

Altadena Library District

Data Report

Final Draft



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01 Community Town Halls



01 Community Town Halls

COMMUNITY TOWN HALLS

When

Thursday, August 15, 2019

Where

Community Room at the Main Library

When

Monday, November 4, 2019

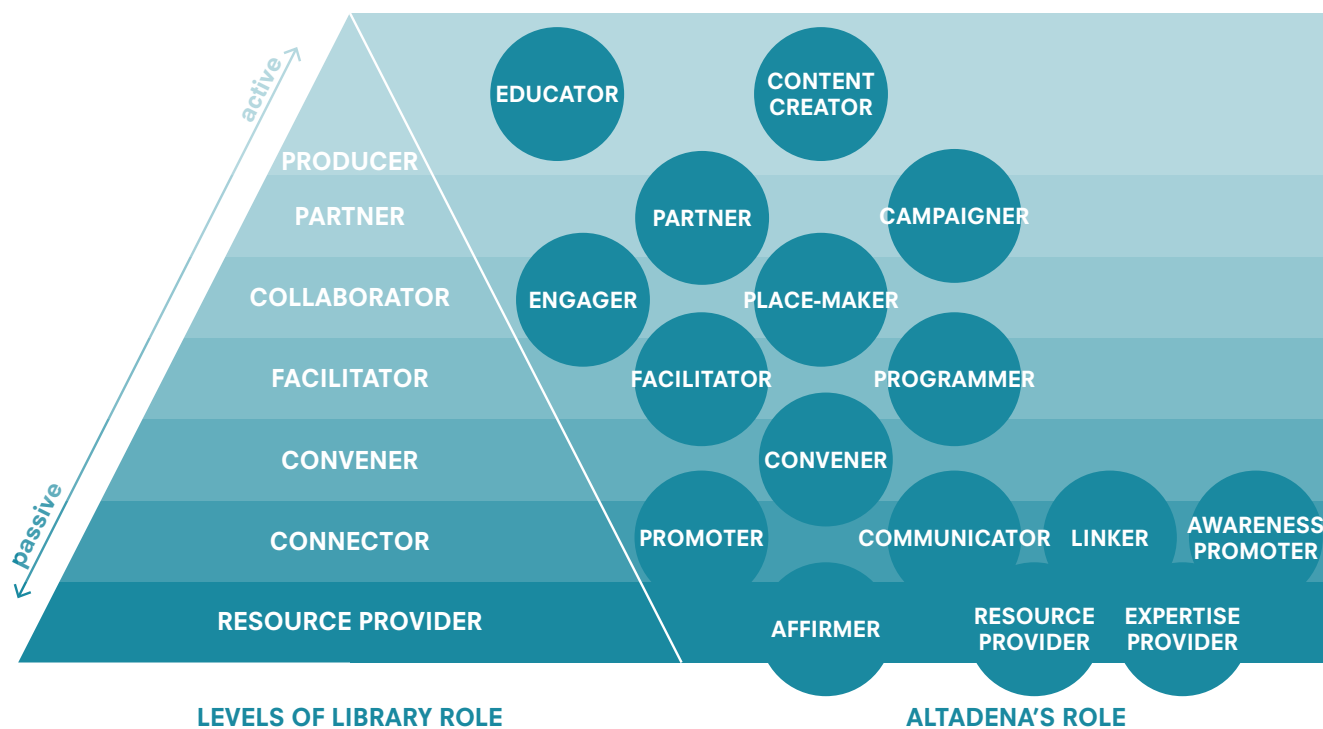
Where

Bob Lucas Branch

The first Community Town Hall was held to elicit feedback from the community about the challenges, needs, and opportunities they believe their community experiences and how the strategic work can be shaped to address those needs. The second community forum was conducted to share out the results and recommendations of the strategic work to the community. This document represents the results of the first Community Town Hall.

The consultant team and ALD facilitated community conversations framed around the Healthy Communities model of community development. The forum provided an opportunity for community members to articulate shared characteristics of what it means to be a healthy Altadena, the key challenges the community is experiencing that prevent these outcome goals, and the potential role the library can play to provide services that will foster the health and well-being of everyone in the community.

The Library's role is shifting from passive to active contributor to our community.



(These come from the synthesis of the "Library as a Partner" from the Town Hall Meeting.)

Community Meeting Results: What We Learned

KEY NEEDS FOR CIVIC HEALTH

- A place to gather and discuss community events and concerns, engagement between officials and community members.
- Celebration of diverse communities.
- Dissemination of information across Altadena.
- Resource for community services, voting, resident rights, and information.

KEY NEEDS FOR CULTURAL HEALTH

- Community members to be aware of local happenings, non-reliant of internet.
- Address issues around homelessness.
- Community assistance for job-seekers.
- Celebrating our differences.

KEY NEEDS FOR ECONOMIC HEALTH

- Celebrate our diverse and talented community.
- Recognize our community population.
- Help our communities' small businesses thrive.
- Encourage our communities to stay funky and unique
- Assist in accessibility to all aspects of economic health.

KEY NEEDS FOR EDUCATIONAL HEALTH

- Leveraging the local expert community.
- Consistent, diverse programming, classes, and workshops.
- Access and guidance to resources to support lifelong learning.
- Catalyze and foster partnerships with local educational institutions.

KEY NEEDS FOR PERSONAL HEALTH

- Safe spaces for outdoor recreational activities.
- Education and campaigns for healthy cooking and eating.
- Improved air quality.
- Access to affordable healthy and fresh foods.

Challenges Faced in Altadena

Civic Health Challenges Faced in Altadena

Need clarity in roles/function and responsibilities of different local agencies, organizations, institutions
Lack of interest and space for community members to engage
Need to make it more approachable
Lack of knowledge in resources and who to contact for assistance
Lack of awareness around issues, candidates, and voting (what is an unincorporated area?)
No newspaper/local shared knowledge
Need to create partnerships

Cultural Health Challenges Faced in Altadena

Need to prioritize cultural representation
Community members are disengaged
Lack of awareness/empathy of other people's circumstances/issues
No community forums for meetings that people are aware of
Lack of awareness of community organizations and what they do

Economic Health Challenges Faced in Altadena

Insufficient transportation options
Employment is low
Lack of affordability
Small business' struggle to thrive
Gentrification
Lack of connection between sub-communities
Lack of walkability

Educational Health Challenges Faced in Altadena

Community members have failed out of public schools
Lack of awareness and connectivity between schools and broader community (other schools and the library)
Lack of faith in the public schools
Limited hours of service
Lack of physical accessibility (not everyone has internet) and mobility
Need to support language diversity

Personal Health Challenges Faced in Altadena

Public Transportation must be improved

Lack of sidewalks, bike lanes, and walkways

Lack of time management

Lack of equitable and inclusive options

Need to maintain trails/walkways that feel safe

Need affordable health care - awareness, access, assistance to information/ treatment

Lack of health education in public schools

Lack of healthy/affordable options - food and exercise

How the Library Can Be a Better Partner

How the Library Can Be a Better Partner in Civic Health

Promote Civic Health
Provide Resources
Promote Awareness
Be Engaged: Community League Of Voters
Promote Student Engagement
Promote/ Teach Civic Engagement
Present Programs of Interest to the Community
Use Department of Civics
Help with Voting/ New Voting Rules 2020
Get Everyone Registered to Vote
Get 18 Year-olds Registered to Vote
Be a Convener for Conversations
Teach Civic Engagement
Be a Community Center

How the Library Can Be a Better Partner in Cultural Health

Work with Rotary on Community Needs and Community Representation
Promote STEM Programs
Create Community Garden
Marry Art and Libraries
Be a Convener for Essential Conversations
Create a Community "Newspaper"
Engage People to Tell their Stories
Create More LGBTQ Programming
Host Language Classes and Labs
Partner with Science and Entertainment Industry
Host More Diverse Social Events
Provide a Weekly Events Newsletter

How the Library Can Be a Better Partner in Economic Health

Involve Homeowners in Challenged Communities
Sponsor Pop-Ups
Maintain a Community Calendar
Help or Solidly Support a Weekly Newspaper
Create or Maintain a Local Job Board
Provide Workshops for Business Development
Resist Approaching from Traditional Economic Strategies
Provide Resources to Support Small Businesses and Tenant Rights

How the Library Can Be a Better Partner in Economic Health

Engage in Town Halls with the Supervisor's Office

Find New Ways to Bring in Folks to the Library

Expand Reach of the Library

How the Library Can Be a Better Partner in Educational Health

Increase Hours

Create Sound Proof Spaces

Partner with Public Schools

Host Programs that Attract Kids and Parents too

Promote Local Industries and Enterprises

Produce a Catalogue Community Events

Create More Tie-Ins with Programming with Children and Adults

Facilitate Language skills

Create More Community Partnerships to get Programming Grants`

Promote Educational Resources

Increase Hours

Partner w/ Eliot Arts, Altadena Arts, Franklin, Jackson, Webster

Offer Lessons on Internet Usage

Engage Librarians

Host Adult Education Seminars

Create a Larger Community Room Space

Create Linkages

Library Newsletter helps with Linkages

Facilitate Census and Voting

Be a Library that Offers Workshops and Classes

How the Library Can Be a Better Partner in Personal Health

Host Educational Programs/Classes to Address Health Issues: nutrition and cooking, exercise, gardening and local foods, mental health, natural remedies etc.

Co-host events with local experts - Grant partnerships

Connect Community Groups (town council, community center, community garden, neighbors building a better Altadena)

Empower the Community to Take Action

Combine Resources of Local Institutions

Offer Free Screenings/ Services

Be a Center for Donations to Underserved Families


02 Staff Workshops

A. Interviews & Observations



AEIOU Observations

As part of the process, staff were taught how to use an ethnographic tool called the “AEIOU Framework.” This framework is used to understand the “current state” of the patron experience as an analytical tool to imagine the “future state” of the patron experience to improve it. As part of this method, staff documented their observations applying the framework described below. The following is the worksheet used by staff to document their observations and key insights.



Observing the Service Experience

Designers employ ethnographic methods to understand and improve customer experiences. We'd like to introduce you to a simple, yet useful research approach: A-E-I-O-U.

THE A-E-I-O-U FRAMEWORK

The A-E-I-O-U method was developed in the early 1990s by researchers at Dublin. Using a simple framework, ethnographic observations are recorded into five categories to aid analysis of the service experience. Researchers also detail their observations visually, typically through sketches, photography, and/or video. The five categories are activities, environment, interactions, objects, and users.

A – ACTIVITIES
What do you observe people trying to accomplish in the service environment? This includes customer activities (in support of completing a task or achieving a goal) or employee activities.

E – ENVIRONMENT
In what places do customer and employee activities take place? Environments can be physical or digital.

I – INTERACTIONS
Interactions are the building blocks of activities. Who and what do customers interact with as they carry out their activities?

O – OBJECTS
What things are part of the service environment? Objects can be staged by staff (signage, desks, etc.) or brought into the environment (phones, backpacks, etc.)

U – USERS
What types of customers do you observe participating in the service? What other people (e.g., employees) are playing a role in the service environment?


TRY IT OUT!

To get familiar with the method, choose an area of your library to observe. Watch your customers and associates, using the A-E-I-O-U framework to capture what you see. To make it easy, use the provided worksheet.

A FEW TIPS

- Be a fly on the wall. Your objective is to observe, not interact directly.
- Don't edit yourself. Capture as much as you can.
- Be specific. The richness of what you observe is important.
- Be visual. If it helps, draw what you see. Or, take some pictures.
- Take some time afterwards to reflect on what you saw or heard. Get on paper your key insights while they're fresh.

Have fun!



AREA YOU ARE OBSERVING

ACTIVITIES	ENVIRONMENTS	INTERACTIONS
OBJECTS	USERS	
KEY INSIGHTS / NOTES		

Directed Storytelling Interviews

Staff engaged in intensive one-on-one interviews with core patrons to learn how the library can be a valuable partner for their personal goals. These conversations provided anecdotal evidence that allowed library staff to understand their current service strengths, and how future services can be refined to better serve the community. In order to protect patrons' privacy, the results from this activity are not included in this report. The staff's analysis, however, was used to inform the ideas catalogued on the following pages.

CUSTOMER CANVAS

YOUR NAME:

MEET:	THEIR CURRENT LIBRARY RELATIONSHIP IS:	THEY WANT TO:
A LITTLE ABOUT THEM AND THEIR WORLD:		
THE MOST SUPRISING THING I LEARNED WAS:	QUOTE	BUT THESE OBSTACLES ARE IN THE WAY:
	WHEN ASKED, THEY SAID THEY WOULD LIKE THE LIBRARY TO:	WE CAN HELP THEM BECOME:
		I THINK WE COULD DO THIS BY:

JOURNEY CANVAS

YOUR NAME:

I AM:	MY LIBRARY JOURNEY WAS:	THIS SUPPORTS MY BIGGER JOURNEY:
KEY EVENTS/TOUCHPOINTS:		
<div><div><div>😊</div><div></div><div>☹️</div></div></div>		
MY LASTING IMPRESSION WAS:	MAKE MY JOURNEY BETTER BY:	

B. Services, Programs, & Ideas Catalog

Staff engaged in a series of workshops throughout the process designed to generate ideas for future services and programs that will meet individual and community needs effectively. In order for ideas to be generated, staff identified services that are met, undermet, and unmet. Met needs are those that are currently satisfying the needs of the individuals using the library. Undermet needs are those being met by some but not all of the individuals using the library, or are currently insufficient. Unmet needs are currently not being provided to the community by the library and have been identified as a need by the community. The staff analyzed the current state of services and programs in order to develop ideal future state services and programs based on community needs and aspirations. These new service ideas, as well as met, unmet, and undermet needs are categorized in the following library service framework. The following pages document the results of these workshops.



