daughter. Primarily we love the books and use the digital library esp during COVID. Reading is important to our family. I realize that the publishing world will gradually go totally digital but I think the actual book with pages and smells and the imagination those invoke are so important!! Thanks for asking and providing such an important service to our family community and world!
- To be honest, they are doing a great job.
- Consider books by mail. Broader selection of intellectual books, both audio and electronic, available at least through NC cardinal. I've been looking for some philosophy and history books, some audio, and they're not available. It should be possible to tap into the University holdings as both collections are funded by taxpayers.
- Would be great if my book club could meet at the library
- Very satisfied. In the past I served on the Board of Trustee for several years.
- It seems that some authors are not represented. Is there a way to request certain author's books?
- I would love to see more multicultural/racial- justice print materials for children/teens. I am a local teacher who has used the collection(s) throughout Buncombe County extensively in my elementary classroom. My preference is for resources that utilize photographs/art/quality illustrations, rather than using cartoon-style pictures to illustrate cultural/historical events, people, places, and objects. Just as an additional comment: I love the digital access through NC Overdrive. I use it at least once a week.
- Overall our family is very satisfied with the book selection (in personal and digitally), movies, CDs.
- Balance between physical and digital presence. Both are vital to today's community.
- Plz plz plz focus on useful tools. A 3D printer is fine but maybe get some sewing machines, or a few small saws, or something else that's lasting and useful to more than a tiny segment and expensive to learn, use, and maintain or is a pet project of one employee who will render it useless when they're gone.
- More digital books
- I see The Library as one of the most open, free, and democratic spaces still existing in the U.S. today. I was homeschooled growing up in Florida and a significant amount of my education (and self-exploration) was provided through our Manatee county library system. My mom would take my brother and I to the library for several hours every

Tuesday for 10+ years. I always felt safe and comfortable in my library growing up, and feel the same in the libraries in Buncombe county. As someone who has worked for Homeward Bound in Asheville in multiple capacities for close to three years, I also recognize the importance of libraries feeling safe for ALL members of a community, regardless of housing status, mental health status, or criminal record. With the astronomic rise in public and private university tuition, public libraries feel all the more sacred as a democratizing window into knowledge. Especially with the struggles in this country for widespread, affordable Wifi access, it's my opinion that library systems (as able) should double down on access to both book knowledge AND internet-based knowledge. Beefing up server capabilities to handle more traffic - and wider traffic i.e. out to the parking lot would all add to the accessibility across this community's libraries. Lowering barriers to library accessibility = top priority as I see it that would continue to keep libraries as relevant, reliable, and morally treasured parts of our society.

- Be open more after business hours and on weekends.
- Longer hours of opening.
- Covid safety made the access to physical materials pretty cumbersome. If we are going to continue with a limited physical access to the 'collection', the process needs better hours and a faster turnaround time. Now that I'm an elder, the reality of declining visual acuity is ever present; physical books are becoming too difficult to read with pleasure. Digital editions are a godsend; I can adjust font, size, and contrast to my heart's content. To the maximum extent possible, I'd like to see any acquisition and/or growth budget be aimed to the expansion of digital assets.
- Due to the pandemic, I did not use the library as often as I regularly do. I was really appreciative that you had outdoor pick up services. Since you stopped that, I won't be using the library until the pandemic is over, since I want to stay out of buildings. (I might use the digital library, but have not so far.) I wish you still had outdoor pick up service, but I am very glad you did it over the summer and fall. Thanks!
- I'd like better search features in the NC Cardinal platform. Overall, I've been very happy with our local facilities, materials available for checkout, and the customer service of the staff. Thanks for all you do.
- REOPEN ALL Buncombe County libraries to the PAST HOURS to ENTER the library, to use the COMPUTERS, CHILDREN'S AREAS, TO SIT DOWN TO READ etc., as 1 P.M., to 5 P.M., are NOT LONG ENOUGH HOURS to ACCESS, TO PHYSICALLY ENTER/USE THE COMPUTERS etc., which US TAX PAYERS FUND. Lastly want to state, WE do APPRECIATE the library STAFF/VOLUNTEERS being PRESENT/WORKING at ALL library branches, especially DURING these "PAST SEVERAL CHALLENGING PANDEMIC MONTHS," WE LOOK FORWARD to WHEN ALL Buncombe County libraries RETURN

BACK to the PAST HOURS of 10 A.M., to 6 or 8 P.M., just CONTINUE to STAY SAFE, WELL & GOD BLESS EACH/EVERYONE!

- During this time of Covid cases surging, I am disappointed that the library has stopped doing curbside only. This increases exposure for everyone, incl the employees of the library. I realize that a phone number is posted for curbside, but the building itself should not be open at this time. Any indoor space occupied by a number of people is risky for virus exposure.
- I love the library and there is so little I would change. I mostly interact with it through digital hold requests and subsequent pick-ups, especially during Covid shutdowns, so I cannot speak to the in-person experiences as much. I think a library is one of the most valuable assets a community can have-- that easy access to education and knowledge are vital for community members, so any type of programming or funding that is continuing to ensure access to these resources is very important to me. I do love having a place to use a printer/internet. I just moved back here from Seattle where they had recently eliminated their library fees-- something intriguing to me. Given, due to the amount of wealth in the city, Seattle probably has a very well-funded library program that helps bolster such a concept, but they did some interesting research prior to making the decision and found that eliminating the fees was helpful in keeping people engaged with the system-- the implication being that if one accrued fees, but could not pay them, they were unlikely to continue using the library, thereby cutting themselves off from access to free knowledges and services. An interesting concept! I wonder if Buncombe has any kind of programs for fee forgiveness for low-income families? Thank you for all you do!
- More community events (socially distanced, of course) such as book clubs or hobby sharing groups -Helping people find ways to volunteer in the community!
- No suggestions, but I sure missed you when you were closed for the pandemic
- We are extremely appreciative of everything the library has to offer. I just recently learned that the library has telescopes available to check out. My science-loving elementary school age kids are really excited about this, but we were a little disappointed to hear that the wait is several months long. We would be interested in other non-media educational materials that are available to be checked out, such as a microscope or collection of labeled rocks for studying geology. Thanks for all you do!
- Specifically with the kids programs, create suggested age / grade appropriate reading lists, book clubs, makers activities or other community-building opportunities that allow kids and families to connect. Expand Libby online library and access to books / audiobooks.

- I love my public library and visiting is a highlight of my week. I wish there was more variety and availability for virtual audiobooks. And I wish you could put more books on hold. I often have to wait 20+ weeks for a book I would like to read to become available, and you can only reserve 6 books at a time.
- More computers available
- Better search process including a list of recent acquisitions, a better catalog to blend catalog entries from different library systems. A catalog that works more like Google so that it recognizes misspelled authors and titles.
- First, your website: It is not kept up to date. Just tonight I brought several boxes of books to the North Asheville Library to donate - your website said that you were accepting books. I was told that they were not; she directed me to several other branches. I asked if she were sure that they were accepting donations; she called - Oh, only 2 boxes, then she suggested that I could donate to Goodwill. These are hardcover, current books - cookbooks, novels, non-fiction. I would think that they would be valuable in the book sale. There have been other instances where the website gave inaccurate times for the branches open hours. Sometime during the summer the North Asheville branch changed their hours and I brought books to return and wanted to pick up books on hold and they were closed. I was told when I came during the new hours that the hours were changed because of thunderstorms knocking out Internet service to computers - Why wasn't this on your website?
- Access to Hoopla digital media.
- Longer hours than we've had during the lockdown, and resuming in-person events, groups, and classes. It has also been hard to not have the computer access we used to. There is no real alternative for people who don't have computers or consistent access to them/the internet.
- I greatly appreciate the services provided by the North Asheville branch. Please ask the Librarians to refrain from talking loudly.
- I like the new books section which is easy for picking up novels. Last visit it was a little low on choices. I would appreciate more new books to choose from.

OAKLEY/SOUTH ASHEVILLE LIBRARY

Facility Feedback

- More physically attractive space. Parking that is not down the stairs, and not hard to get to, or get out of, from the access. Good lighting inside and out. Clean, debris-free interior

and exterior. Comfortable seating. Open shelving. Security so that the building does not become a hang out for vagrants and panhandlers.

- The Oakley library has terrible parking that requires handicapped individuals to either wait for the firefighters or their visitors (which are frequent) to leave the handicapped spaces or to park in a lower parking lot and go either up steps or up a couple or small hills and double back around to another flight of stairs. Handicap access is awful at the Oakley library. As is the parking on the liberty street (upper) parking lot. In the afternoon the upper spaces are often taken by parents waiting for kids to get out of school or parents going to the school for meetings and choosing to leave their car there. Often it is not safe to back in or out of the spaces because of the proximity to the Liberty/Fairview/Cedar intersection. If a car is turning onto liberty street while somebody is backing out it will immediately cause traffic to back up if anybody else attempts to turn into liberty. The spaces are narrow as well. I believe that those spaces should be converted to handicap only and spread out some more. Or done away with completely, add some more lawn or an outdoor area of some type and improve the handicap access from the lower lot. Maybe the parking area could be done away with and a large covering could be added for the abundance of school age children that have to walk the entire length of liberty street to wait for the bus and once they arrive, have nothing to keep them dry if it's raining. Inside the library is nice. It's small and quiet and relaxing. It's great for the neighborhood and my family and I use it often. As do my neighbors. Outside though I would very much like to see some consideration for what I mentioned. Thank you.
- The Oakley branch needs updating and enlarging.
- I sometimes visited the South Asheville/Oakley Branch when I worked near there a couple of years ago. The staff is nice and book selection is good given the size, but the building is in serious need of a makeover.
- Oakley does not have much convenient parking and the library is small.
- The South Asheville location is too small and should be expanded with more building space and more parking.
- An improvement to the side parking area at Oakley would be nice
- Keep the school parents from parking in the top parking of the library.
- The other very useful thing for parents would be to have a location to drop off books without leaving the car, or at least without walking far. Many times books are returned late because it can be hard to re-buckle small children in carseats. And then publish that location (branch or wherever) online. South Buncombe is okay for that if not crowded,

same for North Asheville (always crowded), maybe Oakley. But it would be nice to have the drop even closer to the car. For example, putting a bookdrop in the basement level of Oakley by that big parking lot would make it easy to drive up, drop off books and go. Other branches could put a bookdrop out by the parking lot, disconnected from the building. Parents of small children often have a lot of little books to keep track of.

