



Community Survey Summary

Spring 2022

This spring, library leadership began a strategic planning process to help guide the library for the next three to five years. At the end of April, we surveyed the community to learn how you use the library and what you'd like to see from the library, and our community, in the future. We made the survey available on our website and in the library, and sent it out to the community in our email newsletter and on our facebook page. Over the course of two weeks, nearly 600 community members shared their ideas and aspirations for the library with us.

We surveyed the community on five questions:

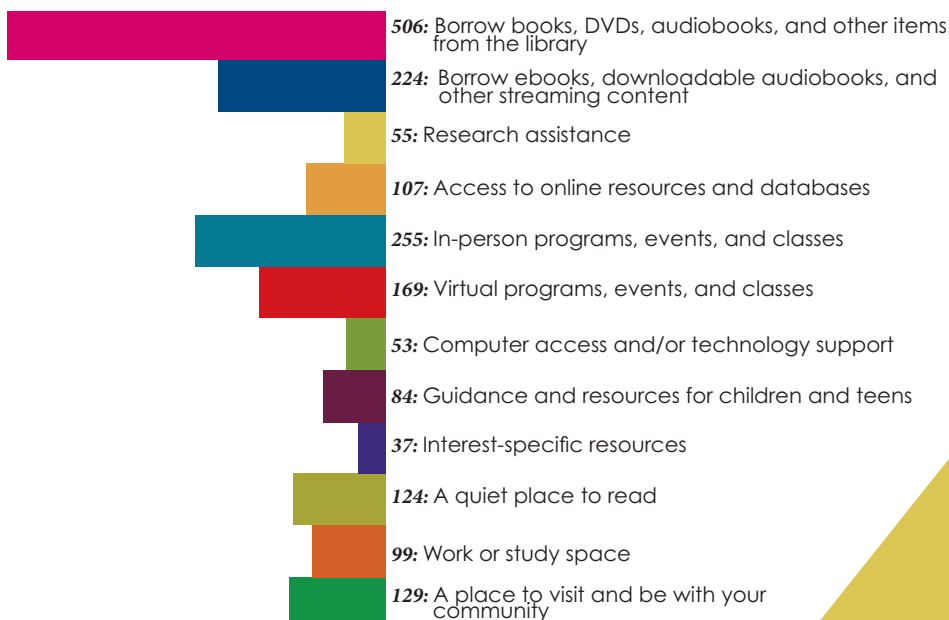
- Where do you live?
- Do you have a library card?
- What are the primary reasons you use your library?
- What experiences or resources would you like the library to add or improve?
- If you could add one resource or experience to your community, what would you add?

We identified three major trends, which are explored on the following pages.

Spaces in the Building | Services for Children & Families | Accessing the Collections

What are the primary reasons you use your library?

558 respondents chose all applicable responses.



Spaces in the Building

The building is one of the most important facets of the Wilmette library experience. Community interest in the building is wide ranging, from prioritizing the collection to improving comfortable seating to the availability of spaces for groups to meet.

What you're looking for:

- A building that can accommodate multiple library activities and needs under one roof
- More seating options and comfortable quiet spaces to read and browse materials
- Shelving that makes browsing easier
- A creative space with tools like a 3D printer and laser cutter
- Quiet rooms for meetings and remote work
- A community outdoor space

What you can already find:

- Maker equipment for all ages available by appointment, including a 3D printer and vinyl cutters
- Four reserveable study rooms on the second floor and workstations and tables throughout the first floor and lower level
- Programs on the Library Lawn for adults and children
- Seating restored throughout the building at pre-pandemic levels
- Comfortable seating in the Periodicals Room
- Zoned areas including quiet study spaces, teen spaces, group work areas, and a snack area



422 Respondents enjoy library programs

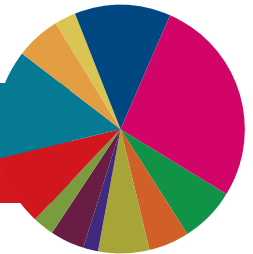
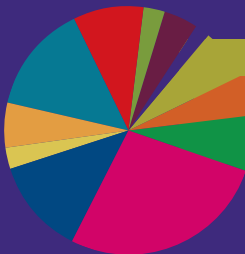
138 Prefer in-person programs; 52 Prefer virtual programs;

232 Enjoy both virtual and in-person programs

240 Respondents listed library spaces as a priority:

49 Seeking a quiet place to read; 37 seeking a place to work or study

65 Looking for a place to be with the community; 89 some combination





"It's time to bring back the energy for kids activities at the library!"

Services for Children & Families

Finding resources and activities for children is one of your top priorities. Whether you're looking for a storytime, a STEAM activity, or a few hours to browse books, you are looking forward to engaging with our librarians at the library building with your family.

What you're looking for:

- Kid friendly furnishings and shelving
- Readers advisory for tweens and middle grades
- Areas for unstructured play
- In-person programs for children of all ages
- Programs on weekends and afternoons for families with working parents
- Initiatives to foster year-round reading engagement

What you can already find:

- Resumption of on-site programs for children
- Book groups for elementary and middle grade students
- STEAM resources for children in programs and in the Library of Things
- Summer and Winter Reading Clubs to encourage reading and engagement with books
- Interactive toys in the children's area
- Curated reading lists for differing interests and abilities from Youth Services librarians



“Clearer way to find books on my own”

“More books!”

“STEAM devices like 3D printers”

“More and more ebooks”

Accessing the Collection

The survey results are clear: you are looking for more ways to access and explore our deep collections. Whether that's finding the latest bestseller, doing research with our online resources, or loading up your ereader, ease of access and availability of items is a top priority to the Wilmette community.

What you're looking for:

- Even more availability on Libby
- Expand the teen selection
- More online resources, such as access to news and entertainment media for card holders
- Lending libraries of equipment and STEAM resources
- Methods to quickly pick up holds
- Easier browsing and promotion of the collection

What you can already find:

- A library app that gives you access to your card, the catalog, and calendar of events
- Permanent availability of Parking Lot Pickup
- Access to collections across the Chicago area and beyond with interlibrary loan
- A variety of specialized collections, including business resources, local history, and expansive non-fiction resources, with librarians to help navigate your access
- Massively expanded ebook and downloadable audiobook collections
- The Library of Things, featuring tech tools and other non-traditional items that can be borrowed for home use



512 Respondents check out physical or digital items;

197 Borrow from both;

291 Physical only; 25 Digital Only