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 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: