

The Impact of Hamilton Public Library*

* Part of the national study investigating the Impact of Canadian Urban Libraries, led by the Canadian Urban Libraries Council/Conseil des Bibliothèques Urbaines du Canada (CULC/CBUC).



Executive summary

Hamilton Public Library has participated in the largest study ever conducted on the impact of public libraries with the aim of understanding the role that the library plays for individuals and for the community. This report presents findings specifically about Hamilton Public Library.

Delivering impact across all service pillars

Overall, Hamilton Public Library exhibits a strong Impact Profile, with demonstrated emotional, intellectual, creative, and social impact with several parameters scoring at the higher end of the expected range.

The highest impact scores are seen in the Intellectual and Emotional dimensions on the parameters of *'Knowledge'* and *'Well-being'*. The library Collections demonstrate particularly profound impact, with high scores measured across several impact parameters.

Programs are less used, but seen as highly impactful

Programs is the least used service pillar but is nonetheless used by 33% of current users. The most frequently used service pillar is Collections which is used by 95%.

Those who do use Programs experience them as very impactful across all four dimensions, with the Social dimension standing out compared to the other services.

While 33% have had the chance to attend Programs in the past year, even more users (46%) find Programs relevant.

Broad support among both users and non-users

Although not all citizens of Hamilton engage with their local public library, a large majority of both users and non-users find the library to play an important role. 71% of non-users agree that a public library is one of the most valuable resources a city can offer its community.

This is also supported by the finding that non-use of library services does not stem from dislike of the library. Results indicate that non-users are simply focused on other things or getting their needs fulfilled elsewhere.

Highlighting human stories from the community

Throughout the report, we highlight stories from users of the library. Like Jenna who uses the library as a place to teach her son about borrowing; Riley who has developed such a love for comic books that they would be bankrupt if not for the collection; Douglas who uses the library's space to facilitate community meetings; Quinn who praises the library's writing contests; And Margaret who finds energy in reading and feels particularly welcomed thanks to her relationship with the staff.

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1

Measuring impact

Hamilton Public Library is part of a national impact study of urban libraries

The Canadian Urban Libraries Council/Conseil des Bibliothèques Urbaines du Canada (**CULC/CBUC**) is leading a first-of-its-kind national study to better understand the role and value of Canadian urban libraries in their local communities and for the country at large.

Being part of this impact study, **Hamilton Public Library** aims to understand the role that the library plays in the local community. This means uncovering the positive impact created for patrons every day – as well as measuring perceptions among the people of Hamilton who do not use library services regularly.

We are excited to share the findings of the study, hoping to ignite new discussions and inform strategic development and positioning for both Hamilton Public Library and urban libraries across Canada.



It depends

IS IT A 3IRD

We measure impact by asking the right questions

Placing the individual experience at the heart of the inquiry

Considering library foot traffic only tells us so much – how many books are borrowed, which ones are popular, and which ones are not. But what imprint does the library leave on local communities? How do patrons engage with library services and to what purpose?

Going beyond conventional metrics, this study aims to understand how library services impact and influence the lives of the people engaging with them.

Inspired by The Cultural Value Project and building upon Toronto Public Library's social impact study

The CULC Impact Study builds on foundations laid by the comprehensive British research project *The Cultural Value Project*¹ as well as by the pioneering social impact study initiated by Toronto Public Library.²

1. Grossick G. & Kaszynska P. (2016): [Understanding the value of arts & culture](#). Arts and Humanities Research Council.

2. Toronto Public Library (2023): [Enabling Torontonians to grow and thrive](#).





Emotional Impact

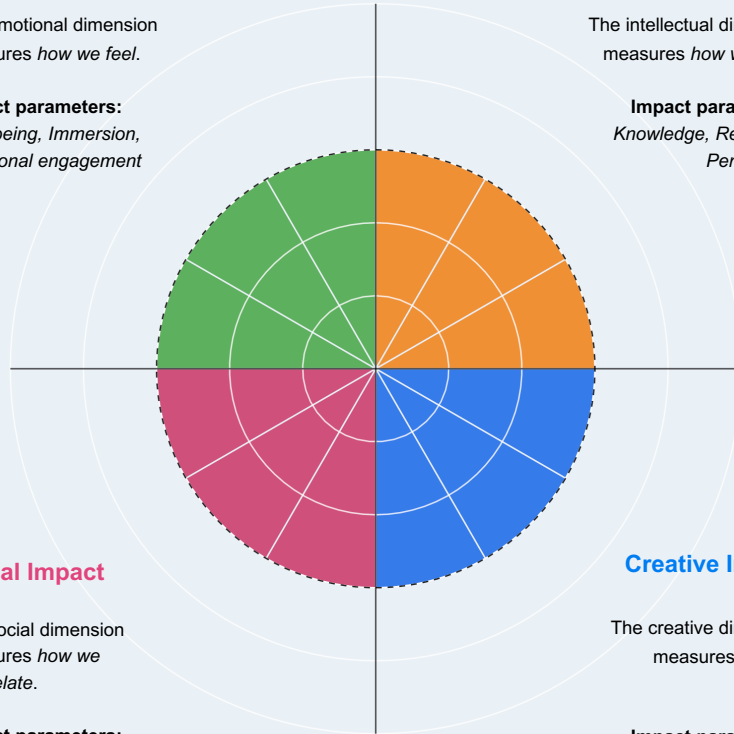
The emotional dimension measures *how we feel*.

Impact parameters:
Well-being, Immersion, Emotional engagement

Intellectual Impact

The intellectual dimension measures *how we think*.

Impact parameters:
Knowledge, Reflection, Perspective



Social Impact

The social dimension measures *how we interrelate*.

Impact parameters:
Relations, Empathy, Community

Creative Impact

The creative dimension measures *how we engage*.

Impact parameters:
Inspiration, Skills, Expression

MEASURING IMPACT

How to read the Impact Profiles

Impact is measured along **4 dimensions with 3 parameters each**, designed to capture different aspects of the library experience.

- Library users **score each parameter on a scale** from “*Not at all*” (1) to “*To a very large extent*” (5).
- The values reported in the **Impact Profile** of a given library service express the **average ratings** across all users of that particular service.
- Parameters measure **the presence or absence of positive impact**. A low score on a given parameter is not reflective of ‘negative’ impact. Rather, it indicates that library users have generally not experienced a specific type of impact.
- Likewise, Impact Profiles are expected to **differ across library services**. The nature of some services may influence many parameters at once, while others exhibit distinct ‘peaks’ in a few key impact parameters only.
- A score of 1 would mean that all users have responded “*Not at all*”, whereas a score of 5 indicates that all users report the maximum rating. In practice, these extremes are unlikely to occur. **Ratings usually vary between scores of 2-4.**

Participating libraries in the CULC National Impact Study



Key facts about the CULC National Impact Study


A nationwide quantitative survey makes up the foundation of the impact study. Fielded in the period May – July 2025, this survey was conducted among the general population as well as among current library users.

The study is the largest of its kind, with participation from a total of 26 CULC libraries across the country. The massive data collection garnered a total of 18,315 responses from all over Canada, with 15,281 of these being either current CULC library users or non-users living in areas close to a CULC library.

This report is based on responses gathered in Hamilton. The survey yielded responses from 504 current users of Hamilton Public Library along with 61 locals who have not used library services within the past year.

User and non-user responses are always reported separately.



 For more details on data collection and the CULC Impact Study dataset, please refer to 'Appendix B: About the study'.







Meet the people we have interviewed

Based on the quantitative survey, we recruited and interviewed 6 survey respondents from Hamilton to understand their lived experiences with the library and its services.

The interviewees were carefully chosen to represent different groups in the Hamilton community.

On the right, you will find a brief introduction of each individual interviewed for this Impact Study, described with a pseudonym and demographic background, rather than their real name, in order to protect their anonymity.

