
Ella Johnson Memorial Public Library

Community Needs Assessment

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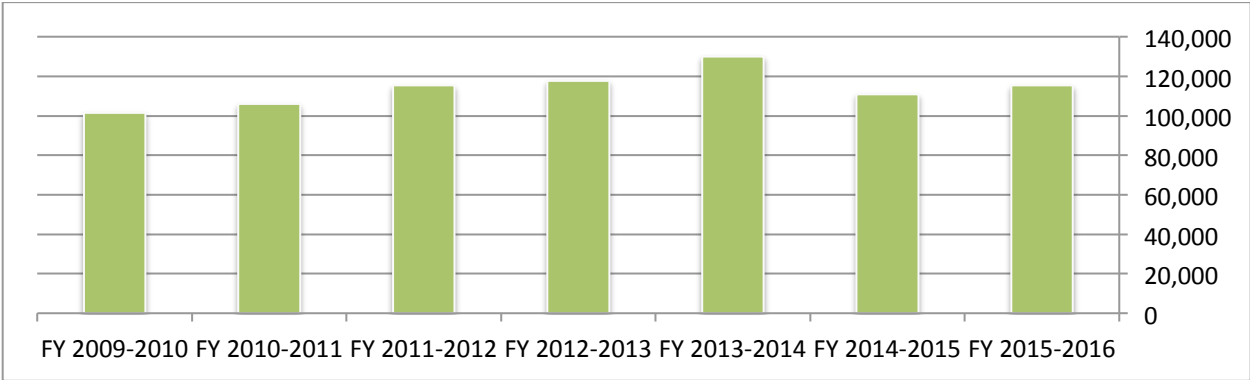
INTRODUCTION

Today's libraries are subject to high levels of scrutiny from their constituent groups pertaining to budgeting, allocation of resources, and response to user needs and desires. As the strategic planning process begins, it is vital to be in tune with the thoughts of all of these groups – users, taxpayers, and community partners. An effective community needs assessment provides a framework for the library to allocate resources most effectively according to the needs of its community, remain relevant to its patrons, and help position it to react to changing trends in the future.

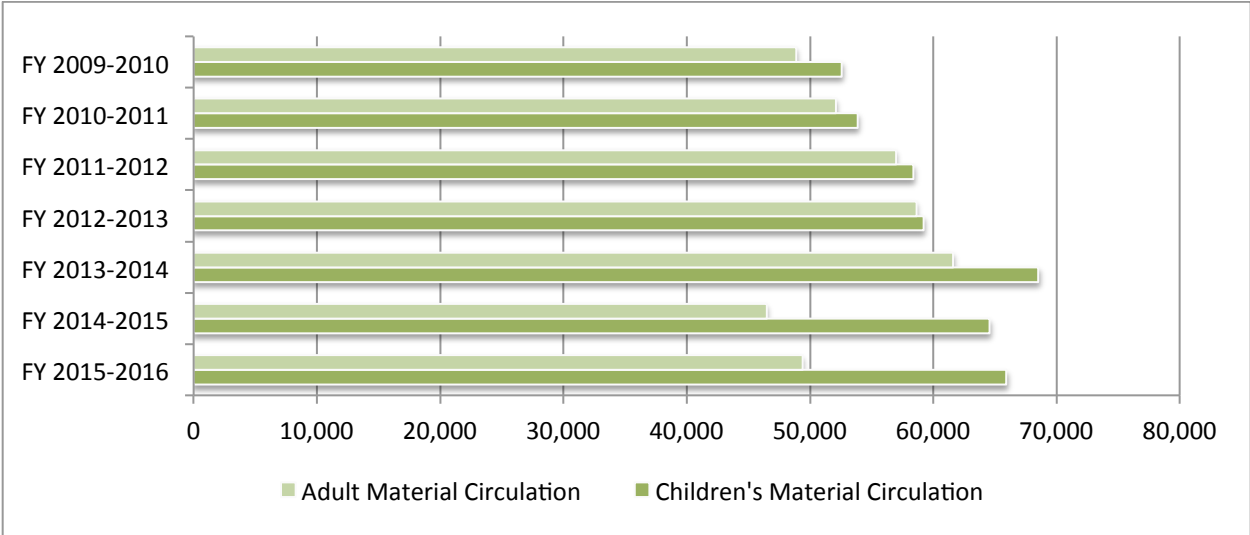
This report will provide information on library usage statistics and community demographics, as well as feedback from district residents, staff members, and community leaders in the Ella Johnson Memorial Public Library District.

LIBRARY USAGE

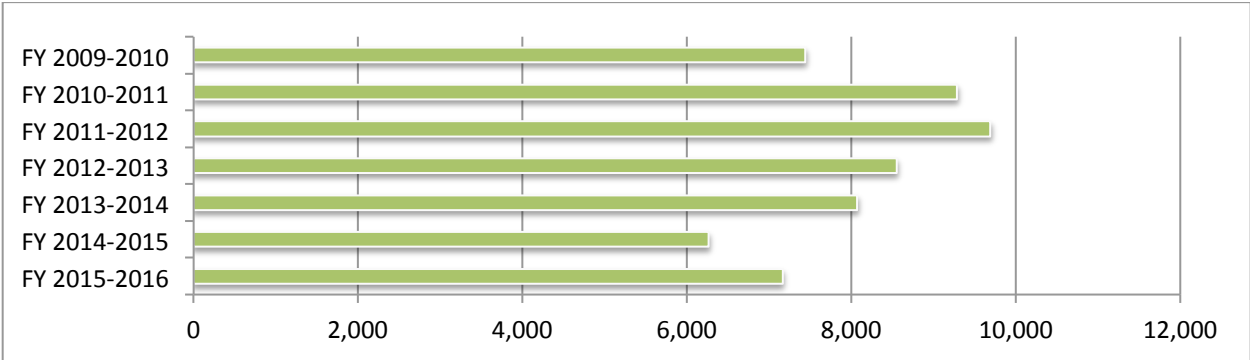
Total Circulation



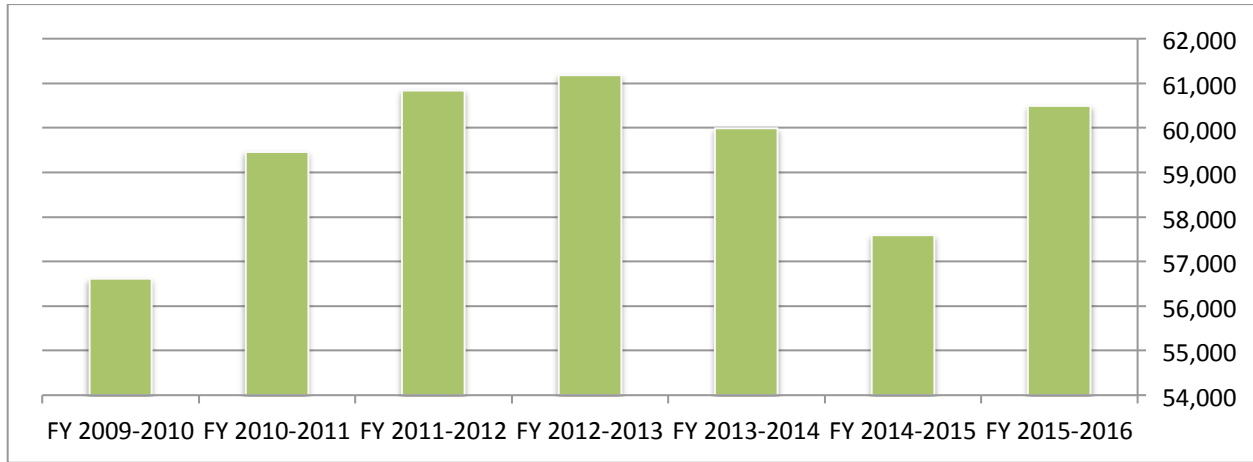
Circulation of Children's and Adult Materials



Number of Computer Sessions



Visits to the Library



Additional Library Usage Trends

	FY 2015-2016	FY 2014-2015	FY 2013-2014	FY 2012-2013	FY 2011-2012	FY 2010-2011	FY 2009-2010
Circulation Per Capita	6.92	6.66	7.81	7.07	6.92	6.36	6.09
Resident Library Cards	8,315	7,277	7,129	9,293	8,483	8,063	7,174
Percent of Population Holding Library Card	49.88%	43.66%	42.77%	55.75%	50.89%	48.37%	43.04%

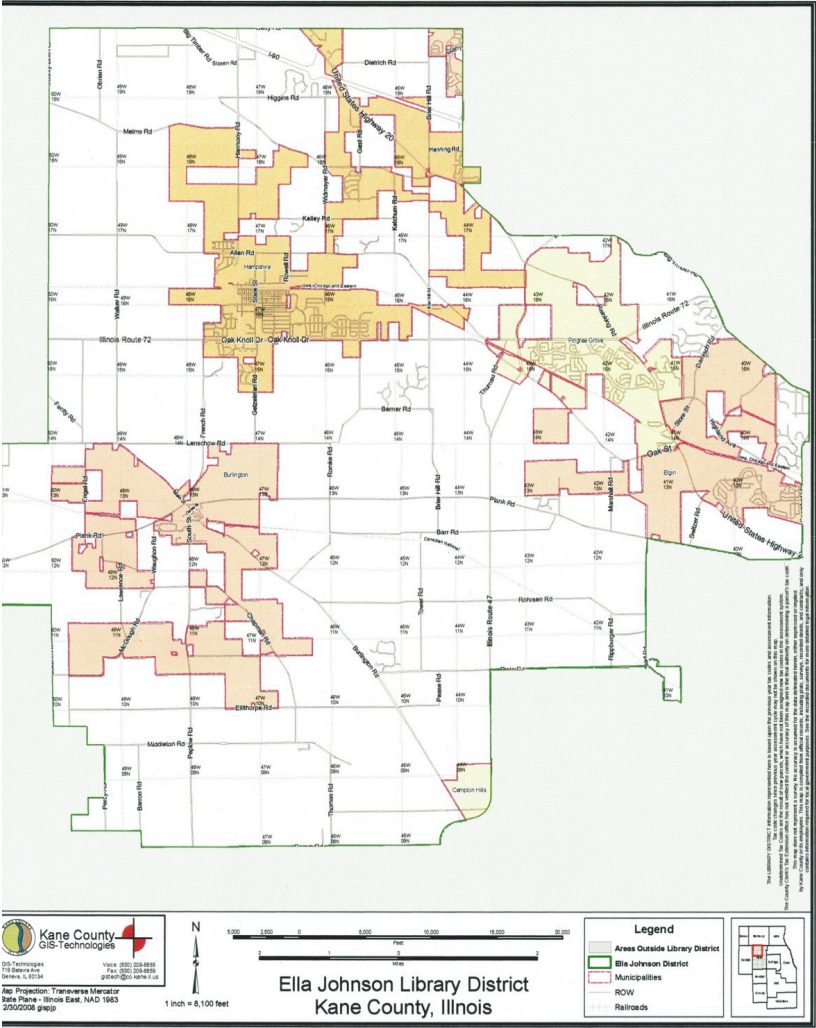
Snapshot of FY 2015-2016

	FY 2014-2015
Population residing in tax base	16,669
Total square footage of library building	7,200
Number of children’s programs	339
Children’s program attendance	4,620
Total number of programs	411
Total program attendance	5,995
Circulation of electronic materials	27,971
Number of interlibrary loans loaned to other libraries	24,160
Number of interlibrary loans borrowed from other libraries	10,767

