

Red Feather Lakes Community Library

Strategic Planning Questionnaire for Businesses

Name of business: CRYSTAL LAKES HOA Date: 8/27/2021

Name of interviewer: SUMUKH TORGALKAR

1. What hurdles do you face in conducting a successful business in this area?

INTERNET / INTERMITTENT (MIA CENTURY LINK)
↑
WIFI IN COMMUNITY CTR. → PRIOR TO THAT, POOR CUSTOMER SERVICE.
REFER TO LIBRARY

2. In what ways can you see the library assisting with those? _____

WE HAVE REFERRED PEOPLE TO THE LIBRARY.
OTHER INTERNET COMPETITION.

3. How can the library help you grow and sustain your business? _____

LIBRARY IS AMAZING. SERVICES ARE FANTASTIC.
RFL BOOK AT HOA? / BOOK COLLECTION & PUZZLES AT OFFICE
↳ COLLABORATION WITH FRIENDS OF LIBRARY.

4. Do you feel the library is an asset to the community? yes no not sure

Comments: ABSOLUTELY → FANTASTIC

5. For your business, have you ever used any of the following services? (Circle all that apply): print, copy, fax, scan, Internet, WIFI, referrals to other community services/agencies, referral related to emergency such as fire/storm.

- PRIOR TO WIFI AT THE HOA, STAFF/RESIDENTS USED LIBRARY AT WIFI.
- USE FAXING.
- RESEARCHED AT LIBRARY

6. What additional services would you like to see the library offer? _____

NONE THAT CAN BE THOUGHT OF → COMPUTERS/TECH

7. Is there anyway that you could promote the library? ___ no, or yes by

OPEN TO WHATEVER YOU'D LIKE TO POST/OFFER AT

BASE CAMP. (ASSESSMENTS/ BILL PAYMENT)

8. Do you have anything else that you would like to say about the library? ___ no, or ___ yes:

GLAD THAT WE ARE. ANYTHING WE CAN DO

TO HELP OUT → 1580 PROPERTIES.

OPEN TO HELPING OUT.

Be sure to leave the handout on business services with them and review it if you have not already done so.

THERE IS A BOOK AREA WITH A FRIENDS OF THE LIBRARY SIGN ON IT. MANY RESIDENTS HAVE UTILIZED IT BUT MANY HAVE LEFT BOXES OF PUZZLES/ DVDs. CAN SOMEONE FROM FRIENDS GO TO CHECK ON THIS AREA/ HELP CRYSTAL LAKES HOA MANAGE IT?