- Please upgrade/update the Oakley library.
- Make them cheerful
- Update the older branches. The North Asheville branch is really nice! Many other locations (Oakley, West, Pack, Enka) locations are very outdated, with flooring/walls/lighting/furniture that are not welcoming and make the spaces feel slightly dirty.
- The facilities could use an upgrade and I'd support a tax increase to pay for it.
- Oakley library is very small and dated. Time for a renovation or replacement.
- We do need up to date, clean and safe facilities. Environments play an important part in how people act.
- The building itself it very dated. The restroom is from the early 70s and in need of major updates. In general the whole building could use an update with new carpeting, lighting, and furniture to make it feel more welcoming and comfortable.
- Oakley Library needs to be remodeled/updated. The restrooms seem to be circa 1950. The children's space is adequate, but the adult space is claustrophobic.
- My home library is the East Asheville branch. I am very happy and excited to have it reopen. Now the Oakley branch needs a renovation. It is painfully cramped in every way that I can see. On the whole I am pretty satisfied by the service and personnel in all the branches that I have visited. I would urge the planners to listen very carefully to the people who work in our libraries as they will have insight that outsiders lack. Thank you for the opportunity for me to have a say.
- My community library is Oakley / South Asheville but I have frequented many other locations around the county and this location is desperately lacking in easy access (steep steps) and limited / dangerous parking. It's location is great being next to a playground (which also needs improvement) and it's collection of books and staff are great. However, this branch appears to have been neglected and never gets any updates compared to all the others I've been to and is essentially the most limiting version of a library I have seen. The reading spaces and chairs are limited and dated and uncomfortable. The children's space does not have any perks like the other branches and

does not promote / encourage use other than just going in to check out books and then leaving which is essentially what I do at this branch versus the other branches I go and spend more time and make it more of an outing with my kids. It's unfortunate because there's so much potential for this branch to be improved to serve a very diverse community desperately in need of a community space. The public use computers are right at the entrance and not very private although I've never used them. I would like a place I could go to work / read for short periods of time and there is nothing like this at this branch. The bathroom is frightening (it's just one, you have to carry a key on a wooden stick and do a special dance to get the toilet to flush right). My general recommendation is a complete overall and make this branch a priority because it's obvious it hasn't been. Oakley is a great working class community and deserves a great library to serve its community. Thank you for providing an opportunity to be heard.
 Amanda Fuemmeler 39 Ashwood Drive Asheville NC 28803
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- I would like to see improvements for the Oakley Library. I use this branch most often because I've used several others - Fairview, Skyland, East, Black Mountain, and though Oakley has the least space and the oldest building, it also has the staff most willing and able to help. Would like to see a better facility in Oakley and when I mention it to staff they agree, but also say they would hate for any thing to move them out of Oakley, out of the neighborhood they think of as home. It's all well and good to want bigger and better, but that often comes with losing the human connection element. There is a sense of community that develops in a smaller neighborhood library, that reminder of a time when you matter as a person, not just a number walking through the door. I feel that every time I'm greeted by name at Oakley.
- I really wish Oakley branch could expand. There is a very large foyer that could easily be encompassed to create a much larger space. This would enable a much larger lending library and a more private area for computer use. Given the Covid climate, more room to space out allowing more patrons at one time.
- I renovation would be awesome! I don't use the computers, study spaces or attend the programs offered but I could see how the ability to use the internet, find a job, study, etc could be really beneficial for our community, especially in the areas around the library that have a lot of drug activity as well as kids leaving Oakley Elem and maybe needing a safe place to go. Thanks for being such a great local library!
- In light of Covid not going away and being a presence for years to come, improved ventilation and filtering of air, more outdoor spaces, improved children's area with outdoor space to play, updated and fresh environment.
- Interactive and engaging space for children. Quiet and comfortable spaces for reading and study. Updated facilities.

- Co-working space! Public co-working space with amenities such as: parking, great wi-fi; "kitchen" - microwave, sink, just basics; comfy desks/chairs.
- Outdoor coffee area (no smoking). Nooks and crannies for sitting and reading. Cleverly architecturally designed, like up a few steps, or tucked behind a pillar. No books on bottom shelves. No smelly fabric chairs, pillows or couches. Sinks for hand washing located just OUTSIDE of bathrooms. So as to cut down on homeless bathing in bathrooms.
- I would enjoy more areas to sit and read both indoors and outdoors at the library.
- Senior Chairs
- Better reading space for families and children, updated facilities, better parking at Oakley, improved Children's room
- Sanitization needs to be priority, and that is pre-COVID.

"Other" Feedback

- I request books on line so keeping the site updated and running smoothly is important to me.
- I really miss the East Asheville Branch! I LOVE THE LIBRARY! It's the last place in our society where equity exists... y'all do God's work and I'm so appreciative of the work you do for so many different people. I've enjoyed getting to know the librarians at North Asheville and Oakley while the East Asheville Branch is under construction. Also kudos on keeping circulation going during COVID... helped me maintain my sanity! YAY PUBLIC LIBRARIES!!!!!!!!!!!!!!!!!!!!!!
- i think concerning what has been going on are doing a good job. have no problem getting items. thank u for everything
- Keep building digital/internet offerings. More internet access to audio-books. Training resources/online courses. Library of things!! Let's create a local lending library of STUFF. e.g. Asheville Tool Library. This is a growing trend with libraries and I'm guessing you're familiar, but if not CONTACT ME! alyx@alyxperry.com Training for the public on how to access digital resources - make it available by web conference. Get the word OUT! Keep doing surveys- this is great! Thank you!
- In our current world-- continue to focus on digital access and wifi, computer, printing for populations that do not have access.
- Drop overdue charges. Have more copies or digital copies of popular books.

- More staff; there are times when only one person at the desk. I've been there many times when only one employee in the building.
- Librarians are great!!
- My family (29 year old female, 31 year old male, 5 year old girl, 3 year old boy) have only lived here for 4 months now but the library has always been a big part of our lives. Since we arrived during the COVID-19 pandemic, I can't speak much for the interior layout of the library and what it offers. I will say that my husband and I think the library has done an amazing job of being available to the public while also taking all safety precautions seriously. Thank you for all that you do! We look forward to enjoying the library in all seasons of life.
- The American Library offers citizens many opportunities to learn, socialize or have a quiet place to go. Having lived overseas and seeing that there were many countries that did not have public libraries, I saw how important they are. A place to go to get any information needed or wanted.
- We pick up ordered books weekly for our family. We felt fairly safe in the openness of the lobby. We will not be ordering books now that we need to go indoors to pick up. We did pick up indoors once, but with covid-19 being airborne for an unknown time, and we have lung disease, it's not worth that extra risk=(
- But most important to me are a steady collection of new children's books. I love that we have lots of children's books that show diversity too and would love that to continue.
- Oakley library collection is not as good as other libraries. I use the library for myself, my husband and my children. We have been disappointed with our local branch's collection but love the library otherwise. We do use interlibrary loan. Please more programs. For in person programs we'd like to see Yoga, foreign language, coding, community gatherings, etc would be great. Please keep hours everyday. We do not want to see the library go away.
- I don't think the library does a good job of letting the community decide what their libraries need. There is no place for input. No one reaches out. We might have ideas or needs specific to our branch.
- Better hours, more up to date collections, more digital copies of new and popular books.
- More books for kids
- Larger and more diverse collections. Friendly and helpful staff.

- The story time for kids is awesome! The Oakley Library staff are wonderful! They are friendly and always happy to ask questions.
- Though the folks at Oakley are very helpful, I often have to wait an extended time for them to get a particular book. They are so limited in space to have a good amount of Christian authors which is my preference.
- Safe and secure ways to physically access books during pandemic.
- The books are dated in some categories-- arts and crafts, cookbooks, biography, paperbacks-- to name a few.
- To open please--safely of course for staff & patrons
- There is a library in Waianae HI which has a sign in front of a seated librarian who is busy working. The sign says, "Please Interrupt Me." I loved that sign and it made me feel like I was not bothering her, even though she had her head down into her work. Nametags for workers, especially identifying branch manager. Security guard/social worker for homeless.
- I would like to see more communication from the library system (and possibly branches) to the cardholders or library users. Particularly with Covid, but definitely before that as well, I have been left to learn policies and updates only by chance, through word-of-mouth. I see signs up in the branches, but for someone who only visits every 3-9 weeks (but usually has books out), it is easy miss what is going on. Sending periodic emails with updates would be very useful.
- This question is really difficult to answer in light of the pandemic. In general, having real books and magazines is a priority for me. Looking at screens too much is bad for your eyes and we don't even know the other ill effects. REAL books are a need.
- I appreciate all the efforts you've made to make the library accessible during covid. I felt safe with the quarantine system for the books. I also became a first time user of Libby and am now a busy participant of that feature as well. Love the library!! Thank you for all you do for so many. I also like the cd's and dvd's and some technology services for those who can't always buy the latest gadgets and gizmos. It is so helpful.
- Early reader leveled books could be organized by reading level, and marked as such in the online system. That would help a lot with efficiently checking out the right books when kids are just getting started reading. Also, if the librarians and assistants could be given a general idea of the reading levels in the schools, they could communicate about reading levels a little bit more effectively. Thanks for all you do!

PACK MEMORIAL LIBRARY

Facility Feedback

- Pack library needs a major upgrade. Its central location is both good and bad. It's good to be in the middle of town and prominent, but access is difficult for the same reason.
- Pack needs a brighter more people welcoming entrance both on outside of the building and at the hallway entrance. Outside area downstairs needs more and better seating. Maybe partially covered but allow light inside it would also serve cut down on trash and allow more all weather use. Seems the whole lower level is underutilized except Children's area.
- More inviting entrance from the street. Many times people are laying or sitting on the sidewalk making it difficult to walk around them.
- Pack library could really use an uplift. The parking situation in the garage - where I have to pay if we stay for more than an hour....or parking on the road where I also have to pay, isn't ideal. Is there a way to get a garage ticket validation by staff if you stay more than an hour? Also, my kids get pretty upset by the individuals that like to hang out right in front of the library. Not sure if you can do anything about that. What if there was an entrance that went directly from the garage to the library vs the hallway that is used as a throughway to Haywood?
- FREE PARKING
- better parking spaces in downtown Asheville.
- Provide parking vouchers at Pack Memorial so you don't have to pay to use the library or attend children's storytime!
- Better parking options/more accessibility at the Pack Library. Other than that, we have a stellar library system, one of AVL's longstanding gems!
- Pack Library should get some parking spaces in the closest parking garages.
- I also wish Pack would figure a way for a parking pass or something, a lot of the time I get lost in the books so when I leave I end up owing close to 5.00 for parking. As a senior citizen this has me seeking out Oakley or West Asheville which to me aren't as nice
- At the Pack library it would be great to have some designated parking spaces in the parking garage for library patrons, and I think the main floor could use better lighting and more color in the interior design, it is very bland looking and therefore impersonal. The colors could help delineate different zones in the space with different functions. I

always like to see the small exhibitions, a function that could get more attention and a better designated space (within the large space). It would be great if the library can highlight more art by people who don't get exhibited in the galleries. Thanks for providing this survey.

- Provided free parking for more than one hour which then becomes paying for 2 hours.
- Regular free parking at Pack (more than one hour).
- Free parking if you visit the library and easier way to drive up to drop off books
- Pack library garage parking should be free, no matter how long you stay in the library.
- Free parking , free parking, free parking , free parking. More space at branch libraries. Free parking. Challenging and informative exhibits with stimulating and colorful graphics.
- When necessary I go to the Pack library but finding parking is very difficult there and the busyness of Hayward Road is a deterrent.
- It is fine now. I love the differing individual characters of the different branches. Parking of course at Pack is a real issue. I believe the library should be free and that includes parking. It was a dark day when you all stopped validating parking.
- There needs to be free parking and if there's an event there still needs to be parking for the library. The lighting is often too bright or harsh with fluorescent lights, and making the seating more comfortable will make you want to stick around to read. The walls need to be painted with warmer colors that make you want to stay and make the space more comfortable. Give it the feel of a bookstore, with not a vending machine but a cafe with drinks and baked goods. A lot of libraries don't have enough of a space for kids or teens.
- The part of the library system that badly needs renovation is Pack Library downtown...It is colorless and stuck in the 1970's or 80's...not a vibrant place that attracts many. Now that Asheville boasts a first class art museum it seems it could have a more vibrant main library...
- The main branch is a fairly miserable place to be, honestly. Bad lighting, huge amount of fiction that could probably stand to be weeded, weird layout, and doesn't necessarily seem like it's meeting the needs of the downtown houseless contingent that's going to continue to use the library as a resource. It's also a very intimidating space for me. I think meeting space is all well and good but are people using it? Especially in a post-pandemic world. But I'd love to see the library as a space for community meetings and classes more than there currently are. My only request: Please though do not put in more than one maker space!

