

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:

