Think Tank Survey Summary: Post COVID-19 Response
Canadian Urban Libraries Council

Respondent Overview: Demographics
1,444 TOTAL RESPONDENTS
80% English 20% French

Survey Results: Shared Concerns
Staff health and safety
Focus on specific user groups
Ongoing role of digital services
Handling of physical materials
Timing of reopening

Library Population Served
- Over 500,000: 28%
- 100,000-499,999: 29%
- 50,000-99,999: 8%
- 20,000-49,999: 11%
- 10,000-19,999: 18%
- Under 1,000: 3%

*Not available: 49
1 **What are your most important roles in community recovery? (Top 3 of 7)**

63% Help people be informed and connected
62% Support people experiencing social isolation
58% Help lower income groups and families

**You said:**
“Libraries as a community gathering place—how do we still enable that to happen?”

2 **What are your top considerations when adapting services?**

<table>
<thead>
<tr>
<th>Consideration</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff safety</td>
<td>82%</td>
</tr>
<tr>
<td>Focus on what community needs most</td>
<td>62%</td>
</tr>
<tr>
<td>Focus on what community uses most</td>
<td>43%</td>
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<tr>
<td>Respond to changed community behaviour</td>
<td>42%</td>
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<tr>
<td>Help people shift to digital materials</td>
<td>31%</td>
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</tbody>
</table>

**You said:**
“We want to allow our employees a safe return to work.”

3 **Which areas of support should CULC Think Tank focus on? (Top 3 of 9)**

58% Adapt library spaces - improved health and safety
50% Ensure staff feel safe returning to work
47% How to re-establish services

**You said:**
“Digital resources should stay!”
“Digital is not the solution for everyone!”

4 **Libraries will focus recovery efforts on:**

- 44% Vulnerable populations
- 30% Children and families
- 22% Seniors

**You said:**
“We need a common approach, a cohesive strategy.”
“We need clear guidance on when to start phasing in different service levels.”
“We need to share data and best practices.”

5 **Over half of libraries want to do more of these activities:**

- 71% Deliver virtual technology support
- 71% Advocate for broadband
- 71% Offer adult digital programs
- 70% Buy digital materials
- 70% Provide curbside lending
- 67% Offer digital storytimes
- 62% Use phone or TV for delivery

You said:
“Digital is not the solution for everyone!”