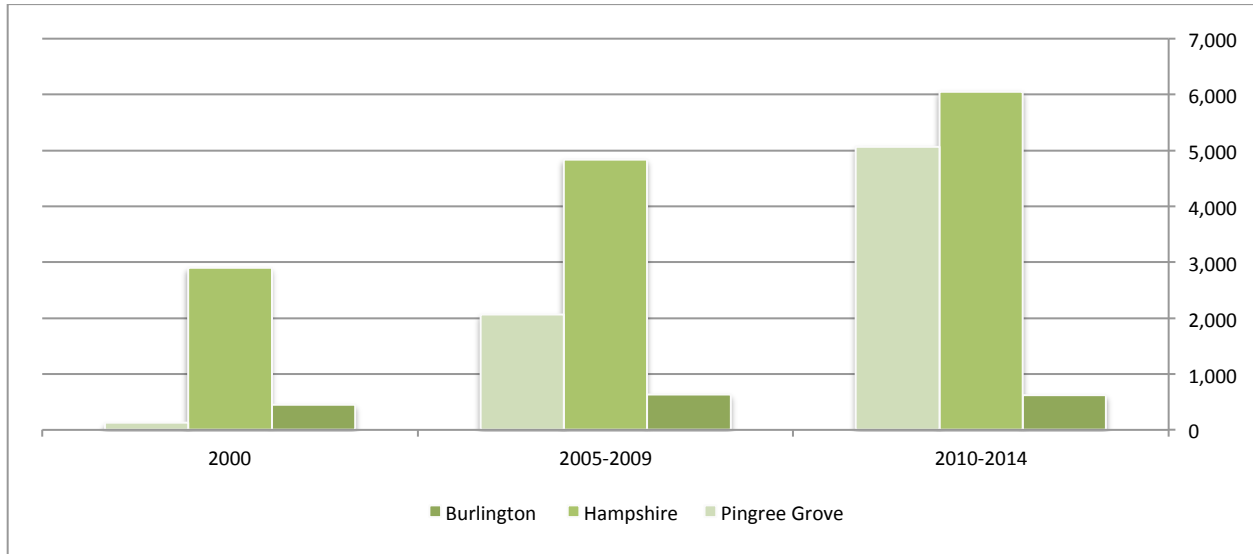
COMMUNITY DEMOGRAPHICS

The Ella Johnson Memorial Library District serves 16,669 individuals (FY 2014-2015). Although the library district serves small portions of Elgin and Huntley, the following tables will include the entirety of Burlington, Hampshire, and Pingree Grove. According to the American Community Survey and U.S. Census data, while the area has seen significant population growth during the past five years (55.78% growth overall), it has seen enormous growth since 2000 (237.69%).

	2010-2014	2005-2009	2000
<i>Data Source</i>	<i>American Community Survey, 2010-2014 Five-Year Estimates</i>	<i>American Community Survey, 2005-2009 Five-Year Estimates</i>	<i>U.S. Decennial Census</i>
Burlington	623	633	452
Hampshire	6,053	4,838	2,900
Pingree Grove	5,062	2,064	124
TOTAL	11,738	7,535	3,476



Population Growth: Burlington, Hampshire, and Pingree Grove



The following table displays selected demographics of the local area:

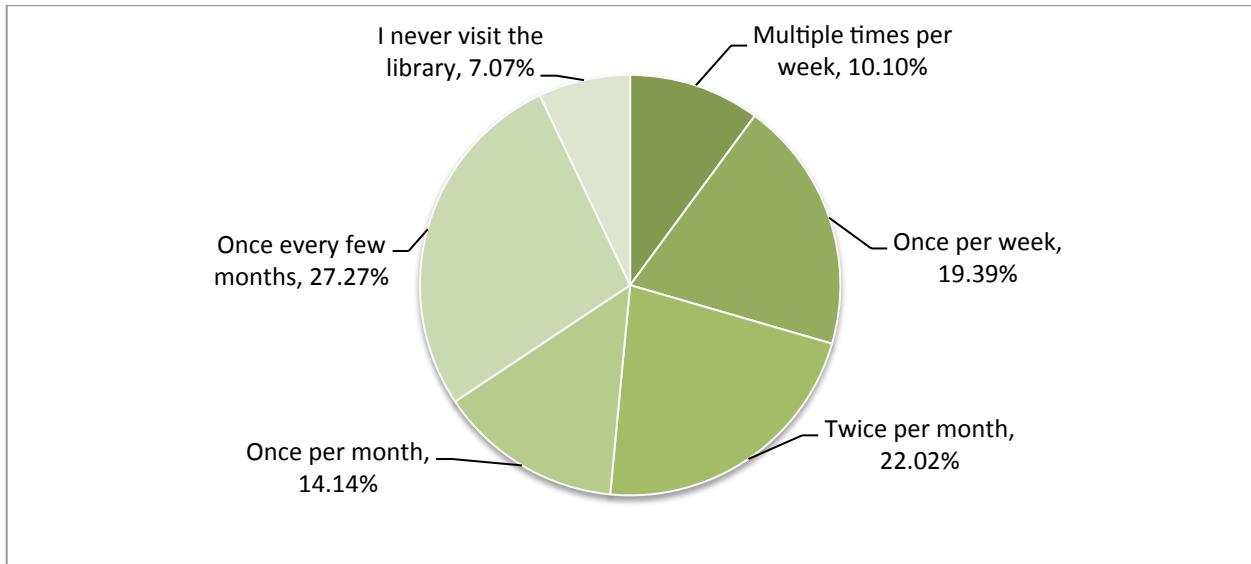
	Illinois	Kane County	Burlington	Hampshire	Pingree Grove
Total Population	12,868,747	521,875	623	6,053	5,062
Percent Latino	16.3%	31.1%	0.6%	20.4%	36.7%
Percent Foreign-born	13.9%	18.5%	0.0%	9.1%	13.8%
Median Income: Total Population (Individuals 15 and Over)	\$28,503	\$30,105	\$30,375	\$34,870	\$39,813
Percent of Adults (25 and over) Who Hold High School Diploma or Equivalent	87.6%	83.0%	95.2%	86.6%	91.3%
Percent of Adults (25 and over) Who Hold Bachelors Degree or Higher	31.9%	31.8%	15.1%	25.4%	31.6%
Percent Below Poverty Level	14.4%	11.5%	12.6%	1.6%	25.4%
Percent Speak a Language Other Than English (Population Over 5 Years)	22.5%	31.7%	1.0%	12.2%	32.9%
Percent Speak English Less Than "Very Well" (Population Over 5 Years)	9.3%	15.4%	1.0%	4.5%	13.3%

Source: American Community Survey, 2010-2014 Five-Year Estimates

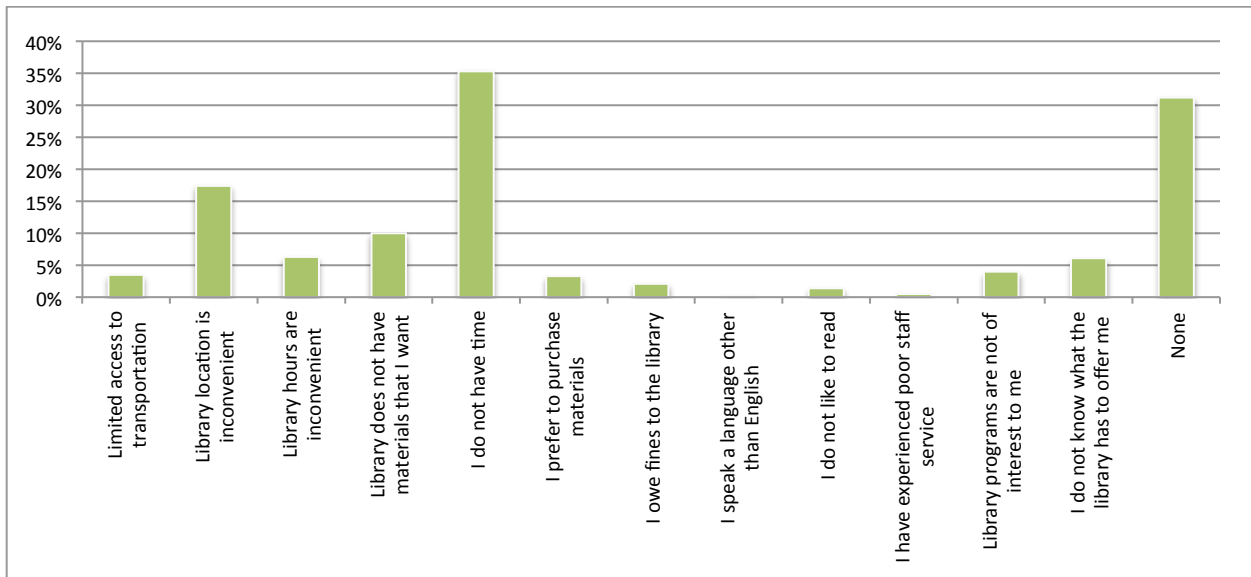
COMMUNITY SURVEY

An online survey was distributed from September 27 through October 15, 2016 via e-blast and posts on social media and the library's website. Paper copies were also made available at the library and various community locations. During the open survey period, 500 survey responses (representing 1,459 household members) were received. Survey results are as follows:

How often do you visit the library?



Which factors prevent you from using the library more often, if any? (Please check all that apply.)



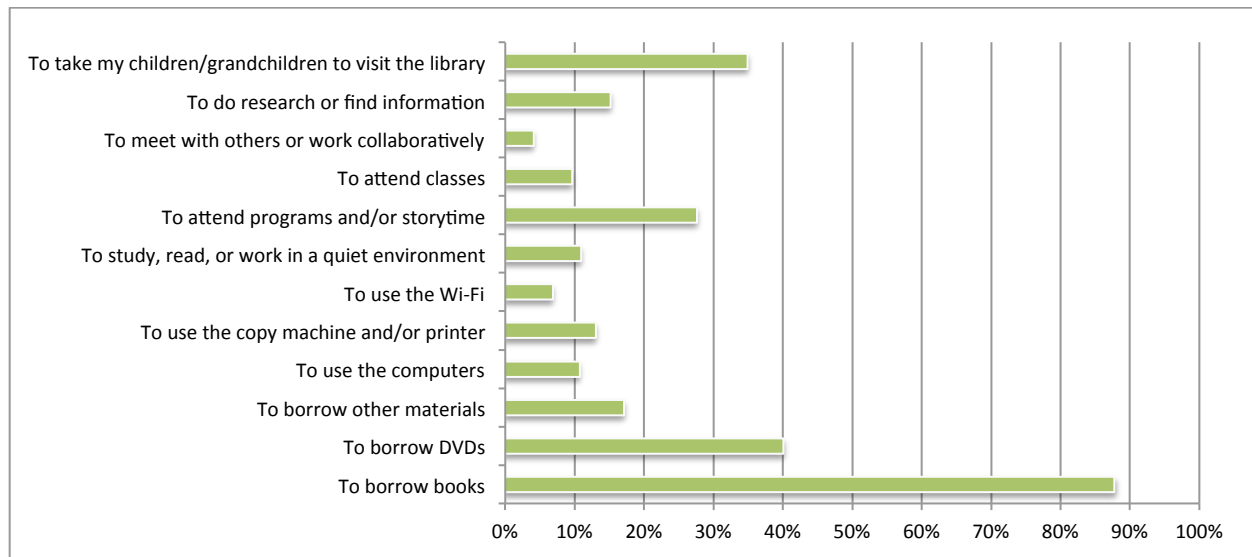
Please note: With the exception of minor spelling and grammar corrections, written comments appear as they were submitted.

