



Brigham City Corporation

Citizen Feedback Panel: Other Departments and Services

Report for City Administration

Report of survey conducted November 29 – December 13, 2021

Compiled by Cami Sabin, Management Analyst

Date of report: December 16, 2021

Executive Summary

The Brigham City Other Departments and Services Survey was distributed by email to 353 individuals who had previously signed up to participate on the Citizen Feedback Panel. We received 181 responses, representing a 51.3% response rate.

Twenty of the 181 respondents said they do not use any services provided by the senior center, museum, or library.

Of the remaining 161 respondents, 44 (27.3%) said they use the senior center. Approximately the same number—40 (24.8%)—have visited the museum in the last year, although 117 (72.7%) have visited the museum in total.

Additionally, 74 participants (46.0%) use the library at least once a month, with another 66 (41.0%) reporting they use the library less than once a month. Percentages in parentheses exclude the 20 individuals who don't use any of these services.

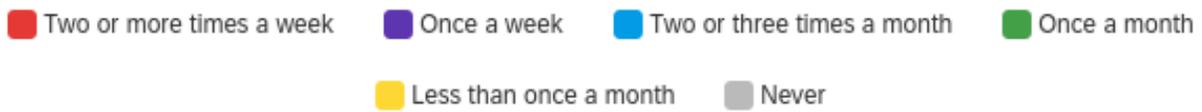
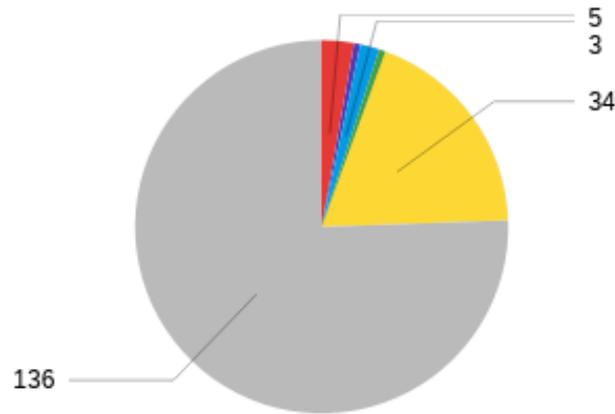
Primary takeaways from the survey include:

1. While 44 participants said they visit the Senior Center, only 10 of those visit once a month or more. Of the services provided by the Senior Center, meals were the most common, with four using the Meals to Wheels service and nine picking up to-go meals or eating congregate meals at the Center. Although the small sample size makes it impossible to generalize these numbers to a larger group, it does appear that the meal services are rated well among participants.
2. A sizable portion of those who said they've never visited the Brigham City Museum of Art and History say they lack information about the existence, location, or offerings of the museum.
3. The library offers a variety of services that people may not be aware of. For example, online language learning, online classes, and 3D printing are all services that very few participants had used (four, five, and zero, respectively), but that many people said they were interested in using in the next six months (29, 27, and 37, respectively).
4. The City needs to recruit more participants in the Citizen Feedback Panel in order to receive more comprehensive feedback.

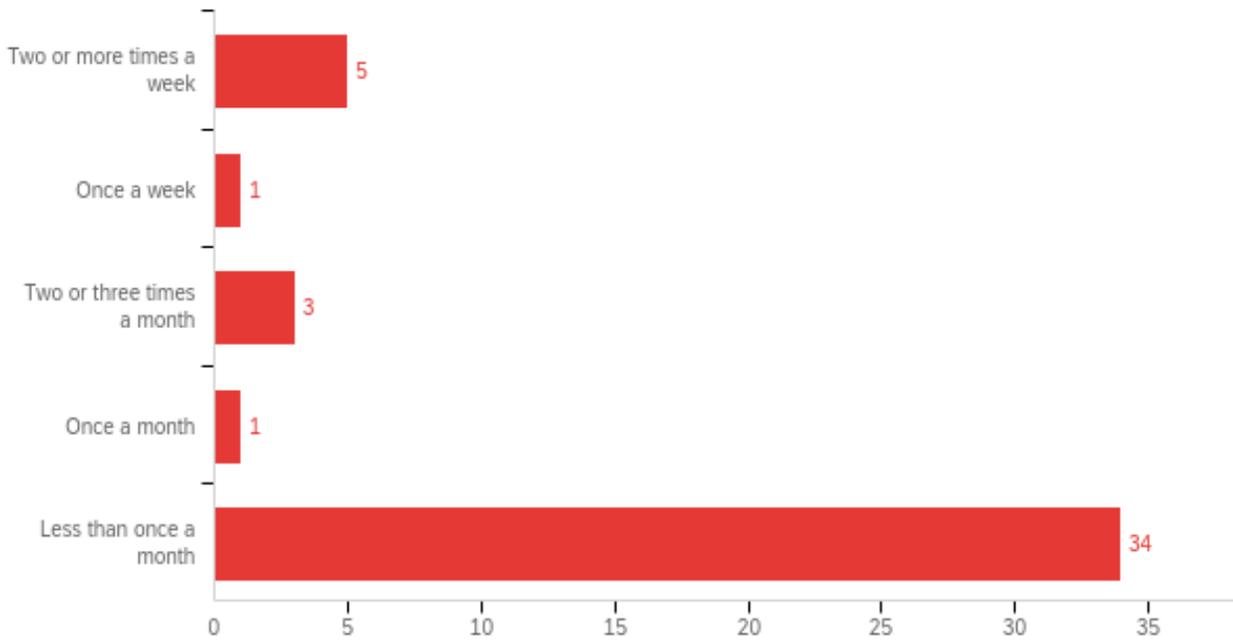
This survey focused on three City departments: the Brigham City Senior Center, the Brigham City Museum of Art and History, and the Brigham City Public Library. The report divides responses accordingly.

Brigham City Senior Center

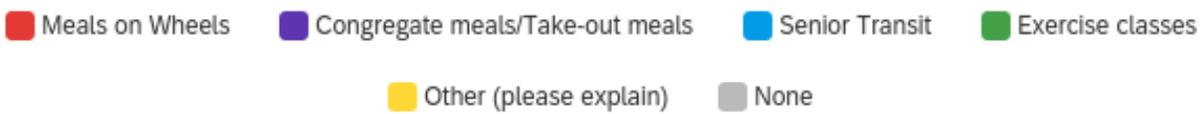
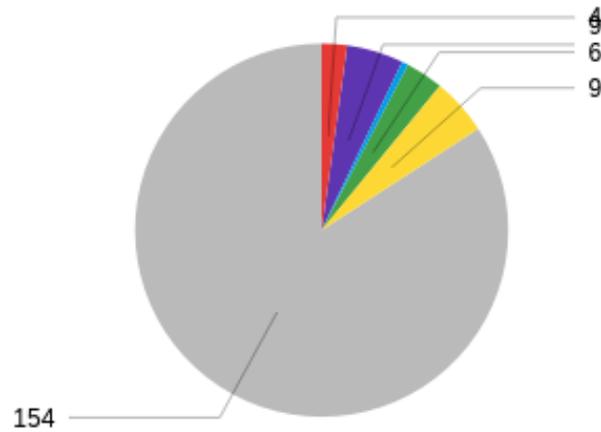
On average, how often do you visit the senior center?



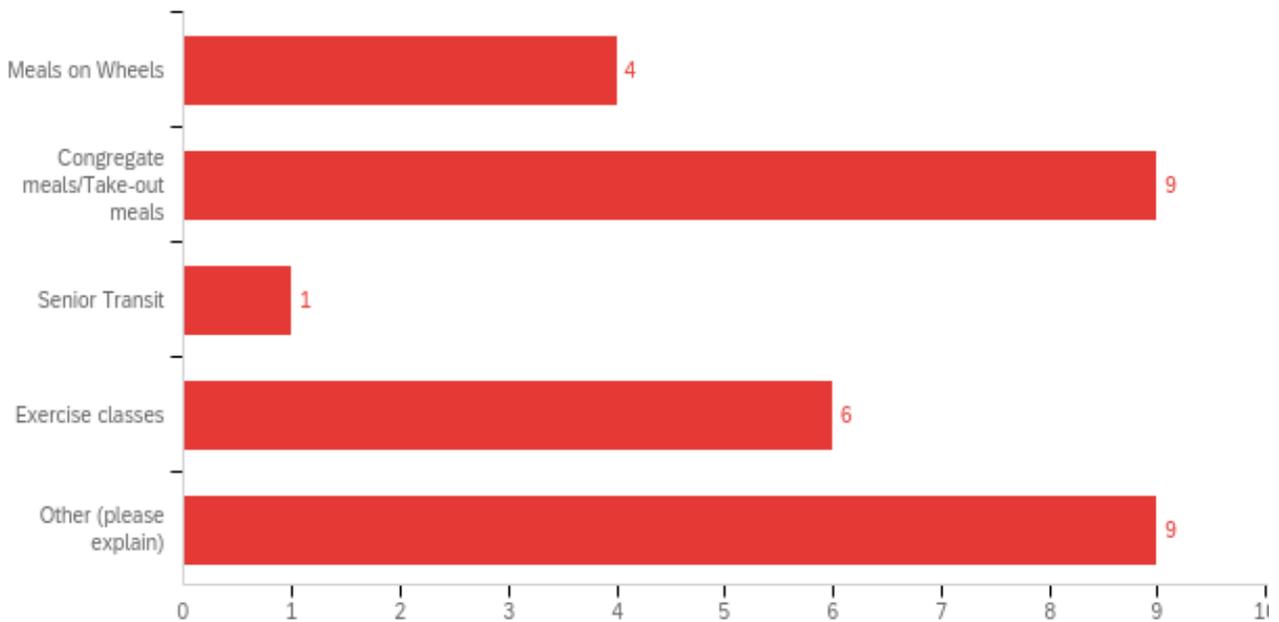
After removing the responses of those who selected "Never," the remaining responses are distributed as follows:



Which of the following senior center programs do members of your household access?



After removing the responses of those who selected “None,” the remaining responses are distributed as follows:



Text responses listed under “Other”

Watercolor painting

would do trips if they had some

Certain special classes and use of the center for special events

in laws in the past

The occasional dance

Did take Spanish class.

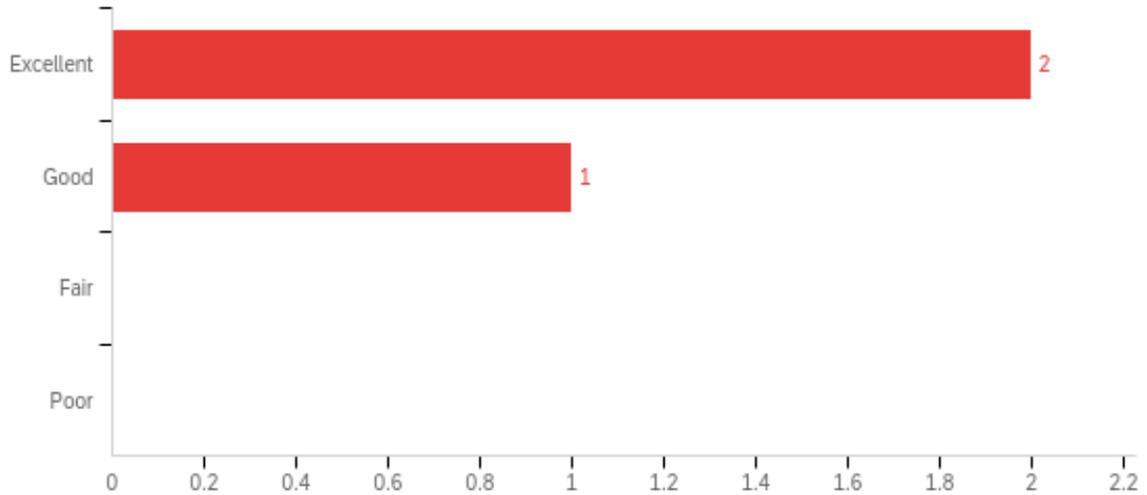
They aren't holding classes in person. I feel brigham is slow nonfriendly staff is into themselves not wants of clients. We have too many staff where volunteers could help . It is for the seniors yet staff run everything. Actually the senior center remodeling for them instead of remembering they are a community building. Which most brigham people only have heard it called a senior center. That is why most don't rent it

Took grandkids to the museum

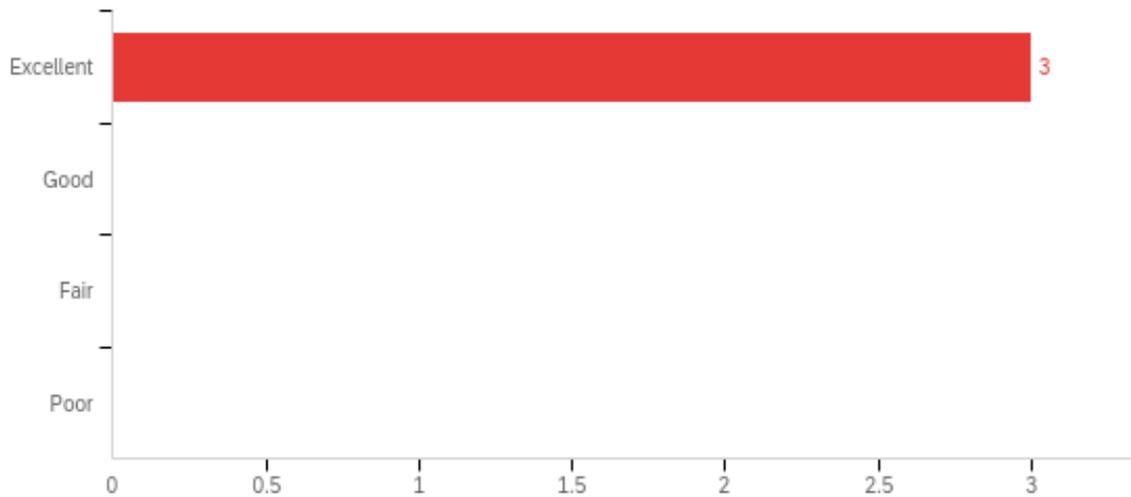
gym equipment

Four people said they had used the Meals on Wheels program. Three of them responded to the following two questions.

How would you rate the quality of food you receive through the Meals on Wheels program?



How would you rate the friendliness of the volunteer who delivers your Meals on Wheels?



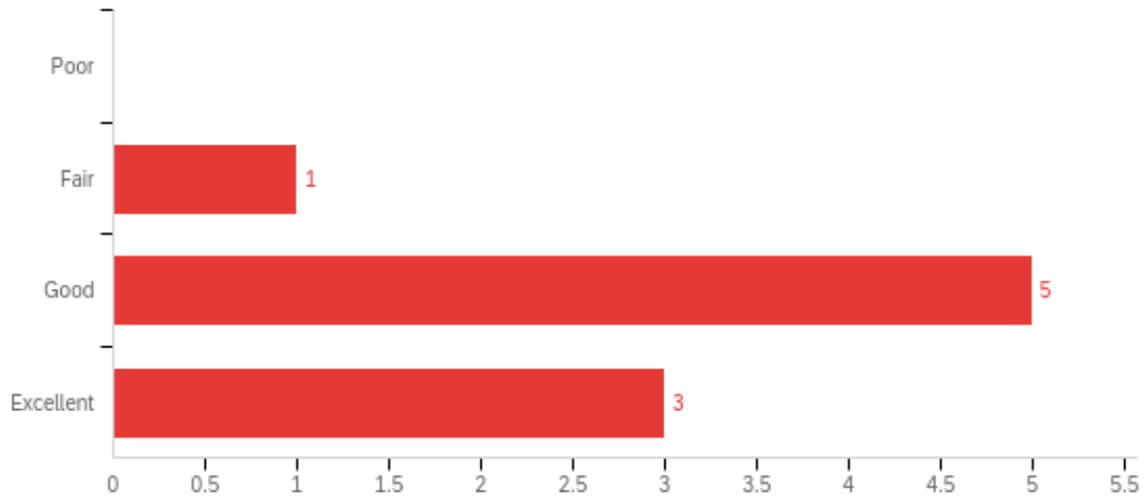
Do you have any suggestions for improving the Meals on Wheels program?

Keep it up. Great people! Great program!

I don't use it.

Nine people said they had accessed congregate or take-out meals. All nine answered the following two questions.

How would you rate the quality of food you receive when you eat at the Senior Center or get a take-out meal?