- I think the most important improvement the library system could make would be to improve access to the main branch downtown. I would love to be able to use this library but seldom get to because of lack of downtown parking availability without having to drive around and look for a spot or go to a parking facility. I wish the library system could somehow arrange to have some very close parking limited only to library patrons. This would make use of the downtown library so much more accessible to older people as well as people with disabilities. The smaller libraries are nice but they are just that, smaller and with less resources. I also think it would be nice for the downtown library could be open on Sunday afternoons as we are sometimes in downtown then. The library system has been doing a great job during the pandemic of continuing to make services available in a safe way for both patrons and staff and I appreciate everything they are doing.
- For the most part I'm very happy about the BCPL system. I have accessed it to varying degrees for different purposes for almost 20 years. My one issue happened before COVID, I had brought my children to a storytime. When we were leaving they had to use the bathroom and the ones in the children's library were occupied, and the larger downstairs bathroom was locked, so we went upstairs. The bathroom was messy, and there were random personal items in there that someone had left behind and while we were in there two other people came in who obviously had some non toiletry business to attend to. Based on their behavior and my experience in life, I assume they were going to use drugs. I'm happy that the library is open to all people and I also want drug users to have a safe space to do drugs (not that it's your intent or priority) but the situation felt uncomfortable and potentially dangerous, so if y'all could just make sure the basement bathroom is unlocked when there's children's events, I'd appreciate it.
- The Pack library seems like it has a lot of wasted space in front of the circulation desk area and just in general on the main floor. While it has nice windows, they always seem dirty. With the homeless in that library, I never feel comfortable spending much time there.
- I used to go to Pack Square Library, but the vagrancy issues began to alarm me. I have used Buncombe County Libraries my whole life, I am 57 years old, and they have enriched my life, and that of my family.
- More bathrooms in pack library that are open and clean, more day light, more places to sit by the stacks, comfortable reading chairs
- Pack library could consider replacing the covering on the soft and comfortable chairs in the north-east corner within view of the reference desk. The plastic naugahyde-type material is broken on most of the 4 or 5 chairs and, with their use by those with less than acceptable hygiene might lead to infestation by insects, etc.

- Create some comfortable reading spaces, including outdoor or courtyard spaces and clean up the hallways to the parking garage. Maybe that would be a good space to install a coffee shop unless there are plans for one in the Pit of Despair across Haywood.
- I like to browse, so it's been difficult these past several months not being able to go inside. I was walking to Pack, so I'm very glad it is now (as of tomorrow) reopening for pickup service. I'd like to see: --more seating near the stacks downstairs. I think there are people that "camp" there for several hours; I'd like to be able to take a couple books to a nearby location and see which book best suits my needs but there isn't usually a spot available. --have an area for people that are using the library as a remote office/study area where they can sit for a few hours, and limit the amount of time someone claims a seat in/near the stacks so those areas can turn over to server more people. --hand sanitizer stations everywhere! When people see them, many will use them. --more space and better organized used book area.
- Pack Library should be replaced with a smaller downtown branch to support nearby residents. Support services should be moved off site to less valuable real estate.
- Add more reading chairs to Book Ends, the used book store room, to review books. Add more comfortable single seats for reading throughout main library.
- I would like the library to be bright and well lit, more open and airy, with small closed spaces for meetings/collaborations. Library tables would be helpful for study or work areas.
- I visit the library weekly for books. I've been pleased with all facilities I've visited in Buncombe County. I'm very satisfied with current facilities.
- Most importantly, the library should function as a center for study and research. It cannot and should not be a place where all manner of activities take place. When that happens, it's central purpose is diluted.
- Bigger collection space at the branches will be needed.
- Perhaps, if you want more collaborative space, which sounds like a great idea, the physical books can be stored efficiently elsewhere and reserved by phone or online, and held at the front counter. I prefer reading physical print books, and not on an e-reader, so I never check out e-books, but I understand the library needs to use space wisely and storage of books takes up a lot of space. Perhaps invest in shelving system that uses less space and/or have less aisle space in between shelves. I agree libraries are very important and evolving.
- Create a space for teens

- established teen area where they can feel ownership
- I think the libraries are perfect for the city's PODs initiative. Each should have a space to assist students with their schoolwork, staffed with certified teacher (or at least a caring adult who could be in contact with the child's teachers).
- Quiet areas specifically for studying and reading are totally lacking outside of the NC room.
- Meeting room space or conference rooms are essential And so is Wi-Fi access.
- I think the library should be a more relaxed place to read, and research. I wish the seating was more comfortable. Ideally, it would be great to have a cafe within the library.
- None of the libraries I've been to have any type of study or quiet room. Those would help many. None of them have any type of makerspace. From experience, I went to art classes and workshops, they are fun and staff makes the best of the space, but the area is not the friendliest towards cleaning art supplies, again I think staff cleans up and graciously but the library on UNCA campus has a makers space and it's very convenient, patrons sign in to use it and clean up before they leave.
- Regular maintenance on the facilities
- At Pack more seating would be great. I typically grab books and go (or did in the time before the pandemic) but in past places that I've lived i loved to settle into a comfy chair by a window or in an outdoor pavilion and read/study. Some of the things in this questionnaire are just not applicable to me. (Parking, who cares? I don't drive.) But I tried to consider how others may use the library too.
- I would work on improving the mood and energy level at the libraries. An air of quiet desperation pervades the physical spaces and is frequently intensified by the otherwise helpful staff members. It will take more than cheerful decorations, which often have the opposite effect in a sad environment. It has to be something meaningful and engaging. Maybe rotating exhibits from the collections and archives, each being driven by the interest of a staff member. I don't know. Good luck!
- Open pack library children's area
- Having the option for some outdoor seating, pickup of materials and perhaps some ability to browse catalogs from covered outdoor spaces (in good weather using supervised laptops, for example), would be fantastic.
- The branch libraries could use more parking. Pack needs a better book drop off possibly located in the parking garage. And the corridor outside Pack smells like urine.

- Air freshener
- Drive- thru or vending service for books
- space for creative play for kids
- Outdoor Wi-Fi space would be amazing (at least once the pandemic is over).
- Outdoor space would be appreciated after the impact of covid19.
- I think it would be great to have a small cafe in some of the bigger libraries, particularly the downtown branch.
- Large play space in the children's section with natural, developmental appropriate toys. A fun, comfortable space for teens to do work/socialize/hang out safely (possibly with cafe area).
- By making all bathroom doors automatic!!!
- I attend programs but there is need for more comfortable space, better chairs. Attending them in the room downstairs it is hard to see the performer, movie if sitting anywhere but the first rows. Study rooms or private reading desks with lights. Signs that guide me to a room or book section.
- I hope that the libraries can be well funded so that they are beautiful, clean, and safe. I hope they can continue to be a have for people who are there to learn and elevate themselves, and I hope that outdoor, well-vented spaces can also be cultivated so people can safely use the hardcopy materials.
- Our main branch of the Pack Memorial library (and truly most all of our branches as I've visited them all) are lacking in visual appeal and stuck in the design and lighting and layout of decades ago. The digital selection online is great and they've done a good job with that technology but I'd like to see updates and renovations to the building itself to provide small study/meeting rooms, lounge space, possibly a cafe, somewhere people feel comfortable gathering for nonprofit meetings, collaborative work, etc. and have the resources of the library's catalogs available while meeting. Examples I've seen of well managed and aesthetically pleasing libraries are that of the Gaston County main branch in Gastonia and the Chapel Hill library which also just did a major renovation in the last decade.
- More indt study spaces; i love the exhibit spaces; love the new books section; outdoor space could be cool. More murals!

- When Pack Library was open, I preferred their space for adolescence and children. I really like how that space is organized and broken up.

“Other” Feedback

- I am still appalled at the culling of books done at Pack in the rush to use ebooks. What a loss.
- Provide fun training or curriculum opportunities for children's librarians to help enhance ideas for storytime and crafts. Improve outdoor areas. Craft kits for kids to check out that have all the materials needed to make a specific craft.
- Pack needs to have better research capabilities.
- object libraries for kitchen / cooking supplies
- A tool loan program. The tools could be from many categories - hand tools, electric tools, kitchen items (like a bundt cake pan - I may only want to use one once a year but have to store mine the entire time, or maybe I want to try a new recipe that requires an angelfood cake pan but decide I don't like angelcake and now have a pan that will never be used again), sewing machines, etc. Any small tool could be considered and rented out for a small fee. Frequently loaned tools should be able to pay for their replacement from the fees generated. --A daytime book club. --Daytime classes (photography, local history, architecture, art appreciation, social awareness). Daytime is key - as I am older I prefer to stay at home after eating dinner. --Music download service. When I lived in California, the libraries there used Freegal service where I could listen to music and download up to five songs or two videos per week.
- Wireless printing so I can send print jobs from home and go pick up. This is what we had in my previous library system and so I no longer have a printer.
- The North Carolina Collection could be merged into UNCA Special Collections or the Western NC Archives facility on Riceville Rd.
- I have not visited the library since its reopening after many months of being closed. I've appreciated all the efforts to provide online activities and services, institute curbside pick up and drop off, and invite patrons to use the wifi from parking lots. You've addressed critical needs and provided compassionate care in the community for people of all ages who are most at risk and severely disadvantaged. Thank you. I've never met a library staff member who isn't wholly committed to serving the community. You are blessed with your human resources even if the library's collection could use more resources thrown its way. I would imagine that you lost staff in the closure, especially temporary part-time staff. I hope not as they have been a committed bunch regardless of non-benefitted positions. Upon reopening, I'm sure that your staff have increased

responsibilities for cleaning and sanitizing and overseeing safety precautions. I hope you tell them every day how much that extra effort is appreciated by the patrons. For me, the way to better meet my needs would be greater access to academic journals and digital archives. As a writer and an independent scholar unaffiliated with a research library, I am limited in what I can access. I love my public library and have since my earliest days as a user when I entered, awed, the reading room downtown on Pack Square and took a seat to spend many happy hours.

- I am very satisfied, but the library system should continue to elicit input from diverse groups (families, teens, minority communities, seniors, lgbtqai, multilingual, etc) to assess changing community needs.
- Increase security at front door. Don't allow sleeping in library or in the hall outside main door.
- Better security at Pack!
- Provide adequate security downtown. Go back to offering Monday hours.
- Better security at Pack.
- Need to utilize rental materials for new, high demand books. Two copies for such a large county system is insufficient. Look at what Knox County, TN and Richland County, SC have done with this. Expand back holdings on materials (authors' prior works). Friends of the Library provide great services to the library and patrons. Help them to automate and better manage the abundant materials they provide. Automated sorting for titles is an option. Be more transparent with availability and how to use tech resources such as databases and ebooks.
- Buncombe County Libraries always do a super job of providing material, space & friendly, helpful, professional staff.
- Beginners and intermediate classes in Spanish. More speakers on aspects of Asheville and North Carolina history.
- More online journals, collections and streaming services during the pandemic. Video collections such as Kanopy would be helpful until the pandemic is over.
- Provide more audiobook options and more digital content. This is especially important now because of COVID.
- The Lynda.com access is really awesome and I love it. More resources like that in partnership with lab/technology spaces would be really cool.

