

# 2017 FFPLTC COMMUNITY SURVEY RESULTS

Through the survey data was gathered on how the community feels about the Library and its services, whether they use or know about them, what encourages and discourages use, and what new services community members would like to see.

## **What new services do people want?**

- More programs for all age groups
- Larger collection

## **What encourages people to use the library?**

- Collection
- Events
- Staff
- Physical Space

## **What is a barrier to people using the library?**

- Collection is not large enough
- More technology help is needed
- The cost of using the library is too high
- Hours

*To me our library is a beacon of a progressive and ongoing learning situation. It is the first place our family felt at home and welcomed when we first moved to Fort Frances.*

In order to ensure that Library goals align with community goals a number of questions were asked in order to identify the community's needs.

## WHAT DOES THE IDEAL COMMUNITY LOOK LIKE?

Some respondents (8%) felt that Fort Frances represented the ideal community. Others described their ideal community as being:

- Community-Minded, a place where people help one another and work together
- Inclusive and Welcoming, where everyone is embraced and there is something for everyone
- Supportive of Community Services, with a vibrant library and updated sports facilities, many cultural, athletic, and artistic events, and opportunities for outdoor and athletic recreation
- Safe, a place free of substance abuse problems (drug and alcohol), vandalism, and crime
- Filled with entertainment options, including better shopping hours and more restaurants
- Healthy, with an updated hospital and enough doctors
- Educated, with a good education system and learning supports for everyone

Additional descriptions included: Age Friendly, Clean, Innovative, Prosperous, Child Friendly, More Populous, and Less Expensive.

People feel these ideals reflect their personal values/interests and they are important to them. They feel that people have a right to these ideals. They believe that it will make the community stronger, better, or more prosperous.

## HOW IS THE COMMUNITY DIFFERENT FROM WHAT IS IDEAL?

Most people felt that the ideal community had already been reached. Those that believed more work needed to be done felt that:

- Nothing or not enough is being done now to address the issues within the community and enact real change
- The community has problems with substance abuse and crime
- There is a lack of communication to and between residents
- The Library is not valued enough
- The community is moving away from ideal and becoming worse
- The community is not welcoming/accessible enough
- The community needs more economic growth

Additionally, respondents felt that the goals of the municipality need to become aligned with the goals of the community. Also, that there is a lack of civic pride within the community and that the community is not age friendly.

*My ideal community is one that is safe, innovative and vibrant while providing residents/business with facilities and services which allow for an enhanced quality of life*

## WHAT NEEDS TO CHANGE ?

Many people were unsure of what change could be enacted or responded that either nothing should change or that nothing could change. Those that suggested changes believe that:

- People need to change, become more involved, and work together
- There needs to be more community supports for residents, including educational and addictions
- There needs to be more support for the Library
- That there should be more community programs and entertainment options
- The municipality needs to become aligned with the goals of the community
- There needs to be more inter-organizational communication and co-operation

Further changes listed include: more economic growth, better communication with residents, more marketing to residents/tourists, more education, better infrastructure and health care, and more strategic planning, accountability, provincial/federal support, and support for arts and culture.