



SOLDOTNA

JOYCE K. CARVER MEMORIAL
SOLDOTNA PUBLIC LIBRARY

STRATEGIC PLANNING REPORT

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Rachel Nash
rnash@soldotna.org
907-714-1252

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Community Survey Responses

Introduction

During August 8-30, 2017, members of the Strategy Group and Soldotna Library staff conducted a community survey. The purpose of this survey was to determine community needs. The Library Board can use the results of this survey to help them determine relevant strategic goals for the Library.

Methods

The survey asked three open-ended questions:

1. What do you love about your community?
2. What needs in our community are not being met?
3. What are some ways we can meet these needs?

The survey was made available to the public through print and online through Google Forms. Paper surveys and collection boxes were distributed throughout the library, to parks and to other public areas. Advertisements including the hyperlink to the online survey were posted on public bulletin boards around town. The online survey was also shared through the Library web page, newsletter, and Facebook.

Results

Altogether we received 263 useable responses including 41 paper and 221 online responses. 251 online responses were blank or unrecognizable and were not included in the results. Responses including identifiable answers to at least one of the survey questions were included in the results.

The Strategy Team reviewed the results and sorted the responses into 9 categories: Social services & Safety, Infrastructure, Economic Development, Nature/Location, People, Communication, Entertainment, Youth, and Library. Tables containing these responses are included below (Figures 2-10), and the original survey data is also included in the Appendix.

It is challenging to accurately quantify open-ended questions. Great care was taken to group same or similar responses and to organize them in a useful format. Figure 1 shows the

categories sorted in order of the total number of responses regarding unmet community needs. Social Services & Safety, Infrastructure, and Youth were the top three concerns of respondents, while most positive responses fell under the categories of People, Nature/Location, and the Library. Solutions were offered in every category. The three top areas of concern may be of particular interest in setting strategic goals for the Library.

Category	Positives	Unmet Needs	Solutions
Social Services & Safety	3	37	21
Infrastructure	0	32	15
Youth	1	18	21
Entertainment	11	13	11
Library	17	10	22
Economic Development	1	8	21
People	85	6	10
Communication	0	4	23
Nature/Location	43	2	4

Figure 1

The following pages include Figures 3-11. Responses are grouped by category and question, according to the color coded key (Figure 2). Green highlights positive community attributes, red shows unmet needs, and blue shows solutions. Each section is further organized according to the highest number of repeated responses to lowest. Headings are given where appropriate.

Key

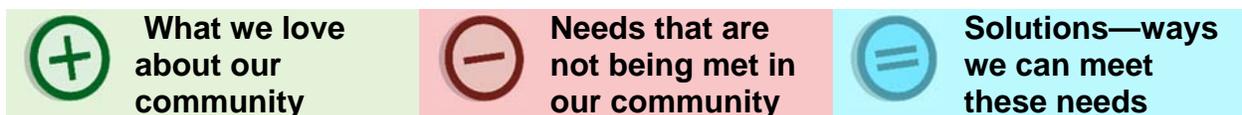


Figure 2



Social Services & Safety



- Community entities support individuals, E.g. Hospital (2 responses)
- The recovery community (1)



- Homelessness (14 responses)
- Drug recovery programs (11)
- On demand services such as lodging, food, transportation, babysitting, legal, and mental resources for those in need (5)
- Medical care/health and wellness (3)
- More rescue/disaster management resources (2)
- Computer help (1)
- Theft problem (1)



- Public transit. E.g. small shuttles or buses (7 responses)
- Build shelters/transitional housing (3)
- Donate clothes, host fundraisers, and food drives (2)
- Health education, E.g. holistic and healthy aging (2)
- More jail time (2)
- More police (1)
- Talk about the drug problem (1)
- Research-based support system for those in need (1)
- Lower health care costs (1)
- Computer classes (1)

Figure 3



Infrastructure



- Remodeling buildings and businesses (10 responses)
- Public transit (10)
- Better traffic and road infrastructure, E.g. summer traffic (8)
- Trash clean up/ Recycling (2)
- A down town feel (1)
- Community composting (1)



- More room and resources for the public (1 response)
 - Community gardens and composting (3)
 - Comprehensive planning efforts (1)
 - Community recycling (1)
 - Convention center (1)
 - Engineering (1)
 - Expansion (1)
 - More hotels (1)
- Clearer signage (1)
- New stop light (1)
- Workshops on safe driving, esp. roundabouts (1)
- Eliminate the internet (1)
- Under street heating (1)

Figure 4



Economic Development



- Jobs (1 response)



- Jobs (4 responses)
- Income/money (2)
- Small business development classes (1)
- Not raising prices just in the summer (1)



- Work opportunities/job search help (4 responses)
- Efficient government spending (4)
- Money (2)
- No/lower taxes (2)
- Increase marijuana and alcohol sales (2)
- Rescind legal marijuana (1)
- Job training (1)
- Open more businesses (1)
- Start a small business focus group (1)
- Higher pay (1)
- Grants (1)
- Toll booth for all visitors to the Kenai Peninsula (1)

Figure 5



Nature/Location



- Environment, trees, flowers, scenery, clean air, wildlife (16 responses)
- Fishing (13)
- Parks, esp. Soldotna Creek Park and the dog park (10)
- Weather (3)
- Freedom (1)



- Environmental education (1 response)
- Protect the sports fishery (1)



- Clean up trash (2 responses)
- More trees, shrubs, and benches (1)
- Soldotna Creek Park is the beginning of a community “Center” (1)

Figure 6



People



- Welcoming, friendly, generous, helpful and social (47 responses)
- Close knit community, laid back, quiet, family friendly (38)



- Stronger leadership in our local government (2 responses)
- Diversity (1)
- Lack a feeling of community/Creating community bonds (2)
- Kindness (1)



- Speak out against intolerance (1 responses)
- Mix of church and state (1)
- Remove the politics (1)
- Speak to the city rulers (1)
- Stronger leadership (1)
- Change the perception of what is valuable to those in charge (1)
- Find hidden talents and use them (1)
- Get a higher demand for nerds (1)
- Help the community explore different ways of thinking, E.g. religion, politics, family, self-improvement (1)
- Kids bind the community together (1)

Figure 7



Communication



- Centralized area to get information about services and events/ Better advertising (3 responses)
- Networking (1)



