

Library Walk-Through Observation Checklist

Physical Space - Building

Is the entrance clearly marked? Is it inviting?

Are there potential barriers, such as stairs or large heavy doors?

When you enter, is the interior bright and welcoming? Or dark, cluttered, or confusing?

When you enter, are you able to make eye contact with or even see a library employee?

Are the restrooms clean and accessible?

Comments or Notes:

Physical Space – Layout and Navigation

How clear is the signage (wayfinding)? How effective is it in helping people navigate the space?

Is the space arranged to encourage families to engage with libraries resources, with each other? What books (print and digital) are on display?

Are there other community information resources readily available?

What images are displayed? How well do they reflect the diversity of your communities?

Accessibility: does the space meet the diverse physical needs of patrons?

Were you able to find the children’s area easily?

Is it inviting to come in and use the books and materials?

Are there comfortable places to sit?

Comments or Notes:



Library Staff

- Were you greeted by library staff when you entered the building?
- Were you encouraged to ask questions? Did you know who to ask?
- Did you engage in conversation?
 - Think about your interactions. How would it be different if you spoke a language other than English?
(Noticing how power can show up in our interactions)
- Was there any non-verbal communication that caught your attention?

Comments or Notes:

Children's Program Delivery (if occurring at the time of your visit)

- What type of program did you attend or see? How was the program designed?
- If it was a recurring program such as storytime, did the provider welcome new attendees?
- If it was a storytime program, how well did the provider include all children and families present?
- In your observation did the program meet the needs of the audience?
 - How was the audience engaged? (direct and indirect)
- Did you have the opportunity to interact with other patrons after the program?
 - If so, what did you hear? What did you learn?

Comments or Notes:

