

ADULT SERVICES RECONFIGURATION PROJECT:

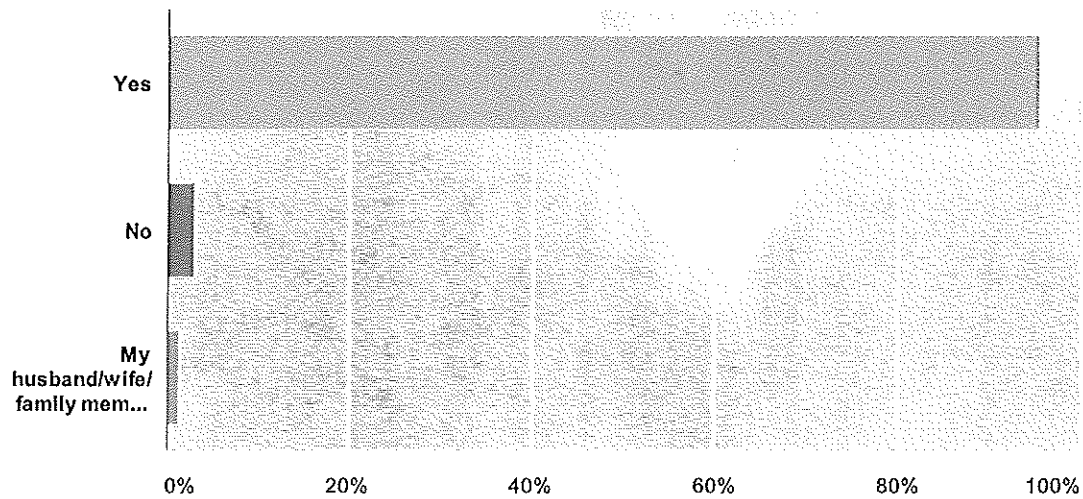
SURVEY RESULTS

Attached please find the results of the survey we took during the month of December. We will discuss the results at the meeting.

Looking forward – Elmhurst Public Library survey

Q1 Do you have an Elmhurst Public Library card?

Answered: 193 Skipped: 4

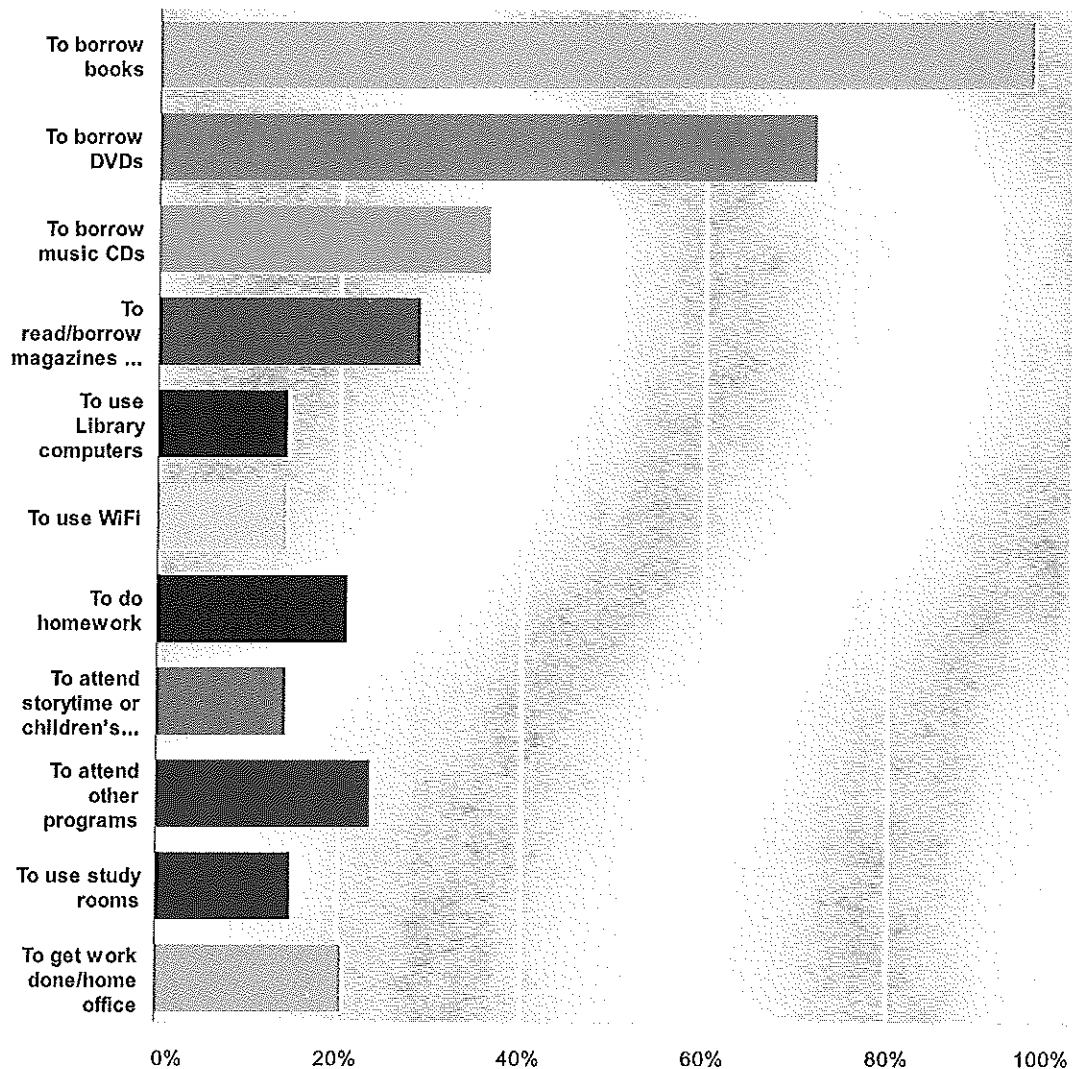


Answer Choices	Responses
Yes	95.34% 184
No	3.11% 6
My husband/wife/family member does	1.55% 3
Total	193

Looking forward – Elmhurst Public Library survey

Q2 What are your main reasons for visiting the Library (check all that apply):

Answered: 195 Skipped: 2



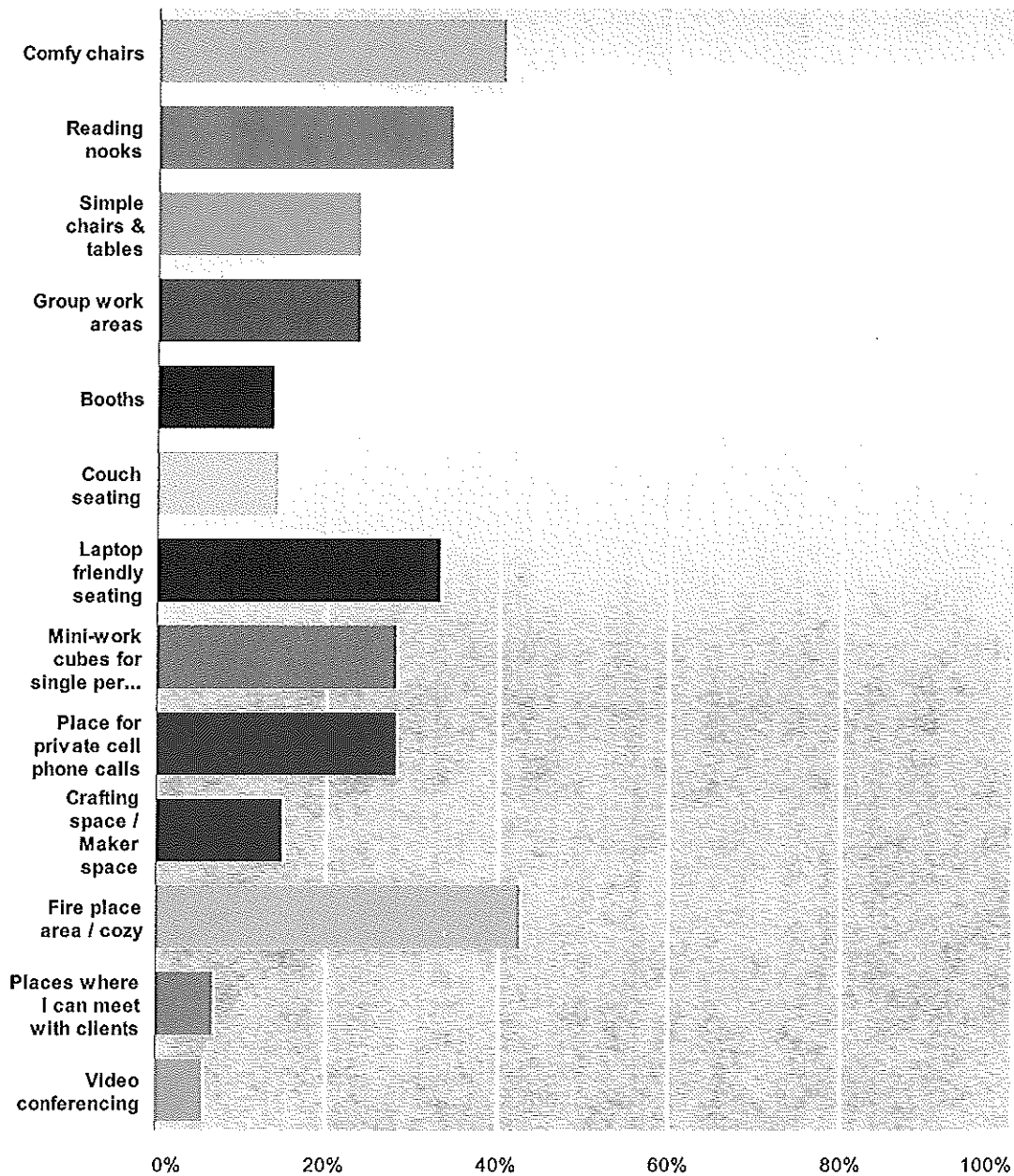
Answer Choices	Responses	
To borrow books	95.38%	186
To borrow DVDs	71.79%	140
To borrow music CDs	36.41%	71
To read/borrow magazines & newspapers	28.72%	56
To use Library computers	14.36%	28
To use WiFi	14.36%	28
To do homework	21.03%	41
To attend storytime or children's programs	14.36%	28
To attend other programs	23.59%	46

