What barriers do some people face to using your library?

- The library or librarian may appear either intimidating or unapproachable. or any number of reasons.
- The hours aren't 'user friendly'.
- Haven't used a library before and library appears intimidating
- certain segments of the population don't know we exist
- anxiety, depression, and even phobias can make it difficult or impossible for patrons to access or use library materials or services
- Language
- Paid parking
- Transportation
- Language, access, knowing what's available
- Societal expectations about appearance, personal hygiene, etc.
- Hours of operation
- Location not central to users
- Staff attitudes. I saw a staff member get very frustrated with a deaf patron because she couldn't understand him - but she offered no alternatives methods like writing down
- Rural areas have transportation difficulties.
- Feeling that library may not be for me
- A lot of people don't know that all of our services are free, and the idea of paying to use our facilities is a barrier.
- Not open enough hours
- All computer stations are at sit-down terminals; these are actually difficult for many older people to use because of their hip, knee, ankle mobility issues.
- Fines and fees
- In our situation--adequate parking. It's free but we share it with another building.
- Not enough resources: computers full, and people don't want to make reservations
- Campus environment not necessarily welcoming to the general public
- Clear and helpful signage is always needed.