

3. For any items that you clicked dissatisfied or very dissatisfied, what can the library do to increase your satisfaction?

4. What would make it easier for you to use the library more?

5. Please rate the following library services, collections, programs, and spaces in terms of their value to you and your family.

| | Very valuable | Valuable | Slightly valuable | Not valuable at all | Not aware this was available at the library |
|---|-----------------------|-----------------------|-----------------------|-----------------------|---|
| Physical materials to check out | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Digital materials to download | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Use of a computer or printer | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Getting help from staff | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Using the library's free WiFi | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Use of databases and online learning | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Making copies, scanning, or sending a fax | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Attending programs/events | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Taking classes that build reading, computer, and job skills | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Participating in creative arts and STEM programs | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Notary service | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Use of a meeting room | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Use of a study room | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

6. Where do you learn about what is going on at the library?

- | | | |
|--|--|--|
| <input type="checkbox"/> Library newsletter mailed quarterly to your address | <input type="checkbox"/> Facebook | <input type="checkbox"/> From a friend |
| <input type="checkbox"/> Library website | <input type="checkbox"/> Instagram | <input type="checkbox"/> From the schools |
| <input type="checkbox"/> Library staff | <input type="checkbox"/> NextDoor | <input type="checkbox"/> From a community organization or church |
| <input type="checkbox"/> Flyer or poster in the library | <input type="checkbox"/> Local newspaper | <input type="checkbox"/> At a community event |
| <input type="checkbox"/> Other (please specify) | | |

7. Where are other places that you get news about the Waukegan community?

8. Where should we focus resources over the next several years? Please rate the items below based on your opinion of their importance to the future of the library.

| | Very important | Important | Slightly important | Not at all important |
|---|-----------------------|-----------------------|-----------------------|-----------------------|
| Print Books | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Magazines/Newspapers | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Digital and streaming collections of eBooks, downloadable audiobooks, movies, and TV shows (Hoopla, Libby, Biblioboard, etc.) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Physical A/V collections (DVDs, Blu-rays, music CDs, videogames) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Equipment to check-out (such as electronics, tool sets, sewing machine, adaptive technology, telescopes) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Mobile and outreach services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Health and wellness services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Programs and events for seniors (age 60+) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Programs and events for adults (age 30-59) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Programs and events for young adults (age 19-29) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Programs and events for teens (age 12-18) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Programs and events for children (age 6-11) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Programs and events for young children (birth to age 5) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Technology for use in the library | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Updating and modernizing library spaces | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| A Makerspace (3D printer, lasercutter, recording studio, robotics, embroidery machine, and more) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Literacy, educational, and career support services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Civic and social connections (voting, passports, immigration support) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Volunteers and internships | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Other (please specify)

9. What activities and hobbies do you or your family hope to spend more time on in the next year?

10. Are there any needs that you believe are being unmet in the Waukegan community?

11. What makes you feel welcome in a community space?

* 12. Do you have a Waukegan Public Library card?

- Yes
- No
- Not sure

I have a card from another library. Please specify the library.

13. Please choose all statements below that describe you.

- | | | |
|---|---|--|
| <input type="checkbox"/> I work full-time. | <input type="checkbox"/> I am a student (higher education). | <input type="checkbox"/> I regularly read/use digital books and materials. |
| <input type="checkbox"/> I work part-time. | <input type="checkbox"/> I live with children under age 18 in my home. | <input type="checkbox"/> I regularly watch streaming TV series and movies. |
| <input type="checkbox"/> I am retired. | <input type="checkbox"/> I regularly care for children under age 18. | <input type="checkbox"/> I commute more than 20 minutes one-way to work. |
| <input type="checkbox"/> I am a student (middle school or high school). | <input type="checkbox"/> I regularly read/use physical books and materials. | <input type="checkbox"/> I work remotely. |

14. What languages are spoken in your home? Please check all that apply. (Optional)

- | | | |
|---|----------------------------------|---|
| <input type="checkbox"/> English | <input type="checkbox"/> Polish | <input type="checkbox"/> Russian |
| <input type="checkbox"/> Spanish | <input type="checkbox"/> Italian | <input type="checkbox"/> Mandarin Chinese |
| <input type="checkbox"/> French | <input type="checkbox"/> Hindi | <input type="checkbox"/> Japanese |
| <input type="checkbox"/> American Sign Language (ASL) | <input type="checkbox"/> Urdu | <input type="checkbox"/> Korean |
| <input type="checkbox"/> Portuguese | <input type="checkbox"/> Telugu | <input type="checkbox"/> Vietnamese |
| <input type="checkbox"/> German | <input type="checkbox"/> Arabic | <input type="checkbox"/> Swahili |
| <input type="checkbox"/> Other (please specify) | | |

15. Please share how the library has made a difference in your life.

If you are satisfied with your responses, please return the survey to a service desk. If you have any additional questions or feedback, please contact Jennyfer Cordova, jcordova@waukeganpl.info or 847-775-2547. **Thank you for your time, and we hope to see you at the library soon!**