

Q1: What do you value most about your community?



Q2: What do you value most about the Richmond Public Library?



Q3: How does the library benefit the community?



Q5: What has been the most important aspect of the library during the pandemic?

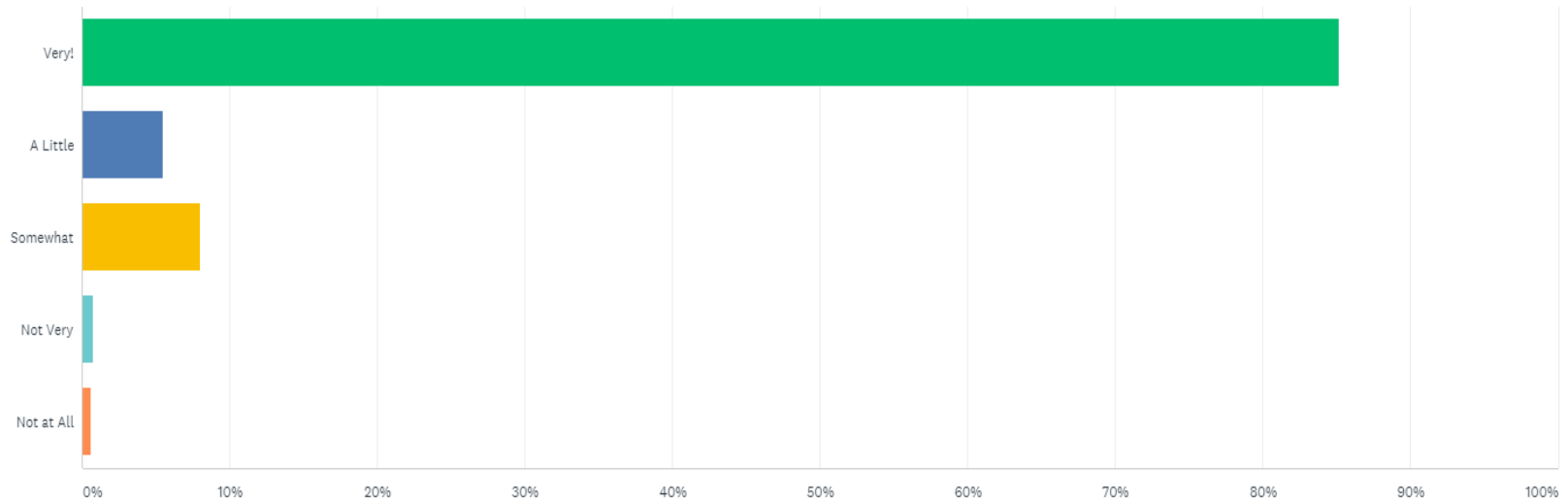


Q6: If you could change one thing about the library, what would it be?



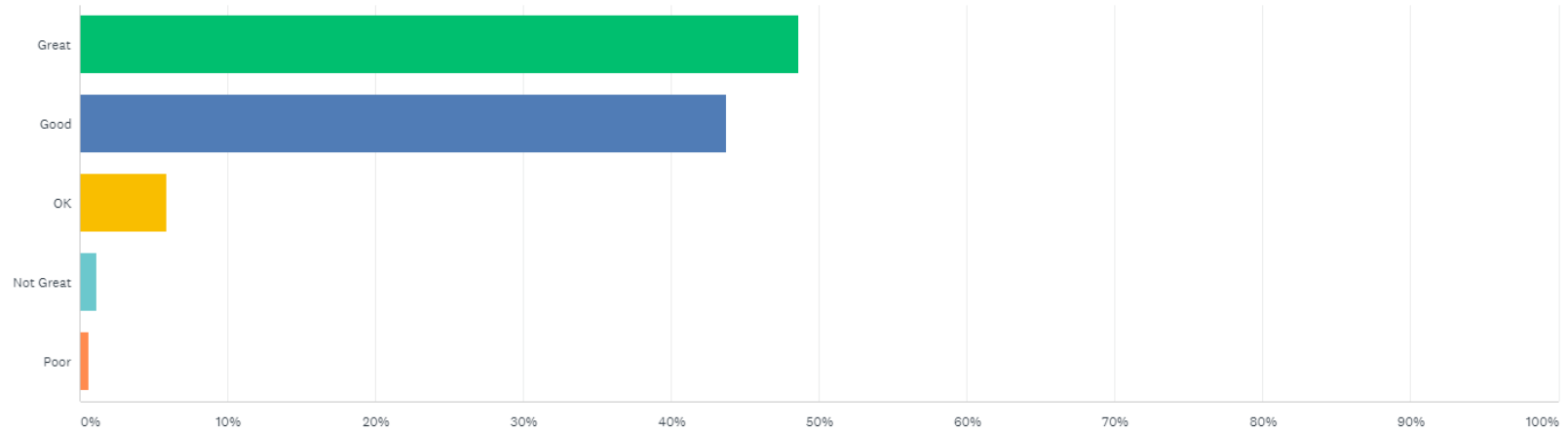
Q7: How important is the Library to you and your family?

