

**Outreach Focus Group
Neighborhood Association Members
East Regional Library
Fort Worth, Texas
Wednesday, May 29, 2002
Attendance: 3**

1. FINDINGS

The three participants in this group have lived an average of 36 years in Fort Worth. They described Fort Worth as “a big city with a small town atmosphere” and as having a “good cultural environment.” The group liked the accessibility of major organizations: i.e., city government, parks and libraries. They also liked the city’s initiatives in attracting cultural activities. The respondents thought that more people should know how to obtain government information.

2. SERVICE SUGGESTIONS

The library system should have computers and Internet programs for seniors. Kids could help teach these adult show to use the computers.

The library system should have a method, other than brochures, of publicizing available services for seniors.

The library system should partner with the city to provide information on services for the elderly, single parents, immigrants and children.

The library system should provide a collection that reflects the needs of the various neighborhoods. For example, titles in areas such as self-help tapes, how-to books and tapes, movies, Black history and books by Black authors should be stocked.

APPENDIX A. FLIP CHART SUMMARY

Number attending: 3

Number of years living in Fort Worth: 1951; 1984; 1963

1. How would you describe Fort Worth to a newcomer?

- Urban; metropolitan, but neighborly. Folks look out for and help each other; schools good; job opportunities; good place to live.
- Good cultural environment; lots to do; theaters, museums, good for kids to do; good schools; lots of churches; just big enough; not swallowed by population; don't have too tight traffic and parking; good place to live.
- Big city with small town atmosphere; lots of organizations with good mission statements but they don't live up to them; teachers stressed, overworked.
- Redistricting; diversity; don't need all the lines and distinctions; how can you address everyone's needs? Communities can do the job better; people aren't well informed.

2. What do you like most about the community?

- Accessibility--council, city secretary--can get to them all; parks and libraries are accessible.
- Accessibility--new things Fort Worth has done to bring in culture; Bass Hall, Casa, etc.
- Children get exposed to the culture.

3. What changes would you like to see in the community?

- Would like all people to know that government is accessible; more info is getting out; library offers to help (whatever you need, they try).

4. What services and programs would you like to see in the community?

- Computers and Internet to get seniors out of the box; kids teaching seniors
- Dallas giving computers to people who are left behind
- Meetings and programs that tell people (seniors, etc.) what's available - services, etc. - in addition to brochures - getting the word out.

5. What information would you like to have?

- Health info, health fair
- Changes in food stamp program
- City's services for elderly
- Elderly and single parents
- Single mothers trying to work
- Child Protective Services --some way to get info/help without going to that extreme
- Library near MLK Center--seniors would walk there
- Block people/Block captains
- Immigration info that gets info to people without threat of "illegal"
- More accessibility to the library
- Stop Six--closest is Meadowbrook
- Traveling to Brazil - needed info - didn't go to Meadowbrook - "they won't have that" - went to Central
- Truman and Stalcup - merge vacant building - recommended to council (into library)
- Smaller libraries don't know what I need
- Building at Truman and Stalcup would have been good library and education center
- GED classes - few people know about it - ESL
- People aren't aware that classes are there

6. When you hear the word library, what comes immediately to your mind?

- Books
- Education
- Research
- Information
- Special events/programs

7. Think back to the last time you went to the public library. What do you remember about the experience?

- There so often everyone knows here; pleasant, helpful; librarian is a friend. Helpful finding things they don't have
- Did not have it on tape but did have book; quick, felt good
- Atrium with stage was neat

8. What would you like to see in your library?

- For neighborhood, lots of books and resources for the kids so they would have positive library experience; place to go if nothing to do.
- More self-help tapes/videos; how-to's; do have a lot of good tapes/movies

- More Black history, Black authors (East Berry, Seminary)
- Multiple copies of tapes/language tapes
- How come more people don't know about book sales? Older materials break down into down to simple elements

9. Other Suggestions?

- Parking at seminary; Berry parking is okay; downtown parking isn't great
- How to use the library system
- Tries to get books for me if they don't have it (buying or ILL)