Looking forward – Elmhurst Public Library survey

To use study rooms	14.87%	29
To get work done/home office	20.51%	40
Total Respondents: 195		

Q3 What types of spaces do we need more of:

Answered: 160 Skipped: 37



Answer Choices	Responses	
Comfy chairs	40.63%	65
Reading nooks	34.38%	55
Simple chairs & tables	23.75%	38
Group work areas	23.75%	38
Booths	13.75%	22

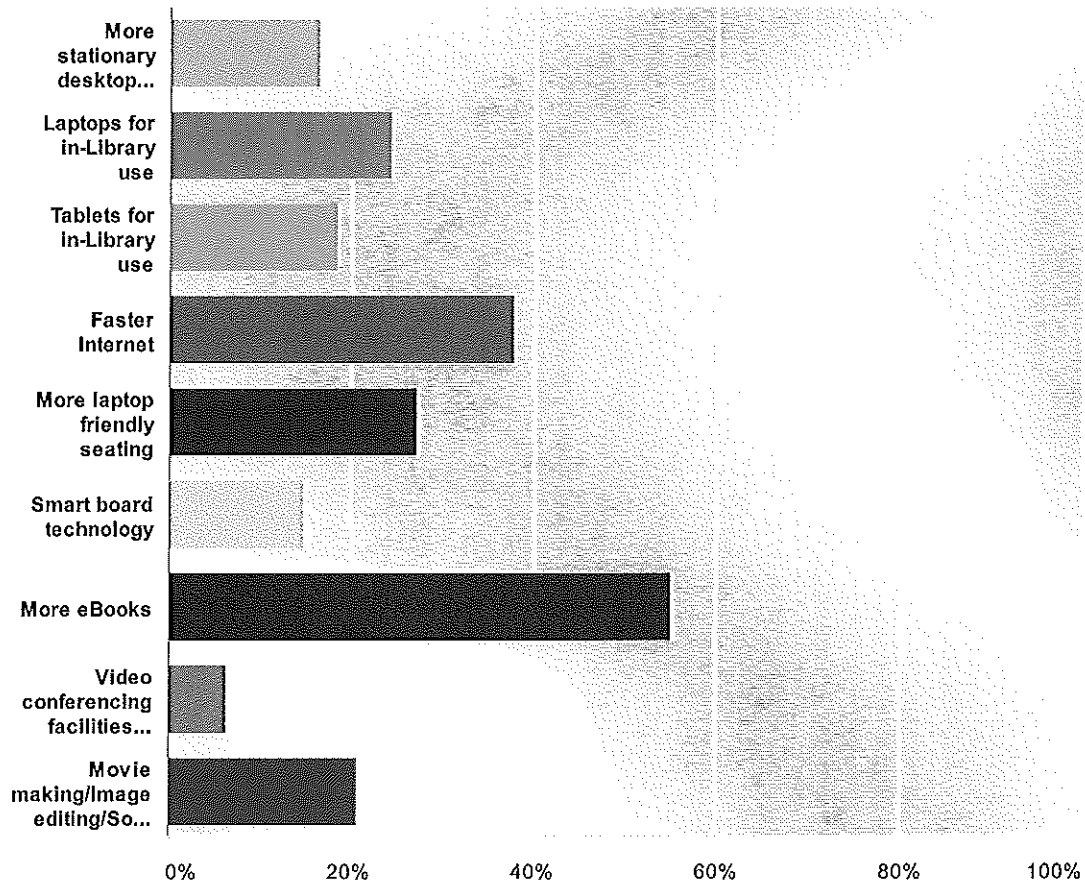
Looking forward – Elmhurst Public Library survey

Couch seating	14.38%	23
Laptop friendly seating	33.13%	53
Mini-work cubes for single person use	28.13%	45
Place for private cell phone calls	28.13%	45
Crafting space / Maker space	15%	24
Fire place area / cozy	42.50%	68
Places where I can meet with clients	6.88%	11
Video conferencing	5.63%	9
Total Respondents: 160		

Looking forward – Elmhurst Public Library survey

Q4 Mark all areas in which you would like to see technology improved:

Answered: 140 Skipped: 57

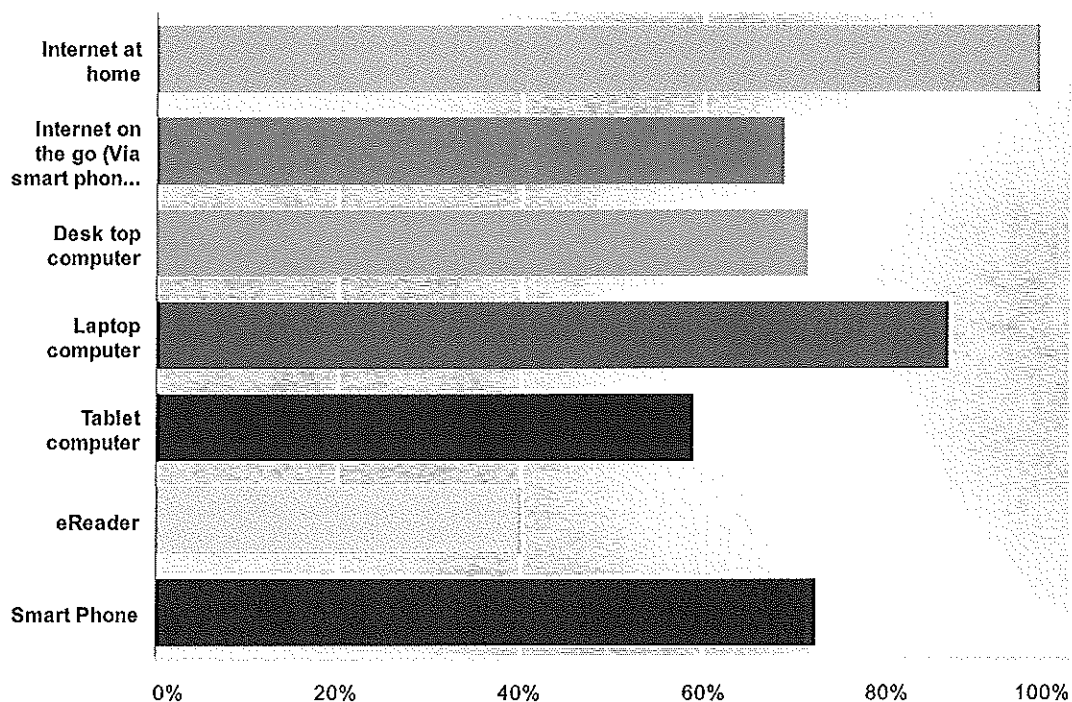


Answer Choices	Responses	
More stationary desktop computers	16.43%	23
Laptops for in-Library use	24.29%	34
Tablets for in-Library use	18.57%	26
Faster Internet	37.86%	53
More laptop friendly seating	27.14%	38
Smart board technology	15%	21
More eBooks	55.00%	77
Video conferencing facilities (skype, webinars, etc)	6.43%	9
Movie making/Image editing/Sound recording Media Labs	20.71%	29
Total Respondents: 140		

Looking forward – Elmhurst Public Library survey

Q5 I or my family has (check all that apply):