Places

ID#	Sub-category	Status	Idea
1	Accessibility	Idea	ADA access
2		Idea	More handicapped parking
3		Idea	ADA ramps
4	Outdoors	Idea	Outdoor story area
5		Idea	Outdoor patio reading court
6		Idea	Outdoor seating patio
7		Idea	Playground outside like in the park
8		Idea	Engaging outdoor learning/meeting space
9		Idea	Outdoor space with gardens and learning opportunities
10		Idea	Water play
11	Children	Idea	Storytime
12		Idea	Larger children's area
13		Idea	Play room (kid's gym)
14	Teens/Tweens	Idea	Larger teen area
15		Idea	Enclosed teen space
16		Idea	Spaces designed by teens
17		Idea	Teen space enclosed
18		Idea	Separate space for tween programs and hanging out equipped with the things they love
19	Sound	Idea	More quiet space
20		Idea	Space where patrons can use their cellphones
21		Idea	Quiet zone
22		Idea	Soundproof study rooms
23		Idea	Open space for talking/connecting
24		Idea	Study room
25		Idea	More seating for individuals to study
26	Misc.	Idea	Better book drop for car drop off
27		Idea	Enclosed quiet area for science club
28		Idea	Add coffee & snacks to Friends Bookstore
29		Idea	Elevator access to all floors
30		Idea	Game room
31		Idea	Carport
32		Idea	Privacy at public computers
33		Idea	Separate info/circ desks
34		Idea	Closed room for literacy and more space
35		Idea	VR off the main floor
36		Idea	Reading areas that aren't desks
37		Idea	On site thermostats
38		Idea	Separate circulation and reference desks
39		Idea	Aquarium
40		Idea	More parking
41		Idea	Picture booth

Key: Ideas Met Undermet Unmet

Places

ID#	Sub-category	Status	Idea
42		Idea	Fablab enclosed
43		Idea	Warmer staff room
44		Idea	More meeting rooms
45		Idea	Organized stacks
46		Idea	Updated MEP
47		Idea	Chalkboard wall
48		Met	Green space
49		Met	Active dynamic space
50		Met	Enjoyable reading environment
51		Met	Minimal accessibility space
52		Met	Laptops for patrons to check out
53		Met	Inspiring & delightful by the ambiance
54		Met	Great layout for the silent auction
55		Met	A calming space with plants
56		Met	Library was open at 10 am when patron arrived
57		Undermet	A space to relax without having to go down steps e.g. Reading Court
58		Undermet	Accessibility
59		Undermet	Small meeting rooms
60		Undermet	Physical activity, release sympathetic energy
61		Undermet	Patron could not stay longer. Library is closed
62		Undermet	Quick easy parking
63		Undermet	Space designed/set up did not facilitate social flow
64		Undermet	Space for teens to connect more actively with their interests
65		Undermet	Space can be tight for students and computer users
66	Accessibility	Unmet	ADA at main
67		Unmet	accessible
68		Unmet	Needing help to exit the library
69	Misc.	Unmet	Library opens at 10 am for patrons again "See you then"
70		Unmet	Space specifically for tweens
71		Unmet	Quiet space

Key: Ideas Met Undermet Unmet

Relationships and Partnerships

ID#	Sub-category	Status	Description
1	History	Idea	Partnership with local historians to have more Altadena-specific historical information & materials
2		Idea	Partnerships with historical society
3	Food/drink	Idea	Café
4		Idea	Partner with food/drink vendor
5	Social services	Idea	Transport van like Dial a Ride
6		Idea	Social worker on site
7		Idea	Have free services call & description list: e.g. food banks, Obama Phone, & employment services/education
8		Idea	Partnerships with social services (homeless, mental health)
9		Idea	Health fair
10	Fundraising	Idea	Fundraisers
11		Idea	Creative community fundraisers
12	Misc.	Idea	Photo club event
13		Idea	Broader outreach to the diversity of the community
14		Idea	Cat café
15		Idea	Animal adoptions & vaccinations
16		Idea	A merged Foundations/Friends group with paid staff and an ongoing operational plan
17		Idea	More IG followers
18		Idea	More documentaries
19		Idea	More nonfiction
20		Met	Sync up with friends
21		Met	Stakeholders recognize/support needs
22		Met	A chance to network with members of the community that led to a meaningful connection
23		Undermet	Computer chaperone/digital literacy
24		Unmet	Trust in the library
25		Unmet	Memorable evenings with friends and family

Key: Ideas Met Undermet Unmet

Skills and Talents

ID#	Sub-category	Status	Description
1	Technology	Idea	A day to celebrate technology (program)
2		Idea	Dedicated tech volunteer
3	Safety	Idea	Emphasizing patron safety and privacy and inclusivity
4		Idea	Security (at both locations during all business hours)
5	Staff	Idea	Training- dealing with difficult people
6		Idea	A class on relaxation for stress for the staff
7		Idea	More staff training and education
8	Misc.	Idea	Expanded fundraising
9		Idea	Highlight a PUSD student, teacher, etc. success story on our website monthly
10		Idea	Tween garden
11		Idea	Building more interest in librarian profession (in young people, job readiness)
12		Idea	More readers' advocacy resources
13		Idea	Biblio therapy
14		Met	Finding Spanish speaking member
15	Staff	Met	Supportive staff, relaxed atmosphere
16		Met	Friendly staff that greets customers
17		Undermet	More staff & volunteers for patron help
18		Unmet	Academic support
19		Unmet	Staff member speaking Spanish

Activities, Programs, and Services

ID#	Sub-category	Status	Description
1	Language	Idea	Spanish/English co-learning events
2		Idea	Expanded literacy classes
3		Idea	More bilingual opportunities for adults
4		Idea	More programs in Spanish
5	Food/drink	Idea	Food trucks, farmers markets, vendor art fair
6		Idea	Coffee shop
7	Technology	Idea	Food truck night
8		Idea	Ongoing tech training @ multiple times of the day
9		Idea	Computer classes training, close the tech divide
10		Idea	1 on 1 computer tutoring
11	Accessibility	Idea	Library information and activities digitally displayed
12		Idea	ADA
13	Inclusivity	Idea	Curbside concierge service for disabled people
14		Idea	LGBT programming
15		Idea	More cultural awareness programs and an effort to learn how to serve underserved demographics
16	Health	Idea	A series/space for ongoing programs around civic engagement/empowerment

Key: Ideas Met Undermet Unmet

Activities, Programs, and Services

ID#	Sub-category	Status	Idea
17		Idea	Mental health workshops
18		Idea	Health referrals- available health resources on site
19		Idea	Mobile massage/chiropractor
20	Creativity	Idea	Neighborhood walking program to help stay fit
21		Idea	Play back theater
22		Idea	More cooking programs
23		Idea	Separate makerspace
24		Idea	Rock camp
25		Idea	Instrument to check out
26		Idea	Writing workshops
27		Idea	Everyone is creative! Workshops
28		Idea	Karaoke
29	Teens	Idea	Art classes
30		Idea	More outdoor DIY classes
31		Idea	Teen open mic
32	Volunteering	Idea	Field trips to local museums for teens
33		Idea	More separate teen interactive environment and study zone (where they can be as loud as they want)
34		Idea	Community volunteer clean up day
35	Misc.	Idea	Choose a book to action centered on volunteering or its theme
36		Idea	More pop-up services like volunteers doing taxes during tax season
37		Idea	Removal of "browse shelf" on catalog
38		Idea	More toys in children's room
39		Idea	Child care (babysitting)
40		Idea	V.A. service center/a place for vets to get resource info
41		Idea	Resume template on desktop
42		Idea	Visits from famous authors
43		Idea	"Award winning" book section
44		Idea	Patron-owned workshops and talks (patron empowerment)
45		Idea	A class on how to deal with angry patrons
46		Idea	Another public catalog (big screen)
47		Idea	Genre based book clubs
48		Idea	Book signings
49		Idea	More special interest high profile speakers/seminars
50		Idea	One book One Altadena yearly event
51		Idea	Library cat
52		Idea	Garden project fulfilled
53		Idea	Reader's advisory services
54		Idea	Book clubs based on patron suggestions and emphasize patron ownership of club
55		Idea	Monthly open forum/discussions on current topic politics, i.e. philosophy

Key: Ideas Met Undermet Unmet

Activities, Programs, and Services

ID#	Sub-category	Status	Idea
56		Idea	More travel related services
57		Idea	Game station
58		Idea	Larger building for branch to serve West Altadena
59		Idea	Library of things
60		Idea	More programs for kids after 6:30
61		Idea	Plan a walking history tour of our PUSD schools
62		Idea	Block parties
63		Idea	Separate circ & ref desks
64		Idea	Separate room for programs
65		Idea	Outdoor concerts
66		Idea	Better defined workspaces for public & staff
67		Idea	Expanded adult programs
68		Idea	Film fest
69		Idea	Recreational space
70		Idea	Lifelong learning skills
71	Community	Met	Great library community event, sense of belonging
72		Met	Social engagement with my peers
73		Met	A feeling of community & belonging
74	Art	Met	Engaging with new art
75		Met	Artistic expression
76	Schoolwork	Met	Sense of mastery (schoolwork, finding Abby)
77		Met	Homework help
78	Misc.	Met	Found info she needed
79		Met	Storytime
80		Undermet	More vendors+more choices=shorter lines
81		Undermet	Feeling of belonging
82		Undermet	Computer chaperone/digital literacy
83		Undermet	More children's programs after 6:30
84		Undermet	Less expensive tickets to events
85		Unmet	Coffee

Resources

ID#	Sub-category	Status	Description
1	Accessibility	Idea	More ADA
2		Idea	Moung walkway from handicapped spot on Mariposa
3	History	Idea	Oral History program
4		Idea	Local history program
5	Food/food education	Idea	Food security/wellness education for teens
6		Idea	Kitchenette for teens
7		Idea	Vending machine (healthy snacks)
8	Technology	Idea	"Mouse squad"

Key: Ideas Met Undermet Unmet

Resources

ID#	Sub-category	Status	Idea
9		Idea	Fully integrated recording studio and music center for creating/learning all things music
10		Idea	More mac computers
11		Idea	Wireless patron printing
12		Idea	Tech classes at reasonable hours
13		Idea	Self serve PIP computers for patrons to request materials
14		Idea	Better electrical access
15	Collections	Idea	More "things to check out" (cooking tools, instruments, etc.)
16		Idea	Improve our collection
17		Idea	More DVDs
18	Misc.	Idea	Trained & skillful staff
19		Idea	Emotion regulation station
20		Idea	Support our local schools, high schoolers, reading list
21		Idea	Remote book check out & delivery
22		Idea	More visible space for community postings/resources
23		Idea	Match multigenerational volunteer opportunities
24		Idea	Additional passport agents
25		Idea	Comprehensive tool that has all Altadena resources in one place
26		Idea	Effective grant procurement
27		Idea	More quiet space
28		Idea	More binders full of resources for people in need of services
29		Idea	Job & career services
30		Idea	Create brochure with quick tips and statistics on ways to be "greener"
31		Idea	Mini arcade
32		Idea	On-staff or resident graphic artist to provide pro-bono services to community
33		Idea	Bookmarks w/ social media ALD addresses + "like" vs "following" procedures
34		Idea	Life coaches
35		Idea	Online book club/reading group
36		Idea	Your next skill
37		Idea	ELIS- Every day life info seeking
38		Idea	Financial literary services
39		Idea	Childcare
40		Idea	Social worker on site
41		Idea	Have conspiracy books be on display 1x per year
42		Idea	Wheelchair on site
43		Idea	Therapy animals (cats specifically)
44		Idea	Curate Resources
45	Technology	Met	Internet access
46		Met	Desktops & laptops

Key: Ideas Met Undermet Unmet

Resources

ID#	Sub-category	Status	Idea
47		Met	Computers available to students, rarely a wait
48		Met	Having computers I can use to stay in touch with the world
49		Met	Internet & printing access
50	Misc.	Met	Creative space
51		Met	A great DVD section, know that if the library does not have what I want I can request it!
52		Met	Love making purchase suggestions
53		Met	Resources to support family bonding
54		Met	Always finding something to read
55		Met	Coloring book and supplies
56		Met	Customers get what they want after ref question is expanded/tweaked
57		Met	Spanish books
58		Met	Guest pass
59		Met	Assistance from staff member to access email
60		Met	Item not in catalog was ordered through patron initiated purchase
61	Technology	Undermet	Electrical
62		Undermet	Not enough space, computers, seats
63		Undermet	Computers are occasionally unreliable
64	Misc.	Undermet	Ease of navigation in the movie section
65		Undermet	Not a very big mystery section
66		Undermet	Staff assistance sometimes over-necessary for minor tasks
67		Unmet	Not knowing how to use Mac
68		Unmet	Requested item not in library catalog

Policy and Procedures

ID#	Sub-category	Status	Idea
1		Idea	Security when open @ main
2	Misc.	Idea	Expanded open hours
3		Idea	More systemized way to select and rotate face-outs
4		Idea	Free printing quota for students
5		Idea	Bilingual pay
6		Undermet	More prompt collection notice system
7		Unmet	No babysitter for toddler
8		Unmet	More time in library, a designated space for his specific needs (HW)

Key: Ideas Met Undermet Unmet

C. Community Asset Map

COMMUNITY ASSET MAP

When

Friday, September 20, 2019

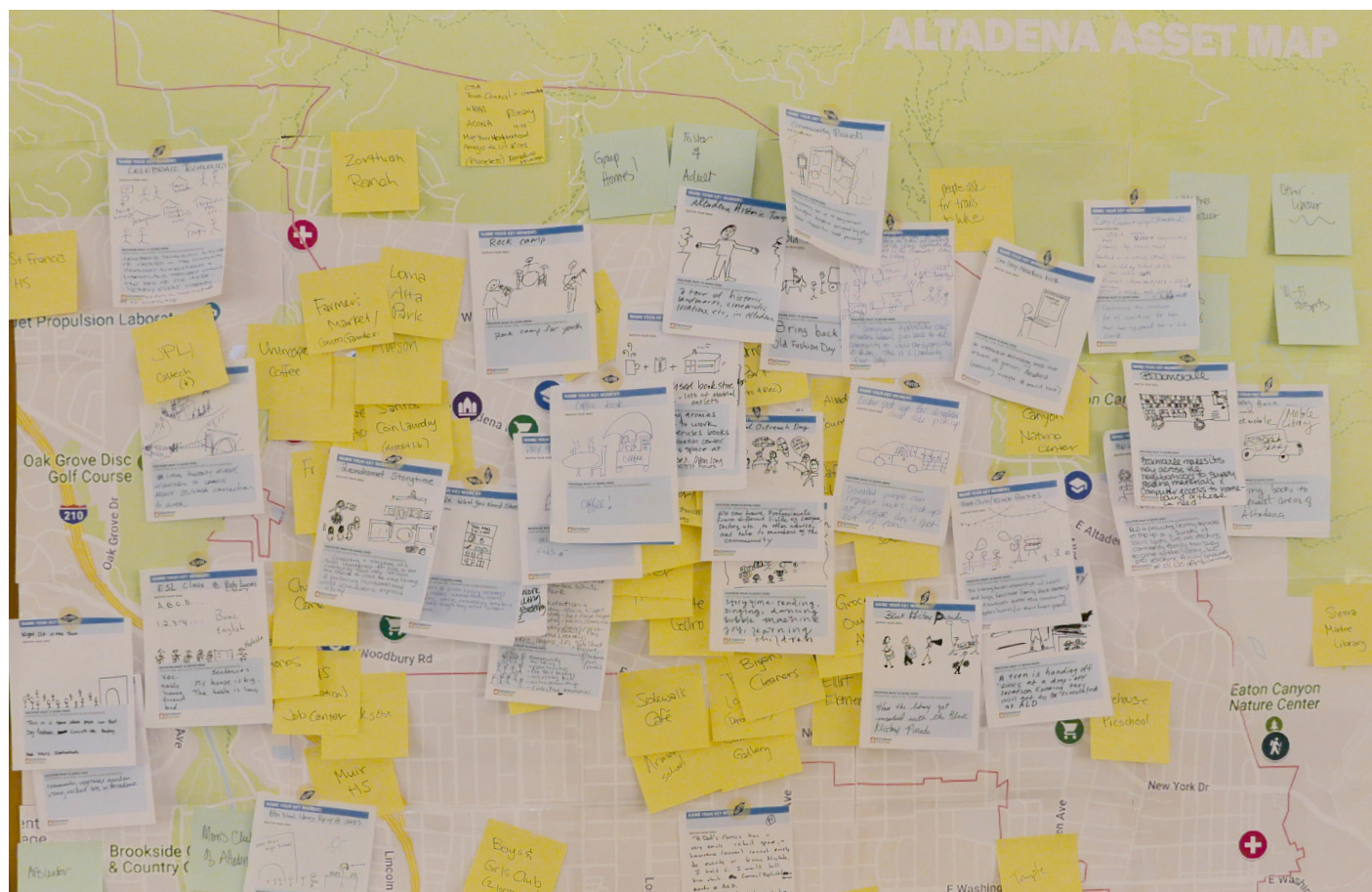
Where

The Main Library

Who

Staff Leadership

During Workshop 2, Staff Leadership created a map of the locations of the many assets of the Altadena community. The following illustrates the base map that the staff built upon to identify current and future “assets.” The second image shows the staff’s identification of these assets, places, and partnerships, as well as potential partnership program ideas. Page 28 documents the assets generated.