Additional responses included:

- 1 a week enough
- Activities and courses are offered at inconvenient times for me.
- At this time I am only able to visit once per week
- Because I use my laptop a lot.
- Better children's area. We often drive to Gail Borden on rainy days. It would also be nice if there were better traffic control for the many people who choose to walk. Drivers do NOT stop for pedestrians and my children do not feel safe, especially since there are quite a few large vehicles that travel down the street. Maybe having the staff draw the blinds on super sunny days too since it gets REALLY hot and stuffy on the kids side too. Otherwise, we love our quaint little library.
- Books are not in when I go
- Borrow my books then return books
- Busy a lot
- Coffee would be nice, you no longer carry paper copy of many of the tax forms, i.e. estimate taxes, W-2, W-4 etc., tried using the notebooks to download current books, I had problems following your printed directions, visited the library and the folks behind the desk had as much of a problem as I did and finally when we got online the book was not available. However grandkids have enjoyed several of the programs you have offer and participate in several of your reading programs.
- Don't know where you it is
- Fantastic online media through the library website means I don't need to visit in person
- For the most part, we use the Internet at home or the Wi-Fi on our phones, tablets, laptops, etc.
- Frequently out of town for business.
- Gail Borden is larger and has more to offer
- Generally find what I need on the internet
- Get audiobook CDs to listen on the way to work.
- Honestly I forget about using the library
- I also use the online system to check books out a lot
- I also visit other libraries closer to work.
- I always forget about the library.
- I am an avid reader, however I prefer to use a Kindle. I use the library mostly for the Kindle, which does not require coming into the library.
- I borrow materials electronically more often
- I borrow online through Overdrive
- I check out about 20 books at a time for my two young children. We come on a regular basis and revisit when it is time to check out new books! We LOVE the library.
- I check out e-books online
- I do a lot of reading on my Kindle
- I don't read as much like I used to.
- I download e-books
- I enjoy the movies
- I get many books from Overdrive and my wife gets others for me
- I have a Nook
- I have started reading mostly ebooks from Overdrive.
- I just don't take the time to do it.
- I just looked into what programs the library is offering and was happy to see these in an email. I may be able to take one of the programs. I'm going to encourage my retired husband to find out about beginning computer skills now that he navigates a smartphone too.
- I live in Elgin, and find that the Gail Borden Library is more convenient.
- I live closer to Gail Borden libraries
- I prefer digital books
- I prefer using the libraries online books
- I read a lot of ebooks
- I read on my Kindle so I don't visit the actual library very often
- I read thru my iPad
- I read very slowly, so I finish a book only after a while.
- I request all book online and have to wait for them to come in from other libraries
- I think the amount we visit is perfect. We made it a priority!
- I use the library as much as I need to. I like the library.
- I use the online library all the time
- I use the Overdrive app to read
- I use the Overdrive app.
- I wish there were more programs for the little kids, but not so early in the day. Or so late. Also, weekends are never good.
- I work crazy hours
- I'm in a wheelchair now, making it difficult to browse
- I'm not aware of where the library is located, I just moved to Pingree Grove a few months ago.
- It would be nice if the "Hold System" were speedier.
- Just lazy
- Just moved to the area
- Kids schedule
- Kindle use
- Libraries are obsolete. People have smartphones now.

- Limited facility space
- Limited selection on books I need
- Location - only come when I'm in town
- Love to read so I can't come too often or I don't get anything else done
- More elementary school age program
- My babysitter takes my kids to the library at least once per week. They love your programs
- My son has behavior problems
- My son started kindergarten so school and activities have taken up the majority of our days
- No interest in it
- No programs for my 11-month-old
- Not enough programming for 4-6 yr. olds after 3pm.
- Read eBooks
- Since moving to the area, I have not had the opportunity.
- Staff seems to have a lot of trouble with the computer system
- There's a bigger selection in Dundee
- Too far from Del Webb Sun City. Please open a branch here.
- Too far away
- Too far away- much closer to Gail Borden
- Two reasons I go to Gail Borden: Limited outlets, for plugging in your own computer. 2) No plain tables (with computer outlets) to work 3) No room or place to use your telephone inside (Gail Borden has conference rooms you can check out).
- Use eBooks
- Very limited selection of books for adults
- We just moved in, so while we haven't been, we intend to go!
- We visit more frequently in the summer
- Wife visits and gets books for me
- Wish I had more time, would definitely be at the library.
- Work but my kids visit often

Which are your primary reasons for visiting the library? (Please check all that apply.)



Additional responses included:

- Afternoon Book Club
- Audiobooks
- Because I don't think to come to the library the above don't apply, I do enjoy listening to books on tape or what ever they are on now however I need to research so I can buy the proper equipment
- Book club
- Book club books
- Books on cd
- Books on CD
- Books on CD
- Books on CD & read magazines
- Books on tape
- Borrow books that my daughter needs for school. I do enjoy having magazines available and I do like that GS programs are available.
- Bringing Comfort Dog for Read to Rover
- Checkout books for use at school
- Computer classes word excels basic, always learn something new.
- Don't have any reason.
- Genealogy meetings
- I don't visit
- I haven't been yet.
- I wish they had adult craft interest programs

- Magazines
- Magazines
- My kids like to volunteer
- Occasionally CDs
- Pick up audiobooks on CDs.
- Read magazines, check Consumer Reports
- Read newspapers and periodicals
- Renew card to use other area libraries
- Renew library card
- Renew my card and concerts
- The Friends Book Sales
- The Internet speed is much faster than at my home.
- Too far from Del Webb Sun City. Please open a branch here.
- To participate in evening book club
- To renew my card; Elburn is closer where I use my card
- To use Ancestry and other databases
- We homeschool and get books often!
- We use our own computer to look up stuff

If the library has not met your needs, please tell us why. What problems or difficulties have you encountered while using the library, if any?

- 1) Not enough outlets 2) Not enough working tables (with outlets) 3) Nowhere to talk on phone 4) No conference rooms to use
- Always like using the library.
- Another branch location would be nice!
- As a working mom, I do not find that the available programming fits in our schedule. Living on the far north side of Hampshire and working in that direction, I do not find myself near the library, unless it is my intended destination. We are frequent patrons at other libraries in the area that are closer to the rest of our activities. I would love to see more children's programming available. I would also love to see a better play area for young children. It would be great to be able to add the library to the list of things to do on a rainy weekend.
- Be more kinder to people just not your friend
- Better selection of eBooks, more online databases
- Books I am looking for are often checked out.
- Books I want to borrow are not available.
- CD collection is very limited, especially classical music. The libraries in this consortium also have limited classical music selections. A few years ago I donated a bunch of classical CDs to include in your collection, but none of them were.
- Collection is poor
- Computers too slow.
- Does not seem to have the variety of ebooks that other library districts have.
- Don't have any
- Don't have children's books we are looking for
- During the days school have holidays the library is closes. We have nowhere for the children to go. Even if it was open to noon.
- Ebooks take too long to get on my Kindle, especially if they are new releases
- Everyone has always been pleasant and helpful.
- Fines for kids DVD's are unreal!!!! I forgot to return two, and now owe \$19.00! :(
- For my husband and I, we use everything electronically, so your Overdrive and Hoopla are great. When I look at programs to bring my grandchildren to the times usually conflict with their school schedule, so I don't sign up.
- Haven't been able to get the books/eBooks I would like.
- Having a self-checkout would be amazing.
- I am the small pocket of people in Sun City who live in Kane County but use Huntley library. Our position in the pecking order of holds is often a losing proposition. Can our taxes go to Kane but our membership somehow is on an equal footing with other Huntley residents??
- I appreciated the recent openness to modifying the hours for kids' programs so it is possible for my kids to attend more programs
- I do not have any difficulties here at the library.
- I don't feel like I am in the loop about things.
- I don't like going to Hampshire when I have the beautiful Elgin library at my finger tips
- I don't like the charge to copy and the machine is broken often. I don't like to use internet when kids are there
- I find it very far to travel to Hampshire from Pingree Grove. And with a reduced selection of DVD's and classes I prefer to drive to Huntley or Algonquin library. The distance is relatively the same from my point of view.
- I like it
- I love visiting the library, and would visit more often if I had the time.
- I order DVDs from previews that I've seen on other movie DVDs. They always arrive. I use the copy machines very often!! I'm glad that it's available!
- I wish the library would open sooner on weekdays.
- I wish they would open earlier.
- A little over 5 years ago we moved from Carol Stream to Pingree Grove. Needless to say, getting anywhere around here from PG is no quick and easy task. We have come to rely on our own traveling Wi-Fi or we purchase off of Amazon. Unfortunately, even Barnes N Noble ranks much higher than the library as one of our "go to" places to read.

- Really just the location. I am in Pingree Grove, and I rarely if ever go to Hampshire for anything, so it's just not convenient.
- Research materials are available at my work and home. I use the medical library at my work for my research.
- Also, because of the limited space, it is hard to find a comfortable space to try and nurse a baby while visiting.
- See my comments in the first question response.
- Selection is small as my previous library was Gail Borden. I need to use their lending program.
- Small selection, especially for genealogy
- Small, collection dismal appearance, poor facility
- Staff is overly casual. They don't end personal conversations when customers approach. I do not enjoy reading newspapers in the middle of the children's area/entrance. Very uncomfortable and difficult to concentrate.
- Story time is not age appropriate
- The library has met my needs.
- The search on the OverDrive app is not easy to use.
- The "new books" shelves seldom have books in the genre I read which are military or law enforcement serial writers such as Baldacci, Berry, Bond, Childs, Clancy, Connelly, Coonts, etc.
- The hours on the weekends are very limited.
- The library is great. I don't hear about good books to read.
- The limited space and availability for some of the activities offered is very frustrating. It always seems that by the time we receive notification of upcoming classes or activities for the kids, we call and there is no availability left.
- The weekend hours especially on Sunday are very limited.
- The weekend hours have been rough at times?
- They meet my needs
- Too far from Del Webb Sun City. Please open a branch here
- Too far we pay \$17,000 for Elgin taxes and have to go there. Scam
- Trouble getting books on my computer
- Very limited research materials for business.
- We do not use the Hampshire library because although we live in Hampshire, the Huntley library is more conveniently located.
- We love the kid programs! However I haven't been impressed with the teen programs. Dungeon and Dragons game and books I don't feel are appropriate. More wholesome selections would be appreciated for us.
- We usually go to the bigger library in Elgin because we like their special displays.
- When I order books, they sometimes come in at inconvenient times.
- When I've tried to check out newer books they haven't been in and there is a long wait list.
- While it is a lovely small-community library, it does not service the needs of the growing Pingree Grove population. With Pingree Grove and Hampshire, the population the library services has increased exponentially over the past 10 years; and the distribution of that population has moved more towards Pingree Grove. The library's location does not service PG well. It's not "on the way" to anything for PG residents.
- Wish you had more books, especially adult fiction. Also wish you had a newsletter of some type. A writers' club would be of interest to me
- With the exception of 1 or 2 people...when I talk to rest of the staff they aren't helpful, they don't know how to find things, help with things, they often reserve something other than what I request
- Would like to attend computer classes but day and times are not convenient.
- Would like to see a larger selection
- Would love a class on Photoshop elements
- Would love to see computer classes for young teens. I.e. Excel, PowerPoint, Word
- You have bought a copy machine that requires a degree in programming to use. I cannot use it without help, meaning the machine requires an attendant, all for a simple copy.

Please indicate which electronic materials you use and how you access them.

	I access these materials through the library	I access these materials through other means	I do not access these materials
E-books (Overdrive)	25.77%	13.00%	61.23%
E-audiobooks (Overdrive)	18.62%	5.87%	75.51%
Streaming music (Freemove, Hoopla)	10.13%	15.95%	73.92%
Streaming movies (Hoopla)	6.19%	14.69%	79.12%
E-magazines (Zinio)	5.94%	5.43%	88.63%

Additional responses included:

- Difficulty with limited internet satellite access the disadvantage of living in rural area
- I prefer to read hard copies --I use E-books only when traveling, and the short checkout time for library, ebooks is not conducive
- Audiobook titles that I have searched for are not available.
- Because I don't have time to go to the library to even get a library card
- Because I prefer paper books.
- Classes are no longer offered for eBooks
- Did not know I could do that.
- Did not know they were available or how to access them.
- Did not know we could. Do not know which movies or music are available.
- Did not know. Don't really have the time.
- Did not realize it was available
- Did not realize you could stream movies, etc. would interest to search what material is available.
- Did not think to use those.
- Didn't know about it.
- Didn't know I could
- Didn't know I could
- Didn't know I could!
- Didn't know it was available
- Didn't know that so many electronic options were available
- Didn't know you could
- Didn't realize that this service was available
- Do not find a need to do so
- Do not have a need for it. Maybe at later time
- Do not have my Fire HD 7 set up
- Do not know how.
- Do not need
- Do not use a computer
- Do not use them
- Doesn't interest me.
- Don't have ebook
- Don't have money for devices that downloads things. Do have tape machine. Some items I like not too many others like. Science, how things are made, different music not found much out here.
- Don't have the time or interest in them and probably don't know how to use some of them
- Don't know how
- Don't know how to
- Don't know how to use the hoopla or freegal yet. Love getting books through Overdrive
- Don't know how? Unsuccessfully tried to put ebooks on my Kindle
- Don't know how.
- Don't know how.
- Don't know how.
- Don't know how. I plan to come over and learn how when I can.
- Don't know what that means
- Don't like electronic materials
- Don't really know how
- Don't really know how.
- Don't think I have a device for it.
- Don't use
- Don't use any electronic material
- Don't use them.
- Don't even know where the library is and didn't know you could do that
- Don't know how
- Don't use electronic materials
- Easier at time
- First and last time I tried, there (Hoopla) really wasn't much there to warrant my time.
- Get materials through other area libraries
- Good question. I guess I didn't know I could. That will change now.
- Have accessed some songs through freegal to download but the app is not the most convenient.
- Have no interest at this time for them
- Have no need
- Have not needed to.
- Haven't been yet
- Haven't checked what's available.
- Haven't had time
- Haven't taken the time to learn how.
- Haven't taken time to figure it out
- Haven't thought about it. Did not know these services were available.
- I access them at home on my computer linked to the library.
- I already have so much material I gain electronically (for work and school) that I prefer to use actual physical books. It's like a treat for me.
- I am aware of these services but have not taken advantage of them.
- I am in IT and have access to these through work and school
- I am new and just haven't tried it all yet.
- I am not sure I have the proper equipment to take advantage of there materials
- I am not very comfortable with this kind of technology.
- I can do that at home.
- I did not know about the eBooks, everything else we have already for movies and music.
- I did not know that you have any.
- I did not realize it was available
- I didn't know all those services existed.
- I didn't know I could
- I didn't know it was available!
- I didn't know the library offered them
- I didn't know they were there.
- I didn't think to do it. Maybe I will now.
- I didn't know they were available. I will have to research this.

