

TABLE OF CONTENTS

	PAGE
Introduction.....	2
Question 1: Do you have a library card?.....	3
Question 2: How would you rate each of the following library services?.....	4
Question 3: On average how often do you visit the library?.....	5
Question 4: How important is each of the following library services?.....	6
Question 5: How do you feel about the library?.....	7
Question 6: How do you typically find out about library offerings?.....	8
Question 7: What do you value most about the library?.....	9
Question 8: What could we do to make your experience more enjoyable?.....	21
Question 9: How does the library benefit you or the community?.....	33
Question 10: How old are you?.....	46
Question 11: What gender best describes you?.....	46
Question 12: What is the highest level of education you completed?.....	47
Question 13: What is your employment status?.....	47
Summary.....	48
Appendix: Survey.....	50

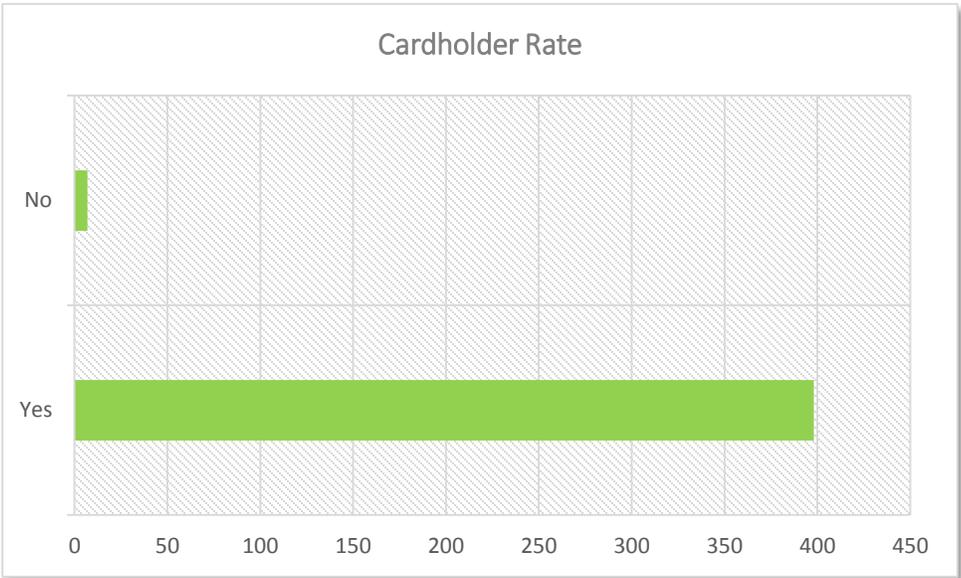
INTRODUCTION

This report presents findings from an online survey conducted by Geneva Public Library District in spring 2015. The purpose of this survey was to obtain information on patterns of usage of library materials and services among community members and to provide the Board of Trustees with information regarding community priorities for the development of a three year strategic plan.

The survey was made available to the public via the Library website, iPads in the Library, and in paper form at service desks from February 16, 2015 to April 14, 2015. There were a total of 430 responses. The survey was advertised in the *Library Link* newsletter that went to every household in Geneva on February 16, through multiple postings on social media, and by word of mouth advertising. A total of 13 questions (many with multiple parts) were asked. Not all questions required a response therefore total answers per question vary. SurveyMonkey was used to create and host the survey.

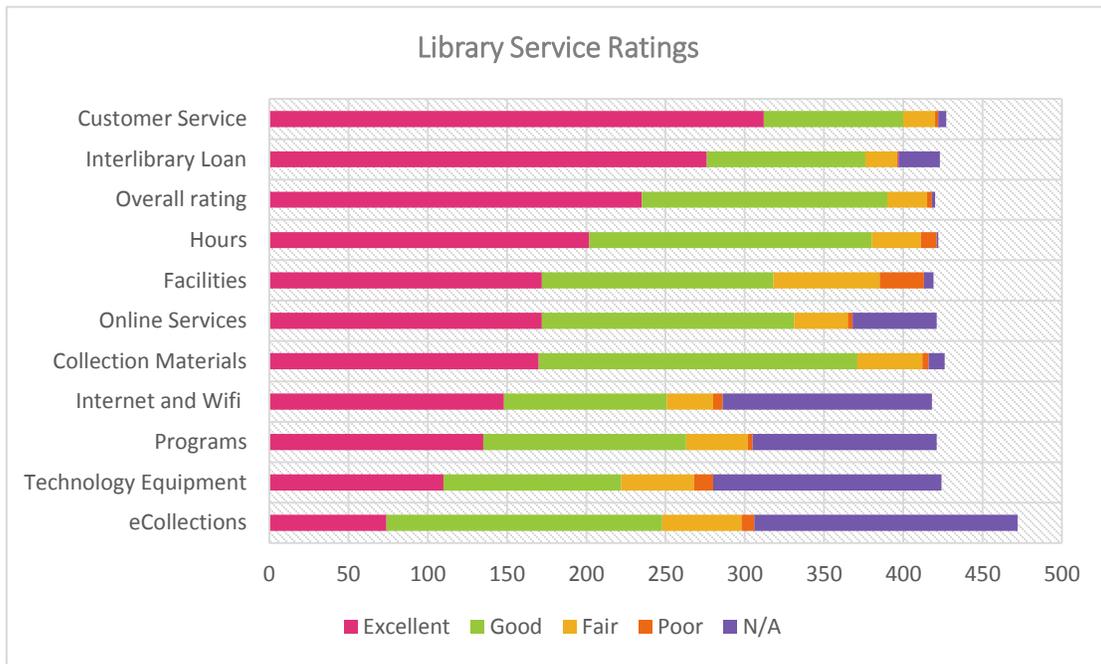
A community survey was previously conducted by the Public Opinion Laboratory at Northern Illinois University in 2003. That survey focused not only on patterns of usage of library materials and services but also levels of support for expansion of library facilities.

QUESTION 1: DO YOU HAVE A LIBRARY CARD?



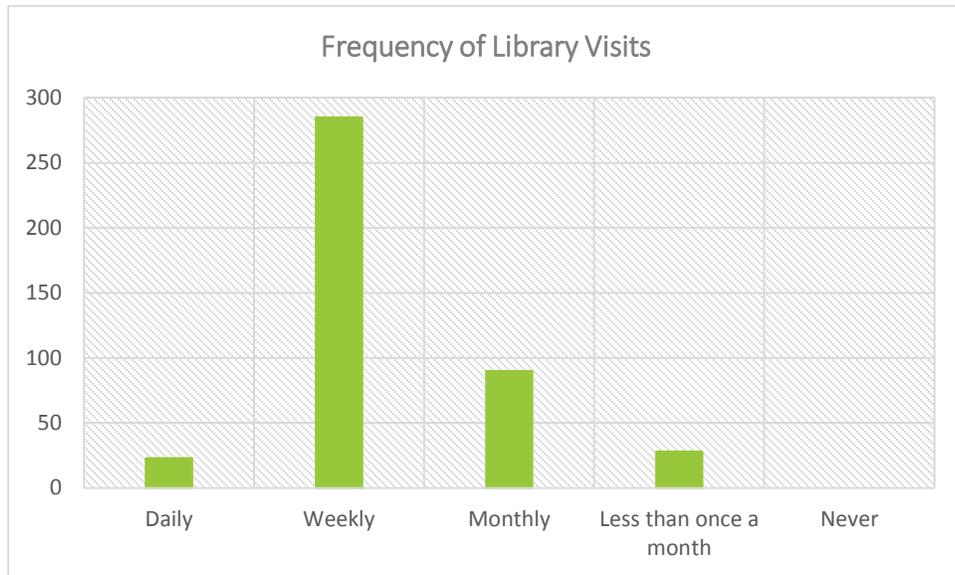
Do you have a library card?		
Answer Options	Response Percent	Response Count
Yes	98.3%	398
No	1.7%	7
	<i>answered question</i>	405
	<i>skipped question</i>	25

QUESTION 2: HOW WOULD YOU RATE EACH OF THE FOLLOWING LIBRARY SERVICES?



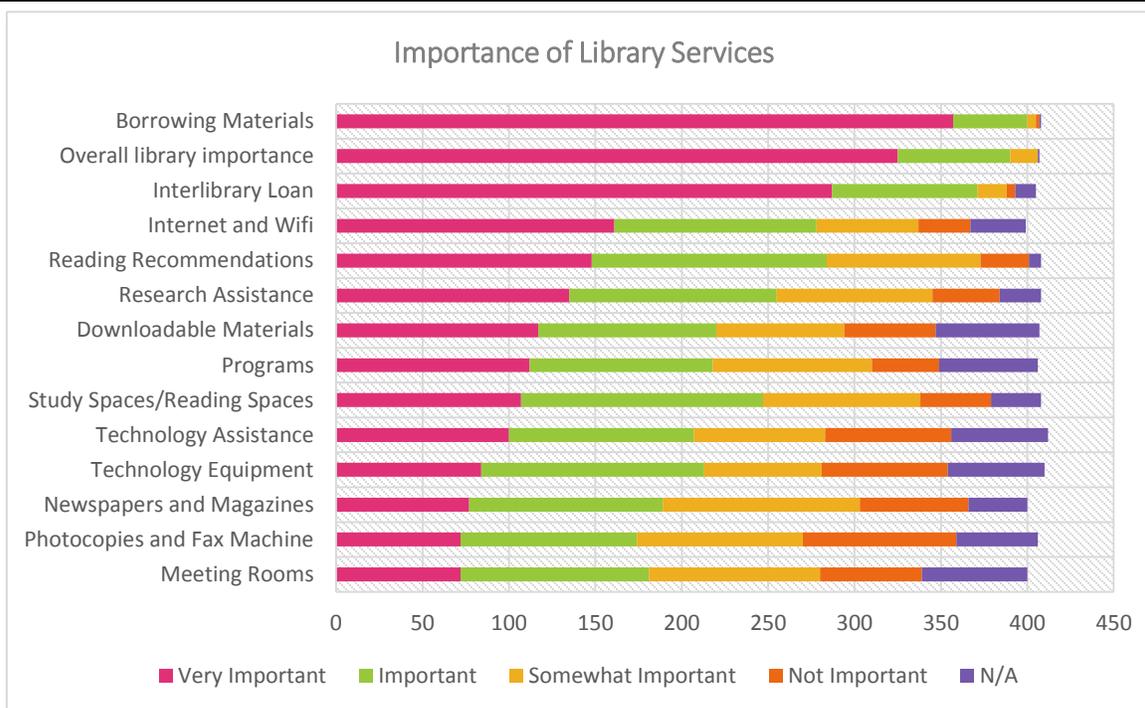
How would you rate each of the following library services?						
Answer Options	Excellent	Good	Fair	Poor	Don't know/NA	Response Count
Customer service	312	88	20	2	5	427
Collection materials (books, audiobooks, movies, music, newspapers, etc.)	170	201	41	4	10	426
eCollection materials (downloadable/streaming books, audiobooks, music, videos, etc.)	74	127	50	8	166	425
Programs (classes, storytimes, etc.)	135	128	39	3	116	421
Online services (website, catalog, research databases, etc.)	172	159	34	3	53	421
Interlibrary loans (borrowing materials from other libraries)	276	100	20	1	26	423
Technology equipment (computers, tablets, printers, etc.)	110	112	46	12	144	424
Internet and wifi access	148	103	29	6	132	418
Facilities	172	146	67	28	6	419
Hours of operation	202	178	31	10	1	422
Overall, how do you rate the library?	235	155	25	3	2	420
<i>answered question</i>						429
<i>skipped question</i>						1

QUESTION 3: ON AVERAGE HOW OFTEN DO YOU VISIT THE LIBRARY?



On average, how often do you visit the library?		
Answer Options	Response Percent	Response Count
Daily	5.4%	23
Weekly	66.9%	285
Monthly	21.1%	90
Less than once a month	6.6%	28
Never	0.0%	0
<i>answered question</i>		426
<i>skipped question</i>		4

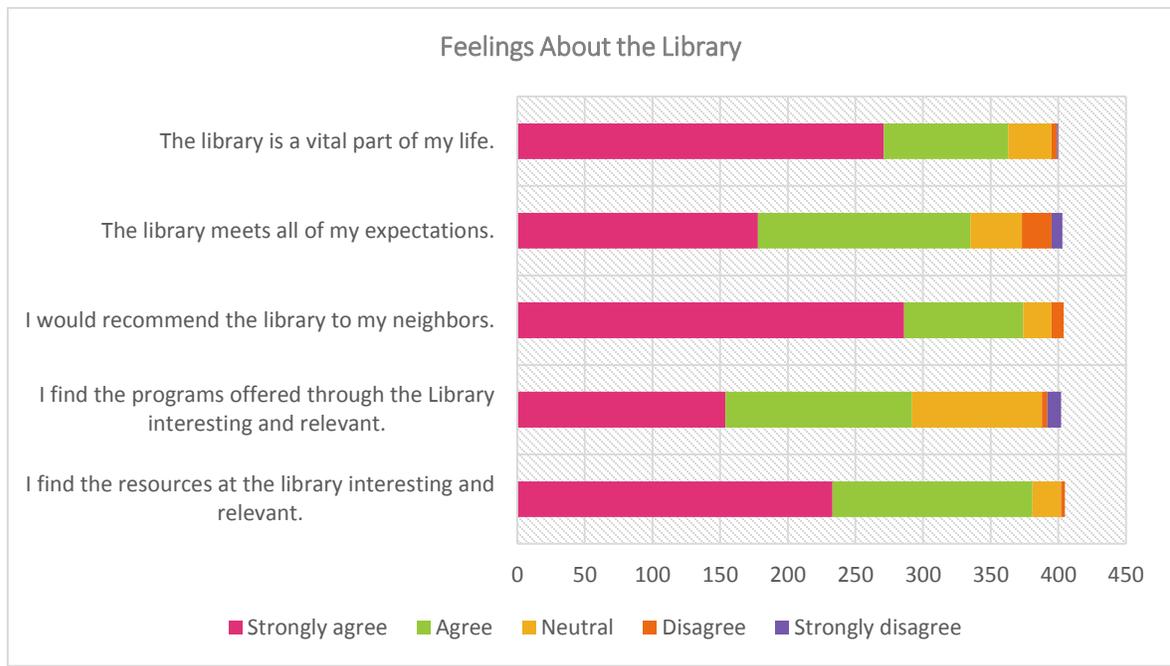
QUESTION 4: HOW IMPORTANT IS EACH OF THE FOLLOWING LIBRARY SERVICES?



How important is each of the following library services to you?

Answer Options	Very important	Important	Somewhat important	Not important	Don't know/NA	Response Count
Borrowing materials (books, DVDs, music, etc.)	357	43	5	2	1	408
Reading recommendations and help finding materials	148	136	89	28	7	408
Availability of downloadable materials	117	103	74	53	60	407
Research assistance from librarians	135	120	90	39	24	408
Programs (classes, storytimes, etc.)	112	106	92	39	57	406
Technology equipment	84	129	68	73	56	410
Help using technology equipment	100	107	76	73	50	406
Study spaces/reading areas	107	140	91	41	29	408
Meeting rooms	72	109	99	59	61	400
Internet and wifi access	161	117	59	30	32	399
Interlibrary loan	287	84	17	5	12	405
Online services (website, catalog, research databases, etc.)	245	103	32	7	19	406
Photocopier and fax machine	72	102	96	89	47	406
Newspapers and magazines	77	112	114	63	34	400
Overall, how important is the library to you and your family?	325	65	16	0	1	407
					<i>answered question</i>	412
					<i>skipped question</i>	18

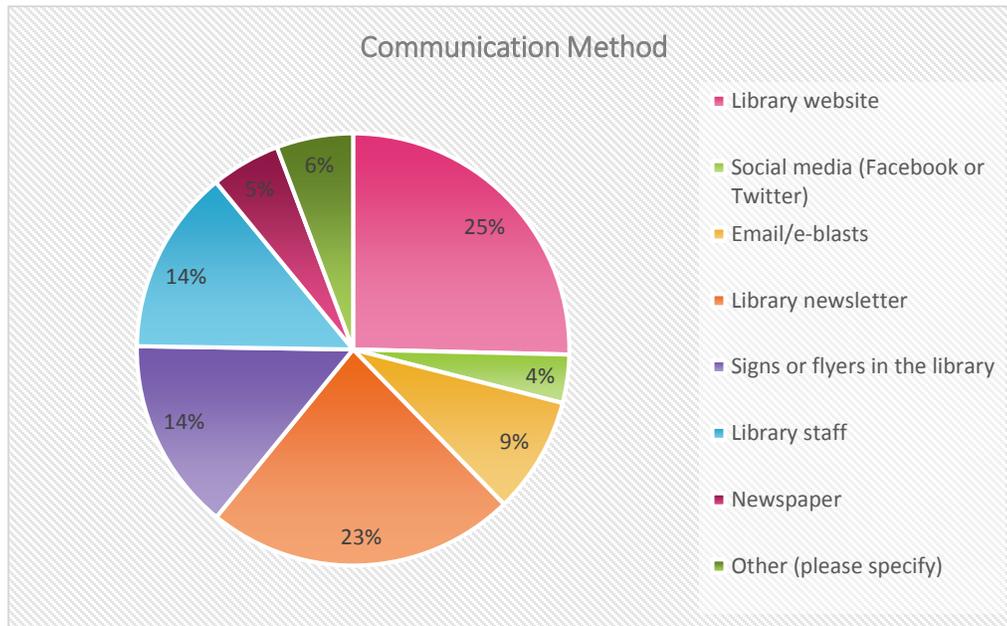
QUESTION 5: HOW DO YOU FEEL ABOUT THE LIBRARY?



How do you feel about the library?						
Answer Options	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Response Count
I find the resources at the library interesting and relevant.	233	148	21	3	0	405
I find the programs offered through the Library interesting and relevant.	154	138	96	4	10	402
I would recommend the library to my neighbors.	286	88	21	9	0	404
The library meets all of my expectations.	178	157	38	22	8	403
The library is a vital part of my life.	271	92	32	4	1	400
<i>answered question</i>						405
<i>skipped question</i>						25

QUESTION 6: HOW DO YOU TYPICALLY FIND OUT ABOUT LIBRARY OFFERINGS?

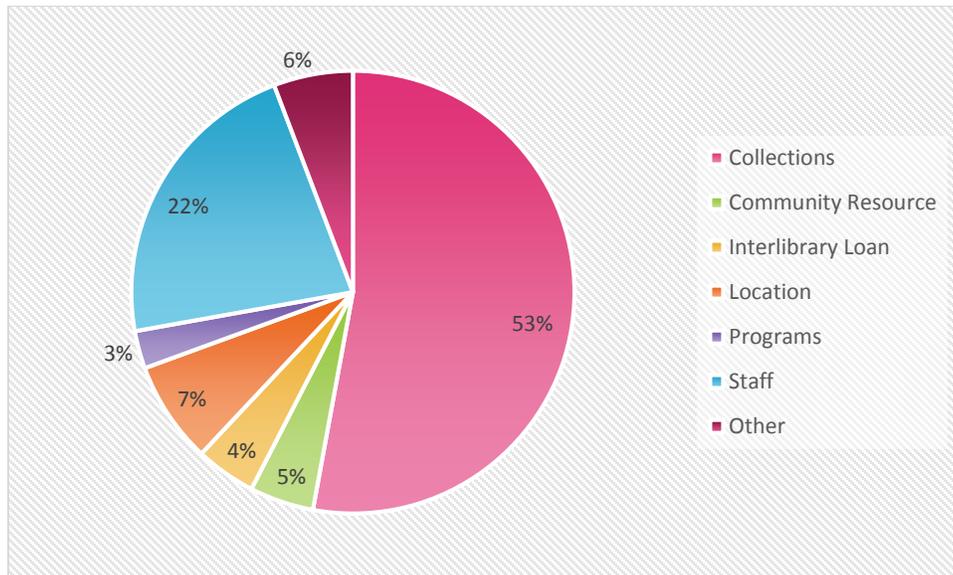
Respondents were asked how they find out about library offering and to check all applicable categories. In addition, they were given the option to check other and list method. “Word of mouth” was most frequently listed. Other methods included: friends, digital screens in library, school flyers, and local magazines.



How do you typically find out about what the library offers? Check all that apply.	
Answer Options	Response Count
Library website	288
Social media (Facebook or Twitter)	41
Email/e-blasts	99
Library newsletter	263
Signs or flyers in the library	163
Library staff	157
Newspaper	59
Other (please specify)	65
<i>answered question</i>	
393	
<i>skipped question</i>	
37	

QUESTION 7: WHAT DO YOU VALUE MOST ABOUT THE LIBRARY?

The first of three open-ended questions asked: “What do you value most about the library?” While responses varied themes relating to collections, staff, location, interlibrary loan, program, and community resource were consistently voiced. Collections (including digital resources) were most frequently cited.



What do you value most about the Library?

Free text responses (unedited)

the staff

Selection of books and interlibrary materials

Access to Books

Ability to research material and other items through interlibrary loan.

Convenient location

Librarians

Books and EBooks. I love the people who work here. They are so helpful and kind.

Variety of books and DVD's

Able to borrow books and DVD's

Easy access to books I would not expect to find. The people who work there are very helpful and accessible!

That it is downtown and very homey and welcoming.

Books

availability of materials and staff help.

Books

The loans from other libraries and the materials
Location
The books
Ease of obtaining books on site or through inter-library loans.
I like being able to select books or DVD's online and being notified when it is available.
Kids selection/resources and staff
Your existence! I could never afford my reading habits without you.
That it is in town, that I can obtain materials I need.
That the property taxes we Geneva residents pay grant us access to such a variety and selection of resources - books, music, DVD's, toys, games, puzzles, online databases. It is endless.
Being in town :)
Its presence! I recently moved from New York City, and this place was high on the list for doing so. the staff is ever-helpful, and your services I do believe, rival the new your public libraries! It is a welcome place for book lovers.
Access to materials
The fact that it exists and is totally available to me
the librarians being nice. I like to talk with them.
Kindle loans
Books, movies & newspapers
E-library audiobooks
As a resource, availability of books to borrow.
1. Asking for help and getting it. 2. Online holds
DVD's, Books, Databases
availability of new books, the internet and the computer access.
That the staff is always ready to help. Automatic "Holds" for my favorite authors new titles
Access to materials
The staff
library staff
latest in DVD's, books, reference materials
the area to sit and research and do your work
the audiobooks
Great place to take my children to encourage reading and find great books
The resources and books

Videos
the selection
Easy access to books
Audio-Books, Fabulous service, interlibrary loan
The audio books and music CD's and being able to find a wide selection on the online catalog and the link library system.
Reading the new books
Inter library loan access
It's local, cozy, and the staff is terrific
Interlibrary loan & Web Access
It's location
Friendly Staff
books of interest to me and help from the staff in finding new materials
Everything
Besides the obvious of the bounty of information I can find there, I value the sense of community I find there. I love that it is a neutral place where I am just as likely to see an older gentleman engrossed in a magazine as a group of high-schoolers working on a school project as a group of preschoolers enjoying story time.
Librarians are willing to help, appreciate "please interrupt" sign/attitude,
Great place to visit, borrow books, DVDs, and use the computers.
Ability to read books without buying them. And being able to search online and put books on hold and then spend a few minutes picking them up.
All the good books and employeys
Books
Helpful staff, great inter library loan, books, movies and documentaries that interest me. Hot reads new releases area to help me discover new interests Love having it in the downtown near train and local restaurants. Good parking too.
The fact that is downtown, walkable from home.
I love the large selection of books and Dvds. I think its great that we are able to borrow from all other nearby libraries.
Library Districts availability of material.
Being able to check out a wide variety of books and DVD's. It's the source of most of my reading. I read often and much. Also my family uses this as a source for their books and movies.
Books
It's fine and convenient to use.
Checking out Books

Variety of material, books and computer/printer access.
Accesibility
Convenience/Location- being "in town" is very important.
I value the easy accessibility to material, check-out (especially online), and the photo copier
Big increase in new books and best sellers, jot reads of recent notice, since start of the new director.
The Staff
I love to read, new ideas, Info junkie!
Great Place and Great People!
the large quantity of resources is highly useful to my productivity
It is close in town and interlibrary loan
borrowing books from the other libraries
Books
Childrens books dvds and special programing
the approachability of the youth department staff and the vast and current selection of titles. Very engaging youth program
I like the ability to walk to the library and feel that it is part of the community
Childrens Programs and book/dvd selection
Books, e-books
Being able to check out books, DVDs, and CDs.
The Staff.. We Love the Library!
Checking DVD's & books out for free
Caring Workers
The amazing amount of books available as a resource. Especially about education and college prep books. The DVDS are very nice too.
The assistance from the librarians and the material
The people that work there and the wide selection of books
Borrowing Materials
Video game borrowing... ?
Availability of materials
Selection of materials.
the books
It's collection
I value the book a education that the books have to offer

Place of refuge
Good selection of books
Book & DVD Selections
online access
movies
how helpful and kind the staff is also the music books and dvd's
I like the internet access in a quiet place
Great customer service and location
Book selection and helpful staff
Audio Books since I have to drive a lot for work
Help and availability of material
Book Lending
Borrowing, pleasant helpful staff, books, DVD, audio books
borrowing from other libraries
The material for use
Wide variety of resources available.
Kit books and video games
Book and DVD Selection
It's location, It's existence
location
Interlibrary Loans
availability of near unlimited resources
Inter-library loans
Availability of materials
The collection of DVD and audio books
Convenience
Staff and books And very helpful
The inter library loan network.
It's central location to our community.
Books. Lots of books 😊☐
Our really, really good librarians - kind, knowledgeable, helpful. Great resources, availability,also speed at getting inter- library materials.

the ability to cruise the catalogs electronically and put in holds, availability of Kindle books, Night Writers program
It is conveniently located to where I live and has a good selection of materials.
inventory, interlibrary loan system, the way those in charge of interlibrary loans and/or purchases work with a patron in getting them what they want
The vast amount of books and the ability for the library to borrow books from other libraries.
Downtown location, books, and electronic resources.
Convenient location and friendly staff.
In addition to the books, materials and eData I value the staff most. They cheerfully help me find everything I am searching for and sometimes direct me to things I didn't even realize was available. Always a pleasure to deal with!
location
Books offered
digital downloads (ebooks), DVD's, interesting book selections
The entire staff!
Ease of getting books. I love the online ability to do this. I also enjoy the reading program and participate every time one is offered. I also appreciate the extended Sunday hours.
Staff
borrowing books, getting help in research
Ability to access books and videos due to the fact library hours are open for a reasonable amount of time.
As a single mom have a resource like the library is invaluable. My son is 8. When he was a toddler we came to as many programs as possible, we also have read books every night since he was a baby. He excels at reading now.
DVD's and Books
Availability of a wide variety of books, especially non-fiction
Our collection of printed materials and we enjoy the DVDs!
large number of materials available.
Interlibrary loan gives us the ability to take advantage of the collections of many libraries from one convenient place.
The Friendly Staff! This is very important! The way they offer to help. I like the classes, books, dvds, placing items on hold, inter library loans. Most important , I like the inner architecture (fireplace, etc) of the Library - please do not move.
I don't think I can pick just one thing. The children's programs have been amazingly beneficial not just in the direct means they have impacted my children but also in how they have helped me grow as a parent. The members of the library staff are courteous, friendly, and helpful. The milieu is warm and inviting.
The friendliness and helpfulness of the staff. They always try hard to help a person get the information or books or informative materials they need.

The availability of materials. Our library always has the newest books. I hear about a book from NPR or other sources, and the library always seems to have them. If you don't, you get them.
book availability, especially new releases
reading materials, variety of dvds offered, and library hours
The excellent staff and board
wide variety of fiction and non-fiction books and DVDs
Lots of available books, resources and programs.
The staff - their knowledge, willingness to help, friendliness, and accessibility makes every trip a good experience
The experience of spending time at the library for programs and selecting books and movies, interacting with the wonderful librarians in the children's area and also in the adult reader area, running into friends and family at the library which gives us such a strong sense of community.
The staff!
THE FRIENDLY PEOPLE
While, I realize the need for additional space and room to grow I love the location of the library in the heart of downtown, its also very close to my house so I can walk and bike there in nice weather. In the summer I like to sit out in the garden and read. I love the coziness of the library and its overall feel. It is very welcoming and the staff is always warm and friendly. The library has a good selection of new and current materials with broad appeal. The benefit of the inter-library loan is truly of valuable to me as I know even if the library doesn't own a library I can more than likely get it from another library relatively quickly. I often come to the library to study and do research as well as just to read a book. I love the Geneva Library!
The kind knowledgeable librarians
A separate mystery section - not mixed with all fiction books.
The help with electronic resources
The availability of good books.
DVD selections inter-library loans
Availability and convenience.
That there is a library.
Friendliness
Exercise DVD's and Books for children
Book Collection
Oh, that is hard. I love this library! Please keep the books & DVD's and access to them through interlibrary loan.
A place that is available to all to work in a quiet and uninterrupted environment. However - this in not always the environment provided.
The helpfulness of all library personel and that it is located close by to where I live on the east side of Geneva.