COMMUNITY ASSET MAP

Schools

- St Francis HS
- JPL Caltech
- Waldorf
- Waldorf HS
- Montessori school
- Altadena Elementary
- Muir HS
- Armenian school
- Aveson
- Odyssey
- Franklin
- Aveson
- Rayuela preschool
- Country house preschool
- Elliot Elementary
- Firehouse Preschool
- Rosebud
- PCC

Art

- Zorthian Ranch
- Arts Center

Nature/Parks

- Eaton Canyon Nature Center
- CTLA
- Loma Alta Park
- Charles White Park
- Jackson
- Farnsworth Park

Cultural and Community Organizations

- Amigos de los Rios
- NBBA
- ACONA
- Five Acres
- Boys & Girls Club (2 locations)
- Adelante Youth Alliance
- Community Center/Altadena Historical Society
- Girl scouts
- USHS (union station) job center
- Altadena heritage
- USHS (union station) job center
- Hathaway Sycamores
- Mom's Club of Altadena
- Jackie Robinson Center

Healthcare

- Senior center
- Senior assisted living
- Chap care
- Planned Parenthood
- Monte Cedro
- Group homes

Food

- Farmer's market
- Community garden
- Unincorporated coffee
- Super King

Religious

- Temple
- St. Mark
- 7th Day Adventist's

Misc.

- Altadena Country Club
- Tangles & Locks
- Bryan's Cleaners
- Mountain View Mausoleum & Cemetery
- Sherriff's station
- Santos Coin Laundry
- Brojan's Cleaners
- Town council + committees
- Fire station
- Pasadena Public Libraries
- Sierra Madre Library
- PCC
- The Rose Bowl
- Wi-Fi hotspots
- Little free libraries
- Other libraries

03 Community Survey



Community Survey

COMMUNITY SURVEY

When

August 2 - November 20, 2019

Where

Online and in-person at the library

Who

Target audience- everyone in the community

Over 200 residents have taken the community survey to date. The following is a synthesis of the results. The survey only represents a portion of the Altadena community, and ALD will work in the next year to reach a larger audience. The following documents the raw data gathered from the survey.



Community Survey in English

Questionnaire

For the Community

My Name is:

As we launch our strategic planning process, we are engaging you! Please help us come up with goals and objectives for your library. We look forward to your responses!

Q1. Which libraries do you use most? Check all that apply.

☐ Altadena Main Library

☐ Bob Lucas Memorial Branch

☐ Central Library

☐ Allendale Library

☐ Hastings Library

☐ Hill Avenue Branch

☐ La Pintoresca Branch

☐ Sierra Madre Public Library

☐ None, I currently do not use the library

☐ Other (please specify any other libraries you use):

Q2. What do you and your family do for fun?

What are your interests, passions, and hobbies?

Q3. What do you love about the Altadena Library District?

Q4. What do you use the libraries for? If not, why don't you use the library?

Q5. What challenges do you, your neighbors, and community face?

Q6. What programs/services can the library develop that contribute to our civic, economic, educational, and personal health, as well as our community's cultural identity?

Q7. What neighborhood do you live in? What is your census tract?

What is one word that describes your neighborhood?

Q8. Where do you find information about the community?

Q9. How do you normally get to the library?

☐ Bike

☐ Car (Shared)

☐ Car (Solo)

☐ Walk

☐ Public Transit

☐ Uber/Lyft/Taxi

☐ Other (please specify):

Q10. I would love if the library could help me learn how to...

Community Survey in Spanish

Cuestionario

¡Para la Comunidad!

Me Llamo:

Hemos dado inicio a nuestro proceso de planificación estratégica y queremos involucrarnos! Por favor ayúdenos a establecer metas y objetivos para su biblioteca. ¡Esperamos sus respuestas!

1. ¿Qué bibliotecas utilizas más? Por favor marca todas las que apliquen.

☐ Altadena Main Library

☐ Bob Lucas Memorial Branch

☐ Central Library

☐ Allendale Library

☐ Hastings Library

☐ Hill Avenue Branch

☐ La Pintoresca Branch

☐ Sierra Madre Public Library

☐ Ninguna, yo no utilizo las bibliotecas públicas

☐ Otra, por favor sea específico cual otra(s) bibliotecas usted utiliza:

2. ¿Qué hacen tú y tu familia para divertirse?

¿Cuáles son sus intereses, pasiones y pasatiempos?

3. ¿Qué te encanta de Altadena?

4. ¿Por qué usas la biblioteca? Si no, ¿por qué no usas la biblioteca?

5. ¿Qué desafíos enfrentas tu, tus vecinos y tu comunidad?

6. ¿Qué programas / servicios puede desarrollar la biblioteca que contribuyan a nuestra salud cívica, económica, educativa y personal, así como a la identidad cultural de nuestra comunidad?

7. ¿En qué vecindario o barrio vives? ¿Cuál es tu área de censo?

¿Cuál es una palabra que describe tu vecindario?

8. ¿Dónde encuentras información sobre la comunidad?

9. ¿Cómo llegas normalmente a la biblioteca?

☐ Bicicleta

☐ Carro (Compartido)

☐ Carro (Solo)

☐ Caminando

☐ Transporte público

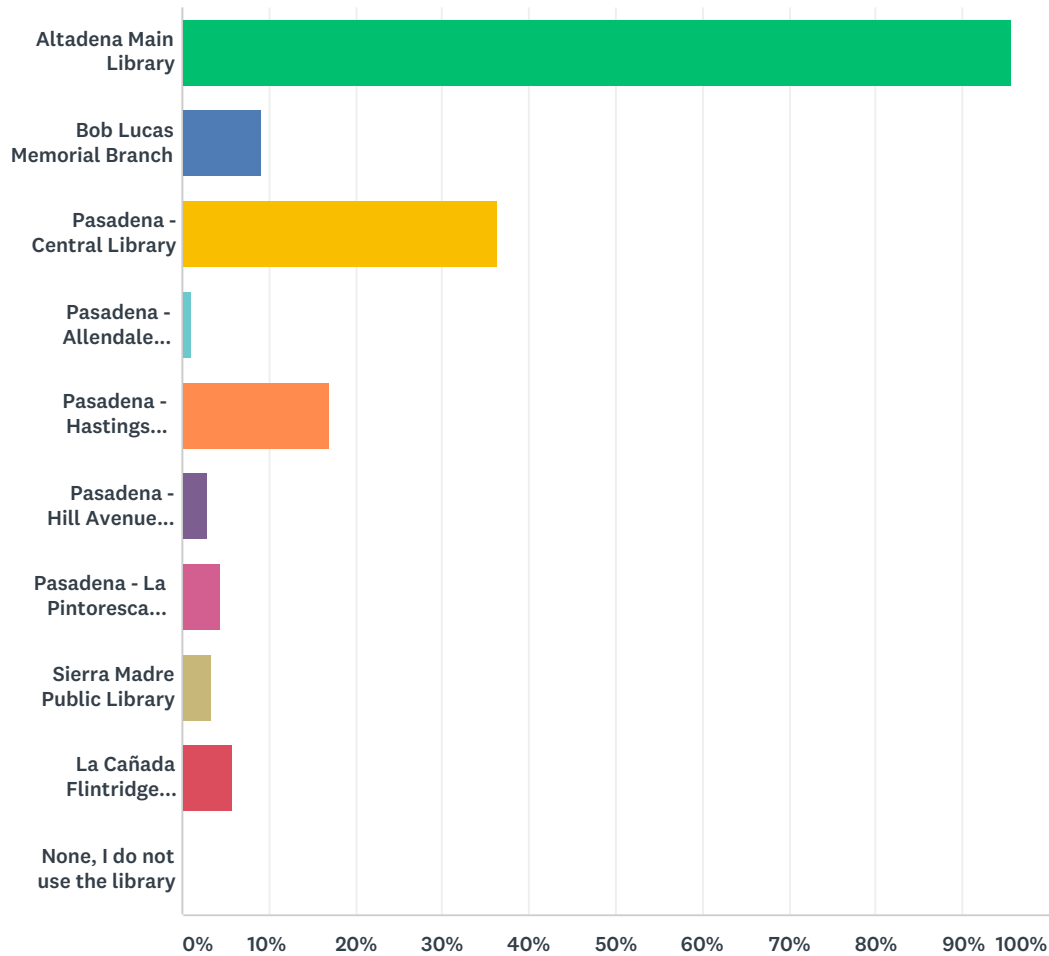
☐ Uber/Lyft/Taxi

☐ Otro (por favor sea específico):

10. Me encantaría que la biblioteca pudiera ayudarme a aprender cómo...

Q1 Which libraries do you use most? Check all that apply.

Answered: 206 Skipped: 0



ANSWER CHOICES	RESPONSES	
Altadena Main Library	95.63%	197
Bob Lucas Memorial Branch	9.22%	19
Pasadena - Central Library	36.41%	75
Pasadena - Allendale Library	0.97%	2
Pasadena - Hastings Library	16.99%	35
Pasadena - Hill Avenue Branch	2.91%	6
Pasadena - La Pintesca Branch	4.37%	9
Sierra Madre Public Library	3.40%	7
La Cañada Flintridge Library	5.83%	12
None, I do not use the library	0.00%	0
Total Respondents: 206		

1	LA Public Library (online to check out materials + book sales at branches) LA County Library (online to check out materials + book sales at branches) [I typically only visit Sierra Madre and La Canada Flintridge for their book sales.]
2	Pasadena Santa Catalina branch
3	Pasadena Santa Catalina Branch library
4	South Pasadena Library
5	Pasadena - Catalina Branch
6	Santa Monica Library
7	Los Angeles Public Library, Main branch
8	Los Angeles Chinatown and Central libraries.
9	LA City Library - Eagle Rock Branch
10	City of Los Angeles library in Eagle Rock, just to pick up books that I've ordered through that system.
11	Previously we lived in Pasadena and used the Hastings Ranch library a lot and sometimes the Pasadena central library
12	PCC
13	LAPL Eagle Rock
14	Brand Glendale Art library, Silver Lake Library, Atwater
15	LA Eagle Rock, LA Atwater, LA Highland Park.
16	Glendale Central Library
17	Catalina branch
18	Mount Saint Mary's Univ
19	Glendale library, particularly the main library branch
20	Padadena/Glendale library for Overdrive app. Their selection is bigger.
21	Pasadena Public Library
22	Pasadena - Lamanda Park Branch
23	Glendale Central Library and Los Angeles e-resources
24	LAPL - Eagle Rock branch
25	LA City Library Glendale Library LA County Library
26	Monrovia Library
27	Pasadena-Santa Catalina
28	Pasadena Santa Catalina
29	Catalina branch Pasadena
30	Lake View Terrace Library
31	Glendale Public Library - Central & Brand Arts Library South Pasadena Public Library Los Angeles Public Library - Eagle Rock branch Pasadena City College library Glendale Community College library
32	Santa Catalina library
33	Alhambra Arcadia
34	Los Angeles main library (downtown). Previously, when my kids were school-aged, I used various Pasadena branches, Sierra Madre, La Canada and Bob Lucas, too.
35	Los Angeles eagle rock branch

36	LAPL - Sunland, Eagle Rock
37	Pasadena Santa Catalina Branch
38	Los Angeles Public Central Branch and occasionally most of the other libraries in Southern California. Also San Francisco Public Library's ebook system.
39	Los Angeles Public Library

Q2 What do you and your family do for fun? What are your interests, passions, and hobbies?

Answered: 174 Skipped: 32

#	RESPONSES
1	Travel, reading, running, model rocketry, 4-H Club, kung fu, gaming, knitting, cross stitch, hiking
2	Reading, cooking, gardening, music
3	Crafts
4	Travel
5	Read, hike, music
6	Write (novels and scripts), explore new places (locally and when traveling), go out for meals with friends, go to see plays. I really enjoy volunteering but would like to do more volunteering that involves interacting with people and helping them directly, or giving talks at libraries or schools. I wish there were more opportunities to sign up to do this, and that existing opportunities (e.g. the tutoring program at the Altadena Library) were better advertised.
7	Outdoor activities - hiking, fishing, camping. Also love reading and music
8	Art, cooking, writing, poetry, networking, singing karaoke, documentaries, tattoos & piercings.
9	Hike, travel, cook, read books, watch movies
10	Theater, Movies, Reading, Traveling, Spa Working with Youth /Elderly Peer Mentoring, Bowling, Walking , Dancing
11	Concerts, shop at thrift stores, museums, art events, lectures, READ!
12	Read, watch movies, hike, bike, ski, dive, garden, cook
13	gardening, genealogy
14	Science and outdoor activities
15	Reading, gardening, getting together with friends for a nice meal at home
16	Hiking, going to science lectures and exhibitions, crafting, my son likes airplane RCs.
17	We love the library, go on hikes, be outside, create art and music.
18	Paint, play sports, make videos, hike, watch movies
19	Games, reading, travel
20	Health & natural interventions with food, Travel, gardening, computer interests, Photography, research, music, movies.
21	Read, restaurants, gardening, running, walking, gym, coffee houses,
22	Read, hike, bird watching and cooking
23	soccer, s.t.e.a.m., Spanish as second language, reading anime
24	Genealogy, gardening, travel
25	Reading, writing, eating fruit, drama, student govt.
26	Art,,cultural, community events
27	We watch movies, cook, play board games, play basketball and other sports.
28	sketching, art, music, bicycling, models, crafts, cooking, home improvement, gardening, decorating
29	Reading, music, classes
30	Books! Art (both making art and viewing it).