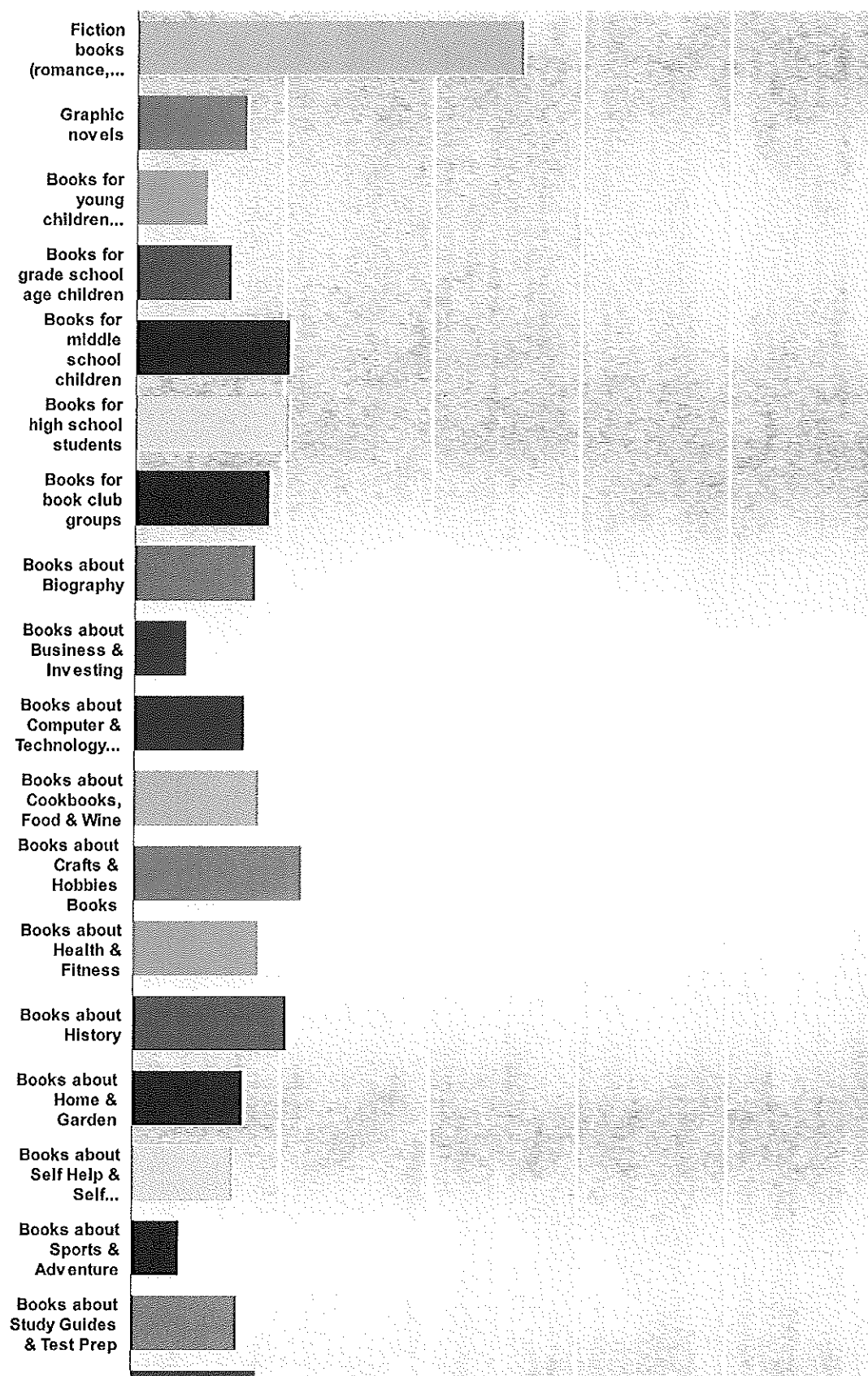
Answered: 194 Skipped: 3



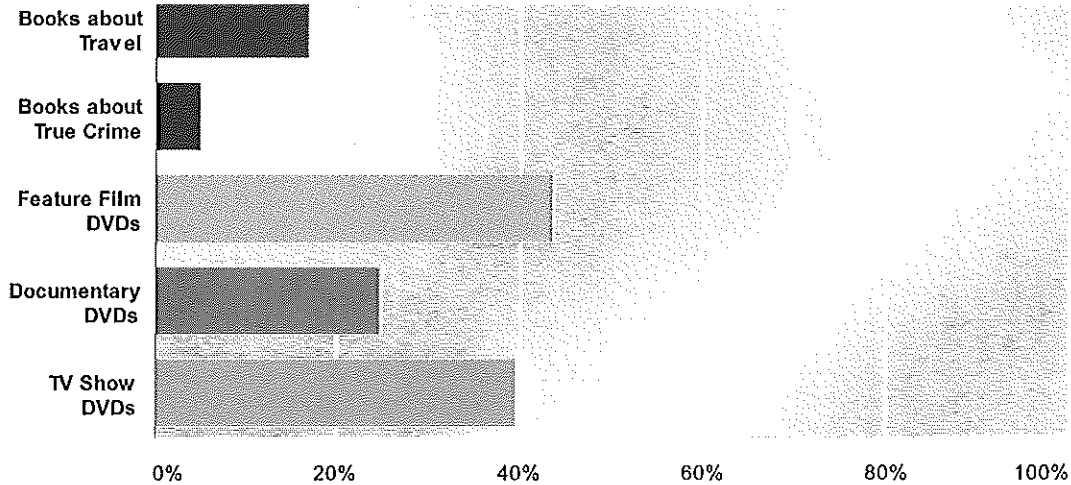
Answer Choices	Responses	
Internet at home	96.39%	187
Internet on the go (Via smart phone or other)	68.56%	133
Desk top computer	71.13%	138
Laptop computer	86.60%	168
Tablet computer	58.76%	114
eReader	40.21%	78
Smart Phone	72.16%	140
Total Respondents: 194		