- But we love the selection and absolutely adore the children's staff.
- Y'all are doing a great job! I look forward to visiting again on a regular basis once covid numbers start going back down. I really appreciate the friendly atmosphere and the general friendliness of the staff in BM and at Pack. The NC collections room is nothing short of AMAZING. Keep up the good work with community outreach programs that you currently have (community meetings/gatherings and programs) and enriching our lives through digital resources. --On a side note, I am not familiar with the community outreach that you do within our lower socioeconomic areas, so if you already have a strong connection there, please forgive me for suggesting that you do not. This is not related to facilities exactly, but I would support some type of expansion of reading materials into those neighborhoods and trailer parks to provide early literacy materials and supports.
- Work in partnership with public schools for book exchange/cooperatively to meet student needs.
- The number of unruly homeless people treating the library as a day shelter make it difficult for everyone else to actually use the library. It would be great if the city could create a more appropriate place for those people to be safe during the day. I'd like to see some programming for people between the ages of 21 and 60. There seem to be a lot of things for kids and retired people to enjoy, but not much for working folks.
- I think the ban of beverage should be removed.
- Have a bigger more up to date book selection with more copies of books.
- Most seem equipped for checking out materials and staff are usually friendly but not all staff are. Staff training would help. I avoid some branches because of staff. The website is hard to navigate for programs and to contact a staff member in charge of a program to find out more is challenging. I get transferred because the person answering the phone doesn't know about a program and how to help with my question. I have learned to find out more from Facebook pages, I look at Black Mountain Library and Pack Memorial Library programs. I'm comfortable in those and they are well run.
- We need the community to take care of the homeless situation, which allows people who are not interested in coming into the library to read or check out books disrupt the environment for those people who want a quiet space to check out books and read. The library should not be the place for people who are currently living in shelters to pass their day while waiting for facilities to open.
- Pleasant staff

- I don't really attend very many programs, though I have done a few of the NC Room ones. I am drawn more to education-focused ones. I have considered attending the Spanish conversation group but it feels difficult to join in without knowing anyone in it yet. Honestly as an overall service programs are less what I'm after than just the library being a reliable resource of books. Every so often I try to find some thing that's not available at any branch. Can patrons request that certain things be purchased for the library? If so that might be nice to communicate to library card holders. But maybe that's opening a can of worms... I think the library overall is quite good. Not the best out of anywhere I've ever lived but certainly good for this size of town and population.
- Added, improved programs. Use NC Room as a source for exciting programs on Asheville and Buncombe history.
- More programs to get community together.
- Stop following the dictates of the government plandemic and get on to business as usual. Masks, hand sanitizer, and social distancing are all part of an agenda to keep us divided, dehumanized and poisoned! They're not about health; they're about control.
- Workshops, classes and lectures Social educational interaction
- Please reopen for browsing.
- guarantee living wages to employees 2) work asap on going green energy as much as possible; less fossil fuel 3) be welcoming plan for homeless but with care so folks not make it their home 4) encourage patrons to donate \$ (friends of) and valued books recognizing latter often just sit on bookshelves at home 5) section on featured readers, e.g. Baldwin, Morrison, and others 6) make certain elementary school teachers aware of many ways they can utilize library for excited learning 7) make presence and importance of library always know and understood by County government Curry First friend of library
- More robust catalog searching and browsing and recommendations for reading categories would be helpful when the shelves are closed to the public or for those who must take extra precautions. In particular, I am finding that coming up with new kids' series for prolific readers is challenging without the ability to browse! Also: I *love* you guys and your commitment to learning AND safety. Librarians rock! and you've been put in a very tough position and done a fabulous job. My family is so looking forward to being able to see you all again someday!
- Isn't it time to open back up during Covid? And have people socially distance and wear masks and use sanitizer?

- Due to COVID the Pack Memorial Library has been closed. I would really like to use the library for books but this is my local branch and haven't been able to check books out. I do not use the digital copies as I do not have a tablet and prefer physical books. Thank you for your services, I think Buncombe County Libraries offer a lot to the community.
- I think y'all are doing a great job, just need to be able to access the resources you need do to the needed upgrades and maintenance. Also FYI, due to Covid I haven't been to the library much this past year, so those numbers may skew way down.
- Card readers that would allow for paying with a credit card. It would be nice if Asheville would invest more in community outreach for the homeless so they could go somewhere during the day other than the library so librarians could focus on library related issues as opposed to homeless control. It seems like an unfair burden to place on librarians who aren't social workers.
- I'm very much an old fashioned "i want a hard copy book" person, but my 13 year old is always happy to find comics and the collection has been much enjoyed. Is there a function where we can order a book for pick up? And with the pandemic ongoing I think we should bring back the book mobile, that was always a huge treat as a kid, it seems like its time may be coming again. We need to be focusing on keeping the literacy of our school kids up with them unable to access school libraries as much.
- Shared technology would be great. My sister uses a laser etcher, 3D printer, and Cricut to bring her creative projects to life at Floyd County Makerspace.
<http://floydlibrary.org/galena/> Also a storywalk would be nice around the community maybe in collaboration with parks and recreation. Digital resources like photography editing or garden landscaping design or house plan design etc.
- Expand the digital collection
- *More copies of digital books *Book club services (bring in copies of books for groups)
*Validated Parking Downtown *reading challenges for kids and adults
- Online renewal of library cards
- Open on Sunday
- In general, I'm happy with both of the libraries I visit - downtown and on Merrimom Ave.
- Better access to attend events listed on calendar. Ex. Several times I have planned to attend adult exercise classes, both physically and digitally which were listed on the calendar and found no registration available and/or no one to present the program. This is a very important resource but no person has responded to my calls of inquiry.

- The library is doing just fine as it is, and I am very grateful for that!
- continue to offer children's programming
- I find the cardinal book checkout system to be really challenging to navigate and use. I use the Libby App a lot (and it is incredible!), but I would love to also be able to check out hard copy books online and come pick them up at the branch. I know there is a way to do this through the cardinal website, but the website is very convoluted and not user-friendly. I spent over a half hour one day trying to figure out how to check out 2 books I wanted from a local branch and ended up giving up. Especially during this time, it would be really awesome if I could just easily choose which books I wanted to pick up from a local branch online and pick them up at the branch.
- I am very appreciative of the services the libraries provide and make use of them daily/weekly (only virtually during the pandemic, by borrowing books electronically).
- I wish that the libraries would open back up for people to come in to study and research. Also, it is very inconvenient that all of the libraries are on the same schedule and closed the same day because it does not provide for anywhere to have during the hours the Buncombe library system is closed.
- I think our libraries are such a great resource.
- Increase the number and selection of new books on different subjects. More business related books
- make it easier to reserve meeting rooms
- I wish Pack opened earlier.
- I really like what is already going on! From books to Pilates classes and more, and virtual offerings of both, I'm quite satisfied. Also excited to get a Zoom pass once I feel safe visiting the science museum.
- Some people on staff can be friendlier and more knowledgeable, when asking for book recommendations/how to sign up for programs when I am in the library/printing help only a few know how to answer.
- Open Pack. We need the same access that everyone else in town is getting.
- I wish the homeless population has somewhere else to go...sometimes it is very difficult to work along side someone who has mental challenges, and is simply trying to stay warm...or dry...or safe.

- We love our libraries & have missed them during the pandemic, though we really appreciate the curbside pick up! No particular suggestions for going forward.
- I am particularly pleased with all the digital content in this time of COVID.
- Intergenerational events! Thank you.
- I personally would appreciate someone that has enough time to show or teach me how to use a kindle, I love being able to pick my own books out personally but these past months have shown me that I need to learn about Libby and Overdrive. I was unable to figure them out so I ended up joining Kindle Unlimited for 10.00 per month reading some horrific unappealing crap because apparently real authors (best sellers) are not part of Unlimited
- More digital services would be great. I pretty much exclusively check out downloadable audio books, so continued access to that collection is very important to me. I'm also very interested in genealogy, so access to more genealogical online resources would be helpful. I'd also love to see more historic books and documents, especially regarding local history, to be digitized and available online. Things like the Ball Photo Collection at UNCA are a vital connection to Asheville's past, and I know that the library must have a treasure trove of archive documents that are just waiting to be discovered.
- ~ There should be a trained reference librarian in the PACK library reference area and we should be able to email/call in our research requests. ~

SKYLAND/SOUTH ASHEVILLE LIBRARY

Facility Feedback

- I think that the Buncombe County Public Libraries facilities are very good and are inclusive to everyone. They meet the needs of me and my family very well.
- I do love the library and I realize that there probably is not a way to expand the Overlook Road branch but it would be wonderful if it could be expanded.
- Better parking
- Better parking at Skyland
- More parking.
- More parking!
- more parking.
- More parking space. The county board of elections should kick in some funds.
- PARKING!! Larger lot with better access. One access point causes congestion and is a safety hazard.
- We could use a better designed/enlarged parking lot.
- more parking spaces
- Safer parking, entrance & exit from lot.
- I think the sky land library needs to be expanded. It is a very busy library with a small space. As south Buncombe expands it really needs to grow! The parking lot is often crowded and very hard to find a spot.
- --Most of the branch libraries are too small. --I've regularly visited 4 branches over the past ten years and they all have inadequate parking. Either they're hard to maneuver in and out, have too few spaces, or (if they're near a school) parents take up parking spots b/c they don't want to get into the school traffic.
- Parking is the biggest issue for the libraries I visit ... although I can't say it is a huge issue. I don't know how the 24/7 Library Vending works, although I love the idea. I don't use the library for computers, but I know many do. I think that is an important service to offer. That is not always a quiet endeavor, so it would be helpful if that was in its own

place. Or maybe even 2 places ...1 a quiet space for people who need to concentrate on what they are doing and 1 for group projects/talking/families.