- I didn't know they were available. Will be checking them out
- I do it at home.
- I do not have a smartphone & only get on my computer about once each week.
- I do not have Internet/Wi-Fi at home.
- I do not know how
- I do not know how and would like to learn.
- I do not know how to access.
- I do not know how to do this.
- I do not use electronic materials.
- I do not want to.
- I don't care for audiobooks, and I don't have a Kindle or iPad. I didn't know you supply streaming music and movies; I'll try them
- I don't have a need for them.
- I don't have the patience to figure out how to download. I use audio books on cd in the car as I travel.
- I don't know enough about it
- I don't know how
- I don't know how
- I don't know how - and I'm not interested
- I don't know how to use them. If I were taught I would use more.
- I don't know how. I have a smartphone but haven't ever heard of Zinio for example. Also I don't believe your website explains use of these.
- I don't need them.
- I don't read many e-books so I don't have a need to access them. I didn't realize the library had electronic movies and music.
- I don't use them
- I download my own e-books through kindle and I have subscriptions to Spotify and Netflix for music and movies
- I find most electronic materials I need from home.
- I forget that those options are available when I have time to access them.
- I have a smart phone
- I have access to do so at home
- I have but did not care for the wait time and losing the book after the time allotted.
- I have my own
- I have no need for these at the present time.
- I have not needed to
- I have not taken the time to experience this yet.
- I have not tried Zinio yet. When I sit to read I prefer a story rather than a magazine.
- I have, not as often as Audible
- I haven't had the time to check them out and don't know how to use them
- I haven't taken the time to figure out the process
- I haven't tried.
- I just do it through my Kindle/Amazon
- I just do not use electronic reading materials.
- I keep forgetting they are available.
- I knew you had ebooks, didn't know about the others.
- I like hard copy books and magazines.
- I like paper books & magazines, radio, and TV
- I like reading actual books and I've never learned how to access electronic materials from the library.
- I like regular books better and I am not interested in music.
- I love a good book (in my hands). I'm old school.
- I need help and I need the time to ask for it.
- I need new devices.
- I prefer holding a book in my hands
- I prefer old-fashioned books and magazines.
- I prefer real books to electronic materials.
- I prefer the old school way of life...paper books that I can hold in my hand.
- I probably do not know about them, or I'm not interested. I also like paper materials.
- I tried and had very poor success
- I tried the music but the music that is offered is not what I was looking for.
- I tried Zinio on my Nook and have a terrible time getting it to work.
- I use other sources.
- I was not aware that they were available.
- I wasn't aware that I could.
- I would like to access ebooks. I used to do this all the time at my old library. Hope to visit and get a card soon.
- I would like to know more about audiobooks.
- I would like to see more wholesome, classic and Christian options
- I would love to use eBooks but I only have my phone, not a tablet or kindle.
- I'd like to but do not know
- I'm a little nervous to try out the new technology stuff and it intimidates me.
- I'm new to the library, have not had a need
- I'm not aware of where the library is located, I just moved to Pingree Grove a few months ago.
- I'm not sure how to do so.
- I'm not sure I need to.
- I'm not sure what's available or how to access them.
- I'm not technical, and haven't had time to figure out how to use, even with your instructions
- It's easier to check out a dvd to watch a movie
- It's not my cup of tea.
- Just haven't tried it yet.
- Just never have
- Keep forgetting
- Know little about them.... and it costs me data to download things at my home, since I do not have access to the internet...I have to use an air card which charges me for every bit of data I use
- Laziness
- Like printed material
- Mostly because I don't know how to access them.

- My focus is the railroad history of the Denver & Rio Grande and there is nothing pertaining to my subject.
- My tablet is old. It can't handle streaming content.
- Narrow variety of genres
- Need classes to show me how.
- Never had the need.
- Never really thought to with iBooks and iTunes - and then no worries about returns
- Never thought of it
- Never tried
- New and just haven't tried this yet.
- New to me...seems challenging.
- No desire to.
- No interest
- No interest
- No Interest
- No interest
- No interest
- No interest
- No interest
- No interest in doing this.
- No need
- No need
- No need
- No need for them so far.
- No need or desire to.
- No need to
- No need to.
- No need.
- No perceived need at this time
- No real reason
- No reason
- No reason
- No time
- No time
- No time, work too much to pay Kane County taxes!
- No use for them. I prefer old school.
- Not a preference
- Not an interest of mine
- Not aware of how to do so.
- Not aware of them
- Not aware.
- Not familiar with that process.
- Not familiar with them
- Not interested
- Not interested
- Not interested
- Not interested
- Not interested
- Not interested
- Not interested
- Not interested
- Not interested in electronics access
- Not interested.
- Not interested.
- Not interested. I prefer physical materials rather than downloaded materials.
- Not interested
- Not into streaming.
- Not needed
- Not needed or interested
- Not sure how
- Not sure how to
- Not sure how to
- Not sure how to access
- Not sure how to access electronic materials.
- Not sure how to do this
- Not sure how too
- Not sure how. I have a busy work schedule and raising kids that when I do have some time to try to figure out, if it gets confusing and taking too much time I quit. Not enough time in the day and I don't want to waste it in frustration.
- Not very computer smart, so it is just easier to use through Amazon.
- Our device is not set up yet.
- Partially because I am not comfortable with technology and partly because I do not like to read books electronically.
- Picking up a book and reading it is much more satisfying than looking at a screen.
- Prefer actual books
- Prefer actual books ebooks tire my eyes after a while
- Prefer printed materials and books
- Prefer reading hard cover books.
- Prefer tangible books and do not have a ereader
- Putting off having to learn something new.
- Someone helped me once but it was confusing for me to get back in there
- Sometimes not enough copies.
- Streaming movies through Hoopla does not work on my computer
- Sure if I learn how to use them
- Tech shy
- Tend to stick with old school ways. Not sure how to access and use options above
- Time
- Too hard to use.
- Too old schooled.
- Too difficult
- Too many other activities that are e-related. Reading an actual book is a great control of designated time without other distractions that may "pop up" electronically
- Too much work!
- Trouble with login process on Nook Reader.
- Unaware how to do it
- Unmotivated!
- Use other apps
- Very busy, otherwise I would use the electronic materials.
- Very little selection.
- Was not aware that they were offered
- Watch TV at home and would rather read a book than listen to one.
- We do not have Internet in our home.

- We just learned about this and need to set up a password.
- When I have browsed the available services, they never have any of the materials I am looking for.

How likely would you be to use the following services if the budget and space allowed for them to be added to the library?

	Extremely unlikely to use	Somewhat unlikely to use	Neutral	Somewhat likely to use	Extremely likely to use
Digital equipment to create music	50.64%	13.09%	21.03%	10.30%	4.94%
Digital equipment to create movies	48.71%	10.73%	23.18%	12.02%	5.36%
3D printer and/or other digital creation equipment	36.11%	10.47%	20.09%	23.72%	9.62%

Fill in the blank: I wish the library would...

Collection

- A better streaming movie program
- Carry more e-books
- Create a teaching unit I could use in my classroom
- Expand the book selection.
- Expand the children's section.
- Expand the signing language books and videos
- Get a better selections of ebook
- Have a bigger selection of audio books
- Have a wider selection of books
- Have a wider selection of older and current music cd's
- Have copies of audio books available in order when they are a series
- Have more audiobooks on CD and Overdrive.
- Have more books available locally
- Have more books on CD
- Have more copied of popular books.
- Have more middle school age books.
- Have more new release movies and books
- Have more nonfiction books
- Have more Spanish books
- Have more updated books
- Have the books I need for book club instead of waiting weeks to get them from other affiliated locations.
- Have theme boxes of materials for teachers and preschool teachers. Gail Borden has them and there awesome!
- I wish the library have more Spanish book.
- Make suggestions for good reading and make more titles electronically available.
- More recent books usually have to borrow but come quickly
- Offer more books on my Kindle

- Replace DVDs that are scratched and do not work.
- Still have a sci-fi section.
- Stock more action books by known authors

Hours

- Be open 24/7
- Be open earlier or longer on Sunday.
- Be open later
- Be open later in the evening.
- Be open long and larger with more selection.
- Be open longer on Sundays or a little bit earlier.
- Be open longer on the weekends.
- Be open until 6 or 7 on Friday's.
- Extend the hours during the week and weekends
- Have longer hours on weekends
- Longer weekend hours
- Open at 9:00 a.m. instead of 9:30 a.m.
- Open earlier on weekdays.
- Open earlier on weekends
- Stay open - forever!!
- Stay open later on some nights like Friday and Saturday.
- Stay open longer on Friday and Saturday nights there's no where to go or anything nice to do in town here for the kids or me. Don't drink or smoke so Bars are not a place to go.

Library Size

- Add more space for more books or reorganize
- Add more spaces/seating for studying and working quietly with others
- Be bigger
- Be bigger and brighter, with comfy chairs and couches to sit on

- Be bigger.
- Be bigger...would love more (physical) books.
- Be somewhat larger, maybe increase inventory of books
- Bigger
- Build a bigger building and create larger kid & teen spaces.
- Build a new library! We need a larger library to offer more materials. There is limited space and things are really crowded. The library has an old feeling to it. There needs to be more space for larger groups during programs.
- Create larger children's area
- Expand
- Expand
- Expand
- Expand
- Expand
- Expand into a bigger building
- Expand, it's very small
- Have a bigger space closer to where I live
- Have a bigger toddler play read area.
- Have a larger facility.
- Have a larger more separated area for children under age 7
- Have a larger selection
- Have a larger selection of books and parking would be more convenient.
- Have a larger selection of new books
- Have a meeting space (4-10 people) and community room (100 people or more)
- Have more
- Have more quiet spaces
- Have more room
- Have more room to expand the book area.
- Have more space .
- Have more space for kids to play and learn
- Have more space in the adult section for quiet studying
- Have more space to sit and read.
- Have more study rooms
- Have private study rooms
- Keep its size

Library Space

- ...get rid of those ugly, uncomfortable maroon chairs!!
- Add a self checkout.
- Adjust the heat temp accordingly
- Have a designated youth room.
- Have comfortable seating for reading.
- Have more comfortable seats
- Have more electrical outlets for laptops
- Have more of a play area and hands on learning for children as well as more children's/family programming.