**Q6 I would like to see more
at the Library.**

Answered: 154 Skipped: 43



Looking forward – Elmhurst Public Library survey



Answer Choices	Responses
Fiction books (romance, mystery, etc)	51.95% 80
Graphic novels	14.94% 23
Books for young children (Under 5)	9.74% 15
Books for grade school age children	12.99% 20
Books for middle school children	20.78% 32
Books for high school students	20.78% 32
Books for book club groups	18.18% 28
Books about Biography	16.23% 25
Books about Business & Investing	7.14% 11
Books about Computer & Technology Books	14.94% 23
Books about Cookbooks, Food & Wine	16.88% 26
Books about Crafts & Hobbies Books	22.73% 35
Books about Health & Fitness	16.88% 26
Books about History	20.78% 32
Books about Home & Garden	14.94% 23
Books about Self Help & Self Improvement	13.64% 21
Books about Sports & Adventure	6.49% 10
Books about Study Guides & Test Prep	14.29% 22
Books about Travel	16.88% 26
Books about True Crime	5.19% 8
Feature Film DVDs	43.51% 67
Documentary DVDs	24.68% 38
TV Show DVDs	39.61% 61

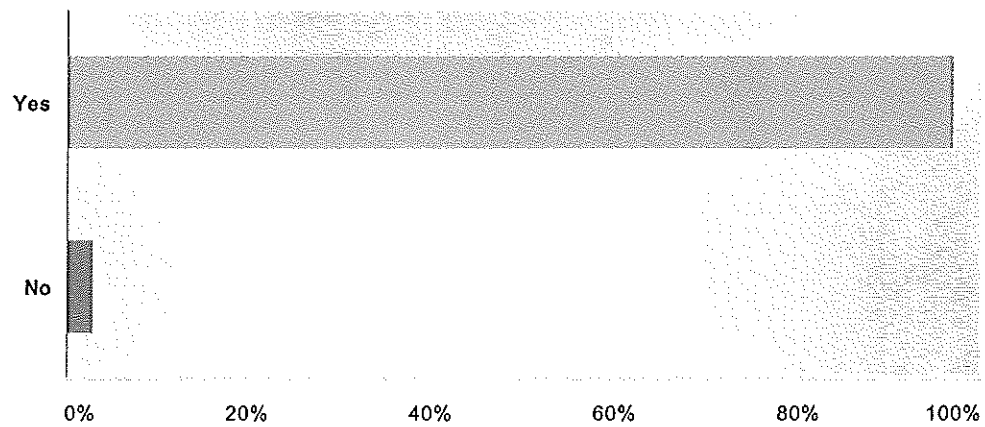
Looking forward – Elmhurst Public Library survey

Total Respondents: 154

Looking forward – Elmhurst Public Library survey

Q7 Would you recommend the Elmhurst Public Library to a friend?

Answered: 193 Skipped: 4



Answer Choices	Responses	
Yes	96.89%	187
No	3.11%	6
Total		193

Survey General Responses: Would you recommend the Elmhurst Public Library to a Friend?

Fabulously comfortable and welcoming environment. Staff is friendly and helpful. That said, it would be great if the library could lower its portion of property taxes.

It is a nice surrounding for kids

because all of my friends go to that library all ready and its not like I am gona go to school and say hay everybody go to Elmhurst public library because they all ready goes there

Because it's awesome!!!

Investing in the library is one of the top things we've done in Elmhurst. Far better than the current crazy parking garage stupidity.

Friendly environment, great reads, great views of the park...

It has a large collection of books and if they do not have the one you are interested in, they can get it for you from another library. Also, it is a wonderful building - comfortable to be in. Beautiful, good lighting, comfortable places to sit, good temperature control and so many nice windows -- some even looking out over the large park.

Its very spacious and has alot of books and movies to choose from. I also love that they have a teen area.

I would recommend the library to a friend because it is nice there.

It has a lot of great book selections!!

All selections are pretty dang awesome. The environment is calm and welcoming, and it's a great place to get work done and get a ton of books and music.

Good selection of materials. I have noticed a TON of empty shelves.....please don't get rid of everything. Sometimes we don't check it out but browse in house. If you provide more office space why would a small business rent space in town? Won't that harm Elmhurst as a whole? I think a balance of more study/meeting rooms that don't require purging so many books would be a better goal for the library.

It has a rich collection of materials. Its staff is warm and helpful. It is a place where I can browse the shelves, discover topics and areas of knowledge that what I didn't know about before and continue learning.

It is a great facility that is worth every penny of my tax dollars.

The library has so much to offer in a variety of categories that it's a great resource for almost anything you have in mind. It's quiet, clean, and inviting.

I LOVE the children's library programming, space, and librarians!!!

It's a wonderful library. It has much to offer. More than most libraries.

Survey General Responses: Would you recommend the Elmhurst Public Library to a Friend?

It has a great "feel" to it with openness and light. Books are well placed and easy to browse. Collection is pretty strong.

Overall EPL is large and well provisioned with all types of materials including computer technology.

Excellent place to study, read, learn, browse magazines, keep current, teach children of all ages.

An A+ institution with incredible resources and helpful staff. And you can get coffee, too!

Beautiful building, nice selection of books.