Answered: 676 Skipped: 20



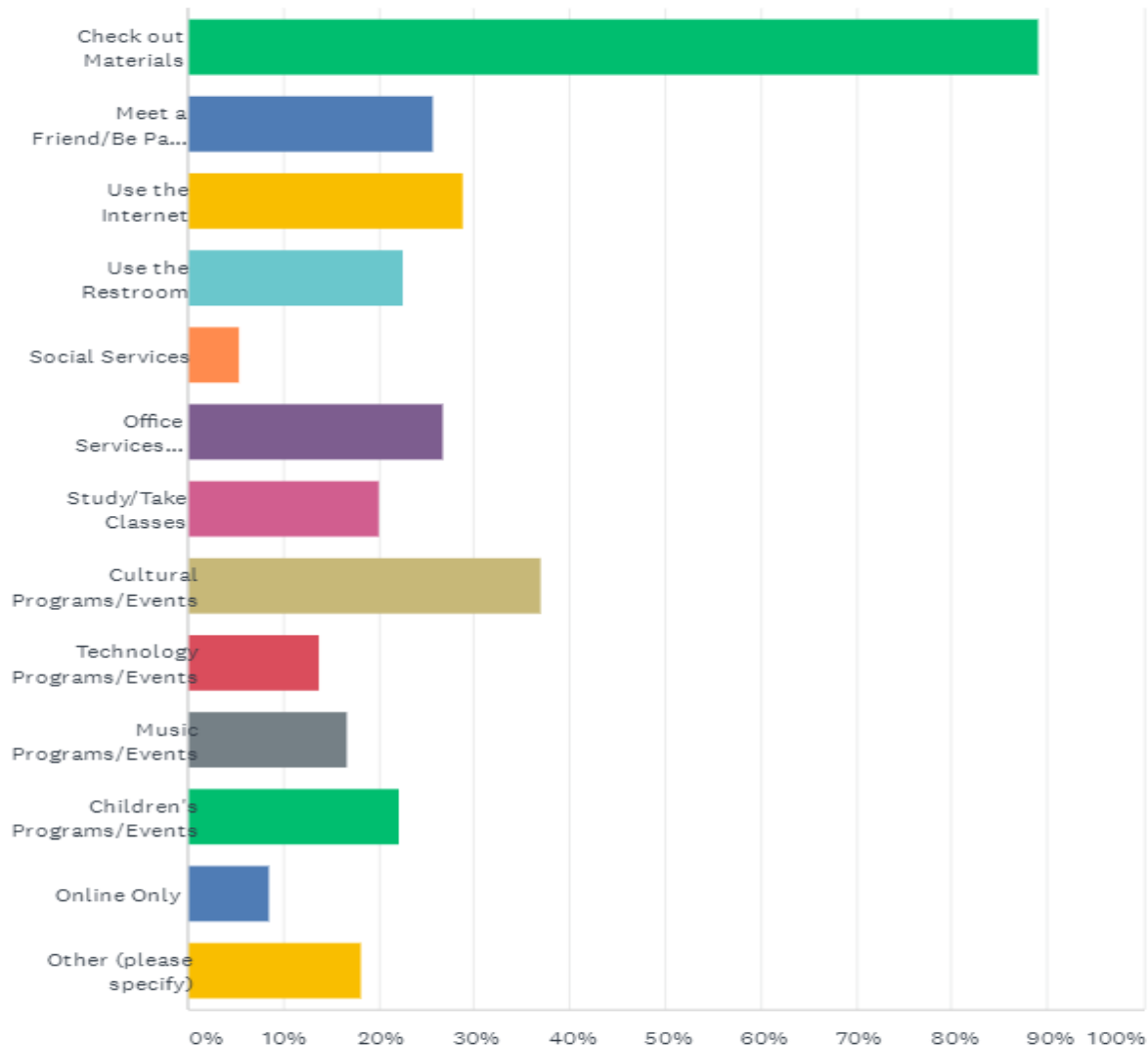
Q8: How would you rate the library?

Answered: 677 Skipped: 19



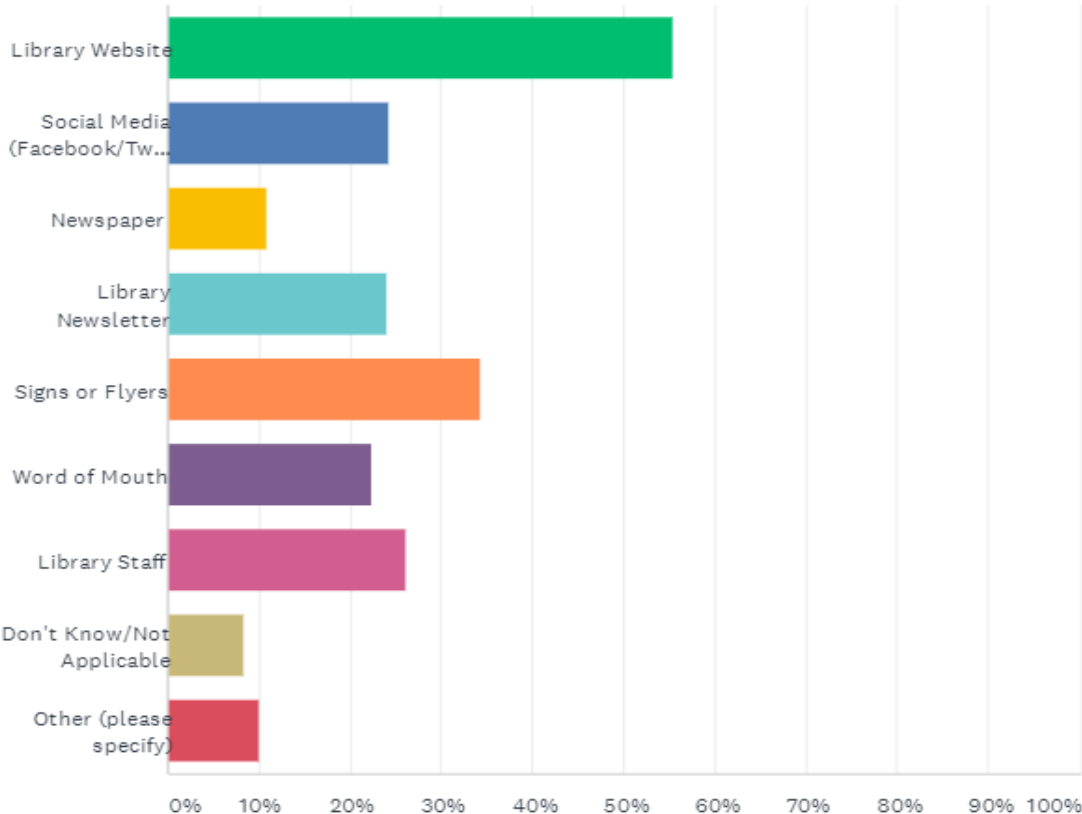
Q9: How do you use the library? Check all that apply.