31	Reading, gardening, walking
32	Art museums, theater, live music, reading, movies
33	Reading, cooking, winemaking, sewing, history
34	Drawing, reading, quilting, play video games
35	Music, hiking, writing, painting/art, clinical medicine, botany, local history, meditation
36	Read, dance, cook
37	Museums, science center, plays, exhibits, movies, restaurants, and other events.
38	Library, hiking, walking
39	Art
40	Read books on American History and religion; natl. & international travel; visit culture; attend classical music concerts and operas; Keep abreast of current political news
41	Music, Singing, Dancing, Gardening, Cooking, Baking, Makeup, Costumes, Helping, Donating, Enjoying Nature, Walking, Meditating
42	Dance yoga Teaching dance/yoga to all ages Film music
43	Travel, golf, needle point
44	Read, crafts, listen to music and be active
45	fishing, photography
46	Hiking, kayaking, swimming, reading
47	Reading, hiking, movies, plays
48	Read, hike, camp, bicycle
49	Nature walk, crafting, baking
50	sewing, exercise, museums
51	Reading, knitting, volunteer activities
52	birding, music, traveling
53	reading, walking, teaching ESL to adults, art, learning French, book clubs (ones who actually have to read the books to participate)
54	Walk, hike, yoga, art
55	gardening, baking, board games, hiking
56	Painting works of art (me) and writing novels (spouse).
57	Burning Man, Dungeons & Dragons, disc golf, Pilates, Bollywood dance,
58	Outdoors activities, playing Ukulele, reading, watching movies, crafts, painting and
59	Hiking in the mountains.
60	Reading, hiking, camping, art, yoga, sports, having an active and healthy and fun life with young children
61	Traveling, watching movies, flea markets, going for long drives to the beach.
62	Gardening, reading, exercise & current events
63	Chess, hiking, Second Saturday concerts
64	Gymnastics, hiking, running, piano, reading, watching movies
65	Read, travel
66	Hike, read, volunteer
67	Walking. Exploring foothills. Camping.
68	tennis, hiking, reading, dining out, traveling

69	Sports, walks, eating out, movies, gardening
70	Hiking, bicycling
71	Sightsee, Read. Raise our pets
72	Love photography!! Maybe classes could be available especially in film format.
73	We love cinema, music, books, games, and writing.
74	Art, museums, parks, concerts,
75	Cooking, swimming, books, movies and video games.
76	Cooking and eating, video games, seeing live theatre, skateboarding, dogs
77	Reading, dining out, watching sports
78	basketball, movies, bike riding
79	Reading, soccer, playing board and card games, swimming, acting.
80	Ceramics, music, crafts, design, fashion, food
81	Tennis, movies, gyms, library attendance, reading, and research
82	Decorative arts, gardening, culture, literature
83	Watch Movies, read books, Hike, Camp, backpack, Dance, eat meals together.
84	Science fiction/fantasy creative writing; cultural identity studies (esp. Hawaiian studies); international relations, peace/conflict studies, trauma studies; documentaries and action movies; Christian theological studies
85	travel, cooking, music and art events, exhibits, veggie gardening
86	Reading! Camping, Quilting, Swimming
87	Art, movies, drawing, hiking
88	Hiking, art, design, music, mycology, cats (all animals really but especially cats!)
89	Hike, read, play sports, write
90	Drawing, playing games, hiking, homeschooling, reading, potlucks
91	Read, watch movies, travel
92	Read books, build things, go to beach, go camping, go on adventures
93	visit museums and botanic gardens. read. bake. play games
94	Yard work, hiking, science experiments
95	Reading, hiking, eating and drinking wine with friends, music (mostly classical), Caltech lectures
96	Dodger baseball, Clippers basketball, live music, poetry, writing
97	travel, winemaking, gardening, art, architecture
98	Sports, particularly basketball. Both kids play in high school.
99	concerts, museums, beach, movies, and library
100	Dogs, gardening, hiking, reading, traveling, fiber arts, weaving, jewellery making, mosaics, glass, story telling, camping
101	Hiking, reading, going to parks, crafts
102	reading, art & visiting galleries and museums, metalsmith work, coin & mineral collecting
103	biking, hiking, playing games.
104	Playing games, watching TV and movies, outdoor adventures. We probably wouldn't do any of these at the library. One thing that my son likes to do is invent and build things. He has used the 3D printer to make parts for his machines. It's been great. Our kids also complain that our WiFi at home is terrible. Sometimes they'll bike up to the library to use your gaming system with friends or just have better WiFi on their own devices.

105	Hiking, biking, reading, exploring different cultures, learning new things.
106	Robotics, 3D printing & computer repair. and on my free time i'm a mentor on first robotics Team 2404 apart of neighbors empowering youth NEY a non profit in altadena. https://www.facebook.com/team2404
107	church activities, reading, traveling, quilting, walking, family get togethers
108	Hiking, camping, soccer, baseball, art, gardening
109	Gardening, Golf, Sewing, Cooking, Reading,
110	Walks, TV, gardens
111	We attend several storytimes, hike, visit museums and the zoo, cook, swim, workout at the ymca, play at parks, and participate in art programs at our local recreation center as a family. I want to be a gardener and raise chickens and goats. I'm also pursuing a medical degree.
112	Little league baseball, drum corps shows, watch movies
113	Art exhibits, hiking, lectures
114	Board games, charades
115	Read, garden, hike, sporting events, theatre
116	walking (hiking), disc golf, gardening, clean air, water preservation&distribution, family events
117	Go to the movies, visit Six Flags, hike, read, garden, art.
118	Hiking, writing, reading, traveling, making art, activism.
119	garden, paint, read
120	Yoga, Nature, Dance, Art, Design,
121	tech, sports,
122	Read, travel, cook.
123	Table games traveling reading swimming and volunteer ing
124	Hiking, Music, Chess, and History.
125	Racial justice, writing, meeting community, reading, walking. My passion is the concept the oneness of humankind. I also love to teach creative writing. Working on 3rd book. I love to help people and am as friendly as an untrained dalmation. Attend interfaith groups (I am a Baha'I)
126	Read, hike, road trips, beach, garden.
127	Hiking, biking, attend concerts, talks, movies
128	music, festivals
129	online gaming, reading!, hiking, 4H activities, tabletop games, YouTubing, road trips
130	Travel, hiking, reading good books
131	We play basketball (horse), Dominoes, Watch Sports. I love to read, write rhymes, write stories/rough draft screen plays.
132	Travel to the forest
133	Read
134	Garden, walk, travel, attend concerts, community and political issues (non partisan)
135	Reading, walking/hiking, volunteer at Planetary Society, active with Newcomers and Friends of San Gabriel Valley.
136	Hiking, reading, swimming, traveling, movies, gardening, music
137	Gardening, movies, swimming, dog walking, yoga
138	museums, games, sports
139	Helping to raise our grandkids, Reading fiction, movies , travel,

140	Outdoor sports such as cycling, skiing, and hiking. I like to wind down at night by reading, typically nonfiction.
141	For fun, I like to hike, read and write.
142	Various levels of reading material that is age appropriate yet at a lower reading level so that students may enjoy their interests regardless of their reading level.
143	Gardens, museums, hikes
144	Dancing, music, ride motorcycles, art, sports
145	Concerts, Art Night hiking & walking
146	Reading, knitting, music, movies.
147	Watch movies on TV, play with our dog
148	Movies, sports
149	Gardening, hiking, comic book reading
150	Story time
151	Hiking, biking, music, art.
152	Music, hiking, good eats, travel
153	Go out to art museums. I am a professional artist and keep up to date by using library resources available at the Pasadena library and going to the local art venues.
154	Concerts, museums, dinner out, some traveling.
155	Activities with grandchildren
156	go to museums, play music, outdoor activities
157	Going to the park, playing board games
158	Travel, gardening, architecture, world handicrafts and textiles
159	Climate change advocacy for both mitigation and adaptation, gardening with edibles and perennials using permaculture and regenerative principles
160	The libraries serve as an important focus and resource for a wide range of activities -- as well as being an activity in itself.
161	Hiking, watching baseball, traveling to National Parks, camping, eating out, playing sports, cooking
162	My son loves going to the library to 3D print. He also likes model airplanes and he is obsessed with anything aerospace. I love dancing, reading and meditating.
163	church music
164	Nature, read, music
165	reading, music (performing as well as attending concerts, etc.), movies, sight seeing, travel, writing, art, visiting museums, antiques, gardening, home renovation, and more.
166	Tennis, cooking, soccer, movies
167	Travel in USA, visiting historic sites, reading, gardening, church activities
168	Tennis, house and garden, reading, music, theater
169	Tennis, art, theater, music concerts, hiking
170	Read, hike. Attend concerts.
171	Church, Hiking, Baking, woodworking, Gardening
172	Reading, winemaking, sewing, walking, old movies.
173	hiking, museums, Descanso Gardens, cycling, reading, writing
174	both retired; lots of volunteering with an emphasis on disaster preparedness; nightly reading aloud to each other; fishing, hiking, socializing, politicking...

Q3 What do you love about the Altadena Library District?

Answered: 182 Skipped: 24

#	RESPONSES
1	Quiet nooks hidden away to curl up and read, lots of amenities, special spaces for kids and teens, wonderful warm and helpful staff!
2	The excellent facilities all kept, maintained well. Community activities. Outreach to the community.
3	Friendly staff, good programs and special events
4	Interesting speakers
5	My first job at 15 was working for the beautiful old Altadena Library on Lake & I continued to work present when the present library opened!
6	Local, a welcoming homey atmosphere, access to e books
7	I love the Main Library building, the friendly and welcoming atmosphere (which is generated by the layout to some extent, but overwhelming by the staff and library supporters/volunteers), and the book store (I thought more involvement with a library would lead to buying fewer books; nope!) I love it when I can find a book, ebook, or audiobook I want to check out.
8	The staff working at Bob Lucas and the service they provide there. I love tutoring English learners at Bob Lucas.
9	Landscaping, layout, kind and helpful employees, ease of use and accessibility to resources.
10	Convenience
11	Nice Environment
12	Community, vision, programs, people working there!
13	Love the mid-century architecture and the open design. Staff are (now) friendly and have seemingly embraced some of the recent changes (consolidating research and check out desks). Second Saturday events.
14	friendly, easy to use, book sales, inviting lay out
15	The events and the library itself
16	Proximity. Sentiment. Happy it's again moving forward after a difficult time related to short-sighted decisions of the former board.
17	The diversity, I love the second Saturdays and the community events. I love the personnel, how easy it is to check books out and in... But what I love most is the community vibe.
18	The diversity of the books, especially the children's books. We always run into someone we know at the library.
19	That they engage the community & do social events
20	I love how accessible it is. The staff is great! Miss Amanda has been a wonder with her great tween programs. The library is a place my kids love to go to. They have loved the games (including chess nights), doing homework there, exploring new books. I love the architecture and the programs offered. Movie night us great, too. They have also partnered with our Girl Scout troop which has been wonderful.
21	It's close to home.
22	It's the center of the community
23	Proximity
24	the extra activities for children as well as of adults, keeping current with interest of the community
25	Close to home. Great mystery section!

26	I love that it is free, the fablab, the awesome teen section, the helpful librarians, and the overall strategicness
27	The convience, the beauty the pleasant environment, very relaxing.
28	We love that the library feels like it is a true part of the community.
29	Great location, beautiful building, welcoming environment
30	It's a beautiful space to visit, read, meet, gather for meetings, community events.
31	It has a good range of adult reading material -- I mostly use it for recreational reading (fiction, non-fiction, art books)
32	Close to home. Wish you had more BOOKS and less empty shelves.
33	Mid century look and feel, innovative technology for such a small library district
34	It's mystery collection and space to work. It's like an additional office for me
35	How welcoming the space is, the variety of summer events for kids
36	Second Saturday community concerts. Books on local history, community focus.
37	Close to my home
38	It's in my neighborhood, supports community activities, businesses, and organizations, and is a valued source of information and media.
39	Beautiful facility (main libe). friendly, competent staff, adequate collection
40	Spacious, architecture, good place to paint people
41	People...
42	It's close; staff is cordial and helpful; good mix of books and other reading resources; provides helpful community resources and gatherings; information center.
43	Everything
44	I love the beautiful space. The collection EXCELLENT, helpful kind staff, Events, a living place seeing all kinds of people doing things, interacting quietly and respectfully!!!
45	It is lovely, and well equipped
46	Passport renewal and that it's clean
47	new books. large assortment of magazines
48	It feels like home, so proud that our community has it. Great staff too.
49	The casual atmosphere and helpful and responsive staff
50	Activities for kids and families
51	Close proximity and friendly staff.
52	Everything - APL is one of the friendliest - and best - local libraries. I'm there often!
53	How it has become so interactive with Altadena, and expanded into the 21st Century. I love the social and dance/music events. I have always gotten very professional handling when I had a library/educational question.
54	I love any library but the Altadena one is a beautiful building made more relevant to modern media by it's recent renovation.
55	Beautiful library, close to home
56	Not much lately. I loved it in the 90s.
57	The main library is so beautiful and inviting! We love the kids section but it would be nice if there were more educational toys for toddlers that were in good shape.
58	friendly staff, a play area for kids, story telling, the opportunities provided by library for speakers, and other events.
59	The main Altadena library is very beautiful. I went to the Petit Park library every week when I was growing up in the San Fernando Valley. It was a very ugly brick building.

60	It's so welcoming!
61	Wide array of services and books and items for borrowing.
62	They always have the books I want - or they get them for me! The staff are uniformly gracious and helpful.
63	We live so close to a beautiful library where the librarians are always helpful and friendly
64	It's close to home. Usually I can get a computer when I need one and handle any printing.
65	Nice, helpful staff & a quiet atmosphere. Everyone is very helpful & accommodating!
66	The community events like Second Saturdays and movie night outside (Space Night?)
67	I've only been to Altadena main library and it feels clean and new and has a good variety of children's books for us to enjoy with our 5 year old daughter.
68	Just the right size. Not too big. Love the airy atrium feel.
69	Convenience
70	Close to home
71	Updated online services. Good kids materials and area.
72	good collection of books, great community feeling and resource
73	Easy access to books. Comfortable, bright, open space at Altadena Main, though I rarely get to spend time there.
74	The kids programming
75	opening hours, size, selection of books, selection of dvds and blu rays, friendliness of staff, ability to renew items online
76	Location near home
77	The mid century modern design. Never change it.
78	The library is clean, organized, sends great emails, has wonderful programs, and has helpful staff!
79	I love the architecture, setting and interior of the main library. I also think the children's area is comfortable and that the children's books are well organized. The staff has always been very nice and helpful.
80	It's a library! What is not to love? The resources are really great.
81	Cozy sense of community, resources like 3d printer, passport processing, and BOOKS
82	Quiet, comfortable place to relax browse, and read.
83	I love it is close, helpful and has exposed my son and myself to books we would not have known about before.
84	It's very welcoming and easy to use. Everybody is very friendly. I also like that the kids don't have late fees.
85	location, environment, architecture, book sale
86	Beautiful location
87	The windows to nature, the landscaping, the helpful librarians
88	Calm, Relaxing, place. But also advanced enough to have audio books, current video games, and 3D printers.
89	I love the mid-century modern library on Mariposa that I grew up going to and reading everything I wanted to.
90	The physical mid-century jewel that is the main branch, great staff/librarians, online rez for books, inclusive wide-reaching programming, book sales. Interesting speakers/lectures
91	Offer a variety of programs including music chess and art
92	Community orientation
93	Good facility, good collection, close by

94	I love the library building and the familiar faces of the staff that have been with the library since it's most recent incarnation. And the books, of course.
95	The sense of it being a community space
96	It's close, great book selection, good summer program
97	The evening storytimes, special activities for kids
98	It has a welcoming feel.
99	Variety of events, book selection, closeness to home
100	Unique program activities and great source of information
101	The coziness, the well-curated collection
102	It's growing community involvement and desire to find a fit for how libraries can serve communities in the digital age. Also the main building. Plus the book sales
103	Staff are always helpful.
104	convenience, community history, location
105	The diversity of programs offered in addition to the materials available. We haven't used it as much as my kids are high schoolers now but when younger we participated in things like the summer reading program and checked out movies a lot.
106	NA
107	The diversity of the collection in every sense, culturally, medium wise i.e. books, recorded books, CD's, DVD's, magazines, programming, live events, 3-D printers, chess, puzzles, community activities
108	Great selection of programming! Miss Amanda's bilingual storytime! Miss Diana's infant storytime and crafts! Also wonderful book talks and programs for adults. Thanks for hosting Repair Cafe, too!
109	accessible, large open space, many community events
110	great space, great events. my 11 year old never misses the d&d on tues nights.
111	Location near my house, smell of the trees, indoor & outdoor vibe. My kids (preteen & teen) feel comfortable going there on their own.
112	Excellent community outreach and engagement. Forward-thinking and driven to improve and meet needs of community.
113	The art shows that take place at the Altadena Library's main branch.
114	Nearby, can always find something to read
115	Everything
116	Ease of access
117	Spaciousness, mid-century style, organization of materials, layout of library, ongoing activities, beautiful setting, ease of checking out and in—SO MANY THINGS!
118	Toddler story time and the 1000 book club.
119	The children's librarians and the diversity in representation of children's book characters!
120	Very clean, no transients
121	That it's all about Altadena, and that the library tries new and interesting things.
122	Proximity
123	Everything but the fact it's closed on Sundays
124	close to our house, easy to check out books, available for reference material & info
125	It's my local library! It's beautiful. All the librarians want to help you get what you want and need. Everyone is great with my children and they have great events.

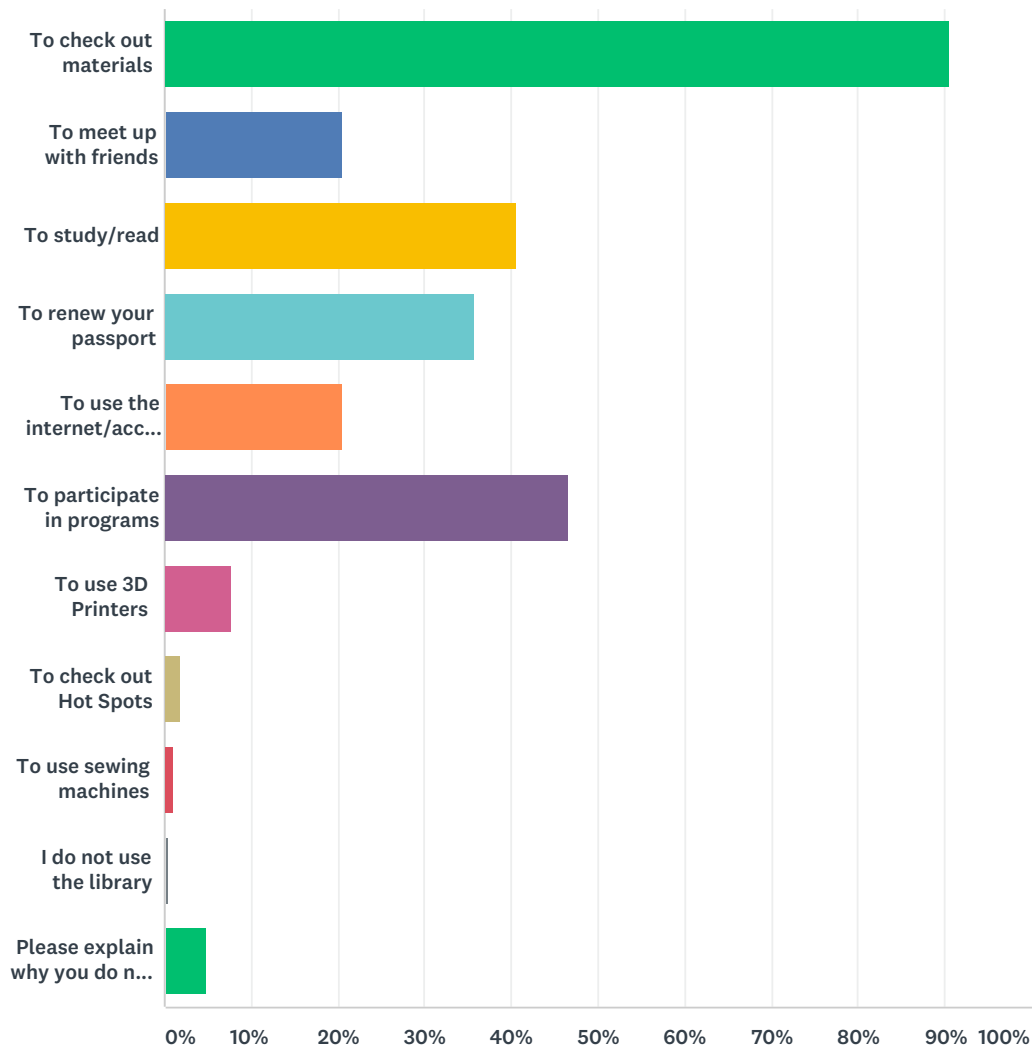
126	We love the librarians! We love the setting and the amazing trees! We love that they buy any book we recommend and add it into the collection! We love the super cool retro furniture. We love the kids events.
127	bookstore, children's library, movies
128	I LOVE THE Main LIBRARY - what a beautiful space to work, visit, etc.
129	Allowed for an easy process to get a passport.
130	It's location, and customer service
131	Close to our home , huge variety of books friendly staff your speakers and actives
132	Good section of books. The library will order book you request. We also enjoy the music at 2nd Saturday concerts and the chess club.
133	Its new layout and access to memoir
134	I love the books, the librarians, the vibe! I wish it was open later daily!
135	Proximity, the building, book sale
136	the size of the collection and the ease of accessing it. Love it that when I look for children's books for children's chapel, you often have the progressive new books! I also check out CD books for long drives.
137	That it is small and local, yet connected; the events hosted in the Community Room; that it has become a cultural center, that people are willing to help at any time
138	I love how chill the atmosphere is. The volunteers are very kind/courteous. Good selection of books. You can charge your phone while waiting on the bus. If your not done with a book you can get a extension.
139	Books
140	The architecture of the Altadena main library, its decor and atmosphere. Appreciate the Friends of Alt Lib and many activities and events
141	Ease of getting books and dvd's, as well as plenty of parking at the main library.
142	Friendly, knowledgeable, helpful staff; good assortment of books and movies; comfortable, welcoming space; variety of activities
143	It's openness and variety of possibilities
144	3d printer, DVD rentals
145	Warm, welcoming , and knowledgeable staff; excellent collection; wide range of activities
146	The variety of programs available. I also appreciate that teachers can check out books for a longer length of time.
147	The gorgeous environment and ample natural light.
148	It is airy, bright and full of different activities for all ages.
149	Books
150	Community centered feel, great events, welcoming feel
151	Very convenient to our location
152	I love how friendly it is and how attractive the facility.
153	the Tween book club
154	Quiet, clean and lots of resources
155	The special events
156	The people are helpful in both libraries. In Altadena
157	Community events like Truck Day, Second Saturday
158	Nostalgia--I grew up in it. Architecture--light & airy, open floor plan Books--good varied selection! Librarians & staff--friendly, knowledgeable

159	I miss actually seeing physical books. With this said, the library has certainly become a center of activity for the community, including younger people. It has become a community meeting place with activities designed to engage on a personal level at the cost of giving room to physical books...a trend of the future I must accept.
160	the convenience of having a library so close to home.
161	Proximity to my house
162	I love the building, I love that amazing children's book selections, I love being able to request purchases
163	Great selection of children's books, easy to use children's section, easy parking, beautiful main library facility
164	Nothing. Should be disbanded and absorbed into the County system. As a lifelong southern CA resident and library user and 20 year Altadena resident, I see no reason for a separate district funded by a parcel tax. Would prefer the benefits of the county system (e.g getting books from other branches) without having to go over to La Canada.
165	I love that it has taken the lead under the previous permanent director, in community building through focus groups to determine needs, plans for projects all could engage in, social gatherings on Saturday nights bringing residents of disparate parts of town together, varied projects suggested by patrons such as adult storytelling, the model rain harvest garden--very educational!--remodeling of the interior to better suit modern needs of all ages, repair cafe. In short all the changes that were introduced: the stodgy conservative feel needed to be shaken up and brought up to date.
166	Diversity.
167	Friendly place with lots of services for my kids and us. Easy to use.
168	I love all the variety of activities that happen at the library and the wide range of public that they attract. The second Saturday dances are truly a meeting space where you can become aware of the diversity that exists in our community. My son would say the fab lab is the best. The staff are very caring and helpful.
169	its proximity
170	Listens to community
171	We've lived in Altadena almost 30 years and it has grown with our family. My kids did all the book clubs and we found many books and movies there. It just keeps getting better! I love all the programs and participate in many of them from sewing to cooking to storytelling and printmaking. I think the library does a fantastic job of community outreach. Mostly, I love the friendly staff. Melissa, Helen (both of them), Debbie and several others are very helpful, kind and friendly. Seeing them makes my day. I think it's important to let them know what an impact they have on some of the patrons like me and how grateful I am that they are a part of my daily life (well, almost daily!). Oh, I also love the Friends bookstore, the area where you can sit and read magazines and the art exhibits. It's a cheerful place. My only wish is that there were more and/or newer books on subjects like designing your own clothes, home decorating, and crafting. Some of the books are dated or I've taken them out many times already. Sorry for rambling. All in all, I cannot say enough good things about the library.
172	Magazines, events, beautiful environment
173	The building and grounds around it are so lovely and serene; the atrium is a comfy place to sit and read yet it comes alive with music and dance on certain Saturday nights; best of all, it has made the transition to a community gathering place that is exciting, welcoming and still a treasure trove of the media that makes a library. The Branch has a very special mission of literacy classes and ESL program where the timid parent learns how-to help the children in school.
174	Love the airiness and atrium feel of the building. Love the size -- not too big, not too small
175	Open diverse community, convenient, programs
176	Great community asset. Love to feel part of the community going there.
177	kids and teens programming
178	The setting. The quality and variety of new acquisitions. The personal touch...I am recognized. I love Second Saturdays.

179	The DVD selections (Very Nice)!
180	I love the building. I like the mystery collection, too.
181	the wide range of events that get such a diverse audience
182	always delighted to see that people care about literacy, about making the library accessible to young people and encouraging them to read, hours the library is open accommodate most schedules

Q4 What do you use the libraries for? If not, why don't you use the library?

Answered: 204 Skipped: 2



ANSWER CHOICES	RESPONSES	
To check out materials	90.69%	185
To meet up with friends	20.59%	42
To study/read	40.69%	83
To renew your passport	35.78%	73
To use the internet/access WiFi	20.59%	42
To participate in programs	46.57%	95
To use 3D Printers	7.84%	16
To check out Hot Spots	1.96%	4
To use sewing machines	0.98%	2

I do not use the library	0.49%
Please explain why you do not use the library	4.90%
Total Respondents: 204	

#	PLEASE EXPLAIN WHY YOU DO NOT USE THE LIBRARY
1	I think there are a few options missing from this list and there should have been an "Other" box - e.g. to use [regular] printers, to check the information boards, to purchase items (from Friends-run book stores), etc.
2	Newer publications on health seem not current.
3	Increasingly the Alt. Main Lib. has fewer books. Very worrying trend. Have to go to Pas. Main. Lib.
4	The programs are during work hours and can't attend.
5	I prefer books to digital. There are no comfortable spaces to study in the facility. It has, for me, a confusing layout; it is not an inviting atmosphere.
6	My husband used it for CDs during his last years of life. I've been working in LA and have too much going on including finishing a book. I now have moved to MonteCedro and may have more reading time. I also attend meetings there
7	I use the La Canada and Pasadena Library, not Altadena. Did not like what former Director, Mindy Kittay did to the library and library staff.
8	Tutor
9	I used to always meet up with moms in the children's section about 4 years ago. I had some amazing conversations and connections. When the toys were taken out no one wanted to meet there anymore. It was a hard transition for us. I reached out to staff, wrote emails, and understand the change but I will always miss that special place.
10	I read electronically mainly and take out my books in that format which does not require "using" the library in a physical sense

Q5 What challenges do you, your neighbors, and community face?