Having one!
Access to new books.
Free services, reasonable fines.
programs, books, movies, video games
Hard to choose one thing. welcoming knowledgeable staff, cozy environment, many resources for learning etc.
The staff - The collection - The facility
Very helpful please interrupt policy
Checking out personal reading
Location and Staff
Interlibrary borrowing
Access to materials that I would have to buy otherwise. The variety of the materials.
Access to materials that I would have to buy otherwise. The variety of the material.
Your helpful staff.
Great Service.
Access to everything
Inter-library loan
The library being downtown. I also always feel everyone on the staff is there to help.
Being able to check out books from here as well as other libraries
The Books
Availability of books, friendly librarians
A good source of movies as well as books. Fairly good selection for my Kindle
The Staff
Books
I value the amazing staff that is always helpful.
staff
The peace and quiet mostly
Great Childrens' department LOVE the audio books
I most value reading materials spanning a wide variety of subjects. It allows me to do all kinds of research and to educate myself about a wide variety of subjects.
The staff
books
The variety of materials and resources

The children's department staff.
The books
Physical collections of materials
access to reading material in a variety of formats
I like the availability of materials, but also the ability to get materials from other libraries in the area
The selection of books and audio books
Latest books
Borrowing materials here and in the consortium
the wide range of materials
A centrally located library with physical resources and a meeting place for the community.
books to read that I can take anywhere I go (even in the bathtub) and read even upside down no recharge or breaking when they fall or super expensive to replace. read when in other countries!!!! interlibrary loans
What the people offer as a community resource.
DVD and value line publications.
Current titles and movies
Helpful, friendly staff
The materials and services
The resources.
Courteous and friendly help; resources for kids and family; book selection; regularity of new material; movie and video game selection; access to online resources.
Borrowing.
checking out books and annual book sales
inter library loan; inexpensive ways to read books and see videos, help with research
breadth and depth of what I can access
Customer service.
The friendly and helpful staff
The options; the hours are really good and I can always access online. If I phone, the staff is always helpful and willing.
Available materials and the hours it is open.
The convenience of obtaining and checking out items and the helpfulness of the staff.
The excellent staff who are always willing to help
The ability to borrow from a network of libraries (not limited to just my city's library)
Location in downtown Geneva.

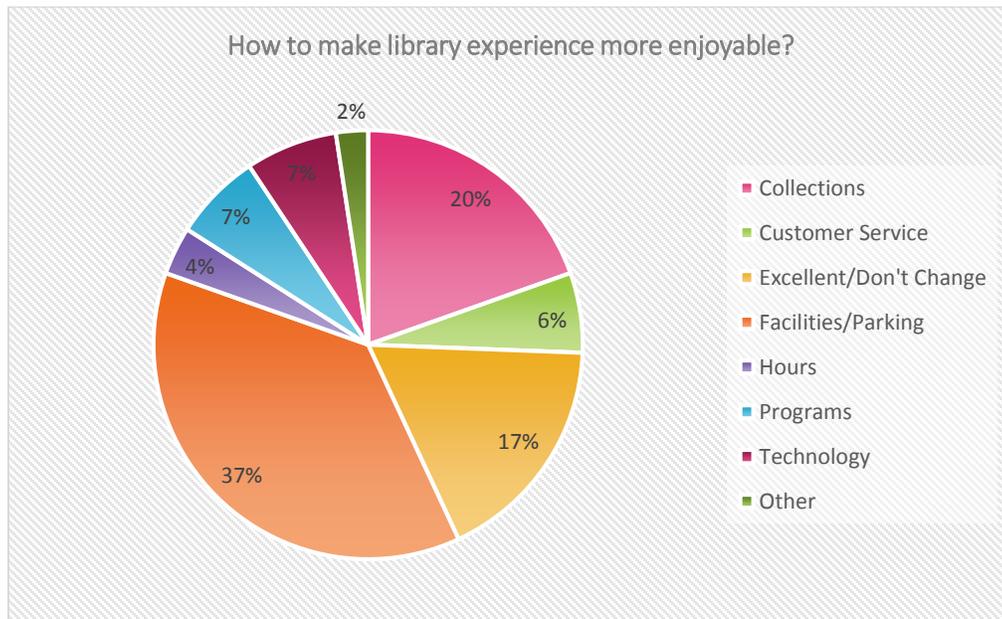
The hard-copy collection of books. It is a goldmine.
borrowing books in print and CD
That it exists!! All that stuff, and it's free.
dvd
Access to materials I am interested in.
Having access to latest releases.
Its convenient downtown location (easily walkable) and wide availability of borrowable materials.
eLending, OverDrive.
the books and books on tape
books and staff
Books and CDs, resource material
The staff is crucial to this community and the programs that are offered.
Availability of books on certain subjects I wish to read.
Collection
Always able to find what I need quickly.
The books and helpful employees.
Being able to get books.
The variety of materials available
Books available
The collection
Readily available materials, helpful staff and proximity to downtown Geneva.
I find the location very important - but I truly value the friendliness of the librarians - they recognize me as a frequent visitor and I feel appreciated (as I do appreciate them!).
Location
being able to check out books!
Having a friendly, knowledgeable staff.
Access to books I want to read
online hold process
The historic building and central downtown location.
books, audio books, DVD's
Ability to borrow reading material
Access to books, DVD

The materials
The books. Also, the programs for students of all ages.
It's amazing number of resources and the helpful service it's employees provide. Great value!!!
Everything
Organized easy access to quality books and assistance in finding new books to read.
books being able to put books on hold via computer
A low-cost resource for books, movies and classes.
Checking out books, ebooks, videos. and music cd's.
Book selection. Both fiction and non-fiction. My #1 use of the library is borrowing books and a good selection is what makes
The programs and services available to my kids. We spend most of our time in the children's section. The librarians there are kind and helpful.
The staff and their knowledge along with a strong community experience
Inter-library loan program.
Availability of hard covered books, DVD's, and CD's
Your activities for families & children
I can go in and grab a book, scan it, and be out quickly when need be.
A family friendly destination that encourages a love for reading.
Competant and helpful staff that assist with various research projects and accessing databases. Offering classes to assist with varius aspects of digital literacy, excel, poeerpoint, social media etc.
It's collection - including inter-library lending as well.
it's atmosphere. Nice and cozy, not cold like the ones in Batavia and St Charles
The help from the librarians when I need help researching a topic
There's something for all of my family members.
Availability of materials
The storytime program for kids
The variety of resources
Children's section: books, movies, story time
AUDIOBOOKS BOTH PHYSICICAL AND DOWNLOADED FROM HOOPLA
The wide selections of materials that are offered to the patrons is what I value the most.
The convenience.
The collection and staff - I also like the location in downtown Geneva - The 6th Street location would be great too
Audiobook

Being able to borrow current and interesting books
The overall atmosphere, the ability to borrow books from other libraries
It's a place where I can bring my daughters to make positive associations with learning.
Helpful library staff.
The helpfulness of your library staff.
Being able to check out multiple kinds of books and other media.
inter-library loans and ability to check out books in Batavia and St Charles
Being able to check out books
The people and activities.
Programs offered for children
The ability to place a hold on books from home online and have them delivered to Geneva. I'm home with two young kids and just can't browse the shelves in peace, so this service is vital.
Access to materials--especially new items. I also like being able to suggest materials and will be contacted via email/text to let them know an item has arrived for me.
The items I can check out
the staff
Selection of print and audiobooks (with access to other libraries' items).
Materials
The story times and programs for my kids. I am so glad the youth staff is so welcoming and that my kids feel at home in the library. I also like selection of adult materials.
The staff
Availability of material for checkout.
Variety of resources and formats
Helpful friendly people
The ability to borrow popular materials such as books, DVD's, CD's and magazines.
Staff and their help
The fact that it's a community resource.
I value that the library is a neighborhood library easy walking distance from my home with a wide array of books and resources.
The library is in a great central location and is excellent at collection acquisition. Friendly staff and love the book sales.

QUESTION 8: WHAT COULD WE DO TO MAKE YOUR EXPERIENCE MORE ENJOYABLE?

The second open ended question asked: “What is the one thing we could do to make your experience at the Library more enjoyable?” Facilities and/or parking were most frequently mentioned. Collections were the second most cited response and included answers related to access to eBooks and arrangement of materials.



What is the one thing we could do to make your library experience more enjoyable?

Free text responses (unedited)

Updated building and facilities

upgrade facilities- more space to sit.

Parking!!!!!!!!!!!!

Nothing, Already so good. Do not fix what is not broken.

More of everything

More parking! Easier to find closer parking.

More study spaces and browsing areas.

Nothing, I love it!

Extended hours, but I must say they are good now.

longer hours and more choices of books on site. I do get a bit from inter library loan.

N/a

More quiet

Already fantastic
Longer hours
Improve the DVD display
Nothing really. I am a happy camper! Staff is wonderful? Resources excellent.
More parking would be nice, but I do love that the library is in town.
Parking would be nice :)
Continue to do what you are doing.
I know this is not possible at the current location, but off street parking!
Nothing, except maybe have buttons I can wear next to my New York Public Library one. Please!
Better Parking
The hours of operation
Make more programs for tweens between (15-16)
more kindle loans
Why no hotspots? More loanable laptops for use by taxpayers no HS or college kids. Also, what up with the temporary use cards are these taxpayers? Don't waste the taxpayer funds on a new building.
More programs for older teens (16-21)
Easier access to videos.
New Hoopla could be more current
new, upholstered chairs - the current ones are gross and filthy! For ideas visit a state-of-the-art award winning library in Lake Zurich (Ela Library) It is a 5 star library (twice) and is VIBRANT and a vital part of the community. Wonderfully displayed books and magazines, lot of computers, lovely programs (March is multi-cultural month, with dance program and concerts, etc.). It is actually a lovely library with lots of ideas to offer others Check out the space. Please! Glad that you did some rearranging keep it up! How about some new Christmas decorations? Plastic holly? Really? How about a volunteer committee from the community....New decorations by the fireplace - if the pictures, etc. are historical, display elsewhere and redecorate.
Cubicles for using the internet with space between. Currently it is elbow to elbow and everyone can see what you are working on . Why such a tight space when PC's are used so much. Also, student study groups should use a room so as not to disturb other patrons. When will GPLD loan out "Hot Spots" and laptops like some of the Chicago Public Libraries? The library should not be used for "paid" one on one tutoring. The tutors don't rent space yet fell like they have a right to disturb other patrons using some of the tables during the day.
Continuing to be helpful
Parking
Extended hours on weekend
It was a perfect experience for me
a coffee shop :)

I'd love it if our library had an attached cafe; like Batavia
nothing
Nothing
have a wider selection
More Audio-Books, help downloading
If more of the books I wanted to read were available on audio books
Greater selection! I was at the St Charles Library today and was blown away by their selection. In particular Young Adult is sadly lacking as is Sci-Fi Fantasy and we are over-run with romance novels.
It's a lost babit-inside voices. I wish people would be quieter. This is not a playground.
Better catalog software with more accurate searching.
A drive up drop box and better parking
My experience in the library are wonderful. One are of concern is limited parking when I wish to drop off books. I wish the library had a drop box on the west side of town. For Example: The Geneva Commons
Get more books current books
Don't move. The library
In a word, MORE. I love the current library, but with a town of our size and resources, I think it could offer even more. I have visited my parents' library in Columbia, Mo., and it is just a constant hive of activity. They have tons of meeting space, a huge children's section with plenty of areas for free play and reading space. So -- more open space for reading, more meeting space, more children's programming, more book clubs and speakers.
PARKING, PARKING, PARKING
Improved space
I am happy now with the services.
It is perfect for me.
More books
Better ebook site Faster loading
Can't think of anything
Seems pretty good as is. Maybe a library cat.
I always have a pleasant experience at this library
Hire More MLS people
More Parking.
Not sure
Get new books faster. All of the new releases seem to say that it is "currently being requested" and you don't have it yet.
More space for study and reading

The library meets my needs.
Nothing
Parking
More online materials to download
I'm satisfied
A slightly more enforced quiet area would be highly useful
Easy access to e books and more choices
better parking-I usually just run in quickly to get books but parking is impossible to get close by.
Parking is terrible!
Training of the staff working with younger children to make sure activities are age appropriate and that they have reasonable expectations for toddlers.
parent are looking for apps and learning games for elementary kids. keyboarding skill games are needed.
I would like to be able to attend more of the reenactment programs
Expand!
More ebooks
?
Good As is
For reading program do not require that we use library books
I know I enjoy having access to the computers. I wish the library had longer hours and better parking, but I know the limitations :)
kids programs on weekends
more books
I will love to see more activities for teens
Ratings on the games
Better parking. Drive up drop box.
nicer staff
Add space for more of a collection
Jigsaw puzzles
Let me browse and search on my own. I'll ask if I need assistance.
Study space
Nothing I think that you do a great job
staff at the front is not always friendly
cant think of anything
I really think that you all are perfect

Have a bar maid who serves craft beer and healthy finger food.
A good coffee shop to meet friends
I'm very satisfied
All good
n/a
Nothing
remodel and add a coffee area
Blue Ray
a different MP# download system not hoopla
It is fine as is
Monitor the noise- cell phones - tutors
I have tried twice to get an ebook and have not yet been successful, perhaps written instructions that I could follow step by step? It's very frustrating and confusing.
Drive-up book drop. With the lack of parking; it is extremely hard/frustrating to drop books off when little ones are in the car.
Online magazines
Increase Audio Books
Food
Leave it the way it is
I can't think of anything offhand.
More quiet reading/study areas
Ehhh..dunno really
Love it all.
more Kindle options better meeting room space
More copies of recent movie releases.
MORE PARKING NEAR THE LIBRARY - not so much of a pain during the nice weather ... which seems to be fewer days every year! - but during the winter or when it's raining or during any kind of special event in Geneva, the parking at the library literally stinks!
Have more seating in the teens section.
Make online audiobook options easier.
Bluray movies.
More computers with office and graphic software and eReaders would be nice.
Better supervision of the newspapers/magazines for cut outs
Do not know

More music audio CDs! (And organize it better. some are packed in so tight you can't browse.)
We love the library, and I don't think there's anything you could do that would make it better for our family -- it's very important to us.
The staff in the children's area are extremely friendly. I have had some instances with staff in circulation and the adult/YA section of the library not greet me and seem annoyed that I was asking their assistance. I used to work for the Palatine Library in college and staff approachability was very important. I would like to see the Geneva staff be more approachable.
I can't think of anything.
Catalog for the library search is poor
Better Parking!
Make available more books that contain music or sheet music.
Not sure, they seem to have a great handle on things. LOVE the Christmastime event - a few years ago we happened by and learned about it as it was going on.
Spread the computers out so we are no on top of one another. Charge the tutors for using Library rooms and tables and chairs to make money-either they pay for the use or rent an office or use their homes. Also, cut down on the noise- loud talkers, kids running in the adult section. Put the newspapers behind a desk to be checked out so they are not missing parts.
PARKING!!!!!!!!!!!!!!!!!!!!!! New releases available more quickly. I often read a book review and look to see if our library has it only to find that it is not on order yet. Other libraries will show that they have it.
Everything seems to run smoothly, so no complaints!
Stop reminding in an offensive way when small fines (10 cents) are on patrons account. Greet patrons with hello, or good morning, with respect and not with the bad attitude most staff exhibit. Many staff members seem like they are in a bad mood, cannot be bothered to help you by answering questions, and /or make derogatory remarks about the material you are requesting, etc. In general treat patrons with kindness and respect.
Open a little earlier on Sundays.
I appreciate the email notice when something is going to be 'due'. However, they should continually email us the notice "Daily" until we return or renew the item, so that we don't 'Forget", and let fine accrue daily. It is easy to just email us daily. Also, have a visible 'button' 'tab' that reads: "RENEWAL" or "Renew" so we can easily and quickly renew our items. I had a hard time finding it in 'my account'.
I would like the library to stay open until 8 or so on Friday nights.
The library does a very good job and I can't think of anything that is lacking.
Maybe get a digital service for magazines.
better parking options
Comfortable seating
Bigger play area for toddlers/preschool area. I tend to go to St. Charles and Batavia libraries when wanting to meet for playdate.
I can't think of anything - I've never had a bad experience at the library. It would be nice to be able to more easily access new e-books without such a long wait!

Aligning more of the after-school programs to the Batavia Public School schedule; we are Geneva Public Library card holders, but Batavia Public School district and can't attend many of the after-school programs due to their being offered before Batavia schools are out for the day.
LONGER HOURS ON FRIDAY
I do wish we had a larger selection of graphic novels and DVDs but I realize space is an issue.
Extend the brand new movies from 3 days to 5
Parking
keep it smaller and focus on content. No massive building like Batavia with not enough money to fill it.
The way books are laid out is not user friendly and I would like more staff picks of well written books and good authors.
Handicap doors are confusing
Parking. You have very poor parking.
Parking! Adequate Parking - PARKING!
Improve Parking!
Atmosphere and the people
I like it here!
Ask your employees and volunteers to respect the needs of the library patrons and work QUIETLY! Some is always having a side conversation or just speaking loudly ALWAYS and request that tutors use the study rooms or speak quietly or provide a quiet area within the library.
Expand the collection - in all areas - so that I don't have to rely on interlibrary loans so much.
You are already excellent.
more scanners and a photography class for DSLR cameras
add a cafe and parking
More and better (diverse) programs. Be certain that all of the spaces are being best utilized to the advantage of the patrons. (I suspect that too much square foot is given up to administration).
Make it bigger.
Better parking.
More non-fiction
n/a
Not sure
More comfortable reading areas. Better Parking
Stock more classic films. (1959 and earlier, including silent). Re-Aquire the Encycolopia Britannica and Catholic Encycolpidia
No
I cannot think of anything that could enhance my experience here.

Better Lighting-the lights are dim and have glares on the computer screens
MORE PARKING!
More Parking Space
Expand the collection of video games
game room
short reviews on the video games
Music Programs
Offer programs more relevant to my interests. For me, that would mean more programs relating to music, music production, sustainability, gardening, etc.
More variety of books
smoke free campus
Have the fireplace on more often
more books
Professional-grade photocopier and drive up book drop
make the physical space more contemporary
Sunday morning hours - I have gotten burned by this more than once
I'm not really sure.
I like the library and the help I get from staff. I'd love to see it expand.
nothing
New space is desirable. I would like to have a access to a broader selection of interlibrary loans
automatic opening doors
Continue to value to staff and what they have to offer the public.
Add Barron financial weekly I
More private study space
Streamline ebook checkout. It is almost always a struggle with different platforms
It is already pretty great
Add more meeting rooms
Expanded movies and inclusion of Bluray movies.
Put a drive up return box!
MORE PARKING!!!!
Very very crowded in adult section bookshelves....create more room
Adequate parking--what we have is woefully lacking. I sometimes go to St. Charles or Batavia rather than face the no place to park headache again--and again--and again

The handicap accessibility to the library is terrible. One one parking space, the automatic doors to the building are often broken, there is no room in the vestibule for a wheelchair and someone pushing it when the interior automatic opens, and to get a wheelchair from the street parking to the sidewalk, one has to enter a 1 way driveway for cars. Handicap access should be improved.

Better parking

Brighter and cheerful space

Magazine selections often seem irrelevant to this community.

Coffee shop:)

Nothing.

N/A, keep up the good work!

More space in the self check-out areas

More programs.

Offer more interesting adult geared lectures/classes.

Keep improving customer service. Please keep trying to put yourself in the customer's shoes to see what you need to do to attract customers.

wider access to e books

More books.

having places with art supplies

The staff working the check-in/out desks could be a little friendlier. No comments about the materials I am checking out - makes me feel they are very nosy.

Not much. Seems fine as is.

Order more ebooks for OverDrive. Spend the money there instead of a new library building and/or property. Also -- the staff could be more courteous. Some of those women are snarky. Order! More! OverDrive books!

shelf for best books like the heros of olympus seris

Keep offering a variety of programs and services to all ages.

More parking space.

Improve DVD Collection

I would enjoy a bit better of an online search to find exactly what I am looking for.

Better parking.

Less long waits for limited books, maybe

Longer hours on Sunday

Enlarge it

Better parking.

perhaps have a coffee/snack bar - or ability to bring in drinks in covered containers. I would love to have more access to audio books to download to my kindle for traveling.