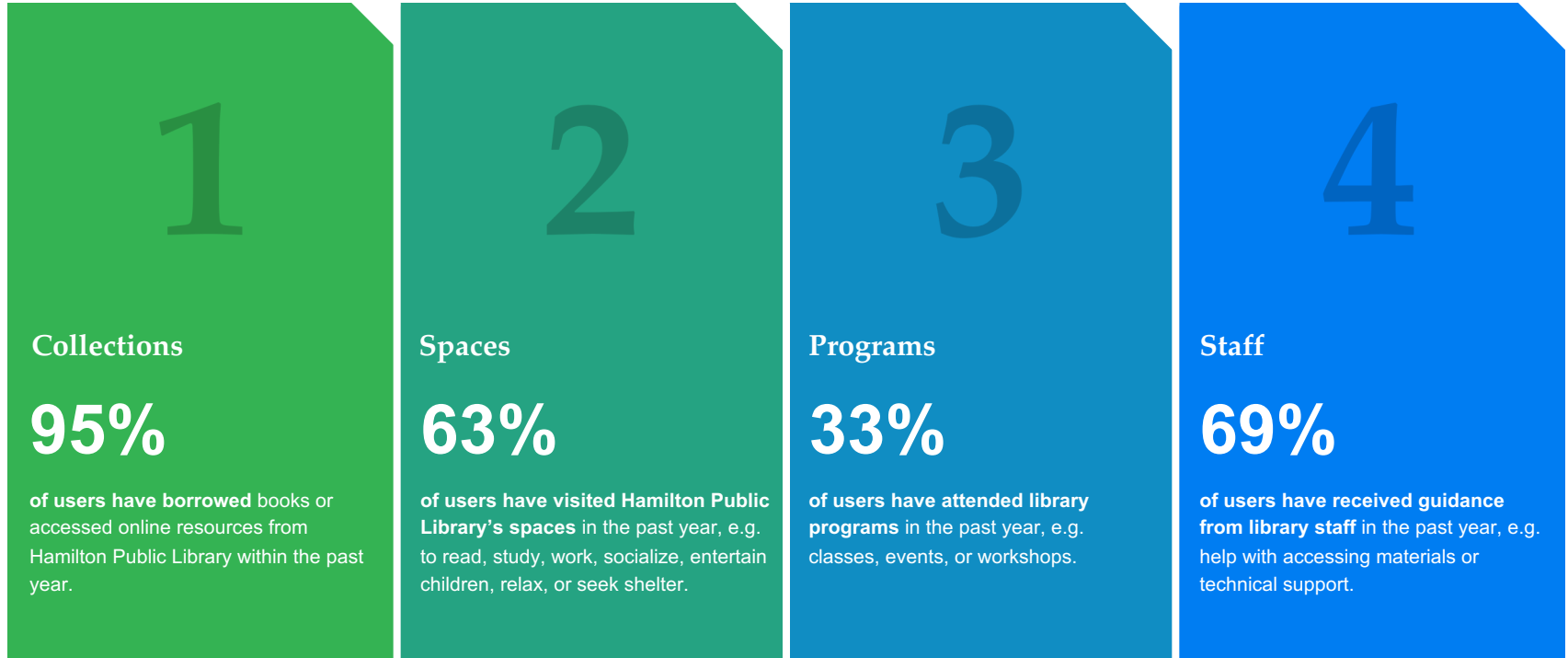
The pseudonyms will be used throughout the report when sharing stories of how people in Hamilton experience and engage with the library.

 <p>Jenna Woman, 35 years old User Born in Canada Employed full-time Children in household</p>	 <p>Gordon Man, 53 years old User Born in Canada Unemployed No children in household</p>	 <p>Margaret Woman, 65 years old User Born in Canada Retired No children in household</p>
 <p>Douglas Man, 61 years old User Born in Canada Retired No children in household</p>	 <p>Riley Non-binary, 21 years old User Born in Canada Student No children in household</p>	 <p>Quinn Non-binary, 23 years old User Born in Canada Employed full-time No children in household</p>

2

Use of library services

User engagement with library services in the past year



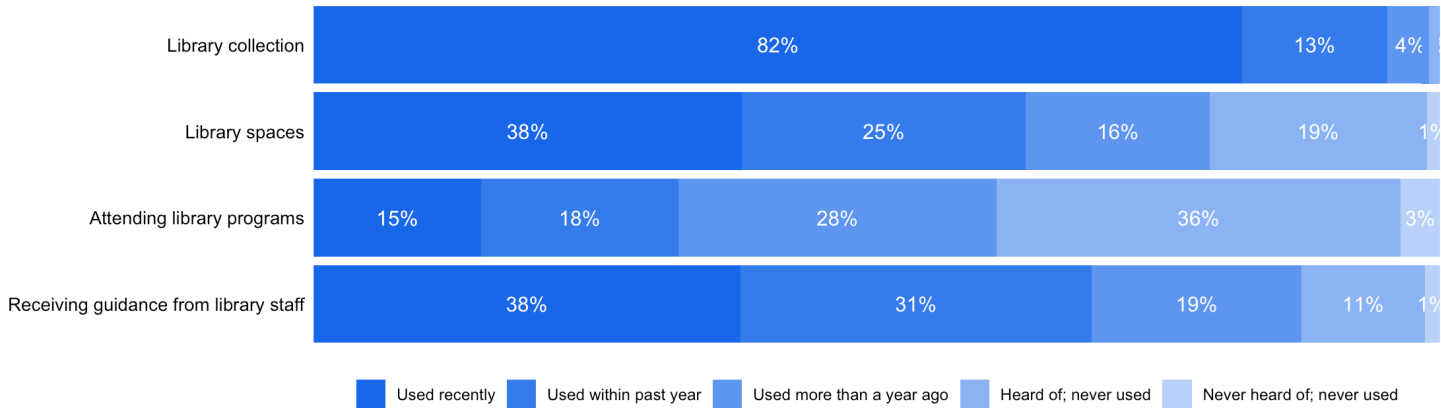
User engagement patterns

Users of Hamilton Public Library, who have engaged with at least one of the four services within the past year, have a good idea of the range of services on offer. However, this does not mean that all services are used equally often. The library's Collection is the most popular service with more than 9 out of 10 users having borrowed books or accessed online services in the past year. This is followed by making use of library Spaces and seeking Staff guidance: both of which have been used by around 2 out of 3 library users in the past year. Library Programs and events have the lowest usage, attended by 1 out of 3 users in the past year. 39% of current users have never attended a library Program.

Usage of library services

How have you used your library's services either online or in-person?

For each library service, please select the category that best describes your use of that service.



n: 504

Perceived relevance of library services by users and non-users

Users

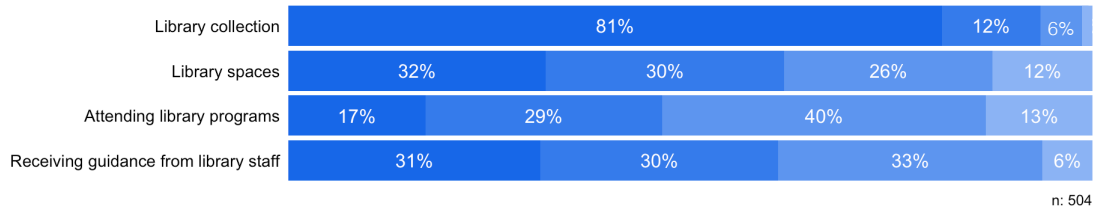
- Among current library users, the perceived relevance of Hamilton Public Library's services quite closely mirrors their actual use of each service.
- Although Programs are used less frequently than other services, more users would potentially like to engage: 46% of current users find library Programs very or fairly relevant, but only 33% have actually attended a Program in the past year.

Non-users

- Nearly half of locals not currently using Hamilton Public Library services imagine that the library collection could be very or fairly relevant to them in the future.

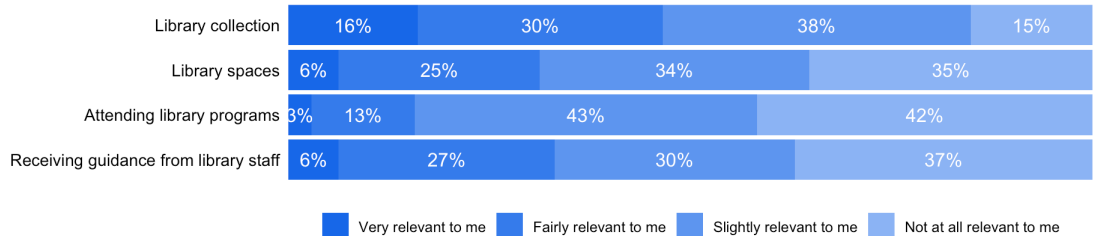
Current users' perception of library services

How do you feel about the following services offered by your library?



