

Henrico County Public Library Library Services Plan

History of the Library Services Plan

In December 2010, Henrico County Public Library began an initiative to gather input from all stakeholders in developing a plan for the future that was streamlined, achievable, and updated regularly.

The concept was to collect feedback about what users liked about their public library and identify areas that needed improvement. Online and print surveys, in-person listening sessions and individual interviews were used to gather responses.

Over 7,000 members of the community responded to the survey.

Survey results have been carefully reviewed and analyzed by library administrative staff, and have provided great insights into the community's opinions about the strengths and weaknesses of Henrico Libraries. It is critically important for us to be responsive to our community members who took their valuable time to answer our questions and give us their feedback.



Survey participants were asked about the library's impact on their family's life. More than 1,500 people responded with meaningful stories. Below are just a couple of those stories.

"Our children enjoy weekly visits to the library to select books and movies. The staff are pleasant and helpful. And, the facility is amazing. Our six year old feels so important with her personal library card. It is truly a family event when we visit the library."

"When our children were young and we didn't have funds to take the children on outings very often, the library . . . was a welcome treat for our family. . . We could check out records/ videos/books/ even pictures! I loved reading the magazines (that I couldn't afford to buy) while the children were participating in a program. Of all our tax dollars, I think the libraries in Henrico have been money well spent."