Answered: 689 Skipped: 7



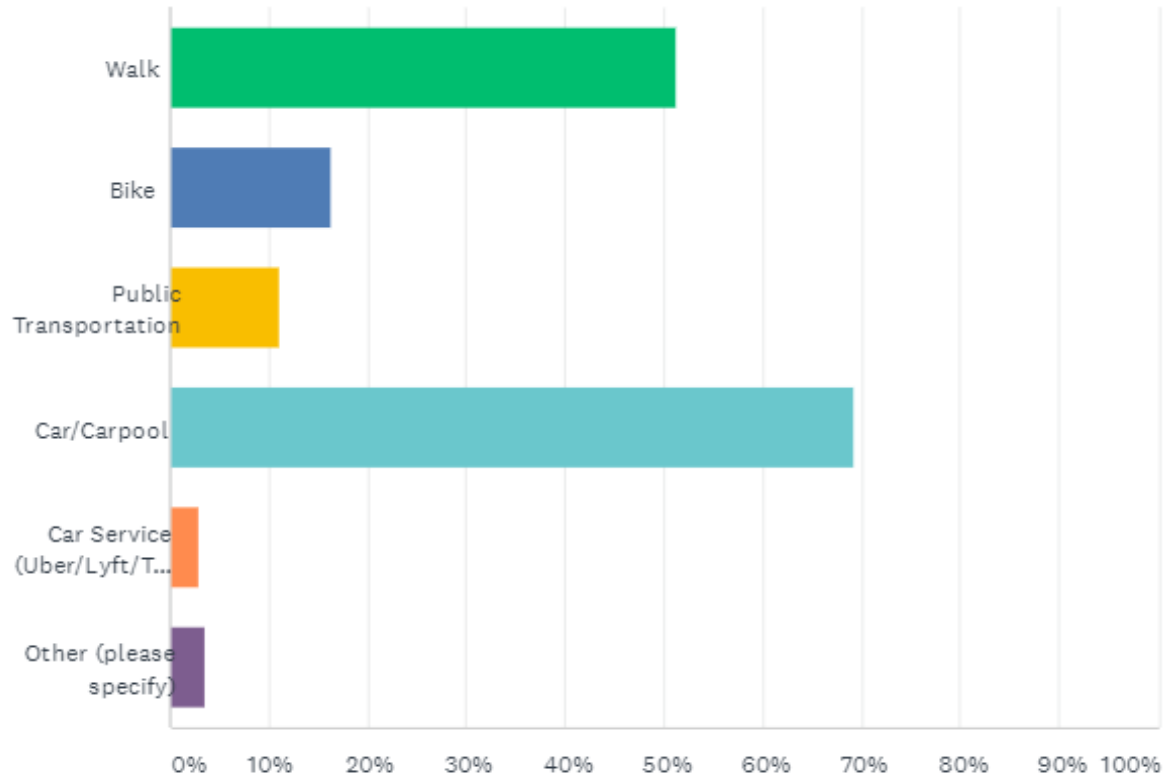
Q10: How do you typically find out about library programs? Select all that apply.

Answered: 677 Skipped: 19



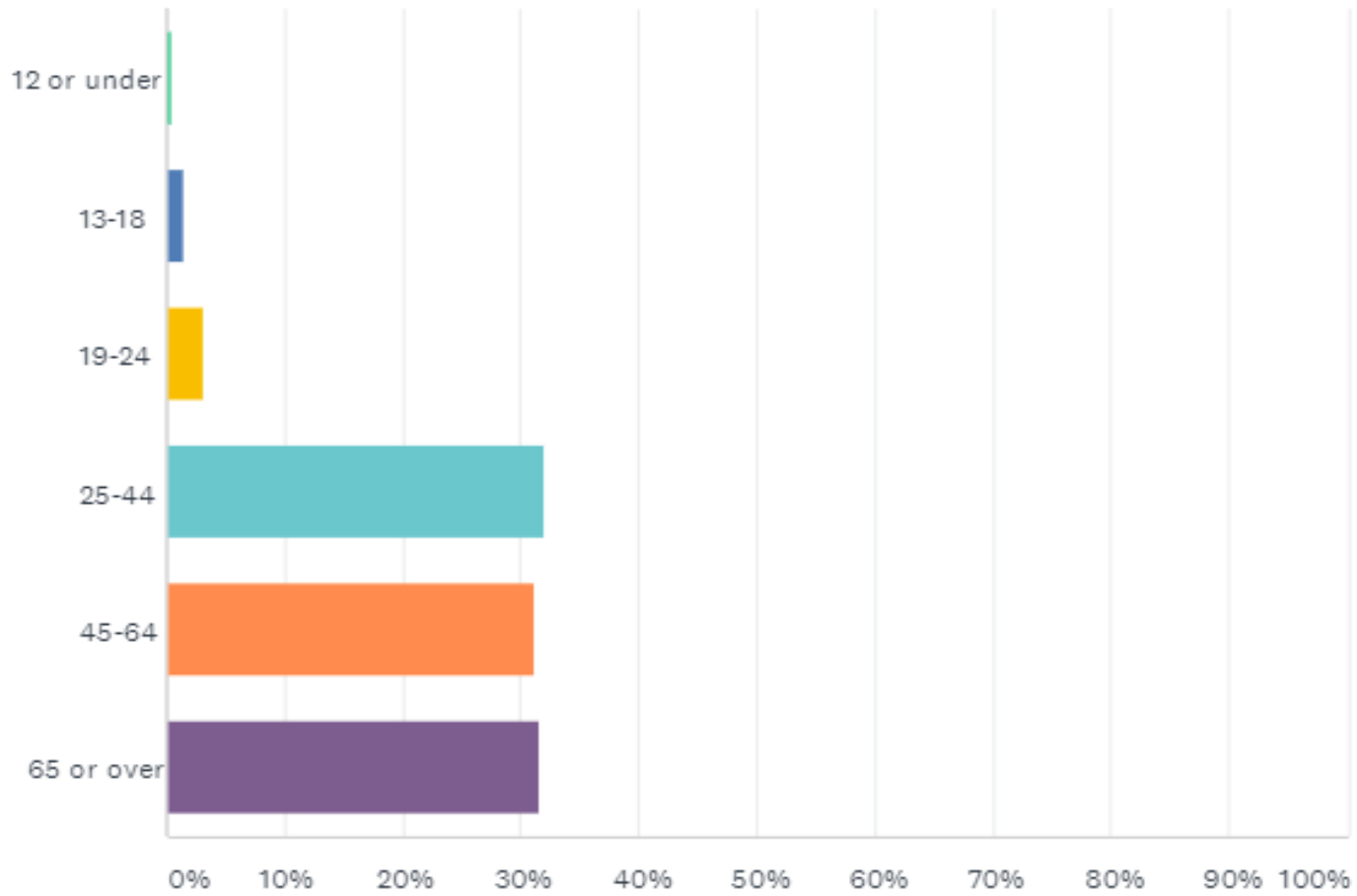
Q11: How do you normally get to the library? Select all that apply.