Non-users' perception of library services

Could you imagine the following services offered by your library being relevant to you in the future?



n: 61

3

Impact Profiles

IMPACT PROFILES

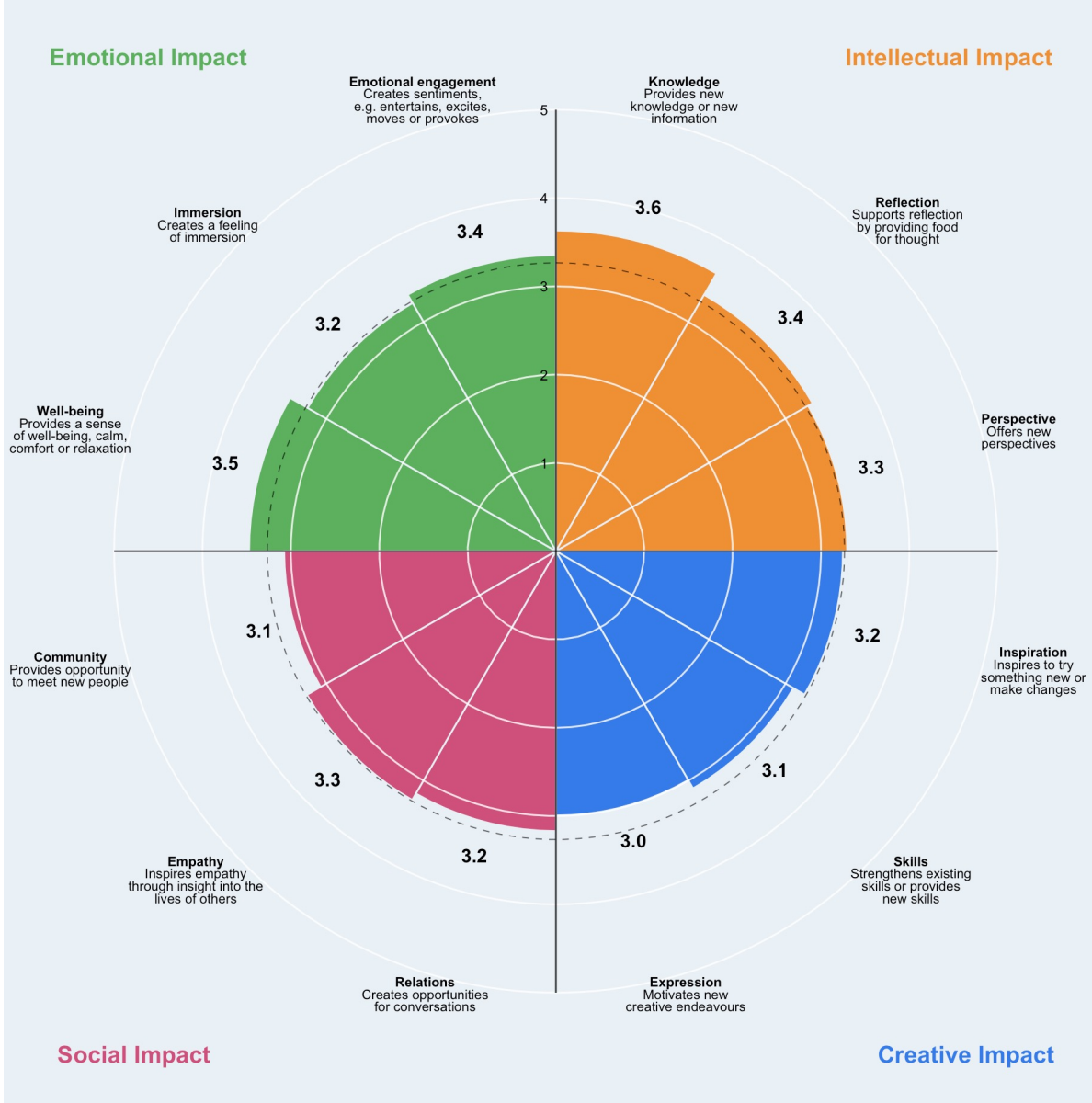
Overall impact

Profile Average: 3.3

Across all library services and all impact dimensions, Hamilton Public Library has an average impact score of 3.3, reflecting a well-rounded impact profile.

This is based on 504 Hamilton Public Library users who have used either Collections, Spaces, Programs, or Staff within the past year.

All impact parameters measured have a score of at least 3.0, averaged across library services.



What is the impact of Hamilton Public Library?

For Jenna, becoming a family has created new habits. Visiting the library with her son and partner gives the new family an opportunity to connect with each other which can otherwise be hard during a busy week with a tight schedule. They spend time outside in the library's park, and Jenna and her partner teach their son what it means to borrow and return books. Going to the library is a sacred family event.

"It's nice for my partner and me to have a space to go with our son where he can practice the concept of sharing – and especially the idea of a circular economy. Like teaching him: 'We have enjoyed this book, and now we're going to return it so other kids can enjoy it too'."

Jenna



HPL offers single occupancy and four-person
PODs to study, work or meet at Central
Library's first and second floors.

PODs provide a soundproof work
environment with chairs, work surface, Wi-Fi
connection and USBpower outlets.

Please speak to an HPL staff member
at the information desk to make a
reservation.

Hamilton Public Library
2024

Hamilton Public Library

Photo: Hamilton Public Library

IMPACT PROFILES

Collections

Profile Average: 3.5

The Impact Profile of **Collections** is based on 483 users who have borrowed books or accessed online resources from Hamilton Public Library within the past year.

With a profile average of 3.5, this service scores at the higher end of the expected range.

Overall impact of Collections

- Users generally experience significant all-round impact from interacting with the library's Collections.
- Remarkably high scores in 'Knowledge' (4.0), along with 'Reflection', 'Well-being', and 'Emotional engagement' (3.8) indicate profound Intellectual and Emotional impact.

Key nuances

- In the Social dimension, there is a distinct peak within the 'Empathy' parameter while 'Community' sits at the lower end of the scale.

Emotional Impact



Intellectual Impact

Social Impact

Creative Impact

What do Collections mean to Riley?

Back in 2019 when Riley first grew a passion for reading graphic novels and comic books, they created an Excel-sheet to keep track of all the books they read. Not only does the Excel-sheet contain the titles of the books but also the price of the books. Had it not been for the library, Riley would not have been able to afford their reading hobby, and had it not been for the Collections, Riley would have taken less chances and read less books outside of their comfort zone due to the risk of spending money on books that were not their taste.

"I read so much that I keep a spreadsheet to track everything I read. I also keep track of how much money I save by using the library. This year alone I have read over \$4,500 worth of books. As a student, I could not have read that much if I had to buy everything. Access to the library encourages me to read more books and more diversely. If I do not like a book, I can just return it."

Riley

IMPACT PROFILES

Spaces

Profile Average: 3.2

The Impact Profile of **Spaces** is based on 310 users who have used Hamilton Public Library spaces in the past year.

With a profile average of 3.2, this service scores around the middle of the expected range.

Overall impact of Spaces

- Users generally experience stable all-round impact from visiting library Spaces, with most parameters varying closely with the Profile Average.

Key nuances

- At the higher end of the scale, the '*Well-being*' and '*Knowledge*' parameters each peak at 3.4.

Emotional Impact

Intellectual Impact



Social Impact

Creative Impact

What do Spaces mean to Douglas?

Douglas primarily uses his local branch and values it as a community hub. He used to host meetings in the branch's seminar room where he invited residents to discuss how to improve the neighborhood, creating a space to have important conversations about the area. To Douglas, the library represents accessibility grounded in human values.

“There’s a small seminar room in my local branch. I used it when we were part of a community hub for urban development. Local residents would come to discuss priorities for improving the community and who we could involve.”

Douglas

IMPACT PROFILES

Programs

Profile Average: 3.5

The Impact Profile of **Programs** is based on 167 users who have attended Hamilton Public Library Programs within the past year.

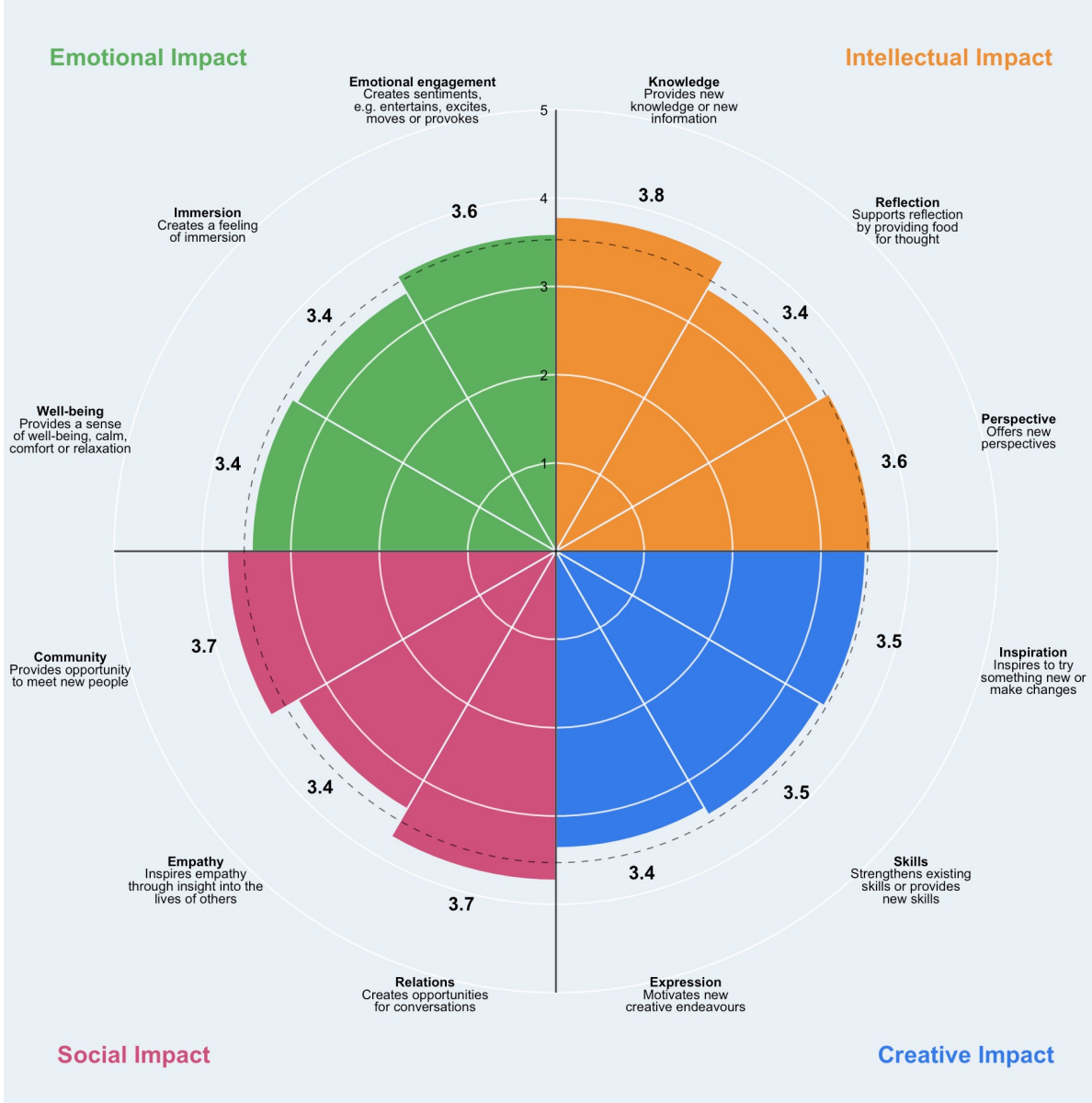
With a profile average of 3.5, this service scores at the higher end of the expected range.

