



DOWNERS GROVE
PUBLIC LIBRARY

Strategic Planning Findings Book and Strategic Retreat Agenda



Engage | Envision | Evolve

Facilitated by
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Kathy Stewart & Randy Maxey

Findings Book

- The following document outlines the bulk of the research and findings from the stakeholder input and analysis phase of the project.
 - Stakeholder Engagement Summary and Compilation
 - Survey Summary and Results
 - Visual Concept Voting Results
 - Demographic Data and Market Penetration Analysis
 - Benchmark Analysis & Data Review
 - Previous Strategic Plan Summary & Equity Strategic Plan
- Additional analysis and data will also be shared at the retreat.

Strategic Retreat Agenda



Wednesday May 17th 5:30PM- 9PM CDT
Thursday May 18th 5:30PM- 9PM CDT

Overall Agenda

We take a flexible approach to the retreat process to allow the discussions and conversations that emerge from the process aren't restrained by a fixed timeline. The following is a rough approximation of how the day will go. Day 2 in particular could be reworked based on the progress and results of day 1.

Day1

- Overview of Day + Individual Intros & Ice Breaker
 - Who you are, Best “Thing” about the Library, & the Most Needed “Thing”
- Values Discussion & Exercise
- Findings Review and Other Shareable Insights
- SWOC Discussion
- Values Voting
- Small Group Ideation/Brainstorming

Day 2

- Mission & Vision Discussion
- Key Issues Discussion
- Strategic Initiatives/Ideas Voting
- Plan format preferences discussion
- Strategic Initiatives/Ideas Results Discussion
- Next Steps & Day wrap-up

DGPL SWOC Analysis (RTL preliminary first pass. Will be finalized during retreat)

Strengths

- *Strong customer-focused staff*
- *Strong partnerships within the community*
- *Center of town location and perception and good access from schools*
- *Overall strong positive community perception of Library (though definitely not unanimous)*
- *Well-maintained & well-resourced building*
- *Very strong youth program offering and outreach to schools, pre-schools, day cares, etc.*
- *Strong marketing approach and team*
- *Solid funding*
- *Very high usage of resources, facility, programs*
- *Strong collections, with solid and growing diversity*

Weaknesses

- *Services, spaces, and engagement with Teens and older Tweens*
- *Parking*
- *Accessibility (getting into the building for mobility limited patrons)*
- *Space limitations in general*
- *Limited creativity spaces*
- *Acoustic/noise issues in many spaces*
- *Broad Senior engagement (there is strong senior usage but some indications that it is from a narrower segment of village seniors than perhaps typical)*

Opportunities

- *Closer coordination with the community organizations*
- *Leveraging partners as conduits for outreach and marketing*
- *Better outreach to underserved and historically marginalized communities*
- *Leveraging strong school relationships to better engage, serve, and increase tween and teen usage of the library*

Challenges

- *Parking and accessibility*
- *Access to the library for those with limited transportation that live at the edges of the village.*
- *The segment of the community that is unhappy with the library’s approach to EDI and efforts to better serve historically marginalized communities and who see those efforts as political*
- *The polarization of society and the community, and shifting views around what “neutral” means in America today*
- *Making the library better for those with neuro-diversity challenges*
- *Continuing to have library staff be a good reflection of the community it’s serving*

Findings Book Overview

RTL's thoughts on issues for consideration:

- .Teen & Tween Engagement and Revised Space Approach
- Creativity/Maker Programs/Resources/Spaces
 - Given space limitations, a separate outlet (ideally in the Southern portion of the village) could be worth consideration
- Further optimizing outreach to Seniors & Historically Marginalized Residents (see market penetration analysis)
- Building accessibility for those with limited or challenged mobility
- Improving resource access to those that live more at the edges of the village or who have more limited transportation
- Increase targeting / curating of marketing content to users based on usage and listed preferences and increasing strategies focused on reaching non-users and the historically marginalized communities in Downers Grove.

Summary of the Community Engagement Sessions May 2023 (In-person and virtual): S

ee full notes compilation towards the end of the document starting on page: ## 66-85

Rethinking Libraries with support from the library conducted a series of in-person and virtual community, staff, and board engagement sessions in May of 2023 which saw a total of 140 participants. These participants included staff, (separate supervisory and non-supervisory sessions), community members, teens, seniors (or experienced residents as the group preferred to be called), a session intended for people of color and other historically marginalized groups, community partners/agencies/organizations, and community leaders. The following represents RTL's summary of what we heard across those sessions with a focus on ideas and content that was most consistently heard or stood out across the various sessions.

Downers Grove Community—What do we need to know?

Downer's Grove is an economically diverse, large, primarily white suburb of Chicago. There has been a shift towards more ethnic diversity. There is a shift in housing with older homes coming down, and less affordable homes being built, creating something of a barrier to new residents. The schools are good and the residents are well educated in general. It is a community in transition with some perceived conflict between older residents and newer. Churches have a strong social presence in Downer's Grove. Very family centric. The Metro line is a very big draw for residents who work in the city. There are a great many parks, nature trails and green areas, as well as numerous festivals.

Perceptions about DGPL

The library is viewed as a welcoming space. The library is available to people with all kinds of needs. There is a recognition that the library recognizes that it serves a diverse community and is trying to adapt and recognize all people. The library is forward thinking. It serves as a community center and is part of the community and that makes it special. It is legendary for its readers advisory services. The library is leading the community in many ways, including EDI. The library should be careful not to spread itself too thin. Staff has been empowered to deliver service and meet the community needs. Parking is seen as a barrier to entry. The library is a good center for presenting all points of view. The term library may not encompass all that the library does especially in Downer's Grove.

What does the community want/need from the library? Ease of Use

There is a balance of trying to determine levels of self service and personal staff service. There is a need for additional study rooms. There should be 24 hours Wi-Fi outside of the library. There are building accessibility issues particularly related to the very long route required for those who cannot navigate the stairs. Signage may be an issue particularly as the community grows more diverse. Parking, again is a major issue but it's more of a city problem. The library does not own the parking lot (the city does). The library could do more to reach and serve Seniors and Empty Nesters Adults. There is additional need for diversity in programming and reading lists for different age groups including authors of diverse backgrounds.

Collections

Patrons can get books from other libraries if not available from DGPL. Digital circulation is limited by the limitations of the digital collections and hold times are long. It's important that banned books are available here. AV collection has gone down but not gone away. Pickup lockers are very popular.

Non-traditional collections

The seed collection is amazing. The Anything Emporium is amazing but a bit hidden. There could be more hotspots for checkout.

Children's Services and Spaces (0-7)

Area for children is well thought out and engaging. Some parents would like additional play and imagination resources but space tradeoffs with collections limit the options there. With social anxiety, perhaps a calming room would be helpful. Is there a way to keep kids from running amok, perhaps more of an entrance door to children's to keep the little ones from making a beeline out and potentially head towards the library exit and street. Some outdoor space connected to the youth services area would be ideal but would likely require a repurposing of the memorial garden which would be difficult if not impossible.

Children's Spaces and Services (8-12)

The library is running a great many programs for this age group including technology and STEM. There is definitely a gap in space and in library engagement for tweens (outside of programming). Need more gaming capabilities on the computers. These kids are coming to the library but there is not really a hangout spot for them. Need more unstructured play opportunities.

Teen Services and Spaces

This was a topic of much discussion in many of the sessions. The physical space set aside for teens is large but isn't user friendly, configured well, or comfortable for teens. Teens often are confronted by staff or more often by other patrons for being too loud which leads to a strong desire for some glass acoustic separation from the adult areas. Many feel that staff attention and engagement to the teen space after school is needed to build more positive relationships with the teen community members. A definite interest in more passive and unstructured programming for this age level and space would help. Take and Make and Girls that Code are great programs. More collaborative work space for teens. Perhaps look at creating somewhat separate spaces for High School and Middle School students to allow both age levels to use the library simultaneously. This is working well at some other local libraries.

Adults and Seniors

Not many obvious places for seniors to gather. More seniors doing digital. Seniors could use more technical assistance. Need meeting rooms where people can hear each other talk. Many of the current rooms have too much noise filtering in.

All Ages

There should be consideration for special needs kids. Perhaps Special Needs Hours, and/or area(s)/room(s) dedicated to calming or sensory needs.

Steam: Technology, Creation Areas, Spaces and Resources

There are technology needs beyond what the library currently has. The lack/minimal amount of a maker/creative spaces and resources are one of few areas where Downers Grove is not leading and actually behind many other libraries in the area. The awareness of the media lab isn't strong and questions were raised as to how it's being marketed and explained. A strong strategy for tech growth is important here. There were lots of comments about what is going on at other libraries and hoping to see DGPL do more in this area, but in a way that works for the community and within the space constraints of the library.

Spaces: Inside and Out

DGPL has nicely appointed spaces but could use more of them. The changes caused some users to go elsewhere. There are no substantial outdoor spaces, that people would like. Gardens and patios are mentioned as desirable but perhaps difficult to implement. A balcony off the 2nd floor adult space above the memorial garden was discussed and liked as an idea by many. Users looking for even more meeting spaces. The medium sized meeting room upstairs has major noise/acoustic issues.

Library Programs Overall

Many like the availability of virtual programming. Youth programming and story times in particular are a real bright spot at DGPL. A few people mentioned the idea of bringing back the Big Read program.

Equity, Diversity, and Inclusion

EDI has recently become somewhat polarizing topic around DGPL. Like most communities there are people on both sides of the issues connected to EDI. In the community sessions there certainly seemed to have more voices in support of the library's recent approaches in these areas however a few overall supporters voiced concerns that perhaps sometimes the library pushes too far in making broad political statements. Even supporters of those actions felt that the library could do a better job of explaining why the library is making these kinds of statements and better communicate to staff the why and related information so they can address questions they receive from the community. In the community session held specifically for people of color it was voiced that those kinds of statements dramatically increase their sense of welcome and safety at DGPL and they have appreciated those kinds of statements. They see the efforts the library is making but hope to see continued efforts and support in these areas by the library. Only a small few that attended the sessions expressed any kind of significant reservations about the library's work in this area other than safety concerns.

Many expressed the thoughts that the library is doing a good job to expand staff diversity to be a reflection of the community but the results could still be better. Efforts around programs and collections to serve everyone were also highlighted as areas where actions are seen as positive, though some feel that this should go further, while only one person specifically felt that too much was being done to reach and serve historically marginalized and underserved communities. Most in the room at the time disagreed with that view and stated that in their view a majority of the community supports the library's approach even if some feel that it could be better handled or addressed in better ways. Most felt that the library needs to keep up with the momentum of making the collection more diverse in serving all of the backgrounds, languages, and cultures present in the community's residents. There is a lot of conversation and criticism about the un-housed patrons creating issues or a sense of issue with security and pleasantness in the library, though many suggested that it's a broader civic issue that the library cannot solve on its own. Most see the library as certainly part of the multi-prong approach to helping reduce issues with this portion of the community's population.

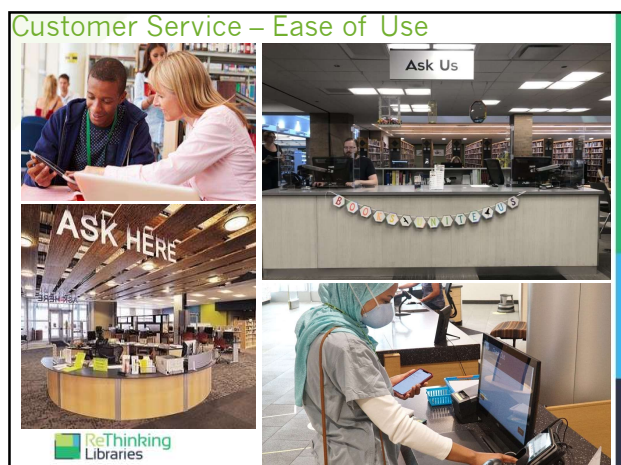
Outreach/Community Outreach/Awareness

There is an opportunity for more outreach efforts with schools and churches, for example. Many people don't know about all the programming and services of the library. How can the library extend itself beyond the walls of the library? Partnerships could help amplify the messages and outreach of the library. DGPL appears to be well above average (compared to other libraries) in the area of community awareness, but there still remains a significant gap in the full awareness of services by residents.

Usage of the library is high but so many residents even power users often have a low awareness of all that the library offers. Information the library does more than books would be very helpful. Perhaps the library could have satellite branches at senior centers, as well as doing deliveries to homebound.

Collaborations and Partnerships

There should be strong collaborative relationships with schools and other entities within the village ecosystem, and many see DGPL meeting this call. RTL NOTE: DGPL has one of the strongest connections and service arrangements with its schools that we've seen in our work with public libraries. Connections to the broader community are already strong but could always be even stronger. The library is already a great partner with many village organizations.



Other Collections



Now circulating at some libraries across the United States :

- Wi-Fi hot spots
- Telescopes / Microscopes
- Park & Museum passes
- All abilities support items
- Power & Radon Meters
- Maker/STEAM/Craft kits
- Hand and power tools
- Board & Yard games
- Laptops, e-Readers
- Art / "Art-o-Mat"
- Musical instruments
- DSLR Digital Cameras
- Bike locks and repair tools
- Specialty cake pans
- Fishing poles
- Seeds (exchange)
- Sewing Machines
- Other???

What if any special collections would make sense for your community?

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Children's Services & Areas (Ages 0 – 7)



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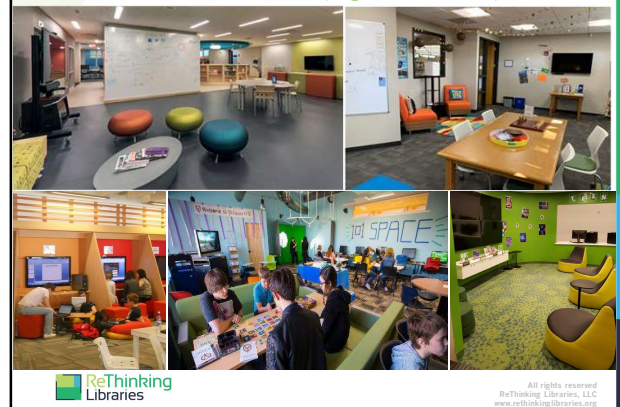
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Children's Services & Areas (Ages 8 - 12)



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Teen Services & Areas (Ages 13 - 18)



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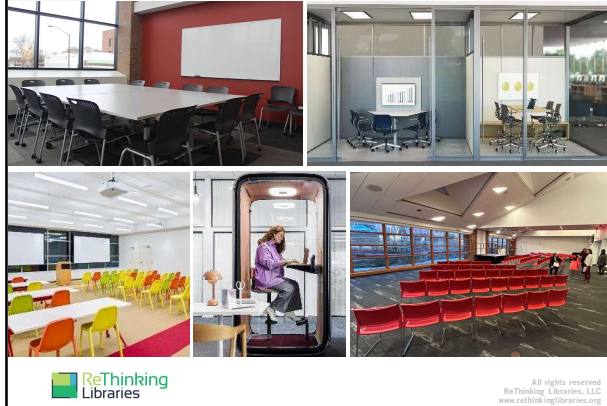
Adult & Seniors Services & Areas



STEAM: Technology, Creation Areas, Spaces & Resources



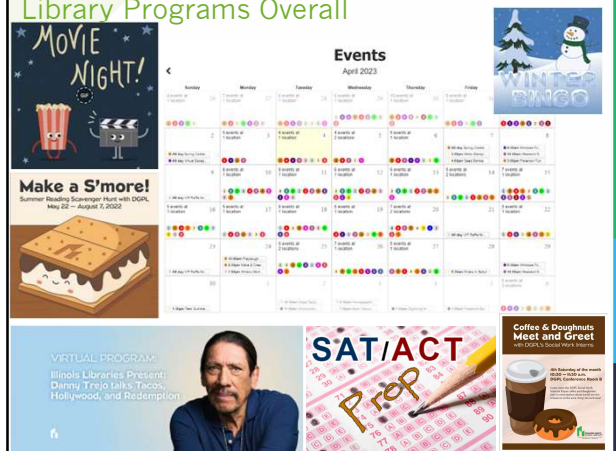
Meeting Services & Spaces



Outdoor Spaces



Library Programs Overall



Equity, Diversity and Inclusion

Role of the Library

- Education and Programming
- Collections
- Place for Engagement
- Staff Training/Hiring
- Link to Community Services



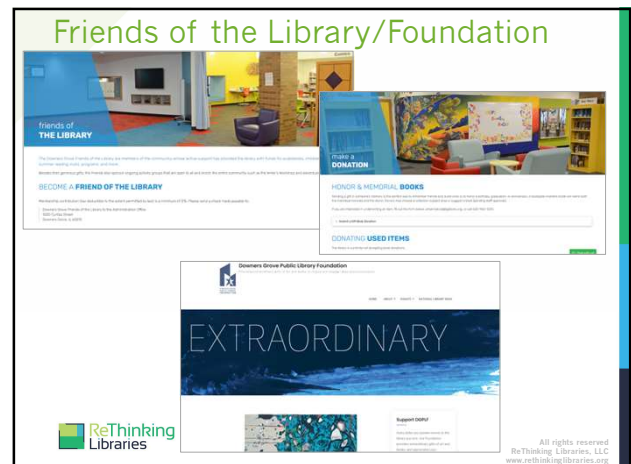
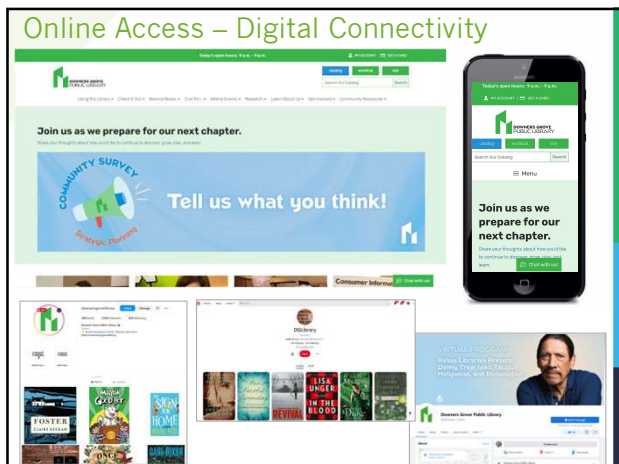
Outreach and/or Mobile Library Services

Services outside the building: Schools, childcare centers, local events, senior groups, farmers markets, soup kitchens, laundromats,....



Collaboration and Partnerships





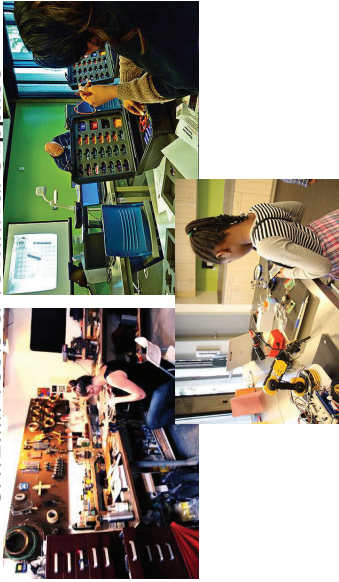
Vision Voting Exercise Community--Downer's Grove Public Library

Concepts / Ideas / Investment Areas	Non-supervisory staff	Supervisory Staff	Board	General Community	Parents and Caregivers	Community Leaders	Seniors	Teens	Total	Rank
Dedicated & Enclosed Teen Space	17	19	7	15	9	8	6	7	88	1
Equity, Diversity and Inclusion	10	9	3	19	10	10	12	3	76	2
Zoned Youth Area for Pre-Teens Ages 8-12	18	12	5	11	14	4	2	2	68	3
Creative Tools/ Maker Lab	23	9	6	11	8	0	5	1	63	4
Lending Things Besides Book & Media	18	5	5	9	2	4	5	0	48	5
Art/ Culture Programs	11	0	5	8	4	10	6	3	47	6
Outreach Services	12	3	3	9	2	7	3	2	41	7
Expanded Senior Services	16	1	2	8	0	4	7	0	38	8
Indoor/Outdoor Spaces or other Natural Design Elements	7	4	5	7	5	5	3	1	37	9
Functional & Flexible Outdoor Spaces (e.g., for programing)	14	5	0	1	10	4	2	0	36	10
Expanded & Zoned Children's Space for Ages 0-7	8	3	1	8	6	6	2	1	35	11
Improved Public Computer Configurations and/or Laptops for In-Library Use	17	6	2	3	1	2	2	1	34	12
Sensory Rooms and Toy Collections	12	0	1	8	0	9	0	3	33	13
Technology Support and Training	7	3	1	5	0	3	8	2	29	14
Resident and/or Student Art Displays	5	1	2	1	2	11	7	0	29	14
Improved Wayfinding and Signage	14	1	2	4	2	2	3	1	29	14
S.T.E.M. Tools & Technical Supplies	5	2	1	12	1	7	0	0	28	17
Job Search/ Career Support	10	4	2	3	3	4	1	1	28	17
Increased Meeting Spaces	12	0	5	0	0	5	4	1	27	19
Updated & Comfortable Adult Spaces	4	0	1	12	2	3	4	0	26	20
3D Printing & Laser Etching/Cutting	3	4	0	5	3	5	4	1	25	21
Calming Rooms	6	4	1	5	4	2	0	2	24	22
Improved Library Marketing & Promotion	6	0	2	5	1	7	2	0	23	23
Flexible/Reconfigurable Spaces	6	3	1	3	0	2	3	4	22	24
Gaming Equipment and Programs	9	0	3	6	0	0	3	1	22	24
Improve Staff Spaces and Work Areas to Meet Needs and Improve Efficiencies	9	2	0	6	0	2	1	1	21	26
Audio Recording, Technology and Software	5	0	2	5	0	4	5	0	21	26
Readily Accessible Power and Charging	10	4	0	1	2	2	0	1	20	28
Active Collaboration Space(s)	2	1	3	4	1	6	1	1	19	29
24/7 Materials Access (Lockers or Vending)	3	6	2	2	0	2	3	1	19	29
Additional and/or Larger Program Spaces	3	0	2	5	1	0	5	2	18	31
Small Group Study Rooms	3	1	4	3	0	2	2	2	17	32
Quiet Spaces	2	0	1	4	1	3	1	4	16	33
Health and Wellness Programs	5	0	2	4	0	3	2	0	16	33
Local History/ Genealogy Services or Programs	1	3	0	1	1	2	7	0	15	35
Virtual Reality Equipment & Software	3	1	0	2	0	6	2	0	14	36
Popular Library and Display	0	0	0	4	0	1	6	2	13	37
Business Development Services	1	0	1	6	0	3	0	1	12	38
Video Recording: Equipment and Software	2	0	1	2	0	4	2	0	11	39
Adjust/Right-size Collections to Meet Population Needs and User Demand	2	0	0	4	0	0	3	0	9	40
Mobile & Flexible Furniture/Shelving	3	1	0	1	0	3	0	1	9	40
Co-working/Work Supportive Spaces	2	0	0	1	3	3	0	0	9	40
E-Sports: Equipment, Programs, and Support	2	0	0	2	0	3	1	1	9	40
Smaller & More Inviting Service Points	0	0	0	0	1	1	0	1	3	44
TOTALS:	242	63	58	170	56	148	105	42	884	

Other

Paternal/maternal leave	44	Cat roaming the building	8
DEI anti-book banning	30	Parking	8
Life-long learning program (live) in daytime	26	IT electrical infrastructure update	7
Books: more is better	22	More senior programs	7
Information literacy instruction e.g. fake news identification	19	Feedback for DGPL staff: wonderful job they are doing	7
Poetry and short story readings/actors as hist. figures	19	Sunday morning hours	5
Technical assistance and info for Apple computer users	16	Programming for 20s/30s/40s	4
Outdoor eating spaces/roof for outdoor things	13	Vending machines with healthy options	3
Include and involve groups that focus on minorities	13	Later hours on Saturday/Sunday	2
Late night activities for older teens in outdoor area	12	Kids programming for wider ages at same time (family attendance)	2
Electric car charging in the parking lot	8	Deepen and broaden the collection	1

S.T.E.M. Tools & Technical Supplies



3D Printing & Laser Etching/Cutting



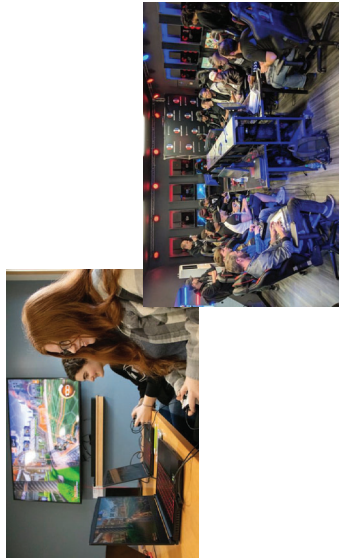
Creative Tools/Maker Lab



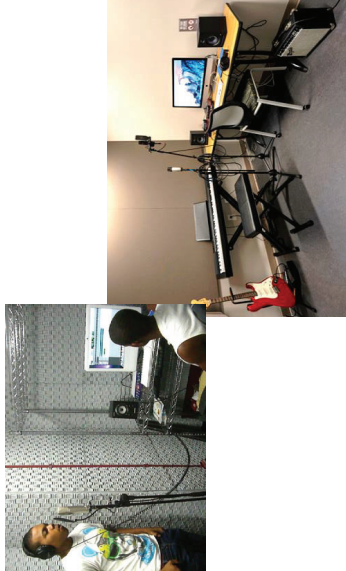
Gaming Equipment and Programs



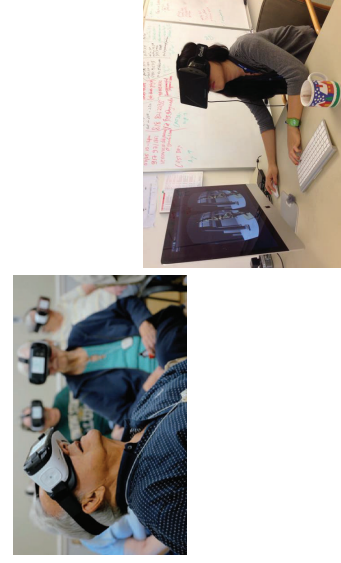
E-sports: Equipment, Programs, and Support



Audio Recording, Technology and Software



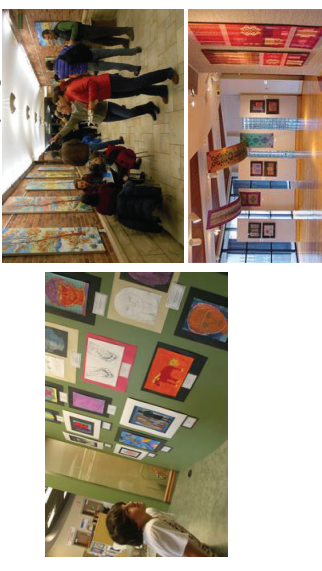
Virtual Reality Equipment & Software



Video Recording: Equipment and Software



Resident and/or Student Art Displays



Active Collaboration Space(s)



Small Group Study Rooms



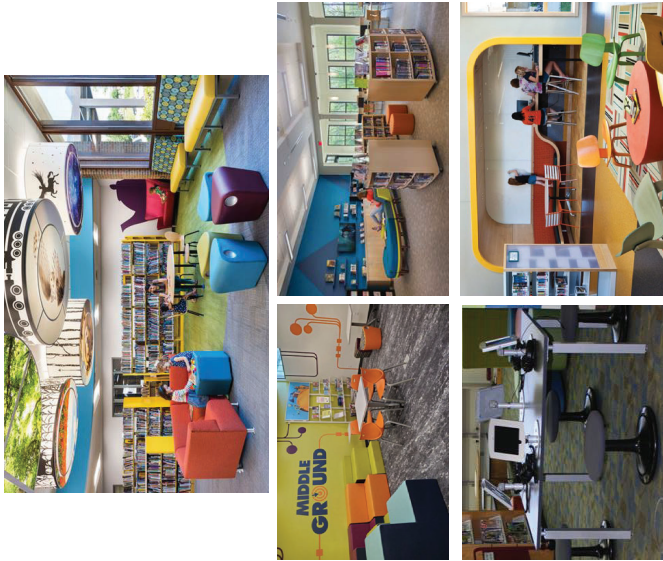
Lending Things Besides Books & Media



Expanded & Zoned Youth Space for Children's Space for Ages 0 - 7



Separate & Zoned Youth Space for Pre-Teens Ages 8 - 12



Dedicated & Enclosed Teen Spaces



Popular Library and Display



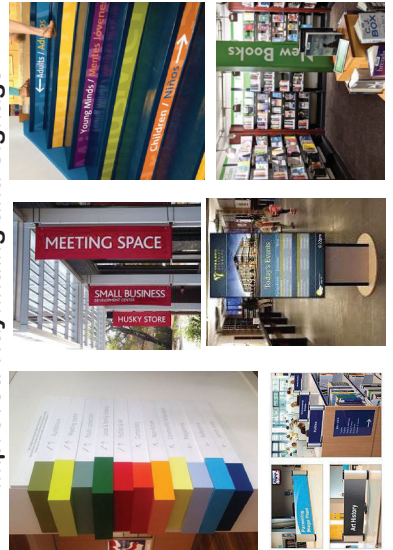
Updated & Comfortable Adult Spaces



Quiet Spaces

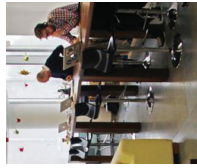
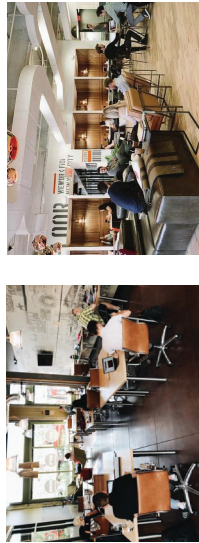


Improved Wayfinding and Signage



Increased Meeting Spaces (various sizes)





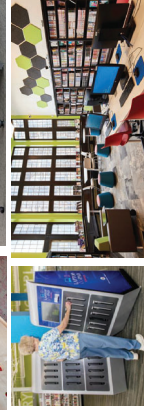
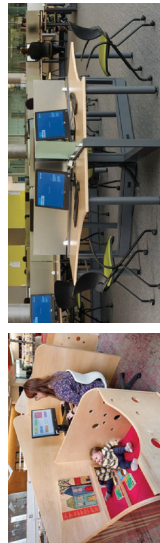
Co-working / Work Supportive Spaces



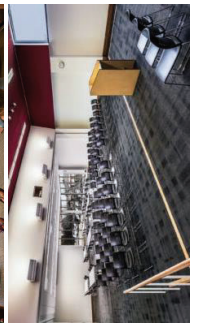
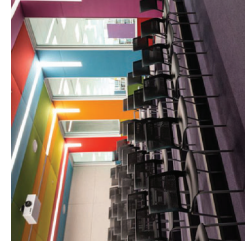
Mobile & Flexible Furniture/Shelving



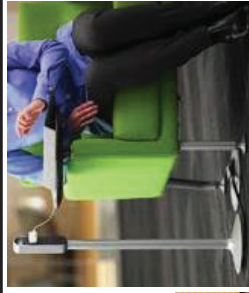
Improved Public Computer Configurations and/or Laptops for In-Library Use



Additional and/or Larger (i.e., higher capacity) Program Spaces



Flexible / Reconfigurable Spaces



Readily Accessible Power and Charging

Adjust/Right-size Collections to Meet Population Needs and User Demand



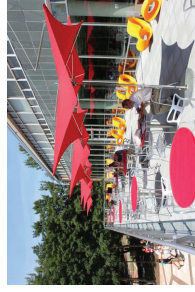
Improve Staff Spaces and Work Areas to Meet Needs and Improve Efficiencies



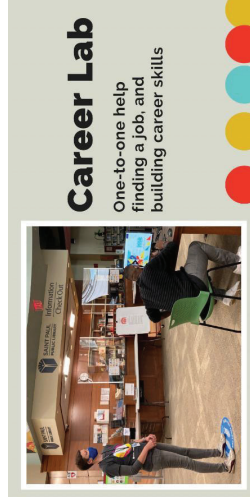
Indoor/Outdoor Spaces or Natural Design Elements



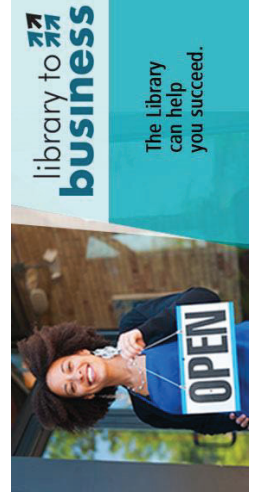
Functional & Flexible (e.g., for programming) Outdoor Spaces



Job Search/Career Support



Business Development Services



Improved Library Marketing & Promotion



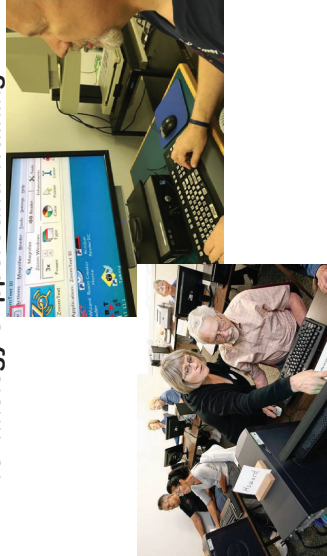
Art and Culture Programs



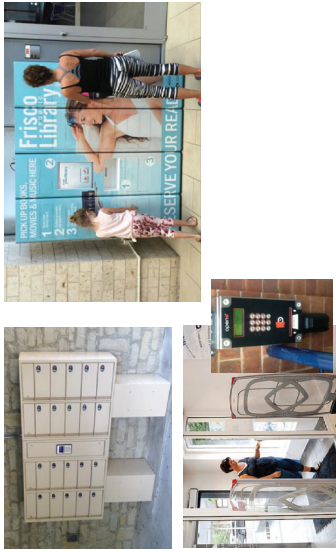
Expanded Senior Services



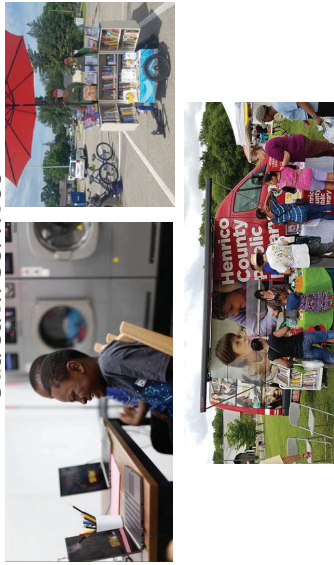
Technology Support and Training



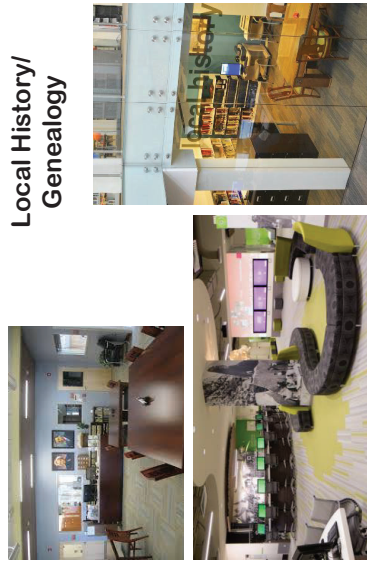
24/7 Materials Access



Outreach Services



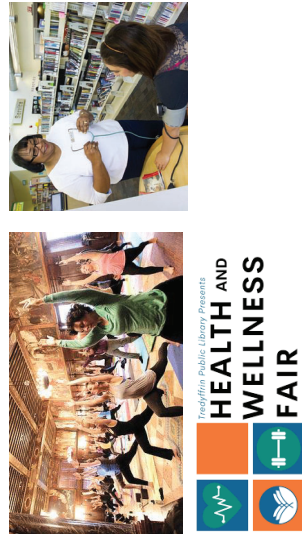
Local History/ Genealogy



Smaller & More Inviting Service & Self-Service Points



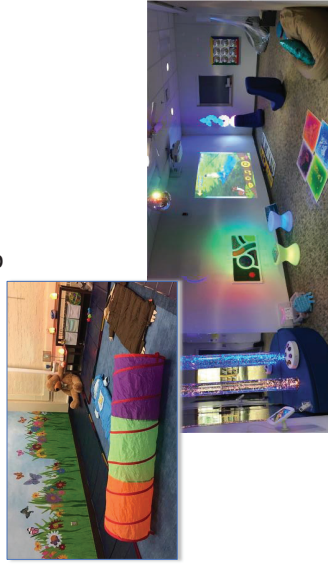
Health and Wellness Programs



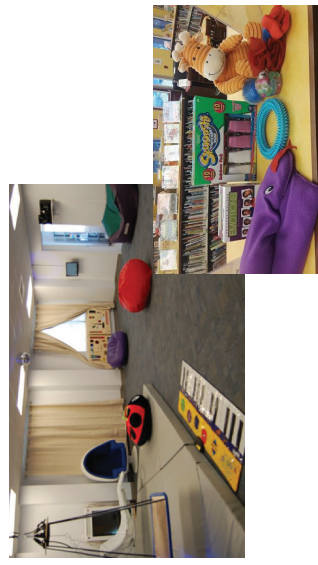
Equity, Diversity and Inclusion



Calming Rooms



Sensory Rooms & Toy Collections



Key Takeaways

Key Demographic info

- 2,032 respondents completed the survey. We needed 382 responses for a statistically significant result at a 95% confidence level. Our result exceeded that level for the DGPL population served.
- 94% of respondents live in Downers Grove, 1% in Woodridge, 1% in Darien, 1% in Lisle, and 1% in Naperville. Other areas represented included Chicago, Markham, Aurora, Palatine, and other area suburbs.
- Most survey respondents are 66-75 years old (31%), followed by ages 36-45 (21%), then 17% for 56-65, and 15% for 46-55. Only 9% of respondents were 19-35 years old.
- 36% of respondents had children under 18 years old.
- There was racial diversity present among the respondents with 4% Asian, 3% of Black or African American population responding, 3% of Hispanic, Latino or Spanish community members responding, 1% Middle Eastern or North African 1% Native Hawaiian or other Pacific Islander 1% Native American or Intuit, and 88% of White respondents.

Library Activity

- 95% of respondents have a DGPL library card. Of those who do not have one, many live in other surrounding communities or use a family member's card.
- 78% of respondents visit the library once a month or more often, and 41% visit weekly or more often, both of which are considerably higher than we typically see.
- Of those who don't visit the physical building, 32% use their own technology; 19% never think of the library as an option and 18% use a different library. 17% noted their children are grown and 16% find parking too challenging.
- Respondents were heavily focused on using the library for materials with 91% using the library to find a book.
- Other primary uses were Finding a DVD/CD or video (41%), Attending library programs (36%), and Enjoying spending time at the library (33%).
- Of those who offered Other Reasons for visiting, many mentioned Viewing art exhibits; Finding specific materials; Using the 3D printer, and Attending a variety of programs.

How people describe the Downers Grove Public Library

- 95% (strongly agreed or agreed) felt that the library is an important part of the community. 93% saw the library staff as knowledgeable and helpful, and 95% considered the library to be clean and well-maintained.
- Additionally, 93% of respondents view the library's location as convenient, 93% found the library has enough space for their needs, and 94% indicated that the library is easy to navigate/find what they need.
- The areas people agreed less strongly with were the library seeming easily accessible for those with neurosensory challenges (52%), having enough space for the needs of the community (80%), and the library seeming easily accessible for those with mobility challenges (70%).
- There were many comments regarding how much people appreciate the library and the staff as well as some suggestions for improvements. Some of the other comments have to do with the facilities, thoughts about the collection, concerns about safety, and suggestions for programming.

What are the most important issues facing the community?

- The most mentioned issues around homelessness. Concerns related to that included crime rates, mental health, and homelessness.
- There were a wide variety of thoughts about all aspects of the Library. Several comments were concerned with adequate funding for the Library.
- The amount of building occurring in the downtown area was also of concern. There was a desire to slow down the amount of high-density residential units going in.
- There was significant concern about community leadership and diversity, equity, and inclusion-related topics. Political divisiveness was also mentioned frequently.
- As with many other communities, concerns were also raised around the economy and community funding. Rising taxes and inflation were often mentioned.
- Many of these comments were focused on children, teens, and seniors. Space places and places where mentors were available were highly desired.

Library's Role in the community

- 17 of the 18 areas had at least 70% or more of the respondents either Strongly Agreeing or Somewhat Agreeing that these items were part of the library's role in the community.
- The community sees the library taking a major role in Promoting the value of reading and literacy (97%), followed closely by Providing access to general technology (96%) and Services and programs for businesses/entrepreneurs (95%) along with Teen and young adults (84%).
- Areas with less interest from respondents were Offering programs and services outside of the library (64%), Health and wellness activities and support (70%), and Connecting community members to social services (65%).

Important Library Services

- All of the 21 services on the list all had 70% or more of the respondents who felt that they were services considered to be Must Have or Nice to Have services.
- The library website (99%) was considered the most important service, followed by Access to physical collections (98%), access to Wi-Fi (98%), Assistance from library staff (98%), and Children's programs (97%).
- Services seen as less important were Home delivery service (74%), 24/7 access to library materials (79%), Non-traditional items to loan (83%), and Access to area amenities (87%).
- Some of the notable things that respondents would like to see from the library include better parking, improved teen space, a number of specific library services and programs, and suggestions for outreach and collaboration opportunities.

Library Programs Attended at DGPL

- 54% of respondents indicated that they have attended adult programs at the library, 43% attended children's programs, 9% attended multi-generational programs, and 7% teen programs.
- Of the 23% of respondents who do not attend library programs, the most commonly reported reasons for not attending programs:
 - Content wasn't relevant
 - Conflicts during scheduled times
 - Awareness
 - Too busy
 - Use other options for programs
 - New to community
 - Accessibility
 - Not interested in attending programs

- 79% of respondents indicated that times for programs generally meet their needs, with only 7% responding that the times offered do not meet their needs. Comments offered suggestions for evening and weekend programs due to conflicts with work schedules.
- The top 5 programs respondents like to see offered at the library included Summer reading (38%), Storytimes for children (37%), Book Clubs/discussion groups (36%), Programs for Seniors (30%), and Technology classes (30%).
- Respondents offered additional suggestions in the next tier of responses: How-to classes/workshops (25%), Life Skills (21%), Cultural awareness programs (19%), Arts and Crafts programs (18%), and Genealogy and history programs (22%).

Equity, Diversity, and Inclusion

- This was a topic that many people didn't feel they were very informed on so there were large percentages of Neutral and Don't Know Responses.
- The Library seems to be doing the best with Materials with 71% agreeing they were being addressed. Policies were similar with 70% agreeing they were being addressed.
- Areas with the lowest levels of agreement were Diversity of Staff with 51%, Marketing with 62%, and Outreach with 60%.
- Feelings were that the Library's main roles in equity, diversity, and inclusion issues are Materials that address EDISJ, Education, and Staff Training and Hiring Practices.
- 19% of respondents felt that the Library doesn't have a role in these issues.

What ways do you finding out about prefer to find out about library or community news and events and how do you currently do so?

- The most preferred methods for finding out about library news and events include the Library Website (70%), followed by Emails from the Library (69%), the Library e-newsletter (60%), and the *Discoveries* newsletter mailed to my home (50%).
- The least preferred method was radio.

Other Comments

- There were an overwhelming number of very positive comments about the staff, the Library, and how they are appreciated as a community resource. The community appreciates that the Library has so much to offer.
- Several commented on different aspects of the building or grounds and ideas for the future. Suggestions were made as to how the collection is shelved, parking accessibility, and more.
- Many collection comments were focused on offerings of audio materials including more PlayAways. There were suggestions for specific types of books people were looking for and also a desire for more online materials. There were also several requests for more items in the "Anything Emporium" with non-traditional materials to checkout.
- There were several suggestions for additional programs and ideas on when those programs should be offered. Many people also mentioned some of their favorite programs that they would like to see repeated.
- Several comments focused on making sure the community is aware of all the Library has to offer.
- There was a lot of concern about the political division in the community and the library maintaining a more neutral position.

The FULL survey results are towards the back of the findings book, pages: 86-138

Market Penetration Analysis

RTL worked with DGPL staff member Cindy Kahtri to utilize the library's Savanah marketing segmentation and automation platform to do a deeper dive into where active library users live within the Downers Grove community. The following pages show active user market penetration by household and total population (total active users/households divided by total).

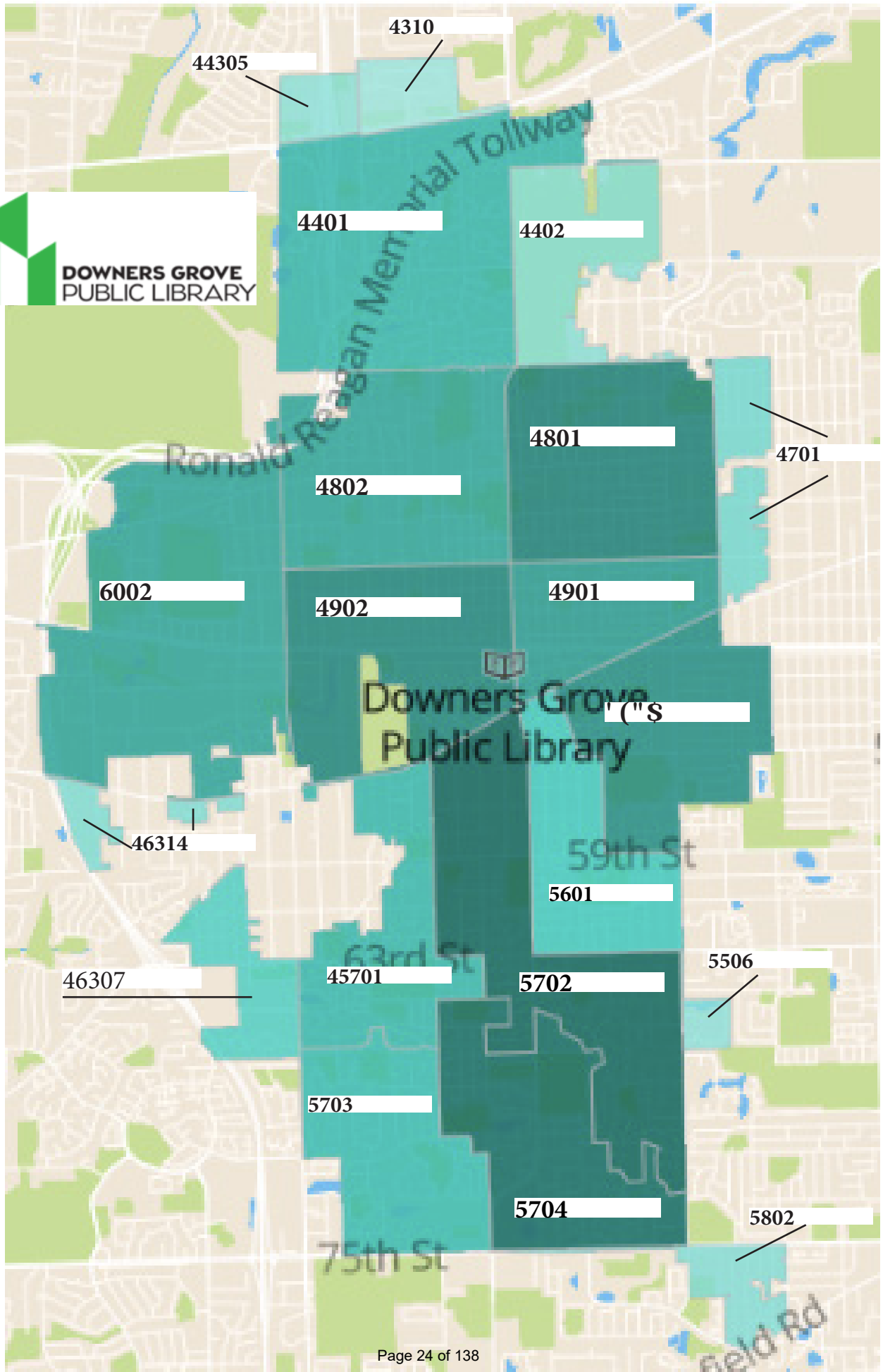
- Savanah maps all registered library card holders by address into the various US Census Tracts that cover the Village of Downers Grove.
- To be an active user, card holders have to use their card for materials circulation (physical or digital materials) recently and at a minimum frequency threshold level.
- Total population and active household penetrations differ because many households have multiple cards but often only utilize a single card for their materials check out.
- Residents who use the library but do not check out materials would not show up as active
 - So there is some unknown percentage of "active" user that this system doesn't capture
 - And there are infrequent users that don't qualify as Active but still occasionally use the library that also are represented in the "Active" counts
- We then also utilized Savanah's Census data to show various percentage based demographic data for those same census tracts
- The table shows how those demographic levels play out in comparison to the market penetration levels.

Key Takeaways:

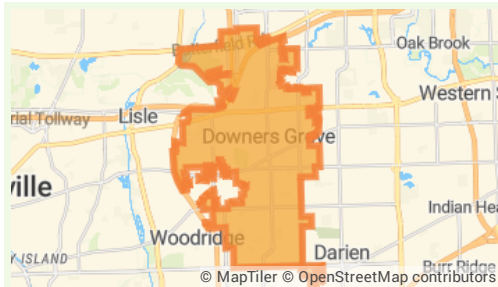
- Not surprisingly, there is a VERY high correlation between Market Penetration and having school age children in the home. If you have children at home in Downers Grove, there is a very high likelihood that you will be an active user of the library.
- Most of the other demographic metrics do not have strong correlations to market penetration.
- At couple of engagement session attendees theorized that the library was mostly used by people who live closest to the library.
 - This does not appear to be completely true, at least from a materials circulation standpoint.
 - Though a few census tracts nearest the library do have high market penetration two of the higher penetration tracts are at the north and south ends of the village
 - Several of the lowest penetration tracts are much closer to the library than many of the higher penetration tracts so there is not a strong correlation of usage vs. proximity.
- A particularly unexpected discovery of this analysis was that tracts with high concentrations of seniors had some of the lowest market penetrations. Seniors are thought to be heavy users of the library but that usage might not be coming evenly from all areas of the village. Perhaps outreach needs to be targeted more to these census tract areas, particularly in the north end of the village.
- A not completely surprising discovery was that in tracts with a higher likelihood of having Spanish speaking residents, market penetration was lower. This would seem to indicate that the library's efforts to better reach, engage, and serve this historically marginalized community segment are warranted.
 - These tracts also overlap with the previously mentioned Senior tracts.
 - A dual outreach strategy in these areas may be needed to better engage these regions of the village.

Downers Grove Public Library -Market Penetration by Census Tract (along with Tract Demographic Characteristics)

Census Tract Identifier	Market Penetration (Households)	Market Penetration (People)	Households with under 18 resident(s)	Households with Seniors (65+)	Household where language other than English spoken at home	Rec Food Stamps % Households	Households (%) under Poverty Line	Percent of Households Renting	Area of Downers Grove
4305	14	11	8	64	25	7	4	70	North End
4402	20	15	18	32	43	11	30	12	North End
5506	22	14	22	39	29	9	17	43	South Middle
6307	28	18	30	11	22	6	7	8	South Middle
6314	33	21	26	15	20	5	1	11	West Middle
6002	36	25	20	27	16	7	5	12	West Middle
5704	37	22	28	22	16	6	12	28	South End
4802	44	29	28	25	10	9	6	27	North Middle
5802	46	27	33	26	17	-	3	51	North Middle
5701	49	30	30	21	24	3	6	6	South Middle
5702	51	29	35	23	11	-	4	39	South Middle
4901	52	36	31	15	11	5	7	5	Middle
4701	53	27	34	19	6	6	2	3	South Middle
4801	55	30	39	16	12	2	1	7	North Middle
5602	55	33	32	19	14	7	7	29	Middle
4902	57	36	33	23	8	10	13	4	Middle
5703	57	33	37	21	19	2	3	24	South End
4401	58	27	33	26	7	3	2	74	North End
5601	61	37	40	20	12	6	6	47	Middle
,*Note: Market penetration represents the percentage of either households or residents who are actively using the library.									



Current Report: Community Profile Report of City: Downers Grove



Date: May 5, 2023

Proposed Location:

This location, **Downers Grove** (City, 2020), is located in **DuPage** County, in the state of **Illinois**.

It is located within or touches the following 2020 census tract(s): **17043846002, 17043842706, 17043844402, 17043844401, 17043845702, 17043846307, 17043844802, 17043844902, 17043845802, 17043844801, 17043845602, 17043844701, 17043845701, 17043845505, 17043842709, 17043845704, 17043846314, 17043845703, 17043845601, 17043844305, 17043844310, 17043845506, 17043844901.**

Similarly, it is located within or touches the following zip code(s): **60148, 60137, 60517, 60515, 60532, 60523, 60516, 60559.**

Data presented in this report summarize the geographies specified in the citation information in each section.

Population Trends:

As of the period 2020, this area was home to an estimated **50,247** people.

Population	2000	2010	2020	Change 2010 to 2020 (%)
Area	48,638	47,833	50,247	5.05%
Counties (DuPage)	904,161	916,924	932,877	1.74%
State (Illinois)	12,419,293	12,830,632	12,812,508	-0.14%

Source: [Census](#)
Data aggregated by:
2000 - 2020 Data Contains: 1 City

Racial Characteristics:

Of the people living in this area in 2020, **81.86%** are White, **3.69%** are African American, **6.78%** are Hispanic, **5.86%** are Asian, **0.03%** are either Native Hawaiian or Pacific Islander, **0.21%** are American Indian or Alaskan Native, **1.65%** are of "some other race" and **6.7%** are of two or more races. In the table below, the percentage of the population that each segment represents in the report area is compared to the percent it represents in the state.

Between 2010 and 2020, the White population changed by **-2.89%**, the African American population by **30.27%**, and Asian population by **11.76%**. The number of Hispanics changed by **38.13%**.

Race	2000	2010	2020	Percent of Total Population in 2020	Percent of State Population in 2020 (Illinois)
White	43,513	42,356	41,133	81.86%	61.41%
African American	807	1,424	1,855	3.69%	14.11%
Asian	2,976	2,635	2,945	5.86%	5.89%
Native Hawaiian or Pacific Islander	8	4	14	0.03%	0.04%
American Indian or Alaskan Native	93	77	106	0.21%	0.75%
Some Other Race	659	566	829	1.65%	8.86%
Two or More Races	582	771	3,365	6.7%	8.94%

Ethnicity	2000	2010	2020	Percent of Total Population in 2020	Percent of State Population in 2020 (Illinois)
Hispanic	1,821	2,468	3,409	6.78%	18.24%

Source: [Census](#)
Data aggregated by:
2000 - 2020 Data Contains: 1 City

Age Distribution:

In the report area in 2017-2021, **19.7%** of the population is over the age of 65. **57.91%** are of working age (18-64). **22.39%** are under 18, and **5.82%** are under 5 years old.

Age	Number of People in Age Group	Percent of People in Age Group	Percent of People in Age Group (Illinois)
Under 5	2,921	5.82%	5.82%
Under 18	11,243	22.39%	22.52%
Working Age (18-64)	29,076	57.91%	61.78%
Aging (65+)	9,890	19.7%	15.7%

Source: [Census](#)
Data aggregated by:
2017-2021 Data Contains: 1 City

Incomes:

The median household income for the study area was **\$105,217**, compared to the state of Illinois with a median of **\$72,563**, as estimated for 2017-2021 by the Census' American Community Survey.

The number of households divided by income categories is shown in the Annual Income Category table. In the period of 2017-2021, **25.49%** of households in the study area had an annual income of less than \$50,000, compared to **35.22%** of people in the state of Illinois.

2017-2021 Annual Income Category	Number of Households	Percent of Households
City (Downers Grove)		
Less than \$25,000	2,755	13.52%
\$25,000 - \$34,999	872	4.28%
\$35,000 - \$49,999	1,568	7.69%
\$50,000 - \$74,999	2,665	13.08%
\$75,000 - \$99,999	1,971	9.67%
\$100,000 - \$124,999	2,259	11.08%
\$125,000 - \$149,999	1,584	7.77%
\$150,000 or more	6,708	32.91%
County (DuPage)		
Less than \$25,000	32,346	9.31%
\$25,000 - \$34,999	17,428	5.02%
\$35,000 - \$49,999	28,294	8.14%
\$50,000 - \$74,999	50,584	14.56%
\$75,000 - \$99,999	44,581	12.83%
\$100,000 - \$124,999	39,058	11.24%
\$125,000 - \$149,999	31,957	9.2%
\$150,000 or more	103,137	29.69%
State (Illinois)		
Less than \$25,000	828,346	16.8%
\$25,000 - \$34,999	379,283	7.69%
\$35,000 - \$49,999	528,830	10.73%
\$50,000 - \$74,999	801,687	16.26%
\$75,000 - \$99,999	634,032	12.86%
\$100,000 - \$124,999	491,848	9.98%
\$125,000 - \$149,999	349,265	7.08%
\$150,000 or more	916,964	18.6%

According to the Census' American Community Survey estimates, the median income for a family in the period of 2017-2021 was **\$140,247**, compared to the state of Illinois with a median family income of **\$91,408**.

Source: [Census](#)
Data aggregated by:
2017-2021 Data Contains: 1 City

Immigration:

Data from the U.S. Census Bureau for 2017-2021 indicate that **5,544** people or **11.04%** of the population living in this area were "foreign born". Census defines foreign born as anyone who is not a U.S. citizen at birth. This area is located in Illinois, which, according to the Department of Homeland Security, was home to **40,530** people who were granted Legal Permanent Residence status in 2017. Those LPRs, or "green cards", represent **3.6%** of green cards issued in the nation that year.

Source: [Census, Department of Homeland Security](#).

Data aggregated by:

2017-2021 Data for Census Contains: 1 City

2017 Data for Department of Homeland Security Contains: 1 State

Families and Households:

The composition of the **13,343** families who reside in the study area is shown in the table below. Families are groups of related people who live together, whereas households refer to the person or group of people living in any one housing unit. Generally, households that do not contain a family are made up of unrelated people living together (eg, roommates) or people living alone. While it is possible for two families to share a household, the difference between the number of households and the number of families in an area shows, approximately, the number of non-family households in a place.

2017-2021 Family Composition	Number of Families	Percent of Families
City (Downers Grove)		
Families	13,343	—
Married with Children	4,836	36.24%
Single with Children	853	6.39%
Single Female with Children	584	4.38%
Other Families	7,654	57.36%
County (DuPage)		
Families	244,430	—
Married with Children	85,106	34.82%
Single with Children	20,741	8.49%
Single Female with Children	15,779	6.46%
Other Families	138,583	56.7%
State (Illinois)		
Families	3,131,678	—
Married with Children	913,630	29.17%
Single with Children	411,189	13.13%
Single Female with Children	309,253	9.87%
Other Families	1,806,859	57.7%

Note: The category "Single with Children" includes all families that are "Single Female with Children", so all categories do not add up to 100 percent.

Source: [Census](#).

Data aggregated by:

2017-2021 Data Contains: 1 City

2017-2021 Household Counts	Number of Households
City (Downers Grove)	
Households	20,382
County (DuPage)	
Households	347,385
State (Illinois)	
Households	4,930,255

Housing Type:

The type of housing available in this area is described in the table below. Single family homes include all one-unit structures, both attached and detached. Townhouses or duplexes include one-unit attached homes, as well as housing units with two units. Units in small apartment building are buildings with 3 to 49 units; large apartment buildings include buildings with 50 units or more. Other types of housing include vans, boats, recreational vehicles, or other units.

2017-2021 Housing Stock	Number of Units	Percent of Units
City (Downers Grove)		
Single family detached homes	13,259	61.99%
Single family attached homes	1,403	6.56%
2-unit homes and duplexes	147	0.69%
Units in small apartment buildings	4,378	20.47%
Units in large apartment buildings	2,056	9.61%
Mobile homes or manufactured housing	145	0.68%
Other types	0	0%
County (DuPage)		
Single family detached homes	215,224	59.1%
Single family attached homes	42,858	11.77%
2-unit homes and duplexes	3,082	0.85%
Units in small apartment buildings	75,601	20.76%
Units in large apartment buildings	26,344	7.23%
Mobile homes or manufactured housing	990	0.27%
Other types	58	0.02%
State (Illinois)		
Single family detached homes	3,168,519	58.54%
Single family attached homes	317,727	5.87%
2-unit homes and duplexes	301,830	5.58%
Units in small apartment buildings	1,095,438	20.24%
Units in large apartment buildings	401,215	7.41%
Mobile homes or manufactured housing	126,306	2.33%
Other types	1,960	0.04%

Source: [Census](#)
 Data aggregated by:
 2017-2021 Data Contains: 1 City

Tenure:

Across the area, an estimated **75.71%** or **15,431** households owned their home between 2017-2021. The average size of a household in this area was **2.44** between 2017-2021, as compared to the average household size for the county and the state, **2.65 (DuPage)** and **2.54 (Illinois)** respectively.

Source: [Census](#)
 Data aggregated by:
 2017-2021 Data Contains: 1 City

Vacancy:

Postal vacancy shows short-term vacancy trends based on addresses where mail has not been collected for over 90 days. Data from Valassis Lists tracks vacancy on a quarterly basis. In the 1st quarter of 2023, the overall vacancy rate in this area was **3.86%**.

Postal Address Vacancy	2021Q4	2022Q1	2022Q2	2022Q3	2022Q4	2023Q1
City (Downers Grove)						
Number Vacant - Residential	346	300	306	304	299	323
Percent Vacant - Residential	1.61%	1.38%	1.41%	1.4%	1.38%	1.5%
Number Vacant - Business	524	554	568	566	571	613
Percent Vacant - Business	21.82%	21.37%	21.82%	21.74%	21.94%	23.47%
Overall Vacancy Rate	3.63%	3.52%	3.6%	3.58%	3.6%	3.86%
County (DuPage)						
Number Vacant - Residential	7,058	6,835	6,677	6,376	6,385	6,565
Percent Vacant - Residential	1.9%	1.84%	1.8%	1.72%	1.72%	1.76%
Number Vacant - Business	6,762	6,713	6,681	6,652	6,739	6,912
Percent Vacant - Business	15.95%	15.84%	15.76%	15.69%	15.88%	16.29%
Overall Vacancy Rate	3.34%	3.28%	3.23%	3.15%	3.17%	3.25%
State (Illinois)						
Number Vacant - Residential	179,181	174,926	173,874	172,870	174,934	177,133
Percent Vacant - Residential	3.24%	3.16%	3.14%	3.11%	3.15%	3.18%
Number Vacant - Business	68,240	68,133	68,545	68,738	69,753	71,480
Percent Vacant - Business	14.51%	14.22%	14.34%	14.37%	14.57%	14.92%
Overall Vacancy Rate	4.12%	4.04%	4.03%	4.01%	4.05%	4.11%

Source: [Valassis Lists](#)

Data aggregated by:

2021q4 - 2023q1 Data Contains: 1 City

Employment:

The following table shows the number of people who were employed, unemployed, in the labor force, and the unemployment rate for the market in which the report area is located, according to the Bureau of Labor Statistics.

Unemployment rate	July 2022	August 2022	September 2022	October 2022	November 2022	December 2022
City (Downers Grove)						
Employed	26,595	26,617	26,446	26,562	26,669	26,564
Unemployed	897	886	885	850	857	750
In Labor Force	27,492	27,503	27,331	27,412	27,526	27,314
Unemployment Rate	3.3	3.2	3.2	3.1	3.1	2.7
County (DuPage)						
Employed	497,735	498,146	494,942	497,116	499,123	497,166
Unemployed	17,944	18,010	16,645	15,981	16,389	15,564
In Labor Force	515,679	516,156	511,587	513,097	515,512	512,730
Unemployment Rate	3.5	3.5	3.3	3.1	3.2	3
Metro Area (Chicago-Naperville-Elgin, IL-IN-WI Metro Area)						
Employed	4,719,207	4,706,764	4,670,901	4,679,935	4,696,361	4,685,291
Unemployed	237,164	240,441	217,347	210,357	216,385	206,914
In Labor Force	4,956,371	4,947,205	4,888,248	4,890,292	4,912,746	4,892,205
Unemployment Rate	4.8	4.9	4.4	4.3	4.4	4.2
State (Illinois)						
Employed	6,232,660	6,190,835	6,178,310	6,190,926	6,188,884	6,177,724
Unemployed	308,164	312,947	274,191	274,126	268,071	260,429
In Labor Force	6,540,824	6,503,782	6,452,501	6,465,052	6,456,955	6,438,153
Unemployment Rate	4.7	4.8	4.2	4.2	4.2	4

Source: [BLS](#)

Source: [Census](#)

Data aggregated by:

2017-2021 Data Contains: 1 City

In this area in 2017-2021, the Census estimates that people were employed in the following industries:

Employment by Industry	People Employed	Percent Employed in this Industry	Percent Employed in this Industry in Illinois
Accommodation and Food Services Industry Employment	1,220	4.84%	6.66%
Administrative and Support and Waste Management Services Industries Employment	738	2.93%	4.03%
Agriculture, Forestry, Fishing and Hunting Industry Employment	74	0.29%	0.85%
Arts, Entertainment, and Recreation Industries Employment	719	2.85%	1.98%
Educational Service Industry Employment	2,790	11.07%	9.5%
Finance, Insurance, Real Estate and Rental and Leasing Industries Employment	2,926	11.61%	7.38%
Health Care and Social Assistance Industry Employment	2,907	11.53%	13.91%
Information Industry Employment	513	2.03%	1.74%
Manufacturing Industry Employment	2,121	8.41%	11.73%
Management of Companies and Enterprises Industry Employment	48	0.19%	0.18%
Other Services Industry Employment	891	3.53%	4.61%
Professional, Scientific, and Technical Services Industry Employment	3,966	15.73%	8.1%
Public Administration Employment	454	1.8%	3.75%
Retail Trade Industry Employment	2,172	8.61%	10.37%
Construction Industry Employment	1,401	5.56%	5.44%
Transportation and Warehousing, and Utilities Industries Employment	1,276	5.06%	6.74%
Wholesale Trade Industry Employment	990	3.93%	2.88%
All Other Industries Employment	7	0.03%	0.16%


Crime:


The crime rates per 100,000 persons in the Census Place and county in which the study area is located, as reported by the FBI's Uniform Crime Reports, are as follows. Data was reported by the FBI for selected Census Places and counties, so data may be unavailable for your study area.

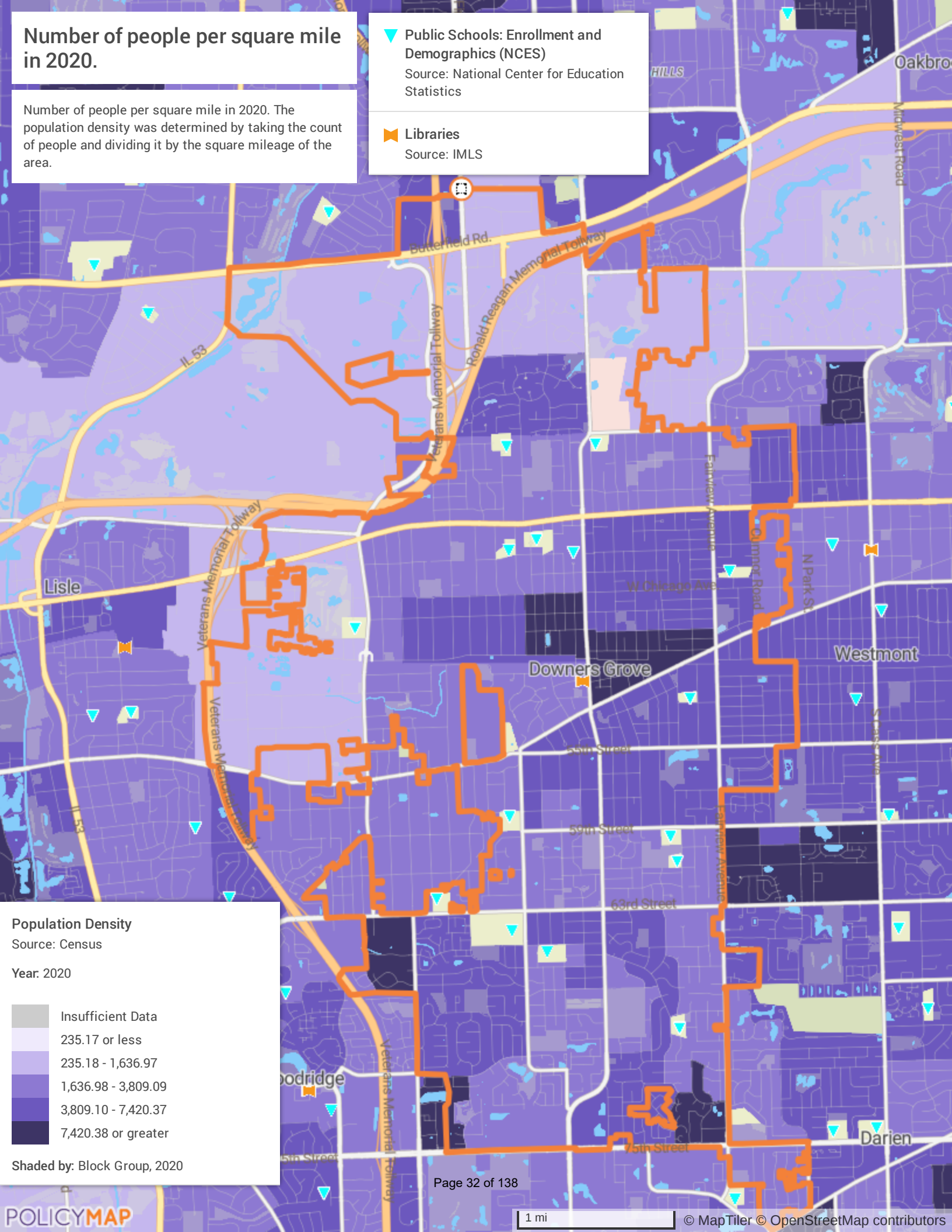
Crime Rates per 100,000 persons	2016	2017	2018	2019	2020
City (Downers Grove)					
Aggravated Assault	38	32.2	50.3	52.5	42.7
Burglary or Larceny	1,244.6	1,234.7	1,082	1,440	1,271.6
Motor Vehicle Thefts	60.1	44.3	52.3	40.4	67.2
Murder	N/A	N/A	0	0	0
Rape	14	16.1	30.2	20.2	34.6
Robbery	14	22.1	18.1	20.2	14.2
County (DuPage)					
Aggravated Assault	49.7	49.5	50.8	50.2	57.6
Burglary or Larceny	1,202.7	1,155.1	1,036	1,056.3	1,255.2
Motor Vehicle Thefts	47.9	54	52.4	49.7	53.7
Murder	0.6	1.3	1.2	0.7	1.6
Rape	15	18.4	25.9	25.4	23.5
Robbery	26.9	25.7	19.1	20.8	19.2

Number of people per square mile in 2020.

Number of people per square mile in 2020. The population density was determined by taking the count of people and dividing it by the square mileage of the area.

 Public Schools: Enrollment and Demographics (NCES)
Source: National Center for Education Statistics

 Libraries
Source: IMLS



Population Density

Source: Census


Year: 2020


	Insufficient Data
	235.17 or less
	235.18 - 1,636.97
	1,636.98 - 3,809.09
	3,809.10 - 7,420.37
	7,420.38 or greater

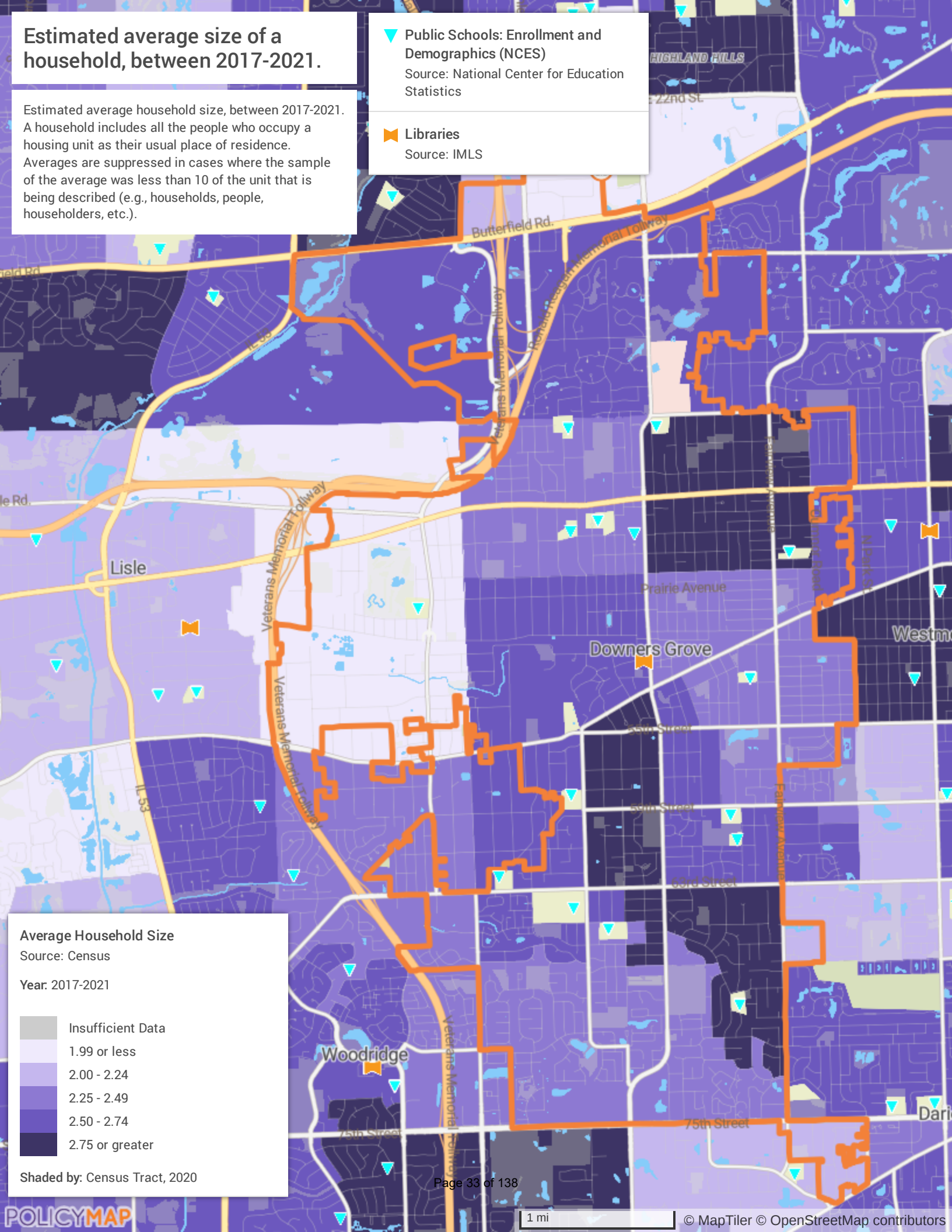
Shaded by: Block Group, 2020

Estimated average size of a household, between 2017-2021.

Estimated average household size, between 2017-2021. A household includes all the people who occupy a housing unit as their usual place of residence. Averages are suppressed in cases where the sample of the average was less than 10 of the unit that is being described (e.g., households, people, householders, etc.).

 Public Schools: Enrollment and Demographics (NCES)
Source: National Center for Education Statistics

 Libraries
Source: IMLS



Average Household Size

Source: Census

Year: 2017-2021

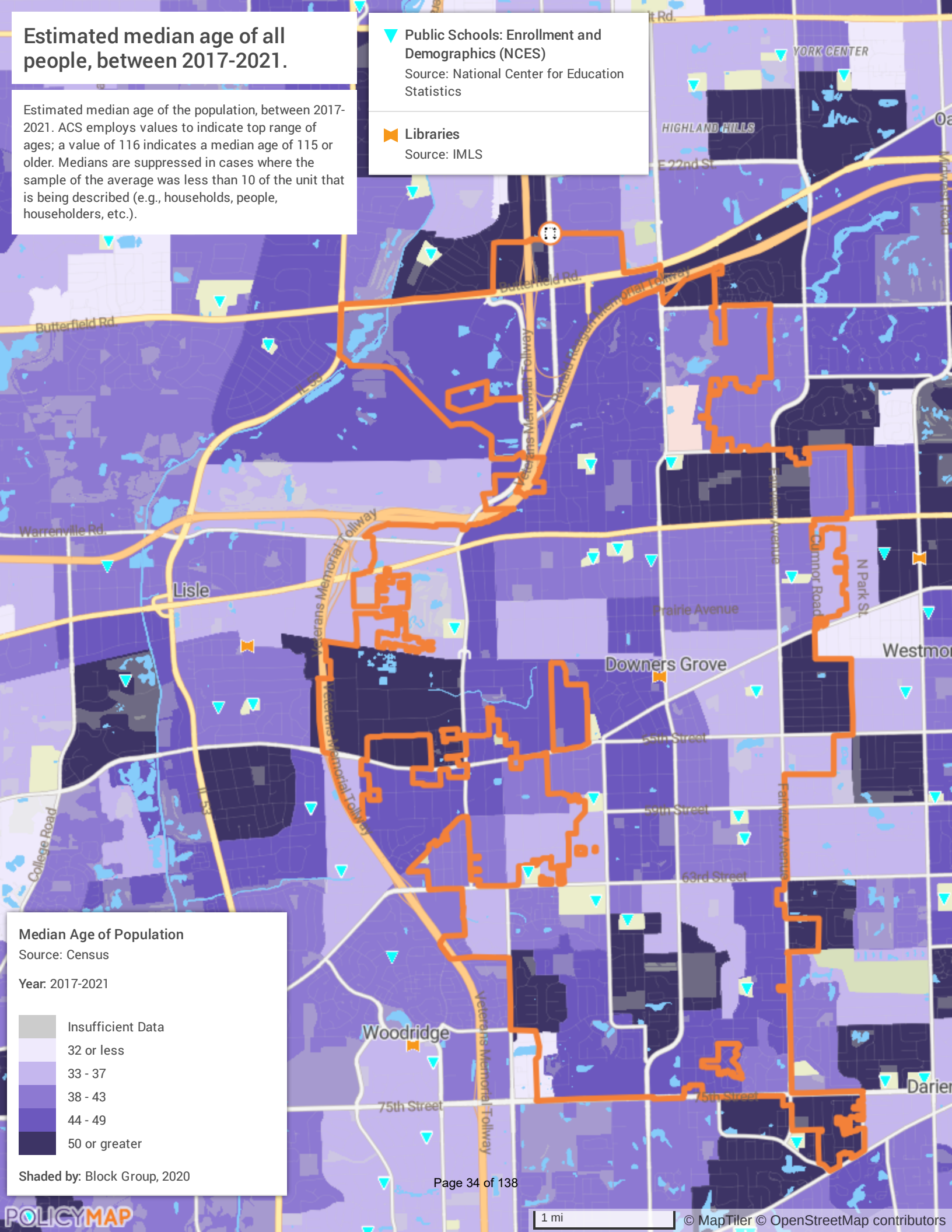
- Insufficient Data
- 1.99 or less
- 2.00 - 2.24
- 2.25 - 2.49
- 2.50 - 2.74
- 2.75 or greater

Shaded by: Census Tract, 2020

Estimated median age of all people, between 2017-2021.

Estimated median age of the population, between 2017-2021. ACS employs values to indicate top range of ages; a value of 116 indicates a median age of 115 or older. Medians are suppressed in cases where the sample of the average was less than 10 of the unit that is being described (e.g., households, people, householders, etc.).

- Public Schools: Enrollment and Demographics (NCES)
Source: National Center for Education Statistics
- Libraries
Source: IMLS



Median Age of Population

Source: Census

Year: 2017-2021

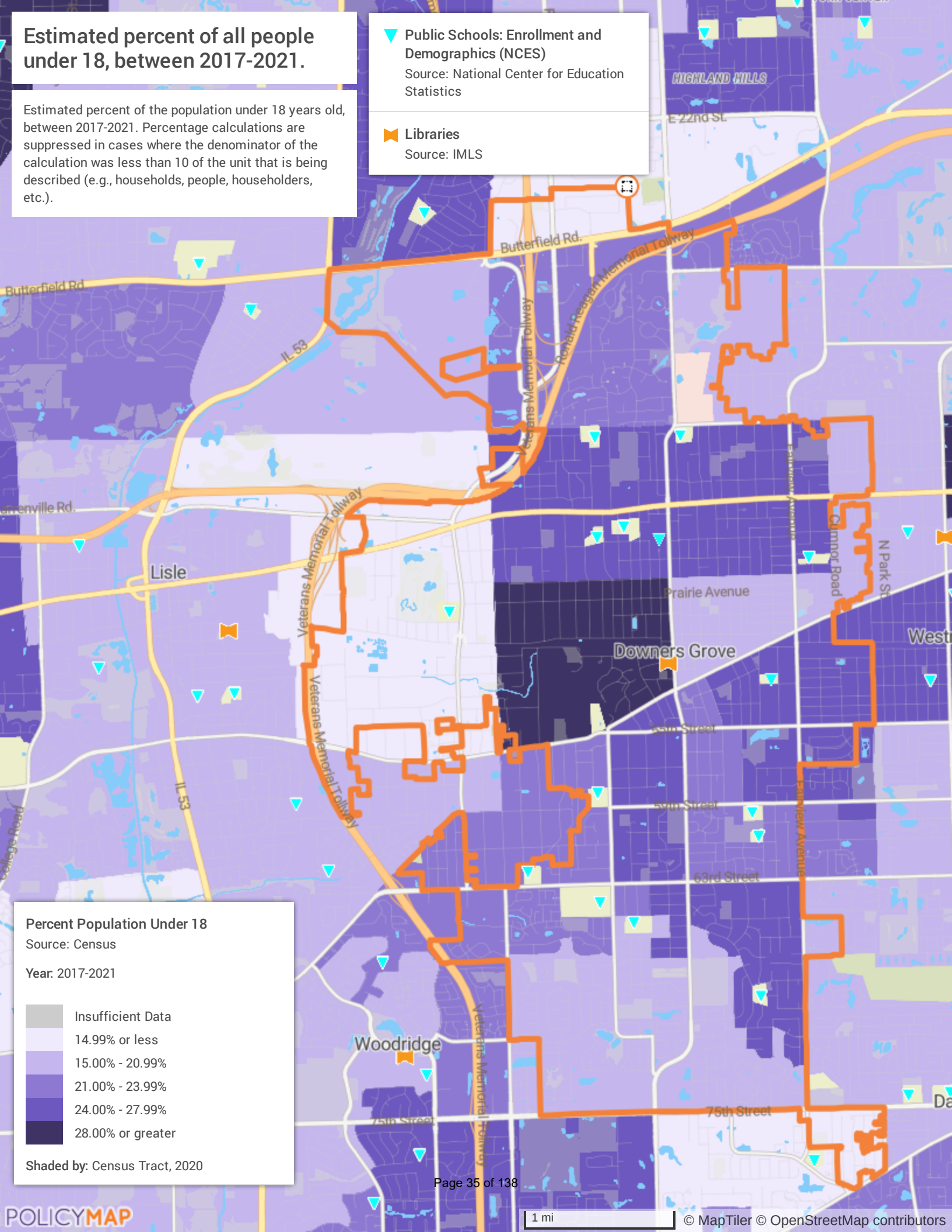
- Insufficient Data
- 32 or less
- 33 - 37
- 38 - 43
- 44 - 49
- 50 or greater

Shaded by: Block Group, 2020

Estimated percent of all people under 18, between 2017-2021.

