

RCS Community Library Planning Focus Group 9/22/2015

Question 3: How do you think the community is changing?

Participant ID	
2	try to keep up with the times, progressive library, lots of new signage, things are growing (at the cement plant), more jobs and more people
6	growth and dev. Of industry has a negative impact too "When did we get an industrial park?"
5	sad that most of main st is shutting down, other than the library, not a lot of community support for small business
8	Gym closing was a real blow for the community
2	wants to picket ...laundramat isn't staffed with people
all	businesses declining
all	medical services closing up too
9	businesses come and go, nothing is staying, can't make a go of it
all	its been happening ... but more recently
5	becoming an older community, kids don't come back after college, nothing to come back to
9	more families moving here as prison families, makes it harder to reach kids specifically Oakbrook
3	demographics shifting, school supplies needed more, snacks required is an indicator that people are poorer
2	new fire house is fabulous for the community ,scouts, kind of community center,

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Question 4: What role do you think the library plays in the community?

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5	bigger role all the time, remember when it was a reading room, judith is going like a house afire, making it worth while for the rest of us, trying to make the library the intellectual focal point for the community
2	internet computers very important , positiive impact for community that we need
2	center of our community
9	pre kindergarten program in February to get them excited about school, kickoff for school
9	gathering space for the community
2	pokeman club social opportunities for kids...
9	strong school partnerships - every kid a library card... educational role for community
3	teens are at the library, social hub for middle and older kids, not hanging around the playground
8	programs for older people
5	out of school tutoring
9	hub for community information
1	more for adults...jobs programs, etc.

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Question 5: What do you think is great about the library?

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2	fabulous summer program this summer...heroes theme was great for my son, dazzle dogs was great...should have gotten more press
2	computers and help
6	location , new building, pleasant
3	kids can ride their bikes to the library
5	receptive staff, excellent staff, great attitude,
2	they really have a heart, never had a better library
3	like their different areas , always another place for us to go, for a group, well defined spaces for all different uses
2	not a long wait for computers, they have enough for the need
2-Jan	great selectors especially for kids, teens,
7	agree with all, warm and friendly
1	staff very atuned to what to read and what people like, receptive to change
4	all the new adult programs, great computer classes, started to display local artwork
5	adult and family oriented programs are great (trivia, mac/cheese, etc.), fundraising events are great for the community too
9	if my children are missing they are at the library, they know my kids so well they set aside books for them...they know us if you are in there enough
8	number of computers is better so there is less wait
8	everything keeps improving with the library

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Question 6: What do you think is not so great about the library?

5	doesn't get the community support that it should - more a comment about the community
4	Sunday hours
8	earlier hours in the mornings - just one more hour in the morning
6	subpar book collection trouble finding a good read - especially in adult fiction, not a lot of literature there, a lot of fluff, rens pl collection is head and shoulders over RCS
5	they don't have \$
3	agree about collection, not having stuff to read here is a problem, not having to wait 5 days for the next one from another library
1	space is hit or miss, acoustics can be a problem, especially in the front part of the building ...with young people
5	building was designed as a banquet hall
7	understaffed...Saturday staff is too small...one person is not enough
7	under budgeted compared to surrounding libraries
8	a little shelf in the ladies room, like BETH has to set books when you are in there
9	smoking right outside the front door is a problem for kids coming in
3	I would love an outdoor space, book groups etc. benches, gazebo. . .
	marketing question - is there a better way to market library programs?
2	better sign outside to advertize program, electric sign that rotates message
	facebook is ok, should be on instagram, can do better on both...it is done for the sake of doing it, not posted with time and thought
3	emails are good
5	consistent format on facebook, same day each week, etc.
3	post on fb at least once a day
2	more than one person needs to be responsible for fb presence
2	a staff memebr said she hated children...that can't happen
	one staff member is someone I will not go when she is working...attitude needs to be adjusted
3	
	marketing continued - Are there parts of town that aren't reached?
9	oakbrook is not reached
	community resource packet could be provided to new families in the area, could library take the lead on that kind of thing
9	why don't we have a chamber?
	the oakbook community needs a lot of resources and the library resources need to be advertised to them...mailer, fliers, etc. Not getting to the people that need it...stick newsletters in mailboxes, etc.
3	
	regular print library newsletter does not come home with kids....could it?
9	posting things in community places like laudromats...

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Question 7: What might the library do to better serve your needs and encourage you to use the library more?

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5	expanding the number and types of books...good non-fiction out there but we only see a few of those titles, fluff is ok too, but we need some better fiction
2	suggestion area for book suggestions for the collection
3	collection needs to be improved, true crime example from her experience
3	use buxzzfeed and bustle to match me to books or movies - could the library add something like "If you liked..", could you crowd source reviews from rcs library users?
1	library has to promote its series information, finding the next book,
9	if they could help kids get to the next book that would be great
3	some good spotlight areas, but use patrons/crowdsourcing ...have a spot on the website for users to share feedback on books
6	have a community forum for community issues (lack of businesses, etc.), that's a good role for the library
2	boys rule program was great, library should have "a dance" at the library for kids who are too young for the school dances, wii bowling on a Friday night when the library's closed, get littler kids in to have a grand time
2	audio book night for kids with books on tape? Throwback program idea...
9	rearranging of the youth section to concepts wasn't good...too hard to find things, not user friendly, you have to ask staff which is frustrating. The library could provide a map for the section
2	holiday parties (Halloween), holiday events, holiday reflections - highlight what's on the calendar

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Question 8: Thinking about the future, what threats and opportunities do you see for this library?

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8	threat - lack of funding, people who don't think its worth it, public perception
all	threat - perception of the value with the public
3	threat - need better communication between the school library and the public library - that relationship needs to be improved
2	threat - the idea that we don't need libraries anymore
	opportunities
8	kids programs will get people to think about libraries - get the young people to love libraries
1	lib could do a better job of tying into government services - new resident package, joint promotion of events, etc.
5-Jan	have to keep the patrons coming in... as the older ones die off, maybe a dip with people who didn't grow up with libraries

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Question 9: Is there anything else you'd like to share or suggestions you might have about the library to help the trustees plan for the future of library service in this community?

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	no comments to this question

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