2020-2024

Strategic Plan

Plainfield

PUBLIC LIBRARY DISTRICT

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The Plainfield Library District, having taken the prior two years to reflect and regroup after unsuccessful expansion referenda, initiated a strategic plan to guide the Board of Trustees and staff in a new direction. The Library District has grown to serve over 75,000 residents in a 40 square mile area that includes parts of Joliet, Romeoville, Bolingbrook, Wheatland Township and Kendall County, in addition to the village of Plainfield. The Plainfield Library struggles to meet the needs of the community, which is projected to be over 100,000 residents by 2030. The Library District continues to fall below the standards set forth in *Serving Our Public 3.0*; standards created for libraries in Illinois on hours, facility size, staffing levels, collection size, etc. The District will never meet those standards without a new, innovative plan for expanding its services and resources.

This plan represents the strategy for the Library over the next four years and is presented to the Board of Trustees for approval in December 2019. Upon approval, library staff will create an activity plan that supports the overall strategy and that continuously evolves while working towards the goals of the plan. Staff will regularly review progress toward meeting plan goals and report to the Board.

The planning process was inclusive and enlightening. The Library remains committed to the community and core services and is excited about the focus this plan will bring through 2024. The Board wrestled with some difficult questions as part of the planning process to bring clarity about the future direction of collections, services, programs, and facilities. The Library hopes this plan inspires growth and change over the next four years that lead to increased impact in the community.

The Library engaged in a strategic planning process with assistance from consultant Amanda E. Standerfer from Fast Forward Libraries. The Planning Team included:

- Lisa Pappas, Library Director
- Tracey Lane, Head of Community Engagement & Marketing
- Rebecca Pfenning, Head of Technical Services
- Katie Gulas, Youth Services Librarian
- Carl F. Gilmore, Library Board President
- Ryan Gilles, Library Board Secretary

The Planning Team met several times during the strategic planning process starting in June 2019 to ensure momentum and give input on various aspects of the process and played a vital role in developing the community survey and final plan documents.

Planning Process & Data Highlights

In order to create a cohesive, actionable plan, we reviewed a wide variety of existing data, conducted a community survey, gathered input from the staff and Board through a survey and retreat, and spent time talking with community members at focus groups and interviews. The community survey was key for understanding current library strengths, services valued by the community, and areas of focus for future growth.

The community survey was completed by 586 residents, and 54 people attended focus groups or participated in an interview. These evaluation methods revealed that the Library has strong community support, with 90% stating they are somewhat or very satisfied with the library. Survey respondents highly value traditional library services, like knowledgeable, friendly library staff, children's programs, access to bestsellers, and summer reading programs.

Other comments in the survey and at focus groups/interviews centered around the need for expanded hours and facilities. Several unsuccessful referenda have left the Library with cramped space and unsatisfying access to programs. Several focus group participants commented that they are unable to get into popular programs because they "sell out" within a few minutes of registration opening.

At the September retreats, Board and staff members reviewed process learning and narrowed strategic directions and goals. Staff focused on possible activities to achieve plan goals. The retreat sessions brought cohesion to the developing plan and allowed for the plan's design to emerge. The Board spent time refining the vision and mission statements and discussing assumptions and questions that guide the direction of the plan.

*See full Learning Report in Appendix

Vision

Educate ● Captivate ● Connect

Our vision is our tagline "Educate. Captivate. Connect." It was and continues to be our long-term purpose and propels the Library toward its future.

The Library strives to educate the community through raising awareness of all that it offers. Captivating the attention of individuals happens by connecting with materials, technology, and programs – there is truly something for everyone at the Library. The Library connects by making access easy and growing in a sustainable way.

Mission

We strive to educate, inform, entertain, and culturally enrich our community.

The Library's mission states what the Library will do to achieve its vision. Carrying out the mission is an ongoing process that promotes lifelong learning, civic participation, the joy of reading, and cultural understanding. All library services and programs connect to the mission and the work of staff helps the Library advance this mission every day.

Strategic Directions

This plan is divided into three strategic directions that tie to the vision:

Educate ● Captivate ● Connect

During the Board retreat, it became clear that the Library's vision also represented a way to organize the strategy over the next four years. Since the vision statement is familiar to the Library and community, it makes sense to tie these components together to organize current staff activities and communicate about new initiatives and directions.

Goals, Activities & Measures

The following one-page graphic is designed to identify the Library's Vision, Mission, Strategic Directions and Goals in a format that trustees, staff and the public can all easily understand. Library staff will create an activity plan that corresponds to the identified goals, which will serve as an implementation guide. Regular activity updates will be presented at future Board meetings.

Strategic Plan 2020-2024

Plainfield PUBLIC LIBRARY DISTRICT

VISION

Educate. Captivate. Connect.

MISSION

We strive to educate, inform, entertain, and culturally enrich our community.

EDUCATE

We inform and engage our community.

Engagement opportunities build awareness of and support for the library.

GOALS

- Build library presence in the community by looking for outreach and collaboration opportunities.
- Increase awareness of all the Library has to offer.

CAPTIVATE

We open minds and enrich lives.

Create meaningful opportunities for individuals to explore and create.

GOALS

- Promote literacy, curiosity, and the love of reading by creating collections that respond to community needs.
- Enhance and grow connections through vibrant programs and access to technology.

CONNECT

We evolve and grow.

Expand points of service and resources.

GOALS

- Reduce barriers to service by making access convenient.
- Increase Library resources to ensure growth and sustainability.

Engagement opportunities build awareness of and support for the library.

We inform and engage our community.

The Learning Report identified many opportunities to expand how the Library's story is told in the community. Even the most loyal, frequent patrons don't know everything that the Library has to offer. This strategic direction will focus efforts on communicating our strengths and building meaningful partnerships that increase Library visibility in the community.

Informing and engaging the community is an ongoing process and the Library commits to formalizing plans for engagement and measuring success. Learning and measuring success creates a cycle of continuous improvement that will shift the Library's approach to community education. Continuously improving how the Library spreads its message in the community will lead to increased awareness and collaboration.

GOALS	POSSIBLE ACTIVITIES
Build library presence in the community by looking for outreach and collaboration opportunities.	• Formalize outreach activities • Review and deepen partnerships • Evaluate potential new partnerships
Increase awareness of all the Library has to offer.	• Create community engagement plan to bring together plans for outreach, marketing, and social media • Conduct focus groups/interviews with underrepresented and underserved communities

Potential Measures of Success

- Increase in cardholders
- Increase in circulation
- Number of outreach events
- Social media engagement
- Number of partnerships
- Partner survey to learn how to deepen relationships

Create meaningful opportunities for individuals to explore and create.

We open minds and enrich lives.

The Library is masterful at captivating attention through reading materials, access to information, and compelling programs. Of the three strategic directions, "captivate" represents the core of what the Library has to offer and the Learning Report findings show it is what the community values most.

The goals below represent enhancements to already strong collections, technology, and programs. The Library will strive to learn more from the community about what else captivates their attention. Topics will emerge from the community that can be incorporated into collections and programs. New technology innovations will allow for new patron experiences. These goals ensure the Library's continued focus on these foundational elements.

GOALS	POSSIBLE ACTIVITIES
Promote literacy, curiosity, and the love of reading by using collections that respond to community needs.	• Conduct a diversity audit of the collection • Survey patrons about topics they would like to see in the collection
Enhance and grow connections through vibrant programs and access to technology.	• Continue programming, survey patrons about program satisfaction and interests for expanding or replacing programs • Hold coding and emerging technologies classes

Potential Measures of Success

- Increased overall circulation
- Increased holdings in various collections based on community input
- Number of programs and attendees
- High satisfaction and learning at programs
- Number of computer sessions
- Number of computer classes and attendees

Expand points of service and resources.

We evolve and grow.

Connecting more people to the Library means tackling some big topics like building renovation or expansion, whether remote service sites or branches should be developed, and ultimately funding. Changes in the Library's environment, like results from the 2020 Census, will inform some of these decisions.

This strategic direction will help the Library gain information needed to make informed decisions about space needs going forward. The Learning Report shows dire need for more space (public and staff), interest in other service points, and support for a referendum to give the Library the funds to move forward and sustain operations.

Moving forward on these issues is vital for the Library to thrive. Current operations are not meeting minimum state standards and the community deserves more. Library usage remains strong and this plan will focus messaging leading to increased support and ultimately a successful referendum.

GOALS	POSSIBLE ACTIVITIES
Reduce barriers to service by making access convenient.	• Hire space needs consultant to make recommendations for next steps
Increase Library resources to ensure growth and sustainability.	• Initiate planning for 2024 referendum • Consider fundraising and friend-raising opportunities

Potential Measures of Success
- Space recommendations presented
- Increase in funds raised

Next Steps

After this plan is adopted by the Board, staff will complete an activity plan to guide implementation. Implementation will be a continual process, as the timing of certain activities will be determined by priority. Review and adjustment of the activity plan will happen on a regular basis (at least annually).

Evaluation of the plan will be ongoing and deliberate. Measurements for each goal will vary, and some activities will be best evaluated by collecting data through patron and community surveys. Other activities will be evaluated based on information collected in-house such as circulation and usage statistics, program participation, and social media data. Continued reporting of successes and challenges will ensure that the Library is transparent about progress and open to input.

The Library commits to a comprehensive review and update of this plan at its completion. This plan will move the Library significantly forward in guiding next steps on plans for facilities and a referendum. This plan is an investment in the future of the Library as a continued asset of the overall community.

Plainfield Public Library District Learning Report

Submitted by Amanda Standerfer, MA, MLIS
With assistance from Sarah Forbes, PhD
September 2019

Introduction

As part of the Plainfield Public Library District's strategic planning, we have compiled this Learning Report to better understand the community and identify trends that might be important for the future.

Data for the Learning Report was collected from the following sources:

- A community survey conducted from July 17 to August 15;
- A Board and staff survey conducted from July 21 to August 15;
- Community focus group sessions conducted on September 9 at the library and individual interviews conducted in August and September; and
- Community information and demographics collected from a wide variety of course.

Below are the findings across the data sources. This report is presented not as a study of statistical significance, but as context and learning into the strategic planning process to spark further discussion.

Community Context

Plainfield, the largest community served by the Plainfield Public Library District (PPLD), is in one of the fastest growing villages in the fastest growing county in Illinois. The population has grown from 4,557 in 1990 to 42,138 in 2015 with projections that it will reach 62,000 by 2030. This is significant as the community is continually welcoming new residents while trying to react to demands for more infrastructure and services. A continuous marketing plan to keep the library in the forefront as an asset and provider of quality of life will be essential. Promotions should not only focus on attracting new residents but retaining and engaging existing community members as library users.

The fast growth of the Plainfield community will also require continuous evolution of the library products and services. As the population grows and diversifies, the Library will have to change over and over again to stay relevant and meet the needs of its customers.

The PPLD service area is much larger than just the Village of Plainfield and includes much of Plainfield School District #202 (the fifth largest school system in Illinois) and some of Oswego School District #308. US Census SAIPE School District Estimates for 2017 put District #202's

total population at 123,339, of which 28,356 are students. The Library District includes pieces of Bolingbrook, Romeoville, and Joliet, along with parts of Wheatland Township and Na-Au-Say Township, located in Kendall County. According to Illinois Public Library Annual Report statistics, PPLD serves the fifth largest population of all public library districts in the state, but the Library's building ranks 332 out of 338 in square footage per capita.

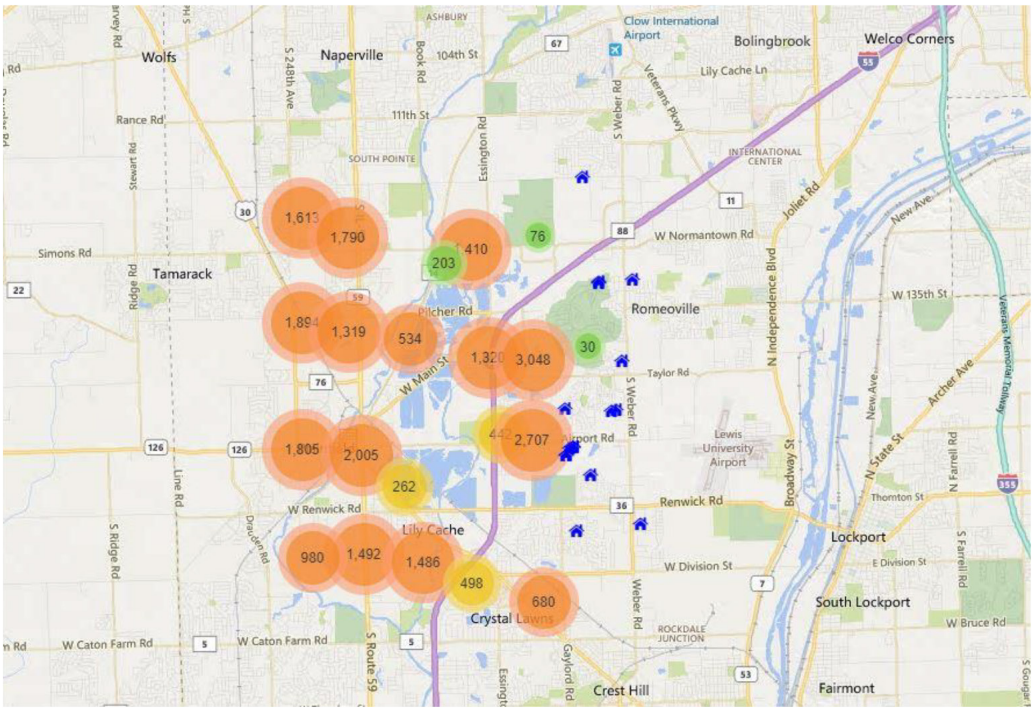
The highest demographic population in Plainfield are adults 35-44 years of age at 20.4% with the second highest being 45-54 years old at 14.9%. People within this age group are busy with families and careers. Reaching this demographic will take careful consideration as their time is a hot commodity and so programming and service offerings need to add high value. Promoting the idea of using library resources such as books as environmentally sustainable, free programing and services that help frugal families stretch a budget, and workshops on how to balance work and personal life or even planning for future retirement might catch their attention. Convenience is also of great importance to this age group because of their busy lifestyles so any value the library can provide which can be efficiently attained or can make life better or easier is intriguing.

District #202's 2017-2018 Report Card shows a diverse student population comprised of 55.9% white, 22.9% Hispanic, 10.4% Black, 6.4% Asian, with the remaining population American Indian, Pacific Islander, or two or more races. This population mix has remained relatively stable since 2014. The library works to include programs that appeal to the diverse population and has collections in a variety of languages.

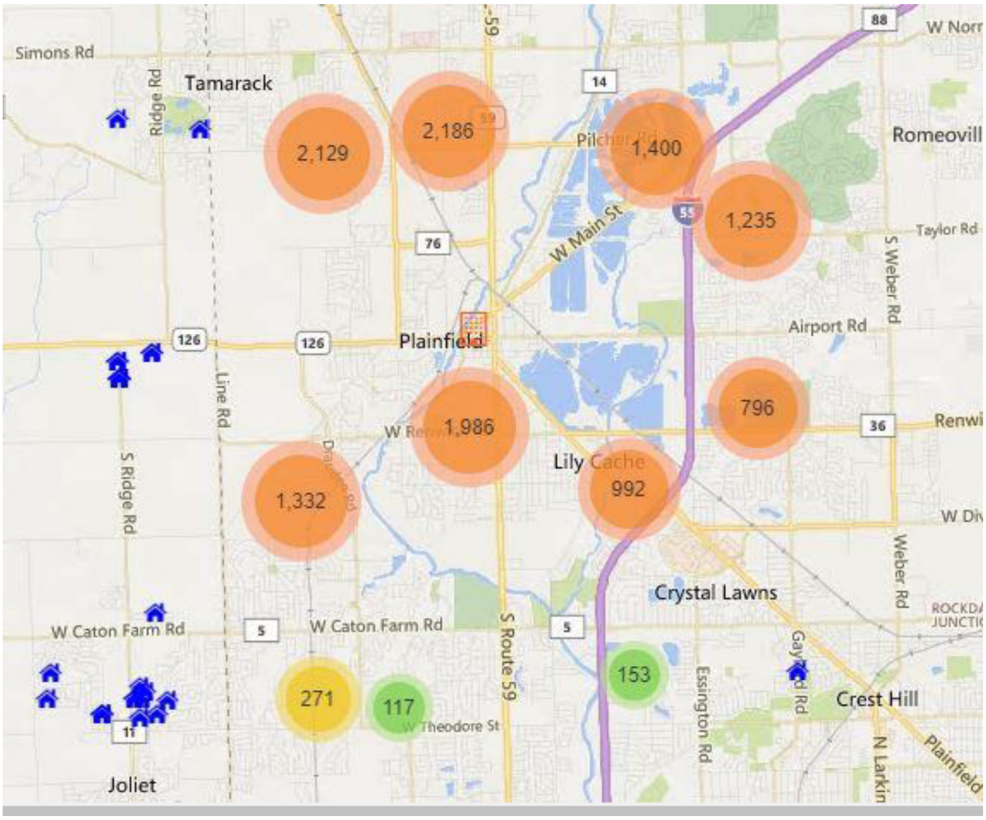
31.1% of residents in Plainfield have a bachelor's degree with 20.1% having some college but no degree. This combined percentage of 51.2% demonstrates a high level of education within the population and would lead one to believe many are also life-long learners who would be library users. However, these smart people should also be resourceful and may be finding the resources typically provided by a library elsewhere.

The median household income for Plainfield residents has grown from $96,035 in 2006 to $208,928 in 2013. Also, 27.7% of household incomes are $100,000-$149,000. According to City-Data.com, the 2016 rate of individuals in Plainfield living below the poverty level was 1.6% as compared with 13% in the whole state of Illinois. The 2017-18 District #202 Report Card indicates that 27.2% of students are eligible to receive free or reduced-price lunches compared to 49.4% in the state. With this level of perceived prosperity, residents might not think twice about ordering a new book on Amazon rather than visiting the library. That leads one to ask, "What value can the library offer the people who can afford to buy most anything they want?"

PPLD has 39,711 registered cardholders. The below map shows cardholders by population saturation with orange being high, yellow being medium, and green being low.


Wolfs
Naperville
Clow International Airport
Bolingbrook
Welco Corners
Lily Cache Ln
Rance Rd
111th St
SOUTH POINTE
INTERNATIONAL CENTER
Joliet Rd
New Ave
W Normantown Rd
Simons Rd
Tamarack
Romeoville
W 135th St
Pilcher Rd
W Main St
Taylor Rd
S Weber Rd
N Independence Blvd
Archer Ave
Lewis University Airport
Broadway St
N State St
Renwick Rd
Thornton St
W Renwick Rd
Lily Cache
Lockport
E Division St
W Division St
South Lockport
W Bruce Rd
ROCKDALE JUNCTION
W Caton Farm Rd
Crest Hill
Fairmont
1,613
1,790
410
76
203
1,894
1,319
534
1,320
3,048
30
2,707
1,805
2,005
262
980
1,492
1,486
498
680

The next map shows the population saturation of the 13,991 cardholders with activity in the past year:



Community Survey

As part of their strategic planning process, the Plainfield Public Library District (PPLD) conducted a survey to learn more about their patrons: what they value about the Library, what collections, services, and programs they use, and what they would like to see from the Library in the future.

A total of 586 community members responded to the SurveyMonkey survey. Based on current census data, respondents to the survey did not mirror the Plainfield population:

- A higher percentage of women completed the survey (80%) than found in Plainfield (52%)
- A higher percentage of older adults (age 65 and older) completed the survey (22%) than found in Plainfield (7%)

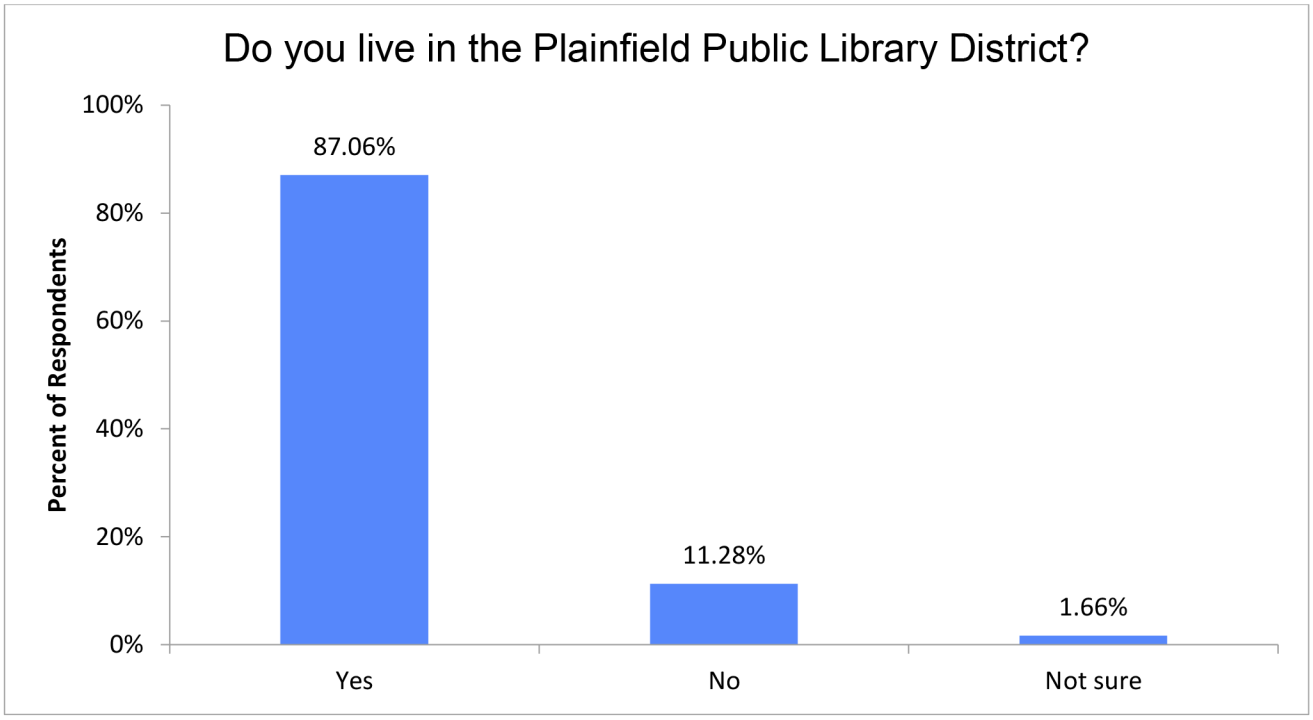
For two questions, Question #13 and Question #14, responses were recalculated to provide a more accurate average rating. Responses for "Do not use/need this," "Was unaware that this was offered by the library" (Question #13), and "N/A" (Question #14) were removed from the calculations to provide an actual value rating for the library collections, services, and programs.

For the open-ended comments, two different processes were used. For questions where most of the responses were only mentioned by one individual (e.g., What can the library do to increase your satisfaction?), the ideas were grouped together, and themes were created. For questions where most of the responses fell into a few main ideas (e.g., What hours would you suggest?"), the ideas were tallied, and the most frequent responses presented in the report.