- Have more outlets, working space, and a place to talk on the phone
- Have more parking
- Offer a coffee bar (even at a reasonable cost to the visitor)
- Quiet reading areas - have newspapers in a more convenient location
- Tint the front windows, it gets very hot and fades the books in that area.
- Update

Location

- Also have a location in Burlington
- Be closer
- Be closer to me
- Be closer to my home
- Be closer to my house in Burlington :)
- Be closer to my house!
- Be closer to my residence
- Be closer to Pingree Grove
- Be in Pingree Grove
- Be larger and offer more to the community
- Be located closer to me.
- Consider opening a branch toward or in Burlington
- Expand to Pingree Grove
- Find a new location
- Have a branch closer to Pingree Grove
- Have a branch in Pingree Grove
- Have a drop box by Caseys.
- Have a location closer to me.
- Have a satellite location in Pingree Grove even if it is for abbreviated hours.
- Move further east
- Move to a better location....and have Windows to look outside and enjoy the view
- Move to a spot on 47 before it fill up with more stores, etc. 47 would be a great location for everyone in the area.
- Move to Pingree Grove
- Open a branch in Pingree Grove
- Pick up and move East a bit.
- Please open a branch here at Del Webb. There are 11,000 people here.
- Stay in Hampshire
- Was closer to me.

Marketing

- Advertise more
- Advertise programs and events with more notice
- Advertising about more for teens or adults activities
- Mail out the classes. I don't see them unless I grab a flyer when I go, and then it is often too late.
- Provide info on what's available and how to use/ access these items.

- Would do more advertising/promoting to let us know about all the great things at the library.

Miscellaneous

- Accept 10 year old internships
- Allow for video games to be borrowed longer than a week, it could take a month to pass a game
- Allow us to drink coffee.
- Be more friendly.
- Be more modern
- Be more understanding
- Be updated to be a place to bring children to play, to sit and read, etc
- Encourage young readers, and consider giving a card of some sort to promote children to read!
- Get this equipment even though I would not use it myself.
- Go away
- Have a better working relationship with Huntley Library.
- Have a collection box at fire station at Carillon
- Have electronic scanning of books in and out with receipt printing like in the Rakow branch of the Gail Borden library.
- Have time when special needs children could visit
- Keep a log of what your card has checked out.
- Let Highland Woods be part of Gail Borden
- Make the library to let people have pets in the library.
- Notify you the day before your materials are due (instead of/ in addition to 3 days prior). Also, notify you immediately once your materials are overdue!!
- Register patrons by email or mail
- Remember that "creating" movies and music may involve copying; and that would infringe authors' copyrights
- Run for president
- Showcase local authors
- The library would continue to add new books and courses that would benefit patrons.
- Continue to smile and employ those with cheerful attitudes...enjoying all the employes now.

Programs

- Teach more computer programs for seniors
- Offer for program to children ages 0-5
- Classes on how to use computers like email (Outlook), or Word, or PowerPoint presentations

- Have a ladies book club once a month to read an assortment of books. Age range focus roughly 20s-40s?
- Have a tutoring service for reading like other libraries have.
- Have a writer's club
- Have access to program to improve adult memory.
- Have ACT/SAT prep classes
- Have advanced computer classes/how to put pictures on computer and organize them
- Have an evening class on how to use Windows 10
- Have Ancestry available via internet at my house
- Have even more kids programs
- Have more children's programs/activities
- Have more computer classes
- Have more kids group sessions
- Have more programs for kids
- Have more programs for preschool aged kids. For example, book related craft projects.
- Have more programs for preschoolers
- Have more programs.
- Have more STEM-based classes for the children
- Have movie nights with popcorn!
- I like your computer classes.
- Offer a book club option to bag up books for the month
- Offer educational classes
- Offer more computer classes such as how to use Excel or PowerPoint.
- Offer more craft type projects like the present card stamping
- Offer more digital programming for teens and adults.
- Offer more evening programs
- Offer more free young children activities
- Offer more kid activities and kid friendly environment
- Offer more programming for young children.
- Offer more programs for children
- Offer more toddler morning activities
- Offer more workshops/events/group activities in the evenings and on weekends to meet the needs of those who work 8-5 (or even more during the day for retired persons)
- Offer Photoshop elements classes
- Other reading programs throughout the year, incentives, would be awesome!
- Provide more computer classes

Technology

- Digital equip to make movies: converting home videos from VHS tapes to Blu-Ray DVDs.

- Have some things for seniors. Keeping up with technology.
- Let the kids take the tablets home to check out
- Offer tech training...sent out information via mail
- Teach me how to download e books and music

Compliments

- Continue to be as user-friendly as it is now
- Great library
- Have a good day

- I find the library does not need to do anything further
- I think you have an excellent library
- It seems fine to me for a little town library
- Keep doing what it is doing. You are phenomenal for your size and population
- Keep up the good work!
- Library doing a good job
- Like it now.
- Nothing. You guys are doing great.
- Stay the same
- The library is perfect
- There is nothing I wish you would do that you're not already doing.

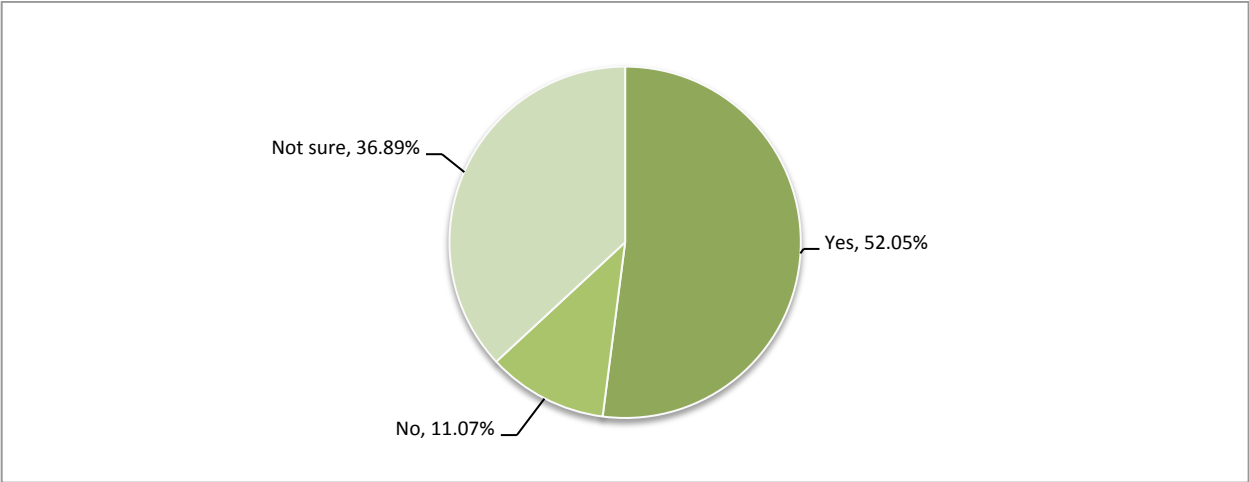
What physical improvements would you like to see made in the library, if any?

- I would love to see any children area similar to Gail Borden library! I also would like more private areas for tutoring.
- A comfortable chair in the adult reading area
- A designated children's activity room would be nice. Also, small spaces for tutoring and a large meeting room for adult programming. Coffee station would be nice to have.
- A genealogy section. Just assuming there is not one now.
- A more designated kids' area
- A more spacious facility
- A reading area with sofas and soft chairs
- Addition of coffee bar/cafe table area; self checkout
- After finding a new location building a new library like the one that has been talked about.
- Ambience
- An adult section with table and chairs.
- Aside from the location, everything else is fine. I appreciate being able to interlibrary loan materials that are not available at your library, so, it helps a great deal.
- Better area for kids to play/explore. Better parking that's easier to back out of
- Better parking and more space.
- Bigger
- Bigger building
- Bigger play area for kids.
- Bigger!
- Blocked off kids area
- Can't expect the library to have as much stuff as Naperville who has a giant library and I understand and except that
- Can't think of any suggestions
- Charging stations with iPad cables
- Children's section larger and more interactive. More like Gail Borden in Elgin.
- Children's computer on lower counter again; children have a harder time reaching and seeing what they are doing
- Coffee.
- Computers in a separate area - separate areas for movies/music - adult section enlarged
- Constant recorded musical loop of Olivia Newton-John's "Let's Get Physical" at entrance.
- Dedicated youth area
- Don't know if it's possible, but we need more physical space.
- Everything appears to be fine with me.
- Everything is good
- Expand on books for boys - maybe even advertise a boy's section. Feel like most books are geared towards girls.
- Expand! A larger library would be wonderful! It's so cramped. Get rid of the old faded books and movies in the window. Add some nice comfy chairs and couches with tables so patrons can browse materials more comfortably.
- Expand.
- Fireplace!
- Fireplace. Cafe.
- Fresh coat of paint and new carpeting or more durable tile with accent carpets in sitting and activity areas. Offering a coffee area may encourage more people to linger, such as a "coffee shop" environment.
- Group meeting room for Girl Scouts or just small rooms for 1-4 people
- Have 2 stories. The building isn't all that interesting.
- Have a bigger play area for little children and bigger community room for story time and other programs like the Elgin or Algonquin public libraries have
- Have a computer room like the quiet rooms where you have workstations all in one are enclosed. Same with children's computer area, separate room with workstations.
- Having a better space for younger children to play.
- Help kids out more
- I do not need any other physical improvements.

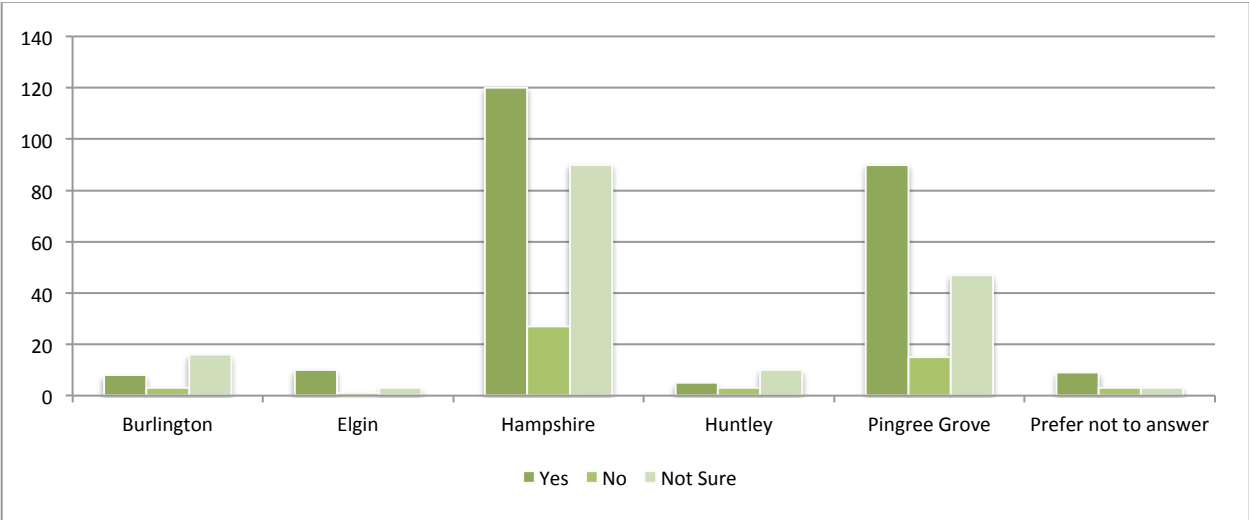
- I feel that the DVD rack in the adult section/area could be moved somewhere else so more tables/private studying desks could be added (like there was previously). It is hard to study at the tables in the children's area because there are usually lots of children talking and running around. It would also be inconvenient to study in the quiet room at times because you might be studying in groups.
- I honestly can't think of any.
- I like it the way it is!
- I like the library the way it is :)
- I like the way it is.
- I must tell you, whoever decided to get a copy machine that must be programmed to use, was poor judgment. It cannot be used without help.
- I see that you are using this to use as a reason to promote or possibly show as a reason to build a new library. Costs and funds available do not match. Find private funds and build away.
- I think it looks very nice!! It's always clean looking and smells good. I love the quiet room! Super smart idea!! I think there's enough space too.
- I think it would help revitalize the downtown area if our public buildings got a modern facelifts. Providing incentive for others to improve their properties. If our own town isn't willing to upgrade and modernize- why would the downtown business improve theirs? It makes our downtown area look tired and dying.
- I wish there was a separate quiet space, activity room, and community room instead of everything being in the same place.
- I would like to have a larger library offering more space and items.
- I would like to see an open area for play, exploration and story time for toddlers.
- I would love to have it expand and allow for more books, especially in the young adult section.
- I would say drop off cds/movies at the window box, I don't feel it necessary to take my child out of the car to drop off movies or CDs, there should be a window to drop them off or a pull up area to drop off CDs and movies
- I'm glad to see such a large section of materials for children because it's important they enjoy the library. By contrast, I think the materials available for grown ups is very limited.
- If budget allowed, I would like to see a few more computers. It would also be nice to have a few more tables / desks at which to work.
- Increase space for books all genres. Library signage with larger words/images.
- It gets so hot in the afternoons in there that it is uncomfortable.
- It is a nice space now.
- It is fine.
- It is obvious to me that more space is needed to have additional meeting space, more separation of distinct areas, kids space, etc., perhaps more computer space and magazine stacks.
- It seems when I am looking for something specific the library does not have it and it is also not available through an affiliate.
- It should be made larger to fit our growing town.
- It would be great if the library could expand, and maybe have the environmental system upgraded unless you just had the AC off at the time. It just seemed to be very muggy.
- It would be great to have a new facility with all of the comforts of a mansion. But the reality is, the tax base is too small to support this. Also, the library patronage needs to increase before big money is invested. Finally, Hampshire needs to maintain its small town agricultural heritage. D300 has already done irreparable damage to this heritage. We need to preserve what we have left of our past. Any physical improvements to the building or new construction needs to keep this in mind. This can be done.
- Its fine for a small town
- Just check air quality. It can feel musty sometimes and aggravate my allergies.
- Kids play area
- Larger and more accommodating for more materials.
- Larger and more current selection of adult fiction
- Larger and more modern
- Larger area for kids and story times/ events
- Larger building, larger selection of material
- Larger children's area, study rooms
- Larger facility
- Larger reading/studying areas, larger children's area with play space and reading time.
- Larger space
- Larger space and play area for kids
- Larger space, craft changed more frequently
- Larger. It often doesn't have the materials I need. More areas to sit and read in adult area.
- Less big wall of "cold" & "hot" windows, save on energy bills. Door so also all glass and hard to open and it hits me as it closes.
- Library meets the needs but could use better parking. Sometimes I put off going because of the traffic in town. Also more space between shelves.
- Library needs to expand as the community grows
- Like it just the way it is.
- Limit parking in at least one spot in front of library, to drop off books
- Lower shelves higher from ground
- Lower thermostat for children's area!
- Make it bigger. Take on the open space next to you.
- Make it larger to accommodate more books.
- Meets my needs
- Modernize everything about it! Purchase a large Keurig machine for the patrons to use. Buy