Answered: 689 Skipped: 7



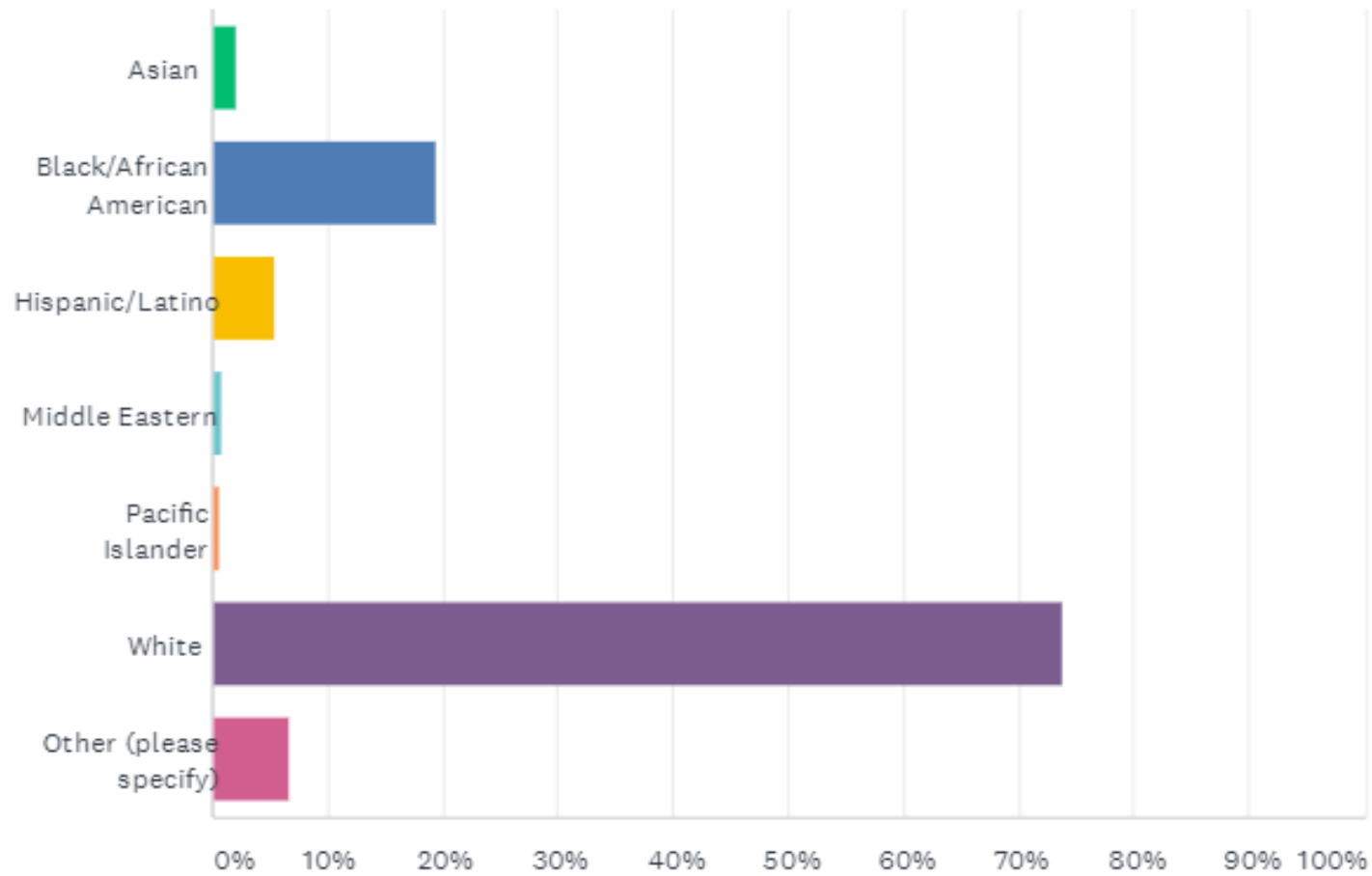
Q12: How old are you?

Answered: 679 Skipped: 17



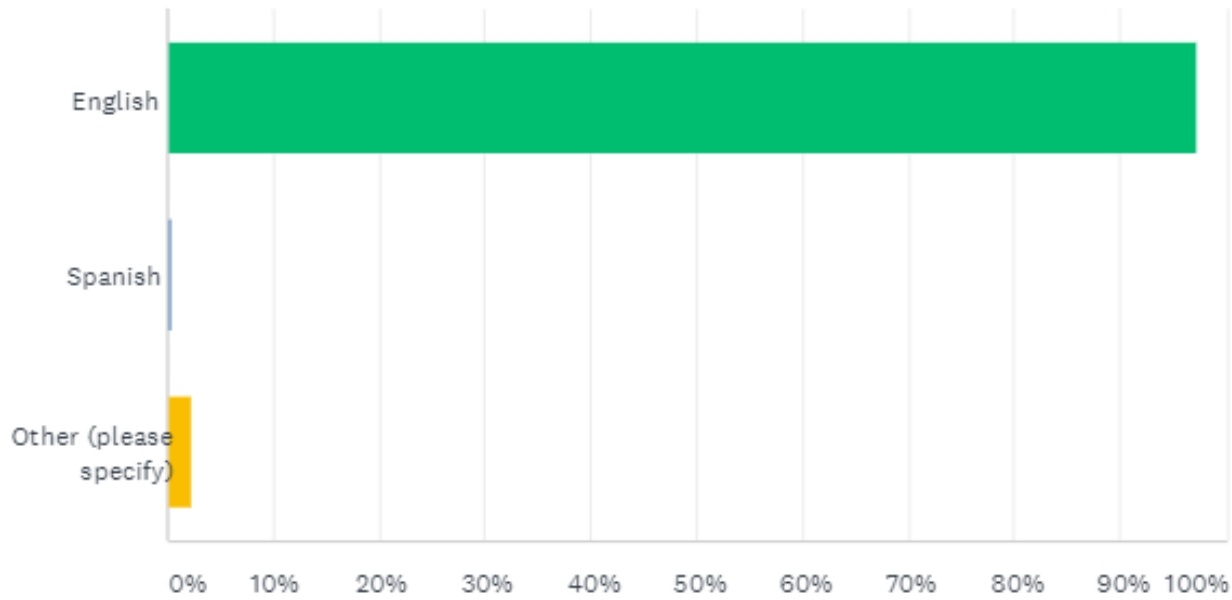
Q13: What is your ethnicity? Select all that apply.