Overall impact of Programs

- Programs are attended by fewer people than the other library services. However, those who do participate generally experience a strong all-round impact, with no scores below 3.4.

Key nuances

- The Social dimension stands out compared to other services, suggesting that attending Programs leads to connecting with new people and engaging in meaningful conversations.



What do Programs mean to Quinn?

Quinn has visited the library during their entire life. As a child, winning library writing contests gave Quinn a boost to turn their love of stories into ambitions to write themselves. In high school, the library was the calm space between school and work where they could complete their homework. While at university, audiobooks from the digital catalogue became their company on long walks.

“Throughout elementary school, if my family wanted to watch a movie or TV show, we would never go to a video rental store but instead check it out from the library. During this time, I also won multiple writing contests through the library which increased my confidence in myself and encouraging my dream to become an author.”

Quinn

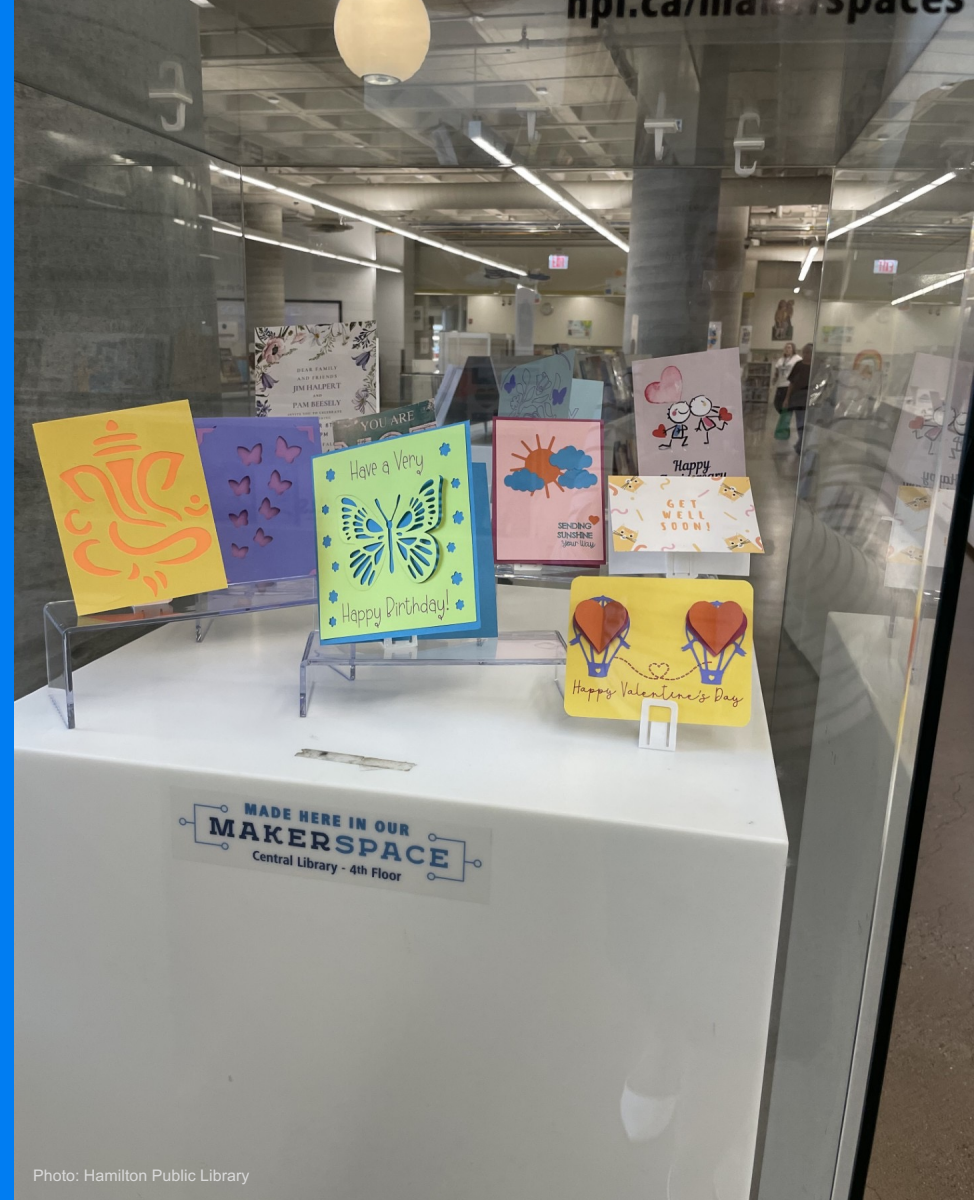


Photo: Hamilton Public Library

IMPACT PROFILES

Staff

Profile Average: 3.0

The Impact Profile of **Staff** is based on 350 Library users who have received guidance from library staff within the past year.

With a profile average of 3.0, this service scores at the middle of the expected range.

Overall impact of Staff

- Staff impact is most pronounced when it comes to 'Knowledge', 'Well-being', and 'Relations'. Each of these parameters score above the Profile Average.

Key nuances

- The Profile Average score of Staff (3.0) is lower than the other library services, with many parameters scoring below 3.0. However, peaks indicate the core support offered to users by Hamilton Public Library Staff as a source of knowledge, comfort, and conversation.

Emotional Impact

Intellectual Impact



Social Impact

Creative Impact

What do Staff mean to Margaret

With a demanding job in community healthcare, the library was Margaret's refuge for many years. During a hectic day with phone calls and coordination, reading a book during a break would provide Margaret with energy to get through the rest of the day. Over time, Margaret built a close relationship with the library staff which made entering the library even more comforting.

"I knew them by their first name, and they knew mine. Every time I went in, they would greet me, call me by name, and we'd have a conversation."

Margaret

4

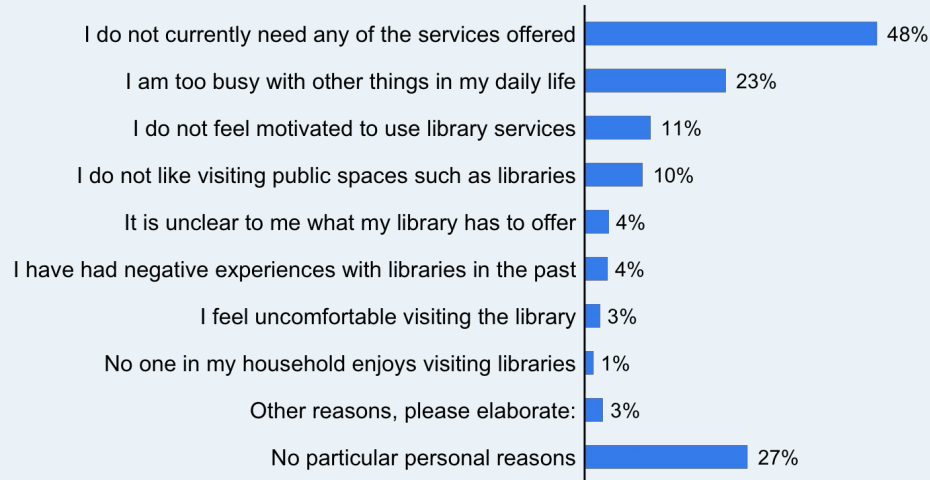
Perceived impact and feedback from users and non-users

Barriers to library use experienced by non-users

Reasons for not using library services

Do you have any particular personal reasons for not using public library services?

