

Community Needs Assessment Feedback Form

Welland Public Library



Help Shape the Future of Welland's Library Branches!

Welland Public Library (WPL) is looking at how our library branches can keep pace with the City's growing population and meet the needs of our community over the next 15 years. This Feedback Form will let us know how you use our library branches and what you would like to see in them moving forward, which will help inform our Community Needs Assessment (CNA). If you have previously filled out a survey for WPL's Strategic Plan, we encourage you to complete this one as well, as it provides a greater focus on our library spaces. **Feedback from library users and non-users are both valuable to this process as they provide distinct perspectives.**

The Feedback Form will be **available until July 13, 2026** and should take about 5–10 minutes to complete. We ask that **one form per person** is submitted. All responses will be kept confidential and will be reproduced in summary form only.

Questions with a (*) are required.

For more information about the CNA, please visit our project webpage at www.wellandlibrary.ca/community-needs-assessment.

1. *Please tell us if you or anyone in your household has visited any of the following WPL locations and/or used our digital services in the last two years. (select all that apply)

- Main Branch (50 The Boardwalk)
- Seaway Mall Branch (800 Niagara St.)
- Diamond Trail Branch (315 Southworth St.)
- Bookmobile (C.A.N.A.L Cruiser)
- WPL digital resources (e.g., downloadable eBooks or audiobooks, streaming services, online resources)
- My household has not used WPL in the last two years → **skip to question 5**
- Not sure

2. Which of the following best describes how you primarily use the library? (select one only)

- Mostly online (e.g., eBooks, audiobooks, streaming, online resources, etc.)
- About equally online and in person
- Mostly in person / at bookmobile stops
- I do not use or visit libraries

3. Please tell us what you like to do at WPL branches. (select all that apply)

- Look through books and other materials
- Borrow / check out material
- Pick up holds
- Read / relax
- Socialize with friends or family
- Work or study
- Connect with local agencies and partners
- Participate in programs
- Meet with co-workers or clients
- Access our Little Free Pantry
- Use library Wi-Fi / hotspot
- Use the children's area
- Use library computers
- Use printers / copiers
- Use innovative technologies (e.g., 3D printers, recording equipment, etc.)
- Stay warm or keep cool
- Use support services (e.g., social services, newcomer services, small business services, employment support, etc.)
- Local history or genealogy searches
- Other (please specify): _____
- I do not use or visit libraries

4. How often do you typically use each of the following library locations or online services?

	More than once a week	Once a week	Once every two weeks	Once a month	A few times a year	Once a year	I do not use this location
Main Branch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Seaway Mall Branch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diamond Trail Branch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WPL digital resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bookmobile (C.A.N.A.L Cruiser)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. What types of library programs are important to you? (select all that apply)

- Programs for preschoolers (ages 0-3)
- Programs for children (ages 4-12)
- Programs for teens (ages 13-18)
- Programs for adults (ages 19-54)
- Programs for older adults / seniors (55+)
- Programs for families
- Programs for the 2SLGBTQIA+ community
- Programs for newcomers
- Programs for diverse cultures
- Programs for art and culture (e.g., painting, dancing, cooking, crafts, etc.)
- STEAM programs (Science, Technology, Engineering, Art, Math)
- Makerspace tutorials and workshops (e.g., 3D printers, cricuts, sewing machines)
- Programs to support employment or job skills
- Virtual / online programs
- Community events put on by the Library
- Programs for local history
- Other (please specify): _____
- Don't know / Don't use

6. *Please identify up to 5 items in our library collections that are most important to you. (select up to 5)

- | | |
|--|--|
| <input type="checkbox"/> Best sellers or popular titles | <input type="checkbox"/> Francophone & multilingual collections (languages other than English) |
| <input type="checkbox"/> Magazines or newspapers | <input type="checkbox"/> Accessible collections (e.g., large print books, braille) |
| <input type="checkbox"/> Blu-Rays or DVDs | <input type="checkbox"/> Local archives and history |
| <input type="checkbox"/> Online streaming services (e.g., Kanopy) | <input type="checkbox"/> Library of Things (e.g., sports kits, technology, puzzles, board games) |
| <input type="checkbox"/> eBooks, eAudiobooks or eMagazines | <input type="checkbox"/> Don't know / Don't use |
| <input type="checkbox"/> Online learning resources (e.g., LinkedIn Learning, Transparent Language) | <input type="checkbox"/> Other (please specify): _____ |
| <input type="checkbox"/> Online reference resources (e.g., World Book, Consumer Health) | |

