



Public Library Community Needs Assessment

Practical Examples & Tools

Community Needs Assessment

Steps to guide your assessment:



1. Identify who you want to learn from



2. Choose the best way to gather information



3. Ask about people's needs and challenges



4. Use what you learn to improve library services

Example 1: Current Library Users



Key Question: How can we improve our existing services?

Methods:



Short surveys
in the library



Interviews or
focus groups
with library
visitors

Sample Questions:

“

Why do you use
the library?

”

“

Which library services
do you value most?

”

“

What could we
improve?

”

Example 2: Library Non-Users



Key Question: Why aren't people using the library?

Methods:



Short surveys in the markets, schools, health centres, community events, transport hubs, etc.

Questions:

“Have you ever visited the library? If not, why?”

“What prevents you from using the library?”

“What information or skills would help you most in your daily life, work, or studies?”

Example 3: Specific Groups



Key Question: What are this group's needs?

Methods:



Interviews or focus groups with leaders or members of the target group



Short surveys

Questions:

“

What challenges do you face?

”

“

What skills would help you?

”

“

What information or services do you need?

”

Public Library Community Needs Assessment Survey (Template)