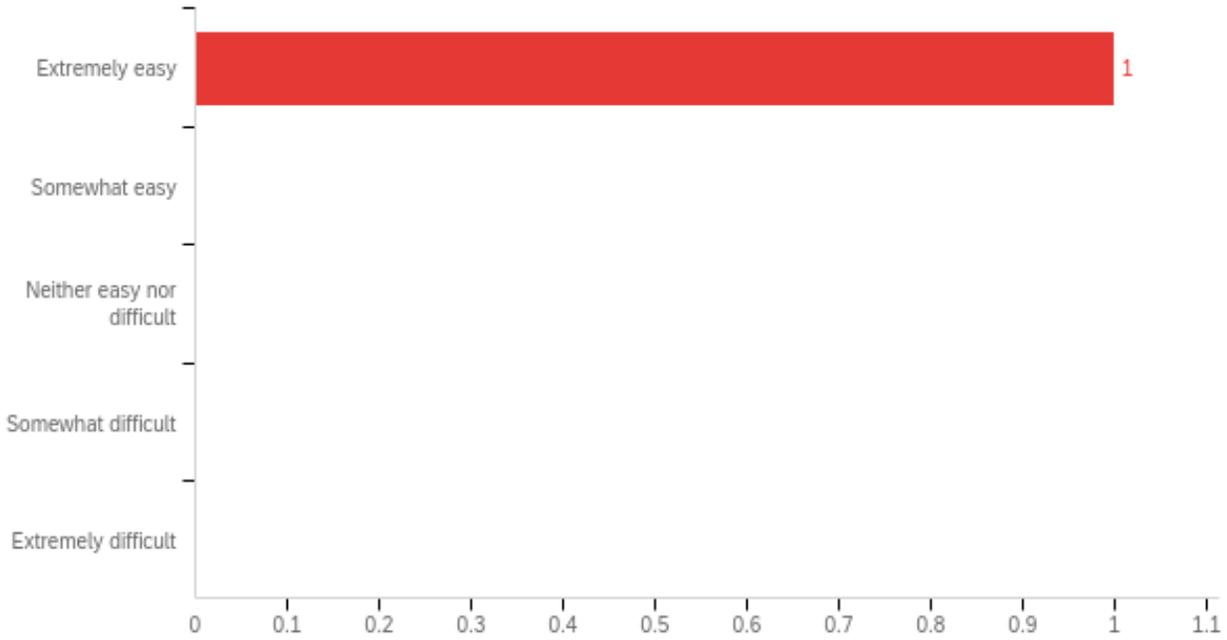
Do you have any suggestions for improving meals at the Senior Center?

like the variety and nutrition

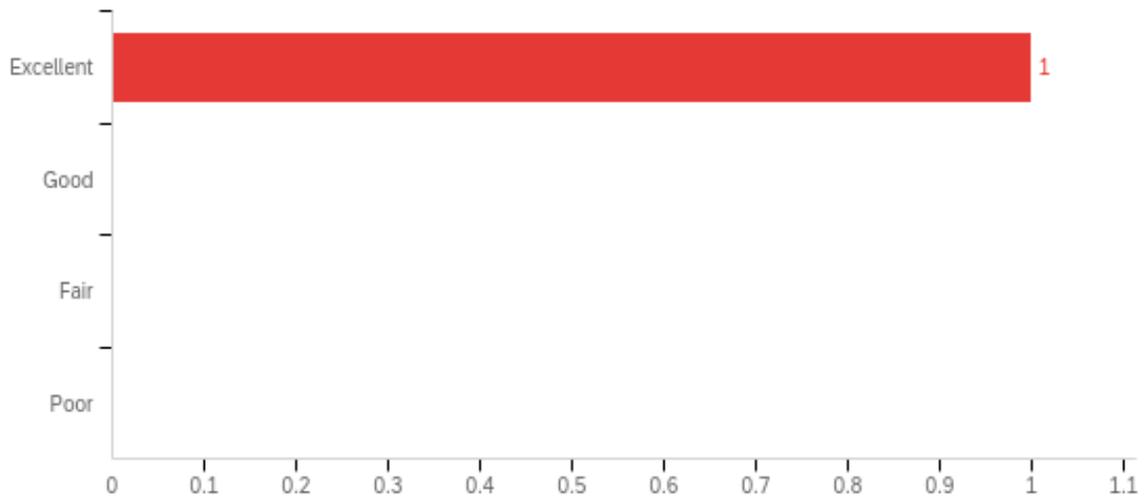
It used to be more homemade. Not the prepared food. Also who wants breakfast food every friday? Just not food seniors enjoy.

Only one person indicated they had accessed Senior Transit services. That person responded favorably to the following two questions and did not leave any suggestions.

How would you rate the ease of using the Senior Transit service?

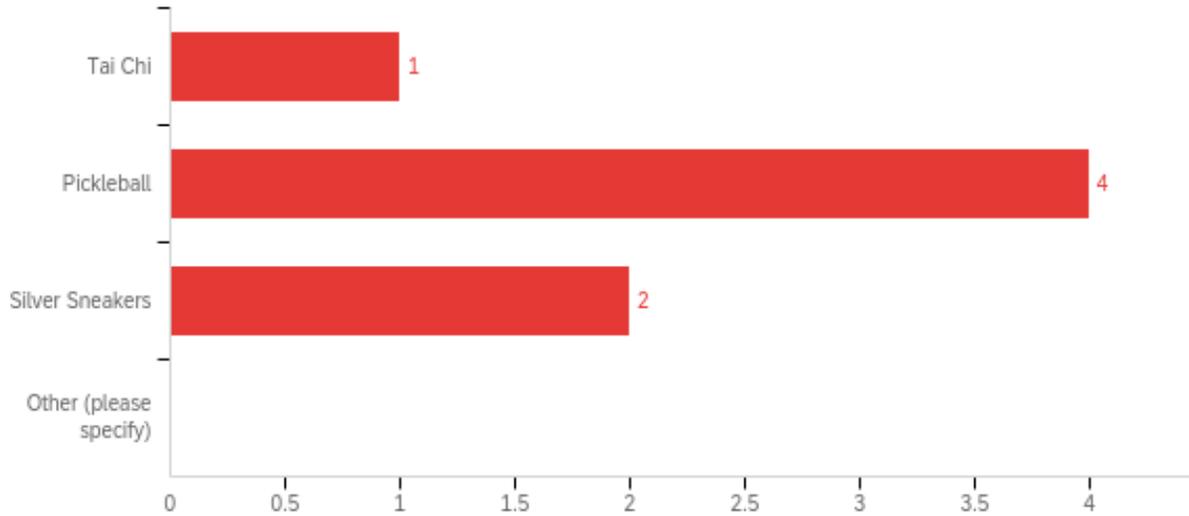


How would you rate the friendliness of the drivers who provide transportation?

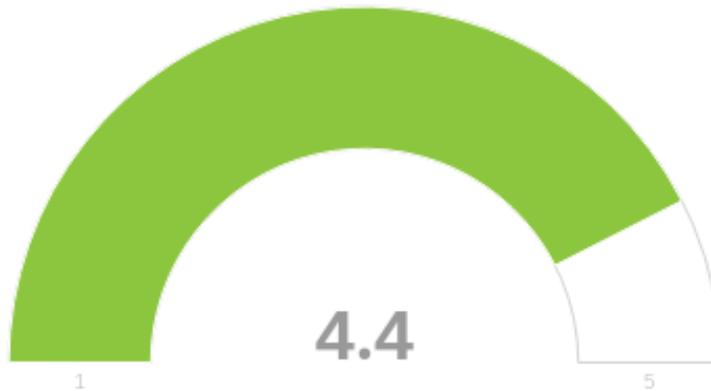


Six people said they had attended exercise classes at the Senior Center. Five of them answered the following three questions.

Which of the following exercise classes have you attended?



On a scale of 1 to 5, where 1 means no benefit at all, and 5 means very high benefit, how would you rate the benefit of the Senior Center exercise classes to your overall health?

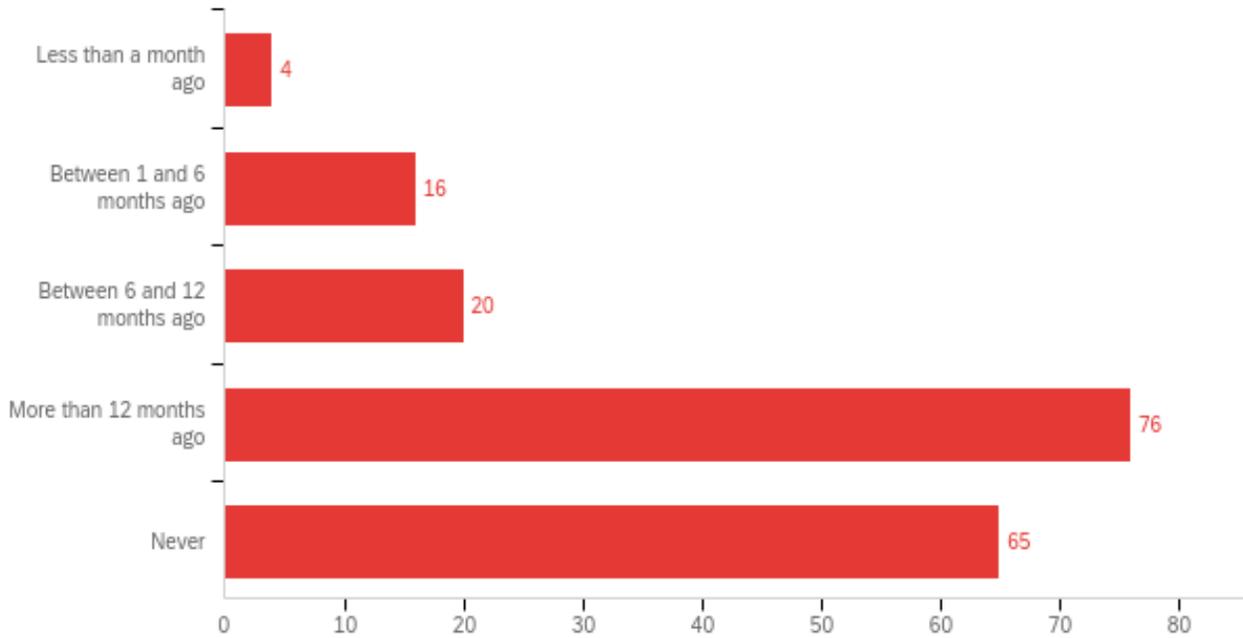


Do you have suggestions for improving the exercise programs at the Senior Center?

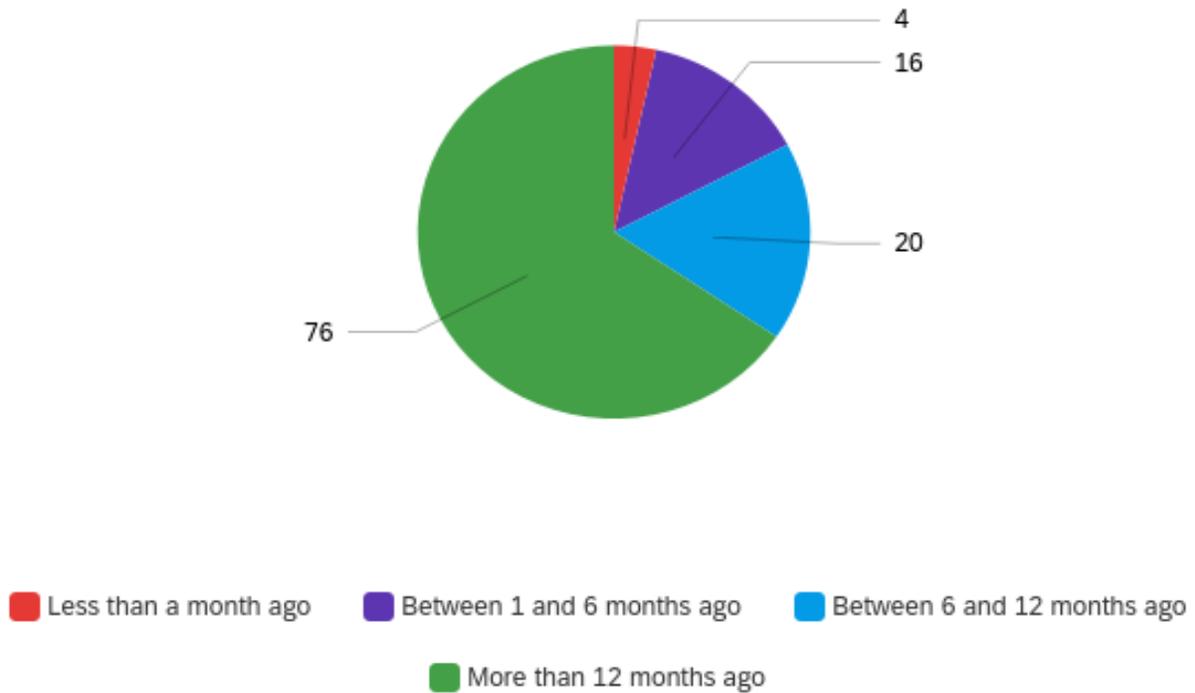
Add some more variety

Brigham City Museum of Art and History

When was the last time you visited the Brigham City Museum of Art and History?



After excluding those who have never visited, the answer to this question is distributed as follows:



Sixty-five participants said they had never visited the Brigham City Museum of Art and History. They were then asked why they have never visited, and 56 provided a response. These are copied verbatim and were not edited for spelling or grammar.

Why have you never visited the Museum?

Never knew what it offered.

Don't think about it

Nothing I want there.

Not sure where it is or hours.

No specific reason. I suppose we don't know enough about it to gauge our interest.

museum not a big thing to me.

Times it is open don't work with my schedule.

I wasn't aware we had one.

No desire

never considered it

We didn't move here until Covid showed up. It is on our list of places to do as soon as we hit a good lull in Covid.

Not interesting to me. frankly I forget that it is there.

I don't know about it

Have mentioned going but didn't.

I just haven't made it a priority. I have three little kids and not sure if it's kid friendly.

Don't know much about it.

Item of interest are not published well in many places and I don't find out about them in time to make plans to visit.

Don't know anything about it.

Haven't paid much attention to the museum. I haven't seen anything about what exhibits are there.

I have never been sure it would be something that would interest me

I don't know much about it.

I didn't know it existed.

Forget that it is there

Haven't made the time to go

No real desire

Really never thought about it

I don't think I knew about it.

Not sure where it is location. Out of sight, out of mind.

I HAD NO IDEA THERE WAS A MUSEUM!

I've never taken the time to. I would like to, I like history.

I didn't know there was a museum.

Never thought about it.

I didn't know about it!

Have no idea

I need to. I want to.

I don't know what's offered there, and to be honest, I have a preconceived notion that it's probably not somewhere I'd like to invest time into. I should probably be more open minded and see what they have to offer first.

To busy

Never seen anything advertised on FB. That's where I see most of info about the local events since we don't get the Box Elder News Journal

Never have heard of any information about the museum.

I don't ever remember it's there.

Just don't think about it

Not sure

No interest

My wife and mother-in-law went once for a quilt show exhibit. That wasn't something that interests me.

I don't know much about it. What's there? Does it cost money?

I haven't gotten around to it.

Never had a interest to do so

Seems uninviting. Don't know a lot about it.

Didn't know it was there

Just moved to the area right before COVID hit.

I didn't know there was a museum in brigham city

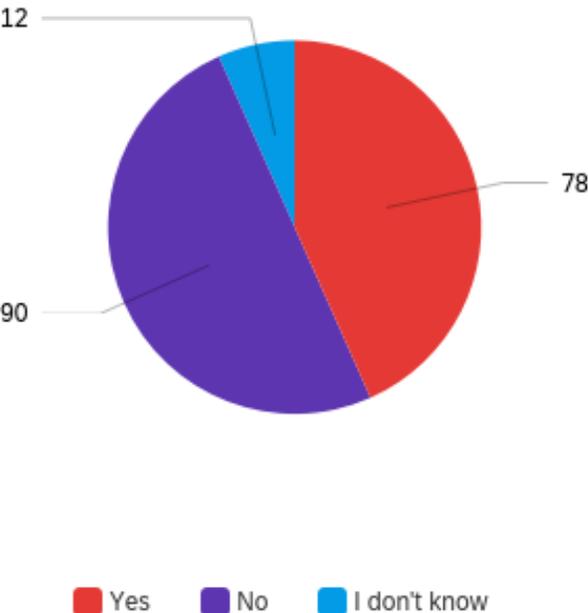
Have not had an interest.

No

No interest. Maybe I should. My family has lots of history here.

I didn't know we had one.

The Brigham City Museum of Art and History features a variety of exhibits throughout the year. Have you seen advertisements or other information about museum exhibits?



What kind of content or exhibits would you like to see the museum bring to Brigham City?

History of Brigham City, Local Artists

My wife and I enjoy the variety and try to catch them all. ***** By the way your question: "When was the last time...", does not specify whether COVID has impeded our attendance at senior or museum activities

Art classes, military art and artifacts, 60's, 70's, 80's, and 90's retro exhibits to teach my kids about technology creations that led to the internet, phone, and computers that we have today.

A children's interactive exhibit would be fun to see.

The content and exhibits are excellent, I would not propose any changes

Waste of money.

i don't know, i like things that teach about culture

Local artists

Historical and patriotic exhibits.

They do high class shows. Maybe a local one sometime where they bring out those hidden in store and share.

Evening hours so I could go. Stuff that teachers could take students on field trips to visit.

Local photography would be cool

I didn't know that they changed out exhibits. I've only seen the same thing both times I went. Maybe I went at the wrong time.

I'm interested in all types of art.

I like the variety of traveling exhibits and local exhibits they have. I really like some of the pieces in the museum collection (well, the school district collection maintained by the museum) which don't seem to be exhibited much between other visiting exhibits and would appreciate seeing them more.

I would have to think about it as I have seen several in other cities that would be nice to see here. Also they would be cost efficient.

History of Brigham City and/or Box Elder County. Religious History of Brigham City and/or Box Elder County; i.e. a summary of the different denominations. Brigham City Mayors through the years and an important accomplishment of each.

Better advertising....AND Local artist's works. Informative, pictorial, documented, historical, exhibits.

not sure. anything to do with music, the human body and how it works, world war 2 exhibits.

?

History exhibits of Intermountain Indian school and the bushnell army hospital, local ghost towns, mines, water ways. Old collections of things like spurs, bottles, dolls, barb wire, jewelry, music instruments, hat pins, patches, saddles, etc. from local collectors.

Interactive exhibits for children.

I would like for the museum to have interactive and educational kid friendly exhibits.

Child friendly ones.

I have seen posters around town

On my last visit, I was looking for books and or old newspapers or other old Brigham City publications. I found very few items available. I would like to have access to old public minutes. Old photos (besides what is on display), and old public records.

Quilts, crafts

I like the exhibits, more notice is necessary.

The quilt exhibit held annually is fantastic. We enjoy art also, so the art exhibits are good. We enjoy local historical exhibits also.

Children's interactive exhibit, I like the quilt and local artists. Maybe a big exhibit of the rocks and fossils that were at the Bunderson school museum. With hands on fun for the children. Sponsor a local contest for the middle and high school students with a theme and show the entries. Maybe even a contest for elementary students and show the entries. Work with the schools on this.

Science is always interesting.

I'm not sure what they have but history of the area and possibly kid geared exhibits

History of past to avoid in the future. History of guns and what they mean for americans, pioneer survival techniques

Kid friendly and interactive stuff.

New young artists. Photography

I like "normal art" not modern art.

Unknown

I am not a big museum goer...

Antique and ancient inventions

Norman Rockwell Paintings High quality student work

In the past I've enjoyed the exhibits on local history and the quilt displays and would continue to support these exhibits. I would also appreciate exhibits featuring Utah artists in the fine arts and photography.

Watercolor art, any art really. Quilting, woodworking

Brigham city history

To see how Brigham City has grown over the years

Historical Tours

This may not be what you want for the museum... but here are some ideas for inactive programs to get community involvement. You could easily call on local volunteers who have these skills to help provide content, like: Canning more than just fruit Emergency preparedness Self reliance classes Quilt making essentials that can be done simply Soap, candle, food drying, etc skills Simple do it yourself home repairs and up keep to avoid future repairs

ALL THINGS HISTORIC PERTAINING TO BRIGHAM CITY

Anything science for kids

not sure

art, other things, kids interests

I really don't know.

I have no suggestions.

Old photos from Brigham history.

Historical and nature related topics.

art sculpture.

Historical firearms

Historical

Hands on exhibits/attendee manipulated exhibits geared toward families would be great!

I like to see local artists, grade school and high school artist. Possibly they already do that but I haven't been aware if they do. I love the quilt show

Not interested

Traveling exhibits Local artists / young and old Local and state historic exhibits Art and history exhibits that would enhance learning by school children and teens, that could be used as a field trip by teachers Exhibits that teach about civics, the history of our nation Exhibits by artists of racial, religious, sexual orientation, and ethnic backgrounds that enhance learning about others

Arts, crafts (quilts, pottery, painting and water color)

World War II info and historical information

Western Art

Local artists native Americans students

Frederick Kesler's Grist mill

I like history stuff, never been into art or items like that. I also like to visit all the beautiful things this Country has to offer, if possible, maybe something along this area.

Historical exhibits -- local and state history

Not sure, items from different cultures or items of historical interest for Utah & surrounding states?

Not sure

Old photos of Brigham City and more of a history display.

History of Brigham City Building of the LDS Temple History of Indian School

Legos, trains, exhibits enjoyed by adults and children

I feel the times. I have visited it was very interesting

Kid friendly

I love a good variety. Quilts, minerals, history of Brigham City etc.

I'm not sure what it has now or what other exhibits haven't displayed. A Peach Days display of the peach days in the past Are there pictures of what Brigham used to look like? Pictures and anything else about the homes and other buildings that are still around from long time ago-like before and after pictures Anything about the Indian school? Just some ideas

Stuff my little kids would enjoy - animals, pioneers, etc.

Interactive, exhibits geared to a younger audience like children and youth.

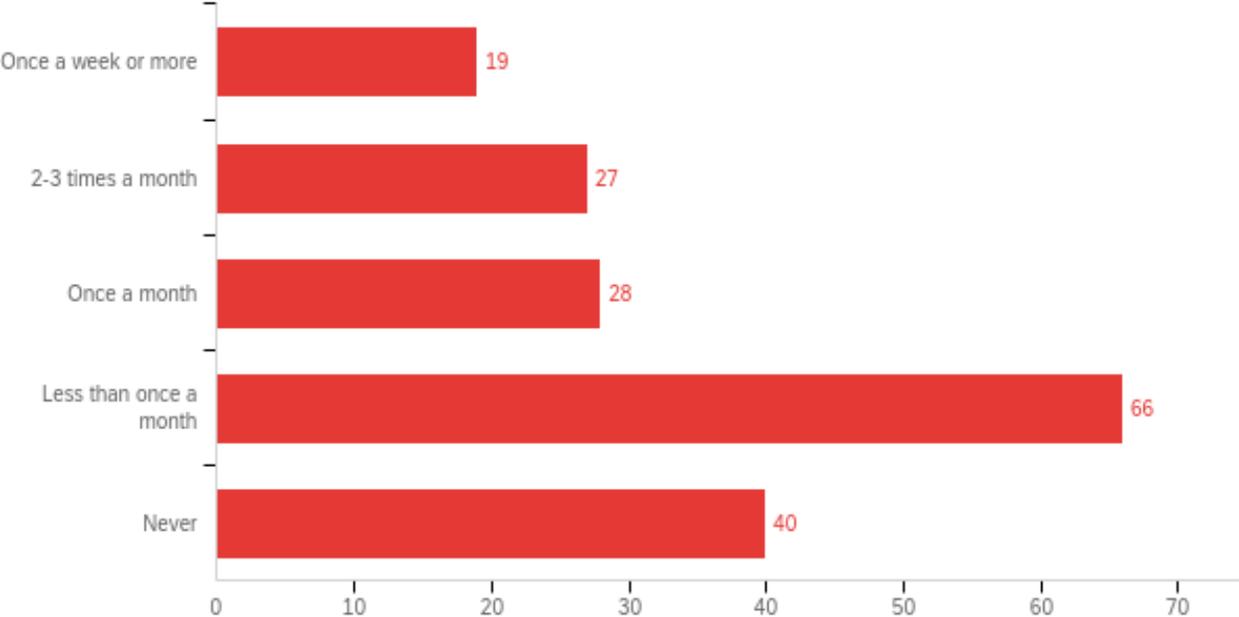
Family friendly

Don't know what is available

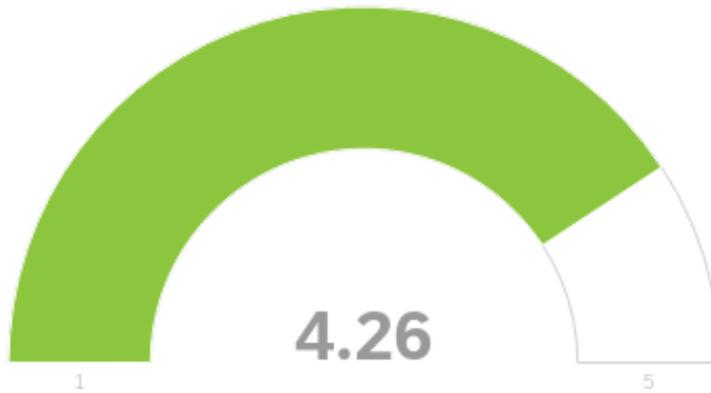
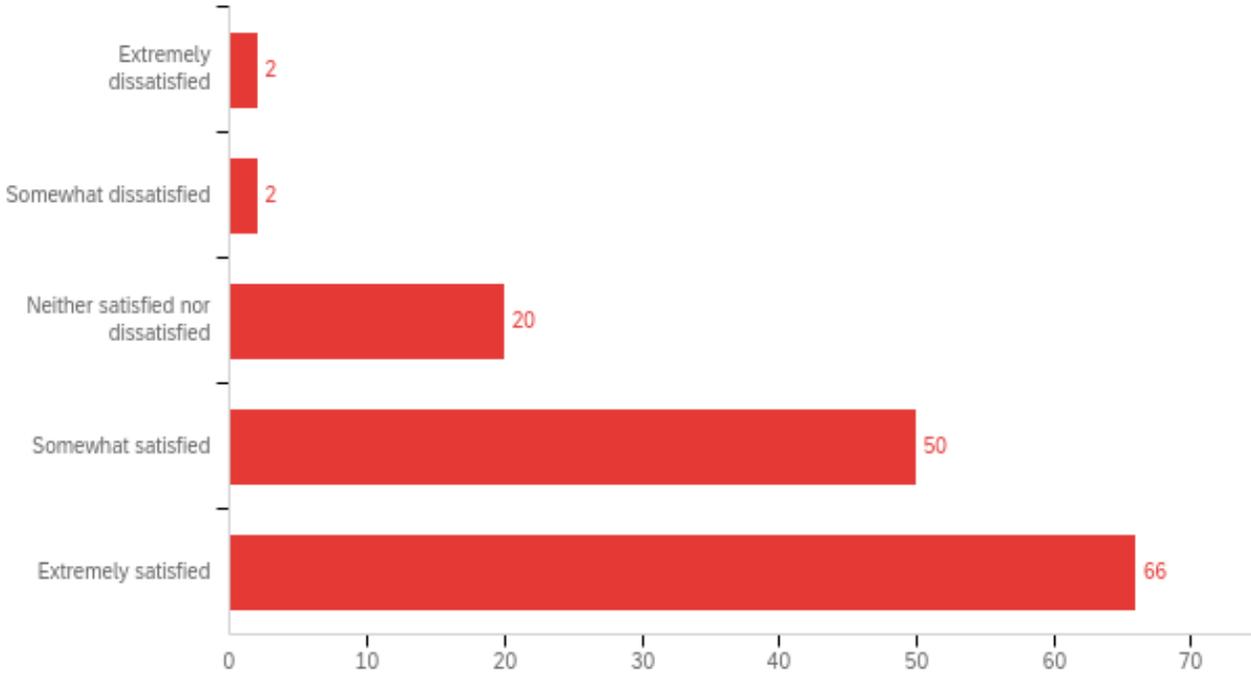
genealogy. Pioneers who first came here and their genealogy.

Brigham City Public Library

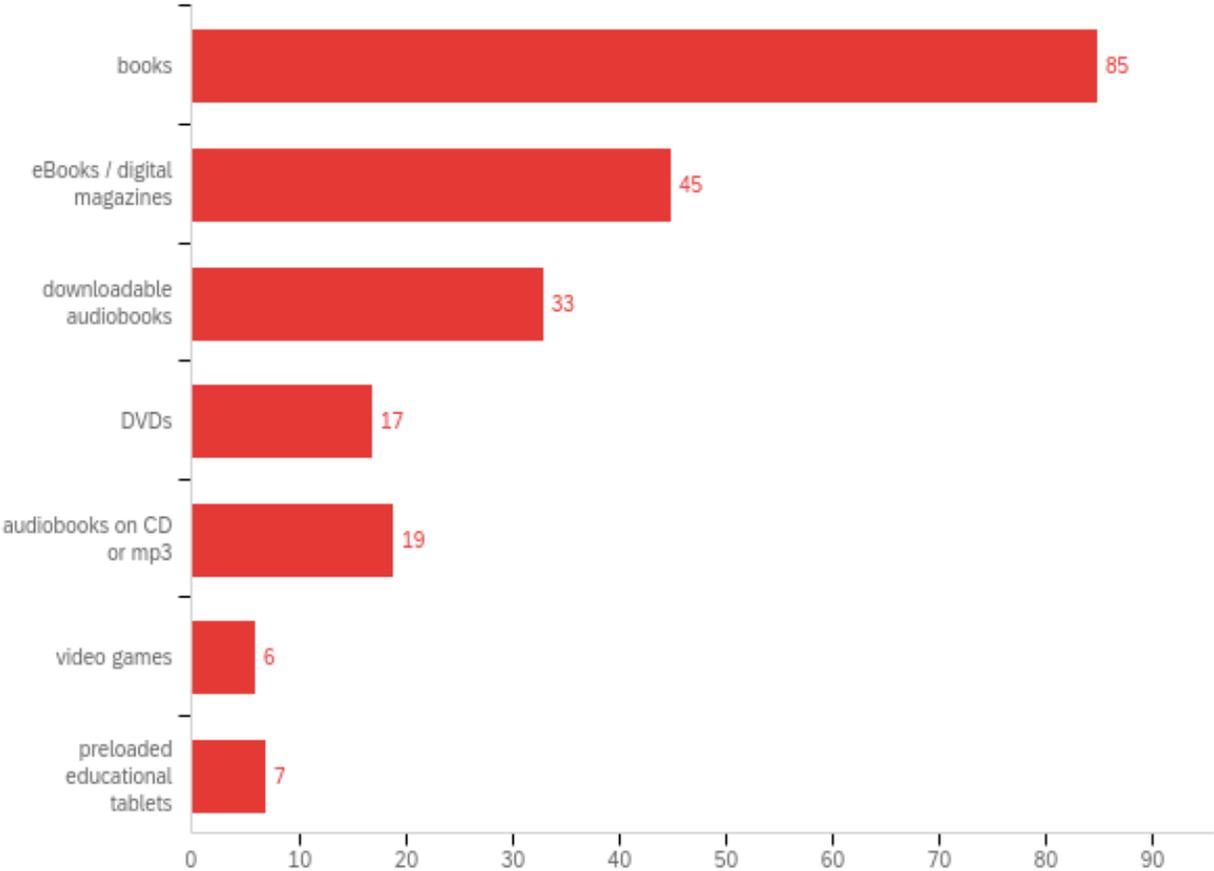
How often do you use the Brigham City Public Library?



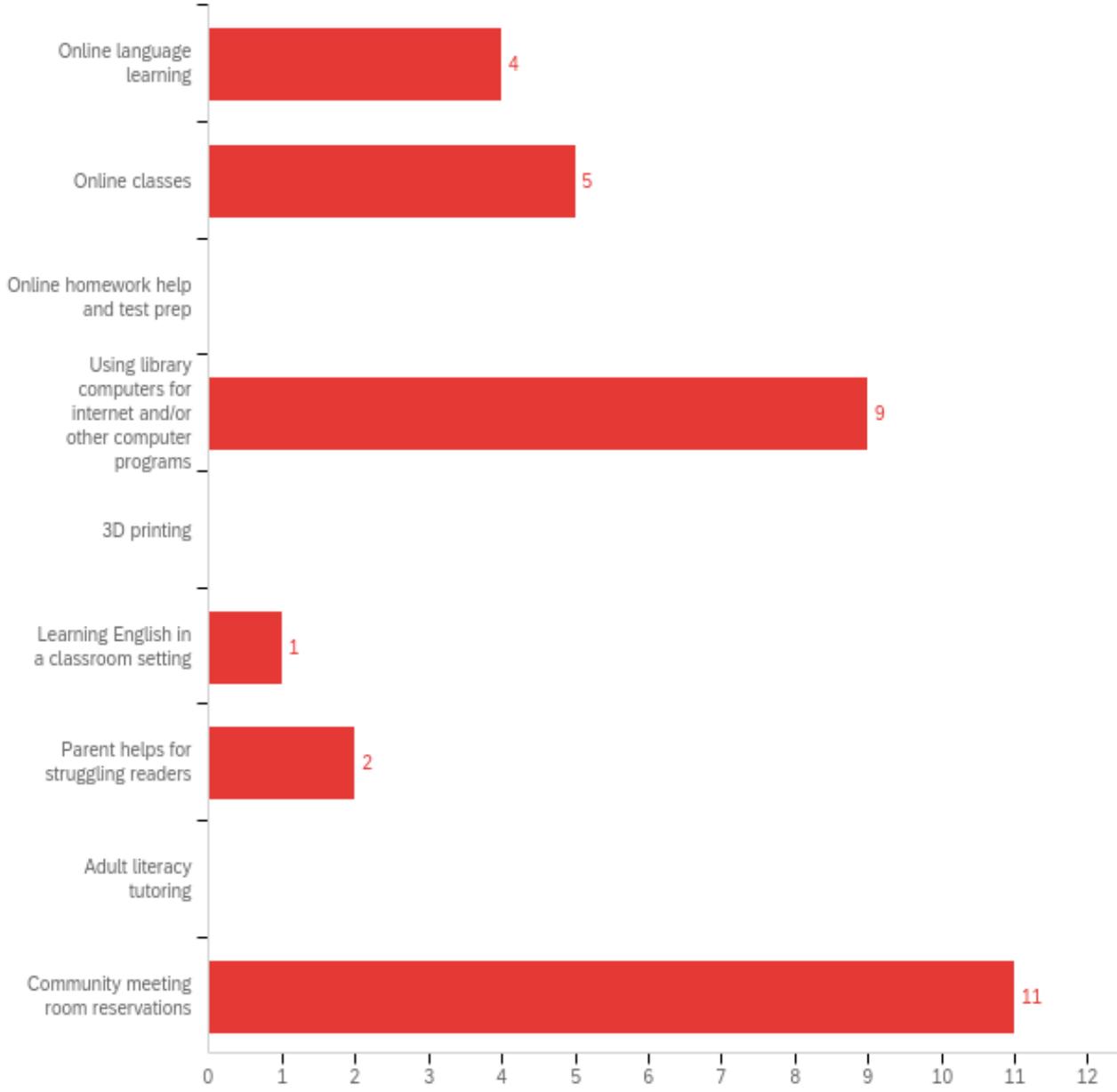
How satisfied are you overall with the Brigham City Public Library?