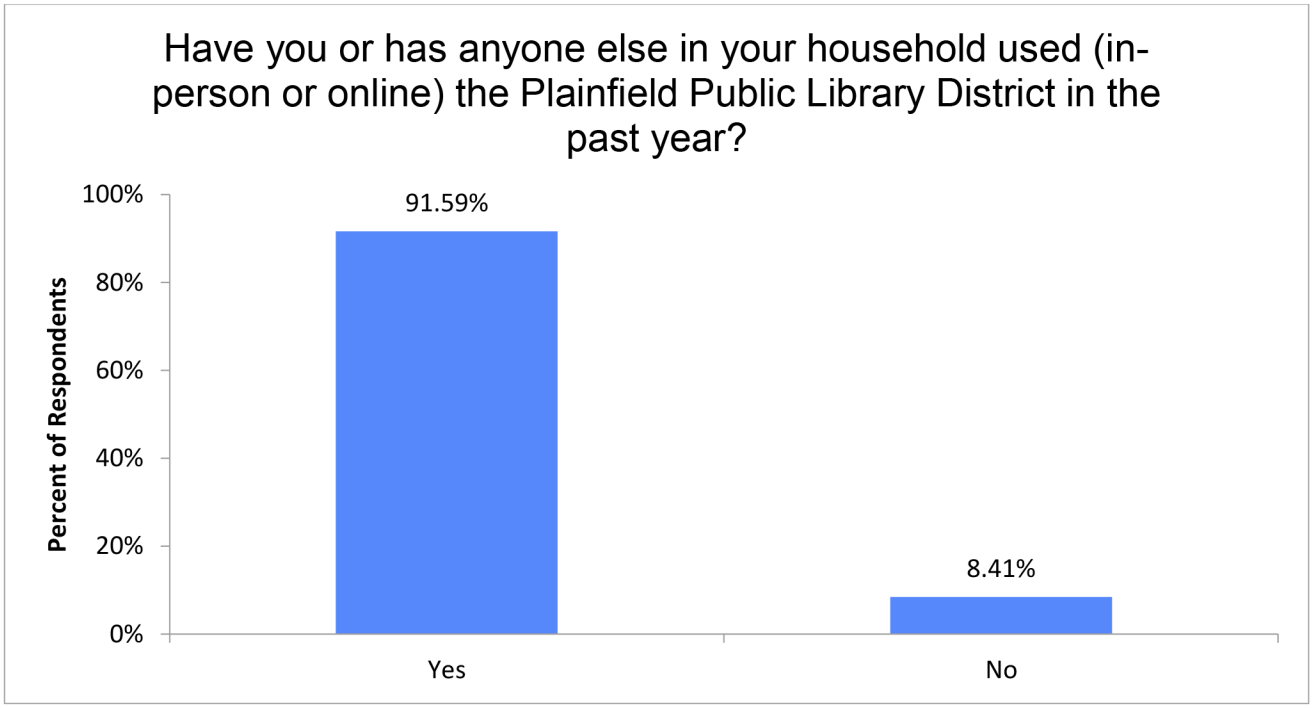
In addition to the overall results, survey responses were then filtered by Question #6 (Do you or does anyone in your household have a library card?). Respondents who indicated the following became the "no Plainfield Public Library District card" group:

- Yes, I/we/they have a library card from another library (N = 63)
- No, I/we/they do not have a library card (N = 6)
- No, I am not/they are not eligible for a library card from any library (N = 1)

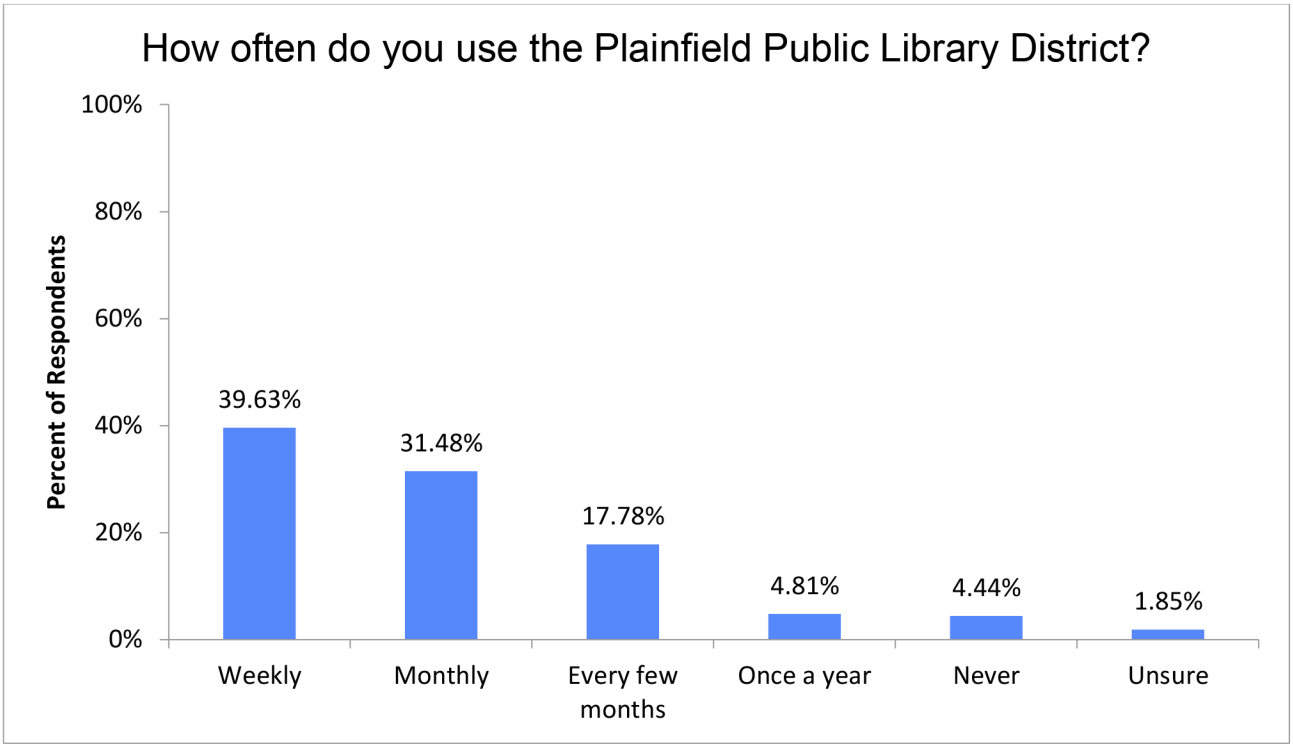
Findings from these 70 individuals are noted throughout the report; survey response charts can be found in Appendix A.



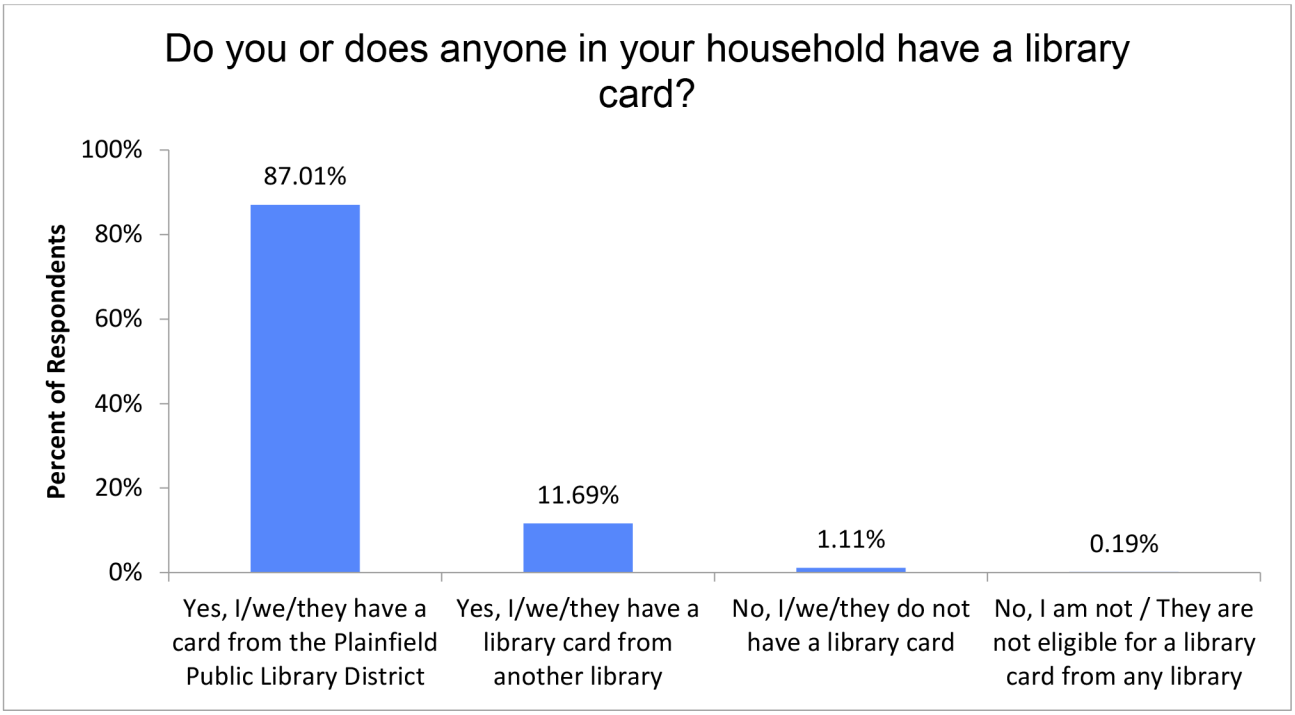
FINDINGS:	• A majority of survey respondents (87%) live in the Plainfield Public Library District. • Only 26% of those without a PPLD card live in the Plainfield Public Library District.



FINDINGS:	• A majority of survey respondents (92%) reported that they or someone else in their household have used the PPLD in the past year. • Despite not having a PPLD card, and not living in the district, 62% reported that they or someone else in their household have used the PPLD in the past year.



FINDINGS:	• A majority of respondents (71%) use the library at least monthly. • One-third of those without a PPLD card (34%) reported using the library at least monthly.

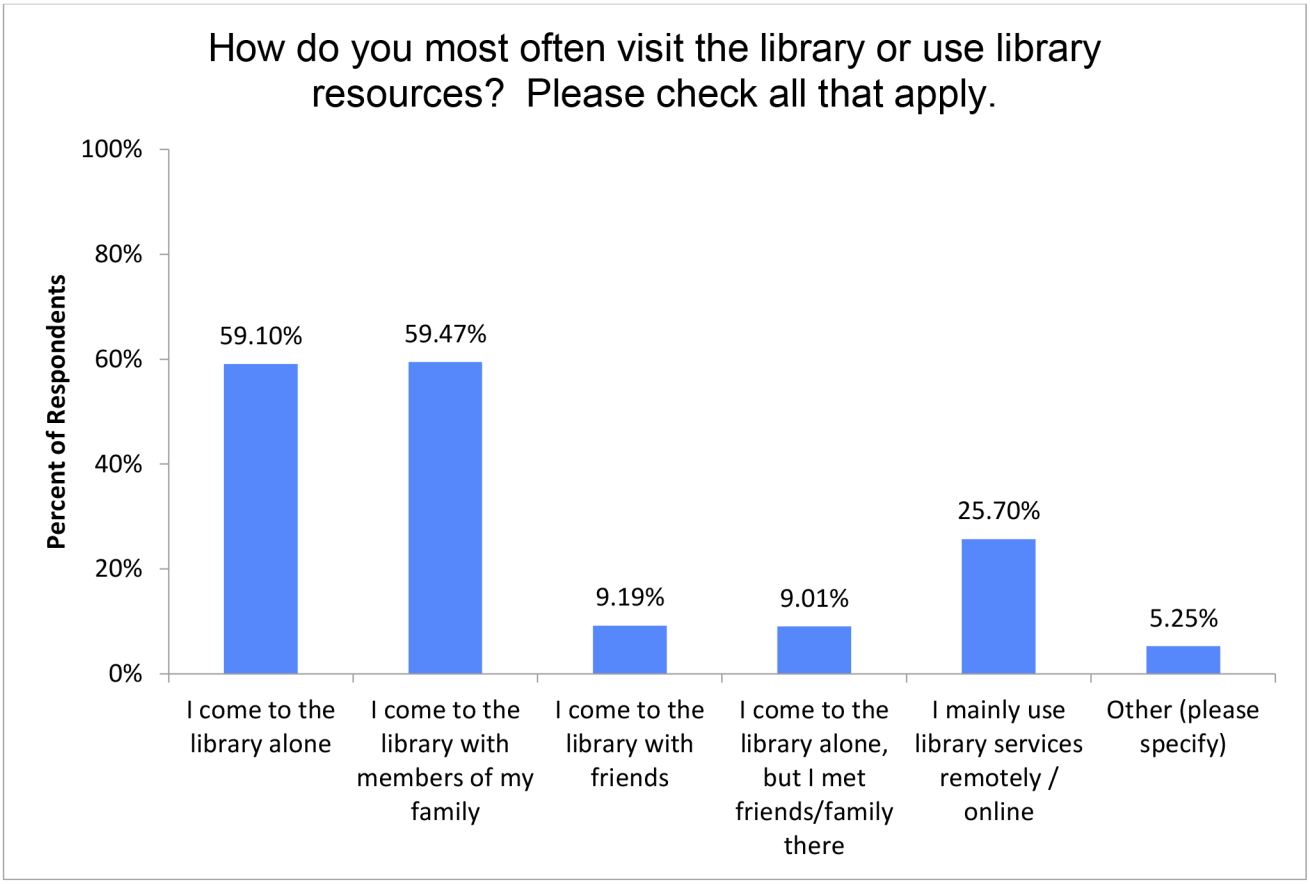


FINDINGS:	• A majority of survey respondents (87%) have a PPLD library card. • A majority of those who indicated they do not have a PPLD card (90%) have a card from another library.

If you have a card from another library, please specify the library below. (*Most frequently cited)
• Aurora Public Library
• Chicago Public Library
• Fountaindale Public Library District*
• Glen Ellyn Public Library
• Joliet Public Library*
• Koller Memorial Library
• Lisle Library District
• Messenger Public Library
• Naperville Public Library*
• New York City Public Library
• Oswego Public Library District
• Shorewood Troy Public Library
• Three Rivers Public Library District
• University of Illinois
• White Oak Library District*
• White Settlement Public Library
• Wilmington Public Library

• Woodridge Public Library

If you do not have a library card, please indicate the reason(s) below:
• Do not live in the district or just moved to Plainfield
• Have not made it a priority to get one
• No immediate need for one
• Uninterested in keeping track of multiple cards

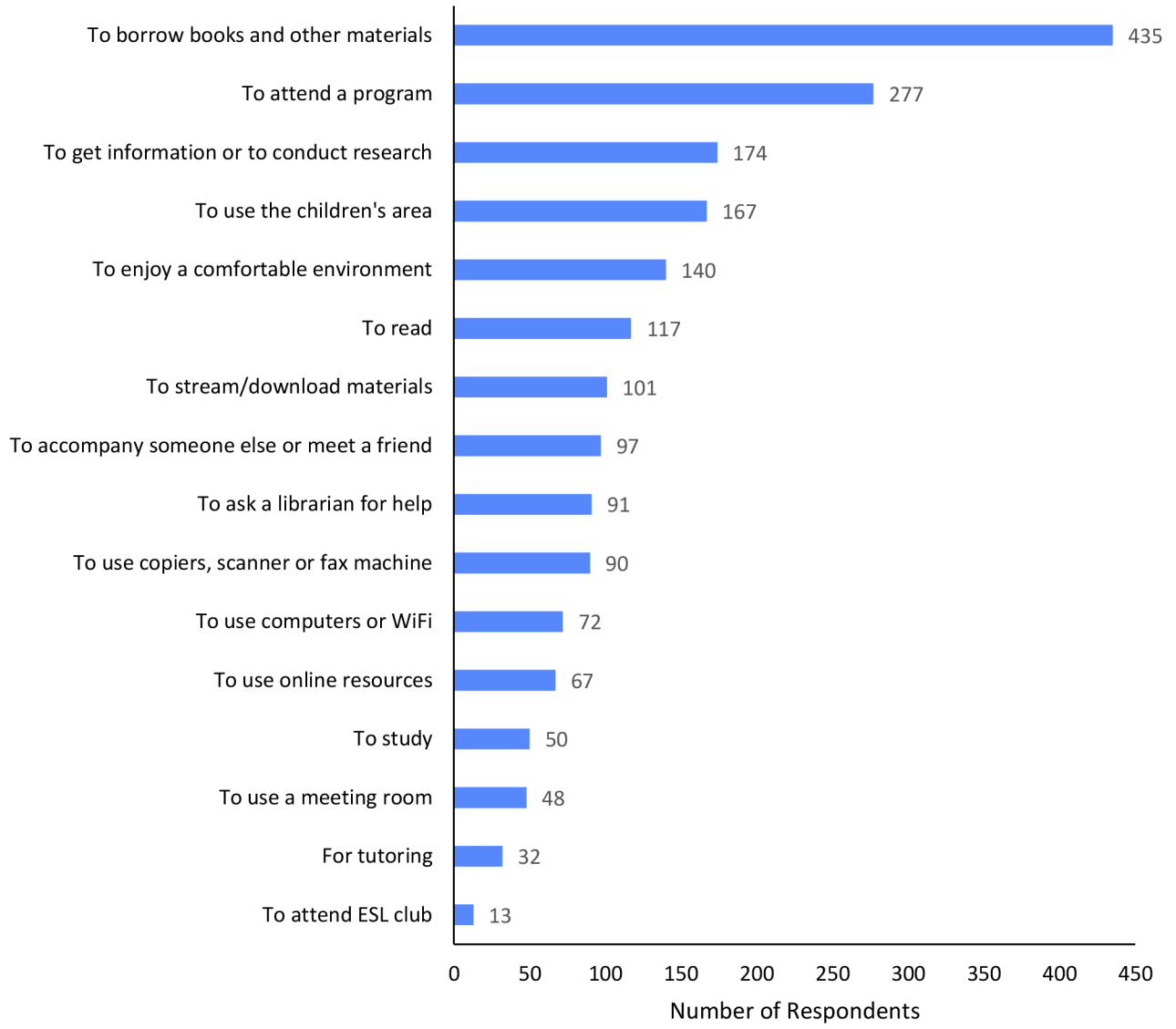


Other way most often visit the library:
• Teach ESL
• Attend meetings

I use the library app for my iPad.

FINDINGS:	• A majority of respondents (approximately 74%) visit the physical library building; only 26% mainly use library services remotely/online. • Respondents equally come to the library alone (59%) and with family members (59%).

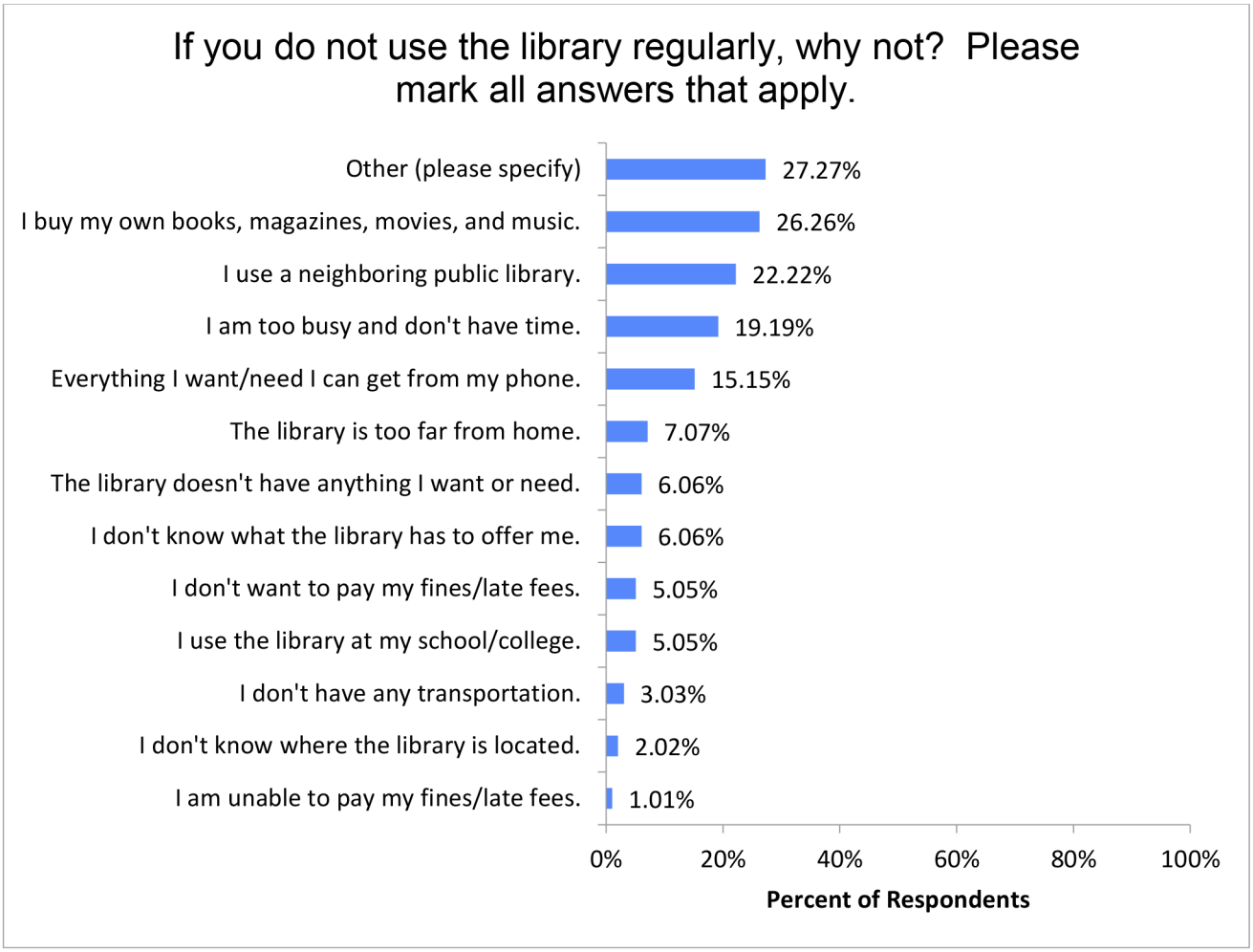
- Over half of those without a PPLD card (57%) come to the library alone; 46% come with members of their family.



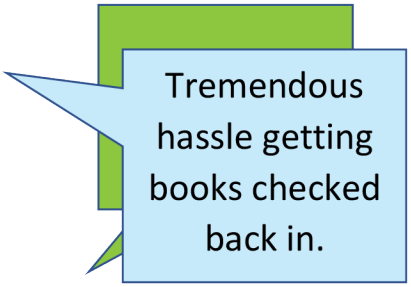
Other top reason for using the Library or Library collections, services, or programs:
• To attend the book sales
• To work or to write
• To tutor ESL
• To use notary services

• To check out museum passes
• To read magazines
• To pick up reading program prizes

FINDINGS:	• Borrowing books and other materials was the main reason respondents use the library. Other traditional services, such as providing a place to read and providing a comfortable environment, were rated the lowest. • Borrowing books and other materials was the main reason respondents without a PPLD card use the library. Beyond that, their top reasons involved using the library as a resource (i.e., use online resources, for tutoring, and to get information or conduct research).



Other reasons do not use the library regularly:
• Mainly accessing electronic resources
• Issues with programming (e.g., not enough adult programs, programs held during the day and other times that do not work with schedules)
• Limited availability to visit the library
• Issues pertaining to library cards (e.g., belong to other libraries, no library card, and issues getting a library card)
• Limited space, services, and hours of operation
• Limited availability of African American authors and topics
• Bad location
• Staff do not properly check in materials
• Do not read much



FINDINGS:	• Not using the library regularly is mainly due to owning materials that one would normally acquire from the library, more convenient libraries, and temporal issues (i.e., limited hours of operation, programs held during working hours, and busyness). • Those without a PPLD card also indicated that they do not use the library regularly due to using a neighboring library, busyness, and purchasing the materials.