Order the book I thoughtfully recommended be added to the collection.
Sometimes the staff is not people friendly
Better parking.
Nothing I can think of
More parking, drive-up book drop
Overdrive is a little hard to navigate is you are just browsing.
I enjoy it just the way it is. We have our own personal library and lots of other access to materials from home because of our own technology.
Larger ebook selection
I am satisfied
More meeting rooms. More inviting entrance. More accessible parking.
Some of the chairs are getting old and some actually have a distinct not pleasant odor on the cushion (sorry, you asked)
new furniture
Much better access to materials for Nook.
better parking availability
Install a drive-through book return. It is very hard to get out of the car just to return books when you have to get children in and out of car seats.
More and updated music cd selections.
I would like a online catalog that does a better job sorting on topics. I sometimes take a while to find what I am looking for if I don't have an exact book in mind. Especially for non-fiction. The catalog does an adequate job but it could be better. I still use it a lot.
I wish there was more space to play in the children's section, but the small space is used well.
Offer the same amount of conservative books and documentaries/DVDs as you do politically liberal items. Offer more how to and educational DVDs.
Having more books (hard covered) and CD's
A new facility
Bigger play area
I can't think of anything.
More offers to assist/explain what resources the library has to offer.
Accessibility to better meeting spaces and comfortable places to engage with others or simply enjoy a book in a quiet setting. Offering a cafe type environment for coffee, hot chocolate, snacks etc. Business Center
Have staff be a little more welcoming. Some staff seem genuinely happy to help but others don't...a book drop that is not attached to the building would be helpful to those who can not leave their cars...if no book drop consider No Fines (similar to Algonquin - 2 weeks and Lost Item letter goes out).
Nothing - well except for the lack of parking. Maybe you could make a deal with the company across the street to park in their lot after hours

make it more quiet on "big event or program days"
Parking
More new material available
Offer more toddler/preschool age programs all year round
I would like to have a bigger selection of new eBooks
Make a nicer study area. Very difficult to do homework there currently.
more activities for kids
nice furniture-
I wish there was a book drop off location on the west side of town. Many times I find it challenging to find a parking place when I want to return items.
I would like to see more elementary school age weekly programs. I miss weekly story time after 1st grade!
Bring back forthcoming books - Less -Hot Reads - want to check them out for longer than a week
The library needs more parking places.
More space. I love the Geneva Library but the lack of space is getting uncomfortable. I have to walk sideways to get through the stacks, especially in the non-fiction section. Also, when I want something now, I have to go to St. Charles library bc their selection is so much larger.
A phone app that integrates with the scanners so I don't have to carry either a card key fob. This app could either allow users to use their phone as the scanner or work with the library's scanners.
Continue to provide the outstanding customer service.
Sorry, but I've got to say it--the parking availability!
Make things easier to find.
Buy DVD's produced by the BBC -
Lower the fines!
Host more events or rent space for events hosted by community member that get more community members involved.
Have a remote book return available near Randall Rd. Parking can be very difficult around the library and a return box at a remote location would be very helpful like St. Charles
better parking
More modern building with parking.
Having a comfortable space dedicated as a quiet zone, like the closed off space Gail Borden has on their second floor overlooking the river.
I would like to see more e-audiobooks, but that is not AT the library. At the library? I suppose it is too expensive to replace, but that carpeting is just awful.
Add more quiet, adult spaces. Coffee machine?
Quiet
Open at 8:30 if possible. More current videos to steam on hoopla.

more space to gather with friends and hang out
More Parking Needed.
a couple of the librarians need to be more customer-focused
Better services for teens. More teen books and more technology for teens, more teen programs and space
One area that is very frustrating is the long delay in getting popular items. I have had items sit "unavailable" on my hold list for an unreasonable amount of time. I would suggest GPL "rent" items instead of purchasing which would facilitate receiving an item without months of waiting.
coffee bar
Nothing I can think of right now.
Better updated facility
The library should have more evening presentations by guest speakers.
While the youth programs are excellent, the teen programs are very minimal and it seems that demography is needing to be served better. The teen area needs to be updated. Also there aren't any programs that are geared towards young adults (20's-30's), which I find disappointing.

QUESTION 9: HOW DOES THE LIBRARY BENEFIT YOU OR THE COMMUNITY?

The last open-ended question asked: “How does the library benefit you or the community?” The word cloud below shows words from the responses. The larger the word the more frequently the word was used.



How does the library benefit you or the community?

Free text responses (unedited)

Open-Ended Response

Increases the collective knowledge of the city.

center of town

Terrific support for the schools!

Provides information

Sunday morning hours.

Expands my leisure time enjoyment.

It lets me read books and see DVD's I would not normally see.

Able to borrow books, DVD's and magazines.

Saves me money at the bookstore. By being part of a dynamic downtown area, by being within walking distance of where I live.

Great Books

For me and my children lots. Research, pleasure, information.
it is an invaluable resource and a vital part of our community.
Books
I can learn more about the world
Not only is it utilized well. It adds a great deal of charm to our downtown
By education
By providing unbiased information from all sources and points of view.
my daughter and I read a lot and it is very beneficial to be able to have access to books from our library or others.
My daughter LOVES reading and our library helps me encourage that.
It enriches and entertains me constantly.
Too broad of a question. The library is essential to a democracy to thinking people, and to those of us who are life long learners.
We all benefit from access to knowledge.
By being a welcoming place for readers of all kinds of ages
Children's materials Adult materials
Research programming , book availability especially for limited income senior citizens.
It gives us books to read!
Enormous supply of reading material
The library resources.
Broadens education
Encourages from youngest to oldest to improve their knowledge of world - just the name "library" means a town is on the top!
Cost effective access to books, videos and music
Availability of current media programs.
The library provides resources that help us to stay on top of local, state and national news plus books for recreational reading and viewing materials.
Greatly
Recreational reading online research programs
It's important we are literate and informed most definitely - I like that books and videos, DVD's are recommended - I like "mystery" books that are covered. I read some very good ones.
It's another way to good research
Libraries are more important than the post office. A good library is so important to the community. A place to study and organize yourself. A place to meet and socialize with people. I am meeting my husband here today!
It helps me be able to read books and enjoy literature

Free Media
allows opportunity to study, learn, meet with friends and more
enlightenment for all
Great value for the dollar
It helps make a large amount of learning material available.
A resource for learning and knowledge when other avenues might no be an option. Someone that cannot afford internet, students doing projects. Information & learning should not be for the rich the library allows access for all. In short the library RULES!
Intellectual Stimulation
Books-we can't all shop amazon
It is a hub of quality information supported by professional in the chaos of our "Google" world.
It opens the door to entertainment & knowledge
As a former teacher in the Geneva Schools, I promoted the programs that benefited my students. Also, I would use books from the library in my lessons, and of course, I enjoy checking out books for my own reading pleasure.
I read 3-5 books a month and often see assistance in locating certain books
Helps me read
In countless ways. It provides a wealth of information, a place of community for all ages, and a meeting place for all groups. I love libraries and hope the Geneva library will remain an important part of our town for years to come!
Defrays cost of experiencing books, audio books and music
I love to read and don,t have a computer in my home.
Free, wide selection of materials
Great awesome above great
Allows me to read
Access to resources,books movies etc for everyone. Let's people explore new things for fun and learning. Safe place to meet, safe place for kids to hang out and study.
Important in making a wide range of knowledge and fiction freely available to everyone in the community.
I really value having so much selection right at my fingertips. The programs available here are great, love getting involved with others in my community
Culture & Learning
It provides more books and material to its patrons that nor one person could afford and have access to. Also talking to librarians and other patrons exposes you to different writers and reading subjects than one might choose. It brings the world into your home and mind.
It offers books to people who may not want to purchase them
Increase your number of Christian living books especially new releases.
Usually can find what I am looking for.

Easy access to print, easy availability of research materials, e-materials, technology. It is a wonderful resource and well worth our tax dollars. I love the current facility.
Good value for my taxes
Key to knowledge HUGE!
It is an excellent resource
It allows me to get more work done much faster, separated from distractions, than at home.
Promotes readings and community togetherness
I use the books I check out to read to my preschoolers in my classroom
Exposure to various books for my youngster.
Engages kids/learning Grows. Sense of community by attending programs together. Great place to me social outlet. I really love this library and all it offers.
It is a positive impact on the downtown and brings a sense of belonging to those who come to the facility.
The library is important to my children. We like the movies and love reading. The children's programs are excellent and the children have a great experience.
A great place to expand understanding, learn new skills through books, spend a relaxing time.
The library is a wonderful resource that promotes life long learning.
Hours open works well
helped me study for school and future education. An amazing source of information and a lot of cultural elements. Entertainment and education helps enrich all parts of the community.
Just now, I know about the website that helps kids with homework. I ask for give a little class in each school about what you offer.
I think the library is very important, it builds a community, it offers programs and encourages us to learn.
Offering all kinds of activities for all ages
It lets me try out games before I buy them
Provides valuable materials
it gives us a place to have fun reading
It is a very special place to me and my family!
Good resources, internet
Vital Resources for the books multi media and children's programs
educational resources
The library helps us with all of the materials that are available. Great for helping out with homework.
I love our library. Perhaps there could be some way to better capture adolescents who are videogame addicts
Programs
It's a place to learn by reading, researching, and continuing to learn and grow to stay revitalized and entertained.

Books and Resources
I often need books for school/research help
Its a resource for not only book lending but for other services and benefits not otherwise available
By supplying information materials internet and computer access
Great Resource in Town
Excellent Source of Information
Essential Community Asset
It is essential for knowledge and a sense of family
The library is a source of unlimited resources for our community and provides materials that homes cannot provide individually.
I can use my card at other libraries
Provides a vital link to world around us
It provides great services to the children of the community and it would be horrible to build a new library. over expansion in a growing technology heavy future is ill advised.
Education for the youth
Gives us education
I think the question should be rephrased "How doesn't the library..." as that would take less time to answer.
The ability to borrow books is its greatest benefit to me. a real cost savings to purchasing. I also like it's assistance to us..the community!
It helps us by saving money on certain things.
We no longer use youth services, but have the greatest memories of those. Geneva spirit throughout !
I rarely buy books any more, but I read more than ever. The library provides my reading materials. And when I want a new book for reference [e.g., cooking, a craft, etc.], I borrow everything I can to choose what I eventually will buy.
I have a 5 year old daughter - she loves being at the library as much as I do!
I think the library opens up worlds to us when we have the availability of audio, DVD and hard copy materials. By being able to get materials from the library, it's easy to stay connected and up-to-date on what's going on in the world and of interest. It also saves me a ton of money because I always try to view something at the library and either enjoy it there and don't need to buy it or am able to make a smart money decision as to whether I actually do want to buy something. I totally appreciate this!
It is a great place to meet and work on projects with others. It has great research materials.
Very important as a hub for information and materials. It's nice to have a downtown location.
Offers great children programs.
A great place to come and enjoy the company of others, be able to find the most current book without having to buy it and my go to place for researching.
Vital service to all citizens in present location