- Better communication/advertising of community events (5 responses)
 - Community events publicized in the newspaper (4)
 - Mail monthly community event flyers (1)
 - Advertise on Facebook (1)
 - Flyers on bulletin boards (2)
- Materials for new or potential residents
 - Handbook for new residents online (1)
 - Visitor Information with answers (1)
- Increase collaboration between Kenai Peninsula coalitions (2)
- Partner with the schools (1)
- Hold community meetings (2)
- Train people to manage large public events (1)
- Let everyone be heard (1)
- Communication training for police (1)

Figure 8



Entertainment



- Community events, E.g. Chamber events, Summer events, Wednesday market (8 responses)
- Pets (1)
- Shopping (1)
- Support artistic endeavors (1)



- Entertainment (2 responses)
- Places to go (2)
 - Another swimming pool (2)
- Things to do in the winter, both outdoors and indoors (2)
 - Pets/affordable pet care (2)
 - Hobbies (2)
 - Lack of gyms (1)



- Activities
 - More cultural activities and classes, E.g. Painting, drawing, cooking, drama, etc. (3 responses)
 - Community competitions, E.g. science, art, storytelling, etc. (1)
 - More clubs (1)
 - Fundraisers (1)
- Places
 - Game place (1)
 - Skating rink (1)
 - Places with free entertainment to boost morale (1)
 - Community pool (1)
 - Places for adults to hang out (1)
 - More winter facilities (1)
- Pets (1)
- Chain restaurants, E.g. Red Robin (1)

Figure 9



Youth



- Education help at a high standard (1 response)



- Free outdoor and indoor activities for kids and teens, esp. ages 15-17 (6 responses)
 - Adult events combined with separate youth events (1)
 - More group activities for home schoolers (1)
 - STEM activities (1)
 - Higher level art classes (1)
- Need more education and activities for teens (3)
- A Boys and Girls Club in Soldotna (2)
- More places for kids to gather, E.g. a free or affordable teen center (2)
- Youth don't feel like part of the community (1)



- Ideas for teens
 - Programs esp. to keep them out of trouble (3 responses)
 - Build a teen activity center (1)
 - Community service opportunities for teens (1)
 - Free study time for teens (1)
 - Community meals for teens (1)
 - Fun prevention classes (1)
 - More education (1)
- Ideas for children
 - More free family activities (1)
 - More summer and winter camps (1)
 - Adult events combined with separate youth events (1)
 - Classes for older children (1)
 - Movies (1)
 - Winter games and sports for families (1)

- Develop their self-esteem (1)
- Contests, clubs, genres, student sharing rosters, etc. (1)
- Place for kids to play while parents mingle and watch (1)
- Art projects for kids age 4-10 (1)
- Boys and Girls Club in Soldotna (1)
- Incentivize teaching (1)

Figure 10



Library



- The library (17 responses)



- Building
 - Install video phone for the hard of hearing (1 response)
 - Clean computers (1)
 - Later hours at the library (1)
 - Coffee shop in the library (1)
 - A quieter library (1)
- Collection
 - Wider range of books by favorite authors (1)
 - A Young Adult section in the library (1)
 - Disney section (1)
- Programming
 - A library trunk or treat (1)
 - Better compensation for librarians (1)



- Building
 - More evening hours (2 responses)
 - No noise in the library, esp. children and cell phones (2)
 - Clean library computers every day (2)
 - Keep library open (1)
 - More signs (1)
 - Don't allow adults without children in the children's area (1)
 - Set up a videophone (1)
- Collection
 - More true crime books (1)
 - Continuing to provide a diverse library collection (1)

- Get new books to help us learn about the world (1)
- More books in Spanish for children and adults to learn (1)
- Programs
 - Supporting K-12 school curricula with collection (1)
 - More library programs for adults (1)
 - Clean, supervised activities (1)
 - Periodically visit the schools (1)
 - Prereading opportunities (1)
 - Start charging for library events, esp. movies (1)
 - Beginning computer class (1)
- Best source of entertainment, a good community service for free (1)

Figure 11

Focus Group Responses

Introduction

Responses were collected September 19, 2017 at two Focus Groups sessions. Four community members attended each session, including Strategy Group members. Responses are provided as they were received during the session with minor grammatical changes.

Methods

One Library staff member facilitated each Focus Group session. Participants gave a combination of written and verbal, individual and group responses. All participants were asked to answer the questions below.

Results

The facilitator kept notes for each session, recording verbal responses verbatim and typing up written responses soon after the conclusion of the session. Responses from both sessions are combined and included below:

1. **In your opinion, what are we doing especially well at the Library? How can we continue doing well?**
 - a. Communicating to the public via the newspaper. Continue ads
 - b. Variety of activities for all ages
 - i. Continue/expand or add new offerings
 - c. Variety of activities for all different age groups. Community hub.
 - d. Always people friendly
 - e. I like that the library has a fairly good control of the patrons. No running around or excessive noises. Notes on the door in case it will be loud. I like the atmosphere.

- f. Sharing the resources between the libraries. Helpful people helping to request materials. Ereader books available. I like the fact that no one is policing the library.
 - g. I like the art displays.
2. **What can the library do better? How?**
- a. Notice for patrons- "if you feel uncomfortable with using the computer card catalog- please speak to one of us"
 - b. For people who are not computer savvy, make instructions written out
 - i. Or have the computer close to the front desk and personnel
 - c. Consistent hours for each day of the week
 - d. Would like more evening hours. More consistent hours. Every day from 10-8 instead.
 - e. Disagree that there is a lot of programming. Kenai has more programs, so more programs for adults.
 - f. Community room was empty but I couldn't use the library. Not comfortable at the high chairs at the computers. Get better chairs please!
 - g. Sign on the family bathroom for transgender individuals to go.
3. **Is there something the library is doing that we shouldn't be? Why?**
- a. Taking library cards or licenses to use a meeting room. It isn't very user friendly
 - b. Denying access to the community room that should be used. "it wasn't the rule as much as it was the attitude."
 - c. Letting dogs in that are not service dogs.
 - d. No cell phone usage or minimal use in the library.
 - e. Those art drawers! It is disorganized, there must be a better way.