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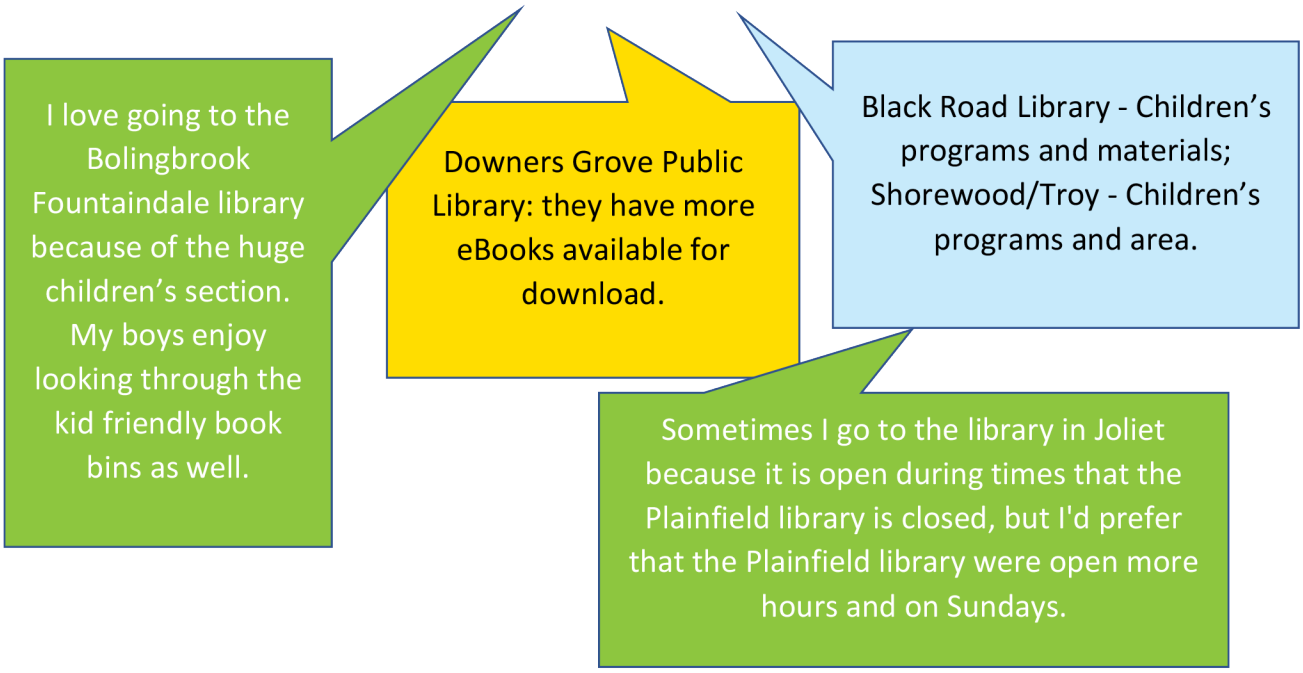
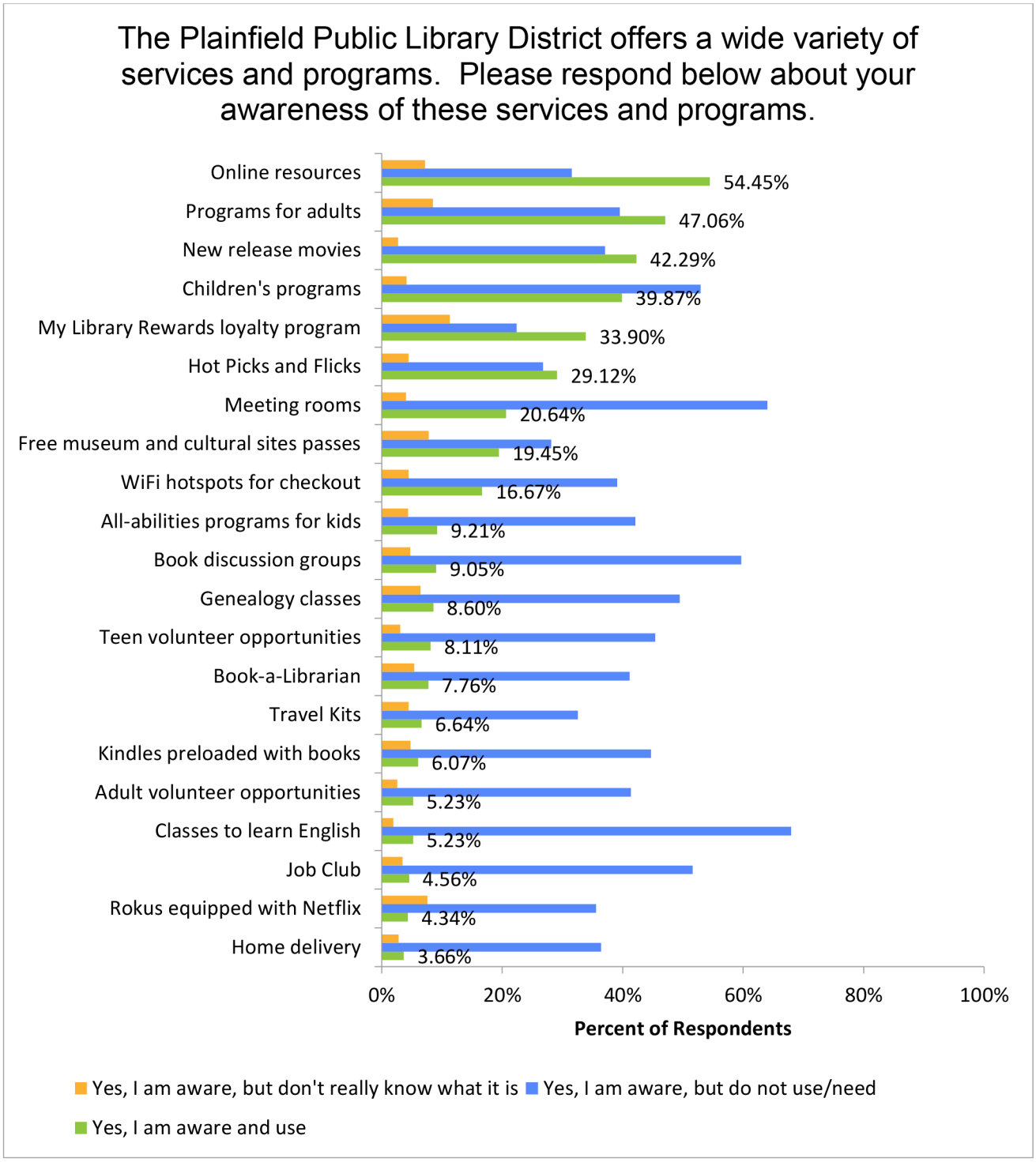
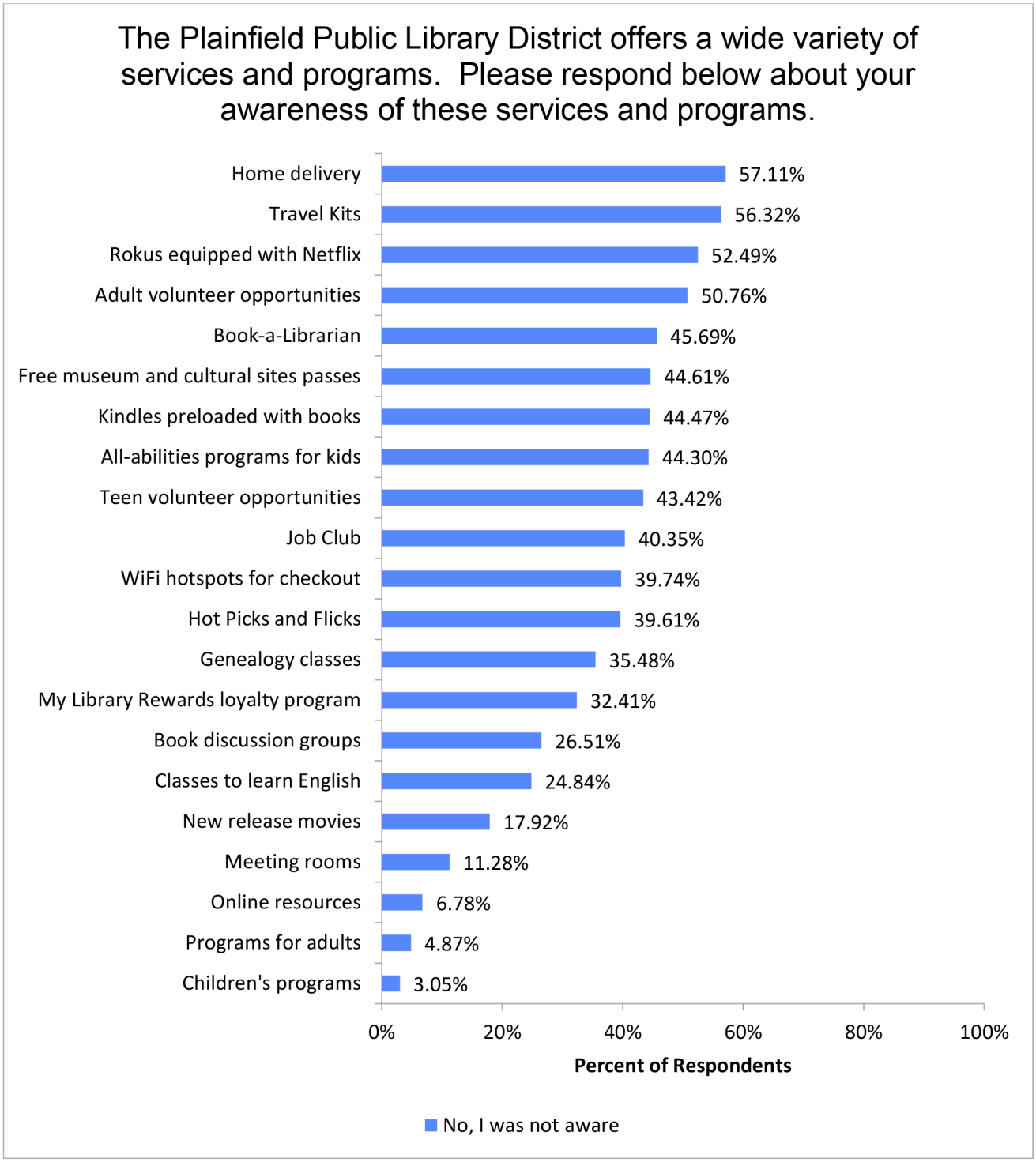
If you use another public library, please specify which one and briefly describe why you use that library and indicate what you use at that library.
• Joliet Public Library and Black Road Branch – convenience; friendly and helpful staff; expanded hours of operation; more programs; more resources available; check out materials; use the children's area and attend children's programs; use the study rooms and meeting space; read and write
• Fountaindale Public Library – convenience; private meeting rooms and study rooms; more programs; larger children's section and more activities; larger selection of books and videos; the atmosphere; attend homeschool classes; larger building; use Studio 300; drive thru option; to use the scanners
• Naperville Public Library, 95th Street, and Nichols Library – convenience; better children's area, equipment, and programs; variety of collections and larger selections; new release movies; attend programs; online databases; borrow books; use meeting space and study rooms; newer and larger building; less waiting for new items; trust the staff to check in materials properly; attend tutoring sessions; drive up return option
• White Oak Library District – convenience; use study rooms; borrow books and movies; larger selections; attend adult and children's programs; no registration for children's programs; the atmosphere; open on Sundays
• Oswego Public Library District – convenience; borrow books; attend book discussions and adult programs; quiet atmosphere; layout; attend writing groups; borrow books, fun toys, and iPad games; attend story times; most applicable and convenient children's programs
• Aurora Public Library, Brookfield Public Library, Downers Grove Public Library, Glen Ellyn Public Library, Lisle Library District, Newberry Library, Orland Park Public Library, Shorewood-Troy Public Library, Three Rivers Public Library District, Woodridge Public Library – convenience; borrow materials; attend programs

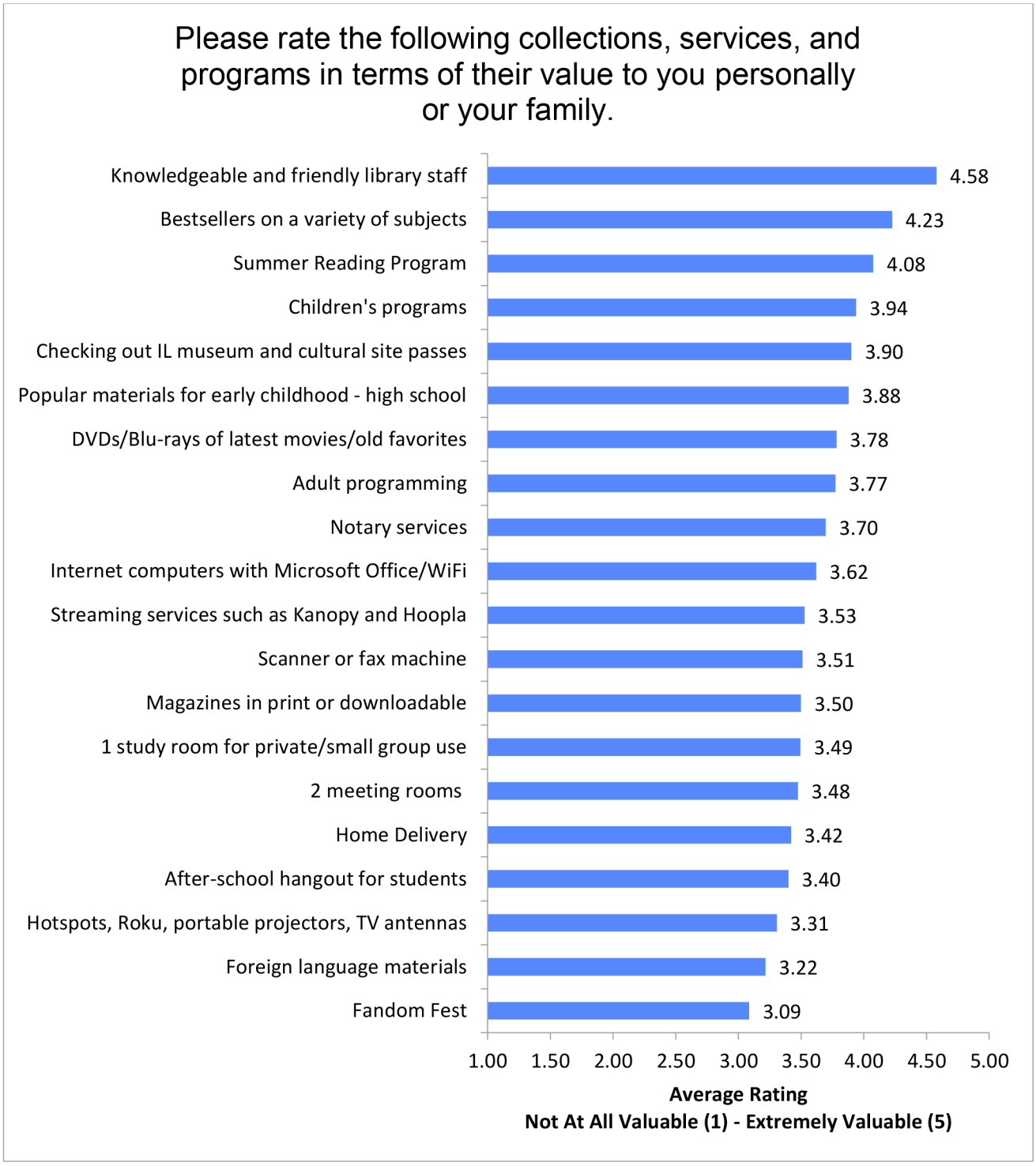
13

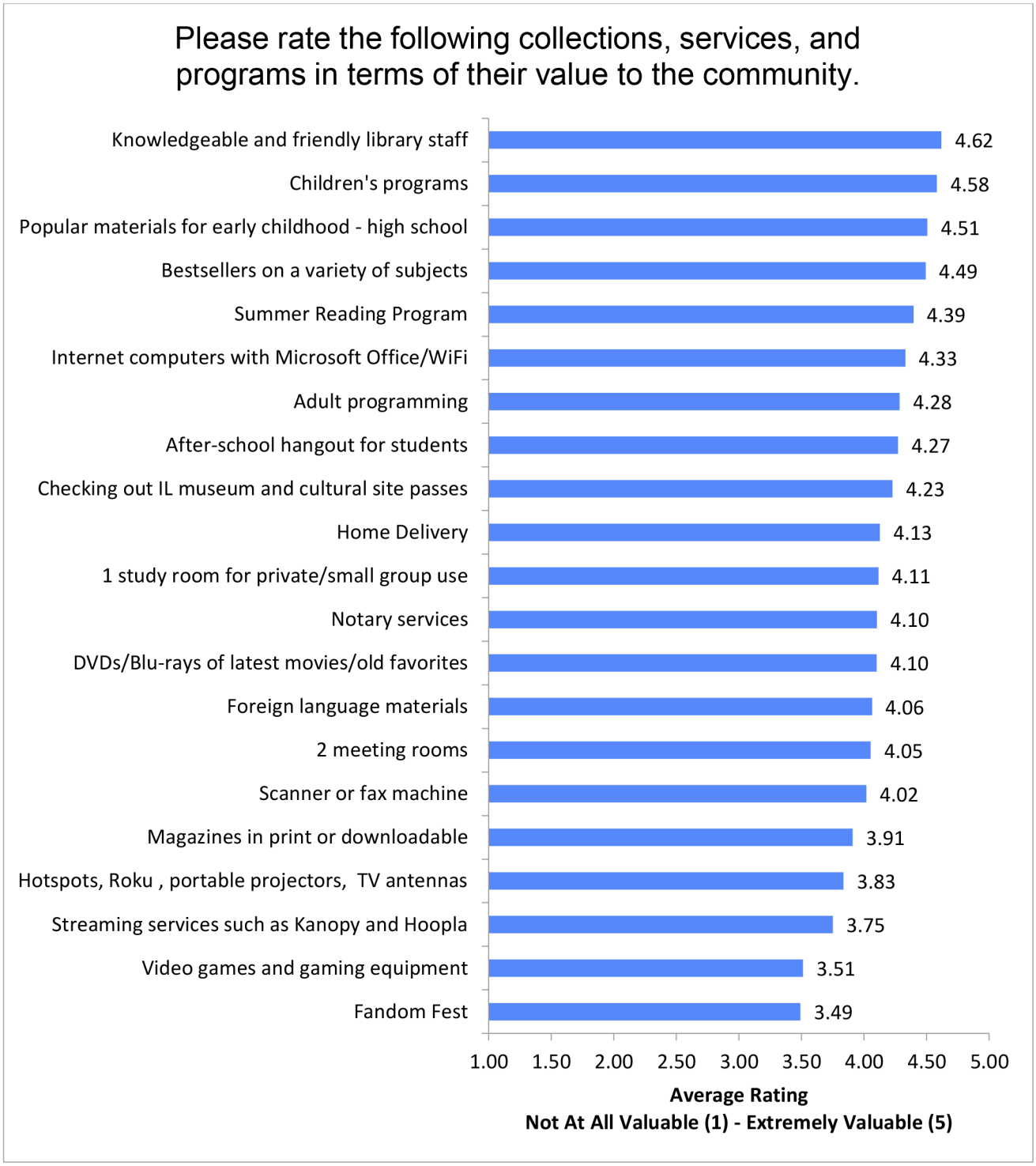

I love going to the Bolingbrook Fountaindale library because of the huge children's section. My boys enjoy looking through the kid friendly book bins as well.
Downers Grove Public Library: they have more eBooks available for download.
Black Road Library - Children's programs and materials; Shorewood/Troy - Children's programs and area.
Sometimes I go to the library in Joliet because it is open during times that the Plainfield library is closed, but I'd prefer that the Plainfield library were open more hours and on Sundays.


The Plainfield Public Library District offers a wide variety of services and programs. Please respond below about your awareness of these services and programs.
Online resources
54.45%
Programs for adults
47.06%
New release movies
42.29%
Children's programs
39.87%
My Library Rewards loyalty program
33.90%
Hot Picks and Flicks
29.12%
Meeting rooms
20.64%
Free museum and cultural sites passes
19.45%
WiFi hotspots for checkout
16.67%
All-abilities programs for kids
9.21%
Book discussion groups
9.05%
Genealogy classes
8.60%
Teen volunteer opportunities
8.11%
Book-a-Librarian
7.76%
Travel Kits
6.64%
Kindles preloaded with books
6.07%
Adult volunteer opportunities
5.23%
Classes to learn English
5.23%
Job Club
4.56%
Rokus equipped with Netflix
4.34%
Home delivery
3.66%
0%
20%
40%
60%
80%
100%
Percent of Respondents
Yes, I am aware, but don't really know what it is
Yes, I am aware, but do not use/need
Yes, I am aware and use


The Plainfield Public Library District offers a wide variety of services and programs. Please respond below about your awareness of these services and programs.
Home delivery 57.11%
Travel Kits 56.32%
Rokus equipped with Netflix 52.49%
Adult volunteer opportunities 50.76%
Book-a-Librarian 45.69%
Free museum and cultural sites passes 44.61%
Kindles preloaded with books 44.47%
All-abilities programs for kids 44.30%
Teen volunteer opportunities 43.42%
Job Club 40.35%
WiFi hotspots for checkout 39.74%
Hot Picks and Flicks 39.61%
Genealogy classes 35.48%
My Library Rewards loyalty program 32.41%
Book discussion groups 26.51%
Classes to learn English 24.84%
New release movies 17.92%
Meeting rooms 11.28%
Online resources 6.78%
Programs for adults 4.87%
Children's programs 3.05%
0% 20% 40% 60% 80% 100%
Percent of Respondents
No, I was not aware

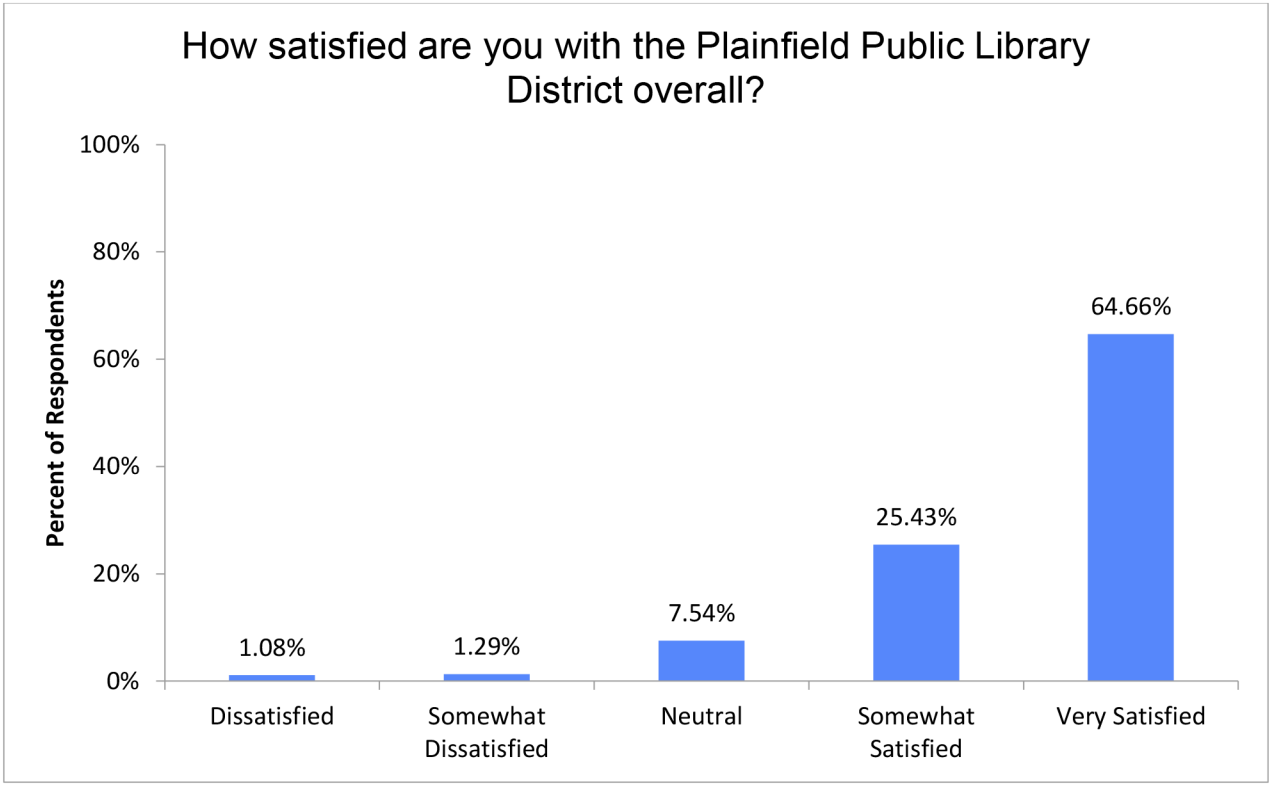
FINDINGS:	• Over half of respondents are aware of and use online resources (54%); nearly half are aware of and use programs for adults (47%). • For most of the programs and services, respondents are aware of them but do not use or need them. • Over half of the respondents were unaware of home delivery, travel kits, Rokus, and volunteer opportunities. This could be a result of survey respondent demographics. Less than 6% of respondents are aged 75 and older, an age bracket likely to benefit from these services. Further, over half the respondents do not have children at home, thus less need for a travel kit. • The percentage of respondents without a PPLD card who were unaware of these services and programs was higher in each category.


Please rate the following collections, services, and programs in terms of their value to you personally or your family.
Knowledgeable and friendly library staff 4.58
Bestsellers on a variety of subjects 4.23
Summer Reading Program 4.08
Children's programs 3.94
Checking out IL museum and cultural site passes 3.90
Popular materials for early childhood - high school 3.88
DVDs/Blu-rays of latest movies/old favorites 3.78
Adult programming 3.77
Notary services 3.70
Internet computers with Microsoft Office/WiFi 3.62
Streaming services such as Kanopy and Hoopla 3.53
Scanner or fax machine 3.51
Magazines in print or downloadable 3.50
1 study room for private/small group use 3.49
2 meeting rooms 3.48
Home Delivery 3.42
After-school hangout for students 3.40
Hotspots, Roku, portable projectors, TV antennas 3.31
Foreign language materials 3.22
Fandom Fest 3.09
1.00 1.50 2.00 2.50 3.00 3.50 4.00 4.50 5.00
Average Rating
Not At All Valuable (1) - Extremely Valuable (5)



FINDINGS :	• Respondents highly value traditional library services (e.g., knowledgeable and friendly library staff,

	children's programs, bestsellers, and summer reading programs). • For all of the library collections, services, and programs, respondents placed a higher value for the community than to themselves personally. • Even those without a PPLD card recognize the community value of programs and space for children and students.



FINDINGS:	• A majority of respondents (90%) are somewhat or very satisfied with the library overall. • A majority of respondents without a PPLD card (62%) are somewhat or very satisfied with the library overall.

It is very difficult to teach someone English when there is a lot of noise. More private meeting rooms are essential.

The children's area could use comfier chairs and couches... but overall, we really LOVE this library!!

Please have Sunday hours. I would rather see the library closed on Mondays when kids are in school and many people are working.

