

Library Service Walk Through Checklists

Best: Ask a Library Non-User to complete
 Good: Ask a Library User to complete with fresh eyes

Welcoming Service Checklist			
	Yes	No	If yes, how?
Is the library well marked, easy to find and identify as the library?			
Can you see inside before entering?			
Is the library accessible for people in wheelchairs, scooters, or pushing strollers?			
Do staff and/or director acknowledge and welcome people on arrival?			
Is the library inviting?			
Are regularly returning community members recognized by the staff and/or director?			
Jot down your thoughts on how the library can be perceived as welcoming.			

Comfortable Service Checklist			
	Yes	No	If yes, how?
Does the facility look clean?			
Is the lighting good?			
Are the aisles and other spaces comfortably proportioned?			
Do visitors have a choice of seating?			
Are there pleasing views from inside the library to the outdoors?			
Are quiet areas separated from livelier (and noisier) zones?			
Are food and drink allowed?			
Jot down your thoughts on how the library can be perceived as being comfortable.			

Library Service Walk Through Checklists

Best: Ask a Library Non-User to complete
 Good: Ask a Library User to complete with fresh eyes

Easy to Navigate Service Checklist			
	Yes	No	If yes, how?
Is the library and its services set up to be simple on the surface?			
Is it easy for library users to figure out how or where to get started?			
Is it easy to identify library staff and/or the director?			
Do staff and/or director seem to be knowledgeable about the materials, services, and programs available in the library?			
Are the materials and services easy to see, get to, and use?			
Does the library feel uncluttered?			
Jot down your thoughts on how the library can be perceived as being easy to navigate.			

Efficient Service Checklist			
	Yes	No	If yes, how?
Are customers allowed to help themselves rather than "go through" staff and/or director to get materials and services?			
Does the library support digital library services with links online, assistance in person, and self-guiding printed resources?			
Is there minimal waiting for assistance and service?			
Jot down your thoughts on how the library can be perceived as being efficient.			

Library Service Walk Through Checklists

Best: Ask a Library Non-User to complete
 Good: Ask a Library User to complete with fresh eyes

Up-to-Date Service Checklist			
	Yes	No	If yes, how?
Does the exterior (or what you can see from the outside) of the library change from time to time?			
Do the computers and other technology in the library look up-to-date?			
Do staff and/or director seem to be knowledgeable about the technology they use?			
When visitors to the library bring their own devices or want to use a library provided device or computer, do staff and/or director know how to help them?			
Is the décor in the library up-to-date?			
Does the library project a consistent brand and/or image?			
Jot down your thoughts on how the library can be perceived as being up-to-date.			

Convenient Service Checklist			
	Yes	No	If yes, how?
Are the hours of operation reasonably consistent from day to day?			
Is the library located near other community resources likely to interest visitors to the library?			
Does the library accommodate visitors who want to use their own devices?			
Does the library accept credit and debit cards for payment of fees and fines?			
Jot down your thoughts on how the library can be perceived as being convenient.			

Library Service Walk Through Checklists

Best: Ask a Library Non-User to complete
 Good: Ask a Library User to complete with fresh eyes

Fun Service Checklist			
	Yes	No	If yes, how?
Does the library provide a pleasurable, even playful, environment?			
Do the staff and/or director exhibit an upbeat attitude?			
Does the library emphasize what visitors may do rather than what they may not do?			
Is spontaneity part of the library environment?			
Is humor part of the library environment?			
Does the library offer treats, prizes or extra free takeaways?			
Jot down your thoughts on how the library can be perceived as being fun.			

Conclusions
Based on your observations:
What can the library do soon to help with challenges identified in the walk through?
What would help the library improve its perception in the community that would take a larger investment and might take a year or two to accomplish?
What big building project could the library undertake in the next 3 to 5 years that would help them serve their community?