4. **In an ideal world, what is your vision for the library?**

- a. A true community hub- the place everyone wants to be
- b. Activities at all times of day and evening for all ages
- c. Full of people of all ages, study rooms busy, children's corner active, etc.
- d. Community gathering place to center on learning for the whole family
 - i. Family reading times
 - ii. Children only reading times
 - iii. Adult reading groups
- e. A safe, clean, quiet, friendly atmosphere where you can go to relax and read a good book. No one judges you.
- f. Continuing offering services to Soldotna community
- g. Book mobile to seniors
- h. Partnering with hospitals, dr. Offices and create and stock book nooks (with donated books for all ages)
- i. Little free libraries
- j. Grant writer
- k. Services for patrons with special needs (not sure what)
- l. Perhaps history films or documentaries
- m. Work with the schools
- n. Alarm so books and DVDs do not walk off. (just get something that looks like it is protected). Have the Friends of the Library have an open store all of the time much like in Juneau. Friends sells high ticket items on ebay instead of just at the store so they get their money's worth.

5. **What are some potential obstacles to our library's ability to reach this vision?**
- a. Extra money in the budget
 - b. Money. Always money. (utilize the friends).more volunteers. Ask local artists to donate paintings. Put out a for the libraries fund raising ideas.
 - c. Lack of staff, need more full time staff
 - d. Lack of support from city and borough administration
 - e. Lack of volunteers
 - f. Perception, people perceive libraries going out of business. We have to work on this constantly
 - g. Security issues
6. **Do you have anything else you'd like the library to consider as it plans for the future?**
- a. Communication for people who aren't computer literate
 - b. Don't use social media as the main form of communication
 - c. Not being judged is really important. Not to judge people, but to serve that person
 - d. People with special needs are being served well
 - e. More art work on display and not in drawers.

Library Staff Survey Responses

Introduction/Methods

Staff survey responses were collected through Google Forms between September 9-15, 2017 using the questions below.

Results

The City Librarian collected the responses and organized them by question and topic, grouping similar responses where possible. The responses are shown below:

1. What makes a strong team?

- a. Communication (4 responses)
- b. Willingness to help (2)
- c. Shared work ethic (2)
- d. Being open to others ideas
- e. A shared vision

2. What motivates you?

- a. Verbal affirmation/Recognition/Positive feedback (4)
- b. Wanting to provide for the community
- c. Helping others find what they are looking for
- d. Personal accomplishments
- e. A drive and opportunity to learn new things
- f. Competitions
- g. Money

3. What makes communication work?

- a. Active Listening (3)
- b. Regular meetings with all staff.

- c. Letting people talk without interruption
- d. Being comfortable to bring issues up and try to work towards a solution.
No fear of being shamed or made fun of.
- e. Continuing with the same plan and not wavering between one thing or the next.
- f. Empathy, openness and transparency, willingness to speak up, kindness, timely sharing of information, understanding that different people have different types of communication, willingness to talk things out, understanding that conflict isn't always bad, trust that we are doing the best we can.

4. In your opinion, what are we doing especially well at the Library? How can we continue doing well?

- a. Supervisors are very approachable
- b. Programming - keep coming up with innovative and community oriented programs
- c. Staff Training we do extremely well - we can continue to know each other better and that will let us know each others strengths and weaknesses so that we can help each other and thus be a better well rounded library.
- d. Library Staff: The library encourages each employee to achieve goals and gives opportunities to utilize the strengths each individual may have.
Continue having a monthly staff training. Continue weekly SDA mentor meetings and monthly SDA director meetings.
- e. Library Patron: We do well at helping others LEARN how to complete tasks so they are better equipped to handle such a task in the future. We do well, mostly, with providing relevant programs; things that the

community seems interested in. We need to continue to provide these things. I wish we were able to give more time to teach people with computers and such when opportunities arise.

- f. Customer service, staff training, teamwork, programming and all that it involves, responding to issues and improving. Continue to focus on improving our skills. Continue to reach out to the community to find out about their needs.
- g. Programs for patrons, customer service

5. What can the Library do better? How?

- a. We need a better parking situation. The parking lot is extremely maxed out when a popular event happens. I am not sure how to get it better - re configuring or paving additional space?
- b. Staff: Communication. There have been times where I am told one thing by RN and then the exact opposite by KW. It's frustrating.
- c. Patron: Communication. Once again, being told different things or even being told one thing and then having it changed the next month makes it hard to be consistent with patrons.
- d. Scale down? I sometimes feel like we are doing too much, and we are stretched too thin. This may just be a matter of better time management and task prioritization. We sometimes do work on-desk because we don't have enough time off-desk, and this may impact our customer service. We're doing what we can, but it would be nice if we had just one additional staff member.
- e. At the same time, focus more on digital literacy for staff and patrons.

6. Is there something the Library is doing that we shouldn't be? Why?

- a. I am very happy with what we are doing and I am very proud to be a part of our library.
- b. Allowing more people to do tasks that need to be done a certain way. The more people that help with a task at the library, the more mistakes will be made. Example: Linda catalogs the magazines. If we let one other person do magazines we might see a difference here and there on how it was cataloged. There may be discrepancies or mistakes but note much more often, probably, than just one person doing the task. If we allowed 4 people to catalog magazines there would be 3 times the amount of mistakes. Training can help but often times it does not completely eliminate the issue.
- c. I am not sure how to answer this question. We're not perfect, so there are likely things we should not be doing.

7. In an ideal world, what is your vision for the Library?

- a. Place of community engagement especially for teens and young adults
- b. A place that encourages learning to all - that it is easily accessible for all peoples, regardless of age, race, or religion. A place that creates a safe and welcoming environment.
- c. A place where all community members feel welcome and find resources they can use.
- d. The library as a community hub where patrons are always welcome and staff is well-informed, helpful and friendly, where patrons are introduced to new trends and knowledge in a timely fashion while still having access to

more traditional forms of information (aka printed books, magazines, and media).

- e. I would like to see more private rooms available. Those conference rooms are especially busy! I wish we could somehow put sliding glass doors for one or two more of those ""coves"" or ""Nook"" areas.
- f. I would like to see the work room expanded.
- g. I would like to see one more full time position open up or another part time and on call position.
- h. I would like to see all Useful computers go as it seems the new PCs are holding up well.
- i. I would love to see library staff offered education reimbursements for college courses. Reimbursements could be contingent on the letter grade given (e.g. 50% paid back for an A, 30% paid back for a B etc.)
- j. Bigger budget for party type programs. Feeding those kids and teens takes a lot!
- k. Build a wall that encloses the children's area. Picture books, E books and the juv desk would remain in the enclosed area while the JF and J NF would stay out. This would keep kids in for story times and keep the noise out of the general area. This would help with the issue of Bouncing Babies needing to be in that area every so often. It could eliminate the community room usage for that program completely, actually.