Answered: 127 Skipped: 79

#	RESPONSES
1	Having a simple reliable place to set regular monthly meetings for our 4-H club ahead of time! The Community Center (!) doesn't seem to want to have a community organization meet there, and the new requirement from the library for me to produce a liability insurance certificate from our main office at UC Davis has hung me up... just have to get that sorted out.
2	Long commute, high cost of housing
3	Parking and disabled access to the library
4	- I feel a big challenge for Altadena is the lack of any centralized information source, either in the form of a civic organization or a newspaper, and the lack of awareness of what organizations and resources exist out there. - I don't know that Altadena will ever become as cohesive as some cities; frankly, lots of people seem to move here because they like the more 'laissez-faire' attitude and value their privacy and having peace and quiet. But I think that can still be consistent with providing Altadena with a clearer core and a clearer identity. - I also think that there's a strong need for making resources - e.g. those provided to the library - available to ALL members of the community, AND getting the wider community's input on how to do this. - I've met people who've lived on the east side for years without being aware of the library. I've also met people from the Meadows area who've only been to the Bob Lucas branch but enthuse about the programming for kids at the Pasadena Central Library, yet don't seem aware of what happens at our Main Library. - I think that changing things will require a lot more community outreach than the library does right now, and although the 'patron interviews' are a good start, I think there could in general be far more encouragement of engagement by the staff with existing library users, to get their input **and assistance** in these outreach efforts. - While Altadena can often feel very welcoming, sometimes the privacy aspects can make it unclear whether everyone is accepted and welcomed. I'm thinking in particular of the LGBTQ+ community and I hope the library can lead here, particularly during Pride month next year. - Finally, like much of LA, Altadena is changing due to the high price of housing and its impact on younger people who have been living at home or renting until now, and on everyone who has suffered from health issues, job issues, etc. Homelessness is bound to increase in future.
5	Life in a pluralistic society which is often not communal but somewhat self segregating by race and language and culture
6	None at present
7	Increasing numbers of homeless people, theft from front porches, increasing coyote population
8	Access to low cost activities; impartial information; community support; mental & physical health support
9	getting reliable local Altadena information in the absence of a local paper
10	improving Altadena's community identity; the library does a great job in fostering this.
11	Quality of education
12	I think the biggest challenge facing our community is lack of affordable housing and homelessness.
13	Gentrification, exorbitant home prices, increasing costs of living and stagnant wages.
14	Street safety. We could walk to the library, but because of the lack of sidewalks and fast speeds of cars, we are forced to drive.
15	Discrimination due to wealth & race
16	Fire season, crime, homeless.
17	Traffic flow. Expanding the library. We need a center for the Literary Arts. I'd love to run it.

18	looking for interest in Spanish support (tutoring oppty) for dual language program , more support for college readiness, and testing
19	Growing older, mobility.
20	It not being good parking
21	ADA access, isolation, climate change
22	Would be nice if Bob Lucas was open on Saturday!
23	High rents and low wages make it a challenge to live in this area.
24	Too many NIMBYs deciding what should and should not happen in our neighborhood. We're starting to lose Altadena's live and let live vibe.
25	Not being aware of many local programs and events, feeling disconnected from society
26	Affordable housing, affordable senior housing, emergency preparedness.
27	None
28	Our challenges are increased homelessness, negative climate change effects, and a decreased sense of social, community, and national unity and civility.
29	Smog, fire danger, flooding danger
30	Why pick a firm from New York...keep jobs in California
31	Securing updated info on community plans and city-related changes; dialogue with local political leaders; be updated on new residential-related and zoning issues; nutrition and senior citizens health issues related concerns.
32	The closure of our library
33	Staying connected
34	There should be more space/times for ongoing classes in the libraries for English and citizenship classes. Most other libraries in the area provide space (San Gabriel, Monrovia, Arcadia, South Pasadena
35	Dangerous traffic on neighborhood streets, lack of safe walking and bicycling routes to parks and green spaces.
36	Resources for free family activities, community organizations
37	none
38	Speeding drivers. Becoming a real issue for us.
39	I'm not sure what to say for this
40	There are significant socioeconomic gaps in Altadena.
41	I don't have enough time and energy to do all the things I want to do.
42	Many people in the community - especially older folks - are isolated and lonely.
43	aging
44	Having local places to walk to where we can meet up with friends and eat (other than the parks/mountains which we live and always go to)
45	Economic hardship..no health insurance.
46	None
47	Can't pick good LOTTO numbers.
48	this seems like an unnecessary question
49	Road noise. Not inside the library, though. Also a lack of decent restaurants. A library cafe that served healthy food might do well.
50	We need more baby/toddler time
51	Littering

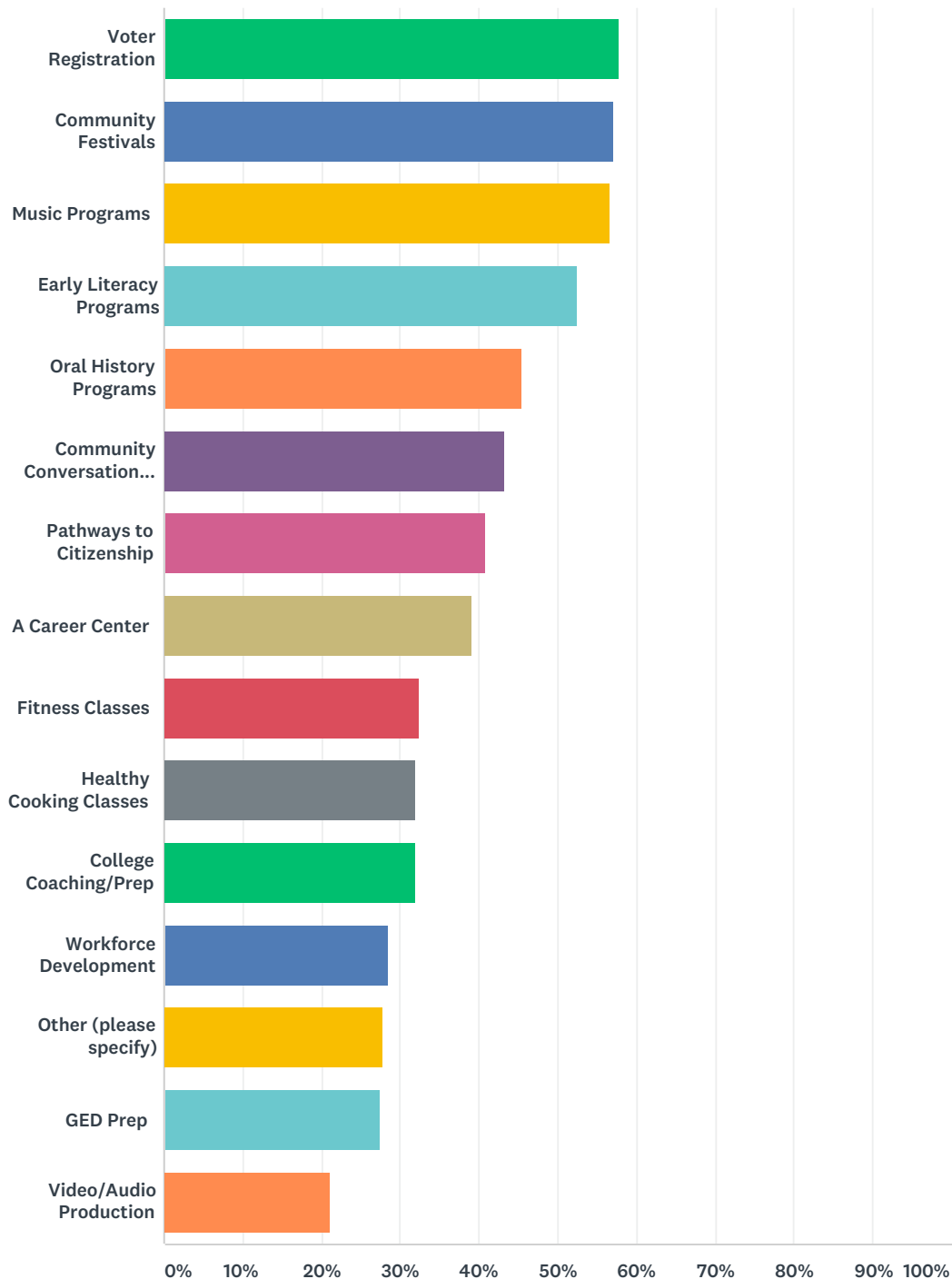
52	We are privileged people. Other than financial hardship, I can't say that my family faces hardship. I can't speak for my neighbors or community.
53	Desired books are already checked out or missing for my 3rd grade son. Not enough electrical outlets for laptops. Desire to use library on Sunday but it is closed.
54	?
55	drugs and crime in the neighborhood
56	People need to relax and read more with less screen time. Communities also need events where they can come together as a community.
57	High costs of water, electricity, high prices to rehabilitate home
58	loss of habitat, high price of water, current govt.
59	A Freeway sized, cell-phone tower in the adjacent Church. Initially it was approved to be smaller, but some time about 4 years ago they upgraded to a much larger system with A/C cycling often all the time. Gentrification, overpriced rent and housing. Income not keeping up with living costs.
60	Rapid neighborhood changes (racial, ethnic, socioeconomic), overcrowded cul de sac because some neighbors are renting to too many people and causing overcrowding; bad cell phone reception; forest fire threat
61	global warming and local environmental/health threats, widening of economic, educational and health disparities and erosion of thoughtful civic/community/national discourse
62	Community faces homelessness
63	Isolation
64	An overall lack of empathy.
65	Not enough hours of the library open, high rent, isolation, anxiety
66	Libraries closed on Sundays
67	Funding for schools
68	Too busy! Too many activities, too little time.
69	I wish getting to and in the library was easier with a stroller. No sidewalks, no way to get from the parking lot to the children's section
70	I don't know many at MonteCedro but a number come from out of state and don't seem to move around the community easily. I may be wrong, but I think there are a number who seldom leave the place independently
71	Rising housing costs, stagnant wages. The rich/poor divide in Pasadena/Altadena. I wish there was more community support for PUSD.
72	ada access, changing demographics, aging in place, lack of services
73	Busy schedules mean less time for everything, including participating in events and other things at the library. Neighbors and community face challenges like transportation possibly or feeling connected to other people. Some are not comfortable going places where they don't already know someone. Also, the diversity in Altadena is one of its greatest assets, but also one of its challenges. It's impossible to find one or two things that everyone will enjoy and one way to communicate with everyone. Some use technology fully and others may never have touched a cell phone. Some prefer to do things on their own at home (like checking out electronic materials) while others will only come to the library to check them out.
74	Rising cost of housing.
75	I think access is a challenge for many people. I currently don't have that problem but I know many who do
76	Lack of connection with neighbors--library events help!
77	too much to cover
78	rising cost of living, increased traffic, lower air quality.
79	Not really sure.

80	1. We seem to have little or no control over business development in our "downtown" area. Current trends do not seem to support who we are as a community (Aldi, Dollar General, etc.). 2. Influx of homeless people.
81	The rising cost of housing in Pasadena and Altadena.
82	Intolerance and entitlement.
83	Connectivity
84	climate change, racism, and lack of sidewalks
85	Transportation - ease of getting around other than by car. Concerns about safety in the community. Climate change.
86	Climate change and the fact that it's getting hotter and hotter in the SGV. Discrimination based on gender identity (my daughter)
87	I can only speak for myself - finding connection in a community.
88	African American historical textbooks, magazines, journals and literature being placed in the public libraries in California. We've noticed after visiting other libraries abroad this was not an issue. There was unlimited amounts of literature which was accessible in every library the moment we walked in we noticed art, literature, brochures, flyers, pamphlets, magazine, textbooks loaded with the black american authors, poets, writers. But, were so disappointed when we didn't see this in most libraries in California.
89	We are fine some time parking is problem at the library
90	The challenges if our contemporary world. Poverty for many. We need more trust and many need hope. Our planet is entering adulthood and thus the forces if light and dark do their dance
91	Selfish thoughtless self-serving change. I love Altadena for it's off the grid free lifestyle, which it has had for years. I hope people with "great minds" don't come and screw it up. Stop the developers from ruining it and leave it alone. Land and open space is priceless. And the names of the different parts now, ughhh! I feel what John Muir felt with Hetch Hetchy.
92	Communicating with other Altadenans and feeling connected. The Library brings us together
93	Me: time to do what I want to do Neighbors: accessibility can be a struggle for our disabled neighbors (getting out of the home) Community: finding a no-cost public space that isn't already booked, to host our 4H meetings
94	That's a good question... mmm I believe there pockets in Altadena where it can be unsafe due to riff raff, but it's not nearly as bad as Los Angeles.
95	Keeping Altadena a great place to live and all that is involved.
96	Issues arising from the climate crisis — fire danger, lack of enough water, bad air for example.
97	Economic, cost of living, medical coverage, education costs, health issues
98	Aging
99	Coming together as a caring community in the face of social, economic, and political forces that make that difficult
100	My personal challenge is finding a quiet corner in the library. I am a professional college lecturer and author. I love spending time researching and writing in the library, but often struggle even with ear plugs to find a quiet space to work and read in.
101	Cost of living and surviving in this community,
102	Time crunch
103	Rising cost of living, gentrification, concerns about whether we can afford to stay in (or raise a family in) Altadena
104	Cost of rentals,
105	(this is too broad a question)
106	Lots of 'know-it-alls', hate groups, village idiots, whiners and complainers.

107	Lack of people reading due to social media. Also a lack of critical thinking and misinformation by certain media outlets and social media.
108	Cars always hitting squirrels ☹.
109	Lack of sidewalks, public schools getting community support
110	Time--not enough of it to squeeze work, friends, and restorative entertainment into one day/one week
111	The never ending interference by the county government.
112	None at this point.
113	connecting in person, finding community resources
114	Safety, homelessness
115	Increasing property crime - feeling of living under siege
116	Not many folks are acquainted with people on the other side of town from where they live. Affluent neighborhoods have many trees; less affluent parts have few.
117	Overall challenges are high cost of housing, effects of environmental extremes that are increasing, homelessness that is also increasing, crime in some areas.
118	I am single mum, so gentrification and rent prices going up are a worry. Gentrification comes at the expense of economic and cultural diversity, which is what I love most about this community.
119	Parking
120	I'm not sure what you mean, but what comes to mind is the fact that it's hard to get people to agree on things in Altadena. You can't please everyone here. It's impossible. Just go on the local apps or websites and you can see what I mean. Lively discourse is fine, but it's awfully hard to get things done sometimes.
121	Hard for folks with limited mobility to use the main branch.
122	I'd like to see bike paths and sidewalks across Mariposa to make it easier for the kids to get to library after school
123	It's become more unsafe to walk to the library because of the increase in speeding motorists.
124	The returning of the materials, wished that there were other locations for Drop Offs ,Weekend hours too short. . . .
125	Finding enough people who read who will buy my books.
126	I see a lot of low literacy rates - people can function, but not read more complicated material
127	The politics of alienation and hate coming from the President, fostering a sense of community but without local government, supporting artistic expression without public funds, inter-everything understanding,

Q6 What programs/services can the library develop that contribute to our civic, economic, educational, and personal health, as well as our community's cultural identity?