- Separate quiet area in addition to the multi-purpose room/magazine area
- Shades in the windows.
- Some items look old, damaged. Example...DVD cases, music cases, children's dept., books and carpet looks old too. Desk area needs improvement. Need a larger library with better parking. Backing out onto Main Street is difficult. Larger children's area. I would support a referendum for a new library.
- Some way to expand and create multiple community/activity rooms.
- Study areas.
- Study/meeting rooms.
- Teen space needs redesign, but I understand your hands are tied with the space you have.
- The library is small but you seem to make good use of the space
- The library needs a meeting room. I think the building behind the library should be purchased to enable the library to expand.
- The physical space is being used wisely; however, it is not sufficient. Small rooms for conferencing or tutoring would be nice to have.
- Update furniture
- Update!!! Seems very old
- Update/ refresh the look of the toys in the kids' section. Have you checked out the kids' section in the St. Charles library?
- Updated building, more parking, not by the train tracks
- Updated restrooms
- Updates

Would the area served by the library district benefit from a larger library building?



The responses tabulated by municipality are as follows:



Please indicate how strongly you agree or disagree with the following statements.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
The library is relevant to the community.	74.24%	16.23%	5.27%	1.83%	1.22%	1.22%
I would recommend the library to my neighbors.	69.72%	18.50%	7.93%	1.42%	1.22%	1.22%

Overall Comments: Please let us know if there is anything else you would like to provide as feedback.

- We love our library! When I was in high school, working at Ella Johnson Memorial Library was my first job. I have enjoyed seeing how far the library has come in those 20 years.
- A blessing to the community.
- A branch in Pingree Grove
- A larger library could provided larger and more meeting rooms
- A library is very useful to a community. I go to the library to use the computers, scanners, and printers and to check out movies and books. I've even taken computer workshop classes and attended various workshops. It's a place to take young children for story time and summer reading program. I haven't been to the library in Hampshire. I've been to the one in Elgin and West Dundee. I would like to see a branch in my Village, Pingree Grove.
- A new, larger library would be great
- A nice but small library.
- All the library personnel are knowledgeable and helpful.
- Always enjoy coming here: the friendly and helpful staff go out of their way to help you.
- An additional meeting room where it is quiet.
- Baby hit next before I could finish survey. We love the summer reading program.
- Better communication with in the staff.
- Can always be bigger. Very attentive and polite staff
- Don't think so. The current building isn't overly busy when we visit and we rather enjoy its quaint and cozy environment.
- Eliminate fines on children's books like our old library (Algonquin)
- Ella Johnson has provided for needs before I knew I had them. It may be physically small, but the programs and services offered far outdo those of larger libraries I've encountered. Tree Climbers, story time, Souns, Omni, and Ancestry International are just a few of the special offerings I enjoy. The greatest asset that the library has, though, is the staff. They are not only extremely friendly and helpful, but knowledgeable about the library's offerings. Many of then have even befriended my small children and make going to the library an exciting and educational experience for them. I really appreciate everything they do.
- Ella Johnson is the best thing about Hampshire and the surrounding areas.
- Employees are very helpful! And save used magazines for my business of laundromat.
- Even though I am often disappointed in the lack of availability of children's books I need for lessons, I am always impressed with how rapidly I can usually get said books through inter-library loan. I am also impressed with the frequency and volume of new acquisitions in both the youth and adult areas.
- Even though the children's area is very small in comparison to other libraries, the programs are great!!!
- Evening story time was great with older child. Can't make it to daytime one with younger child.
- Everyone is very polite and helpful.
- Excellent, helpful staff! Limits seem related to limited square footage. Shelves are often too tight with books. A branch would retain the charm and ease of having the library in downtown Hampshire. If there were a branch in Burlington, it would better serve the needs of those on the south end of the library district and add a sense of community there too.
- Expanding the library would be fantastic, but you cannot find a better location than where it sits now in the heart of the community. If possible, acquiring the building behind and expanding into that space would be fabulous, but could be problematic with relocating the utilities.
- Extended hours are always helpful, especially since the library is a distance from home or work.
- For being such a small space there is always something new to find in kids and adults items
- Go away!
- Good variety of programs provided. Would also like author readings/book signings and programs geared to older adults. I just attended a program in Dundee about alternate services to cable. Also programs reflecting the community, areas of local

interest, and services available to seniors and families.

- Good work keep it up
- Great efforts have been made in the past. For example, children and teen programs, tech classes and initiatives for all ages, book clubs, author talks, speakers, and cemetery walks, to name a few. Continue the great activities. Time and how people use it has changed. Embrace that change and use it to meet the needs of the community and to grow the mission of the library. By the way, what is that mission?
- Great job, library team!!
- Great library and great staff
- Great library! Would love to learn more about it!
- Great staff that work hard to be friendly and helpful. We love our library. I wish there was a larger space for the children to play and learn.
- Hampshire library does a good job.
- Happy to see separate area for book returns
- I am grateful for the library and its helpful staff.
- I am new to the area and find it very friendly.
- I am very pleased with the Hampshire Library.
- I appreciate the library and it's staff. Thanks for the opportunity to weigh in on future decisions. Good Luck & God Bless your efforts!
- I believe it would help if there is more room for books. I can tell it's getting crowded.
- I don't often use the Hampshire library because I live in Huntley, about a block from the Huntley library district boundary line. Huntley library is more convenient to get to, and the consortium that Huntley participates with offers a larger selection of materials.
- I enjoyed the harp sisters concert and watch for programs and events to come to.
- I go to Huntley library since I live in Huntley.
- I have enjoyed the support of all the people in the library and my son has loved the classes he has attended. We love the K book bags we check out!
- I have found the younger staff to be very friendly and extremely helpful but the older staff rarely wants to get out of their chairs.
- I have seen significant improvement and change over the last ten years. However, I do not have a good sense as to which service were well received and used: verse which initiative did not result in expected usage. I have no idea if they were continued or dropped. Obviously you are trying to obtain a read on where the community is in regards to your status, which is to be applauded unless you use this as an excuse to request a tax increase, without explaining you future objectives and why you think it is necessary.
- I have the highest regard for all of the staff. I have had listening ears to questions and good answers back. The staff and I have shared book

ideas and discussions as friends. Keep up the good work.

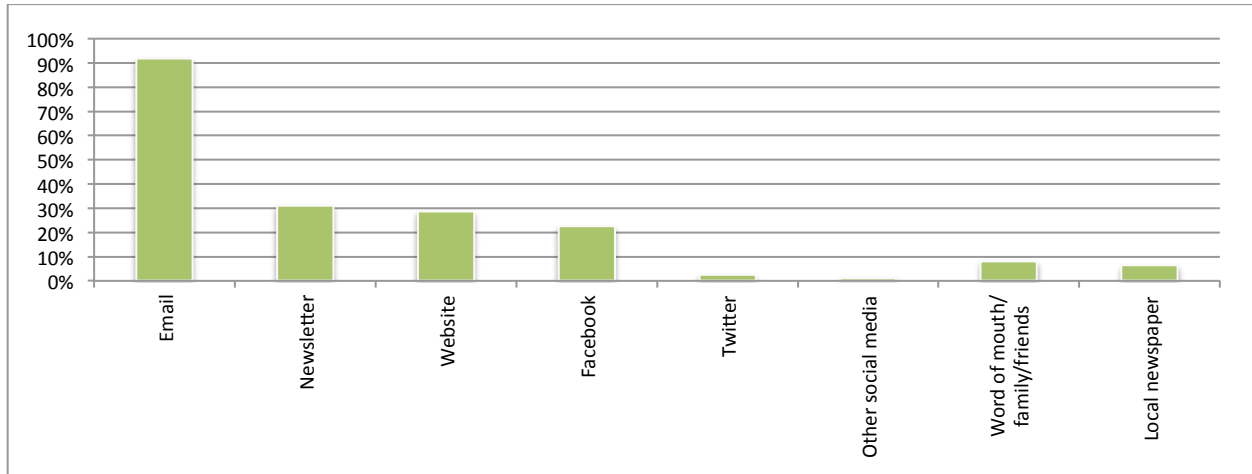
- I love all the kids programs especially Souns, story time, Storybook Picassos, and summer reading events! It seems to be sufficient for now. Parking is sometimes limited though on the streets.
- Staff have helped us with resumes, genealogy searches and many other tasks and is an asset to our library.
- I love my library and the staff.
- I love our library. I don't get the chance to use it very often but find it very helpful to use when I need it.
- I love our library. The staff is always friendly and accommodating. I do encourage people to use their library. It has so much to offer and it is great for children of any age.
- I love our little town, but the downtown area is uninteresting and the library should be in a more scenic setting. The quiet reading room is small and isn't a place I would go to read and relax and look out the windows.
- I love our local library! I appreciate the kind and helpful staff as well as all the beautiful books and ebooks, DVDs, on line magazine, movie, music services and great emails introducing cool new benefits like Mango, great programs and guest visits etc. at our disposal.
- I love that the library shares materials with neighboring libraries so that there are endless books at our use and that the library brings them to Ella Johnson location for pick up.
- I love the emails and newsletters from the library. I do see interesting options and think the variety of programs offered is impressive. Thank you.
- I love the library :) Doing a great job with limited space. Staff is friendly and helpful.
- I love the library and appreciate its services
- I love the library here in Hampshire, but I often go to Elgin library d/t the limited hours and children's programming here in Hampshire.
- I love the small town feel of the library. We moved to Hampshire for the small town country feel. Please do not make the library bigger. That will take away from the charm. If it's Pingree Grove residents that want a bigger library...let them build their own!
- I only just got my card a couple of months ago, but I was impressed by the friendliness and knowledge of the staff. At this time I have only used the digital library, but plan to visit more often when grad school ends.
- I really enjoy the library and just wish my schedule would allow me to visit more often. Thank you!
- I saw that the surveys are available at the Pingree Grove village hall, why not Burlington since our communities are strongly linked by not