8. What are some potential obstacles to our Library's ability to reach this vision?

- a. Money is the main obstacle. My visions are not too far fetched... So lets just become rich already! ;)

- b. Staff numbers and money. New technologies are expensive
 - c. Teens are the worst 😊
 - d. People are very spread out in our community and being able to physically come into our library to participate in our programs can be limiting. Young children may not be able to participate as well for the same reason.
9. **Do you have anything else you'd like the Library to consider as it plans for the future?**
- a. Not at this time.
 - b. More networking. Sponsor events that are held elsewhere.

APPENDIX: Community Survey Full Text Results

	1. What do you love about our community?	2. What needs in our community are not being met?	3. What are some ways we can meet these needs?
1	classes offered throughout the community to enhance life and social interaction of local residents.	practical solutions for our infrastructure that are economically efficient.	be more open to suggestions from the voters
2	"Free" DVD subjects are varies and have documentaries. The borrow from any library in state is GREAT!	Unknown	Unknown
3	ACCESS	BETTER KNOLEDE GTHA BOOKS CAN BE ORDERED IN OR YOU CAN HAVE ON LINE BOOKS S3ENT TO YOU	psa, POSTERS ON BULLITIN BOARDS
4	agencies and entites that support each other as well as the individuals that live in the community that are supported by them.	Better communications regarding events.	I would really like to be able to see the community happenings especially those held at the library listed in the newspaper. I realize in this era of technology that Facebook is the go to but you have to remember you have an entire aging population that doesn't live by technology. Do you realize that if seniors knew that their were things that they would enjoy at the library they could coordinate with senior centers for transportation? Just a thought.
5	all	none	none
6	all	none	smile
7	all	none	ok
8	All the events going on all summer for everyone.	Need to exercise our brains to be more open and inclusive to everyone with all their ideas and idiosyncrasies.	Let everyone be heard.
9	all the familiar faces	A place for lonely people to go socialize that isn't a church or a bar and where you don't necessarily have to spend money. Teenagers of working parents have very little resources in this community. The poor kids are falling through the cracks.Food security is a huge concern. 90 something % of our food is shipped to our community.	Install community gardens and community meeting areas, reserve land for a community composting facility to produce the necessary fertilizer. We could be using our own "waste" in order to feed ourselves resulting on less reliance on outside sources. Employ the teenagers to help with these projects giving them a way to contribute to their community and an opportunity to use their energy for the common good.
10	all the familiar faces	our teenagers need a place to direct their energy in a positive manner	by creating work opportunities for them in order to harness their energy and tune them into their abilities.
11	beautiful		

APPENDIX: Community Survey Full Text Results

12	beauty	help to familys in need of school supplies	not sure
13	Being able to use the library. The public library is necessary to meet the needs of the community.	In reference to the library the computers, each mouse and keyboards should be cleaned every day. Wipes could be used for this purpose. I use library services daily and I would appreciate a clean work area.	I would appreciate more evening hours to be able to use the library. I would also appreciate Sunday hours. We need a quiet library. No cell phones being used in the computer areas. Also residents should use reminded the library is a quiet place. Care givers should be asked to remove crying and screaming babies and children.
14	cleanliness	bus system	bus system
15	Close knit feel. Friendly atmosphere. I love that this town strives to provide a great place to live and visit!	Homeless needs. Hunger. Learning opportunities for young adults (or even older adults) on subjects that are hardly touched on during high school or college. Ex: Taxes.	Host events in the park or at the library specifically for people who may need help getting on their feet. Maybe provide more meal opportunities for those in need (not just for kids). Find knowledgeable people in the community willing to donate their time to teach or help.
16	closeness	none	not known
17	coffee	nothing	im not sure
18	Community events for families with kids of all ages. Love the library classes too.	Unitarian Church	Not sure - mix of church and state
19	Community events, dvds, books, printers	more classics	
20	d	d	d
21	Don't live here	see above	see above
22	easy		
23	eh theres no work, and theres too many drugged out people	i could use a job	point me in the direction of work so i can buy some marijuana
24	Ever since the park got a remodel we have really been making full use of it, summer and winter! Also the dog park is almost finished, but other than that i have not heard anything else about it.	I keep hearing about the sports center getting a facelift and I saw some plans with a indoor track and turf. I would love for this to happen. I also hear about a walkway from KPC to town happening but havent seen any forward movement on this. I Would LOVE to see more classes brought to the community, educational, crafty, sporty, dance, business, etc	I love that the library held that Alaskan herb class. I love that they have craft classes too, however most seem geared towards kids. I guess I would like to see more meet-ups. Then more advertising to get more of the community involved.)
25	Every thing!	The employeessss are not getting a timely pay raise!!	Start charging 50cents per adult when they have movies for kids. Or lecture info for kids. Cartoons are 25 cents each kid.
26	everyone	everything is being met	just being there
27	Everyone is so nice and friendly, it's clean and most people go the extra mile to help others.	Donations for people that need food, shelter and cloths.	Everyone giving not just big businesses and monitoring the ones that are taking advantage of it.

APPENDIX: Community Survey Full Text Results

28	everything	Can't think of anything	None
29	everything	nothing	my needs are met
30	everything	yes	yes
31	family friendly		
32	fish	none	none
33	fish	none	more fish
34	fishing	I do not know	i don't know
35	fishing	places to stay	ore hotels
36	fishing	i don't know	i don't know
37	fishing	none	none
38	Fishing	Traffic light on E Redoubt	New stop light
39	Fishing	None	Stop making take these surveys ! LOL
40	Fishing and Outdoors	Things are good	I don't have any problems
41	Freedom	less expensive gas and oil	Bus line for all
42	freindly	?	?
43	fresh air	Policing	more officers
44	friendliness	no sure	not sure
45	friendliness	personal	continue having this library available
46	friendly	more information	advertisement or word of mouth
47	friendly	Homeless	Center
48	friendly	booming production	higher pay
49	friendly and simple	I think they are fine.	keep up the good work
50	Friendly people, community events, and pride of some neighborhoods	Not that I am aware of...Simple computer classes for Seniors, safe study places for teens, activities for teen who are not involved in after school activities.	Link this survey to the Library's website. The teens may share their thoughts and ideas. Library led " how to do technology classes" for Seniors. (If not being done.) ..How to use the catalog ...How to use cell phones ...How to use I-Pads ...How to use computers ...How to... Library "study hours for teens" with retired teachers/volunteers. (If not being done.) Working with schools to meet research needs. What are classes needing for student research each month? Display library books for check-out in the need areas. Fiction/non-fiction.