Answered: 194 Skipped: 12



Community Festivals	57.22%	111
Music Programs	56.70%	110
Early Literacy Programs	52.58%	102
Oral History Programs	45.36%	88
Community Conversation Forum	43.30%	84
Pathways to Citizenship	40.72%	79
A Career Center	39.18%	76
Fitness Classes	32.47%	63
Healthy Cooking Classes	31.96%	62
College Coaching/Prep	31.96%	62
Workforce Development	28.35%	55
Other (please specify)	27.84%	54
GED Prep	27.32%	53
Video/Audio Production	21.13%	41
Total Respondents: 194		

#	OTHER (PLEASE SPECIFY)
1	This all sounds great... and it sounds like the library is becoming a YMCA, rather than a refuge of peace in an increasingly busy world. Please do save (weekend and evening) times to provide that significant need!
2	Less expensive regular music or food programs than second Saturday
3	Technology instruction
4	Language classes or other ways to improve language skills!! Programs that utilize local expertise and resources - e.g. science programs linked to JPL/Caltech/Carnegie, acting programs linked to local theaters, etc.
5	All of the above!
6	Poetry readings
7	All these are great ideas.
8	The reconfiguration of the library resulted in the fittings of your book collection, which I found most distressing. You currently have a very sparse selection of actual books, Am do that is very disappointing.
9	history classes: cultural sensitivity courses to better understand eachother
10	More book clubs that meet during the day.
11	Continued and expanded cultural activities such as live music
12	Author talks and writing workshops
13	The library has been great in inviting in the community.
14	All of the above
15	Filmd
16	Children events , children reading programs
17	English classes
18	Order more books.

19	These things I checked are all wonderful. But the books inventory seems to be greatly reduced. The Altadena Library is a shadow of what it used to be in terms of books. Also bring back the quiet. I understand that libraries fill many functions now, which is great, but there should be a soundproofed room where people can read and/or study in silence. You can't hear yourself think in there anymore.
20	Ukulele Lending Program - and Tabletop Gamin Club
21	Even more kids programming
22	Something that involves books -- author talks for example
23	I sort of wish that the library was like it was when I was growing up--quiet--a good place to study.
24	debate clubs for kids, teens and adults. STEM events for kids which bring in scientists from CalTech, JPL
25	Poetry
26	Homeschooling programs during the day
27	Outdoor activity center at main branch for kids etc.
28	tutoring
29	Teen programs
30	Speaker Series featuring experts on current issues, events and trends.
31	Community outreach programs with non profits
32	Eliminate fines and late fees: https://www.kqed.org/news/11751760/oakland-public-library-to-get-rid-of-fines-and-late-fees
33	Author lectures, book discussions (there was a great one a couple of years ago about Octavia Butler)
34	Literacy for all ages; literature study, developing an interest in reading for everyone.
35	Drag Queen Story Hour! (Please see my email from yesterday 9/23/19)
36	Add items to Overdrive
37	Black American Leadership Mentoring Program for Black American Families. Single families as well as complete families.
38	Help with cimputer my most pressing need At no cost
39	4H
40	activities for school age children
41	A study room that is located in a quiet section of the library -- not in the children's section which is inherently louder than other sections.
42	A place where students with dyslexia can get help.
43	Small business support; adult education programs; senior focused classes
44	cannot comment as I do not live in this community
45	literature group meetings and discussions.
46	Interaction with local public schools needs to be increased
47	These things distract attention and resources from the main purpose of a library, which to safeguard the printed records and knowledge of human civilization, because no one else is going to.
48	Environmental awareness (note: prioritization of resources is a major consideration)
49	better book, periodical, and reference collections
50	Tutoring for high school students
51	Writing courses
52	Adult literacy programs

53	writing/storytelling classes
54	book clubs, lecture series,

Q7 Tell us about your neighborhood:

Answered: 180 Skipped: 26

ANSWER CHOICES	RESPONSE
What neighborhood do you live in?	96.11%
What is your census tract?	55.56%
What is one word that describes your neighborhood?	91.67%

#	WHAT NEIGHBORHOOD DO YOU LIVE IN?
1	Country Club (Calaveras St. west of the golf course)
2	Raymond and Palm
3	Central Altadena
4	East Altadena
5	Northwest Altadena
6	Farnsworth Park (according the Nextdoor)
7	East Altadena
8	Near Altadena Dr. & Fair Oaks Ave.
9	Historic Highlands, Pasadena
10	Technically Homeless
11	Janes Village
12	Historic Highlands
13	Altadena
14	Near Washington and Allen (I think it's called Layton tract?)
15	Central Altadena
16	Altadena
17	Altadena
18	Central Altadena around the corner from the main library
19	Altadena
20	Historic Highlands
21	pasadena
22	East Altadena
23	Altadena
24	east pasadena
25	Pasadena
26	Altadena
27	Lake & Palm

28	Historic Highlands
29	between Farnsworth park and Altadena drive
30	Altadena
31	West Altadena
32	James Village
33	Altadena
34	Altadena
35	Altadena
36	Altadena
37	North Lake-Loma Alta
38	Altadena
39	Altadena
40	Altadena
41	Altadena
42	Altadena
43	The Meadows
44	Altadena
45	Loma Alta Park area
46	SW Altadena
47	Altadena
48	Central Altadena
49	Altadena
50	Northwest Altadena
51	East-central Altadena
52	Altadena
53	Altadena just south of Farnsworth park
54	Hope Heights
55	Altadena
56	Northeast
57	Altadena Drive & Tanoble are the major cross streets
58	The Meadows, Altadena
59	Meadows Altadena
60	Altadena
61	Fair oaks and Marengo
62	The Meadow in Altadena
63	Madison Heights
64	Farnsworth
65	La Vina
66	Marathon Road
67	N. Lincoln Ave.

68	Northeast Altadena
69	Altadena
70	Central Altadena, near the library
71	Altadena
72	Altadena
73	Altadena
74	Altadena
75	Altadena
76	Hope Heights Altadena
77	Altadena
78	Altadena
79	Stonehill
80	Altadena
81	Glassell Park
82	Altadena
83	Altadena
84	Historic Highlands
85	Altadena
86	Mixed ethnic (even within families) as far as newer families (usually one white and one not); when I grew up in the same neighborhood it was mostly African American, although my family is as those coming in are (mixed white and non-white); middle class
87	Country Club area of Altadena
88	91104-northeast Pasadena
89	Howard st/Los robles
90	I live two blocks from the library
91	Hope Heights/ Country Club area
92	Zorthian ranch
93	Altadena
94	Arcadia
95	Altadena
96	Prospect Park (NW Pasadena)
97	Altadena
98	Altadena
99	MonteCedro but have lived in Altadena for 50 yrs
100	Pasadena
101	North altadena
102	Baja Dena (south of NY Drive, east of Allen)
103	Mountain View
104	Altadena
105	S.E.N.C.H.

106	south west pasadena.
107	Central Altadena
108	Lake Avenue and Altadena Drive area
109	pasadena
110	East Altadena
111	Altadena
112	The Meadows
113	Stonehill
114	Altadena by Lima Alta
115	Mount Washington
116	Altadena
117	Central Altadena
118	Farnsworth
119	central Altadena, near Farnsworth Park
120	Presidents Streets (near Eaton Canyon)
121	East Altadena
122	Altadena
123	Only about 4to5 blocks from the library
124	Lincoln and woodbury area
125	Jane's Village
126	Farnsworth Park
127	Upper fair oaks
128	Country Club
129	Altadena
130	Live on Lincoln avenue literally 3-4 minutes walking from the bob Lucas branch
131	Farnsworth
132	President streets
133	Country club - golf course
134	North central Altadena
135	Farnsworth
136	One of the Gregory Ain houses on Highview
137	jane's village
138	The Meadows
139	Altadena
140	Pasadena's Prospect Park
141	Pasadena
142	@ Lake & Altadena Dr.
143	Bungalow Heaven
144	Hope Heights
145	Lake View Terrace

146	Altadena
147	west side of Altadena
148	Altadena
149	West Altadena
150	Northwest Pasadena
151	Altadena
152	Mendocino and Holliston
153	One block from library
154	The Meadows
155	Altadena (Lake Ave & Altadena Dr.)
156	Peppergate
157	Central Altadena
158	Altadena near Farnsworth park
159	Altadena, north of Loma Alta near Marengo
160	Central Altadena
161	I've lived in Altadena for 40 years and am unaware of neighborhood names
162	Farnsworth
163	Altadena
164	Athens/Santa Anita/Wapello
165	Farnsworth
166	Two blocks from Library
167	Right down the block from the library
168	Altadena
169	Altadena East of Lake, North if Altadena Dr,
170	La Crescenta
171	On Harriet St., between Fair Oaks and Lincoln
172	Altadena
173	Farnsworth

#	WHAT IS YOUR CENSUS TRACT?
1	Don't know
2	unsure
3	4611
4	4602 (btw, this wasn't that easy to find out!)
5	don't know
6	Unknown
7	91001, 91101, 91109
8	?
9	4613
10	?
11	4613
12	?
13	Not sure
14	?
15	Haven't a clue
16	unsure
17	I have no idea.
18	??
19	no idea
20	Don't know
21	13082
22	?
23	4603.01
24	4610
25	Low income
26	don't know
27	4602
28	Ever remember
29	?
30	4601
31	I don't remember
32	unknown
33	No sure
34	?
35	???
36	(?) Near Country Club/Golf Course
37	no idea
38	Boston street, east of Lake
39	?

40	4602
41	?????
42	?
43	CT4602
44	?
45	Not sure... North El Sereno Avenue, North of Loma Alta
46	don't know
47	Don't know
48	Okorie's and Billy's
49	Off grid
50	4616
51	Not sure
52	I always have to look it up. I think it ends with o1 but that may be my old one
53	4603
54	?
55	4613
56	4610
57	4601
58	not sure
59	4610
60	?
61	4611
62	4601
63	4602
64	Not sure
65	1862.03
66	Unsure
67	don't know
68	not sure
69	4612 (?) - I think?
70	Fine
71	Beats me. Live on alberta the 500 b
72	2601
73	4612
74	4612
75	Can't remember
76	4602
77	No idea
78	?
79	Don't know offhand

80	4701
81	Don't know.
82	?
83	4602
84	7
85	Can't remember, Dorothy Wong is our town council member
86	461501
87	CT4601
88	sorry, can't remember!
89	4612
90	I don't know the number
91	No idea
92	?
93	not sure
94	?
95	No uses
96	91001
97	No idea
98	How would I know this?
99	Don't know
100	4602.00

#	WHAT IS ONE WORD THAT DESCRIBES YOUR NEIGHBORHOOD?
1	Safe
2	Friendly
3	quiet
4	Quiet
5	I live in Altadena so I describe it as a simply lovely community! Altadena is a hidden neighborhood treasure.
6	Stable
7	Privacy-loving
8	quiet and beautiful
9	Peaceful
10	Quiet
11	Gentrification
12	Caring
13	diverse
14	quiet
15	Diverse
16	Single-family
17	Diverse
18	green
19	Peaceful
20	Diverse
21	Mixed
22	It's great.
23	Diverse
24	diverse
25	Up-scale
26	Green
27	Busy
28	Diverse
29	Connected
30	mixed
31	eclectic
32	Going through gentrification
33	Home
34	Quiet
35	Heavenly
36	Nice
37	quiet
38	Mid-century
39	quiet-ish

40	Quiet
41	Inclusive
42	Beautiful
43	Close and not
44	Pretty. Natural
45	Diverse with lots of families that have young children
46	Quiet
47	Beautiful
48	Happy
49	Diverse
50	friendly
51	friendly
52	Friendly
53	quiet
54	racially diverse (but gentrifying)
55	Diverse
56	friendly
57	Laissez-faire
58	upper middle class
59	Eclectic
60	great
61	Leafy
62	Friendly
63	Quite
64	Busy...
65	Stable
66	Quiet
67	Foothill adjacent. Rural feel.
68	Multicultural
69	BEAUTIFUL ALTADENA
70	diverse
71	Weird.
72	Diverse
73	Charming
74	Lively (we are across from Farnsworth Park)
75	Calm
76	Friendly
77	Quiet
78	family
79	Hilly
80	community

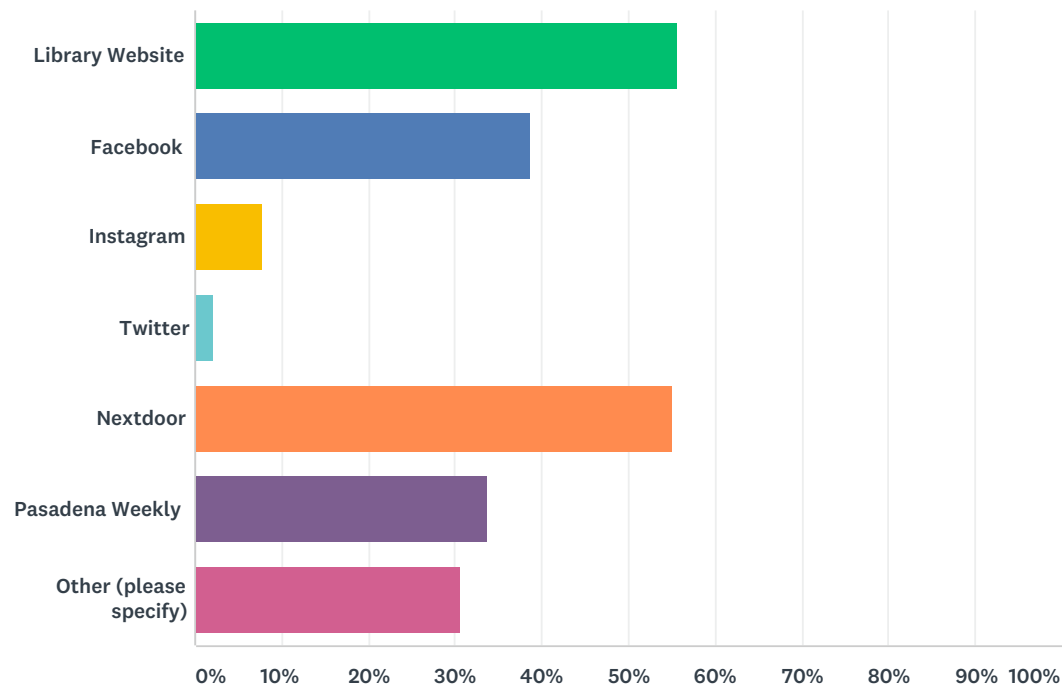
81	Quiet
82	quiet, beautiful, great neighbors
83	Natural
84	cohesive
85	Middle class
86	DIVERSE
87	Upper middle class
88	Rustic
89	Perfect
90	Pro active
91	tree-lined
92	Calm
93	Retired!
94	Diverse
95	eclectic
96	Diverse
97	over-parked
98	friendly
99	separated (people are not too friendly)
100	eclectic
101	transitional, most simply pass through on their way to somewhere else.
102	Divided
103	unpretentious
104	Epicenter of Technology
105	walking friendly
106	Hilly
107	Diverse
108	Quaint
109	betwixt
110	serene
111	Changing
112	Varied and diverse
113	comfortable
114	funky
115	Leafy
116	close to Eaton Canyon
117	Semi-rural
118	Amazing
119	Great
120	Mixed
121	Oasis

122	Quiet
123	pleasant
124	Safe
125	Friendly
126	Beautiful
127	Friendly
128	CONGENIAL
129	Hilly.
130	Peaceful
131	Friendly
132	diverse
133	Friendly
134	Peaceful
135	Disjointed
136	Diverse!
137	Antique
138	Convenient residential
139	horse country
140	Friendly
141	an ethnic cornocopia
142	Quite
143	Beautiful
144	Homey
145	Rural
146	Peaceful
147	Long time diversity
148	diverse
149	Beautiful
150	Queit
151	Modest
152	Diverse
153	Friendly
154	Diverse
155	none
156	diverse
157	Beautiful
158	Comfortable
159	Eclectic
160	Altadena
161	neighborly

162	Safe
163	Peaceful
164	Diverse
165	varied

Q8 Where do you find information about the community?