Please select all that apply:



n: 61

Library non-use does not stem from unawareness or dislike of library services

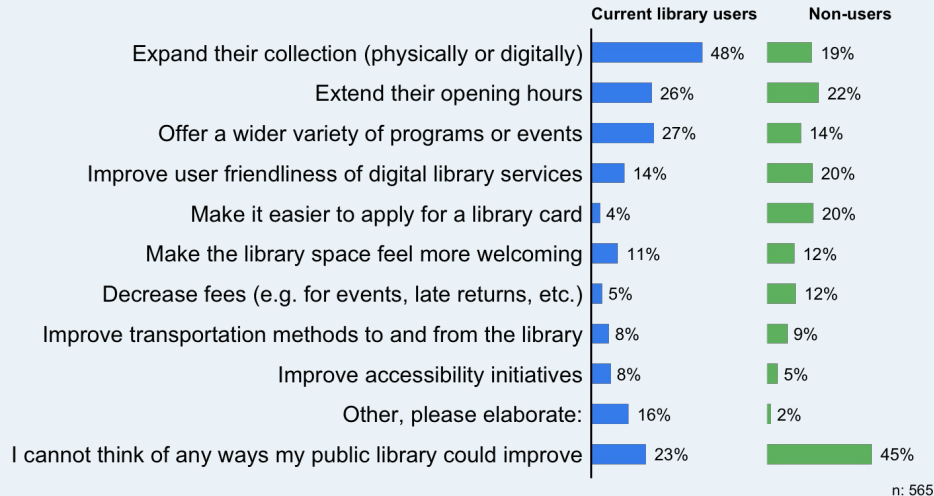
- Non-users are generally aware of what Hamilton Public Library has to offer, but they do not feel an urgent push to use library services.
- In fact, most non-users report that they do not use library services simply because they do not currently need the services (48%), are too busy (23%), lack motivation (11%), or for “no particular reason” (27%).
- Only 4% of non-users feel in doubt about what Hamilton Public Library has to offer. Likewise, very few non-users have a dislike for libraries or adverse past experiences with them.

Library service feedback, users and non-users

Suggestions offered by users and non-users

If you could decide ways for your local public library to improve, what would they be?

Please select all that apply. I think my public library should...



Most non-users do not have improvement suggestions, while users would like more to choose from

- About half of non-users are unable to suggest improvements. Among non-users who do have an opinion, most suggestions relate to improving access to library services.
- Half of current users of Hamilton Public Library would like to see an expansion of library collections. Extended opening hours or a broader variety of programs are suggested by about 1 in 4 users. Generally, users would like to make even more use of their library.
- More than 23% of current users do not find that any of the listed options need improving.

Inputs from users

"There are only a few library branches that are open on Sundays and there are often not programs on Sundays. If more branches were open on Sundays, I would like that. but I also know that there's not always a ton of people at my rural branch and that it is the budget that they have."

Jenna

"The branch I go to in Waterloo sometimes has LGBT-specific programming like an LGBT book club, and I've attended a couple of times. If there was something similar at the Ancaster branch or another branch closer to me in Hamilton, I'd be interested."

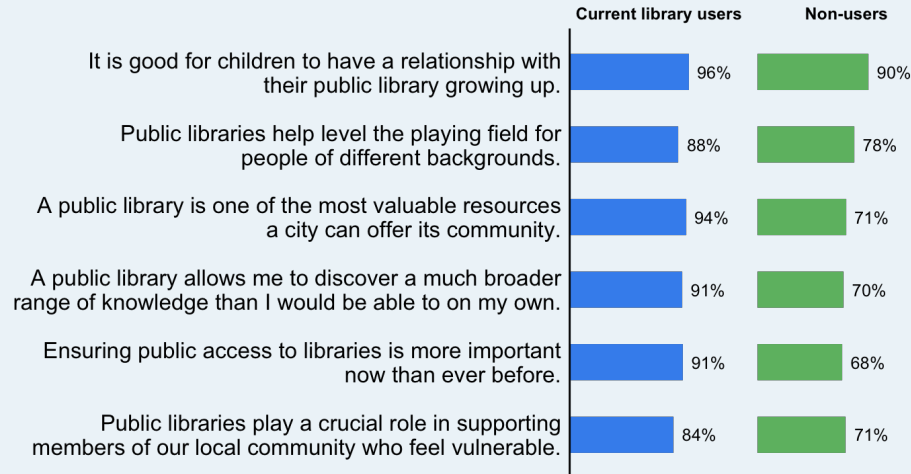
Riley

Library impact perceptions, users and non-users

Perceived library impact on individuals, communities, and society

Please indicate the extent to which you agree or disagree with the following statements.

Percentage "Agree" or "Strongly agree":



n: 565

Libraries are highly valued institutions by both users and non-users

- Whether asked about individual needs, support for their local community, or about the role of libraries in society, a large majority of both users and non-users agree on the importance of public libraries.
- Even among non-users, 71% agree that a public library is one of the most valuable resources a city can offer its community.

Inputs from users

"The library eliminates barriers by teaching people about things like taxes which you would otherwise have to learn about from someone else or at school where you maybe don't have access. The library helps take away those barriers to learn by teaching people things. And a lot of it is crucial skills; for example, being tutored in English as ones second language is very valuable when living in Canada, assimilating, getting jobs, and establishing one's life here. Having that help is beneficial"

Riley

"I think that there is a lot of potential in schools and society to educate people to use the library much more and regain some of the public spirit that I feel we have lost a but in Canada."

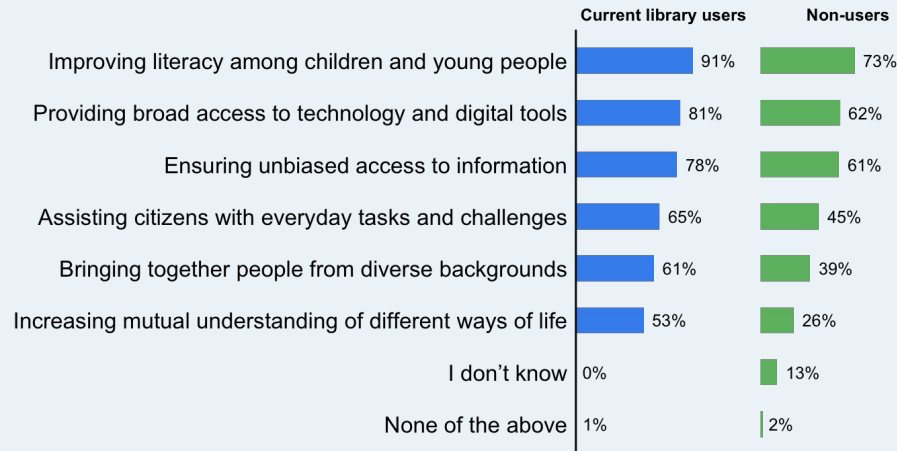
Douglas

Areas of library impact according to users and non-users

Areas with most significant library impact

In which of the following areas do you believe that public libraries have significant positive impact?

Please select all that apply:



n: 565

Users and non-users alike believe in significant positive library impact

- Nearly all current users of Hamilton Public Library believe that public libraries have significant positive impact within at least one of the listed areas.
- 91% of current users believe that this positive impact is most significant within early literacy.
- Crucially, non-use does not equate to disbelief in library impact. On the contrary, 85% of non-users believe that public libraries have significant positive impact in at least one area.
- Many respondents have selected multiple areas of positive impact – especially among current users – indicating a conviction that public libraries deliver value broadly.

Perceived impact of technological services

The majority of library users believe that technological services offered by Hamilton Public Library have a positive impact for people in the local community.