APPENDIX: Community Survey Full Text Results

51	friends		littering	helpers
52	friends		youtellme	gtoffourbutts&dorit
53	friends and clean		nothing	all is good
54	good		good	good
55	good		good	good
56	great		none	keep up great things
57	great hospital and staff, good borough administration offices and staff		troopers over stretched on investigating thefts within our community's	efficient government spending practices for budget
58	great library		new comers hand book	put a new comers hand book on the web
59	Great parks, beautiful library			put a new comers hand book on the web
60	Great recreation but we need more bike and walking trails		Educate drivers on how to use roundabouts.	Workshops on how to use roundabouts and news articles.
61	How kind everyone is, as well as the amount and variety of events and activities available.			Workshops on how to use roundabouts and news articles.
62	How small and easy to get places it is.		Human trafficking, people without enough food and/or homes, people who don't have homes and have to live outside in rain or shine.	Fund raisers, food drives, car washes, and donating clothes are some of the ways.
63	How we come together during troubled times.		Help for people who are on drugs.	No idea
64	I don't like surveys		Idon't like being forced to take one!	Stop this
65	i dont live here		i dont live here	only Gods kingdom will solve all our problems like sickness and death
66	i live here		none	n/a
67	I love how the people are friendly and willing to help everyone else.		More public restrooms that are artfully done like homer.	Classes on using roundabouts
68	i love that the community is small enough for us to see familiar faces all the time, we can know our neighbors.		while there are many tolerant and accepting neighbors, we do have marginalized groups in our community. more visible support for minorities, poor, alternate lifestyle members of the community is still needed.	keep working toward the idea that each individual can, and should, speak out whenever they witness intolerance. ie come forward when small group of people want prayer at assembly meetings-- "Christian only" at that, even if it costs large sums of money to futilely defend in court. that is crazy. thank goodness there was a satanic prayer maker! The library does a good job of supplying reading materials from various view points. this is an essential service of the library/librarians. with funds limited, this becomes for difficult, but it remains a central responsibility of the library. thanks for your work.

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69	I love that we all watch over each other!	More things for young teens to do, to keep them out of trouble, and watching the Drs to see what they give your child, that how it all starts! Know what your kids are doing,	Sort of self explanatory! Get group efforts going more summer or winter camps!
70	I love that we have a tight knit community that pulls together to help people out and support each other	The heroin and meth problems! These drugs are everywhere in the community!	Better prosecution for drug related crimes and more treatment options,for both inpatient and outpatient programs.
71	I love that we have a tight knit community that pulls together to help people out and support each other	The heroin and meth problems! These drugs are everywhere in the community!	Better prosecution for drug related crimes and more treatment options,for both inpatient and outpatient programs.
72	I love that whenever a need arises there is always people who are willing to go above and beyond to help others.	Clothing those in need.	Make a place available for people to donate clothes, so when people are needing clothes they can go and get them for free.
73	I love the friendly, helpful staff and the easy to find selection.	I would love to see more true crime books.	Order true crime books.
74	I love the libraries! I also enjoy that the wednesday market has come about and seems to be doing well. I like the events that have been planned by the chamber.	I feel that there needs to be more support of the community to help those who have addictions and to avoid addictions in the first place.	I think the events being held are a good start, but I'd like to see some action based on research where the community could be a helpful support system, not just all talk.
75	I love the parks.	Low income single parents support; free, safe activities for teens, & families, free backpacks with school supplies for every local student in need.	More free family activities possibly a free community meal for teens and families not just catered to families with kids under 12, maybe twice a month?
76	It has a job for me	Evening hours for stores, utilities, post office, etc.	You can't without greater funding
77	It has everything a person could want or need. No longer any reason to head to Anchorage once a month.	Health care is very expensive.	Lower health care costs.
78	It is a small town.	Do not know of any.	Unknown
79	it is nice	every need is met	every need is met
80	it is small and welcoming		
81	It's a great community place		
82	its been home since coming to alaska	i love the community but haven't been around long enough to see whats not being met. i think its a lovely place.	
83	It's clean	Transit system	Small shuttles
84	It's green, pretty, and clean.	The library could use another bike rack. It gets pretty full in the summer.	
85	It's not as heavily populated as Anchorage or Fairbanks. I've lived in both.	The problem with smaller communities is lack of first responders. Bis cities have more people and they are just moments away.	If politicians would spend our tax money correctly. There wouldn't be budget issues and people might have time to get help. This making more survivors.

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86	It's not so densely populated. It's not uncommon for a moose to wander into Safeway. I find that an endearing perk of living in soldotna.	The police are over zealous, focusing on fining people for petty technicalities, instead of focusing on general well being and safety of the citizens.	Invite officers to mandated meetings expressing our general fear of being in the vicinity of a police officer because they're known for trying to give you fines for just about everything you do, and officers rarely if ever give warnings. They're focused on writing tickets, not helping.
87	It's not so densely populated. It's not uncommon for a moose to wander into Safeway. I find that an endearing perk of living in soldotna.	The police are over zealous, focusing on fining people for petty technicalities, instead of focusing on general well being and safety of the citizens.	Invite officers to mandated meetings expressing our general fear of being in the vicinity of a police officer because they're known for trying to give you fines for just about everything you do, and officers rarely if ever give warnings. They're focused on writing tickets, not helping.
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89	It's quite the mixed pot.	Activities for teens and a healthy space so they stop becoming a nuisance at public parks or turning to unhealthy and illegal activities.	Not sure!
90	its small	alot	take suggestions from the public
91	its small	addiction	better resources
92	It's small size, the kind people, lots of events and outdoor activities	Bike/walking trails along the highway; Soldotna to Kaslof and Soldotna to Sterling. Paved would be nice. Lack of a central point of information of activities going on in the community. Walking bridge over the Kenai. Walking trail from Skyview to town.	Needs in #2 make this self-explanatory.
93	jhj	hjh	hjhj
94	k	k	k
95	k	k	k
96	K	K	K
97	k	k	k
98	I/kjk	Ikki'	kIk
99	Layout	N/A	N/A