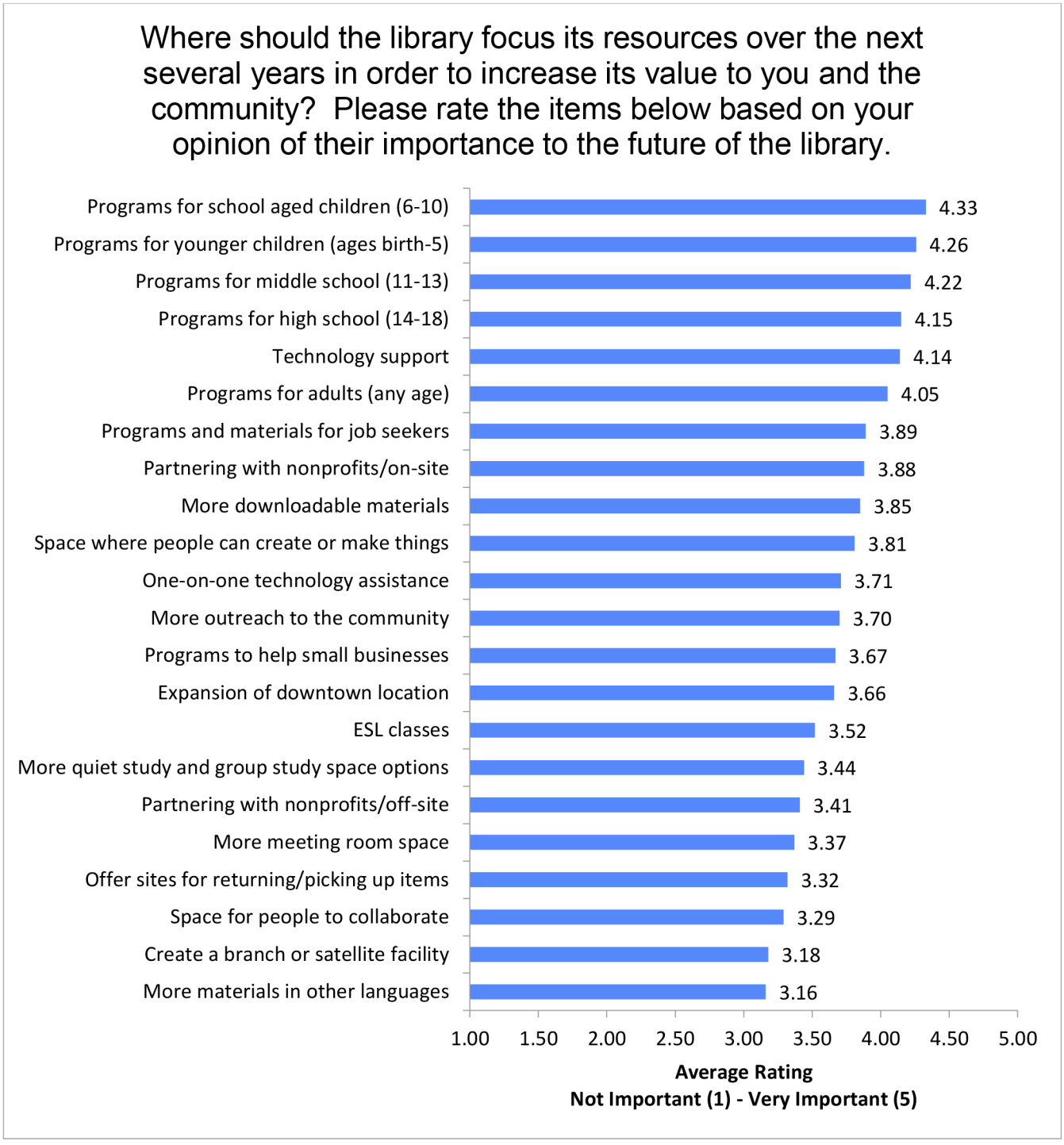
What can the library do to increase your satisfaction?
• Increase hours of operation (e.g., stay open later on Friday, open on Sunday)
• Increase services (e.g., more reading incentives, host community events, coordinate interest groups, increase technological services, offer volunteer opportunities, more Roku devices, increase number of items checked out on Hoopla, increase the number of events for community causes such as dog shelters and disability groups, modernize the computer system for check outs and returns)
• Increase programming (e.g., programs for all age groups, programs for special needs children and adults, more programs during the summer and days when children are off school, more sessions of a program if it fills up, cultural events, author meet and greet sessions, speakers on current topics, sensory story time, winter reading programs, early education events, homeschool classes)
• Make changes to the physical building (e.g., larger space, more study and meeting rooms, better parking/reserved spots, add a drive up book drop off box, update and expand the children's area, make the children's area stroller friendly, dedicated teen space, more plug-ins for devices, replace elevator, add a business center, improve the sound system)
• Make changes to the atmosphere (e.g., quieter space, cleaner furniture, more comfortable areas to read, more items added to the children's area, more sunlight, create a warm and welcoming atmosphere)
• Make changes to the staff (e.g., hire more staff, provide better training so that they are knowledgeable, encourage staff to assist all patrons)
• Increase overall collections (e.g., books overall, copies of books, current movies, online magazines, audiobooks, e-books, video games, online offerings, large print) • Increase specific collections (e.g., bestsellers, business materials, literary fiction, adult fiction, children's books, graphic novels, online learning resources, homeschool collections, resources for research)
• Increase marketing (e.g., advertise in the schools, notify all card holders of programs, provide an orientation when patrons first receive a library card, create a comprehensive guide to the library, clearly communicate the geographical boundaries for getting a library card, better advertise programs and services, create a more user friendly website, make it easier to find out about programs)
• Focus on the current building (e.g., stop trying to increase taxes, stop talking about a new building, focus on what currently exists, stop spending unnecessary money)
• Other suggestions (e.g., alternative ways to pay off fines, group new books by genre, individual books in a series should have separate

records in the catalog, better way to check out museum passes, don't duplicate programs offered by other organizations, reduce fines, create a reservation system for the study room, remove older materials to make room for new materials, open some services to non-Plainfield library card holders)

What institutions, services, and amenities draw people to this community and encourage them to be a part of the community?
• The schools and other educational centers, the library, the YMCA, art and music opportunities, and athletic teams are the heart of Plainfield.
• The downtown area is vibrant and diverse, with lots of shops and restaurants. The business community provides employment opportunities.
• The availability of festivals, events, and activities for all ages, especially children and families.
• The small town feel, with friendly individuals. Residents feel a sense of belonging and safe. The neighborhoods have affordable housing and are well kept. The location to other major cities (e.g., Naperville, Chicago) makes it ideal.
• The variety of churches and religious organizations.
• The availability of community centers, community service groups, and other non-profit organizations.

What services or amenities could be offered to further strengthen this community?
Respondents provided a number of suggestions overall: • Additional community events and affinity groups • Free music concerts • Improve parking downtown and expand the number of businesses and restaurants • Expand the number of parks and outdoor spaces (e.g., bike paths and pools); update the community playgrounds • Expand services for marginalized groups (e.g., focus on ADA, the elderly, the physically and mentally disabled, veterans) • Raise awareness of existing community programs, educational resources, support groups, and volunteer organizations
Respondents provided a number of suggestions specific to the library: • Expand technology offerings (e.g., 3D/vinyl/laser printing, Arduino kits, Raspberry Pis) and offer classes on a range of technological devices • Acquire more expensive items for check out (e.g., GoPro devices, telescopes, karaoke machines, STEM kits)

- Increase programming, especially free programs, for all ages and families
- Expand the size of the library as well as the hours of operation; consider a branch on the north side
- Offer foreign language classes, including ESL
- Sell postage stamps
- Offer homework tutoring and kindergarten readiness programs



Más libros en Español

A drive thru or drop off book drop would be very helpful and would leave more parking for others.

Tutoring ELL program is amazing and a real strength of our library.

Everything the library offers is important—the problem is the facility... it's outdated and not wheelchair accessible... it's not even that accessible to little kids.

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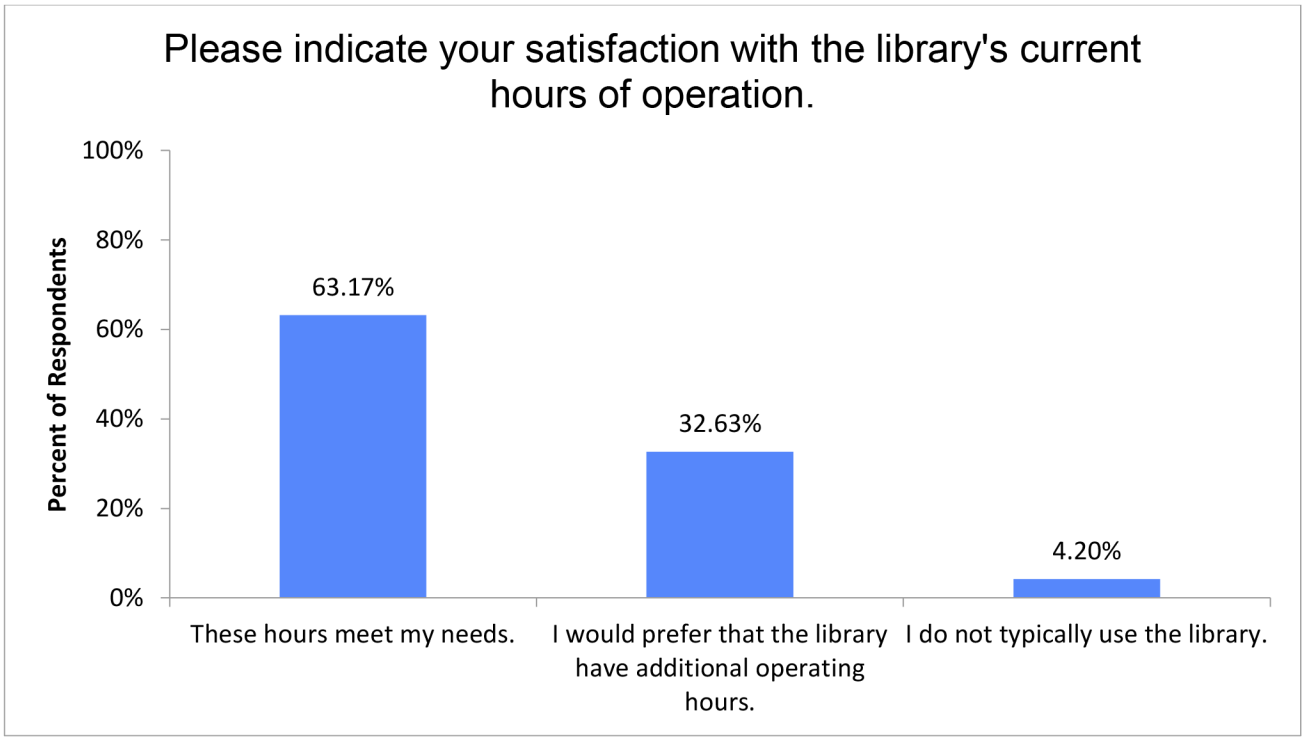
Other areas the library should focus its resources over the next several years:
• Updating or expanding the building; building a new library in a more central location; adding a drive through or a drop off book drop; adding a coffee bar; creating a dedicated space for teens
• Expand hours of operation
• Expand programming for children, adults, and seniors; add more programs outside the library
• Acquiring materials in foreign languages (e.g., Spanish, French, Polish, German, Filipino, Portuguese, Urdu, Pashto) and offering language classes
• Raise awareness about items that are available at the library

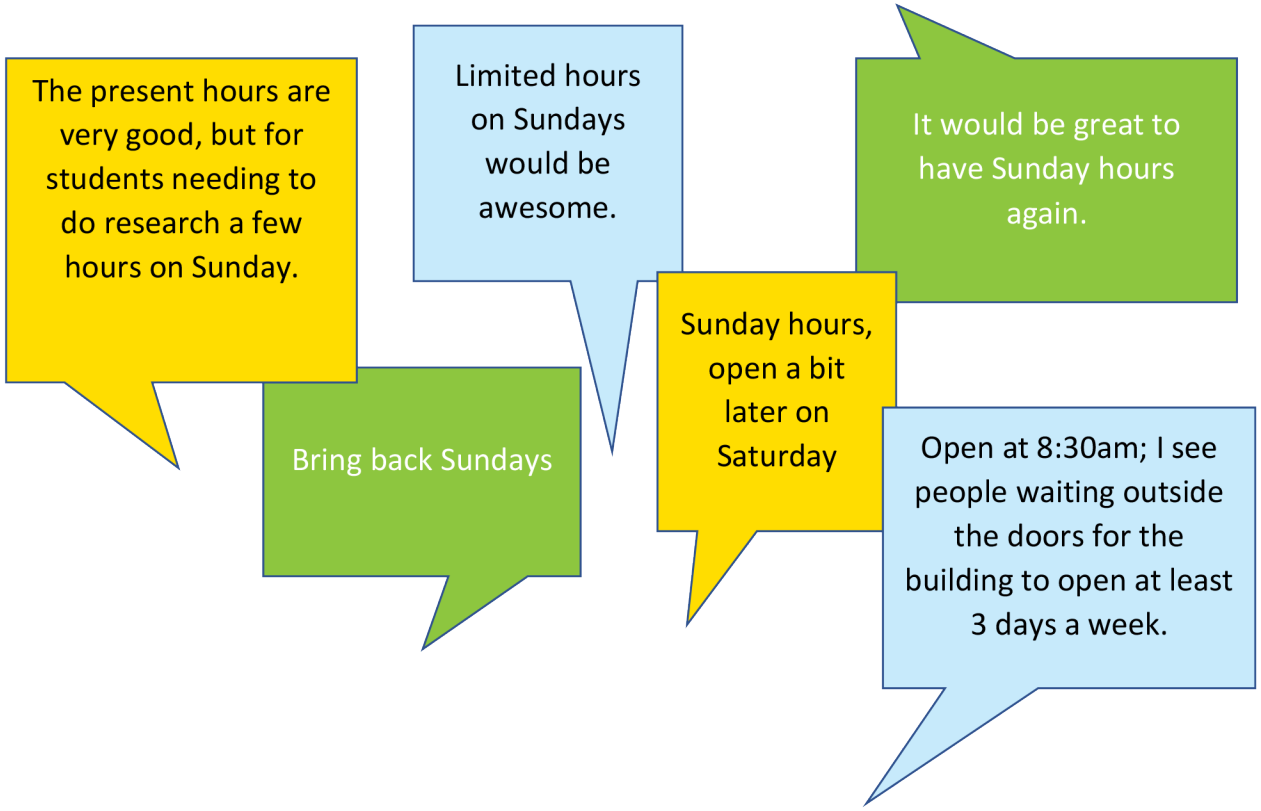
FINDINGS:	• The top four most important focus areas relate to children's programs. The fifth most important focus area relates to technology. • The top four most important focus areas for those without a PPLD card relate to children's programs. The fifth most important focus area relates to adult programming.

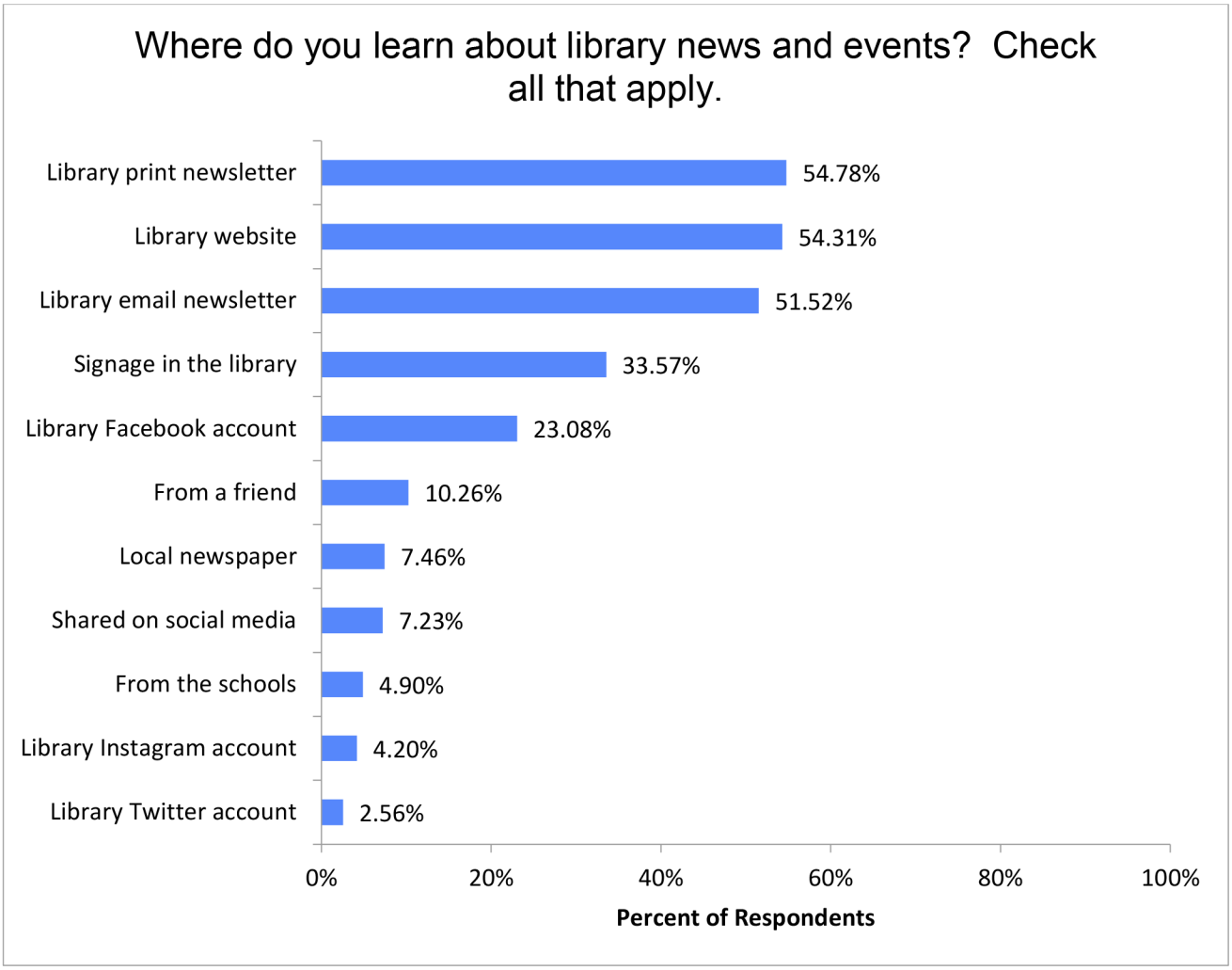


What hours would you suggest?
• Adding Sunday hours (e.g., 9 am – 12 pm, 10 am – 2 pm, 10 am – 3 pm, 10 am – 4 pm, 11 am – 5 pm, 11 am – 6 pm, 12 pm – 4 pm, 12 pm – 5 pm, 1 pm – 3 pm, 1 pm – 5 pm, 1 pm – 7 pm)
• Longer hours on Friday (e.g., 6 pm, 7 pm, 9 pm)
• Longer hours on Saturday (e.g., 6 pm, 7 pm, 9 pm)
• Open earlier during the week (e.g., 8 am, 8:30 am)
• Stay open later during the week (e.g., 10 pm, 11 pm)

• Other ideas:
  ○ Open at 9 am and close at 9 pm 7 days a week
  ○ Stay open 24 hours a day, 7 days a week
  ○ Close at 6 pm during the week

FINDINGS:	• While a majority of respondents indicated that the current library hours met their needs, nearly one-third of respondents would prefer additional operating hours. Most of the respondents who provided suggestions indicated a preference for Sunday hours. • A majority of respondents without a PPLD card (62%) are satisfied with the library's current hours of operation.



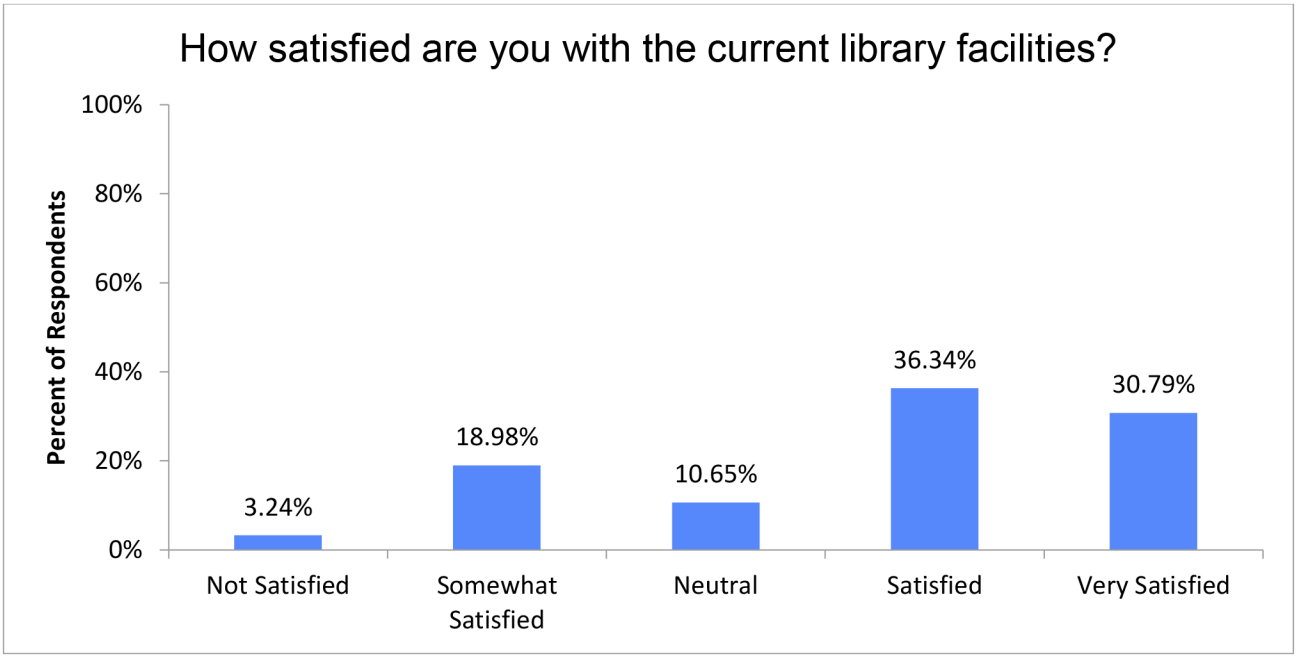


Other preferred source for receiving library news:
• Text messages
• Emails
• Library newsletter mailed to homes
• Word of mouth (e.g., family members, librarians)
• Other local businesses (e.g., signage)

I prefer the printed newsletter that is sent to my home.

FINDINGS:	• A majority of respondents are learning about library news and events from library sources (e.g., print newsletter, website, email newsletter, signage in the building). • Few respondents are relying on social media for updates.

	• Those who do not have a PPLD card also learn about library news and events from library sources, relying less on social media.

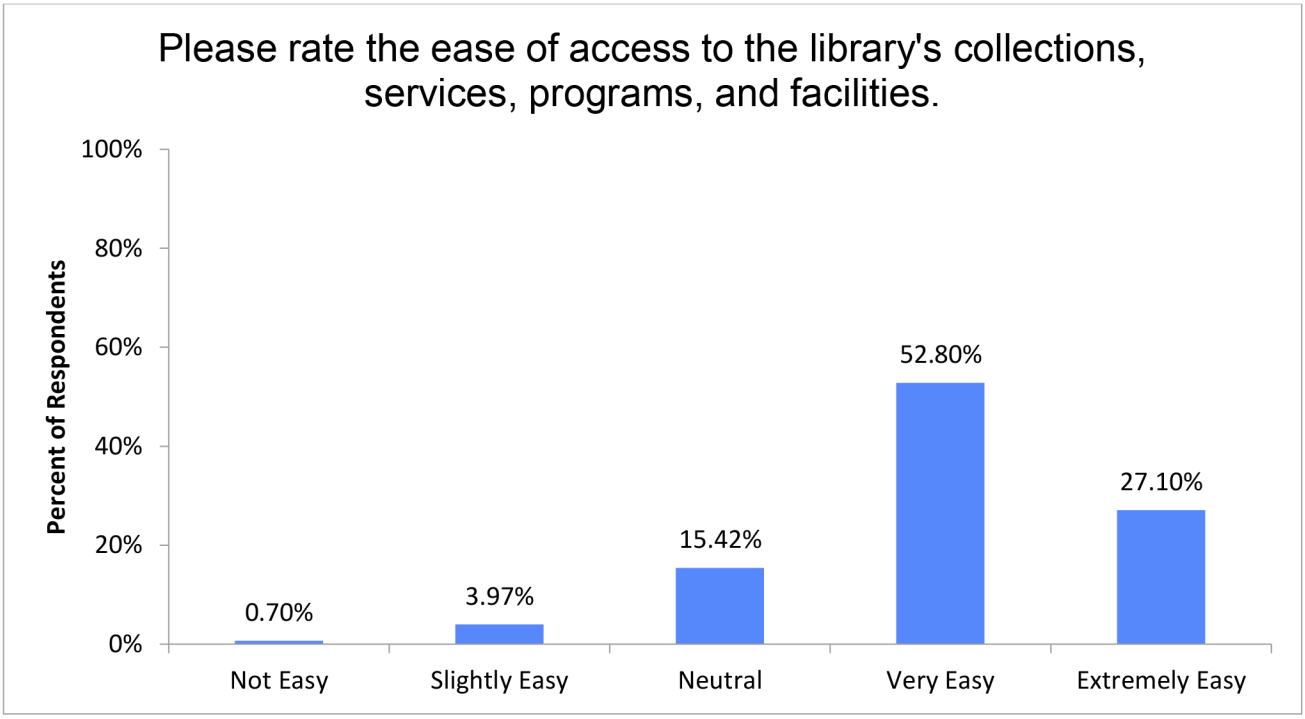


FINDINGS:	• A majority of respondents (67%) are satisfied or very satisfied with the current library facilities. • Half of respondents without a PPLD card (50%) are satisfied with the current library facilities.

Our community is growing and would benefit from an expansion.

What changes to the facility would improve your satisfaction?
• Expanding the building to make room for more quiet areas; more group study/tutoring spaces; more meeting and event spaces; a tween/teen space; more bathrooms; more parking; adding handicap parking; more seating overall; more space for displays so that they are less cramped; more space for the children's area • Other suggestions included building a new building/expanding with satellite branches

• Upgrades to the building, including a drive up book drop; ADA/accessibility; new carpet and furniture; remove concrete steps; add a café and/or coffee shop; add newer technology; more interactive children's area; self-check kiosks; more outlets; additional windows; fix leaks; better entrance; and overall modernize the look and feel of the building
• Expand collections so that more materials are available locally (e.g., e-books, audiobooks, bestselling books, DVDs, study materials, diverse materials)
• Enhance programming both in content (e.g., adult programs, classes on how to use the various services, classes on finance and retirement) as well as timing (e.g., more open story times, adult programs in the evenings)
• Expand hours of operation
• Enhanced marketing to better inform the community of all the library has to offer; better website to find information and materials; more social media presence



FINDINGS:	• A majority of respondents (80%) rated the library's collections, services, programs, and facilities as very or extremely easy to access.

	• A majority of respondents without a PPLD card (63%) rated the library's collections, services, programs, and facilities as very or extremely easy to access.

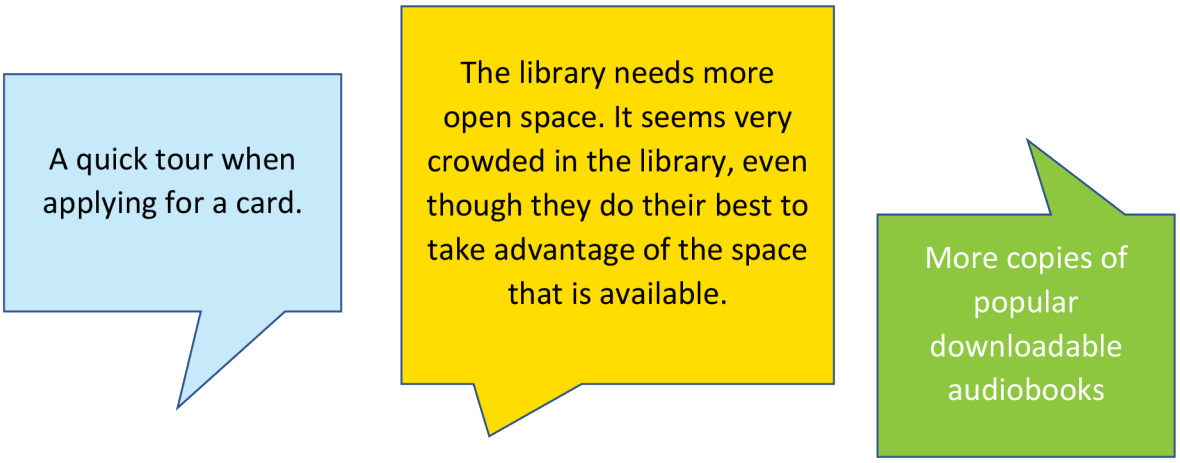
What changes could the library make to improve your accessibility to collections, services, programs, and facilities easier?
• More space for materials, but also more space for navigating around the library
• Larger collection of books (e.g., print, electronic, and downloadable audiobooks)
• Improved access to materials and services (e.g., better signage for locating collections, easier access to programs like Hoopla, list of new materials, more evening and weekend programming, mores sessions of programs as they fill up fast, better layout overall, avoid placing materials on the bottom shelf, additional hours of operation)
• Improved online experience (e.g., improved website, better search feature, improved app) • Improved experience visiting the library (e.g., modernized look)
• Physical additions to the library, such as a drive up book drop, café, bigger elevator, newer technology, more parking, a back door • Program and resource additions to the library, such as home delivery, increased limits on Hoopla, more adult programs, more cultural events (e.g., art, music), expanded email newsletter, library tour when applying for a library card
• Outreach efforts such as a pop-up library at the schools; taking programs and collections to nursing homes, retirement homes, special needs facilities, hospice

Do you ever take your programs or collections "on the road" to local nursing homes, retirement homes, special needs facilities or hospices?

More modernization of the library entirely.

Use concrete 'pad' at North end of Parking Lot for book 'Return Box' to reduce people 'blocking' Illinois Street to return books.

30

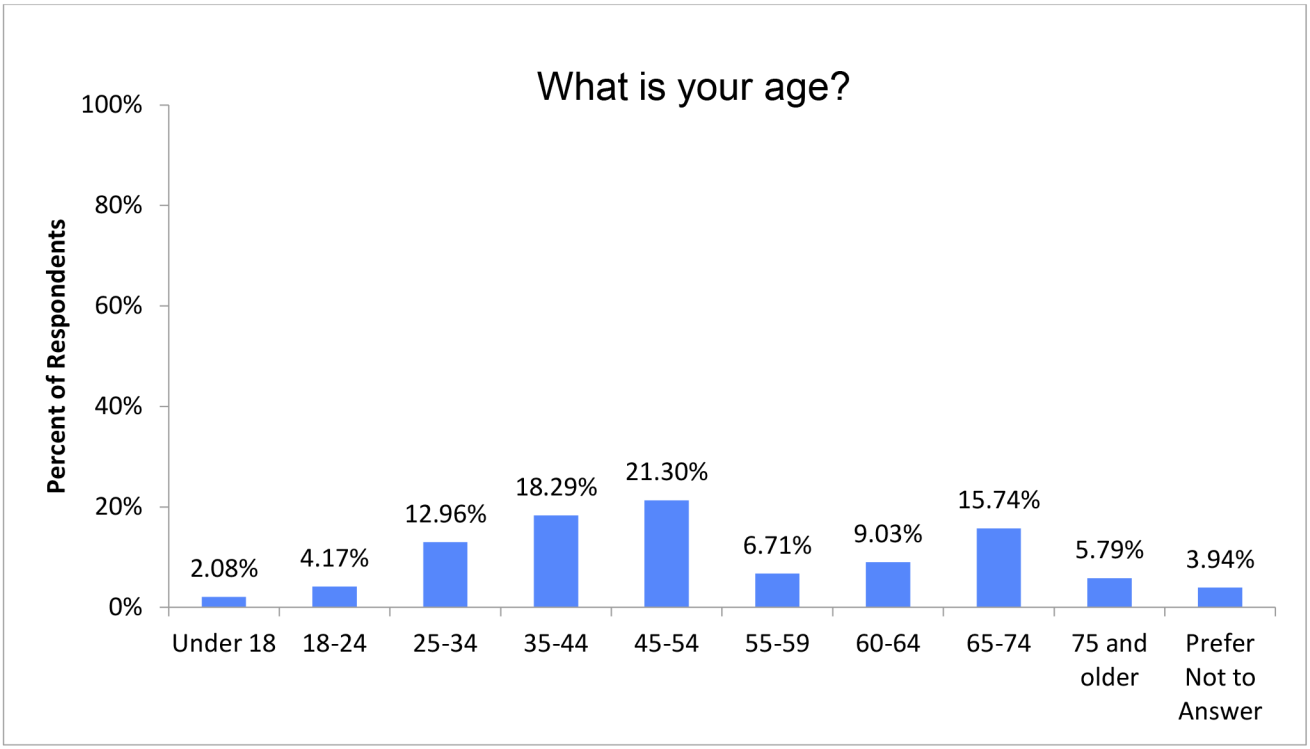


Please share any final feedback you'd like to give about future collections, services, programs, and the facilities.
• A majority of patrons are very happy with the Plainfield Public Library
• More space is desired, overall and for additional study/group/meeting rooms, for children's programming, a coffee bar, a designated technology room, and an outdoor garden/reading area; a bigger library could also eliminate the need for stairs/elevators
• Drive up book drop and additional drop off locations would reduce congestion in front of the building and make it easier for parents of small children
• More programs were requested; specific topics included home repair, technology and computer classes, health issues, cooking and gardening, political programming, publishing, author book readings and talks, language classes, programs for business owners to learn and network, get to know a librarian; respondents also requested more adult/senior activities and programs for school-aged children
• Respondents expressed a desire for the library to have a bigger presence at community events, partnering with local businesses and schools/teachers, and raising the importance of libraries to the community
• Create volunteer opportunities for teenagers and adults (especially retired adults)
• A couple of respondents mentioned a need for the library to remain relevant in an online society, and to keep pace with surrounding libraries
• Expansion of library hours as well as collections were also desired

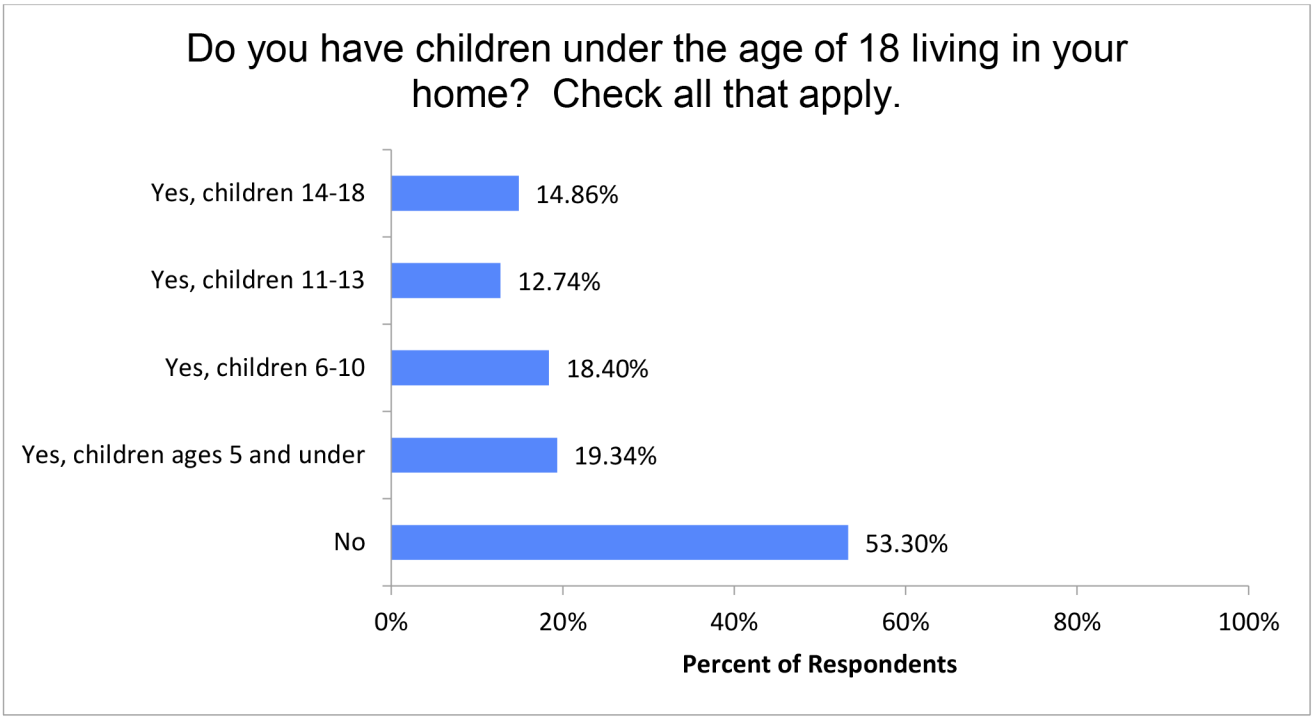
- Smaller changes that could have a big impact include new carpet, cleaner bathrooms, updated computers, more hotspots, and reduced time for bestsellers

Other gender identity:
• Genderqueer

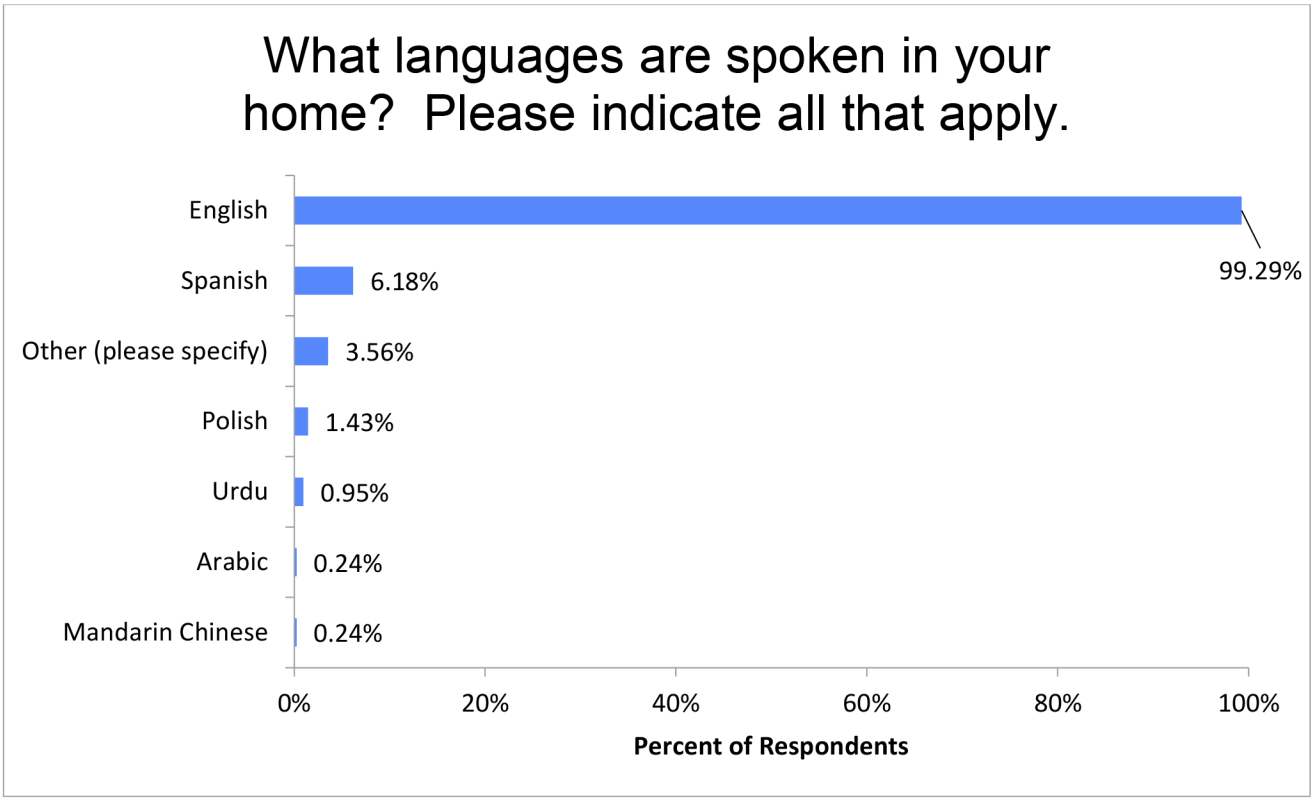
FINDINGS:	• A majority of survey respondents (80%) identify as female. • A majority of survey respondents without a PPLD card (74%) identify as female.



FINDINGS:	• Over half of the survey respondents (53%) are between the ages of 25 and 54. • Over half of respondents without a PPLD card (57%) are between the ages of 25 and 54; with a higher percentage in the 25-34 range (22%) and a lower percentage in the 45-54 range (14%).



FINDINGS:	• A majority of respondents (53%) do not have children living at home. • A majority of respondents without a PPLD card (61%) do not have children living at home.



Other languages spoken in your home:
• American Sign Language
• French
• Portuguese
• Darija (Moroccan Arabic)
• Filipino
• German
• Greek
• Lingala
• Pashto
• Tshiluba
• Twi

FINDINGS:	• Almost all of the survey respondents (99%) speak English in their homes. • Almost all of the survey respondents without a PPLD card (97%) speak English in their homes.

OVERALL SURVEY FINDINGS:	There was an overarching theme of "family focus" that surfaced in the data. With respect to accessibility, respondents noted that more programs are needed. Many of the children's programs fill up fast and/or are held during traditional working hours; thus many families are not able to participate. This is further compounded by the fact that weekend hours are limited. Respondents also reported a need for more space so that collections could be expanded, and parents with strollers can navigate through the space. Returning items to the main desk inside the library can be challenging for parents with small children. Having an outdoor drop off box or drive through area would be appreciated. With respect to childhood education, survey respondents placed a high value for themselves and their families on the summer reading programs and children's programs; similarly, respondents placed a high value for the community on the children's programs, summer reading programs, and popular educational materials for children of all ages. Many families are using neighboring libraries for their emphasis on children, through larger children's areas (floor space, collections, and items for children to enjoy) and more programming. Survey respondents noted that their satisfaction could be increased by increasing programming, giving examples such as programs for special needs children, programs during the summer and days when children are not in school, winter reading programs, and early education events. There was also an interest in having multiple sessions of the same program as space fills up quickly. The schools are at the heart of the Plainfield community, and people are drawn to the community because of the activities available for children and families. Many suggested that the library could strengthen the Plainfield community by collaborating with the local schools (e.g., pop-up library) and expanding the outreach to children by offering homework tutoring and kindergarten readiness programs.

Focus Groups and Interviews

A total of seven focus groups were held with 48 attendees. An additional 6 interviews were held with other community members not able to attend focus group sessions. Overall, comments mirrored survey responses. (The use of "attendees" below includes focus group participants and interviewees.)

Attendees are proud of many aspects of the library including the staff, programs, and variety of resources. Some attendees specifically pointed out youth and ESL programs as points of pride.

When asked what attendee were curious about, several asked about the future of libraries overall, the status of the library building and future referenda, and the library's budget. Others were curious about how materials are added to the collection and how programs are developed.

Next the groups discussed how the library enriches the community and responses overwhelmingly indicated that the library brings the community together and reduces social isolation. Many commented about coming to the library to learn new things.

Lifelong learning opportunities abound at the library and focus group attendees talked about the wide variety of offerings while expressing some disappointment in not being able to register for events as they filled up quickly (comparing even registration to getting tickets to a popular concert!). Creating cultural awareness and connecting to the schools were cited as other ways the library engaged in lifelong learning.

The need for additional space and outreach were the two main themes when groups talked about future community engagement. Additional meeting room space and study room space, along with a makerspace, were frequently mentioned as important. Attendees often learned things about the library's offerings from each other, prompting discussion about how others in the community learn about all the great things the library does. This led to

discussion about other outreach opportunities, some of which the library already does.

Finally, when considering an improved patron experience, most attendees praised the library's online presence, though a few people noted that some online resources were a bit difficult to find and wondered if more people would use them if they were somehow more predominately featured. Attendees also dreamed about future amenities like a café or regular food trucks. The summer sno-cone cart was cited as a win-win and interest was expressed for similar partnerships.

Several attendees wondered about opportunities for a small branch or remote drop off or pick up locations around the community given the size of the district. Many noted going to nearby libraries when programs or resources were not available at PPLD or if they wanted more space to relax or for their kids to play.

Board and Staff Survey

Thirty-three staff members and six Board members completed the Board and Staff Survey. Below is a high-level overview of trends for each question.

What is your favorite thing about working at the library or serving on the Board?
• Working together, environment and culture, positive energy of staff, supportive environment, job duties
• Serving patrons, helping people improve their lives
• Helping the community thrive
• Volunteers

What's working well at the library? What are we good at?
• Doing a lot with the resources we have
• Getting materials to patrons, the customer service provided, listening to patrons
• The wide variety of programs
• Technology access
• The collection

What could use some improvement? What keeps you from enjoying your experience with the library more fully?
• The lack of space can get in the way of work flow and patrons need more space

• Sometimes feeling discouraged about the failed referendums or lack of community support by portions of the community
• Deeper understanding of what other departments do and how staff can collaborate
• Opportunity for increased community engagement

How could the library help you better perform/succeed in your role at the library? What do you need to be a better Board/Staff member?
• More space
• Increase communication (it's good, but more is always needed)
• Set priorities to help direct work
• More training or cross training is always welcome, continue to encourage professional development, allow for increased responsibilities when possible

What do we think the library could do to address unmet community needs?
• More space for people to meet, work, and study
• Learn more about and respond to community needs, prioritize needs
• Increase the collection size
• Continue to partner with local organizations, governmental entities, and businesses

What do we hear from constituents/patrons that the library could do to address unmet community needs?
• Expand operating hours (especially Sunday)
• Drive-up book drop
• Expand building, new building, remote service points
• More quiet study areas, more meeting space
• A makerspace

What do you think are the top five priorities the library should focus on in the next three years?
• Space, expansion, remodel, remote services, increased accessibility
• Customer service
• Outreach, community engagement
• Programming
• Collections
• Technology, makerspace
• Consider going fine free
• More staff, staff development

What do you see happening in the community if the library is doing its best work?
• Downtown thrives, library is the hub
• Positive library reputation
• Increased education levels in the community
• Happy people
• Support improvement/referendum
• People value the library
• More library usage

Other Community Organizations

There are numerous institutions of higher learning in and around Plainfield including Rasmussen College, Joliet Junior College, Lewis University at the Romeoville Campus, and the University of St. Francis. Each of these campuses has a variety of learning resources and services that they are extending to their students and perhaps the surrounding community. These colleges may be considered competition for members or as potential partners. Consequently, the Maker Lab at Joliet Junior College could be an interesting collaborator as it is open to the public and provides unique tools for patrons to use along with opportunities for shared knowledge and experience.

When reviewing District 202's mission, the opportunities for alignment and partnership are clear and there were numerous comments at the focus group sessions about ongoing collaboration. Part of the school's mission indicates they want to create responsible, successful citizens and promote lifelong learning in an ever-changing society. Given the district is the 5th-largest public school system in Illinois, continuing to grow the partnership is vital for reaching students and their parents.

Another potential partnership to consider exploring would be with the Workforce Investment Council of Will County, and in particular, their Youth Council. The minutes from the April 2019 meeting showed that they are following progress on the High School Equivalency/Academic Skills Improvement Program, Occupational Skills Training and TABE 11-12 testing, which is an assessment program aligned with the new College and Career-Readiness Standards. A conversation with this council could yield reports of data that could assist the library in developing programs for youth, and perhaps adults, toward meeting the employment needs of the businesses in the community.

The Village of Plainfield's strategic plan update as of August 2019 shows emphasis on improving infrastructure, green space, sustainability, and development. This demonstrates a progressive community that is focused on quality of life for the residents. The new green spaces provide opportunity for the library to move outside of its walls and offer activities or resources where the people gather. As planning for green spaces continue, the library could share with the Village ideas for creative use of space within the new parks and green spaces that would support education, creativity and community. The libraries voice should be included in the planning for the Village of Plainfield.

Sources reviewed:

Village of Plainfield - https://www.plainfield-il.org/pages/demographics

Joliet Junior College: https://www.jjc.edu/

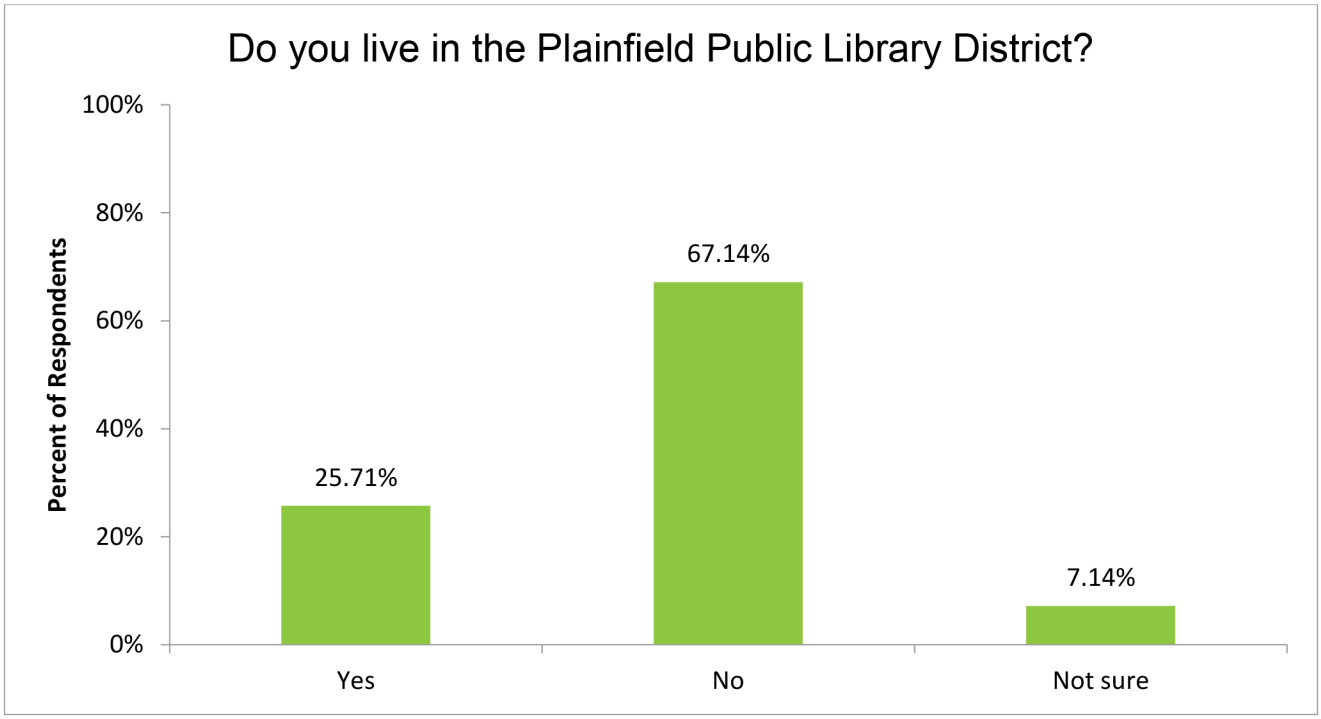
Plainfield Community Consolidated School District 202:
https://www.psd202.org/page/district-mission

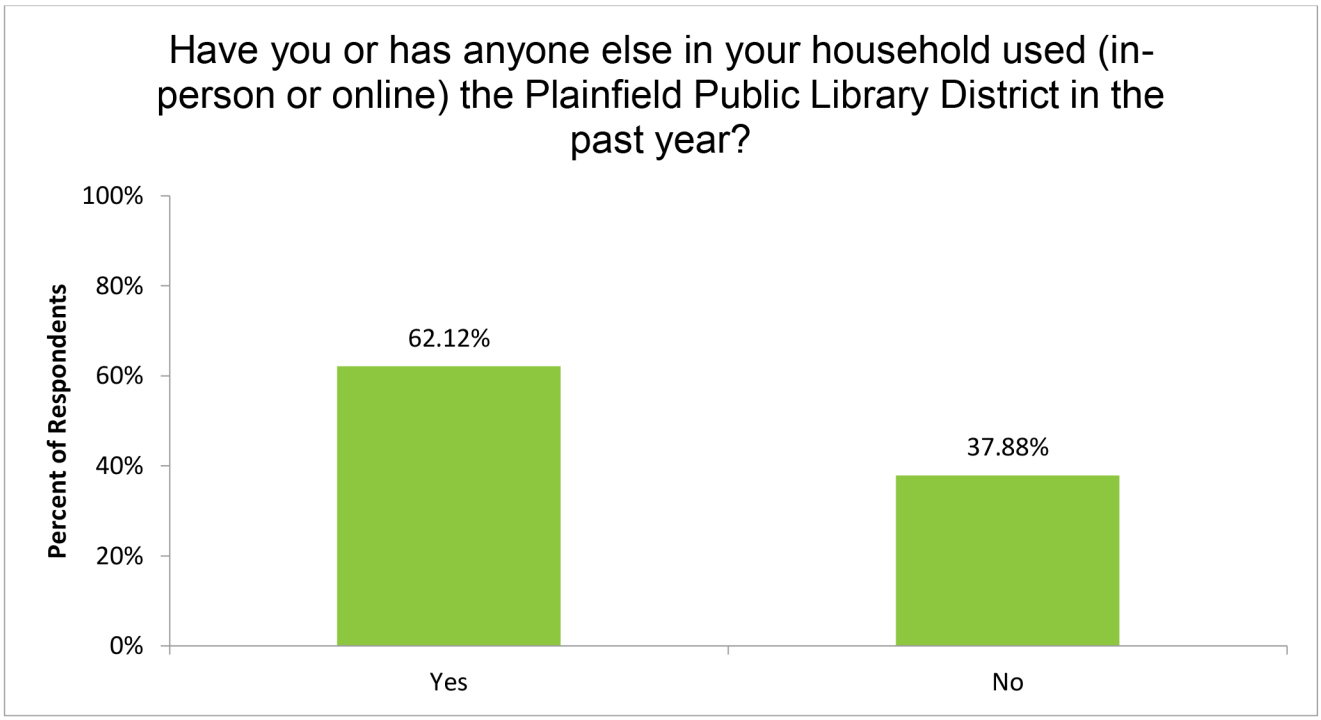
City-Data: http://www.city-data.com/poverty/poverty-Plainfield-Illinois.html

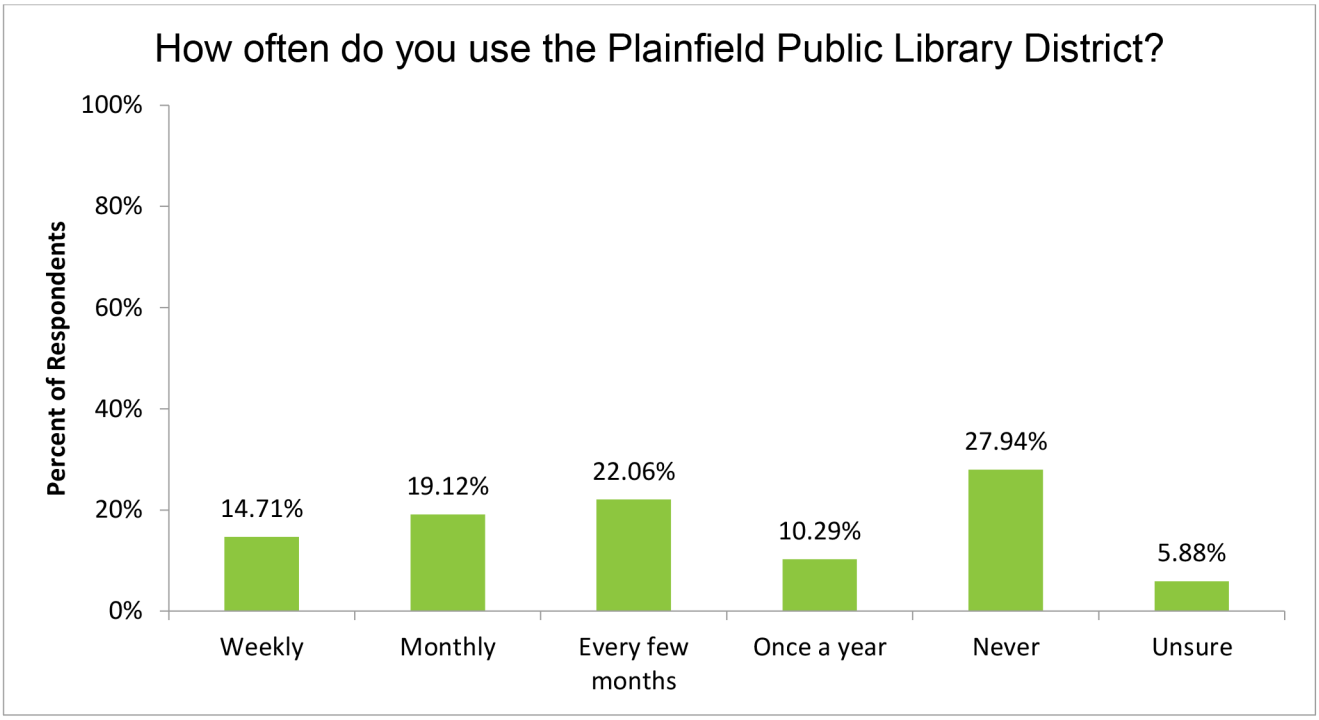
Workforce Investment Council of Will County:
http://www.willcountyworkforceboard.com/about-us/committees/youth-council/
https://tabetest.com/students-2/tabe-1112/

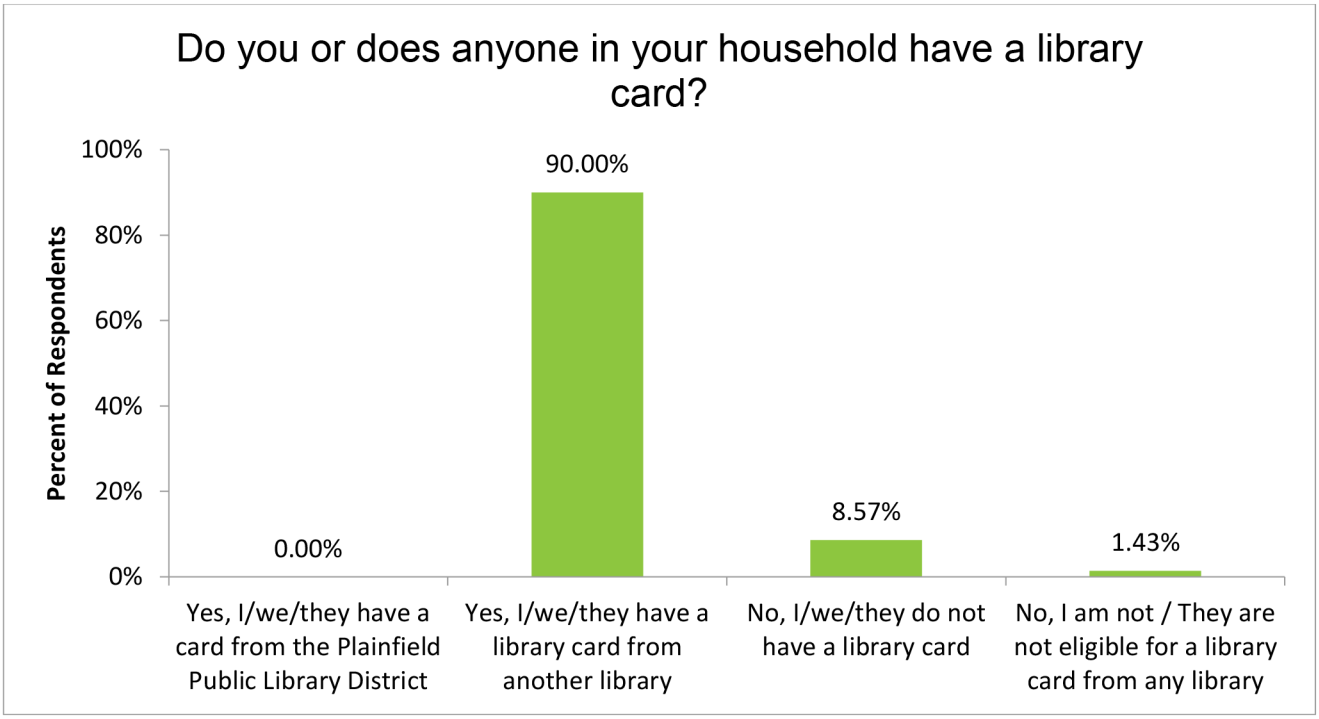
Appendix A

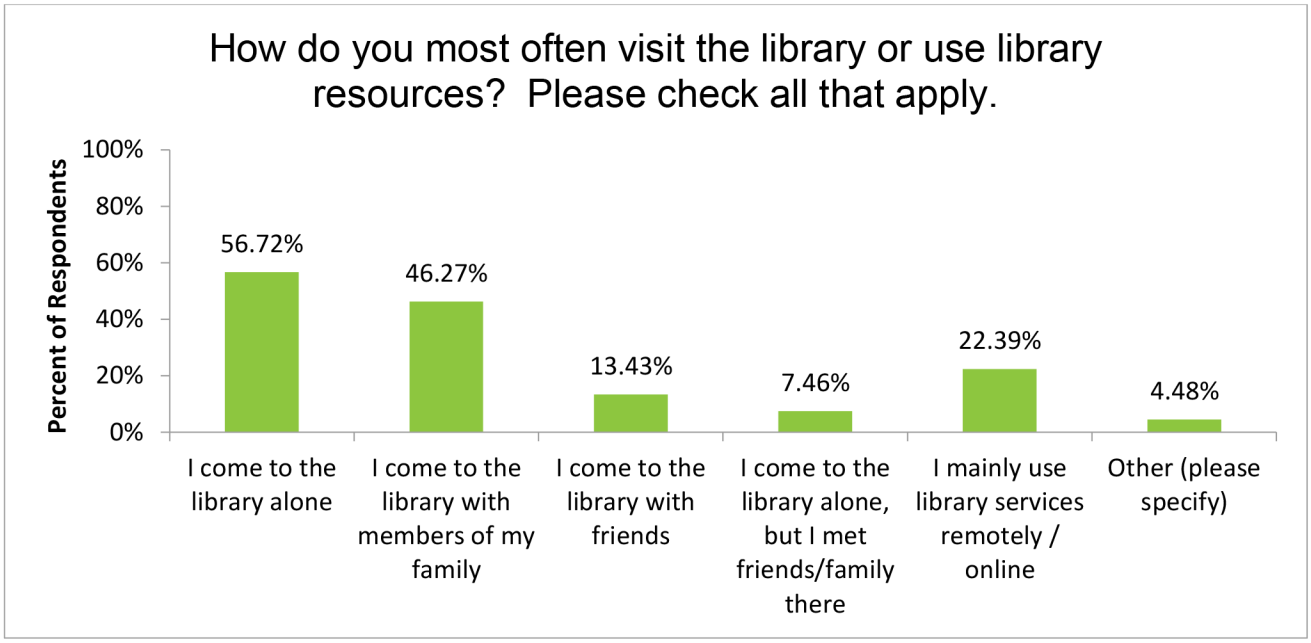
Responses for the No Library Card Group

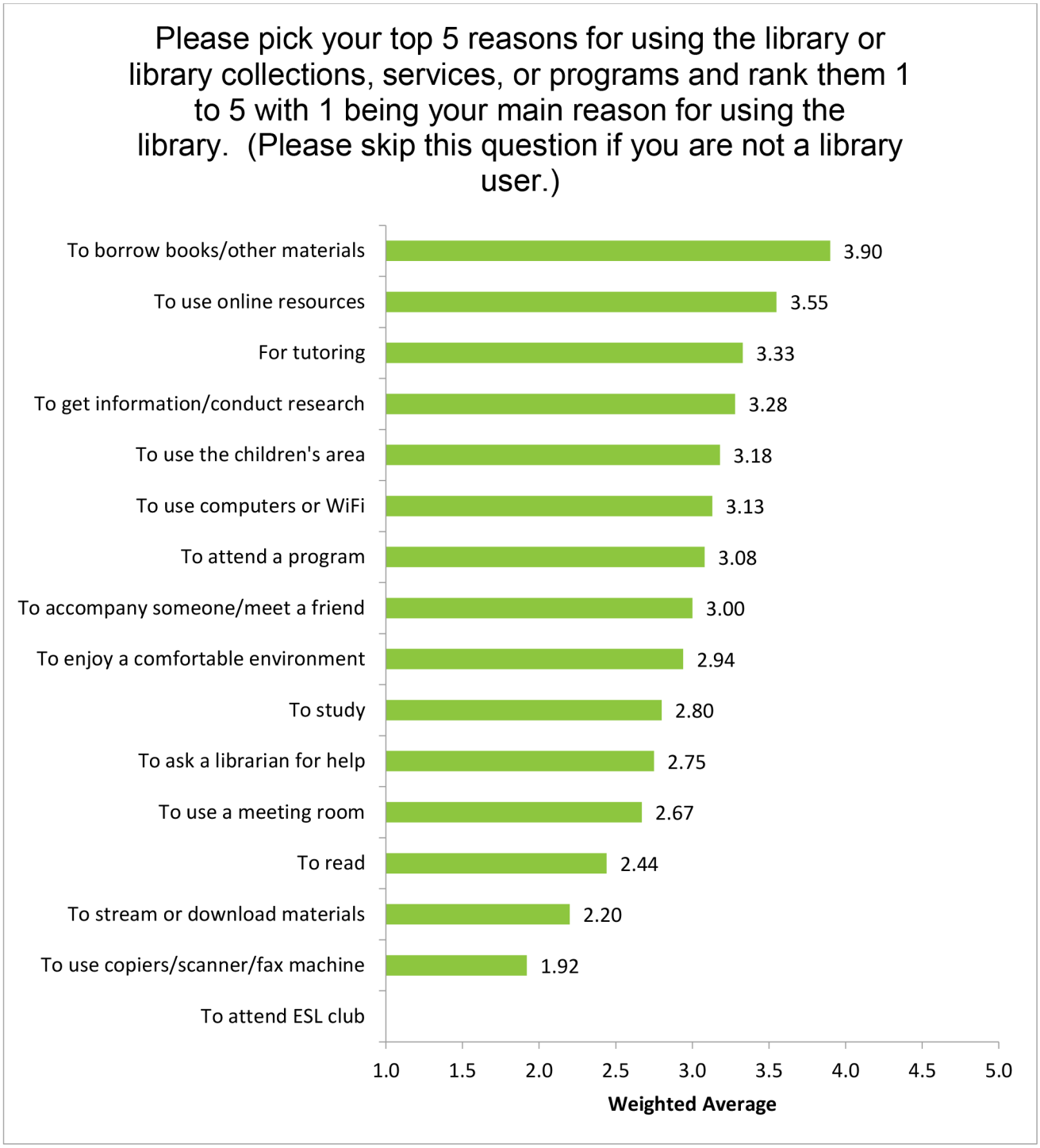


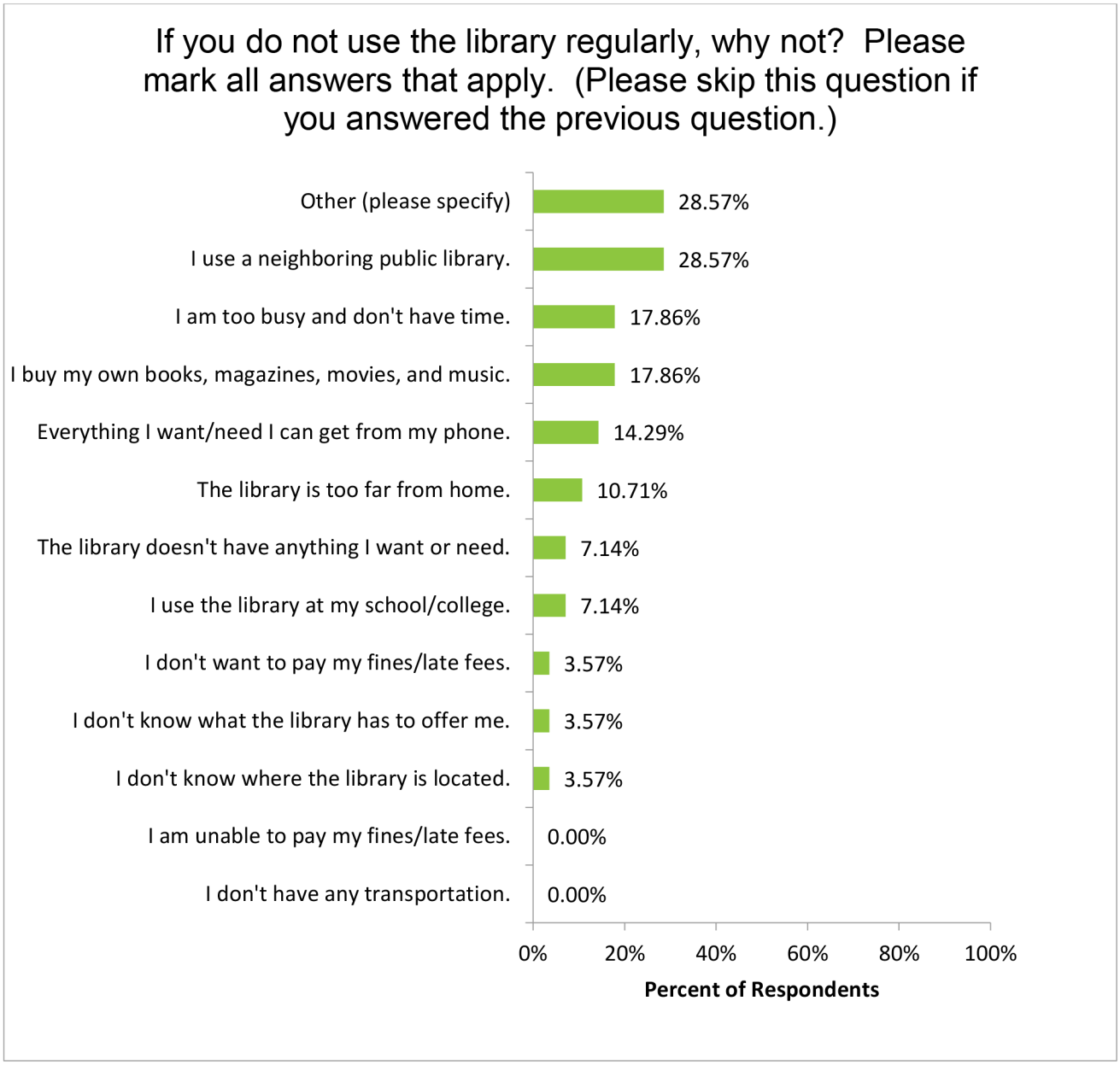


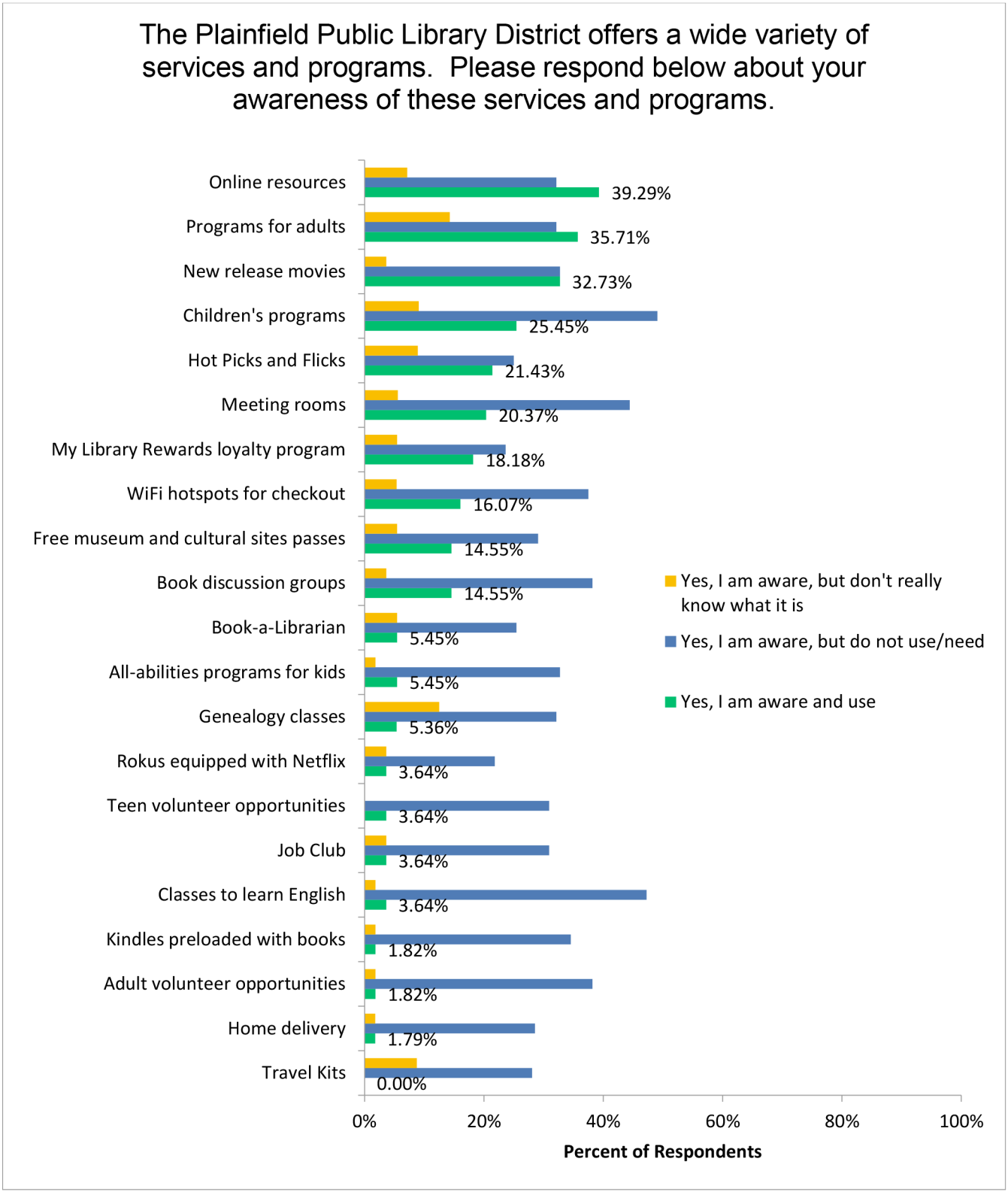

How often do you use the Plainfield Public Library District?
Percent of Respondents
100%
80%
60%
40%
20%
0%
14.71%
19.12%
22.06%
10.29%
27.94%
5.88%
Weekly
Monthly
Every few months
Once a year
Never
Unsure

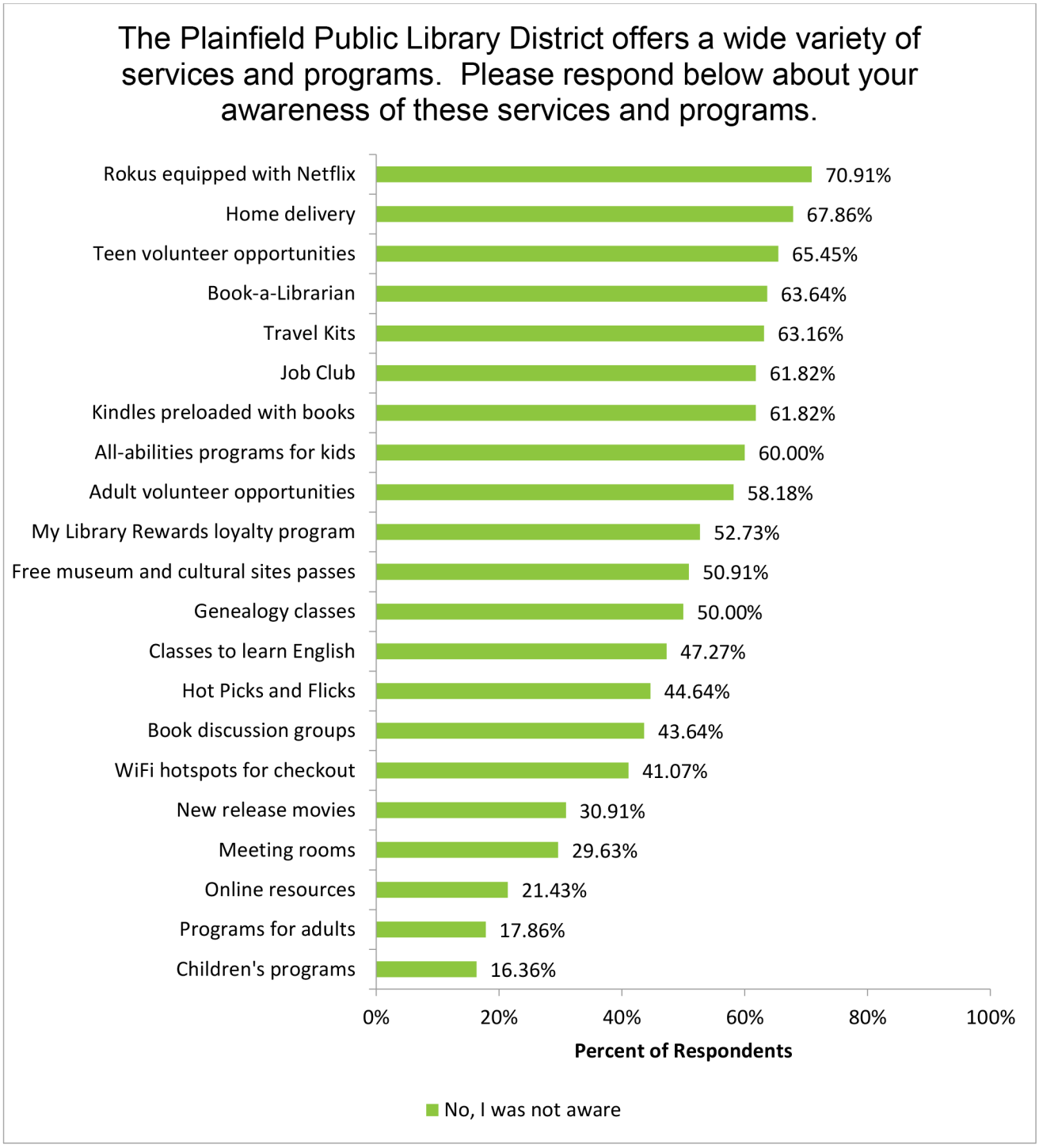

Do you or does anyone in your household have a library card?
Percent of Respondents
100%
80%
60%
40%
20%
0%
0.00%
90.00%
8.57%
1.43%
Yes, I/we/they have a card from the Plainfield Public Library District
Yes, I/we/they have a library card from another library
No, I/we/they do not have a library card
No, I am not / They are not eligible for a library card from any library


How do you most often visit the library or use library resources? Please check all that apply.
Percent of Respondents
100%
80%
60%
40%
20%
0%
56.72%
46.27%
13.43%
7.46%
22.39%
4.48%
I come to the library alone
I come to the library with members of my family
I come to the library with friends
I come to the library alone, but I met friends/family there
I mainly use library services remotely / online
Other (please specify)

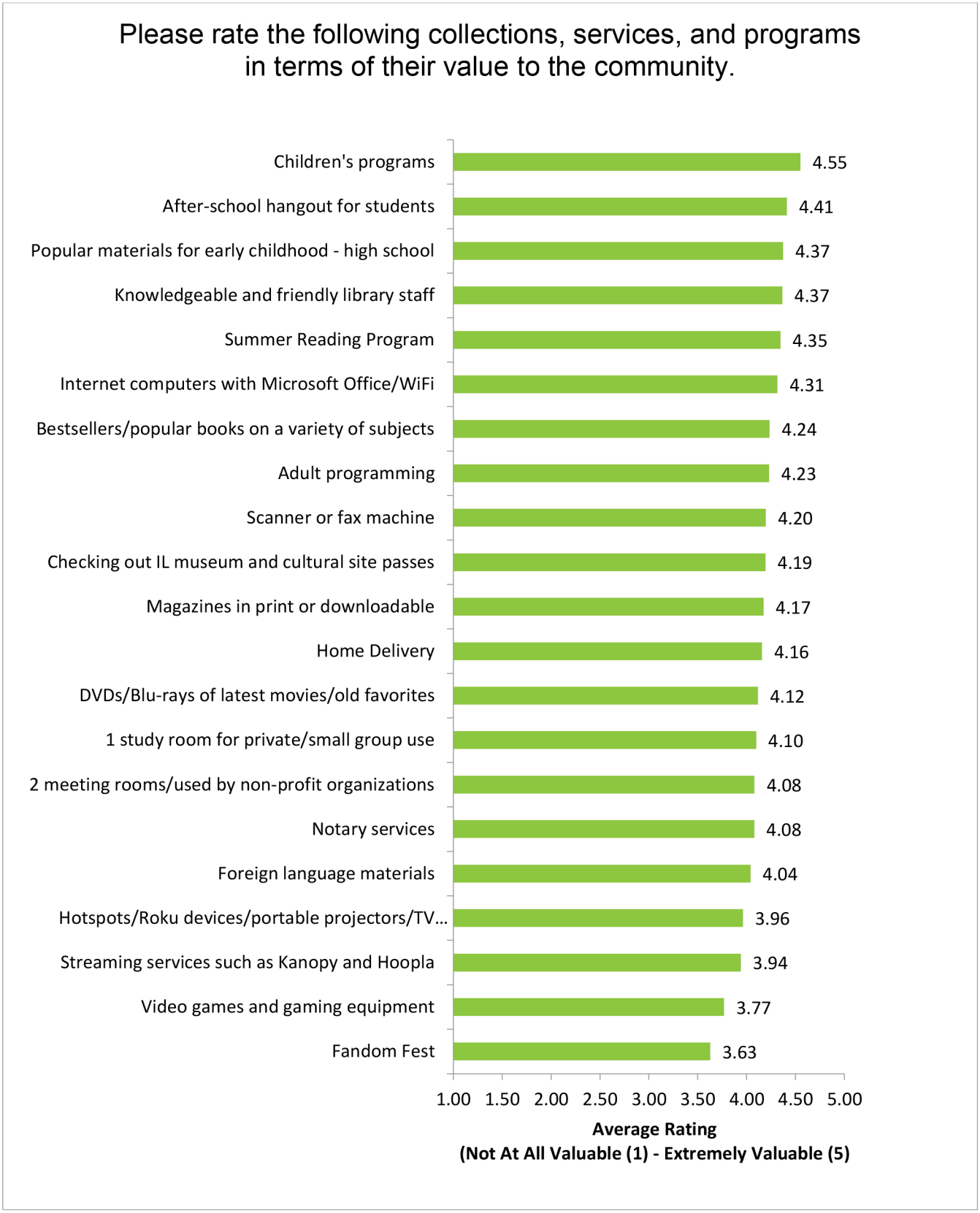

Please pick your top 5 reasons for using the library or library collections, services, or programs and rank them 1 to 5 with 1 being your main reason for using the library. (Please skip this question if you are not a library user.)
To borrow books/other materials
3.90
To use online resources
3.55
For tutoring
3.33
To get information/conduct research
3.28
To use the children's area
3.18
To use computers or WiFi
3.13
To attend a program
3.08
To accompany someone/meet a friend
3.00
To enjoy a comfortable environment
2.94
To study
2.80
To ask a librarian for help
2.75
To use a meeting room
2.67
To read
2.44
To stream or download materials
2.20
To use copiers/scanner/fax machine
1.92
To attend ESL club
1.0
1.5
2.0
2.5
3.0
3.5
4.0
4.5
5.0
Weighted Average

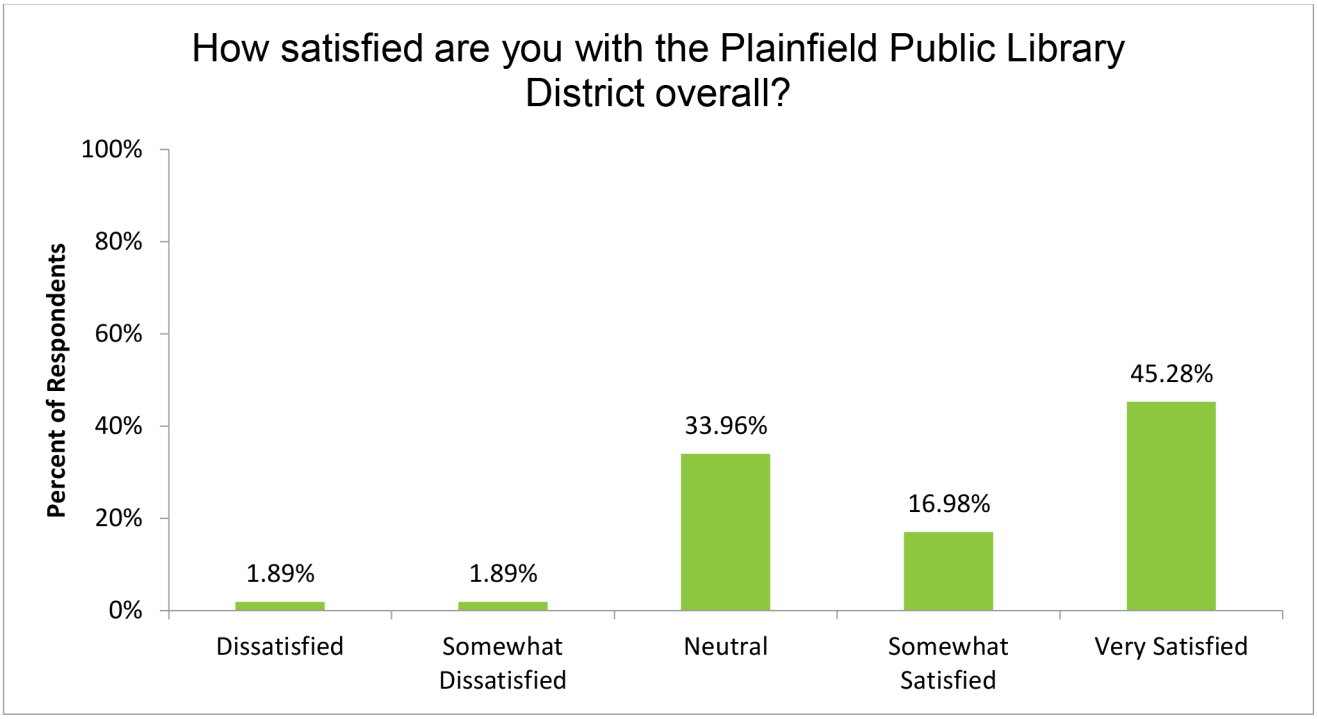

If you do not use the library regularly, why not? Please mark all answers that apply. (Please skip this question if you answered the previous question.)
Other (please specify)
28.57%
I use a neighboring public library.
28.57%
I am too busy and don't have time.
17.86%
I buy my own books, magazines, movies, and music.
17.86%
Everything I want/need I can get from my phone.
14.29%
The library is too far from home.
10.71%
The library doesn't have anything I want or need.
7.14%
I use the library at my school/college.
7.14%
I don't want to pay my fines/late fees.
3.57%
I don't know what the library has to offer me.
3.57%
I don't know where the library is located.
3.57%
I am unable to pay my fines/late fees.
0.00%
I don't have any transportation.
0.00%
0%
20%
40%
60%
80%
100%
Percent of Respondents

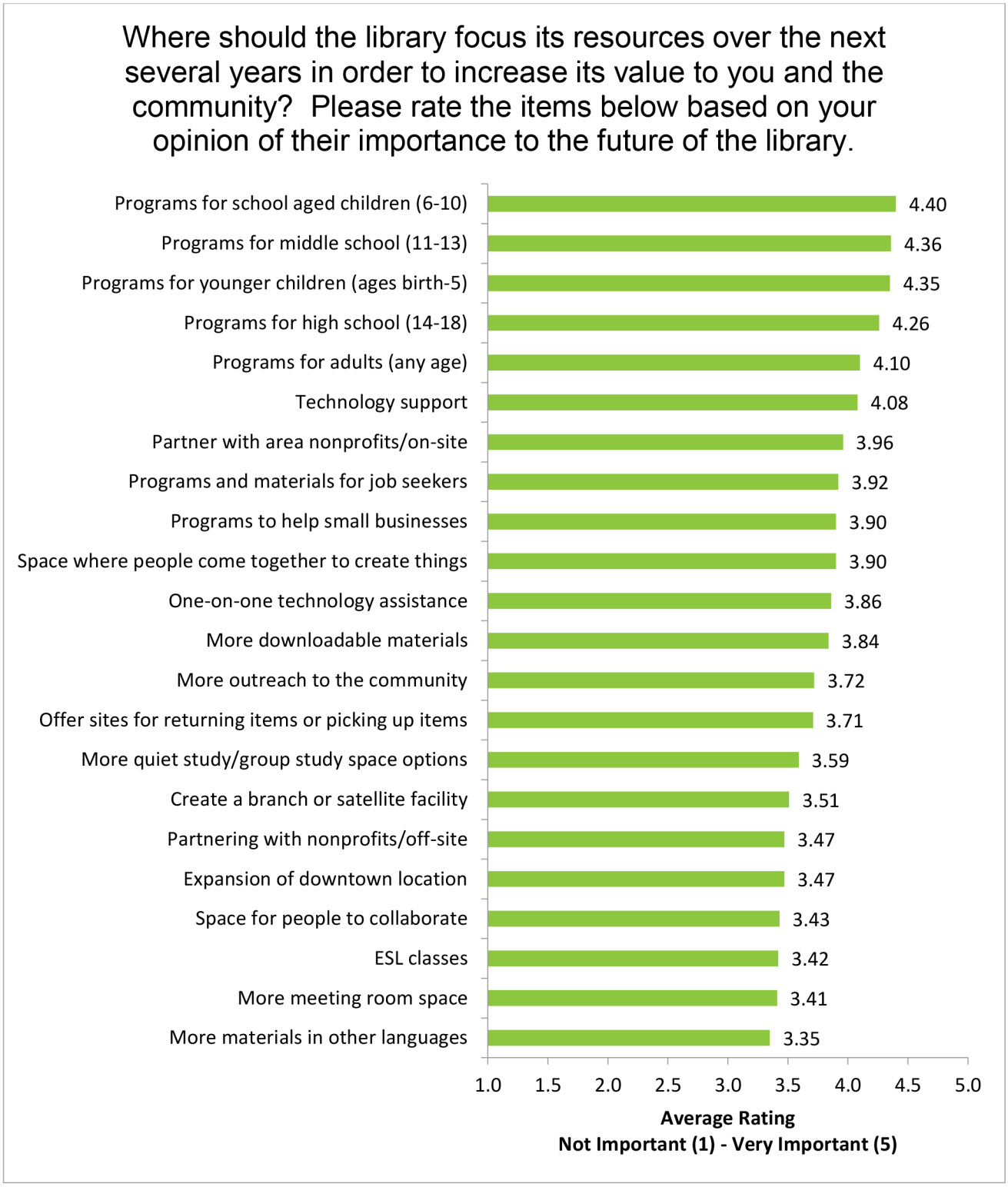

The Plainfield Public Library District offers a wide variety of services and programs. Please respond below about your awareness of these services and programs.
Online resources
39.29%
Programs for adults
35.71%
New release movies
32.73%
Children's programs
25.45%
Hot Picks and Flicks
21.43%
Meeting rooms
20.37%
My Library Rewards loyalty program
18.18%
WiFi hotspots for checkout
16.07%
Free museum and cultural sites passes
14.55%
Book discussion groups
14.55%
Book-a-Librarian
5.45%
All-abilities programs for kids
5.45%
Genealogy classes
5.36%
Rokus equipped with Netflix
3.64%
Teen volunteer opportunities
3.64%
Job Club
3.64%
Classes to learn English
3.64%
Kindles preloaded with books
1.82%
Adult volunteer opportunities
1.82%
Home delivery
1.79%
Travel Kits
0.00%
Yes, I am aware, but don't really know what it is
Yes, I am aware, but do not use/need
Yes, I am aware and use
0%
20%
40%
60%
80%
100%
Percent of Respondents

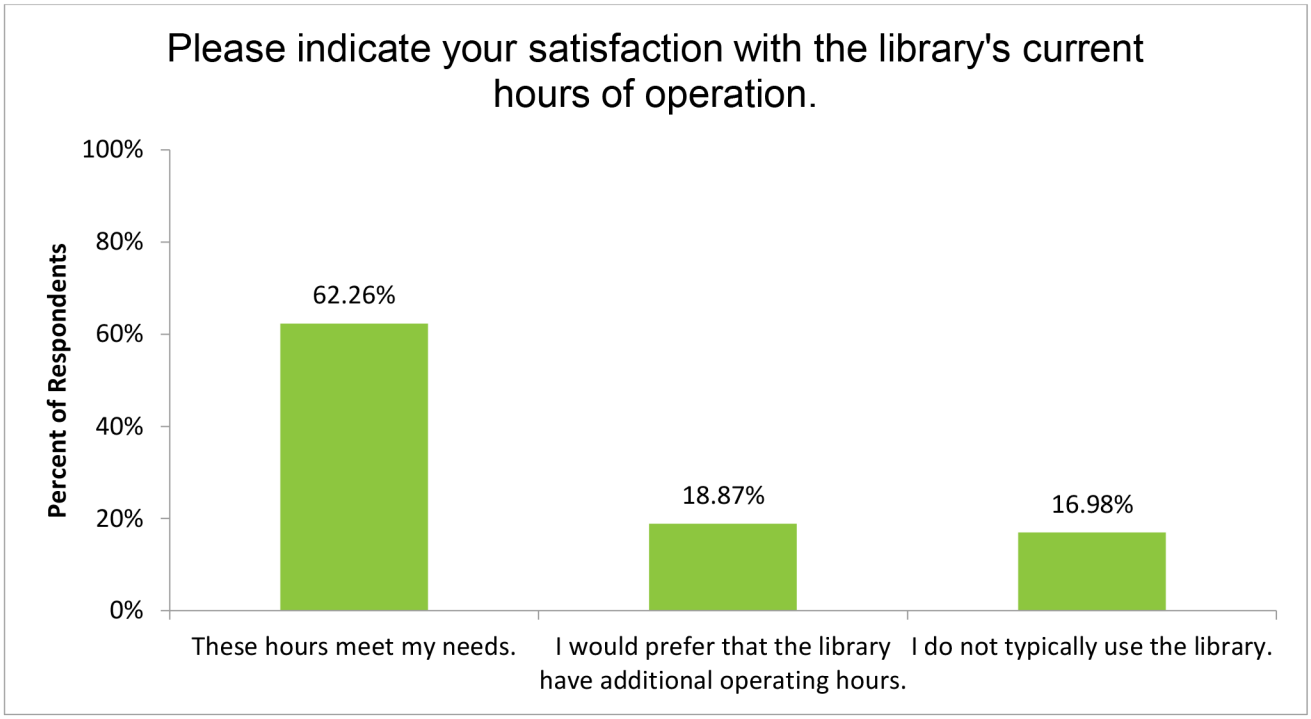

The Plainfield Public Library District offers a wide variety of services and programs. Please respond below about your awareness of these services and programs.
Rokus equipped with Netflix 70.91%
Home delivery 67.86%
Teen volunteer opportunities 65.45%
Book-a-Librarian 63.64%
Travel Kits 63.16%
Job Club 61.82%
Kindles preloaded with books 61.82%
All-abilities programs for kids 60.00%
Adult volunteer opportunities 58.18%
My Library Rewards loyalty program 52.73%
Free museum and cultural sites passes 50.91%
Genealogy classes 50.00%
Classes to learn English 47.27%
Hot Picks and Flicks 44.64%
Book discussion groups 43.64%
WiFi hotspots for checkout 41.07%
New release movies 30.91%
Meeting rooms 29.63%
Online resources 21.43%
Programs for adults 17.86%
Children's programs 16.36%
0% 20% 40% 60% 80% 100%
Percent of Respondents
No, I was not aware

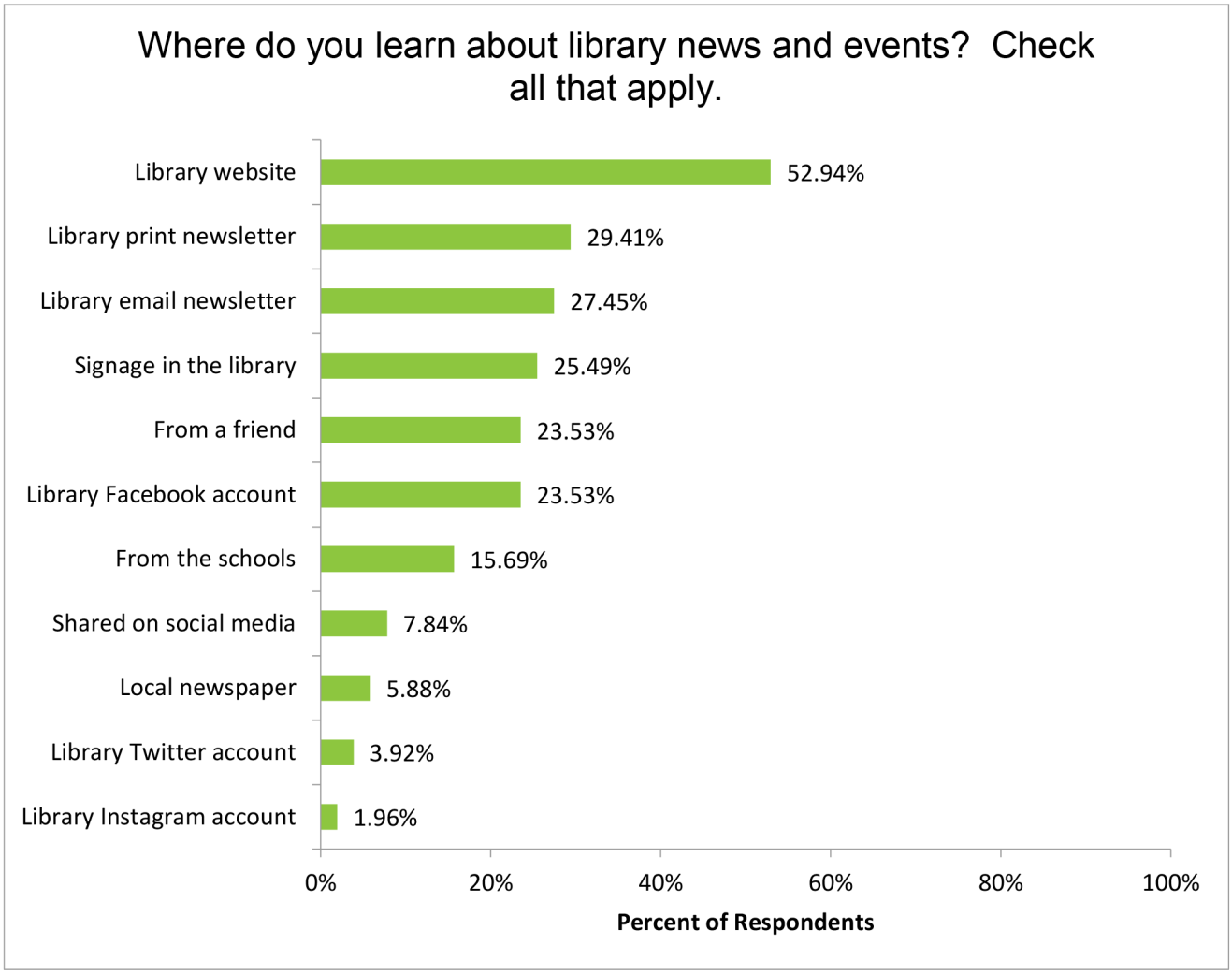
Please rate the following collections, services, and programs in terms of their value to you personally or to your family.
Knowledgeable and friendly library staff 4.36
Checking out IL museum and cultural site passes 3.83
Bestsellers/popular books on a variety of subjects 3.82
Summer Reading Program 3.74
DVDs/Blu-rays of the latest movies/old favorites 3.71
Notary services 3.67
Children's programs 3.64
Adult programming 3.59
Internet computers with Microsoft Office/WiFi 3.59
Popular materials early childhood - high school 3.58
Scanner or fax machine 3.49
1 study room for private or small group use 3.49
Streaming services such as Kanopy and Hoopla 3.47
Home Delivery 3.43
Hotspots/Roku devices/portable projectors/TV antennas 3.35
Magazines in print or downloadable 3.31
After-school hangout for students 3.24
2 meeting rooms/used by non-profit organizations 3.23
Foreign language materials 3.11
Fandom Fest 2.97
1.00 1.50 2.00 2.50 3.00 3.50 4.00 4.50 5.00
Average Rating
Not At All Valuable (1) - Extremely Valuable (5)