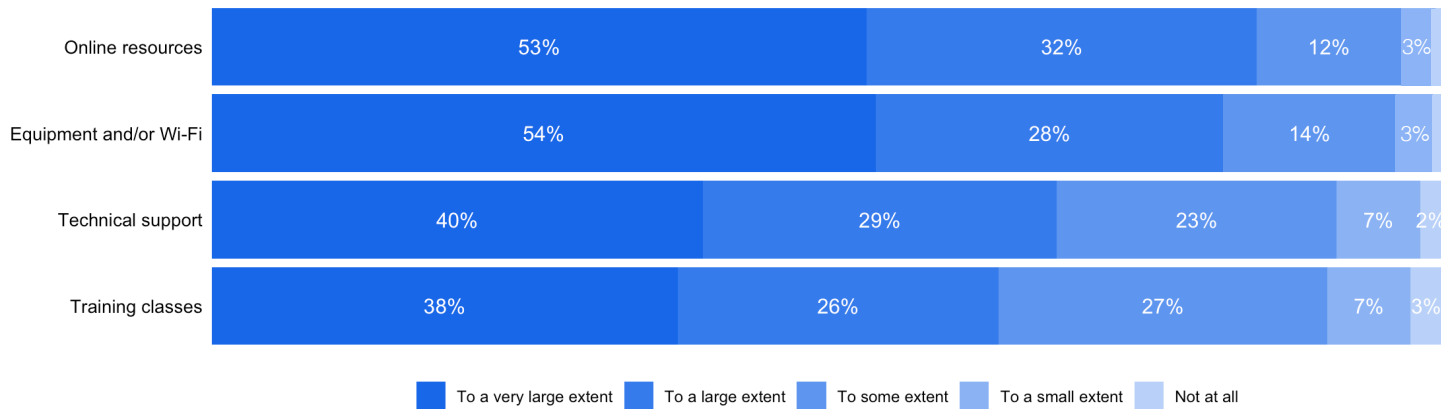
Most prominently, 85% of current users find that online resources have a large or very large positive impact.

Although rated as the least impactful service, training classes are nonetheless believed by about 2 out of 3 users to have a large or very large impact.

Impact of technological services according to current library users

Public libraries offer various digital and technological services.

To what extent do you believe that these services have a positive impact for people in your community?



n: 504

A

Appendix A: National results

About the national impact benchmarks

This appendix compares Impact Profile scores from Hamilton Public Library to national averages from the CULC Impact Study dataset.

Impact parameter benchmarks are provided for the Overall Impact Profile, as well as for each of the four services: Collections, Spaces, Programs, and Staff.

Although this work is inspired by the Toronto Public Library Impact Study, please note that metrics from that separate study are not included here.

Interpreting impact scores

A lower impact score for a given parameter indicates that this specific type of positive impact is less evident at the library in question.

As such, a low score is not necessarily caused by negative experiences – it just means that users do not generally experience this type of impact.

Interpreting national differences

Although individual library deviations around the national CULC averages are usually small, they do provide guidance on library strongholds and weaknesses.

A sizeable positive deviation on one or more parameters signals that the library has succeeded in generating above-average positive impact on these parameters.

On the other hand, a distinct negative deviation on one or more parameters indicates that patrons experienced this or these forms of impact to a lesser extent – perhaps because the library has prioritized inducing other types of impact.

A common scenario is that individual library impact scores vary in parallel with the national average. This means that despite a consistent gap (positive or negative) between the library's scores and the national average, general patterns of high- and low-scoring parameters remain highly similar across the library and the national level.

This highlights how public libraries and their users are in many ways more alike than they are different. Certain library services tend to induce similar reactions across the country:

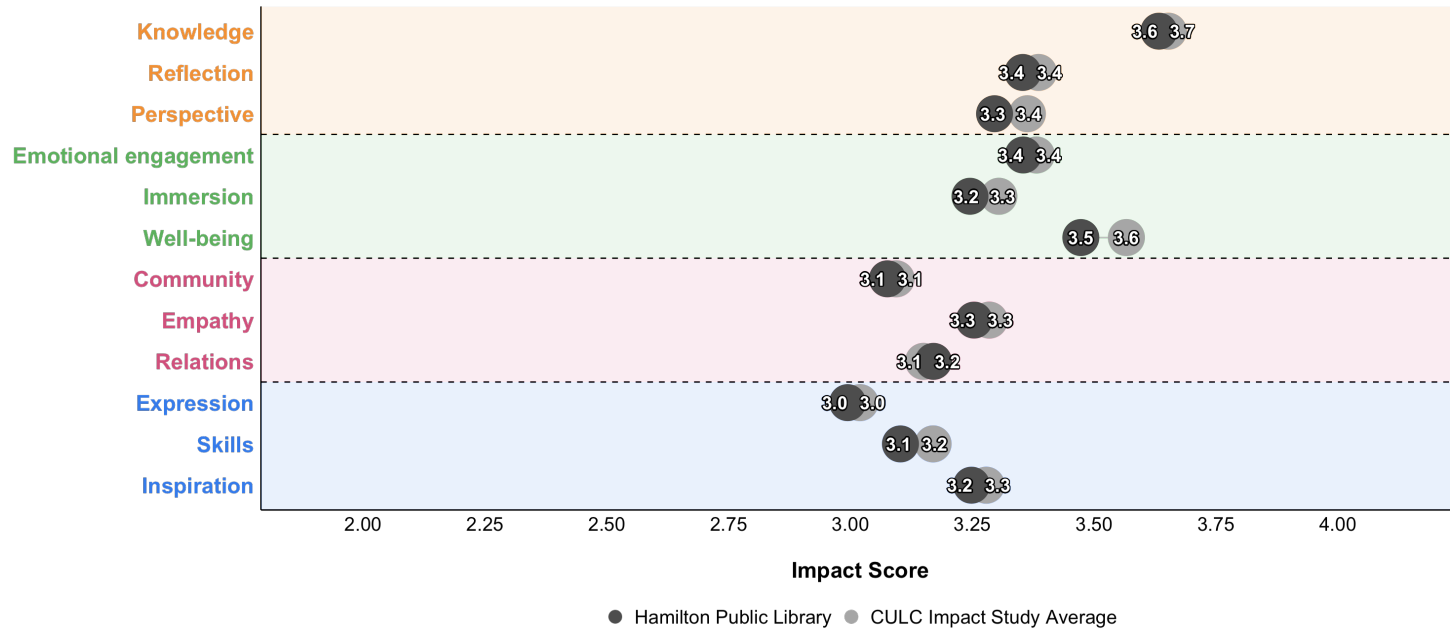
For instance, Staff tend to exhibit strong '*Knowledge*' and '*Well-being*' scores since these are core values in the work carried out by library staff anywhere. Similarly, Collections do not necessarily inspire a feeling of '*Community*' while Programs often do.

Rounding

Please note that impact scores are rounded to 1 decimal by convention. For example, scores of 3.234 and 3.197 are both labelled as 3.2, but their positions on a graph will not be exactly the same.

National benchmark – Overall

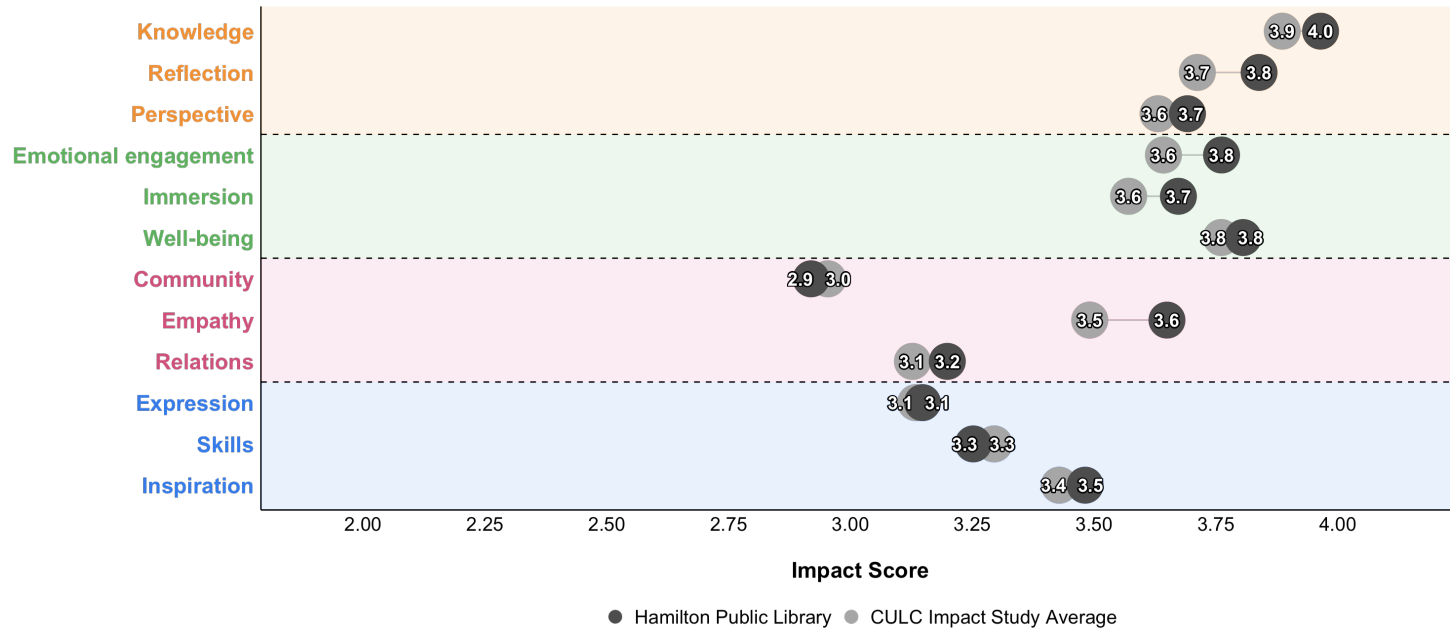
Library Impact Benchmark



Note: Original scale (1-5) constrained to show the expected empirical range (2-4).