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100	Library services	Keeping quiet in the library No cell phones especially in computer areas. Clean computers, equipment and computer work areas. More flexible hours in the evening and Sundays.	Recommend programs for young children. Young children learn from books, emulating others and role play. Teaching children to use quiet voices and to respect others is necessary to enable other library users to have a quiet place to meet their needs. Signs placed at the doors to the library and other areas to keep cell phones turned off. Clean computer stations daily before or when closing the library. Need evening hours. One evening a week is so limiting.
101	Library staff is exceptional. Everyone is friendly, helpful	It has met my needs of computer use and copies. Perhaps more "office" like environments for those of us doing business w/use of computer and copy machine, where using a cellphone will not bother anyone else.	Not sure.
102	LIVING HERE	MORE JOB OPPORTUNITIES FOR FELONS	NOT SO SURE
103	Living in a small town where people remember you - this is especially true in the library here. I love this library....	It would be great to have library activities which are aimed at older children (10,11,12) - it feels like there is a lot for younger kids and stuff for teenagers but this age feels a bit left out. (maybe more books for this age too!)	Maybe drama or storytelling, video making, science and engineering projects or competitions,
104	Location on the river; community events	Convention center	Build a convention center
105	Love this library and easy access computers, safe. Comfort chars for computer, good for back/neck. :)	Beautiful library!	Good staff with Friendly involvement!
106	Many varied activities and opportunities	Possibly more emphasis on wellness activities and healthy aging. We are an aging population.	Workshops/presentations on lifestyle changes for healthy aging.
107	moose	skating rink	community support
108	more space and more resources	n/a	n/a
109	Most people who live in our community are friendly.	Better communication between government agencies & between neighbors.	Clearer signage. Broader communication venues. More invitations to share that communication.
110	Most people who live in our community are friendly.	Better communication between government agencies & between neighbors.	Clearer signage. Broader communication venues. More invitations to share that communication.
111	Most people who live in our community are friendly.	Better communication between government agencies & between neighbors.	Clearer signage. Broader communication venues. More invitations to share that communication.
112	Most people who live in our community are friendly.	Better communication between government agencies & between neighbors.	Clearer signage. Broader communication venues. More invitations to share that communication.
113	N/A	N/A	N/A
114	nature	none	n/a
115	nice	none	n/a

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116	nice environment	drug usage	better programs
117	nice environment	Need to install the videophone (VPI) so all impaired people can call via videophone, not TDD	Set up the videophone Check with Sorenson
118	nice in the summer	no comment	continue the work well done
119	nice people		
120	Nice people	N/A	N/A
121	no	no	no
122	Nobody asks questions	to many cops	sell more liquor
123	not a large city	things to do in the winter	activities
124	Not much.	We need more fun activitvys for addults.	Build hang out spots for grown ups.
125	not now	later	later
126	not sure	not sure	not sure
127	Not that much	We need more things to do in this town for all ages	I dont know
128	nothin	job	n/a
129	nothing	nothing	nothing i dont live here
130	nothing	nothing	nothing
131	nothing	everything	nuke the town
132	nothing	everything	nuke the town
133	nothing	job	none
134	nothing	nothing	nothing
135	nothing in particular at this time	affordable pet care for low income pet owners. It is greed,all about the money	not sure
136	okak	okay	okay
137	old home town	central area where newcomers can get answers to building, camping, codes, etc., instead of running all over Kenai/Soldotna to get answers.	a section in Visitor Information with answers for people who want to settle in the area.
138	Overall there are lots of opportunities to get out and be part of the community especially given our size - for example, activities in the park, local races, library classes, etc. There is also a huge investment in outdoor spaces with the river, tsalteshi trail system etc.	I'm relatively new to town and don't feel involved yet enough to effectively answer this. Nothing comes to mind	It would be nice to have a better central resource for seeing what's going on in town, including clubs and groups.
139	people	i don't know	i don't know
140	people	cleanliness	less trash
141	people	more places for kids to gather	open a game place or a skateing rink.
142	people	not raise prices just in the summer	speak to the city rulers

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143	people	none	better government
144	people and services	none	you do a great job - one of the best libraries I've been in
145	People are passionate about Alaska :)	drugs problems with kids/adults	I don't know. I think your programs for children are helpful. Anything that helps kids develop: their self esteem, their confidence and their skill/knowledge base may help them stay away from drugs.
146	people!	drug use among community	more education to adolescents
147	People.	bus system, public transportation.	Grants
148	pets	pets	pets
149	Shopping	Off the top of my head, I can't think of anything. I am busy trying to get my own errand done...	I don't have any needs you are not meeting, except understanding how to get to the place to print my docs...
150	simple	Its all wonderful	Give free money to everyone
151	small	more activities in the winter	advertise existing activities better and create more
152	small	drug usage	heavy jail time, make examples
153	small and friendly	income and jobs	no idea
154	small but offers so much	not sure	??
155	Small size	Increase in upscale cafes and restaurants	Bring in a couple more chain restaurants such as Red Robin
156	Small size, beauty, comaradrie	Emergency and rescue services need to be expanded. An office to activate and work out of when a disaster or crisis arrives. Constant vigilance and training offered to be used on demand or need which can consist of lodging, food, transportation, babysitting, etc. contacts for legal/mental/search & rescue made available on call. A chain of command of entities to contact to use for resource, advice, assistance. Too many incidents can occur too fast and needs are not met in a manner that would afford the best recovery.	Engage with each other to find hidden talents or opportunities individuals have to be used to the best advantage.
157	Small town feel (off season)	Protection of the sport fishery	Remove the politics
158	Small town feel. I enjoy the closeness that our community members have. this is one of the most scenic cities in the world.	Better choices in medical care. Better routing through town. Stronger leadership in our local government. Support and more functional infrastructure for public safety.	Stronger leadership, more programs for youth, More prudence with fiscal matters.
159	small town with big heart	homeless	community forum/town hall. Legislature
160	Small, Quiet, Friendly	Drug control, theft convictions	Rescind legal marijuana. Circular reasoning used for it's viability!
161	soldotna river park	better planning	comprehensive planning efforts
162	Sport fishing	diversity	greater cultural activities