Informs people
Saves me money from renting DVD's or buying e-books/books.
As a low-income family, my daughter and I rely on the library for books and movies as well as children's programs (story time, etc.) Most of all, we enjoy interacting with the staff when we come (which is often!)
It is a gathering place, a place to explore, a place for fun. We love the library.
Encourages reading.
Super source for information
The high quality of a library often is determined by the type of people who reside in the community.
Gives access to a whole world of knowledge through reading.
The library helps educate our little people and provides to people who can't afford computers and other equipment.
It is very important to the community
By providing resources that we the taxpayers paid for- lets keep that in mind when we have non taxpayers in demanding to use services made available by the taxpayers-also lets keep the costs in line.
Invaluable for access to books.
It is the HEART of our community; we wouldn't be a community without it.
I benefits me by making material available that I do not have to purchase.
The reading programs encourage a love of reading from birth up... and connections to local businesses. Our family has the library as part of our life routine. It is a community gathering place. And, I have used so many features... the copier, printer, notary, interlibrary loans of books/DVDs, magazines, managing holds on materials online, reference assistance for myself or children... the list goes on. We love our library.
In so many ways!!! It is a gem and part of our memory having taken the children there when they were little. We love seeing you at the parade (parade of books?) The social and educational benefits of your technology classes and events are immense. Thank you!
Most directly, the single most beneficial adult program is probably technology education. However, the library serves as a meeting place where people can gather to learn from each other and share information. When I think about why I am thankful to live in Geneva, the library is at the top of my list.
The library, just like a community's schools is a center of education and knowledge.
The library is vital to our community. The resources it provides enriches all our lives. You have something for every age. I have also enjoyed the different programs for children and adults.
great educational facility
it is a great way and place for students to study and research. Or tutoring/groups to get together and meet. It mainly benefits me with an outlet to borrow books or movies that I have heard about or wanted to read/watch.
They participate with the community
Safe and stimulating place to be and learn
Lots of available books, resources and programs.

Helps bring the community together for groups and is a cost effective way to access books and also data bases. I am so proud of our library and staff!
Helps develop an interest in reading and many subjects and enables friendships at all ages to be formed.
The library is an essential part of any community & a destination spot. It brings community members downtown & then businesses & other service providers benefit.
KNOWLEDGE AND ENTERTAINMENT
The library is a truly an asset to our community it provides everyone with a wealth of educational and recreational needs for free. The benefits of using the library are immeasurable. It is at the heart of our community!
Absolutely!!!! Educational for kids n resourceful n quiet place for adults
Selection of mysteries has to many cozies. Need more sophisticated selections. Too Many Romances!
The learning aspect that it provides.
I have been use to the spoiled life of the river forest and wheaton library
Efficiency of staff is awesome. Always knowledgeable and willing to help.
research. Rooms available for meetings.
Source of information, entertainment, current events, materials I could not afford to purchase are available to read at no cost.
Too many ways to say.
Books
Materials - Programming - important for young and old!
It has something for everyone.
I am retired and love to read. The hot read stand which you see when you first come in has introduced me to so many authors that I have never read before. I love books! A Kindle has never appealed to me.
Borrowing vs buying, especially when it come to video games and movies.
The library is an invaluable resource for pursing knowledge.
I worked at a library and I always tell everyone to get a card - even strangers. Wonderful place for families, and with the economy as it is where else can you get so much for free.
Great resource or fund and education for my family.
multiple resources, great programming - especially for my children.
Huge resource - one of the foundational pillars. THANKS!
Essential source of please at no cost.
Important part of my life - pleasure reading and researching.
Libraries, like school, offer personal advancement and knowledge to citizens.
Books
Provides services, classes and information
Free materials and a gathering place.

In the ways all libraries do.
The library has always been a part of me and I love it.
lots of resources for every age
As a gathering and learning place.
Its my source for books and magazines and even part of my social life.
Very essential for the community
Enhanced Resources
A Great Deal
A large collection of free literary items.
provides books
It gives us one thing to relate to.
Calm, Quiet place, many options available.
The library provides a place where I can access resources that will provide me credible, in-depth resources about topics that matter to me and my life. The fact that they do the same for everyone benefits the community as a whole, because education and knowledge are empowering.
Provides much needed meeting place
safe place for families, seniors, students
It offers almost unlimited opportunities for information, learning, pleasure, and contact with the world, supported by library professionals in a comfortable, pleasant environment
Excellent resources for my kids and me to access. The library and the staff encourages a love of reading in my kids. The children's department staff takes the time to get to know me and my kids and they speak to my kids as if everything my kids say is important to them. It is wonderful.
Books
Saves our family money - shared resources and materials. We do not buy books
provides a variety of material and interactions, and also a sense of belonging to the community.
I feel that this library serves a really huge purpose to our community - I encourage many people to utilize the services
It brings great learning to the community.
Libraries are our community resource for all ages to supplement our schools. It's a place for continuing to learn.
It provides the opportunity to check out materials that I might consider buying in the future. The programs for all age groups are interesting, educational and often entertaining.
--so vital and essential to the civic fiber that the question is almost unanswerable
you have to ask that????? the value in not measurable, the collection on facts, non fiction, the difference sources that are there from books to dvd to e books, internet (which is not always reliable or true), different points of view in a small space. non fiction is a way for all children and adults to start loving to

read. reading opens the world, academically and for fun. the programs let you meet new people with similar interests
It's a place for all ages.
Teaches us to share resources. Extremely important for kids to learn that.
Unrestricted access to information for all
Access to information for the people! Internet connections, books and community are available to everyone, supported by everyone. Libraries are an ideal mechanism to share societal resources
It is an integral part of our community experience
By providing resources and help from the librarians
Having the range of resources is obviously the biggest benefit. However, the various events, particularly family events, is an important benefit.
It's a library, a place to borrow books and other materials. E-books are fine, some books like picture books are better. Photo books, etc
I would not like to live in a town without a library. You need research for trips, medical, etc.
provide a meeting place, resource, information
Indispensable resource to make available a wide variety of information, for learning, pleasure, recreation, work assignments, school assignments,
By providing learning opportunities
It's like an old friend. Always here, always open, usual faces, new faces, etc.
Having new materials on the shelves sooner.
The hours are convenient and the programs are very diversified and informative.
Provides a friendly, comfortable place to come where you can get access to any kind of information and/or materials you need.
It provides loads of information/resources, books, movies, etc. with great people that work there :-)
It's a center for learning.
Readily/convenient available information is power.
It brings AWARENESS and EMPOWERMENT to people in good, positive ways.
it is a stimulating place of pure pleasure
It is an important gathering space. Because it's free, income or social status doesn't matter. There's a whole world available to me, because of the library.
it has book and dvds
It meets a particular need.
It is a great place to view books, put your hands on them, take them out.
Provides education, good meeting place for some community events.

The summer reading program is fun. Some eBooks come in a series. That's a benefit for me; but why does GPLD buy only a few of the series instead of the whole? I have to get a physical book if I want to read the series in order.

It helps to get books for Lit Logs

I trust the organization to spend my tax dollars wisely

Enriching/enlightening/educating

The library is a vital part of the community. It is a meeting place, a place for kids to meet others as well as feel comfortable asking adults for assistance. I can't stress how important the library is to creating a sense of community in Geneva!

It serves as a resource of facts for residents of all ages.

Provides resources

It's a good resource for research, e books and reading material, etc.

I think is a fun place to go. I love all library activities and enjoy all of the books

It should serve as a cultural center of the community.

It also is part of my social life. We have very pleasant and helpful librarians

Great resource, and lots of encouragement to help the kids to read

Libraries are the outward face of shared community values. Our library demonstrates on a daily basis its respect for people of all ages, faiths, nationality by way of its programs, selection policies and willingness to look toward the future for improving services.

I have, in the past 25 years, used just about every aspect of the library services: from activities in the children's room, to downloading books to my kindle. I think it's wonderful to see children coming in w/ adults - for any activity, but especially to read.

Great book sales

I am able to read and I think your children's library is excellent! This attracts people to the community.

The library provides a wealth of resources for the community.

Valuable resource for reading materials and access to information.

access to wide variety of information

I believe that libraries are one of the most important governmental institutions in a community. A Public library embodies the aspirations, collective knowledge and cultural heritage of a community. It a place to get information, connect and collaborate with others, learn new skills and be entertained. It is a place to think, absorb, explore, hope and dream. It is no secret that libraries in general are in a state of transition due to the influx of new technology and the digitization of information. However, despite these changes, the basics will not change. The library will continue to be a vibrant part of Geneva and a place for personal growth.

With all of the advances in technology, the library is not nearly as important as it once was. In an area like Geneva, many folks, including us, do not need a library very much.

Provides reading materials for all and meeting space

Accessible for all..daily.

Many programs available
The library is an important resource to our community - from the social aspect and as part of lifelong learning through it's resources and support personnel.
too many ways to list
Great programs, community involvement, a wonderful staff.
greatly enhances my reading enjoyment
Gets children interested in reading.
I can check out ebooks & videos and not have to buy them - saves money overall.
For me it is a resource for information. By providing good resources and books I can find things that help me at my job and career, my hobbies, and work I do in community. For example I attended a seminar though my work and was able to get the books that they referenced though the library and get more seminar. This type of thing helps to support the business community's success.
We homeschool and we check out many books! I love the interlibrary loan system to help us with our schooling. I can almost always find the books I am looking for.
The library provides a wealth of knowledge that would be financially unattainable for the vast majority of people.
Provides books, CD's, DVD's, etc. It is NOT a meeting place or a place to find office supplies.
We love storytime, activities you offer
I can check out books for research or for entertainment.
In the age of technology it's an oasis of tactile materials. There's nothing better than the feel of a real book in my hands.
Supports my personal goal of lifelong learning. Promotes community engagement, access to information for everyone, encourages sharing ideas and seeking of knowledge, assists with education of new technologies, provides online resources for local businesses and community members, promotes literacy, encourages intellectual freedom and democracy.
My children have access to a lot of information and resources without us spending a lot of money to own it.
Personally (bc honestly there are so many reasons) I would say that I can read thousands (!!!!) of dollars worth of books for nothing (or to be technical -- my taxes) each year...same with programs.
A library is extremely important to everyone. You gain so much in reading ... much better than TV
It can help us have a bigger knowledge of books
My family couldn't afford to purchase all the items we've checked out from the library. You have materials and opportunities that interest all of my family members.
Provides lifetime learning opportunities
it's a neutral meeting place
wonderful resource, don't have to buy books,
too many ways to list
The library provides a safe place for residents to go to for a variety of resources/programs.