- The communities in this area need--so badly--a large meeting room area. And I suppose the parking area needed to support this feature. I VERY much appreciate the facility now, the all county holds and the marvelous staff, the children's area, the computers available for those in need, all of it. But a larger meeting space is crucial for the community.
- Spaces for groups to study and use their computers and the WiFi. So many classes are online and through Zoom, we need a place to meet.
- There is definitely a need to have both quiet areas for reading and thinking, but there is also room for non-quiet spaces that welcome those who want to collaborate and meet other library users. I personally like a library that is quiet, so I can sit and not be disturbed.
- I would appreciate a quieter space to read and/or be able to do work on my computer. Individual rooms would be great, but not absolutely necessary.
- More quiet comfy seating
- Separate computer use for studies from computer use for games.
- Private, quiet area for reading newspapers, magazines and doing light research.
- I visited the South Buncombe library a lot more when it used to be quieter. Since the library has reopened I have visited a few times now, and the noise level is frustrating. It is so loud that it interrupts my thoughts, and I can't focus. Is there a way to cut down on the noise levels? Libraries need to provide quiet zones.
- Would love to see children's areas more segregated so rambunctious children are free to be noisy and themselves without the parents feeling the need to quiet them!
- I would love to see more in the children's area! We moved here from another city where the children's space was incredible. There were so many engaging activities that the kids loved going to the library. Here there is not much offered.
- Generally just need more physical space - larger children's area and more separation from adult area. Larger area for tutorial interaction, too many distractions for both those being tutored and adults who would like to use the study tables.
- More secluded children's area with better seating.
- Larger children's area with more books and seating at the Skyland branch

- A children's area in which there is comfortable seating for parents to read to children is needed at Skyland library. That huge rocking chair takes up too much space and adults can't sit in it anyway. A separate area for kids would be fantastic. Small children can't help being loud sometimes, no matter how many times you ask them to be quiet.
- Why aren't there teen areas with video gaming centers and video game lending, yet? We've been in the area for 6 years. Buncombe County is waaaay behind other areas of the country in meeting this social need. Given the high poverty levels, it's insulting that there isn't more realistic attention given to our teen media needs.
- Windows with ability to be opened in emergencies for patrons & staff & for immediate future the windows able to be opened to provide better ventilation ! I'm sure the fire dept. would share this change ,too. Some expansion in Skyland branch for teens from HS not to be able to congregate at entrance & but provide safer space for all for them to wait for families to pick them up. More space for children's area for their own early school work and low tables for reading or library led quick little projects ,exp. learning alphabet & coding so they can help & learn about why books are shelved in proper order . More space for books and resource materials.
- The Skyland/South Buncombe County library branch does an excellent job with the limited space and funding which it receives. No one anticipated the area's growth and the library is straining at the seams with the small space that is available. Quiet space to just sit and be quiet with comfortable chairs and small tables and plenty of electrical plugs and USB ports would mix with large and small meeting spaces, group study rooms, and computers. Headphones would be required. Children's activities would be separate from the rest of the library with plenty of activity space and materials. The outside gardens could have lots of seating for when weather is good.
- Skyland library is depressingly dowdy. Their children's section is stark and lacks any creativity. They are directly next to all of the south Asheville schools and yet - other than being used as a pick up zone - few kids ever venture inside. It looks like it was decorated by an 80 y/o depressed man. It's 'losing' and the kids can feel it. In my opinion, it needs to be gutted and redone for 2021 - right now it's 1978. Ideas: individual study pods kids craft room / "makers? room kitchen for demonstration classes toy/puzzle check out options (Cleveland, Oh had this in the 80 & still does) A room set up for teaching in the 2021 - white board etc....(whatever is the newest thing?) A covered and uncovered outside meeting / seating area that is inviting and sturdy.
- Improve the facilities. The buildings are old and grimy looking.
- outdoor seating and wifi
- Outdoor space is needed for my children and I to picnic and hang out with our books.

- Make the building and the chairs welcoming and comfortable. The library at Skyland is run down and smells kind of funky and the chairs are uncomfortable, Wi-Fi is impossible to use, there are almost no books compared to other libraries. Also there is no place to relax and almost no outdoor seating. This is Asheville, weather here is good for being outside. I hope you'll find the resources because there needs to be a physical library in every town that is fun to go to. Barnes and noble has the right idea, lots of books and comfy chairs and coffee.
- It would be nice if the libraries offered a coffee shop or small cafe as well as ATM machines (with the agreement of various banks of course) thus becoming a one-stop location for many people on the go. Everything the Buncombe County libraries have now plus some of the things that bookstores have may greatly increase the number of patrons.
- I'm very interested in a makers space.
- I would like to see a branch that has a makerspace.
- South Buncombe doors are extremely heavy. We are hoping to get automatic entry doors to benefit our patrons with physical challenges, those who have children in tow, and those with armloads of books to return or to donate.
- More accessible entrance (automatic door opener)
- A drive-by book drop-off box would be very nice.
- A drive-up book return feature at the South Buncombe/Skyland library would be great.
- Clean bathrooms
- Cleaner bathrooms
- I love the idea of adding family restrooms. I work with individuals with disabilities D these are wonderful for that!
- Family restroom.
- Self check-Out machines.
- Easier access to new book selections (Skyland new book sections are all on three low shelves, difficult for some to bend down, hard for all when trying to read titles on bottom shelf.

- I love my library! I know it's not the largest, but I think they've done a great job dividing the space between children, adults, and reading and computer space. It'd be great if we could have better lighting and newer computers. I feel like any large changes would require closing the library for construction. But, then again, if they're closed anyway for Covid...

“Other” Feedback

- Extremely important!!! Improve the website to make it much easier to check the card catalog. Associate less with county government system; I often end up on a county page which has nothing to do with accessing the card catalog. I am an intelligent person, highly educated, and for the life of me, have unnecessary difficulty accessing the card catalog. It is your most important “key” into the system!
- I would love to know more about what the library has to offer! Kind of like a “did you know...” available benefits/resources by location.
- More computer classes on more topics, i.e., -How to evaluate info found on internet -How to download info to personal storage devices -How to set up a free website -Search tools in addition to Google -Specialized software for new users - Wordpress, Finale, Ancestry, Photoshop, etc. - Block access to porn sites. -Easier ways to search for and download digital books. The current procedures are cumbersome.
- I prefer non-fiction and many more large print materials, also up to date serious journals, replace old paperback with clean new ones, purchase more popular non-fiction important not-to-miss items, NYT bestsellers, Wall St Journal, New Yorker, make best seller lists available to read and post them. Very enjoyable and courteous staff, much appreciated. Many thanks!
- More large-print hard books and more digital titles More DVD's/Blue Ray Open Sunday afternoons
- I love the public library and think it is one of the best inventions ever! I prefer hard copy books we spend enough time on computers/tablets that I don't want to read on those too. So I want those to continue. I often request books from other branches and other counties ... so transfer services need to remain in place. These services vary quite a bit in terms of timing ... sometimes books arrive quickly and sometimes (even in-county) it takes quite a bit of time. Usually the transfer time is satisfactory.
- As a working adult, I struggle to find time to sit down and actually read but enjoy audiobooks. I'd love to see a larger selection of audiobooks, especially new releases.
- I would like to see a larger selection of books available via Libby or OverDrive in the Buncombe library system, (particularly mysteries, Mark de Castrique, etc.).

- More books to avoid long holds
- Supply some books that conservative person might like to read. Buy some more recent titles. Expand the number of titles.
- More books, depth of collections. Art books especially are not being printed as they were in the past and so many are simply not there.
- I have really appreciated having a way to check out books digitally during this time of the pandemic when I am staying home. Although I have been able to find many books to read on a device, there are quite a few that I would like to read that are not available. Prior to the pandemic, I always visited the library and checked out books. Now that I'm not doing that, I would like to see even more e-books available to check out. I consider myself to be a lifelong learner, so I enjoy attending classes at the library. When the pandemic is over, I would very much like to see the offerings for adult classes increased. I'm especially interested in creative pursuits and classes that would fall into that category.
- The best part is the ease of ordering books via the website and having them available for pick up.
- Love being able to check out materials online and pick up at our local branch.
- The online library is sort of hard to use. I wanted to reserve some books online to pick up at South Buncombe and it was confusing. It could be made simpler.
- Appreciate the excellent service at S Buncombe Library. Certain printed books can take months to be delivered there when ordered through NC Cardinal. Need more timely access to the more popular books, please. Thanks
- Better access to current books! More access to obtain difficult to find books. Collaboration w other state libraries.
- I know you use a state wide digital service but it needs to be more user friendly and easier to search.
- Sunday hours!! Please!! 50% of the weekend has zero library access for kids (who are in school during the week) and adults with jobs.
- Being open on Sundays to serve the working population would be very beneficial.
- I would love if the library had longer hours. As a teenager, I used to go meet friends and work on homework at the library until 9:00. The library was also open on the weekend.

It was a safe space for us to go and it was convenient. Upon moving here, I was quite disappointed at the hours of BC libraries.

- Every library should be open EVERY day and for longer hours! At LEAST one should be open on Sunday afternoons.
- Earlier opening hours. Esp on saturday, perhaps for seniors a couple days a wk.
- Right now, better hours.
- Sunday hours
- Open earlier on saturday and/or one day during week maybe early hr open for seniors.
- I'd love to see one branch specialize in homeschool textbooks and/or groups for homeschool families. Maybe with one librarian specializing in homeschool activities?
- I wish that there were more job opportunities at the libraries.
- Expand on zoom passes, love it! Homeschool days
- My kids don't have a library in their school. We depend on the library to keep reading material available to them. They are on screens so much for school they read hard copy books. Throughout the covid shutdown, we've become increasingly reliant on the e-catalog to select and reserve books. Our needs are basic and the library meets them very well. Future use of additional service, such as study or meeting space, would be based completely on convenience.
- Less children's activities that fill up the parking lot and stop patrons from coming in. More used book sales, please.
- Thank you for doing this. Libraries are high use spaces. To keep them safe and inviting to the public it is essential to adequately staff them: including on site cleaning staff - not just after hours.
- I use the library for checking out books and for Libby. During covid I have not been to the library but have used Libby. I have used libraries wherever I have lived all my life and support it wholeheartedly. Thank you for providing this. valuable service.
- ~ Have an email contact form online even if we have to wait 48 hours for a reply ~ Librarians need to keep their voices down; often they are louder than the patrons ~ We should be able to request ILLs online, then pay when we pick up the item, or have the fee charged to our library card (like overdue fines) ~ Have audio books arranged by genre so we can more quickly find something of interest. It can be hard to look through a shelf

full of audio cases that have vertical titles (i.e. strain on the neck) ~ Have a class on how to use the geneology resources that are available to us. ~ Have a current digital subscription to the Asheville Citizen Times because we can't afford the subscription ~We've very much appreciated the curbside pickup and book-browse services that you've provided during the Covid crisis ~ Keep up the good work. Public libraries are a vital part of our community!

- Make sure toys are cleaned/refreshed regularly. Faster/more up-to-date computer to search for books.
- To be honest, for many years I have preferred doing in-person visits at the Fletcher branch (Henderson Cnty) over Skyland. Especially when my children were younger. I much prefer the atmosphere, the staff and patrons are friendly and welcoming. I never felt like anyone at Skyland was excited to see my kids, remembered my kids, or took an interest in them.
- The staff do a very good job. i have been very pleased with the library and staff. Information management and library science have changed library used a great deal in the past decade. In a perfect world, the library would have available digitally every book written in the English language and a wide selection in other languages as well. Print versions would be available either in the library branch or through Cardinal. Audio books, movies, and music would be available for download. Prerecorded lectures/discussions by local authors/famous people/government/subject matter experts would be available for download as well. The library home page would include photos of activities that are happening at the library.
- I love the programming for kids! I love the selection of books and the selection of e-books as well! I use all of these services regularly. The zoom passes and summer reading programs are amazing too! We love the library!
- More kids activities would be so helpful for the smallest kids, too. Also activities for kids with sensory needs, like things to squeeze.
- Better access and instruction to use of technology.
- community adult events also cooking classes at the libraries.
- Appreciate the variety of times for children's programming ad activities available. Keep it up!
- Tutoring programs for school age kids
- An efficient way to donate books.

- I personally do not want to spend much time in a library right now. I utilize most of the resources online as much as I can. I don't know what the libraries are doing to improve air circulation - specialized air filters, opening windows, etc., but that would be important to me if I were to consider going into one again. For those who do not have access to home computers - could the libraries provide a computer search engine in an open area just outside the library for people to look for materials - a kiosk like an atm machine?
- I answered highly important to most questions because they did not pertain to anything I use the library but did not want to say dissatisfied.
- It would be great if during covid they could provide weekly storytime zoom meetings.
- I'd really like to get to a time when it is possible to visit the library in person. I miss it!!!
- We love our library. The staff has always been helpful We love the annual children's show and always try to take our grandchildren.
- More reward for the one who are especially so friendly ,courteous , and helpful . patron recognition of staff ,a box for notes or picture awards ,and then the Buncombe County Library can so recognize staff, too.