Answered: 196 Skipped: 10



ANSWER CHOICES	RESPONSES	
Library Website	55.61%	109
Facebook	38.78%	76
Instagram	7.65%	15
Twitter	2.04%	4
Nextdoor	55.10%	108
Pasadena Weekly	33.67%	66
Other (please specify)	30.61%	60
Total Respondents: 196		

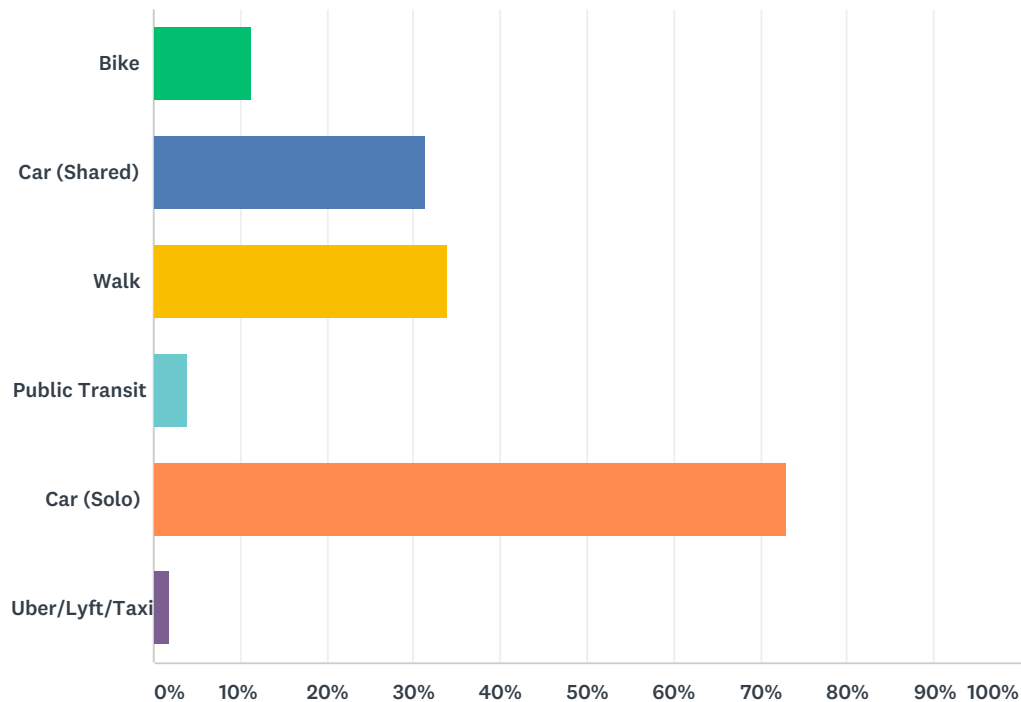
#	OTHER (PLEASE SPECIFY)
1	Nina's News emails, RIPE Altadena listserv
2	Hard to find anything relevant about Altadena
3	Pasadena Star News (I think it has a similar circulation to Pasadena Weekly, so not sure why both aren't referenced here) but otherwise mostly word of mouth to be honest, which is a problem
4	What's Up in Altadena?
5	Pasadena now, black pages
6	Pasadena Star News
7	email newsletter
8	Vromans ,Altadena library

9	Pasadena Now website
10	Coffee Gallery, Pasadena Now
11	talking to neighbors in person
12	TV news and newspaper
13	Google, etc., search
14	Wired women
15	Altadena-specific websites
16	LA Times, sometimes
17	Los Angeles Times
18	The OUTLOOK
19	Altadena Historical Society
20	Pasadena Star News
21	Pasadena Star News
22	NEXTDOOR BLOG & CHAMBER OF COMMERECE
23	Library emaila
24	Neighbors!
25	library emails
26	neighbors, friends, Altadena Heritage, flyers, posters around town, APL newsletter
27	Pasadena Now
28	Ranch community
29	Farmers Market
30	PasadenaNow.com
31	Monica Hubbard news bulletin+ Altadena Heritage
32	Star News - sometimes
33	friends
34	Altadena Women's Network
35	Word of mouth
36	https://www.coloradoboulevard.net/
37	KPCC, The Eastsider
38	Web
39	Pasadena Star-News
40	Acona meetings, talking with neighbors
41	Pasadena Star News
42	Technology - Guardian Newspaper,
43	Patch
44	Neighbors texts PASadena StarNews
45	"Nina's News" email list, RIPE Altadena listserv. I do not have social media accounts.
46	PUSD
47	news
48	Email blasts

49	Pasadena Now
50	email, neighbors
51	What's Up In Altadena
52	KPCC, KCRW, LAist
53	Pasadena Star News
54	Altadena Women website (Monica Hubbard)
55	Local newspapers
56	My neighbor Nina (via emails)
57	google searches
58	Other internet sources.
59	flyers at the library and other locations
60	Altadena Neighbors

Q9 How do you normally get to the library?

Answered: 204 Skipped: 2



ANSWER CHOICES	RESPONSES	
Bike	11.27%	23
Car (Shared)	31.37%	64
Walk	33.82%	69
Public Transit	3.92%	8
Car (Solo)	73.04%	149
Uber/Lyft/Taxi	1.96%	4
Total Respondents: 204		

#	OTHER (PLEASE SPECIFY)
1	scooter
2	Sometimes I walk, too.
3	Access
4	My son goes on a scooter.
5	walk except when it is raining or too hot
6	electronically almost exclusively otherwise solo car

Q10 I would love if the library could help me learn how to...

Answered: 110 Skipped: 96

#	RESPONSES
1	Meditate or do Tai Chi, or other quiet things!
2	To be more politically involved in conditions that affect our community.
3	Act in a play and also improve my language skills (ideally French, but opportunities to converse in Spanish with someone wanting to improve their English would also be wonderful).
4	Continue to enjoy programs such as the ones at Bob lucas on food and culture.
5	Create a group of people who have similar interests to meet for brainstorming progressive moves.
6	I would love if the library could have more quiet spaces for actually reading
7	Speak Spanish, Toast Masters / Jr Toastmasters
8	Expand my career opportunities
9	Use computer programs
10	I would love if the library had more art books and new releases of all kinds.
11	sew, talk in public
12	Speak a new language, help my kids plan for college.
13	Archive important papers & photos.
14	Build a coffee house at the library
15	African american studies, Chicano studies and more college readiness seminars, financial aid, SAT/ACT testing courses etc.
16	Tutor
17	Community art shows, book exchanges, tours local mansions in the area.
18	Use books better. I believe that real physical books are and should remain the identity core of the library. More programs with live people presenting books and authors. Take a subject and identify 5 or 10 great books about that subject. Author readings/signings like bookstores have. Love all the "new library for the digital age stuff" just don't lose focus on the actual books.
19	Ok, I didn't know the library had sewing machines for use. We would love that!
20	I would appreciate the library having much better programing for kids between 6 and 12. I would like the library to make the kids area a welcoming place for my 8 year old.
21	understand more about Apple computers
22	Sew, paint, create graphic art, write better, connect to nonprofits that could help me and my community
23	Sell more books
24	Learn a new language
25	use Twitter, Facebook, SnapShot, Square, and understand Microsoft products (Word, Excel and especially Powerpoint and Paradox - or its replacement).
26	speak fluent Japanese.
27	I would love that my library would carry more audible books on cassette. My car doesn't have a CD nor Digital access. I have bad vision so reading books has become a hardship on me. I would love to listen to a book while I'm driving to work and back home instead of listening to the depressing news.
28	Be more interactive for children

29	Resume building
30	improve my use of windows 10 and my iPhone.
31	learn another conversational language
32	return to it. I go up to La Canada now because the library there is spacious and quiet. It's a quiet library. It's also a community center, but there are separate spaces for the two functions. When I was in college, there were separate rooms where talking/group study were not allowed. There were other spaces for group study or community activities. Or just decide to be a community center if you can't do both due to space limitations.
33	Teach my toddler more about reading and trucks :)
34	research ancestry
35	Put a map of the facility showing where the books are located by subject.
36	organize my house.
37	write a resume
38	Get easy access to current books....
39	Personally, I wish there were more BOOKS. Seems like they have all been taken out to make room for computers, 3D printers, etc.
40	I would love it if the library had more books and hadn't culled >50% of the collection a couple of years ago. I've stopped going to Altadena library and go exclusively to the Pasadena main branch. I do go to the book sales and art shows in Altadena.
41	Develop comprehensive programs to instruct usage of Adobe PHOTOSHOP.
42	I would like to see more business periodicals
43	I would just like a better selection of books, particularly in Kindle format. You also used to have a way to request books, but that doesn't appear to exist anymore. While I do occasionally use the library for other purposes, the most important thing in my opinion is to be able to find and read books.
44	GARDEN
45	Become more computer literate.
46	Well not learn but a little coffee shop inside the library would be awesome and bring in more people. Me first.
47	Garden, but as a newbie. I am often intimidated by the classes I see because I know very little about the basics, but I would love to learn!
48	My recommendation would be Technology themed tips for young and or old- whether it's using a computer or utilizing new apps for reference materials. The library provides so many great tech options for accessing newspapers and books and film but I feel is under utilized and it's hard to figure it out on ones own. Thank you!
49	Get a better score on my SAT! Free/cheap SAT/ACT prep classes would be amazing, they are really expensive and some of us kids want and need the extra help but can't afford it. Also maybe tutors for high schoolers.
50	.
51	- a safe, engaging, fun place for students to meet up after school - more academic resources, help in finding books in other libraries
52	improve MAC skills
53	anything I do want they are always willing to help! Thank you to great staff and facilities!

54	I don't really have an answer to this question. I have mixed feelings about the new programs and ways the library has changed over the last few years. I like that Altadena might have a community life, but I wish that the library could be separate. I don't like all the young, loud people hanging out at the library, nor do I like that there are so many computers. I wish that there could be a community center where these things could happen... But I wish that the library could continue to be the library and hat new generations of people could learn how to act respectfully of others who are studying in the library--as I learned growing up. There is a place for collaborative learning and for shared community life and social engagement, but I don't necessarily want it to be at the library.
55	none
56	Check out the ebooks that I want but aren't available ;)
57	Why can't you just be happy being our library? Why feel the need to be more? That's not your role. I love you as a resource for books and donate regularly.
58	Understand the Dewey Decimal System
59	I'd change this to: I would love if the library could help my homeschooled kids learn how to (insert anything educational or performing arts) during the school day.
60	I would love to see the main branch develop a creative use for the outdoor area in front. A kids discovery center or something that inspires learning.
61	sew. create simple projects. discuss books.
62	New art techniques
63	???? I need a good webmaster to update my site, but I suspect my needs are larger than a public library could offer
64	Maintain an older house. Things like advantages of traditional water heater vs tankless water heater. Does my house have asbestos and how do I get rid of it?
65	Begin a small business
66	I think our library already teaches me continually. I love it!
67	learn about parent education/literacy education for 2 and 3 year olds
68	create a 501c non project art organization
69	raise my children, learn a new skill, meet others in my neighbourhood.
70	keep me and the community current on modern, 21st century trends and topics such as Artificial Intelligence, needs in the 21st century workplace, and practical skills such as household repairs, etc. Two extremes that are still quite relevant.
71	More art and STEM related programs.
72	Sew
73	Read, interpret, use analytics from Google, Twitter, Facebook, etc.
74	Na
75	speak publicly and practice socializing.
76	Go about getting loan for a business Scholarships for adults to go back to school
77	use facebook
78	Train and socialize my dog. Develop my writing projects.
79	Host a Drag Queen Story Hour at the main branch!
80	use my smart phone cook
81	learn Python
82	Really understand my computer and become savvy. Think the librarians could exude more friendliness they are very nice but seem reserved
83	I really enjoyed the Repair Cafe.
84	catalog and care for books! We have a fair-sized library at home and I want them to be organized

85	Prepare a better resume Help job interviewing skills; if that makes sense.
86	Use technology
87	become more environmentally conscious.
88	Paint
89	Find a quiet place in the library to study. Others also have told me how much they wished that the library were a little bit quieter. I realize how hard it is to get people interested in libraries but I am wondering if there could be some sort of restructuring so that there were more separation between those who want to study and those who want to 3-D print etc. The passport office is very quiet. Perhaps it could be switched with the study room in the children's area!!
90	Reach all students that need help i reading.
91	Expand my horizons
92	Would love an ongoing group for writers.
93	no comment
94	I would love it if the board of trustees made their minutes public.
95	How to make cocktails
96	Better support those in need in my community
97	Draft a trust or will
98	speak a new language, take care of my finances
99	Get quality math tutoring for my middle school aged child.
100	Improve the soil for growing food. The county should help with this; it is essential for resilience and for sequestering carbon.
101	Destroy or isolate the 3D printer that can totally detract from the kind of peaceful environment that I (at least) expect in a library. The La Canada Flintridge County Library does an excellent job of this in a less demanding situation.
102	Talk in public, knit, sew on a machine (I just learned above that you lend them!), for my son (13), to learn mechanics, robotics, engineering...
103	get the library to improve its collection, which dramatically shrunk under its previous director. K-12 age youth need more educational materials, not games and recreational equipment.
104	I would love a writers' group for older, more seasoned writers. I would be willing to help with it, too.
105	Yoga
106	Would like more books! Seems like all the books have disappeared! For puzzles, computers, etc.
107	Be a writer
108	Play Guitar
109	make friends.
110	improve my French, learn other languages perhaps, dancing lessons, sponsor a chorale or other singing types, teach people the difference between facts and opinion, teach young people how to verify or falsify information they get through social media, sponsor creative writing events, competitions (new palindromes, mirror writing, haiku, reduce the Declaration of Independence to less than 100 words, trivia contest based on non-electronic sources within the library, best liar in a time limited presentation, etc.)



Altadena Library District
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Altadena, CA 91001