National benchmark – Collections

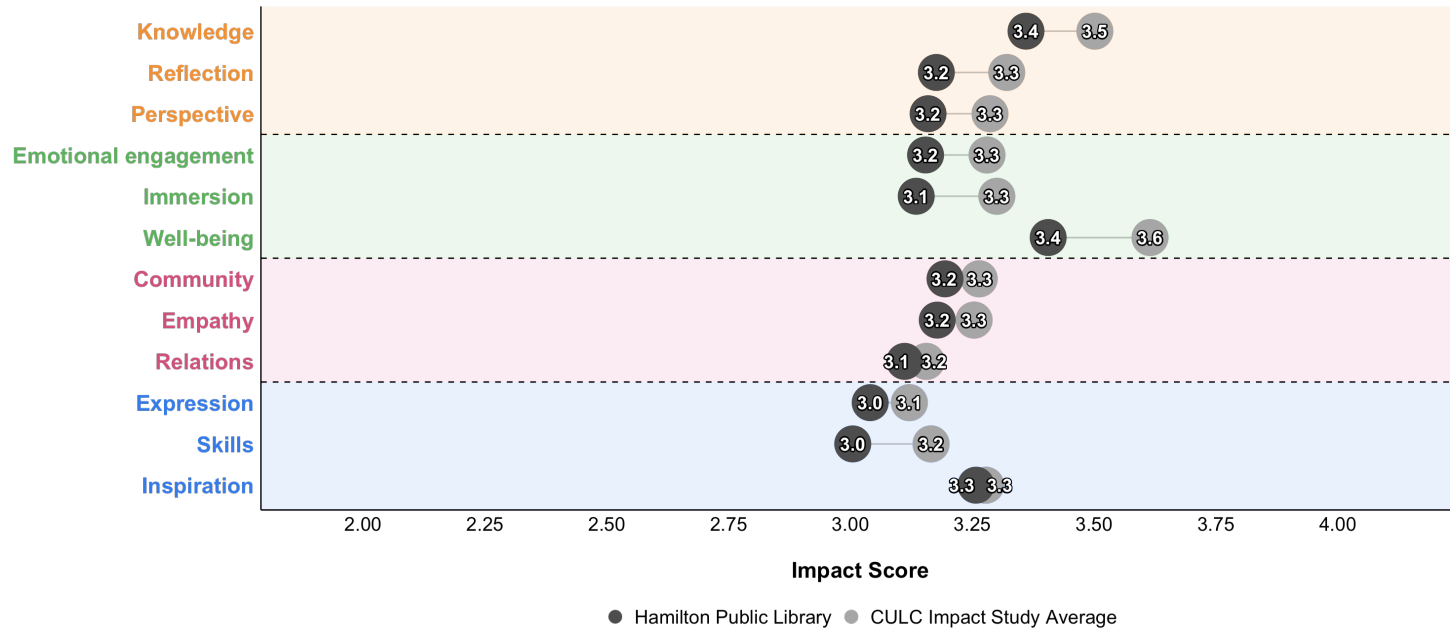
Library Impact Benchmark



Note: Original scale (1-5) constrained to show the expected empirical range (2-4).

National benchmark – Spaces

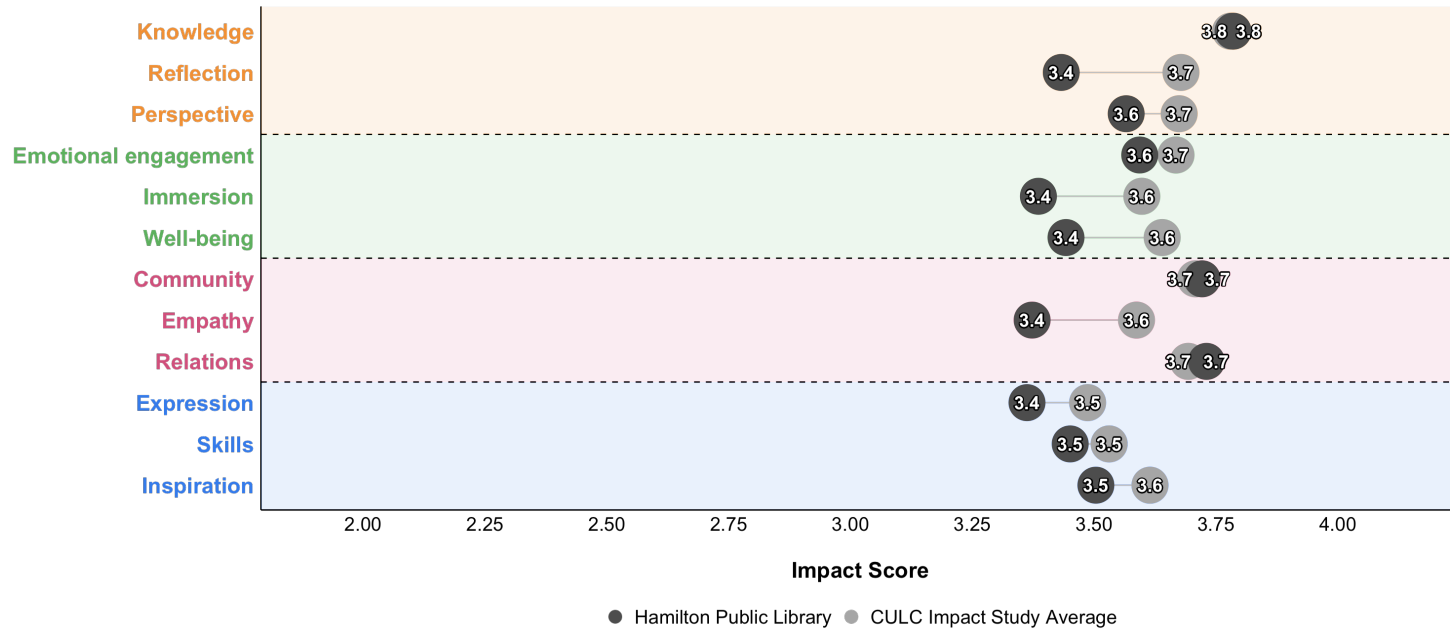
Library Impact Benchmark



Note: Original scale (1-5) constrained to show the expected empirical range (2-4).

National benchmark – Programs

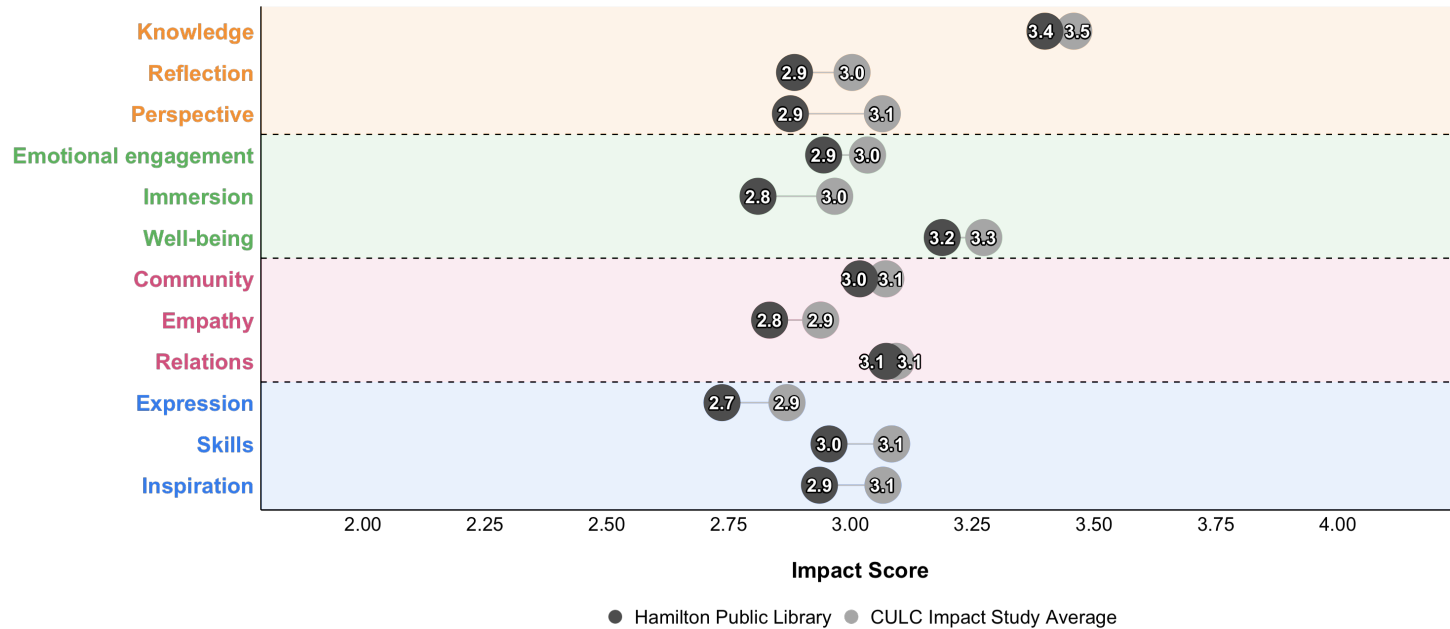
Library Impact Benchmark



Note: Original scale (1-5) constrained to show the expected empirical range (2-4).