SWANNANOA LIBRARY

Facility Feedback

- Swannanoa is very small and old.
- Better lighting at most of the branches. Better/more parking. Quiet study areas. Better spaces for laptop use.
- Have a separate enclosed space for the children's materials. Good lighting in all facilities. Try not to shelve books on the very top or bottom shelves.
- Include a staffed reference desk.
- The Swannanoa Library is the little library that could! It would be amazing to have expanded areas for individual reading and study.
- Of course, more staff, space, and technological facilities would strengthen these local facilities.

"Other" Feedback

- Have all of the libraries open the same hours, including the North Carolina Room.
- Longer hours. Nicer librarians.
- The Swannanoa branch librarians have resourcefully purposes the limited space to accommodate a wide variety of needs and they provide excellent service consistently.
- I love to visit all of the Libraries and visit with the staff. I also love hunting for the newest Batman graphic novels and other graphic novels. NC Cardinal is a wonderful resource that I enjoy taking advantage of. I am still learning how to navigate the digital library but hunt for graphic novels there, as well. Thank you.
- I wish it were possible to pay fines and renew cards online.
- In this COVID era, please say specifically on your site which locations are open, not just "most are open". If you said not just "The East Asheville Branch remains closed", but all others are open, or listed what others are closed, that would be much more helpful.
- I would like consistency in how books from the exterior drop boxes are checked in. I have started video taping my book drop off so I can contest repeated, erroneous late charges. This was a problem from before the pandemic, and the Swannanoa location has been the most troublesome. Before I started video taping, I would often drive further

distances to drop off books so I could be assured I wouldn't be charged false late fees (but this was time consuming and costly for fuel).

- No wifi. France, for example, is turning off wifi in their public libraries as they recognize the harm it causes. Yes, Internet connection should be available -- but it should be Ethernet/plug in, NOT wifi, which is harmful to ALL life, including human life. Watch the documentary Generation Zapped. Read An electronic silent spring. Visit the Environmental Health Trust website. Libraries have served as my refuge my entire life. With wifi present, I can no longer go to a space that has been my safe space throughout my life. I am electrohypersensitive. While not everyone is effected by these frequencies in the same way, we are all affected by them. It is basic biology/chemistry/physics, which I won't go into here. Wifi is cheaper and easier than plug in Internet, but the cost to human life and the hidden health care costs are huge. Please take this into consideration. I need libraries, and I cannot do virtual -- despite having a virtual career for 15 years (which may be why I'm so zapped). Thank you.
- I am generally very satisfied with the service Swannanoa Library has given me. At present, I can use the main branch in Asheville for regional research or for browsing in a larger collection; for my personal research needs beyond local collections, I have access to interlibrary loan or to the UNC Libraries. The current Covid-19 crisis has taught me to take advantage of on-line services such as requesting holds on wanted items. When I was growing up in Swannanoa, we had no local library branch; therefore, I am most appreciative of the efforts of the local community in gaining this branch, and of the work of the Buncombe County Library administration and of the local personnel in providing these current services.
- Keep supporting the small neighborhood branches like Swannanoa, these are critical to community hubs for lower income communities.

WEAVERVILLE LIBRARY

Facility Feedback

- In the long term, I believe that Weaverville area needs a new building on a new site. There is land available behind the post office and at exit 18 off I-26 that would be perfect for such a site. Perhaps it could be purchase now and held for a future building. The current building is a converted church building that has served us admirably for 30 years but is no longer adequate for a contemporary library. It suffers from infostructure and space needs. The site lacks parking and accessibility. We serve a large area of the county north of Asheville with easy access via I-26. We have strong community support and usage. We are in an area that is experiencing rapid growth.
- I am happy with the N. Asheville facility that I visit but I think a new library in needed in Weaverville.
- Build a new branch for Weaverville/North Buncombe and move out of a nearly century-old converted church that has serious inadequacies.
- As Weaverville grows the need for a larger facility increases as well.
- As a former librarian, I use the library weekly. The interlibrary loan program is excellent, and I have been able to get whatever I want that way. I think the Weaverville library in particular needs a major overhaul. It is pretty old and could use a deep cleaning. Also, I wonder if the library is too small for a lot of new acquisitions or if the budget is smaller than that of other branches. Most of the materials I want are at some other branch. I used to live in Fairview and think that that library is superior to the Weaverville library.
- I just think the Weaverville library needs a dramatic update or rebuild. The meeting room downstairs is not large enough, smells musty and is dark.
- The Weaverville Library has a problem with mildew. I wish that that problem would be eliminated.
- I am frequently at the Weaverville library but I also use North Asheville. They both could use a bit of an overhaul.....more light, more space to move around in the stacks, and livelier children's areas.
- Better lighting . Both Weaverville and North could be brighter. It's difficult locating books; it's too dark . Leicester, Pack and West Asheville have much better lighting so it is much easier to locate things.
- Improved lighting at the back of the Weaverville Library and the side where patron exit after programs in the downstairs meeting room. I usually carry a flashlight for this

purpose. A level path would also help older patrons navigate to the sidewalk or the street.

- Better lighting, more comfortable seating.
- More meeting rooms. Love my library but it seems so shabby, new carpet, paint, furniture would be awesome
- More quiet space
- Weaverville is chatty and distracting in the past. May have changed now.
- small study and workspaces, great wifi and wifi printing
- Have at least one study room in each location.
- Space for small group meetings.
- As times change, I see a growing need to provide more access to underserved people. I love the idea of study rooms, particularly individual ones. When I was at Ga Tech, there were quite a few individual study rooms. What a great place to sit without getting side-tracked. Still have wonderful memories of that. I wonder if people who may not have the same benefits I had growing up (such as a Mom who drove us to the library or buses to get downtown to the big library in Atlanta) might be able to use these spaces and perhaps get help from others in the library. I'm not sure if that would be paid staff offering assistance to perhaps different age groups or topics on given days or if it could be managed on a volunteer basis. With all the changes in this country and more reliance on electronic services, I have hoped the in person libraries will find an important role in the future and continue to thrive for the benefit of us all.
- Some separate "quiet spaces/zones" would probably be nice. Group (mix of small and large) meeting rooms for book clubs, group study/tutoring, large group events. Having a children's area where they can be normally volumed children, engaging to story time, getting excited about books, etc. Space with better sound proofing (doesn't have to be silent but muted somewhat from other library patrons). --Also, some small tables where they could do art or other creative/imaginative projects to facilitate their love of learning and books. --I am out of the age group of parenting young children now but something I wholeheartedly appreciated in another library where I previously lived. I want to support that for others raising or teaching children now and in the future.
- As much as possible, separate the quiet activities from the less quiet ones. Both are equally important.

- Have grandchildren. Really want them to make the library the heart of Weaverville. More bean bag chairs, cove lighting and little corners. Our daughter did character murals in a library in Sebastapol, CA in the children's section and it was magical. Kids and parents loved it too. Thank you for being here. Kathleen Kasben (828)-484-9379
- The Weaverville library downstairs meeting space where they do toddler times always has some type of animal fur in the carpet which is off-putting.
- After this year of coronavirus, I think we have to consider making more use of the outdoor spaces on Library properties. People are already accessing Library wifi on their own devices in their vehicles or on benches. An outdoor space with comfortable seating where people could eat and drink would be much more inviting. Performance, programming and meeting space outside would free up indoor space as well . We need to think of outdoor space in the same terms that we have traditionally looked at indoor space to maximize Library usage.
- Outdoor seating would be great!
- I'd love more outdoor space, although I'm not sure where the Weaverville library could have this space. I think it will be important in the coming time with Corona. It would be nice to have an outdoor patio to read and study.
- Weaverville needs a drive-by drop box for books, so materials can be returned without getting out of the car!
- Have curbside drops for books!
- Parking is limited and this branch is used by many senior citizens.
- Parking at North Asheville Library needs to be a priority.
- A better parking area
- Better parking spaces.
- The number of times I used the physical library was limited this year due to the pandemic. In normal years, I used the actual physical library at least twice per month. I love the convenience and atmosphere at the Weaverville Library....even if the parking is a little tough sometimes.
- Parking is sometimes an issue but there may not be much that can be done about that.
- Be nice if there was designated parking, and larger meeting space downstairs.

- A parking lot would be awesome but its nice of the church next door to them to allow us to park there when there is no street parking.
- Better parking for this location.
- Parking is important and should not be restrictive nor cost the patron. I have seen many changes since 1992 for the good. Going to Pack is inconvenient due to the parking garage and fees and feeling safe. North is nice, but spaces are limited because of the small stores nearby. Weaverville Library is my main place to go. Parking on Main St. is challenging when people do no obey the traffic laws about parallel parking, including the police dept.
- Also the library needs a parking lot of its own! On street parking is not always available. Parallel parking is challenging for seniors.
- More restroom availability at most locations and increased parking at some locations.
- Ok as is
- The current facilities meet my needs, and I am very happy with the services I receive from the library system (especially all the hard work that has been done to make books available to patrons safely during the pandemic).
- I'm pretty satisfied with the facilities as they stand since I moved from an area with the nearest library 20 miles away. This to me is delicious!
- I have no major suggestions for improving the facilities. I think the Weaverville Library is doing the best it can with the existing facilities. My only negative re: the Weaverville Library is that the space allotted for new books is very limited and not comfortably accessible for more than one patron at a time.
- Each of the libraries I have visited do amazingly well with so little space, but I know they could all use more - more space, more books, more computers, more chairs, and especially divisions between children, teen and adult areas. I personally am quite satisfied with the way they are keeping up with expanding their collections to appeal to the changing habits and demands of people and technology. Frankly I can't see how much can change unless the buildings in which they are housed are expanded. All the libraries are bursting at the seams. The people who have moved here in the last 10-20 years have to realize how important libraries are to all of us and be willing to pay a few extra tax dollars a year to maintain one of the county's greatest resources.
- Reduce number of buildings so remaining facilities can be improved. Consider a regional library approach to organizing. Need serious renovation or replacement of older libraries. Reduce space for materials and repurpose the space made available by taking

out some stacks. Facilities, for the most part, are crowded, often messy and look old and used up. Great staff in inadequate buildings!

- Each branch will need to and has made accommodations for Covid.
- I have been a loyal Buncombe County Library patron my entire life. Currently, Buncombe County is still my "home home" but my husband and I travel with his job almost constantly. I've gotten library cards at our every stop. I fell in love with the Austin library. They have a very nice dedicated book store selling used books and bookish gifts, a cafe, a huge covered balcony with gorgeous views, laptops available for in-library checkout, a 3-D printer, board games, and meeting spaces everywhere. They also have one floor devoted to childrens and teens with controlled access. They even have one wall of computers restricted to use by kids for homework. Most important to me in this traveling phase of my life is digital access though. I'm very happy with NC's digital library. Other libraries have allowed me to access Rosetta Stone and even Acorn TV with my card, which are nice perks. I also use libraries for printing when I can (covid closures prevent this sometimes). All thst said, we don't know how long covid will affect us but finding ways to help kids with schoolwork and internet access and job seekers with all those associated tasks seems like the most important roles libraries can fill right now. I've seen your efforts on social media and appreciate the steps you've taken to fill that role while trying to keep your staff and the community safe.

"Other" Feedback

- I have been very happy with the Weaverville library and its staff. Nice place to visit and read, very helpful staff. Keep up the good work!
- The staff is fabulous!
- I have always loved the Weaverville Library. Its head librarians - Jill and Jesse - have been terrific.
- I have to commend the staff. Every single person I have encountered behind the counter has been exemplary. The only services I would like to see improved is better turnaround for holds. I wouldn't mind an expanded number of holds permitted as well, for that reason. More copies of some titles might help the long holds time. I think in general you have a good selection of new titles, but some older titles could be added.
- Am happy with the Weaverville Library and missed it terribly when it was closed. Loved Jill, who retired last year. Don't know the new librarian yet but the rest of the staff is wonderful.
- Love the Weaverville Library! The staff is fabulous.

- Weaverville branch is a WONDERFUL library with helpful, knowledgeable staff.
- I am very satisfied with the Weaverville Library, and have used many of its services ever since we moved here, It is a most welcoming, friendly place, with a real sense of community. The employees have always been a pleasure to deal with. But, during this Covid pandemic, and even though I realize how tricky the physical setup is in Weaverville, I have been unable to use the North Asheville branch to pick up my Book Club books safely, and ended up purchasing them. My family is at high risk, and I am 81, so we must be careful, and have done so more than most people around. I am very happy with the Zoom book club sessions, and attend both.
- I know of other libraries that have a digital system that allows each borrower to check out only 5 or 6 digital books/audiobooks per month but with no waiting. I would prefer that to the current Overdrive/Libby system which is unlimited but you have to wait for what you want. Develop an interlibrary loan arrangement with a university/academic library so more scholarly works could be borrowed. Thank you!
- I am a homeschooler, and it would be nice to have a place to be able to request the library system buy books that are not in the county.
- Faster access to books that will be popular.
- I am in a book club. Whenever we choose a book we always check before committing to it whether there are enough copies available in the Buncombe library system and Cardinal. It is then up to each of us to scramble to get each one's copy. I know that there are multiple book clubs in the County so this would put more work, time, and effort on the staff, but it sure would be nice if we could tell the librarian the title and how many copies and that person could put the package together for us. this is my fantasy
- Keep listening to the people who come to the library to find out. I will say that once the virus came my daughter and I have kept a book on our phones everyday! The books available through the buncombe county library were very important to us, as we could not come get a book and could not afford to buy the number of books that we read. Our needs changed. I also noticed that the wifi is available outside the library and that is important to so many people in our community. Thank you for all you do for the community.
- Is there any plan for opening on Sundays, even a few afternoon hours would be welcome? Working people can't always get there after work or on Saturday. The San Diego Public library used to open on Sunday--what a lovely way to spend the day, at the library!
- open on Sunday

- Open on Sunday and several evenings each week
- Be open on Sunday afternoon.
- any chance of Sunday hours?
- More extended hours to serve the community. Right now any evening meetings must occur on a Tuesday evening.
- Be open more. Having virtually no access for seven months was ridiculously too long.
- Return to normal.
- Doing an excellent job; just want to get back to normal pre Covid
- The buncombe libraries are really pretty much wonderful ! The ease obtaining books through the system- both on- line and in person, often with inter library transfers - is a huge part of my personal quality of life. The librarians are helpful and pleasant. Also, I have attended several highly varied talks at the library. All have been remarkable and interesting. Additionally, the childrens programs were very fine whilst my kids were younger. And finally, access in evening hours increased my accessibility. Thank you all.
- I am so grateful for library services and am fortunate at Weaverville to have librarians who really care about making resources accessible. In light of today's cultural climate I might recommend library area designated for diverse (perhaps rotating) book selections - Black literature, Asian Literature, Latin literature, etc.
- More large print copies of really good books both fiction and non fiction.
- I'd like to see the collection expanded to include more copies of recent best sellers.
- I am most concerned about grandchildren and how important it is for their needs as time goes by.
- Computer access to look up books.
- The library is the heart, soul and brain of our community. Better funding is needed!
- They're doing a great job so far. I'm sure with more funding they could do even more.
- Interesting time to do this survey. Given that the libraries were closed for many months, I imagine that could affect the answers to this survey (like how many times have you used it in past year). Just want all parties/stakeholders to recognize that and not

penalize the public library if #s, usage, or "buy-in" of libraries not as high as usual. #1 for me is having access to free books for everyone (supported by taxes).

- Keep on keeping on.
- Outside of Covid, it would be nice to see more events for pre-teens, teens to get involved with. Makerspace is a great program that we have experienced at larger libraries. Other activities like Chess Clubs, etc. would be nice as well at smaller branch locations with ease of parking.
- I use the library primarily to put books on hold and pick them up from the library, and I did that even before the pandemic. I suspect that there are many things that could be done to meet the needs of other patrons, but I don't know what those things are.
- I would love it if more items were available to check out such as games or other educational tools.
- Library services are wonderful. Please don't remove things you are doing at present. We need print books, books on tape, WiFi, copy services, meeting room. Thanks for all you do!
- Add more adult audiobooks and add more adult eaudio books to NC digital library. Add more adult DVDs
- I just love everything about the library! It has been a life-long friend. I often check out a book I'm considering purchasing since there aren't local bookstores. I have gone on to purchase quite a few by this method.
- I love librarian choice book sections.
- More books for elementary school students at the Weaverville location. Especially newer, popular graphic novels.
- The availability and need for resources that the library provides for free (both physical and digital) is crucial for all especially during times of crisis. Libraries level the playing field between the haves and the have nots. Thanks for allowing our input!
- Tween/Teen programs.
- I think when you check out a book, you should have three weeks before it is due.
- Please allow community groups to use library meeting spaces after library open hours. Meeting space is very scarce in the city.

- Make meeting rooms more widely available for free to a wider variety of community groups. (not sure what the current criteria and fee schedule is though.)
- I thought it would be important to note that while I primarily use the Weaverville Library, I also pretty equally use the North Asheville library, West Asheville library and Pack Memorial Library, as prior to COVID-19, I used the libraries as meeting places to tutor and often checked out books as I was there. I would love if the West Asheville community room (or even North Asheville community room) could be allowed to stay open after closing. From what I understand, this was the policy 2005-2019. It became very difficult to reserve a room during evening times for social/community meetings and book clubs for after folks got off of work once this policy was changed. Outside of the library, all other options are bars (which aren't good for folks who don't drink) and coffee shops (both of which tend to have loud music, making discussion more difficult). We love and would benefit from after hours library use (especially once it becomes more safe to meet in groups once we have a vaccine or treatment for COVID). Thanks so much for your consideration and for the opportunity to provide feedback!
- Facility space is not as important as digital content. Most of my library use is through Libby and other apps that are accessible from the library
- We appreciate your service and always enjoy library time
- More hard copy books
- I'm thrilled with availability of materials due to NC Cardinal. I think the library does an excellent job of providing resources to the English-speaking community but could do better providing more access to Spanish-speakers. Thankfully, there were many resources available via Libby during COVID, but for folks who don't have internet access or a computer at home, I think it has been hard for them to access resources. Y'all have been doing a great job, regardless. I would love to see more funding for the library from the City/County as libraries are invaluable community resources. Thank you for all you do. (I'm currently a graduate MLIS student, so I hope to be joining your ranks someday soon...)
- Improve the software for digital magazine and journals. It is not user friendly
- Increase digital content including magazines
- I would like to see better information on how to access virtual material.
- You're doing an excellent job! Very happy with the collections and services offered.
- Expand NC Digital Library collection Complement the DVD collection with streaming capability.

- I sometimes have difficulty obtaining books available in the system - but I am not allowed to place a hold on them. Very annoying!
- Expand periodicals.
- I especially appreciate being able to order books online and pick them up when notified. Thank you.

WEST ASHEVILLE LIBRARY

Facility Feedback

- West Asheville library needs major renovations. It's not equitable when looking at higher income areas vs. West.
- Upgrade West Asheville branch
- The West Asheville library needs a remodel!!!!!!!!!!!!!! Let the community help make that happen!
- Update building and more space.
- The west branch is cramped. Book sale books were crowded by the doors, and people with strollers or wheelchairs had a hard time getting out of the double doors. I know it's a tiny library! But the space can be used better, or please give those librarians a bigger building!
- West Asheville needs a new space for all their materials and public services. A new building is long overdue.
- WestAVL feels very dark and disorganized, and not labeled well so it's hard to browse.
- I've always felt like the West Asheville location deserves a larger, more comfortable, brighter, updated facility. I bring my children there a lot and we have attended some of the programs in the meeting room. We drive all the way to the North Asheville library to enjoy the quiet comfortable hang out area which is non existent at the west avl location. Also, there is no proper place for the children to have a good and clean reading group. We love the library so much and feel it is so important to kit west avl community. It deserves to match the other locations in quality. Thank you.
- Update the spaces. Both West Asheville & Pack are incredibly outdated. They could both be so much more inviting & user friendly.
- The libraries I frequent in Buncombe Co (pretty much Pack and West) seem pretty low key and boring. There is very little energy and/or excitement in those buildings. They are fine, the people are nice, but they aren't very dynamic or engaging.
- Update buildings, increase parking in some.
- I love libraries. I often visit them when I travel. There are some many examples of them being places to learn and read. I find the Buncombe County library system, largely, to not

be spaces that feel healthy to be in. This does not feel reflective of our community and I would support using my tax payer dollars to invest in improving this system.

- Without budget availability to support these ideas, it's a hard conversation to have. But our libraries need an overall upgrade to be more welcoming. Paint, lighting, art, seating - these are all things that impact a user's experience. Right now, the majority of our locations feel like a step back in time. And I don't mean that in a complimentary way.
- Larger multi-story libraries - taking advantage of property and views. Some libraries seem to sit on good property but just look like they are plopped there whereas they could have nicer footprints and be seen as cultural centers.
- Improve the architecture of the space while promoting the children's area.
- Improved shared spaces, updated decor that is more fun to be in, redecorating library to be more open & inviting.
- A welcoming environment, more spaces to lounge and read, outdoor seated workspace
- I would like to see quiet, dedicated reading spaces.
- Some improvement is needed in maintaining a quiet atmosphere and enforcing the "no cell phones" policy.
- I like to go to West Asheville to get books/movies but not stay there to work--it is more common that I am downtown for some reason and have time between appointments and I go to Pack to work. So while the work space at the West Asheville branch isn't great I don't actually need it. If I were to work there, I would hope for the children's area to be more isolated sound-wise from the rest of the library. And the last time I used the restrooms I thought they could be better.
- I would love to see the children's center be a bit more sectioned off. I often feel that I cannot bring my kids into the library for fear that they will disturb others.
- If the West Asheville library had a second floor I would be ecstatic. It's hard to keep kids quiet in there, especially knowing that the adult work station, check out and adult book section is so close by.
- Kid and teen areas separate from the main areas and each other.
- Better separate computer workspace from print reading/research space so noise and service requests from computer area are less disruptive.
- More meeting space for groups.

- Offer more meeting rooms.
- More meeting space
- We need meeting space in West Asheville.
- I do think community meeting spaces & study rooms would engage the community but it would have to be promoted.
- Provide better AV equipment for meeting rooms. Audio and projection capabilities aren't adequate for many programs now and certainly won't be in the future.
- In the West Asheville library, I'd like to see more comfortable seating in the children's area where children and parents could sit together and read (like a few cozy arm chairs).
- Larger kids area with more appeal to children.
- We LOVE the library! It is my 3 year old's favorite place in the world. Expanding the children's section would of course be at the top of our wishlist but we understand that needs of all ages and communities are necessary too. Thank you, we love you!
- Design and provide areas specifically for children's materials and activities that are welcoming and special. Squeezing children's services into a section of the general library space isn't inviting to children and creates unnecessary programming issues. Provide as much wi-fi service as possible in and outside the buildings for users who must depend on the libraries for internet access. Treat this as an essential aspect of library service. Consider providing self-checkout stations as some public libraries already do.
- Free / safe place for kids to visit and hang out, perhaps do homework.
- I'd love a better book drop-off/pick-up area as I tend to reserve books online for pickup most of the time.
- I would prefer to not have to leave my car in order to access the book drop-off.
- Tidying up entry and seating.
- The libraries need a better resale area, especially the West Asheville, which consists of bin on the floor! MESSY and not enough space.
- The library has an old fashioned feel to it. The computer area offers little privacy. However, the staff is really nice. A more attractive entrance would be appreciated as well. Also, parking is tight.

- Fix entrance/exit. My car scrapes so I have to find parking on the street.
- I love the library!! Parking is a problem though....The parking situation at West can be a pain, and I don't feel safe on the stairs at the civic center. Probably neither is fixable, but that is my only concern.
- Expanding parking (acquire church lot behind W. Asheville branch?)
- Increased parking
- While many of the libraries offer good children's areas and parking there are some that do not. Specifically the West Asheville library parking lot is always full and parallel parking is quite a ways down the road which is fine for a lot of people but those of us with small children(who aren't walking from homes off of Haywood)makes it much trickier to get in and out safely.
- The only issue I have ever encountered at my branch library is parking. When I have been in a time crunch I've often had to bypass picking up my books due to not finding parking spaces.
- I have been a low income, graduate student off and on for many years, but had to drop out recently due to environmental health and housing issues. I have also been homeless several times. Though I am not currently a student, or homeless, I am going to share based upon very real ongoing struggles and challenges that I dealt with at the library during that time specifically... I needed a totally quiet place to study. I found NONE at any library branch. I had to utilize the library at UNCA for this. This was very, very inconvenient for me. When traveling during a job, I found libraries in other towns and states with private, soundproof study rooms. Buncombe county seems to no longer respect that libraries in general are supposed to be QUIET places. Even the library employees talk really loudly at full volume. Why?? When did the idea of libraries being quiet zones end? I desperately needed to utilize wifi from the parking lot as well, but it never ever worked for me. Why can't you offer powerful wifi 24/7 for homeless people to utilize? And now, it turns out I am highly sensitive to both EMFs and mold, so even though I need to not be subjected to so much wifi at all, it would still be healthier for me to use it in the parking lot from my car. I often need to print (ideally with self service from my own laptop). One day when I had an important deadline, I had to wait in a long line of backed up print jobs for other library patrons at the West Asheville branch. I also utilized UNCA library for this, but I had to use their desktop computers also, which required a lot of hassle on my end. Also, when their copy card machine (for reloading monetary funds for printing) broke, they did not replace it. This meant walking REALLY far away to their One Card office to reload funds onto the copy card. This could then ONLY be done during daytime business hours...and I was often studying at the library in the evening. It is SO stressful. Out of room for more..

- Provide a safe place for people to read and nap without harassment from security guards.
- Also outdoor options for reading and enjoying the WiFi. Our climate is generally mild enough that this is doable much of the year.
- Outdoor space to read and work with strong wifi!
- Outdoor reading / activity areas would be great to set up this winter for use in the spring, summer...
- Another thing that would be useful is more outdoor seating and spaces in this Covid time. We had our house on the market and had to be out for a showing a few times while during school hours. We attend Asheville City Schools so their classes are virtual. So we went to the West Asheville library to use their WiFi but there wasn't really a great outdoor space for my kids to set up their laptop. It was less than ideal.
- Have outdoor seating.
- It would be great to modernize the book displays. There are so many creative and fun displays in libraries these days.
- A vending machine for movies and music and maybe audio books is an intriguing idea.
- Silent clocks. As an autistic person with sensory sensitivities, the wall clocks (from direct personal experience at West Asheville Library) emit a ticking noise which the specific pitch is disturbing and slightly painful to my ears. If I use a library computer I usually will wear (uncomfortable) earplugs due to the nearness to the wall clock(s). Individual, quiet reading/study rooms could be very beneficial, preferential, and welcomed by those people on the autism spectrum as well.
- Solar panels, electric car charging port, pollinator gardens.
- They are fine for me right now.

"Other" Feedback

- Provide adequate services and referrals for homeless people who need a warm and safe place to be.
- Upgrade the digital access software. I'm still using my Ohio library access for Hoopla, which I find to be a much more robust and useful app than what's currently available through Buncombe county. Even Libby is better than what you're currently offering.

- More access to digital content for adults and family. We LOVE the zoom program and access to nc digital library.
- Beyond facilities, BCPL need to expand digital services. We need far more audiobooks available. There use is growing exponentially and we are not keeping. They are also an invaluable resource for children and teens, particularly those with reading disorders. And to build upon digital offerings, we should join the Hoopla service.
- I used to really like the digital materials a HOOPLA membership offered at a larger metro library when I had access to it. If it was feasible to offer that service it would be great.
- Hard to answer these questions with the pandemic. I'm not going. I am using the digital services for audiobooks and e books
- The online digital subscription services are amazing and I would gladly take part in more of those.
- I think that there should be a stronger connection between the community and the library. I know there are some programs connected between the schools and the library, but I think that children and parents need more outreach in order to be successful with all the virtual learning that is taking place. The library could be a place for pods or after school free tutoring.
- I love the BC library system. We miss story time very much. My children love the children's librarians and all of the fun activities they put together. I have enjoyed adult programs at the library, too. Thank you for all you do for our community.
- Please do not be irresponsible with Covid 19. Offer more children's programs.
- Self check out
- I love the library and I truly appreciate the ways that the library and staff have adopted during Covid to continue to support the community and ensure we still have access to learning and books.
- Please keep paper books available I'd like an easier system to request books that aren't available in the card catalog or Libby I'd like even more improvement of the digital library catalog More titles on Libby would be great and an easy way to request them I miss your kids programs
- More ebooks available to borrow, and getting newly released books in circulation more quickly. You all do a great job, and I especially have appreciated the children's programming over the years.

- Increase book inventory. Besides that the library works fine for me.
- Letting the West Asheville meeting room stay open after the library closes. This requirement changed fall 2019. This is a big imposition on people who work 9-5. This is a problem downtown, too. I've rented the w able space a dozen times from 2005-2019; and always been able to stay after closing. Perhaps a few for after-hours could be considered.
- Continue to let group meetings go on after the library closes. Love the library, thank you!
- It would be amazing if the group meeting rooms could be rented past closing time again!
- Restore the ability to use the meeting space after the library closes.
- A change was initiated a while back that prevented the use of meeting space in the evenings. Please reverse this change so that meeting space might be available to community members when they are not at work during the day.
- Please allow meetings to run past the library closing time again. We consistently found that the ability to hold later meetings was valuable for allowing people with varying schedules to meet, and the library is of inestimable value as a public space for groups to come together.
- Longer hours for meetings
- Hard to say with current Covid situation but we used to love the storytimes and kids activities.
- We love your toddler story time and the baby gym downtown! We miss y'all. Stay safe and we hope to see you soon.
- Much friendlier staff.
- P.S. I know we're talking about facilities here, but I can't end without praising the very high level of service and skill the library staff provides. Limitations in facilities are much less frustrating with such excellent staff support.
- Love Zoom pass and look forward to using when places open.
- We love our local library and miss our weekly visits due to the pandemic. I appreciate how the library works to create a community and access for all.
- I most often use the online library resources and really appreciate the service and tell pretty much everyone about Libby! Tbh, one of the librarians is so mean I don't like to go

there! Also, I tend to accrue fines with hard copies and am in need of a better reading light to read them by! 😞. Plus, Covid:/. I am always great fun for a well developed reference section and thankful it is there for myself and the community.

- Faster WiFi, nicer people working the desks at the west Asheville library.
- Let the patrons know the process for selecting new books.
- Perhaps some way to keep the curbside option going, from Covid days... not only now while we are still in masks and minimizing time indoors but also in general, going forward. It certainly seems to be in demand. Maybe weekly?
- More community offerings, making the library a hub for the neighborhood.
- We have utilized the children's programs at the library for well over 18 yrs. We have loved everything from preschool story times, special project days, Dolly Parton plays, summer classes, etc. Now that my youngest is in middle school, we have found ourselves not enjoying as much. I always get sad when my kids leave the elementary age because I know the options are drastically limited. I think it is important to continue to instill the value of reading and learning when kids age out of elementary. *I would LOVE to see more activities (besides D & D and lego) for the older kids. Middle and high school book clubs, crafts, classes on more advanced topics, opportunities for older kids to learn and discover the real world. Meaningful experiences. *Maybe offer homeschool groups free class space for an hour or two to hold a book club, or other literary class. * Offer teachers extended check out times, maybe 6 weeks. With documentation, of course. * Teen yoga or exercise classes.
- It is hard to weigh this survey in the time of covid virus because this pandemic has altered how all of us have lived and interacted. We do thank you immensely for reopening the library as you have done. I have reserved, then obtained many books due to your innovative management. Thank you for allowing library space used as a voting precinct, and early voting site.
- Be open longer and on weekends
- open for longer hours!
- During the time when the libraries were closed and only outdoor pickups were allowed, I found the staff was not friendly and harassed customers who were not wearing a mask. This even though we were outdoors and more than 6 feet apart and the state mandate was clear about this. It was all done as a way of showing who is boss and not for any health concerns. Crises always bring out the good and the bad in people. In this case, it was the bad.

- Don't lose physical books
- The main thing our family uses the library for is to check out books. We prefer real books over digital. Or audio books.
- outdoor storytimes kid activities, arts and crafts for kids music for kids performances for kids
- Expand the Zoom options and/or community engagement.
- I would love a larger new release section, especially in YA.
- Have more than 3 renewal max for books.
- Centralize book sales to a single, accessible site that can offer parking, wide aisles, and a fair policy that does not allow multiple pre-sales before allowing the general residents to attend. Staff at Westville is great- knowledgeable, friendly, and always helpful.
- I have a prefrontal cortex disorder and feel unnecessarily penalized by late fines, particularly when they are materials that no one else is waiting on. I would even pay an annual flat fee to avoid recurring late fees. It is also inconvenient that I cannot pay for late fees or used books digitally/via card. There are free apps that allow peer to peer payment. Like above, I would even be willing to "put money" on my account in advance in order to avoid needing to carry cash or checks to the library.
- Love the library system in Buncombe County, especially all of the children's programs.
- I know it's easy to focus only on virtual & digital material but a library still needs physical books.
- Also, every year I pay and become a "friend of the library" but other than the newsletter do not have any additional communication. Why not reach out to this group of people for fundraising, volunteer opportunities, or anything the library needs help with? In order to become more of a presence in the community I do think public libraries are going to need to become more modernized (but not just with digital material). I think you all do a wonderful job!!!!!!
- Can you create study hubs at the housing projects if they don't already have them?
- I am not concerned about my needs - I am most concerned about library and internet access for less affluent people. WIFI and computer access for job hunting and school. Digital and hard copy books for kids.