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Sociodemographic Factors

User Types and Segments
Usage Patterns and Amount

User Movement Patterns

**Critical Success Factors** 

User Satisfaction

Summary

Introduction

Meeting Place Summary

Introduction

Age, Gender, and Ethnic Minorities National and International Variations

User Purposes, Needs, and Preferences User Behavior—and Misbehavior 80% Had Not Experienced Vandalism

Strategies to Prevent Vandalism, Unrest, and Harassment Strategies to Make the Library an Inviting and Inspiring Place Strategies to Improve Communication and User Friendly-ness Strategies to Promote the Library as a Local Third Place or

A Step-by-Step Approach to Implementation

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