Answered: 671 Skipped: 25



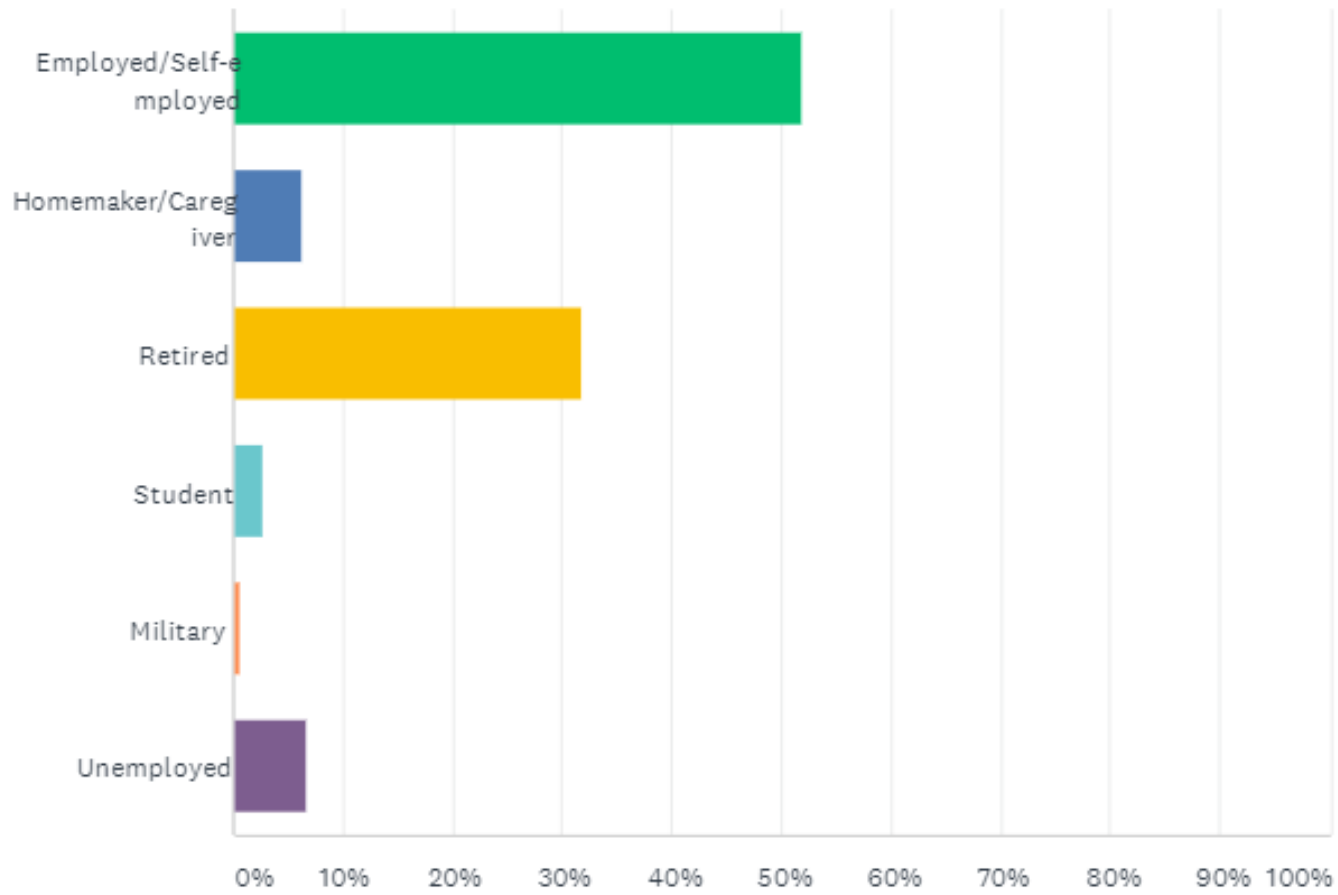
Q14: What is your preferred language?

Answered: 682 Skipped: 14



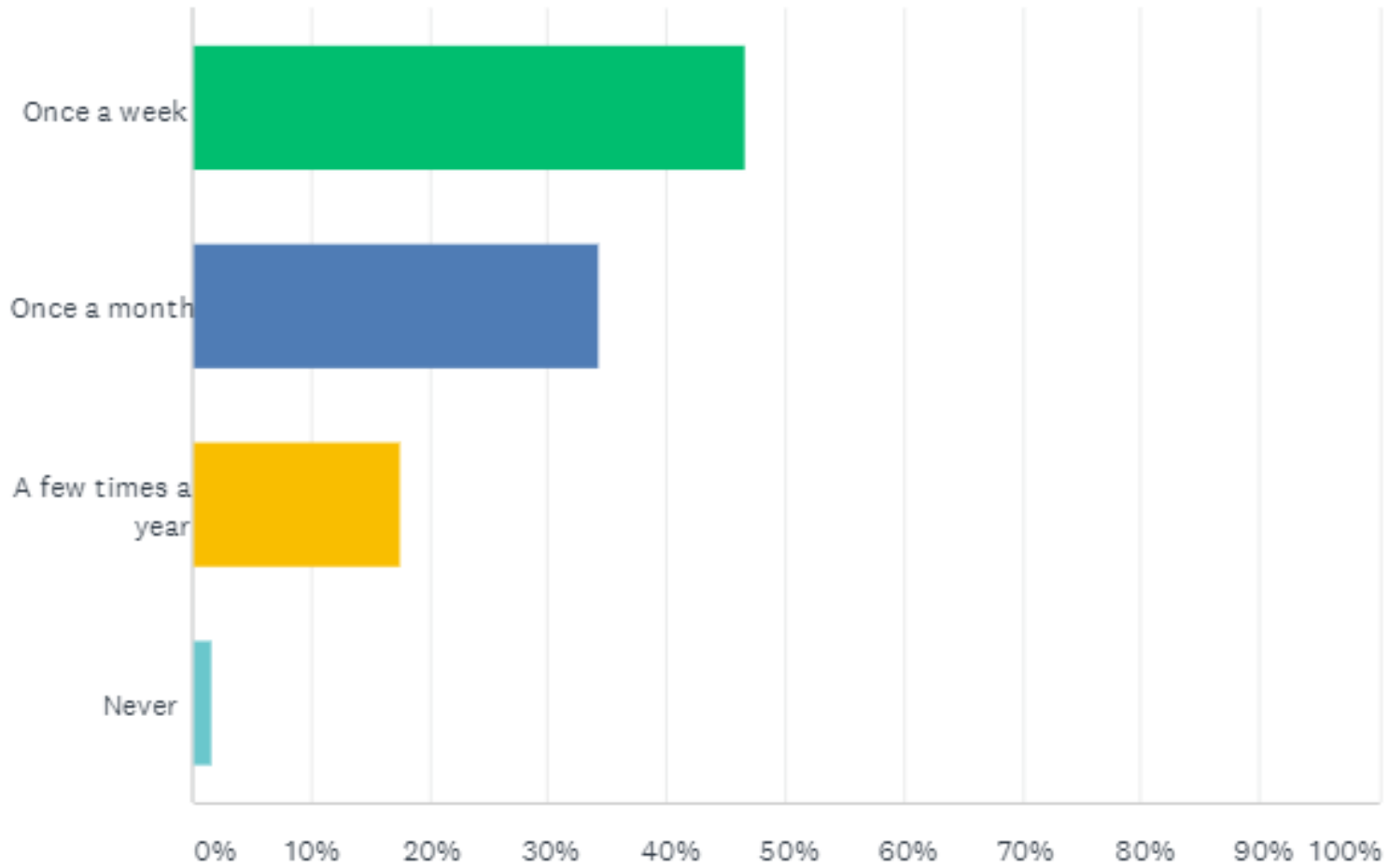
Q15: What is your employment status?