- only intergovernmental cooperation but also linked by faith and churches?
- I think everyone there does a fine job.
 - I think the library is a great resource for the community
 - I think this is a very special library... warm and welcoming and in tune to the community's needs and interests.
 - I use they library primarily for business research, but occasionally check out a book for reading.
 - I was unable to complete this survey online because it was not compatible to my Apple computer.
 - I wish there was more parking, but it is very important to me to keep the library in Hampshire.
 - I wish there were more study rooms
 - I would like the library to have a more permanent home with enough area to add areas targeted for each age group. More than bookshelves dedicated to them. I would like my child to have access to digital materials for learning and an area for play. I hope a larger variety of digital programming becomes available for teens and adults.
 - I would like to see the Ella Johnson Memorial Library remain in downtown Hampshire rather than in out in the middle of a cornfield somewhere in the district. I think the parking problem can be coped with. I think it is important that patrons in Hampshire should be able to walk or ride their bicycles to the library in town.
 - I'm love going to the library. The staff is knowledgeable and friendly and the atmosphere is family-friendly.
 - If there was a smaller branch connected to here in Pingree Grove that would be great. Dundee did that.
 - If you are looking for something obscure you are not going to find it at Ella Johnson. You should go to Gail Borden.
 - It is a great place for kids to spend their time reading and learning different things. It gets them away from the house and television.
 - It is unfortunate that we will live in Hampshire but not close to the library or else we would visit more often. If it was a larger library with more to offer, I would be more likely to make the drive. I do want to mention that the workers at the Hampshire Library are extremely friendly and welcoming and I appreciate that!
 - just at a stage of my life that I do not use the library as often. Still love libraries
 - Just starting to get involved in the story time activities and we are enjoying this.
 - Keep up the good work and keep up the pretty smiles staff.
 - Library boundaries need to be redrawn
 - Library does a fantastic job meeting the needs of the community. Lots of resources, excellent staff, bright & inviting facility.
 - Library has great programs but not enough space
 - Longer hours maybe
 - Love our library, don't go enough
 - Love placing holds online & picking up at library
 - Love the helpful staff. Always willing to help me get the materials I want. Friendly and professional. I love my library!
 - Love this place. I love that it's small and serve a small district.
 - More programs for kindergarteners. No yr. old programs.
 - More programs on Hampshire history
 - Most of the ladies there are very nice and have made my daughter and I very welcome
 - Move it into the Pingree Grove area.
 - My husband wrote and donated a copy of his book to the library. A sentence mentioning a local author in your newsletter would have been appreciated.
 - My preschool aged son absolutely loves when we go to the Ella Johnson library. As a parent, I find there is a lot of variety in the books available for his age.
 - Nice place to go. The staff is great.
 - None
 - None
 - None come to mind
 - Nothing
 - Nothing more.
 - Nothing. As said you do a phenomenal job!
 - Nothing. They do a FANTASTIC JOB !!! It's a pleasure to come into this place.
 - Our family loves the library and the services it provides for children.
 - Overall the library is great. It would be nice to have a newsletter sent electronically that advised how to get/use services such as audio books.
 - Overall they have had what I've needed - when they haven't Gail Borden did. I love having a local library.
 - Overall, my family and I always enjoy our visits, but because of the small size, our stay is usually always very short. I definitely think that getting a newer; larger and more conveniently located location would be your first order of business, anything else would be secondary to that. Thank you very much for allowing us to express our opinions. Oh yes, the staff has always been great too, so, you're all good there! :-)
 - Please open a branch here at Del Webb. There are 11,000 people here. 5,500 homes. More than in Hampshire.
 - Set up a branch in Pingree Grove atone of the community centers.
 - So far, I've been very happy with the science oriented summer events for the kids. Just wish

that if the performer for the event can't do it on the scheduled date, that we be informed. We can reschedule other appointments instead of wasting our time showing up.

- Staff and help provided are always great!
- Staff have made many wonderful improvements with regards to the use of the space & the front counter. It is so neat & clear now!
- Staff is absolutely amazing
- Staff is always helpful and often suggests activities or items for me to checkout.
- Staff is very helpful and courteous.
- That our experience in our transition to the areas Library has been very good. Not as many materials, but for the size it provides adequately and able to provide materials we many need to request for surrounding Libraries.
- The concert series is a plus also
- The library is doing a great job.
- The library is much more than meets the eye because of the community networks for borrowing reading materials. Thank you.
- The library is the best deal around!
- The library is very important for research and learning.
- The library should be the backbone of the community! We should treat it and find it that way. We should let it grow for our community so it can serve everyone in the community.
- The library staff is excellent.
- The library staff is wonderful and very helpful and friendly. I've enjoyed some of the evening programs, the senior craft, and some of the programs they have done explanations for
- The staff has provided several clues to the answer to my research question. I appreciate all the time and effort they have put into digging clues to what I thought would be just a simple question.
- The staff does a fantastic job, and the breadth of sponsored programs like the Living Room Concert Series are phenomenal.
- The staff has always been helpful and will recommend books, etc. The staff is very creative when coming up with activities. I enjoy going to the library.
- The staff is always great! I absolutely love my library, so does my kids and their teens. They say I stay too long but while I'm visiting and after they've made their selections, they still find way to occupy their time by using the available computers.
- The staff is great. Very helpful and friendly.
- The staff is helpful and very welcoming.
- The staff is very helpful for us seniors.
- The staff is very helpful.
- The staff is wonderful - maybe one more person at the front desk would be great - the staff is pretty busy
- There is a need for more graphic novels for my autistic child that has a lower reading score (5 levels) than others the same age, but can read or wants to read funny novels with high levels if they have action images to follow texts.
- There is some extremely friendly staff, which is always welcoming. We love the summer ready
- This electronic music,, movies, and 3-D printer, rent this stuff for 6 months and see if it gets used. I would really be greatly disappointed, strongly disappointed if this equipment was to sit and gather dust. While at the same time you would need higher taxes for operations.
- This is a fantastic library, which provides numerous resources beyond books. The magazines, DVDs, CDs, are incredible. The programs for children, teens and adults are relevant and of high interest. The staff is intelligent, friendly and so willing to help. What a wonderful place to be!
- This is such a great resource, very family oriented. I think Hampshire has grown and library needs to grow with it :)
- This place has been very enjoyable to my wife, my granddaughter, and me. Great job to all !!!!! P.S.. I will pay higher taxes for library improvements!!!!
- To me the Hampshire library is doing a great service.
- VERY friendly and helpful staff!!
- We have a great library with wonderful staff. If you're going to spend my tax money. Spend it on growing our library to better service our community especially our children.
- We live in Cambridge Lakes and love how you serve our community by offering monthly story time and the new Souns program, thank you!!
- We live in Elgin, near Gail Borden, but cannot get a card there. It's frustrating to go all the way to this library when it is so much farther.
- We love the Hampshire library!!!
- We love the library, lots of friendly faces, always new materials
- We love the library, staff, and services offered
- We moved here last year and were delighted to find my favorite authors on the Library shelves... Stuart Woods, James Patterson, Janet Evanovich, J.D. Robb
- Would like a bigger library altogether with more evening hours and earlier opening hours. Would like to see a sort of party room where kids can have parties or adults can host meetings/luncheons
- You are a wonderful resource to the community.
- You do a great job with what you have to work with.
- You're doing great with what you've got.
- Your staff is wonderful and always very helpful!

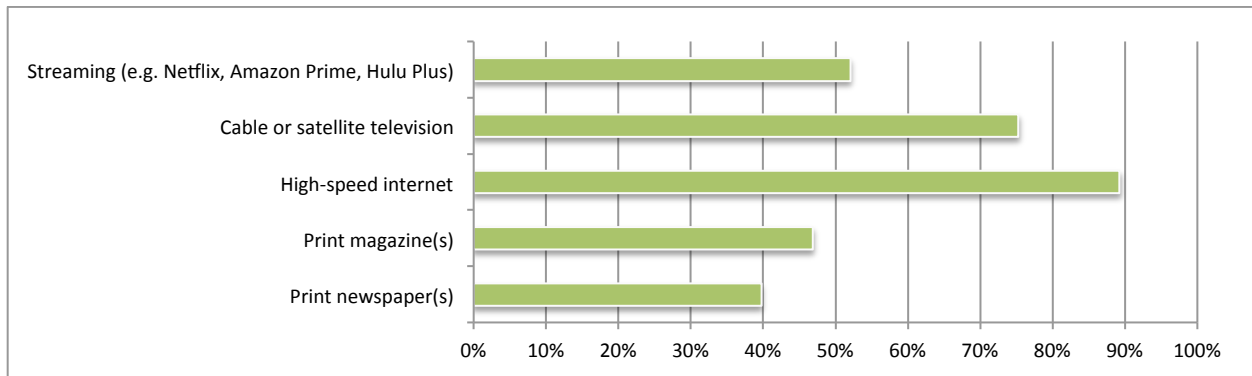
How do you prefer to receive information about the library? (Please check all that apply.)



Additional responses included:

- Don't want information about the library.
- Fliers from the library
- Kik
- Mailings, postings/flyers at the library
- Newsletter by email is fine.
- Text
- Text
- Town mailer

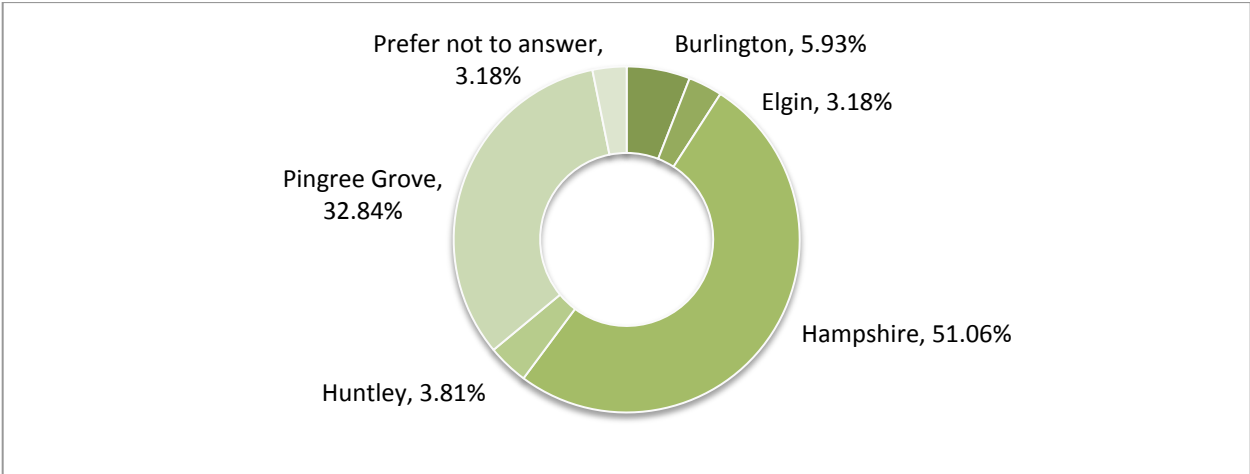
Which of the following services do you subscribe to at home? (Please check all that apply.)