National benchmark – Staff

Library Impact Benchmark



Note: Original scale (1-5) constrained to show the expected empirical range (2-4).

B

Appendix B: About the study

The team

IS IT A BIRD was established in 2011 and counts +30 employees. We are specialists in turning deep human understanding into new business opportunities.

We are on a mission to humanize business by offering our clients opportunities to shift perspectives and drive transformational change that resonates beyond the bottom line.

As part of Implement Consulting Group, we work as a transformation collective, born out of a genuine wish to turn plans into impact and dreams into progress.

For this collaboration, we put together a team across IS IT A BIRD, Implement, and It depends to enable the best possible impact study.

IS IT A BIRD

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Copenhagen, Denmark

Website: isitabird.dk
LinkedIn: company/is-it-a-bird

It depends is an unconventional research consultancy, specialized in untangling the messy human experience. Our advanced quantitative methods make sense of human attitudes, needs, and behavior.

We were founded in 2023 by data scientists who left the traditional consulting industry to deliver more truthful, more efficient, and more actionable human insights. Since then, we have delivered tailored market research across more than 40 countries.

Our high-touch project team is led directly by our founding partners and comprises experts in social research and data science. Based in a former butcher's shop in Copenhagen, Denmark, we provide full-service research consulting.

It depends

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Copenhagen, Denmark

Website: itdepends.dk
LinkedIn: company/itdepends-dk

Methodology

Research design

The Impact Study combines data from quantitative and qualitative sources.

Quantitative survey

The core content of the questionnaire is based on the Toronto Public Library Social Impact Study, carried out by Seismonaut in 2023, and the work expands on the 'Experience Impact Compass' which is a framework open-sourced by the Experience Impact Agency.

For this study, additional impact measures and survey questions directed specifically at non-users have been developed in collaboration with CULC.

The quantitative Impact Study survey was fielded in the spring of 2025, yielding a total of 18,315 responses across Canada, excluding Toronto.

Follow-up qualitative interviews

Informants for the follow-up interviews were recruited through an opt-in in the quantitative survey. These interviews were conducted as online sessions during July – September 2025.

To safeguard their privacy, respondents are mentioned by pseudonyms throughout the report.

Definitions

Current library users vs. non-users

As in the Toronto Public Library study, library users are defined as respondents who have used one or more services offered by their local public library within the past year.

Non-users are locals from the area covered by the library who have not themselves used any library services within the past year. These non-users are identified by postal codes in the area, specified by the library.

Impact Profile calculations

The Impact Profiles summarize the extent to which library users report experiencing different types of impact when interacting with library services. Each impact parameter is measured on a scale from 1 ("*Not at all*") to 5 ("*To a very large extent*").

For each library service, the Profile Average displays the average score across all 12 impact parameters.

The Overall Impact Profile averages impact parameter scores across all four library services measured (Collections, Spaces, Programs, and Staff).

Methodology

Survey sampling details

Quantitative survey responses were collected during May – July 2025 using CAWI methodology across two distinct sampling approaches, resembling the Toronto Public Library study:

1. **Panel sampling (8,540 responses in total).** National-level responses were collected through Kantar and Prodege market research panels, subject to interlocked representativity quotas on geographical regions, gender, and age groups.
2. **Library user base sampling (9,775 responses).** 26 CULC libraries have distributed the survey to their own user bases.

The combined CULC Impact Study dataset is composed of the panel dataset and each of the self-collected library datasets.

Filtering the dataset to contain only users of CULC libraries and non-users living in areas close to a CULC library has yielded a final dataset of 15,281 responses in total.

Rounding

Due to rounding, percentages may not sum to 100%. Likewise, impact scores of e.g. 3.234 and 3.197 are both labelled as 3.2, but their positions on a graph will not be exactly the same.

Weighting scheme

Similarly to the Toronto Public Library study, data from the various sources involved have been weighted to mitigate skewed sampling. The nationally representative panel dataset acts as the guideline.

Figures are generally quite stable with or without weights.

National panel dataset

The quota-sampled panel data are cell weighted on demographic characteristics to produce a nationally representative sample of library users and non-users.

Library use base datasets

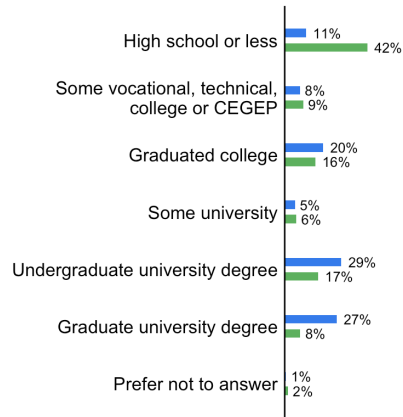
These samples have been weighted using an iterative weighting scheme to more closely resemble the regional gender and age distributions of users in the panel sample, while ensuring no extreme weights (range: 0.5 – 2).

Combined dataset

Library users in the combined dataset have been weighted to match the distribution of library users in the panel sample to mitigate oversampling of certain libraries' user bases.

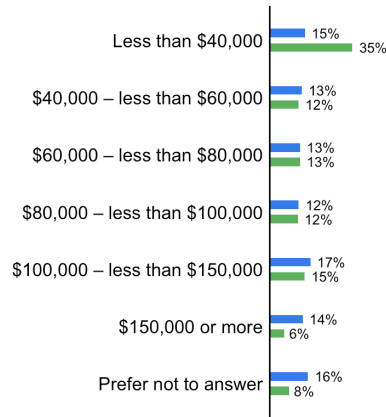
Key respondent characteristics (1/2)

Education level



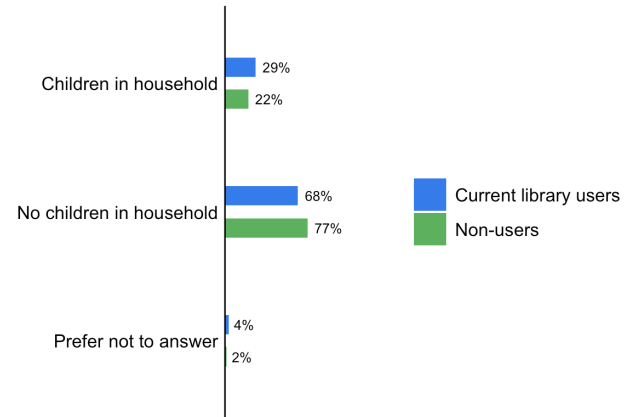
n: 565

Household income



n: 565

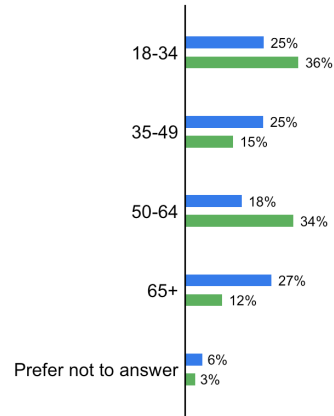
Children



n: 565

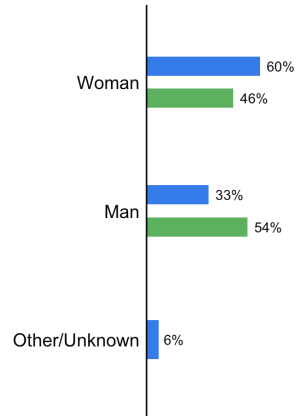
Key respondent characteristics (2/2)

Age groups



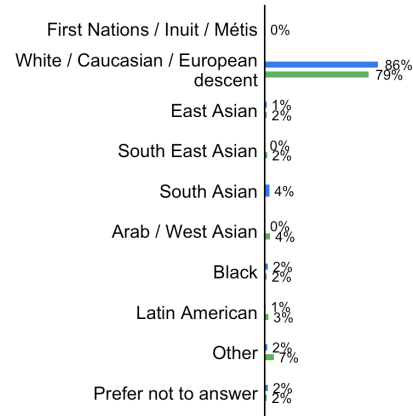
n: 565

Gender identity



n: 565

Ethnicity



n: 565

Current library users
Non-users

Old ways won't open new doors