Answered: 681 Skipped: 15



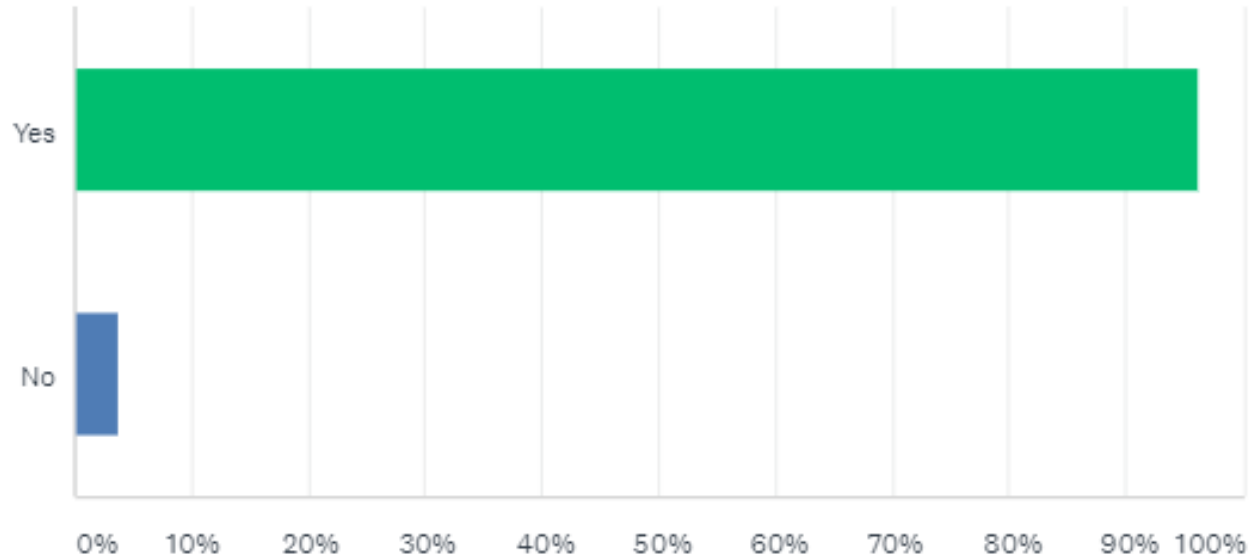
Q16: On average, how often do you visit the library?

Answered: 683 Skipped: 13



Q17: Do you have a library card?

Answered: 682 Skipped: 14



Additional Comments (257):

20 years ago, I used the library more as I had young children then.
A strong librarian makes or breaks the branch. Belmont is amazing!
Additional parking needed.
ALL THE ROADS LEAD TO A LIBRARY
Anxious for free films to resume
Appreciate friendly staff.
Appreciate your services, your facility, the staff
Can you h
Can't wait to get my children more involved.
Coffee shops in the libraries would be great. Also, if you could re-purpose the empty space along 2nd Street, where there is just a high ledge -- maybe a coffee shop there -- that would be really good. There is a lot of unused space around the main library building's exterior walls.
Collaboration with other area libraries
Deeply value the public library system as a sign of a healthy city.
difficult to visit downtown branch because of parking.
Dissappointed that library is not doing more to close academic gaps of student post pandemic.
Do Better.
during covid I was reminded of how fortunate we are to have public libraries
East End Library Branch 4EVA
Every is so wonderful I appreciate. Good customer service.
Exceptional libraries in Europe feature woodshops and 3-D printers. Could we?
For decades, while in Richmond, Hull St, Westmoreland, Ginter Park, Patterson Ave, and our Main branches have provided quiet space for thought and research, and recreational reading.
For Q 16, assume this is pre-pandemic and actually I visit 2-3 times a month
Friendly, very helpful staff.
full disclosure - I am a library staff member
Glad the library is back open!
Glad you are back open
God bless the public libraries in Jesus name, Amen

Grateful to the RVA Public Library. Extremely grateful & appreciative for the staff at the Broad Rock branch! Kudos to Heather Montgomery and her staff.
Great Job!
Great P.R. Service (Public Relations)
great place to meet interesting people
Great Staff
great to have a library so close to my home
Have always had a lovely experience with library staff!
Have visited RPL since I was a toddler.
Hopefully I'll be able to bring my own daughter.
Hull Street is our favorite!!
Hull Street staff are outstanding, excellent, the best nicest people
I almost exclusively use the library for digital resources, though when I do visit I take full advantage of printing services and staff knowledge.
I always get help and understanding from my neighborhood library. It truly is a safe, helpful place.
I am a city resident but live closest to a Chesterfield branch (Bon Air) so I tend to use that more than RPL
I am glad the library has started reopening for in person visits
I am very thankful for your service to our community
I appreciate the access to books and video. I also use sheet music for piano and voice. Please keep bringing in written material and avoid online as much as you can
I appreciate everyone who has been there to make sure we had any opportunity to read doing this pandemic.
I appreciate the resources of the library.
I appreciate the security guards, who are always so courteous! The last time I visited, a librarian also checked on me to see if I needed help. My one negative experience has been with printing. I planned my morning around printing a few dozen pages at the library, since I have no printer at home. I ended up having an awkward conversation with a staff member about wanting to print more pages but not being allowed to (since cash/coins are not accepted during Covid). If you could let people know online and with physical signage that they can only print 10 pages and have no option to pay for extra pages, that would help. I know this is a tough time for everyone, I'm simply making this suggestion to help set expectations for patrons, so no one will think they can pay to print more than 10 pages. I didn't want to bother the staff person, I was just surprised that I couldn't accomplish a task I was really hoping to do.
I appreciate the way the library added online links and social media postings to stay connected during the past year+

I don't think the library should be hosting a full array of music, events, and public programs. Things that connect with books - like an author - yes. But there are so many other places to get these social interactions (VCU, VMFA, VMHC, etc.) that it is overwhelming. I'd hate to see money go to additional programs when it could be spent on computers for the library and access to the internet for the community. Too many organizations are duplicating efforts; what a drain on resources.
I especially enjoy using the music department - being able to check out music is a huge benefit. Keep that sheet music on the shelves please!! :)
I find mute email updates very useful
I find my experience at this library very nice.
I found it difficult to check out audio books and then never tried again ...
I have a VCU and a Chesterfield Co. library card.
I have always supported my local library in every city I have moved to and getting my children excited about the library is important to me. I would like for the library to be a safe community space where families and young a d old are encouraged to spend their time while learning and loving books.
I have been coming to this West End Library for 38 years. I also visit the other libraries in the City of RVA and Henrico Co., and participate in their programs and events.
I have completed this survey bearing in mind my daughter's and grandson's use of the library when they visit.
I have heard that the large open space on the first floor is going to be for children.....not a good idea. It's wasting too much space and the kids don't need to be right in the center of things. Plus it will be too noisy on the first floor. The library is supposed to be a QUIET place. Please keep it that way.
I have loved libraries since I was old enough to bike to one!
I hear rumors about massive weeding taking place in some branches and it's being done by paraprofessional, not librarians. That's appalling!
I hope that the library will soon move back to extended pre-COVID hours!
I hope you can reopen for guests soon. Thanks
I joined the Friends of the Library after moving to the area, but never received any updates of communication
I like it here.
I like the library because it can let me find the materials I want
I live in Chesterfield but have library cards with Richmond and Henrico. Sometimes a book I can't get from the Chesterfield Library is available through one of the other systems.
I look forward to the improvements!
I love all you do for us!
I love libraries.

I love the Belmont branch - that is closest to me. Thank you for this service!
I love the Belmont branch!
I love the Gellman Room Concerts. Lynn does a great job. I also enjoy the author talks.
I love the library and hope that the library sale returns this year!
I love the library system in RVA and Henrico and I tell all my friends about it!
I LOVE the library, and I am grateful that you are asking the community what they need. I do acknowledge that as a privileged white woman, my responses should be met with a grain of salt. I hope that you can also get people to respond who are in need of more services from the library <3
I love the library. It is if critical importance.
I LOVE the Main Library- thank you for everything you do.
I love the rain garden!
I love the Richmond Public Library! I wish I had discovered it sooner!
I missed the libraries in Richmond, VA. Before I'd bring my babies at least 2 to 3 times a week. We use North Avenue and Westover Hills Library
I mostly use electronic materials
I need to go to the library more often
i see no financial literacy online resources being hosted for the City of Richmond but i logged on Henrico county's and they have multiple events monthly , why is that
I spent 6 years on the board of the Friends of the Library & continue to value the library highly
I think a greatly improved library would be great for downtown Richmond.
I think the main branch does a really good job. I also enjoyed goint to the Hull St branch when Natalie Draper was the librarian. She did a great job.
I think the RPL is a great organization, but I wish that it would not use PII as a form of identification.
I use Henrico and Pamunkey Libraries also
I use mostly Broad Rock because of easy parking and the wonderful staff. Also wonderful folks at Westover Hills and Hull Stret
I used the library much more frequently when my sons were minors
I visit the library about 4 times a month
I visit the physical library to pick up books once a month, but I visit the library website at least once a week. Getting a library card is the very first thing I do when we move to a new area.
I visit through the website and hoopla weekly
I visited the library at least weekly pre-pandemic. It's less frequently now, but my usage will go up as things open up.

I want to give all credit to Ms. Peters for taking the time to help me and my son.
I was sorry to see our library close during pandemic. Intellectual shut down for our community.
I will return to my weekly visits at the end of June
I wish you would stop selling your books!!! Ones I finally have time to read I find are not there any longer.
I would love to see a cafe space to grab a coffee/drink or small snack. I would also love to see the library have a Friends book store to find a good book throughout the year.
I would visit more often if it wasn't for the fact that it's seems to be party central for the homeless, inside and out. And what happened to "No loud talking" in the libraries? Even the staff in the branches are speaking really loud!
I'd love to see book clubs without age restrictions (the one nearest to me is seniors only) and more evening programs.
I've loved libraries ever since I could read. Still do.
If people are going to use the library as a homeless shelter during business hours they should be made to behave and not threaten other people.
If there are any way to bring a small set of teens into the library for a local reading club and discussion I would appreciate.
It can be off putting when homeless or drunk people are at entrance. Wish the library had showers, kitchen, apartments for them to enjoy some care and safety.
I've taken this survey before but want to add here that the institution automatic renewals is a very good step. Thank you.
Jerusalem JKW Christofour
Keep it simple. Let the library be a library. It cannot solve all problems.
Keep up the good work. The corona virus pandemic has messed up not just us, but the WHOLE world. It is so great to have you open and with expanded hours, and increased computer time.
Laura is the best!
Librarians and library staff deserve to be paid more! Reallocate from the enormous police budget to better pay for the quality they deliver!
Libraries are essential. As a child, my parents took us to the library in the mornings. They left us there to read books until 1PM. It was the Belmont Library.
Libraries are important to our community, and it's important that ALL members of our community (greater Richmond) have access to the resources the library provides.
libraries are one of the essential foundations of democracy
Libraries are such a resource!!! We need lots of info right now, to be decent citizens and save the planet. my 12-yr-old granddaughter told me proudly "I am a regular patron of the Bon Air Library."
Libraries play a critical role in our community. I'm thankful to have access to our libraries, but wish they had more support to grow.
Library is a great service

Library's are like secondary community centers. The best are in the heart of dense neighborhoods. As the city changes, we should look at opening new branches in emerging neighborhoods.
Looking forward to attending more library events, preferably outdoors
Love love the library!! It's like Christmas every day stuff comes in on my queue!!
Love our library and staff. Ms. Tori is our favorite.
love our little lilbrary....wish there was study rooms more kids activities
love our local library
Love the friendly librarians! Looking forward to more activities for kids as things open up
Love the library!
Love the library, always have! Hope you get all the resources you need to thrive.
Love to read magazines instead of buying them
Many newer books are only available on Hoopla but some people don't have enough phone memory for a download. It would help if a patron could find a way to check out a new book from another library system. This has always seemed complicated.
More adult activities.
my belmont library is important to me please keep it open
My family is so thankful for the Westover hills library and it's wonderful staff. I can't wait for full programming again! WHL is a very special and important place in our community.
My grandchild continues our family tradition of using the library.
My visitation will increase not that pandemic restrictions have been lifted.
need help
Need to have this survey in Spanish and other languages for patrons who are limited English. Invite community organizations to participate in a community conversations or focus groups.
new to Richmond and haven't been to the physical library yet, but I plan to this summer
No
No police in libraries
None
Not really. Just don't change TOO much
Once a week during non Covid-19 times. Online, every day for several hours reading. Recently found I can get magazines!

Pardon my sarcasm, I used to use the library for the computers to chat with family/friends, check out movies, safe place to spend time, various services (copy, fax, etc.) Since I am no longer homeless, unemployed, and wandering amok, I literally just use it occasionally for literature. It was a favorite place of mine when I didn't have anywhere else to go. Safe, clean, full of information and knowledge. It served as a haven for me in a time of need. I don't want to cheapen that, but currently, I just check out a book on occasion.
parking is a big problem
Please consider having some quiet puzzles/learning toys and floor seating in kids areas! It helps a lot and makes the library more useable for parents of toddlers and preschoolers.
Please do not cut back on the hours.
Please invest money into our older branches that need upgrades.
Please return valuable and popular books, if they haven't been sold at the sales,
Please use Henrico's libraries as a model for Richmond!!!!!!!!
Recommend additional parking availability
Renovation of the Main Library should reflect the community's legacy and vision of the future.
Reopen soon please.
Richmond's libraries are a great asset to the community
RPL could be w/more money: a larger resource for adult and English literacy.
RPL generally and the Westover Hills branch specifically is an integral part of our lives and of our community. Our primary use of the Main library is by requesting materials there to be picked up at Westover Hills branch.
RPL is a huge asset to the City as a resource that connects people, place and knowledge. I REALLY VALUE that staff who know books and can provide nuanced suggestions. I wish the City would provide more funding.
RPL is indispensable for me! I love the library for many reasons!!!
Seems like the staff could do with more training re: online offerings etc. Some acknowledge that they don't really know how to do anything online!
So good and refreshing to see the public library open again.
some of my comments need repeating - study rooms - a must to allow tutors and small (2-4) group meetings. More meeting rooms accessible from the outside on weekends and evenings, parking!!!, evening and weekend hours, for the disadvantaged, faxing/scanning, and technology support, and one last thought - in our biggest library, Main, a set aside space where community members could explore the literature and history of Richmond.
Stafe is great.
Thank goodness for the library and the breadth of services it provides
thank you

thank you for all you at RPL do <3
Thank you for all your hard work!
Thank you for being available during the Pandemic
Thank you for keeping the 'old' books available!
Thank you for often purchasing books I request!
Thank you for solicitating input from the community. We love our library! Westover Hills
Thank you for thinking about improvements!
thank you for what you do for the community
Thank you guys for all you do!
Thank you to all librarians for your hard work, it is appreciated
Thank you to all the library staff for continuing to provide services even though limited during covid. It's been nice to be able to come back inside and browse and chat with someone when checking out a book.
Thank you to all the staff!
Thank you very much for all that you do to service our community!
thank you!
Thank you!
Thank you!
Thank you!
Thank you!
Thank you!
Thank you! May all your beautiful dreams for the library that will serve our city's future come true.
Thank you!!
Thank you!!!
thank you.
Thank you.
thanks for the internet.
Thanks for a good library!
Thanks for all that your team does!!!
Thanks for all you do :)
Thanks for all you do!
thanks for all you do!

Thanks for all you do!
Thanks for all you provide for the community! I love the library - I even worked their one summer during my college years. There have been many changes and improvements along the way. I think a community that did not provide sufficient libraries for it's people would be a poor place indeed!
Thanks for being open and for riding out the pandemic like the rest of us. :-)
Thanks for being there.
Thanks for doing a great job!
thanks for doing a survey.
Thanks for getting rid of fines! I try to be responsible and timely, but this last year has been incredibly stressful and it is good to know that I'm not being punished for losing track of when to return my library books.
Thanks for listening, libraries are valuable community institutions and need more funding.
Thanks For Point Of View Statue's "Ask-Her !
Thanks for serving with such grace during the Pandmic.
Thanks for the public services your team offers!
Thanks!
thanks.
The children's library staff at the main library are wonderful! They are always very helpful. They do creative projects and craft that my kids look forward to.
The COVID19 pandemic has messed up the whole world, and it appears that it will continue to do so. I hope that you can remain open .
the e-book selection seems great but I am often unable to access the books using the app
The interlibrary loan staff has been amazing, they have even gotten material that the Chicago Public Library couldn't get for me
The last time I went, Kamala Peters was incredibly helpful. We love the staff including the security guard.
The librarians at the Main Branch cannot be beat. Otis and Beth are genius librarians and I look forward to seeing them as much as do the checkouts. There is nice other easy but I don't know her name. Lynn Van De Ness I think she can find or solve almost anything.
The librarians with whom I've dealt, particularly those in the main library downtown, have been consistently and uniformly welcoming, helpful and kind -- both to me and as I've seen them interact with others
The library has become the best type of learning. I meet my tutor there every week.
The library is an invaluable resource in our community. The library branches are very important but I believe are under appreciated by the public. How can the library become a more vibrant, energized, “out there” presence in richmond?
The library is doing excellent work

The library's health is symbolic of the health of our city and should be supported as the essential service that it is
The main library is a great library. Thank you!
The Main Library is essentially inaccessible because of the parking situation
The new catalog online is SUCH an improvement! Good work!
the new dvd movies are nice!
The newsletter is absurdly long. Why use 500 words when 50 will do? Also once a week is too often, and I'm even in the library regularly.
The public library is a treasure and I am thankful for all it provides.
The Richmond libraries are great places to be - books, computers & friends!
The RPL has provided me with great access to information and historical background. The staff is always helpful. The conditions are often trying, but, I'm always well served there.
The space is not very comfortable for hanging out and reading. The display of new books is not inspiring or in hard-to-read print.
the staff at Belmont is great!
the staff is very helpfull
The Westover Hills branch is my main library. I appreciate how the staff has been able to keep the curbside service running so smoothly.
There aren't as many books as Henrico and chesterfield
This library is where I read my first book. I love this place-Please keep it open because we are quickly losing what is real.
This should have had a section for the branches location.
Today Tori Nunally helped (patiently) open a new door for me and my husband. She taught us how to download books and audio books to our phones and tablet. She opened a new world of learning and reading to us.
try to maintain high standards, avoid the trivial
Updated references, books, and materials for circulation would be greatly appreciated
Very excited for positive changes! We love the library!
Was once on the Westover Hills Library advisory board and would like to do it again if it still exists.
We are grateful for the Richmond City Library and our personal East End Library!
We love the librarians at Hull Street. We would not be able to go so frequently if we didn't have this branch so close by.
We LOVE the Westend Library! Can't say enough good things about the people and the services.
We love you RPL!
We really love having the Westover Hills Library in the neighborhood. It has been great to see how the staff cares and recognizes my daughter and I when we come in.

We would really appreciate if there were more attributions towards english learners, such as conversation circles!!
West End Branch is great! Personnel always helpful/friendly - a life saver during pandemic.
west end is a great place, south side very helpful
Westover Hills Library is EXCELLENT!!!
When I compare the Richmond Public Library to the libraries in Henrico County, Richmond comes up second. Henrico has been building new libraries that are beautiful facilities and are open for more hours. Why can't Richmond do this?
When I was a child, I remember getting a tote bag with my library card - it was a way to keep your library books separate from your other books at home. I wish RPL had tote bags (for sale!) that maybe a child or local artist designed every year. T-shirts too!
While I only come to a library branch occasionally, I use the online services every week
who made up this dumb survey?
Will a book sale be anytime soon?
Would be interested if you tried the Human Library I have seen elsewhere where you can "check out" people to have conversations with those different than you e.g. those with a disability, from another culture/country, etc. I have seen this where you meet and talk for 30 minutes.
Would love more audiobooks. Love the auto renew you've been doing with covid hope it stays! (Also puzzles are great to checkout, how about adding board games?
Would love the online portal to be reworked to be more user-friendly. Others I have used when living elsewhere were more easily sorted/filtered.
yay for reopening! keep lots of paper books, resist trend toward "digital-only" replacements
You have good friendly help
You need more internet terminals and a stronger wifi signal
Your online hold system works very well for me.