Best library I've been to other than university library. Like separation of areas(adult and young children)

I love the library!!!! As an avid reader, I appreciate the selection of books and nooks available. Unfortunately I read quickly so more eBooks would be helpful. The space is beautiful and well-designed. I would appreciate more modern music CDs available. There appears to be an abundance of classical and opera in the NEW section.

It is amazing! Great place to take the kids for a outing... and you've already paid for it with tax dollars.

It is the Best library ever!!!

but there are WAY too many unsupervised teenagers in the children's section--WAY too loud, running around, laughing, acting stupid, bothering everyone Everyone, from the greeter to librarians to circulation staff, are so friendly and helpful. The website is user-friendly. The databases available from home are extremely useful. So many services are available and you seek input from users via surveys like this one.

It has a lot of books.

I really love the Elmhurst Public Library! It's inviting and has such a wide assortment of everything from books to dvds. I also like that I can conveniently place things on hold from other libraries, and that the materials come directly to the Elmhurst library!

Because its awesome

The atmosphere of the Library is phenomenal. I have seen all the study rooms utilized for their intended purpose, and that is great!

Wide variety of services, helpful staff, great cd/dvd collection

I would recommend it because it is a fun place to work.

All the employees are very nice & helpful. The new library has everything anyone would need and it's beautiful. It's been a great place to visit and spend time with family.

Survey General Responses: Would you recommend the Elmhurst Public Library to a Friend?

We have a wonderful library

Lots to do, plenty of different types of media available
It's a great resource and the staff is friendly and helpful!

because ever since you left SWAN the selection is awful. you hardly have anything and what little the other libraries have they refuse to lend out to us.
great collection, excellent atmosphere, incredible coffee bar

The people that work there have always been helpful. If you don't have what I want, you will try to get it. The atmosphere is warm and friendly, welcoming.
Your greeter is very important to the face of the library. Love that the phone is answered by a live person.

Our library is AMAZING! it is a great place to gather, get informed, get creative and just enjoy time with my kids. I love it!

I love our Library and feel very lucky to be an Elmhurst resident and library patron.

The Elmhurst Public Library is a helpful, accessible, riches-filled library. The staff have every reason to be proud of its services, resources, public spaces, and amenities. Thank you for all the good you do and may you long continue your public-spirited mission.

I would normally recommend anyone to check out and use their library (including EPL). I answer no for this survey because I find that it is very difficult to use the facility. It is hard to find parking, many of the computers (especially with scanners) are not available and are often in use by patrons who are not even using the scanner. There are too many rude people carrying on conversations and the librarians no longer "shhh" them. There is way too much focus on trivial matters and entertainment. Many of the materials are just fluff. It is more difficult to use the computer to search and check out items than it was in the past (EPL does not have many of the items I am looking for. There are too many screens and hard to find buttons to make the request process efficient especially for many items). The computers also have many glitches. Desktop is in a safe mode, PDF converters do not work, shortcuts do not work... This continues to be the case long term even though the staff has been made aware of the problems. I do not believe the library should be carrying video games AT ALL! I am actually furious that my tax dollars are literally being wasted on these games whether the games are checked out or played online. A library is an EDUCATIONAL facility (or at least it used to be). The library would be better off subscribing to more database collections (it seems that most of the articles and journals that I search for are not available through the current resource directories). As kids waste their time on games, I am prevented from doing work.

It's friendly, functional and beautiful.

Great Library Worst thing about library is the parking. Sometimes you can't even find a place to park

It is a wonderful library. Most importantly it is a SAFE environment where I can bring my children and it offers many different areas of uses for all of my family members. But there is always room for improvement.

I would recommend the Elmhurst Public Library to a friend because it provides many work areas to do homework and many electronic devices that are very useful. Most importantly the Elmhurst Public Library has many books to choose from.

Survey General Responses: Would you recommend the Elmhurst Public Library to a Friend?

I love the new Suggest a purchase link! I used it and the book was in, in about a week! Keep up the good work!!!

However, at times it can be one NOISY place to be in. There are two many people running home businesses in the second floor adult reading area. Also people do not seem to know what phone etiquette is and talk as loud as they can seemingly to impress those around them.

Large collection. I especially like that EPL has the most current travel guides as well as maps for vacation planning. Another thing that stands out is the excellent collection of foreign film dvds.

It is a comfortable, well-lit place to study.

It's a comfortable area and very open and friendly. I always feel satisfied after a visit here pleasant environment, diverse and comprehensive collection of materials, easily accessible

Love this library. It is really beautiful, clean, and orderly. Never have I encountered an unhelpful librarian who was not willing to help me find everything I needed. I think how large it is really makes it stand out from other libraries

The library is fantastic; good collection; friendly, helpful staff. I strongly believe the library needs to focus on: -Lowering their budget; its unbelievable that we pay \$800 per year for the library; yes I love the library and its an important resource; but I find myself forcing myself to use the library because I need to get the \$800 worth of book reading. There's no way we would spend this amount of money at a bookstore per year. PLEASE truly take this feedback into consideration. -Limit parking to Elmhurst residents; at times there are no spots. Thanks

See comments above. Collection is too limited by (new) inter-library loan system. Also, you didn't ask about my other pet peeve, but I'll share anyway. My library card is so old (26 years) that you can barely make out the writing on it. Yet to get it replaced, I'd have to pay for a replacement "lost card." What the what?

