Evergreen Park Public Library
COMMUNITY SURVEY 2022

Evergreen Park Public Library would love to hear from you. Tell us how you currently use the Library and ways we can build upon what we currently offer. The survey results will be used to help guide the Library's new strategic plan. Thank you for participating!

Section 1: Library Use/Experience
Tell us about your experience using the Library.

1. In the past 6 months, how often have you visited the Library in person?
- ☐ Multiple times per week
- ☐ Once per week
- ☐ Once or twice per month
- ☐ Once every few months
- ☐ I have not used the Library (in-person) in the past six months
- ☐ I have used the Library but only virtually via eBooks, databases, and virtual events.

2. When you use the Library, is it for (select all that apply):
- ☐ Checking out materials like books, DVDs, games, etc.
- ☐ Copier, scanner, printer
- ☐ Computers
- ☐ Study rooms
- ☐ Wifi
- ☐ Children's play area
- ☐ Databases
- ☐ Downloadables: ebooks, eaudiobooks, emagazines
- ☐ Adult programs
- ☐ Youth programs
- ☐ Teen programs
- ☐ Meeting rooms
- ☐ Quiet reading room with fireplace
- ☐ Friendly customer service
- ☐ Just to sit

3. If you chose "checking out materials" for the question 2 (select all that apply):
- ☐ Browse to see what new materials are available that interest you.
- ☐ Get in, grab what you need, and get out as quickly as possible.
- ☐ Place items on hold.

4. Do you feel the need to use another library besides Evergreen Park? If so, why? Select all that apply:
- ☐ No, I love EP Library!
- ☐ Larger collection
- ☐ Programming options
- ☐ Technology
- ☐ No fines
- ☐ Children's play area
- ☐ More helpful staff
- ☐ Hours
- ☐ Location
- ☐ I do not feel represented at the Library
- ☐ I do not feel welcomed at the Library

5. If you do not use the Library, please tell us why. Select all that apply:
- ☐ I buy my books online.
- ☐ I only go online for my information.
- ☐ I didn't know the Library offered more than just books.
- ☐ I utilize other public meeting spaces.

6. When visiting the Library and asking for help, how was your experience: (**1** = needs help; **5** = the best)?

Helpfulness	1	2	3	4	5
Availability	1	2	3	4	5
Welcoming	1	2	3	4	5
Knowledgeable	1	2	3	4	5

Additional Comments

_____
_____
_____

Section 2: Events & Classes
Help the Library continue to offer a wide array of educational and entertaining event options for all ages. Use Question 18 if you have specific topic suggestions.

7. How important is it to you that the Library offer a variety of programs/crafts/social groups for you or someone in your household to attend?
- ☐ Very important – I love going to programs
- ☐ Somewhat important – I go when I can/if the topic interests me
- ☐ Nice to have, but not something I care about/make time for in my life
- ☐ Sorry, I do not attend programs.

8. When attending programs, do you like to attend:
- ☐ In-person
- ☐ Online/virtually
- ☐ Both

9. If you attend programs, what age group(s) are the members of your household that attend or would like to attend programs? Select all that apply.
- ☐ Ages 0-5
- ☐ Grades K-2
- ☐ Grades 3-5
- ☐ Grades 6-8
- ☐ High school
- ☐ Adult (18-64)
- ☐ Senior (65+)
- ☐ Sorry, I do not attend programs

10. If you prefer to attend programs virtually, do you prefer them to be:
- ☐ On-demand (pre-recorded for you to view at your convenience)
- ☐ Live at a scheduled time
- ☐ Both

Evergreen Park Public Library 9400 S. Troy Ave, Evergreen Park, IL 60805

Cut on the dotted line and and drop off at the library or use postal service to mail to us.

Section 3: Library Space and Services
Library services are changing to meet new community needs. Tell us how we can best utilize our space.

11. Which library spaces would you like to see included at the Library? Select all that apply:
- [ ] More study rooms
- [ ] Larger interactive area for children
- [ ] Makerspace/digital media lab
- [ ] Coffee bar
- [ ] Job/Career Center
- [ ] ESL/New Citizen Corner
- [ ] Other

13. Which of the following electronic resources would you most likely use. Select all that apply:
- [ ] Video streaming platform (Kanopy, Hoopla, Hulu, Apple TV)
- [ ] Continuing education/professional development (i.e. Lynda.com/LinkedIn Learning)
- [ ] Homework help
- [ ] Language learning
- [ ] Music streaming
- [ ] Career prep (i.e. resume, cover letter, interview assistance)
- [ ] Early literacy skills

12. If the Library were to provide access to the following technology/equipment, how likely would you be to use it (1 = least likely; 5 = most likely)

	1	2	3	4	5		1	2	3	4	5
3D Printer	1	2	3	4	5	VHS-to-DVD converter	1	2	3	4	5
Vinyl Cutter (ex. Cricut)	1	2	3	4	5	Demo Kitchen	1	2	3	4	5
Laser Cutter	1	2	3	4	5	Sewing Machines	1	2	3	4	5
Large Format Poster Printer	1	2	3	4	5	Virtual Reality	1	2	3	4	5

Section 4: Reach/Publicity
Tell us how you interact with the Library.

14. How do you most often receive information about the Library? Select all that apply:
- [ ] Email/e-newsletter
- [ ] Printed newsletter
- [ ] Library website
- [ ] Information posted in the Library
- [ ] Social media: Facebook, Twitter, Instagram, TikTok
- [ ] Word of mouth

15. How do you use the library website for? Select all that apply:
- [ ] Searching the library catalog
- [ ] Putting materials on hold
- [ ] Finding/registering for events or programs
- [ ] Accessing downloadables, like ebooks
- [ ] Using research databases
- [ ] Reserving a meeting room or study room
- [ ] Sending a wireless print job

Section 5: Participant Info
Tell us a little bit about yourself.

16. Do you live in Evergreen Park and if so, which quadrant?
- [ ] Yes, Northwest
- [ ] Yes, Northeast
- [ ] Yes, Southwest
- [ ] Yes, Southeast
- [ ] No, I do not live in Evergreen Park

17. Which best describes you?
- [ ] American Indian or Alaska Native
- [ ] Asian
- [ ] Black or African American
- [ ] Hispanic, Latino, or Spanish
- [ ] Native Hawaiian or Other Pacific Islander
- [ ] White
- [ ] Other
- [ ] Prefer not to say

18. Tell us what you would like to see from the EP Library in the next few years (e.g. programs, materials, resources, collections, policies – anything) or any other comments, questions, or concerns.

_____
_____
_____

19. As part of our strategic planning process, the Library will be hosting community listening sessions. Please include your contact information below if you are interested in participating in a listening session.

Name _____
Phone number _____
Email address _____

20. Would you like to get involved? There are many volunteering opportunities at the Library. Check which ones you would be interested in. Provide your name and contact info.
- [ ] Book sales
- [ ] Fundraising
- [ ] Marketing
- [ ] Seed library
- [ ] Monarch garden assistant
- [ ] Special events
- [ ] Technology
- [ ] Foundation member

Name _____
Phone number _____
Email address _____

21. Please enter your contact information for a chance to win one of SIX GIFT CARDS IN THE AMOUNT OF $50 to the local EP establishment of your choice. For this entry, your contact information will only be used if you win a gift card.

Name _____
Phone number _____
Email address _____