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163	ss		ss		ss
164	such a friendly environment	money		point me in the direction of money	
165	survey answered yesterday	survey answered yesterday		survey answered yesterday, ugh	
166	The attention and \$ put toward outdoors i.e. bike paths and parks. Could use tennis and basketball courts with cameras to keep down destruction also an outdoors workout spot or several. An idea instead of cameras is to have a locked gate that requires a pass-card to open like motel doors.	Icing is still a problem in winter for pedestrians and bicycles.		Would like to see some underneath heating. Was really disappointed when Binkley was reconfigured/repaved and no heat installed.	
167	the beautiful plants	trash clean up		put up fliers for volunteering for trash clean up	
168	The bond between communities	More access to substance abuse treatment for individuals		Make more room or resources available to the public	
169	The caring, friendly people. Sr. Centers in Soldotna and Kenai	So far we have not encountered any serious "needs"		Family friendly rated movies. After 8 years here, we have paid to see TWO movies.	
170	the community	all of them		nope everyone is great	
171	The community library brought the guggling entertainment and other programs for families	More kid friendly and community parent activities. Love the pretty little rocks and STEM activities.		Some art projects for 4-10yr olds with parents. More books in spanish for children and adults to learn spanish. Thanks! :)	
172	the environment	everything		give me a job	
173	the freedom				
174	the friendly attitude of the residents	n/a		n/a	
175	the friendly staff	everything is being met		just being there	
176	the general environment, the river, the ocean, and the plant life	70% of people are strung out ass holes		we could kill all the bad people, but thats alittle hitlery	
177	The generosity of the people/willingness to help those in need, friendly, very social.	Would love to have more of a "down town" ful to the community.		The soldotna Creek park is a start to having a "Center" in the community.	
178	the good people are great	we have a not so good darkside		let god handle it	
179	the library	Coffee shops attached to the library and a young adult section		see above	
180	the library	recycling		community recycling	
181	the library	rehab		no idea	
182	the library	rehab center		no idea	
183	The library! Also the beauty of the Kenai River, the variety of educational resources and the outdoor recreation opportunities.	A community composting location(s) where residents could drop off household compost.		Community composting could be a borough/cities/volunteer collaboration. The Regroup Recycling organization may have information resources for this. Also the Peninsula Garden Club.	

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184	The outdoors and recreation		Transportation, this is huge problem for this area that desperately needs to be addressed, this is a gap for people with low social determinants of health. Cost effective public Transportation would lead to connectedness. those with disabilities, low income and health needs to get to medical appointments, the grocery store, and be able to live a healthier life. Second need is homelessness and housing. There are gaps for sober living housing, transitional housing and low cost housing. We have an abundance of over 200 children in our students in transition program who are living in substandard housing, homeless or on the brink of homelessness. The children should have a safe roof over their heads.	Develop a public transit- not carts! Something new! Homeless shelter sober transitional living homes for families with children.
185	The people	Housing for the vulnerable and social services to help them succeed		Collaboration with Kenai Peninsula coalitions.
186	The people	more for kids to do to keep them out of trouble. need more jobs		make things more affordable, eliminate tax on everything
187	The people	jobs		More jobs and training for people to meet those jobs
188	The people	Health and wellness		More education around healthy living and holistic wellness.
189	The People	I am pretty happy		The Wednesday @ the Park was an excellent idea - please continue!
190	the people	transportation		hold meetings
191	the people	drug addiction and homelessness		talking bout it , acknowledgement of its rampant encroachment in our community, tougher repercussions for drug use and possession.
192	The people we have met here are so nice! Your beautiful library and the Kenai river have been our favorite parts.			
193	the people, coming together to help one another offering free services for less fortunate as well as events everyone of all ages can attend.	more awareness of the services for everyone in the community		more paper awareness, not everyone has internet now days. it might be nice to get a flyer in the mail or in the newspaper of upcoming events and services in the community.
194	The people, very functional small town.			
195	The people.	Public transportation, bus system.		Grants.
196	The potential	The feeling of community and lack of free kids activities or places to go		Provide a place or time littles can play and explore while parents mingle and watch :)
197	The quiet and clean small town living	Training for drivers on how to use the rounders		Local newspaper ads and community ads where appropriate

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198	The recovery community	public transportation or shuttle to and from Kenai	bus system
199	The recreational mindset held by so many people	Public outreach in environmental planning and stewardship. This would include projects concerning functional greenspace on public property, wildlife and habitat restoration/management projects, and general education for the public.	Work with city officials and non-profit organizations to enhance their understanding and ability to manage large public events such as tree plantings, and planning workshops.
200	the small town	swimming pool that is not in Nikiski	Community pool
201	The small town atmosphere.	More indoor winter activities	Maybe community classes for painting, sketching or cooking
202	The welcoming nature of the residents		
203	the wilderness	the homeless	build shelters
204	There are a lot of books and all the staff is really nice.	Nothing	I cant think of any needs.
205	there are alot of resources available	more help with computer training for people who dont have one or did not grow up with one	not sure
206	There's a lot to do here for families and adults! Love the Wednesday markets and all the live music.	Another pool that's closer to Soldotna and kid friendly.	Not sure.
207	There's plenty of room for growth. I love the small community.	#1 issue is small business development. People have ideas for businesses but the right structure isn't in place. I am aware of E.O.C, S.B.O.C but people need more of a hands on group for teachings.	Maybe start a focus group with local small businesses, a base point of strategy to help those struggling. If you need help: SHANE 808-634-3705 :)
208	Tones of opportunities for involvement in a large variety of activieties.	More encouragement of reading	Periodic visits to schools prereading opportunities to enforce reading. Contests, clubs, genres, student sharing rosters, etc.
209	trees and shrubs and flowers.	If you could convince the borough and state to finish the bike path on K. Beach Rd. all the way to Kasilof and around to at least skyview. Soldotna could sponsor an annual bike race (Progress Days?) 42 miles minimum. Could start in Sterling and do a much longer race. Could become a well known race like Iltitarod or Mt marathon.	more trees and shrubs and flowers and more benches!
210	Very clean looking	More out door activtyvs for everyone.	Sponsors, familys, bake sales, donations
211	very friendly	better road entrance to kenai spur highway	engineering
212	Very Friendly People / Beautiful Scenic Area	elementary school kids - something like Boys and Girls Club in Kenai	not sure
213	Very outstanding and very polite workers	Need people to donation's books to keep people to come and learn more things.	Get new books and learn about the world more.