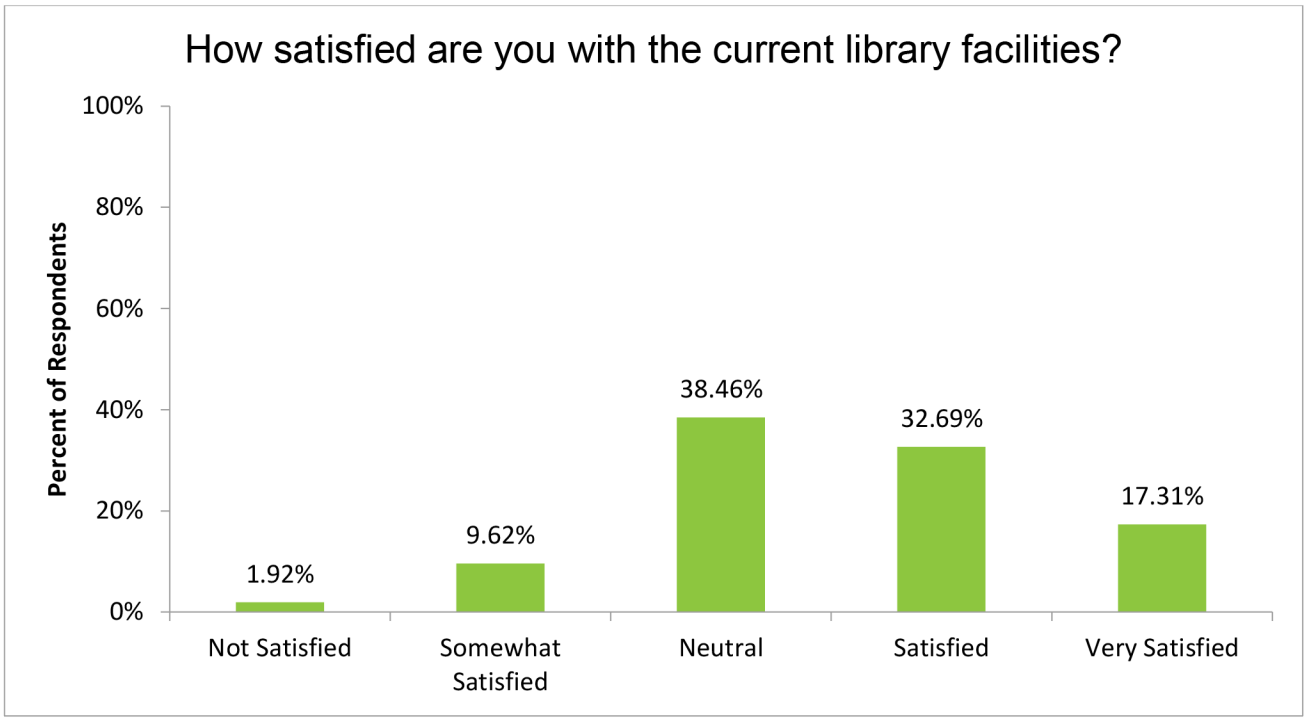

Please rate the following collections, services, and programs in terms of their value to the community.
Children's programs 4.55
After-school hangout for students 4.41
Popular materials for early childhood - high school 4.37
Knowledgeable and friendly library staff 4.37
Summer Reading Program 4.35
Internet computers with Microsoft Office/WiFi 4.31
Bestsellers/popular books on a variety of subjects 4.24
Adult programming 4.23
Scanner or fax machine 4.20
Checking out IL museum and cultural site passes 4.19
Magazines in print or downloadable 4.17
Home Delivery 4.16
DVDs/Blu-rays of latest movies/old favorites 4.12
1 study room for private/small group use 4.10
2 meeting rooms/used by non-profit organizations 4.08
Notary services 4.08
Foreign language materials 4.04
Hotspots/Roku devices/portable projectors/TV... 3.96
Streaming services such as Kanopy and Hoopla 3.94
Video games and gaming equipment 3.77
Fandom Fest 3.63
1.00 1.50 2.00 2.50 3.00 3.50 4.00 4.50 5.00
Average Rating
(Not At All Valuable (1) - Extremely Valuable (5)

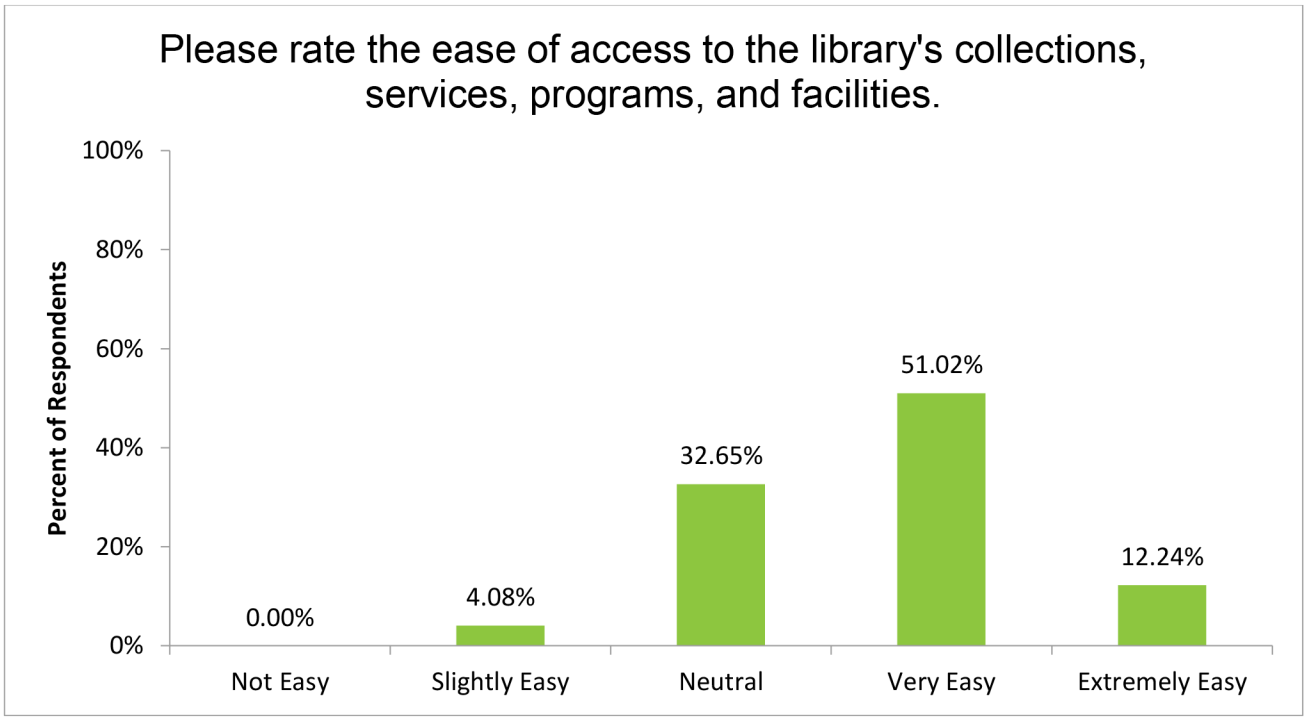

How satisfied are you with the Plainfield Public Library District overall?
Percent of Respondents
100%
80%
60%
40%
20%
0%
1.89%
1.89%
33.96%
16.98%
45.28%
Dissatisfied
Somewhat Dissatisfied
Neutral
Somewhat Satisfied
Very Satisfied

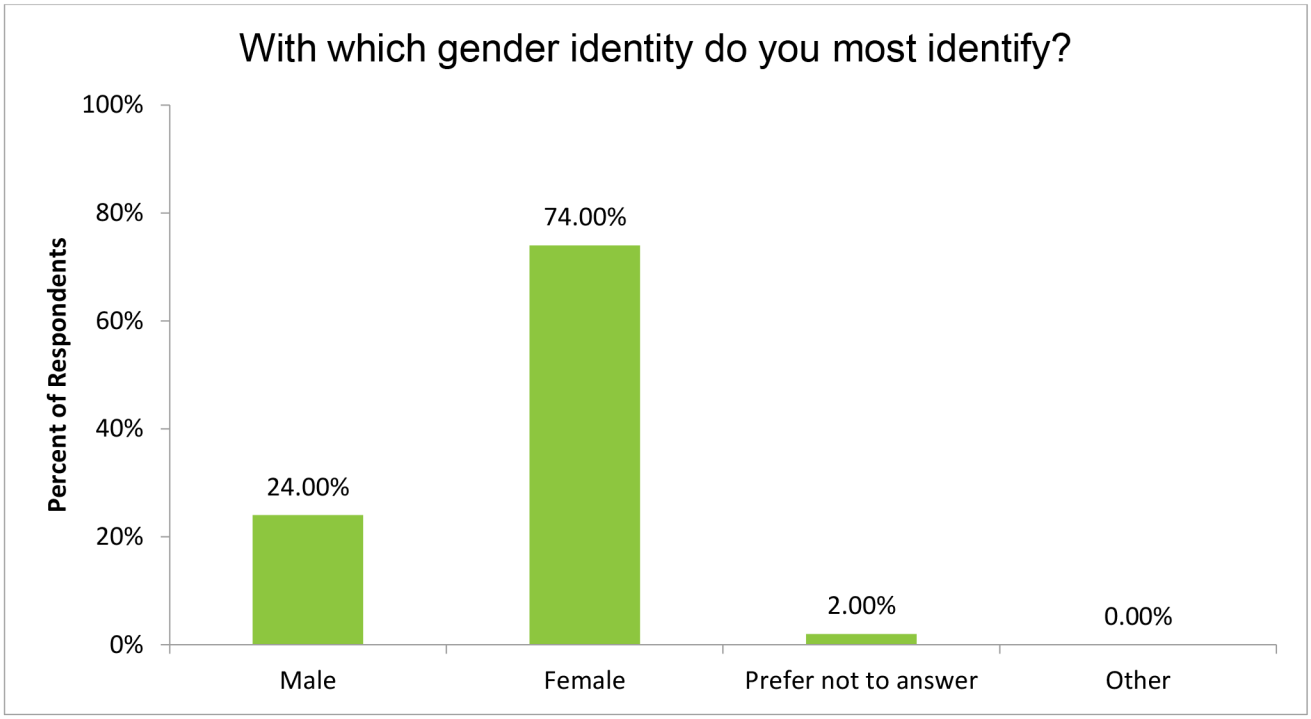

Where should the library focus its resources over the next several years in order to increase its value to you and the community? Please rate the items below based on your opinion of their importance to the future of the library.
Programs for school aged children (6-10) 4.40
Programs for middle school (11-13) 4.36
Programs for younger children (ages birth-5) 4.35
Programs for high school (14-18) 4.26
Programs for adults (any age) 4.10
Technology support 4.08
Partner with area nonprofits/on-site 3.96
Programs and materials for job seekers 3.92
Programs to help small businesses 3.90
Space where people come together to create things 3.90
One-on-one technology assistance 3.86
More downloadable materials 3.84
More outreach to the community 3.72
Offer sites for returning items or picking up items 3.71
More quiet study/group study space options 3.59
Create a branch or satellite facility 3.51
Partnering with nonprofits/off-site 3.47
Expansion of downtown location 3.47
Space for people to collaborate 3.43
ESL classes 3.42
More meeting room space 3.41
More materials in other languages 3.35
1.0 1.5 2.0 2.5 3.0 3.5 4.0 4.5 5.0
Average Rating
Not Important (1) - Very Important (5)

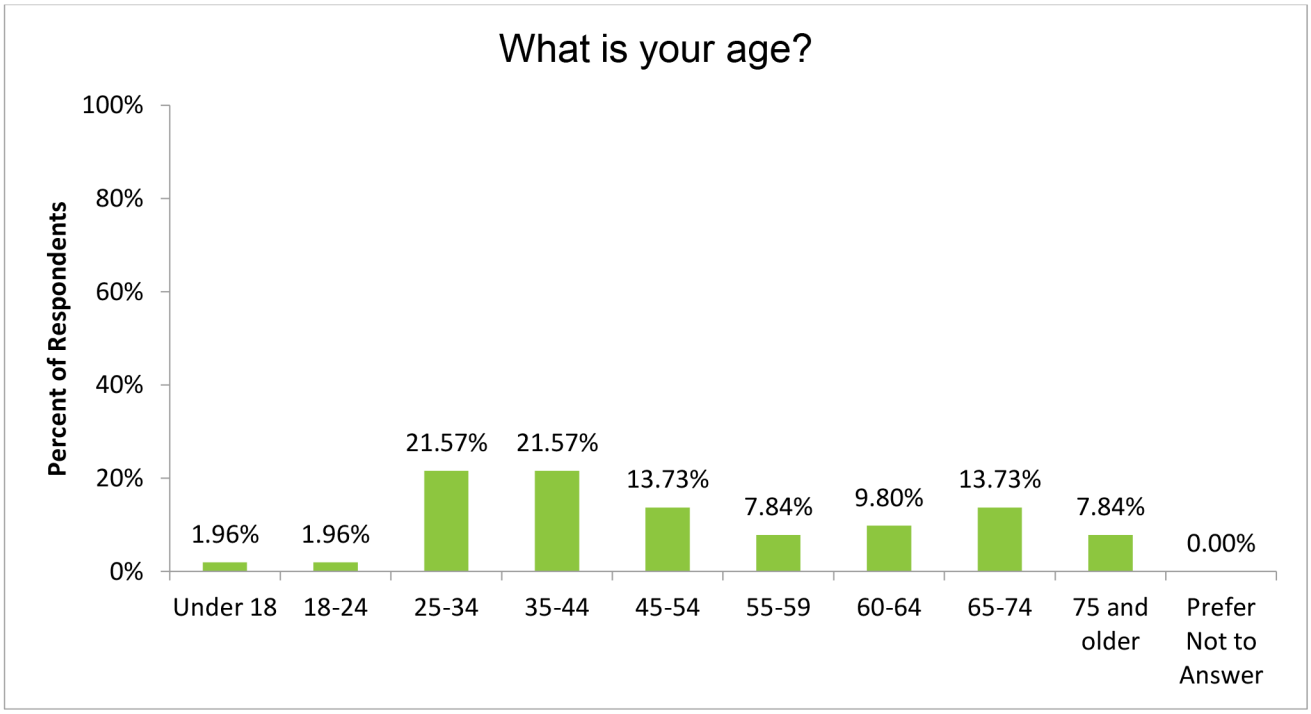

Please indicate your satisfaction with the library's current hours of operation.
Percent of Respondents
100%
80%
60%
40%
20%
0%
62.26%
18.87%
16.98%
These hours meet my needs.
I would prefer that the library have additional operating hours.
I do not typically use the library.

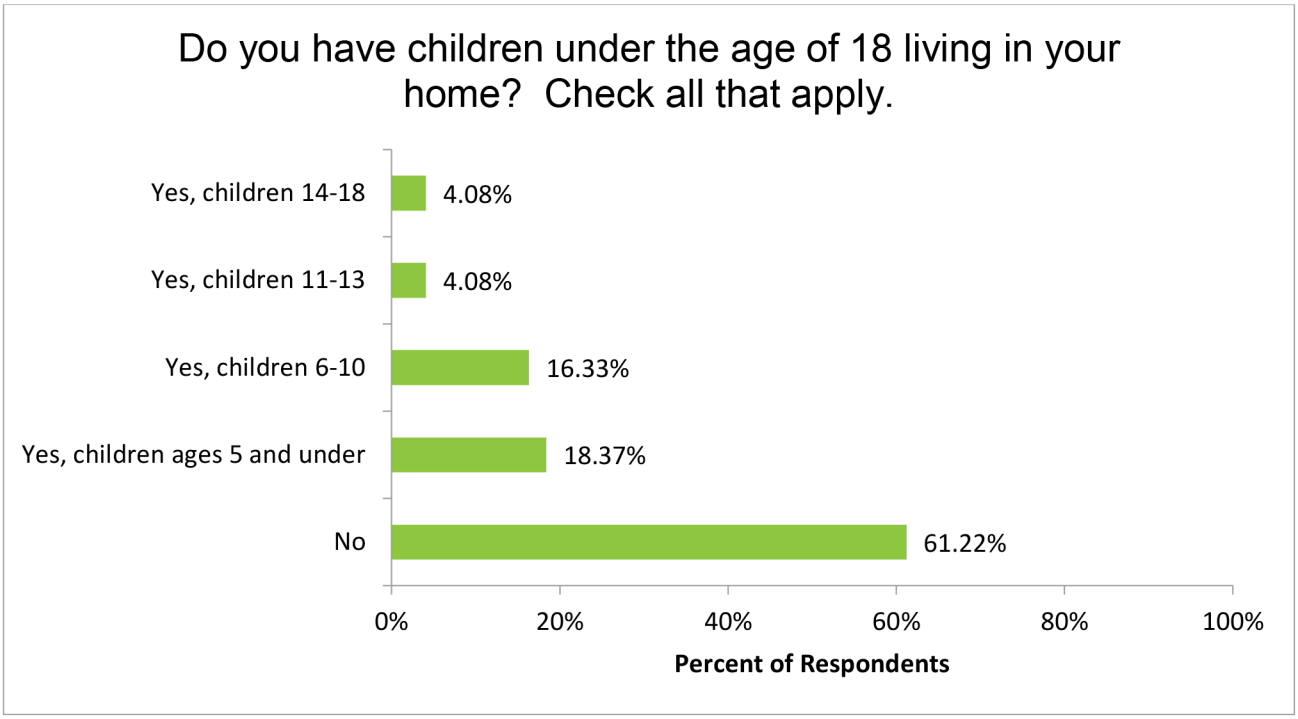

Where do you learn about library news and events? Check all that apply.
Library website
52.94%
Library print newsletter
29.41%
Library email newsletter
27.45%
Signage in the library
25.49%
From a friend
23.53%
Library Facebook account
23.53%
From the schools
15.69%
Shared on social media
7.84%
Local newspaper
5.88%
Library Twitter account
3.92%
Library Instagram account
1.96%
0%
20%
40%
60%
80%
100%
Percent of Respondents

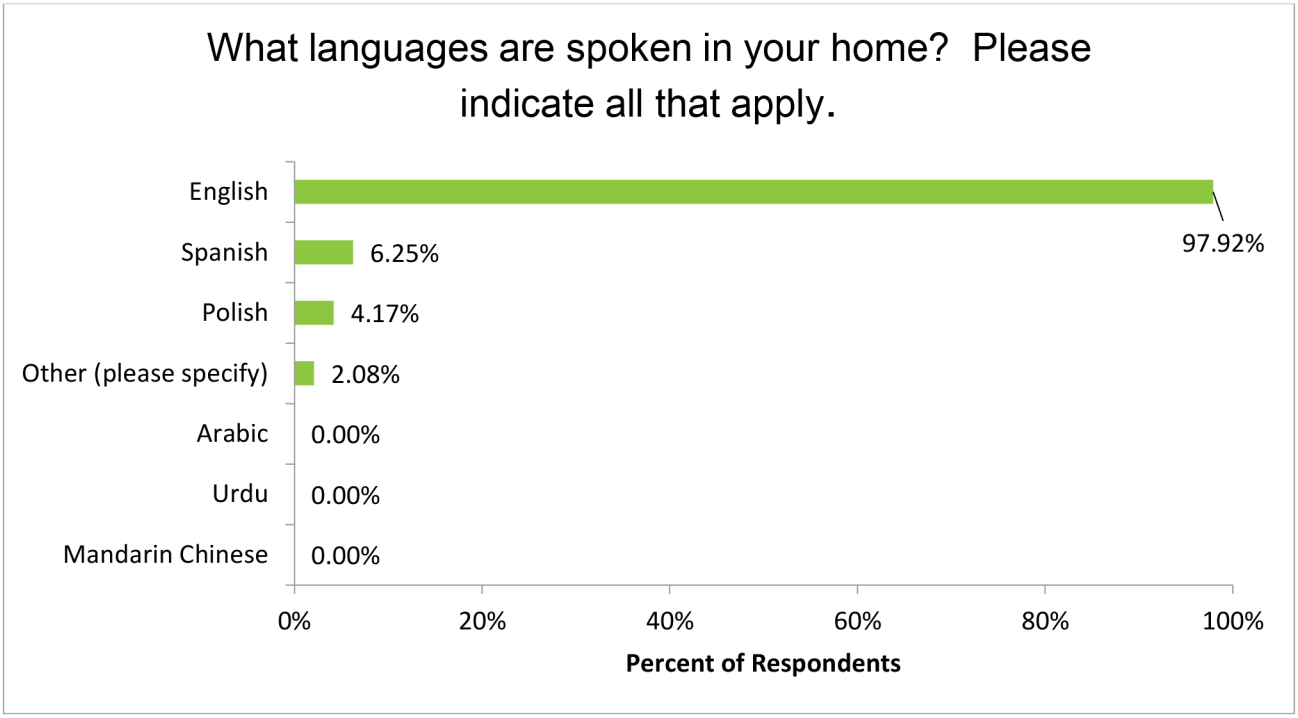

How satisfied are you with the current library facilities?
Percent of Respondents
100%
80%
60%
40%
20%
0%
1.92%
9.62%
38.46%
32.69%
17.31%
Not Satisfied
Somewhat Satisfied
Neutral
Satisfied
Very Satisfied


Please rate the ease of access to the library's collections, services, programs, and facilities.
Percent of Respondents
100%
80%
60%
40%
20%
0%
0.00%
4.08%
32.65%
51.02%
12.24%
Not Easy
Slightly Easy
Neutral
Very Easy
Extremely Easy


With which gender identity do you most identify?
Percent of Respondents
100%
80%
60%
40%
20%
0%
24.00%
74.00%
2.00%
0.00%
Male
Female
Prefer not to answer
Other


What is your age?
Percent of Respondents
100%
80%
60%
40%
20%
0%
1.96%
1.96%
21.57%
21.57%
13.73%
7.84%
9.80%
13.73%
7.84%
0.00%
Under 18
18-24
25-34
35-44
45-54
55-59
60-64
65-74
75 and older
Prefer Not to Answer


Do you have children under the age of 18 living in your home? Check all that apply.
Yes, children 14-18
4.08%
Yes, children 11-13
4.08%
Yes, children 6-10
16.33%
Yes, children ages 5 and under
18.37%
No
61.22%
0%
20%
40%
60%
80%
100%
Percent of Respondents


What languages are spoken in your home? Please indicate all that apply.
English
97.92%
Spanish
6.25%
Polish
4.17%
Other (please specify)
2.08%
Arabic
0.00%
Urdu
0.00%
Mandarin Chinese
0.00%
0%
20%
40%
60%
80%
100%
Percent of Respondents