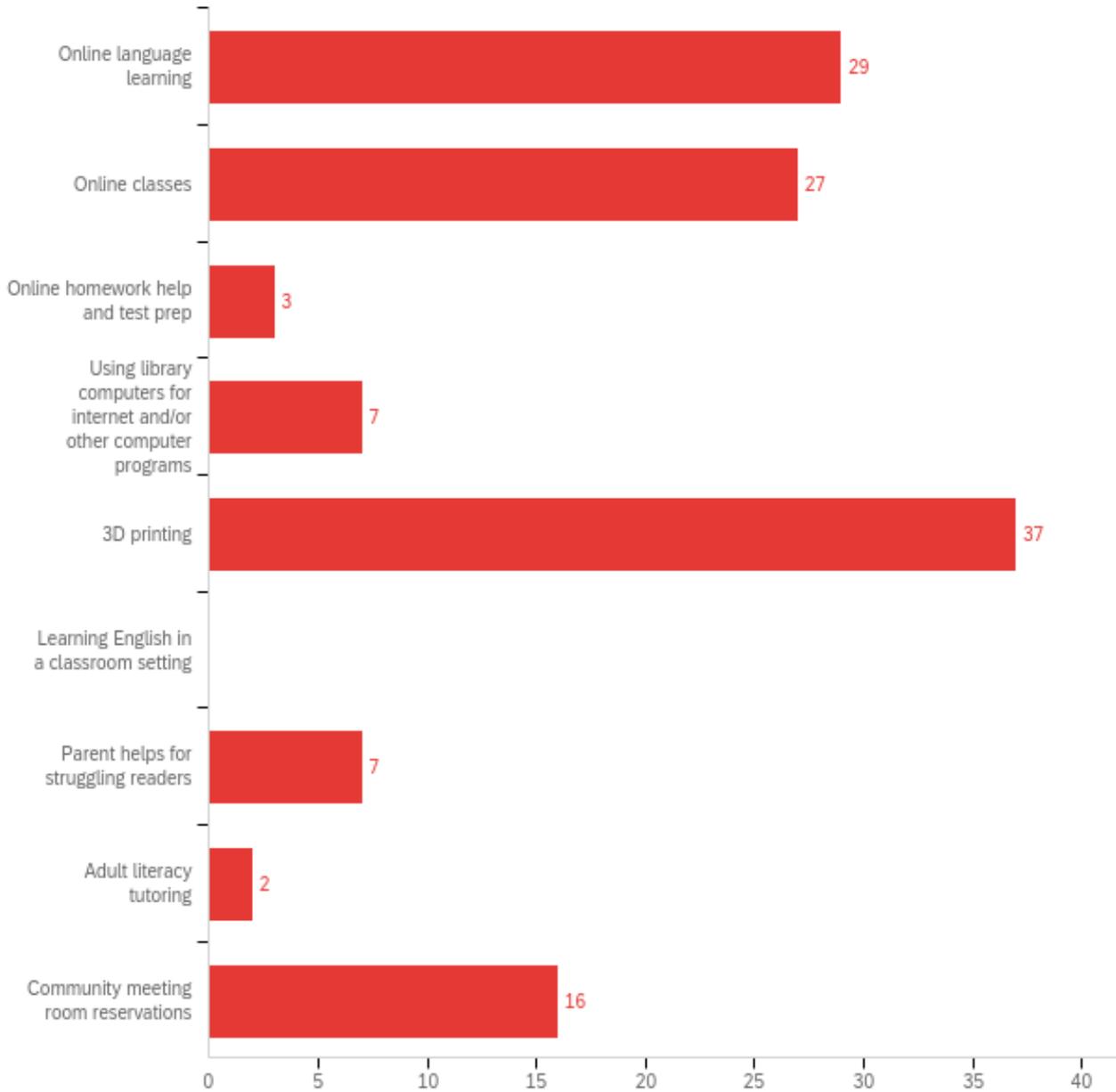
The Brigham City Library has a wide variety of books and media available for checkout. Which of these have you checked out in the last six months?



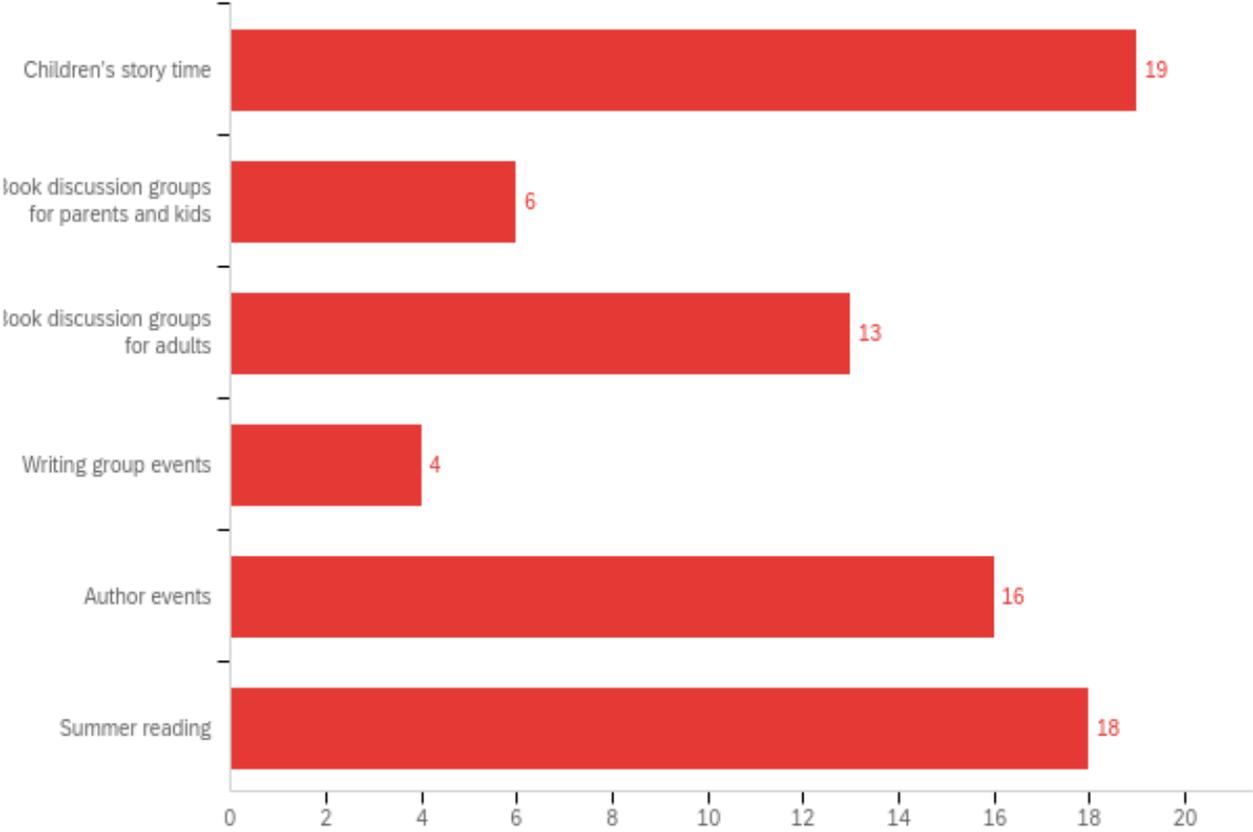
In addition to books and media, the Brigham City Library offers several services. Which of these have you used in the last six months?



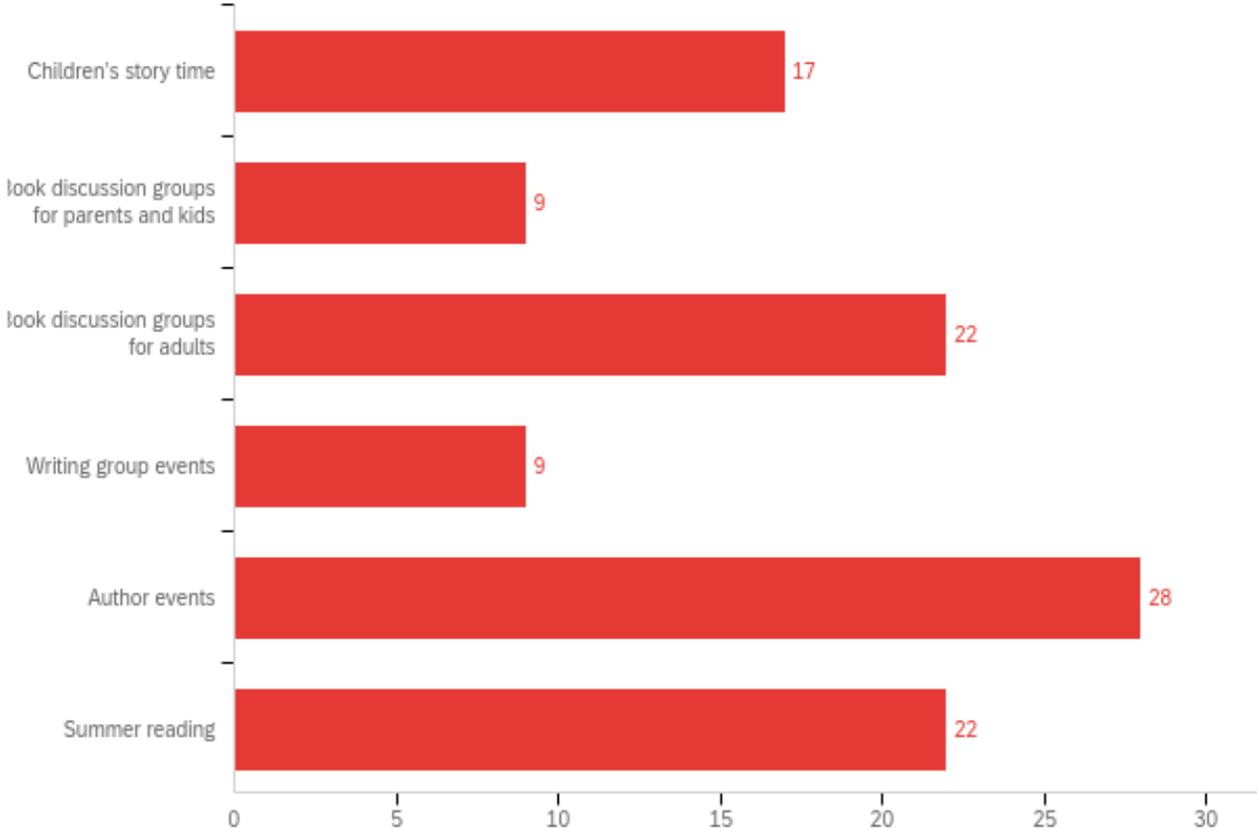
Which of these services are you interested in using in the next six months?



Brigham City Public Library sponsors a number of events. In the last six months, which of these have you participated in?



Which of these events are you interested in attending?



Do you have any additional feedback about the Brigham City Public Library?

I have used our library for just about 50 years. I started taking my little toddler up the west stairs to the main entrance and down the long staircase to the basement to pick out picture books. Our library and I have had a close relationship and hope to continue it for a long time. I recognize the role of libraries has changed a lot with the passing of time and the use of computers. I think our little library has done pretty well in trying to keep up with changes. Keep up the good work!

We love the library in our family! It has been a great tool for us and our kids. We would love to see more variety to story time that continues to be added on a daily basis. As parents that have chosen to not do preschool, and do not qualify for free preschool, we have found that the library and story time, both virtually and in person, is a great resource for us and our kids. This allows our children to be around and interact with other kids in a structured way, and teaches them content, and skills that they have been able to show pride in.

This beautiful Carnegie built structure is listed on the National Register of Historic Places and should feature more prominently in the City's Main Street Program. A coffee-shop and modest cafe near the (original) front steps inside the building would add immeasurably to the ambience of historic downtown. I was not even aware that public meeting space was available. That should be promoted! As one of the prominent historic features of downtown, the library should become more of a community gathering place and place of activity.

It needs to be open Sunday. I know that is unspeakable in Utah, but I don't know how a community place like this that helps a lot of people isn't open on a Sunday, especially for school children to use this resource.

Great resource.

Love it so much. It's the best.

Though our use of library resources and programs is currently limited, we feel they are essential for enough of the community to continue offering them. We used to borrow books and videos, use the computers, and encourage our children to use their resources. Annually we enjoy supporting the book sale event.

I am loving listening to audiobooks on Libby.

The library is great. They do an amazing job with the limited space available. Having moved here from a much larger city with a massive library system, I have not been disappointed. The collection is well curated, the staff is very helpful, and the programs provided continually evolve and draw me in. I think they also handled Covid very well. Kudos to the staff!

Staff: Good, friendly, helpful

I have rarely, if ever, seen anything that informs me about the offerings at the library, without going to the library to see what they post on their windows or boards.

I used storytime, summer reading, and other activities when my children were young and now my grandkids use it. I love it and think it is a vital part of our community library!

They do a great job with their story time for the kids. We're so appreciate them doing that.

none

I had no idea that the library offered so many services. Apparently I need to learn more about them and maybe they need to put list what they do in a better way?

Our library is a gem. We are lucky to have it. The staff are always helpful and knowledgeable. And the programs we are getting are first class. Kudos to the staff and all who keep such a wonderful asset going for our community!

No

It has been great to have such a nice library, my kids really love going.

I love the program for kids to read so many books before kindergarten and the teacher that does the reading time with toddlers is great!

It has a great learning environment.

Doing a great job there.

I want to begin visiting the library again and using the resources available there

Staff is wonderful and helpful. Great selection for small community.

Thanks for the wonderful reading you provided when I had young children!!

My children are grown so we don't use the children's programs anymore, however they were a wonderful resource when my children were young and I do support those. I think the late fee policy should be changed. Currently if your book is only a couple of days late and you have only a 10 cent fine you cannot renew your books online unless you go in and pay the fee or call to have your books renewed. I think if the late fee is less than a specified amount (possibly \$5) then you should still be able to renew your books online.

I used it alot when my kids were younger

I have access to much of what I need online or through my work.

It would be nice to either expand the library building or move to a larger building where the library could also expand. My wife and I have lived in several places throughout Utah, and the library here in Brigham City is pretty small in comparison. I have always loved to go to the library to check out books, but there just isn't as much variety here in Brigham.

I love their ebooks so much. Whoever is in charge of that, I love them and their family. And their progenitors.

My grandkids LOVE the storytime!! Thank you for offering an online option as well!

Love the downloadable audiobooks

None

My interaction with the staff has always been positive.

I'm extremely impressed with how clean, organized, and ambiance the building is. It's old but well maintained

We love, love the librarians at the main area of the library but have really struggled with the one in the children's section. There have been multiple times that she refuses to help our kids find books until we go over and insist. It has really effected my kids, to the point that they often decline going to with me to the library when before, in every town we've lived in, which is a lot, my kids have relished in going to the library. It makes me sad! She would likely do well in a different setting but seems to struggle with kids and in that specific area of the library.

I thin all of the programs listed are important for some people in the community. I think that the library is an important service. I think that some services may not be well advertised in the community.

Love the library! Such a valuable resource for the city. For as small as they are building wise, they offer a huge variety of programs and services

I think the Brigham City Library does a really great job. The staff is great too.

I work there, so my answers are a little biased ;)

We live their children's reading programs!

Their staff is very pleasant and willing to help. Vey clean and useful.

I had no idea they offered these classes. It would be neat to have them advertised! Box elder news and journal shouldn't be the only way to advertise. Not many get the paper anymore. Social media, inserts in city bills, and email would be great ways! I also didn't know the library had e books! Cool!

I only use the online app. It was a pain to have to go into the library. Fill out an application to use online content.

Mrs. Schumann is absolutely amazing. I have loved what she is doing with the play and craft time after storytime and the storytime for toddlers. As an educator, her storytimes are perfectly programmed for children at their developmental levels. My children look forward to storytime every week and have taken friends many times. She is a very talented librarian who works incredibly hard to make storytime a fantastic experience for the kids.

No