Additional responses included:

- Apple TV
- Books on tape
- Dish
- Fox Valley Internet Wi-Fi not high speed
- Fox Valley is low speed Internet.
- Low speed internet
- No internet
- Online magazines
- phones, computer, email and texting
- Radio
- VOIP

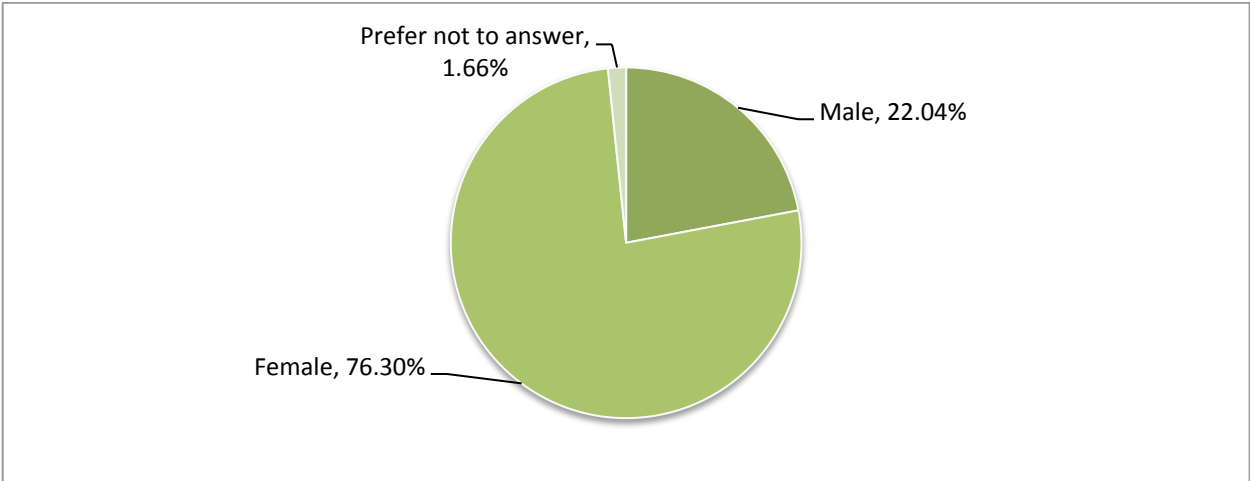
Where do you live?



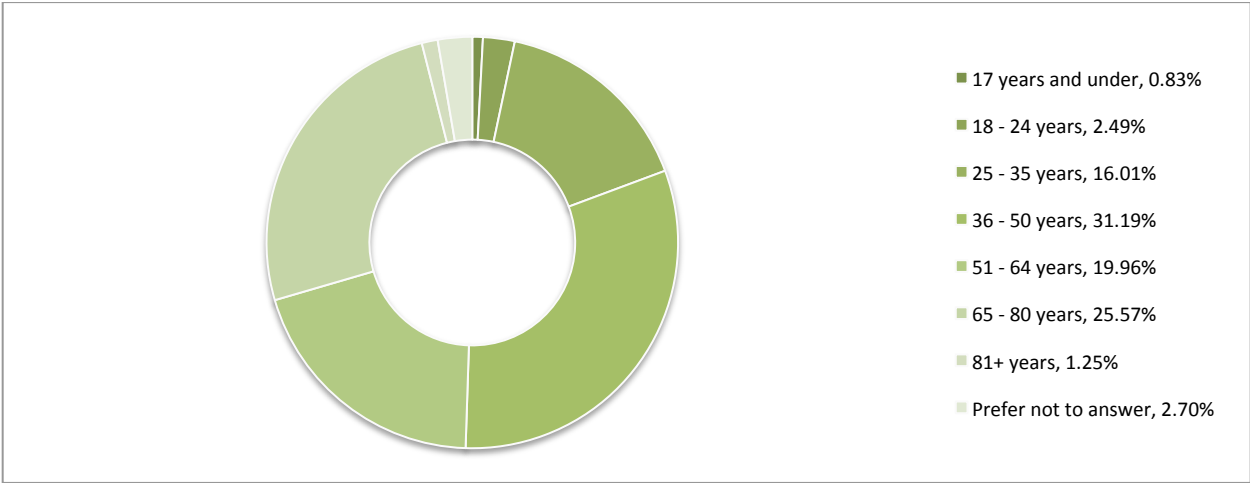
Additional responses included:

- Del Webb
- Genoa
- Maple Park/Burlington Township
- Marengo
- Outside the city limits....therefore we have no access to Internet directly.
- Plato Center
- Plato Center/Hampshire
- Rural Elgin
- Rural Hampshire
- Rural Hampshire
- Rutland Township
- St. Charles
- Sycamore
- We have a Maple Park address, and we are at the very south end of Burlington Twp.
- Woodridge

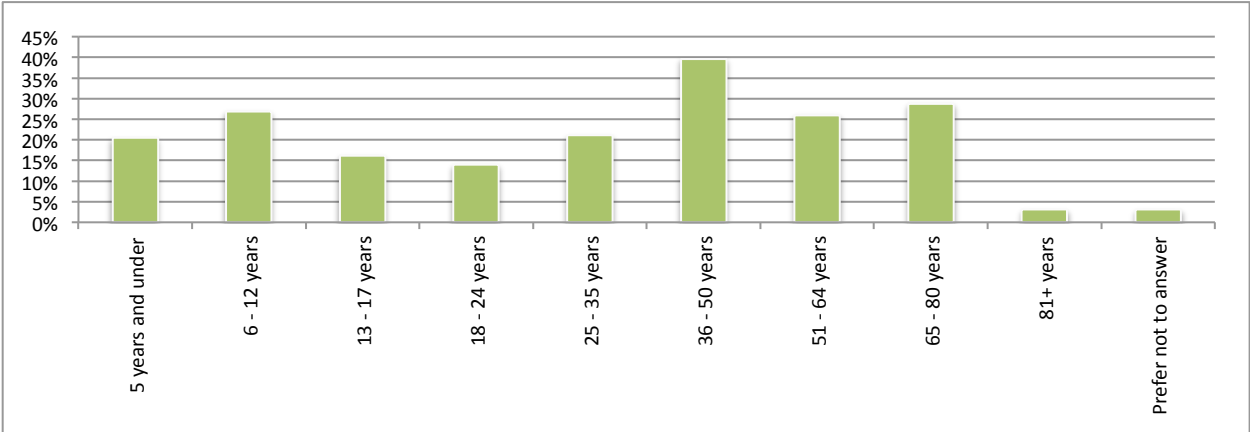
Please select your gender.



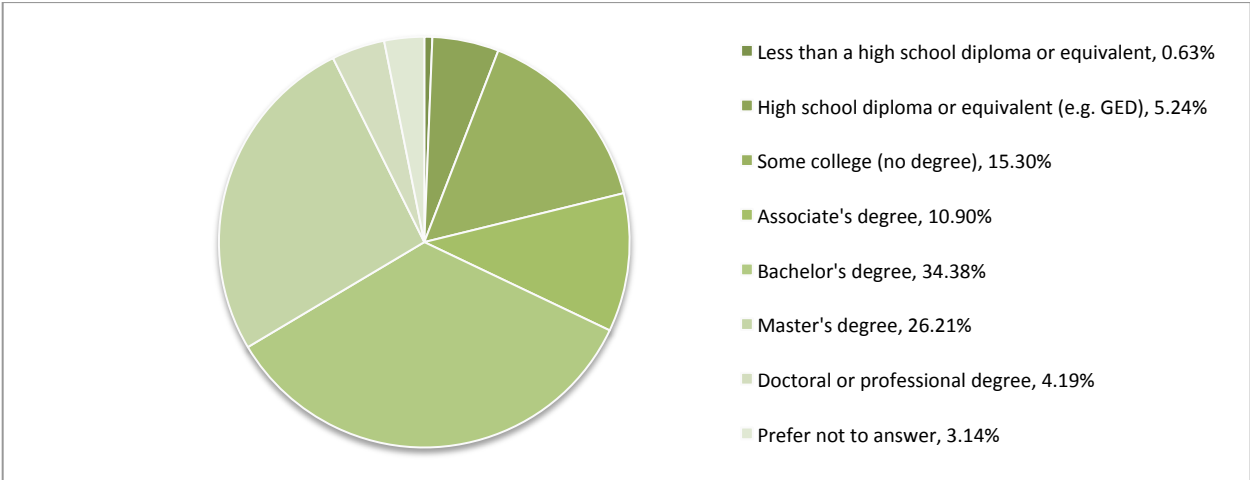
Please select your age range.



Please select the ages of the people in your household. (Please check all that apply.)



Please select the highest level of education someone in your household has attained.



COMMUNITY FOCUS GROUPS

Residents reported visiting the library for a variety of reasons, most commonly to check out materials and to attend programs. Some focus group participants said that they “don’t use the library all that often” and that they “really don’t even walk around the library very often.” They said that other neighboring libraries have more to offer for both collections and programs. Parents of young children said they “liked to explore libraries that have more space, more materials” and that “materials [at Ella Johnson] to engage young kids are pretty thin.”

Focus group participants universally praised staff, citing them as “very friendly, very approachable,” and “the library’s number one asset.” They reported that staff members “respond to any question you have right away.” Another participant complimented the staff and said, “Staff are wonderful, so nice and very professional and knowledgeable even when I call with a question.”

While focus group participants appeared to enjoy the location of the library, some residents living farther away from the library, particularly those in Pingree Grove, said they would visit more often if it were larger. In addition, some residents suggested that satellite locations in shared space with local governments, such as park districts and villages to offer some services to residents of Pingree Grove and Burlington, might provide a better option. One participant noted, “Branches might be part of the solution.” One resident from Pingree Grove said, “I use the library from a digital standpoint because it’s a haul for me to get there.”

Residents suggested that the library needs more space for children, with others emphasizing a need for more distinct areas within the library for adults, teens, and children. One participant said, “This is a great small library, but we’re not that size anymore nor will we be five years from now,” referring to the significant population growth in the area. Noting that the collection feels “cramped,” “there is limited space for programs,” and “we need meeting space,” participants felt that the “library needs to just get bigger.” One participant said, “I come here to check out materials, but there is nothing here to keep you here.”

Overall, focus group participants appreciated the library’s work to become a part of the community, recognizing the many outreach strategies to community residents and organizations. One community leader said, “Libraries used to be like grocery stores, and now they need to be like kitchens,” supporting another participant’s view of the library as a “community center” and “hub of greater Hampshire.” They suggested incorporating more experiential and exploratory options, particularly for young children and the “pockets of students who are economically disadvantaged.” Residents and community leaders alike appreciated the “welcoming environment” of the library and would like to see more options for parking, as well as more meeting space and study areas. Community leaders echoed residents’ support of the library sharing space with other local entities, with one participant suggesting the possibility of sharing space with a potential new Pingree Grove village hall.

Library staff echoed the need for more space, for not only programming and the collection, but also storage and staff work areas. One staff member said, “We have to weed very often just due to space,” and another said, “It would be nice to have dedicated study rooms.” Staff members also felt that a dedicated outdoor space for library use would be an asset utilized and appreciated by the community, and a computer lab for classes would be regularly

used. Meeting space was identified in multiple focus groups as an asset lacking in the community as a whole. One resident referred to the teen area as “a joke,” while others repeatedly said that the “physical space has not kept up with population growth.” Another participant said, “There is no space in town for students to meet on group projects.” While there was some discussion about a potential resistance to higher taxes, focus group participants overall desired a larger library building.

There was also a shared sense that the “ability to promote what [the library has]” could be enhanced. Residents learned about library programs and updates primarily through the newsletter and the library website and more recently enjoyed receiving e-blasts. One participant appreciated the “consistency and quality of newsletters.”

Focus group participants felt that district residents who do not use the library do not find it “enticing enough.” There was support for the library serving more of a role in professional development of working adults, including offering more classes and more online resources.

Community leaders were appreciative of the library’s approach to collaboration and sharing resources. They noted several examples of partnerships between the library and schools, as well as increased awareness of the needs of the business community.

Overall, focus group participants felt that there is a “need to evolve into a community center instead of a traditional library” and would like a library that has a “buzz when you enter,” that features more art, and that “is a catalyst and doesn’t duplicate other educational services” in the community.

NEXT STEPS

Based on the survey results and feedback collected during the community focus groups, residents of the Ella Johnson Memorial Public Library District desire both traditional library service and a transition to the modern library’s role as a community center. Despite concern for the burden of local property taxes on residents, there is a vision for the library to meet the needs of the community for residents of all ages. Analyzing this feedback during its upcoming strategic planning process will provide the library with insights into the goals of library users to increase the library’s role as a social and civic hub of the community, its relevancy through engaging programs, as well as its role in providing access to information through materials, online resources, and services.