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214	weather		entertainment	places like the library with free entertainment to boost morale for the community
215	weather		rational politics	eliminate the internet
216	wildlife		intracity transportation	daily buses to other cities
217	xxx	xx	xxx	xxx
218	xxxx	xxx		Library could offer a beginning computer for "dummies" course
219	You have programs for all ages			z
220	z	z	clean computers and clean computer stations	clean computers and computer stations every day.
221			A boys and girls club in Soldotna	We need to have a boys and girls club in Soldotna
222				N/A
223	The people, the beauty		I'm surprised and dismayed at how loud it is in here. The loud talking was annoying and made it hard to concentrate and get my work done. Or Maybe this is the new normal most people that came in were quiet but the people behind the counter were the loudest. Wish there was more consideration	
224	Love story time a lot. Good opportunity to meet new mommies and to get out house too		Short time baby sitting service. Ex: When house wife gets sick or going shipping, the place to observe and play with infants by hour.	N/A
225	It is truly a creative and supportive community that holds education at a high standard while supporting artistic endeavors		More common gatherings are not widely advertised and opportunities to create lasting community boards are missed.	Help the community explore other ways of thought concerning religion, politics, family, or even self-improvement.
226	Small	None		None
227	Some people are nice, most are _____.	Kindness		Keep the faith
228	All the residents here seem to know one another whether they're acquainted through a mutual connection or by chance. I love how close our community feels.	There's a lack of entertainment around this location. More often than not, I run out of things to do around here.		Expansion.
229	The people and their willingness to help their neighbors.	Activities for our children.		I think the library is helpful in trying to meet these needs with all the activities they offer. We, as a community, need to get the word out of activities that young people can take advantage of and offer more to keep them out of trouble.
230	People are generally very nice.	Deminishng the drug problem.		I don't know.
231	The library and the staff. They are very supportive!	Our librarian's need more hours and wages pluss benefits		Not sure.

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232	The people are great. The small town feeling is the most. But the fishing.	For summer, traffic. More infrastructure.	Charge more for the heavy traffic by putting up toll booth. For all out of state or better yet anything north of girdwood.
233	I love the openness and natural flow of the town. Friendly establishments, good parks and fishing. Library and staff are amazing	Mostly issues with aid for those in need. (pig headed government) Things could use a re write to change for better	Change the perception of whats valuable to those in charge, make better goals and make better use of money and time.
234	Yes.	Short term housing options for homeless.	Establish a rescue mission.
235	The quietness and family orientation.	Public transport	Having a bus system like anchorage.
236	Fishing and the people and Library.	more jobs.	Open more biz and stop taxing the heck out of everyone.
237	The weather in the summer months.	Entertainment	This Library is the best source of entertainment a good community service for free for the moral of the people of the community.
238	Nice quiet place to relax and read.	I would like to see a wider range of books by a few of my favorite authors. Otherwise, all is well as far as I can tell.	Overall, I wouldn't say that I can give ideas to improve. When there isn't a copy of a book I'm looking for here, we get it sent from another library.
239	How close we are. Family oriented.	Park inside the street. They should let us park on the side of the street.	Make an ordinance.
240	It's small.	Things for youth, especially teenagers.	I don't know... Continue going in the same direction making clean, supervised activities.
241	That it is close knit. Small. There's plenty of things to do.	I don't know.	N/A
242	I like that it's small, really laid back and outdoorsy oriented.	Not enough space for hobbies throughout the town. Networking.	Community gardens!
243	It's small. How everybody seems to know everybody.	None that I can think of.	N/A
244	I love... the new parks. That people work together to keep it safe.	a NEED THAT IS NOT BEING MET IS DRUG USE.	Child/young adult prevention teachings and fun classes.
245	I love that when there are hardships, everyone comes together and ehips out.	There is nothing to do except hike. Activities at the park are few and far between.	Need more community activities. Clubs. I want to do so much but I'm lazy. We need stuff for lazy people.
246	The small town feel, and the number of events for kids and families.	Possibly higher level art classes for kids	find more pros to teach with some incentive like pay or fame.
247	It is a very passive community. People don't dudge you.	I feel like there is not a lot of nerdy hobbies stuff.	Get a higher demand for nerds.
248	Small enough to get around and get to know people but has everything close enough to be convenient.	Only been here a year but so far I haven't noticed that anything is lacking.	Loving soldotna so far.
249	The togetherness we have and how we have a lot of events for kids.	Library needs a trunk or treat in the parking lot for halloween	Plan and advertise on facebook.

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250	A lot of family orientated activities. Lot of people get included.	We've only been here 2 years but so far are very impressed. Nothing that can see so far.	N/A
251	Multiple activities for youngster's to play with other kids in a safe environment.	Teenager activity center/complex free or affordable.	Build a teenager activity center.
252	The soldotna creek park! With play areas for all ages in the summer and movies in the park.	Something for teens to do! Too big for the play grounds but their isn't anywhere to be that's free or low cost that is also interesting for 15-17 yearolds.	No clue. I noticed a lack for activities for teens when visiting the parks.
253	We have great community events and I love the library.	Adult events coupled with child events.	By having more adult programs and providing an alternate/subsequen program for their children.
254	I love the amount of activities and outdoor events offerend in soldotna.	Soldotna and many other small towns lack physical activity encouraged gyms and other "free" out/in door areas for youth and adults.	I believe we can open more facilities in the winter for play and encourage more games and sports for families.
255	Lots of family activities.	None that I can think of.	N/A
256	Recreation opportunities. Great library.	T transportation. Educate how to use roundabouts.	News paper articles to educate community.
257	Friendliness, helpfulness. Soldotnas appearance has improved through the years. A+	Drivers need to be better educated on the use of the roundabouts.	write newspaper articles.
258	I think we try hard to be a close knit community with lots of events throughout the year.	Youth, and children that do not live right in soldotna do not really feel a part of the community. Esp with some kids from k beach going on to kenai schools (but not really becoming a part of that community either.)	Partnering with the schools is a good start. Kids tend to bind the community together more than anything else.
259	People and Parks	Arts and plays	
260	It's Small	?	
261	That everybody works together.	A disney Section	
262	The Classes	More Group activities for homeschoolers	Classes for older children during week.
263	It's open and easy to navigate.	Lots of creepy people of whom I question around children.	Not much one can do without judging. Except a rule that people without children are not allowed in the children area.