Saves a TON of money on books!!!!!! Encourages reading to our youth. My kids both started Story Time when they were infants through 1st grade and read well beyond their 2nd and 4th grade levels now. I think Story Time had a lot to do with their love of reading and books. My 4th grader is in A&E at school & we hope our 2nd grader will follow next year. I really can't say enough about how important it is.
I read a lot and it has a good collection. Saves me lots of money on books.
Use of my tax dollars to provide reading materials
It enriches and educates the community.
I have been taking my children to the Geneva library since they were born. They are 16 and 15 now. The Geneva library has helped my wife and I to instill the love of reading in our children. Although what people use the library for is changing rapidly, it is essential that the library is able to change with those needs. I don't think that the current library building is able to meet those changing needs.
Makes learning materials available to residents
The library is an excellent source for information as well as reading enjoyment.
I can read/watch a variety of entertaining and educational materials. If Geneva doesn't have it on hand, they can get it for me. When I was homeschooling my children, the library was a valuable asset to their education. I would be a bored person without the library! Thank you!
I use it for many aspects of my life, both personal and business
The library provides a world of knowledge for very little money. Think of what my bill would be at Amazon.com if i had to buy all the materials the library provides!
The library's benefit is that it provides a wide variety of reading material that individuals would not likely purchase on his/her own.
Allows me a safe and warm place to introduce books to my new daughter and for myself to get lost in new world thru books.
I'm an organizer of a large and very active Moms group in the area, and your children's programs are a great resource for our members, especially in winter.
provides resources and materials that would not otherwise be available to us
Good public libraries make good communities.
It offers many more items for me to enjoy than I would ever be able purchase for myself.
Provides materials---e-books and print books, e-audiobooks and CDs, DVDs, magazines,music, and databases. Provides programming, especially important for children. Provides internet access and wifi. Provides staff to help you find all these things and show you how to use them if necessary. Great for families, great for businesspeople, really, a bargain for everyone!
Resources for students and lifelong readers. All have equal access to stories, research topics, and technology.
Providing free materials and programs
My kids love books and feel welcomed. I love having all the current books and movies available to us, because we do not like to purchase them.
provides a vast knowledge basis that would be missing if the library and it's staff didn't exist.

Enables us to use research databases from home. The library usually has what we need (books, music, DVDs) or can get it in a fair amount of time.

expands our knowledge through programs and materials.

Always learning new things, free programs

I believe the library is a tremendous benefit for my tax dollars. I do think it is time to view the library in a more progressive light. Voluminous amounts of unwanted or unread materials collecting dust on the shelves to elude to needing a "new" structure is counter productive and untruthful. Have a plan prior to investing in property - I don't believe we need a larger physical space. I believe a greater benefit is to supply materials in a format that suits your users needs and a quantity that affords your users to read materials on their terms.

benefits everyone in offering amazing service

It's a resource that offers a range of services to people of every age in the community.

The library is a tremendous benefit to the community in that it brings families and individuals to the downtown business district making the community atmosphere lively.

By providing items and information

QUESTION 10: HOW OLD ARE YOU?

How old are you?		
Answer Options	Response Percent	Response Count
12 or under	4.3%	17
13-18	4.8%	19
19-24	0.3%	1
25-39	15.8%	62
40-54	30.6%	120
55-69	32.9%	129
70 or older	11.2%	44
	<i>answered question</i>	392
	<i>skipped question</i>	38

QUESTION 11: WHAT GENDER BEST DESCRIBES YOU?

What gender best describes you?		
Answer Options	Response Percent	Response Count
Male	31.1%	121
Female	68.9%	268
	<i>answered question</i>	389
	<i>skipped question</i>	41

QUESTION 12: WHAT IS THE HIGHEST LEVEL OF EDUCATION YOU HAVE COMPLETED?

What is the highest level of education you have completed?		
Answer Options	Response Percent	Response Count
Some high school	6.0%	23
High school graduate or GED	2.6%	10
Some college	12.0%	46
College degree or higher	79.3%	303
	<i>answered question</i>	382
	<i>skipped question</i>	48

QUESTION 13: WHAT IS YOUR EMPLOYMENT STATUS?

What is your employment status?		
Answer Options	Response Percent	Response Count
Employed or self-employed	54.1%	213
Homemaker	11.7%	46
Student	7.4%	29
Retired	24.4%	96
Unemployed	2.5%	10
	<i>answered question</i>	394
	<i>skipped question</i>	36

SUMMARY

- The survey consisted of 13 questions and received 430 responses
 - 98% of respondents were library cardholders
 - 65% of respondents were weekly visitors to the library
- Four questions related to demographics (age, gender, education, employment status)
 - 33% of respondents were aged 55-69
 - 31% of respondents were aged 40-54
 - 69% of respondents were female
 - 79% of respondents held college degrees or higher
 - 54% of respondents were employed or self-employed
 - 24% of respondents were retired
- Respondents were asked to rate ten library services as well as the overall library
 - Customer service rated highest
 - Facilities rated poorest
 - eCollections and technology received the greatest amount of don't know or not applicable ratings
- Respondents were asked the importance of fourteen library services as well as the overall importance of the library
 - Borrowing materials rated highest followed by interlibrary loan and online services
 - Photocopier and fax machine rated lowest in importance
- Respondents were asked their satisfaction levels with the library and its services
 - Library resources rated most satisfactory
 - Library programs rated least satisfactory
- Respondents were asked how they learn about library offerings
 - Library website followed by library newsletter received highest response
 - Social media received least response
 - Word of mouth frequently given as free text response
- Respondents were asked an open-ended question about what they value most about the library
 - Collections (physical or digital) most frequently cited
 - Staff also frequently cited
- Respondents were asked an open-ended question about what the library could to improve
 - Facilities and/or parking most frequently cited

- Respondents were asked an open-ended question about how the library benefits them or the community
 - Access to information and/or resources received frequent mentions
 - Library as a community resource also received frequent mentions

APPENDIX: SURVEY

Please take a moment to answer this anonymous survey about the library.

Section 1: Please check one answer for each of the following:

1. Do you have a library card?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

2. On average, how often do you visit the library?

Daily	Weekly	Monthly	Less than once a month	Never
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. How would you rate each of the following library services?

	Excellent	Good	Fair	Poor	Don't know/Not applicable
Customer service	<input type="checkbox"/>				
Collection materials (books, audiobooks, movies, music, newspapers, etc.)	<input type="checkbox"/>				
eCollection materials (downloadable/streaming books, audiobooks, music, videos, etc.)	<input type="checkbox"/>				
Programs (classes, storytimes, etc.)	<input type="checkbox"/>				
Online services (website, catalog, research databases, etc.)	<input type="checkbox"/>				
Interlibrary loan(borrowing materials from other libraries)	<input type="checkbox"/>				
Technology equipment (computers, tablets, printers, etc.)	<input type="checkbox"/>				
Internet and wifi access	<input type="checkbox"/>				
Facilities	<input type="checkbox"/>				
Hours of operation	<input type="checkbox"/>				
Overall, how would you rate the library?	<input type="checkbox"/>				

4. How important is each of the following library services to you?

	Very Important	Important	Somewhat Important	Not Important	Don't know/Not Applicable
Borrowing materials (books, DVDs, music, etc.)	<input type="checkbox"/>				
Reading recommendations and help finding materials	<input type="checkbox"/>				
Availability of downloadable materials (ebooks, streaming music and videos, etc.)	<input type="checkbox"/>				
Research assistance from librarians	<input type="checkbox"/>				
Programs (classes, storytimes, etc.)	<input type="checkbox"/>				
Technology equipment (computers, tablets, printers, etc.)	<input type="checkbox"/>				
Help using technology equipment (computers, tablets, printers, etc.)	<input type="checkbox"/>				
Study spaces/reading areas	<input type="checkbox"/>				
Meeting rooms	<input type="checkbox"/>				
Internet and wifi access	<input type="checkbox"/>				
Interlibrary loan(borrowing materials from other libraries)	<input type="checkbox"/>				
Online services (website, catalog, research databases, etc.)	<input type="checkbox"/>				
Photocopier and fax machine	<input type="checkbox"/>				
Newspapers and magazines	<input type="checkbox"/>				
Overall, how important is the library to you and your family?	<input type="checkbox"/>				

5. How do you feel about the library?

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I find the resources at the library interesting and relevant.	<input type="checkbox"/>				
I find the programs offered through the Library interesting and relevant.	<input type="checkbox"/>				
I would recommend the library to my neighbors.	<input type="checkbox"/>				
The library meets all of my expectations.	<input type="checkbox"/>				
The library is a vital part of my life.	<input type="checkbox"/>				

6. How do you typically find out about what the library offers? Check all that apply.

- Library website
- Social media (Facebook or Twitter)
- Email/e-blasts
- Library newsletter
- Signs or flyers in the library
- Word of mouth
- Library staff
- Newspaper
- Other: _____

Section 2: We value your opinions. Please answer the following questions:

7. What do you value most about the library?

8. What is the one thing we could do to make your experience at the library more enjoyable?

9. How does the library benefit you or the community?

Section 3: Please tell us about yourself so that we may better serve you. Please check one answer for each of the following.

10. How old are you?

- 12 or under
- 13-18
- 19-24
- 25-39
- 40-54
- 55-69
- 70 or older

11. What gender best describes you?

- Male
- Female

12. What is the highest level of education you have completed?

- Some high school
- High school graduate or GED
- Some college
- College degree or higher

13. What is your employment status?

- Employed or self-employed
- Homemaker
- Retired
- Student
- Unemployed

Thank you for your time! If you have questions about this survey or about the library, please contact us at survey@gpld.org.