7. How do you usually travel to the library? If you do not currently use the library, answer this question based on how you would travel to a branch if you did. (select all that apply)

- | | | |
|--------------------------------|---|--|
| <input type="checkbox"/> Walk | <input type="checkbox"/> Drive | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Cycle | <input type="checkbox"/> Public Transit | <input type="checkbox"/> Other (please specify): _____ |

8. How long would you be willing to travel (in minutes) to access a library branch? Please answer this based on your usual mode of travel (e.g., driving, walking, etc.). (select one)

- | | | |
|--|---|---|
| <input type="checkbox"/> Under 5 minutes | <input type="checkbox"/> 11 to 15 minutes | <input type="checkbox"/> 21 to 30 minutes |
| <input type="checkbox"/> 5 to 10 minutes | <input type="checkbox"/> 16 to 20 minutes | <input type="checkbox"/> Over 30 minutes |
| | | <input type="checkbox"/> Don't know |

9. What prevents you from using WPL as often as you would like? (select all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Nothing – I am able to use the library as often as I like | <input type="checkbox"/> Don't feel safe in the library |
| <input type="checkbox"/> Don't have enough free time / too busy | <input type="checkbox"/> Don't feel welcome in the library |
| <input type="checkbox"/> Library branches are too crowded | <input type="checkbox"/> Language or cultural barrier |
| <input type="checkbox"/> Hours of operation are inconvenient | <input type="checkbox"/> Accessibility barriers |
| <input type="checkbox"/> Library branches are too far away | <input type="checkbox"/> Books and materials don't reflect my interests |
| <input type="checkbox"/> Lack of transportation | <input type="checkbox"/> Online resources don't reflect my interests |
| <input type="checkbox"/> Don't know what the library offers | <input type="checkbox"/> Programs / services don't reflect my interests |
| <input type="checkbox"/> Not interested in using the library | <input type="checkbox"/> Other (please specify): _____ |

10. Please rate your level of satisfaction with the following library services and spaces.

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't know / Don't use
Hours of operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Convenience of locations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Layout of library branches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical books and media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library of Things (sports kits, technology, puzzles, board games, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital library (eBooks, eMagazines, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WPL programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meeting rooms / Study spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children's spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teen's spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adult / senior spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Makerspace equipment & innovative technology (3D printers, recording equipment, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. *What improvements to our library branches would you like to see? (select up to 5)

- | | |
|---|---|
| <input type="checkbox"/> More library locations | <input type="checkbox"/> Café or small beverage / food shop |
| <input type="checkbox"/> More quiet areas | <input type="checkbox"/> More space for makerspace activities (e.g. 3D printing, sewing machines, laser cutters, etc.) |
| <input type="checkbox"/> More areas to socialize / gather | <input type="checkbox"/> Space to showcase historical items / artifacts |
| <input type="checkbox"/> More study rooms and workspaces | <input type="checkbox"/> Event spaces |
| <input type="checkbox"/> More group meeting rooms | <input type="checkbox"/> Integration of public art |
| <input type="checkbox"/> More comfortable seating | <input type="checkbox"/> Outdoor reading gardens |
| <input type="checkbox"/> More self-serve options | <input type="checkbox"/> More library outreach points throughout the city (e.g., bookmobile stops, pop-up services, locker pickup, vending machines). |
| <input type="checkbox"/> More computer workstations | <input type="checkbox"/> Other (please specify): _____ |
| <input type="checkbox"/> Larger library branches | <input type="checkbox"/> Don't know / Don't use |
| <input type="checkbox"/> Better lighting | |
| <input type="checkbox"/> Updated / modernized library spaces | |
| <input type="checkbox"/> Better signage in our library branches | |
| <input type="checkbox"/> Improved cleanliness of library branches | |
| <input type="checkbox"/> Improved safety of library branches | |
| <input type="checkbox"/> More parking | |

12. Please provide any additional comments you may have regarding libraries in Welland.

Thank you!

Please return your completed form to a Welland Public Library Branch by July 13th.

We sincerely appreciate your time in completing this feedback form. If you would like to provide additional feedback regarding WPL's programs and services, please send us an email at cna@wellandlibrary.ca or visit www.wellandlibrary.ca/community-needs-assessment to learn more about our library locations and services.