I always recommend EPL because of all the great resources it has! Love it!

Good collection of adult nonfiction books.

Overall the library has a good selection of books, and if you don't have them you are willing to take suggestions to purchase them.

We have a good selection of books, which I prefer to e-books. However, the parking situation is as bad as, or worse than, it was at the old library. There are many times when finding a parking space is almost impossible. This is the biggest downside to our library.

It's a well designed building to spend time in!

Survey General Responses: Would you recommend the Elmhurst Public Library to a Friend?

However, there are not enough materials so that I wouldn't want my friend to come and check them out first. I invited a friend there and was so anxious about where she parked and if she was following all the rules of the library it was almost like having a heart attack. make the sensor faster so you can walk at a normal pace when exiting instead of like you are using a walker. make the book drop shoot out a receipt quickly every time instead of not forking it over. the outside bookdrops are too high and I cannot reach into them from the car, kinda defeats the purpose eh? fix the website so that it usable, it does not work on most browser like IE 10. I cannot sign up for stuff using IE. When searching for a book, I have to type it in twice. For linked in, do I have to sign in for each and every item I am requesting. make the books you are trying to sell more visible, they used to be on a library cart by checkout. put in an escalator for the long stairs up to the second floor in the lobby. clean the fish tank, lots of stank on it. better layout for checkout line - I have to stand where everybody walks and they are pushing me around and I am bobbling there waiting forever. I liked the library a lot better when it was in the Wilder Mansion - the way the library is now, you have to fight everybody to get any benefit: parking, materials available, standing in line for checkout.

in spite of some small shortcomings it is the best library in the burbs.

It's a pleasant place to relax and use wifi, look for books, meet a friend for coffee, and check out books, CD's and DVD's.

Best Library I've ever been to.

I miss ability to borrow books from libraries throughout Chicago area. Now, I only come to the library if I know book is on the shelf--which means I am down from weekly to every 2-3 months.

It's an absolutely clean and beautiful building! The staff is super friendly and helpful.

Because it is a great place that provides valuable services to Elmhurst residents.

It's a great place to hang out and have fun! It's a great Resource and has great Books!

Love, love, love our library!! Although the new interlibrary system (for borrowing material from other libraries) stinks.

I am in love with the library- it's gorgeous, bright, and comfortable to work in- and I love that the library employees don't hesitate to ask loud cell-phone talkers to take their conversations elsewhere. :)

Simply put: ELP is the BEST library EVER! Family and friends in other towns are jealous of how great we got it. Keep up the great work. I've lived in Elmhurst for 20 years and have always found the library excellent, especially since the move to the new building.

Lack of material that was previously available.

There are not many libraries as big and relaxing as Elmhurst Public library. I would also recommend the current features of loaning out video games and burrowing a huge selection of DVDs and music for my more media centric friends. The book loan periods for members are reasonable and there is a wide variety to chose from and even a foreign language section at the back to explore. These are some of the reasons why I would recommend Elmhurst Public Library to a friend.

I love the library.

Survey General Responses: Would you recommend the Elmhurst Public Library to a Friend?

Absolutely, not everyone is as picky as I. All in all, I think it a terrific place, and I'm just nitpicking - because you gave me the opportunity. I even recently drove an out-of-town friend by at night just to see it all lit up. Beautiful.

as long as we can find books there

Great collection

The library has significant collections of international films on DVD, music CDs, scores, and, most of all, current and recent fiction from all over the world. Large book collection Nice building

It is a very nice facility, with a very good collection. My fear is that you are going to deaccession books and materials in order to appeal to some demographic other than this taxpayer's family.

Amazing staff, great collection of books in our library (or via inter library loan), easy pick-up and drop off at the window, great location and wonderful building.

It's been a favorite destination for 60 years.

Civilization, culture, community.

The Elmhurst Public Library is a place anyone can go: it's not only a library, it's a place where amazing work can get done, classes can be taught, and maybe even a snack or two here and there. It's everybody's home.

I like the friendly staff at the library and the selection of books, DVD's and CD's available. But I wish the new online catalog was more user friendly. I have trouble putting some materials on hold through the Linkin system, and finding materials that used to be available through the Swan system but are not in the new library system.

The Elmhurst Library is fantastic. It is a beautiful building. I was amazed at the number of computers and their availability. Elmhurst is a user friendly library, unlike others that give you 15 minutes on a computer if you don't live in their town. The Childrens section is great too.

I LOVE the EPL!

It has amazing employees and I have made friends with many of them