Estimated percent of the population under 18 years old, between 2017-2021. Percentage calculations are suppressed in cases where the denominator of the calculation was less than 10 of the unit that is being described (e.g., households, people, householders, etc.).

- Public Schools: Enrollment and Demographics (NCES)
Source: National Center for Education Statistics
- Libraries
Source: IMLS



Percent Population Under 18
Source: Census
Year: 2017-2021

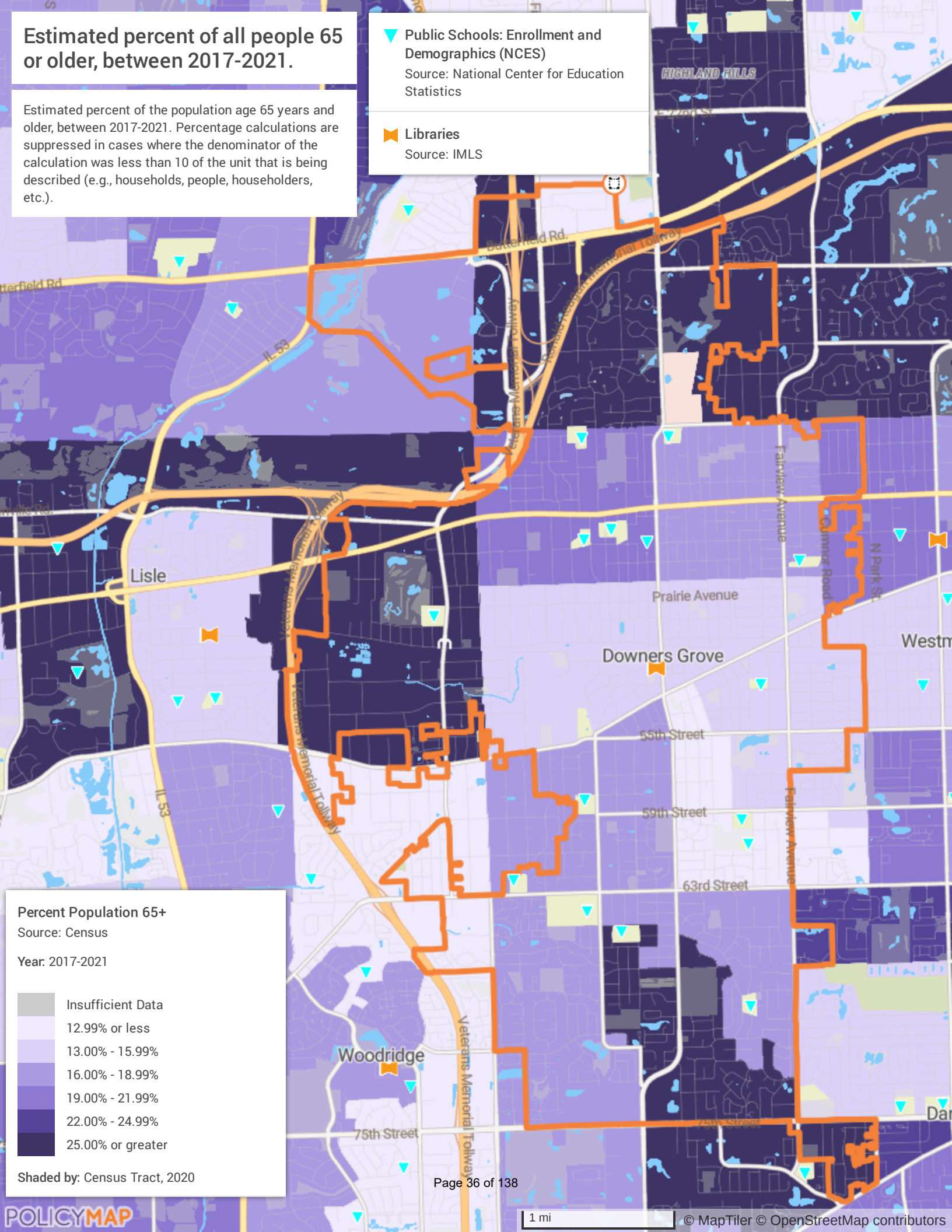
- Insufficient Data
- 14.99% or less
- 15.00% - 20.99%
- 21.00% - 23.99%
- 24.00% - 27.99%
- 28.00% or greater

Shaded by: Census Tract, 2020

Estimated percent of all people 65 or older, between 2017-2021.

Estimated percent of the population age 65 years and older, between 2017-2021. Percentage calculations are suppressed in cases where the denominator of the calculation was less than 10 of the unit that is being described (e.g., households, people, householders, etc.).

- Public Schools: Enrollment and Demographics (NCES)
Source: National Center for Education Statistics
- Libraries
Source: IMLS



Percent Population 65+
Source: Census


Year: 2017-2021


- Insufficient Data
- 12.99% or less
- 13.00% - 15.99%
- 16.00% - 18.99%
- 19.00% - 21.99%
- 22.00% - 24.99%
- 25.00% or greater

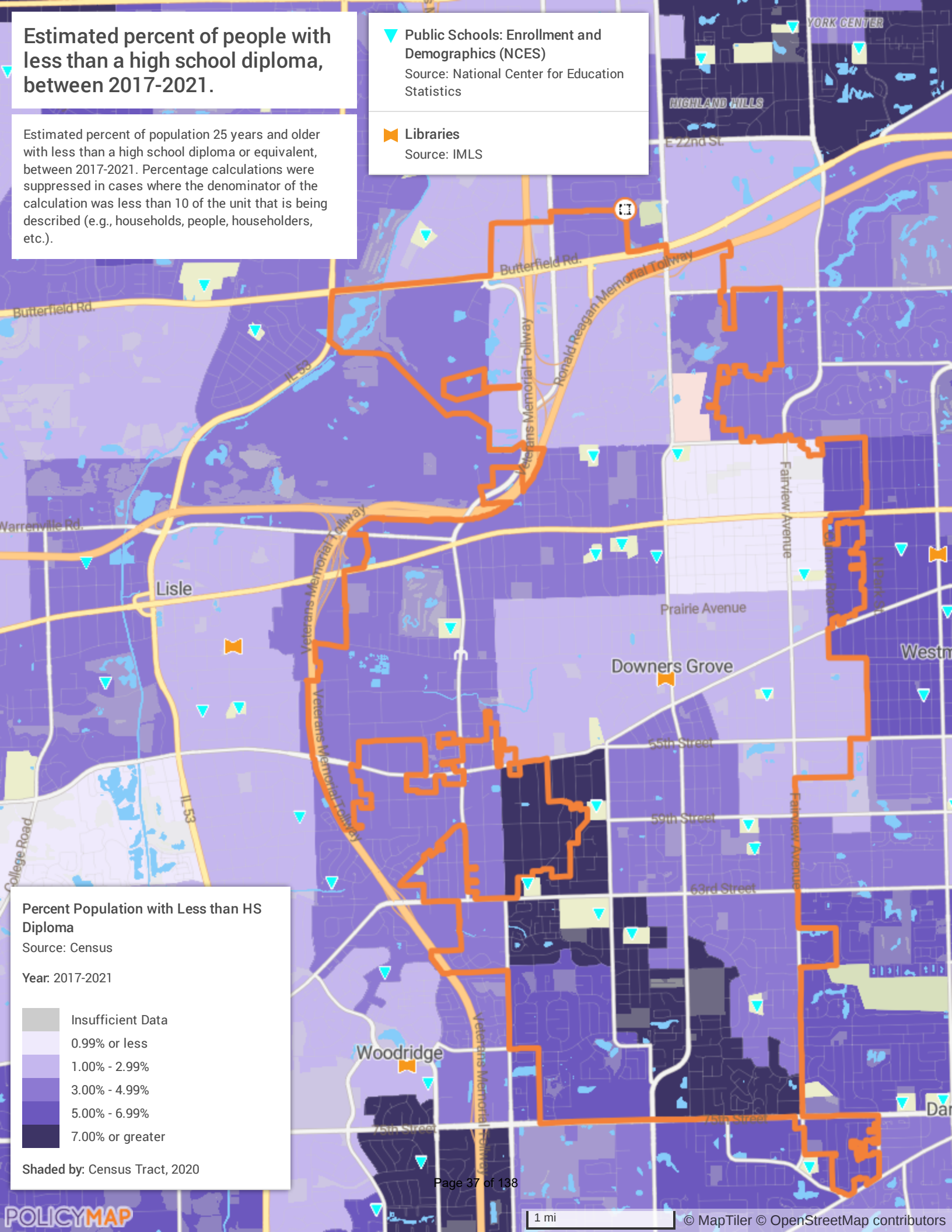
Shaded by: Census Tract, 2020

Estimated percent of people with less than a high school diploma, between 2017-2021.

Estimated percent of population 25 years and older with less than a high school diploma or equivalent, between 2017-2021. Percentage calculations were suppressed in cases where the denominator of the calculation was less than 10 of the unit that is being described (e.g., households, people, householders, etc.).

 Public Schools: Enrollment and Demographics (NCES)
Source: National Center for Education Statistics

 Libraries
Source: IMLS



Percent Population with Less than HS Diploma
Source: Census


Year: 2017-2021


- Insufficient Data
- 0.99% or less
- 1.00% - 2.99%
- 3.00% - 4.99%
- 5.00% - 6.99%
- 7.00% or greater

Shaded by: Census Tract, 2020

Estimated percent of people with at least a Bachelor's degree, between 2017-2021.

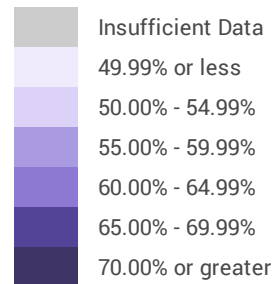
Estimated percent of population 25 years and older with a Bachelor's degree, graduate, or professional degree, between 2017-2021. Percentage calculations were suppressed in cases where the denominator of the calculation was less than 10 of the unit that is being described (e.g., households, people, householders, etc.).

 Public Schools: Enrollment and Demographics (NCES)
Source: National Center for Education Statistics

 Libraries
Source: IMLS

Percent Population with At Least Bachelor's Degree
Source: Census


Year: 2017-2021




Shaded by: Census Tract, 2020

Area Deprivation Index state score in 2020.

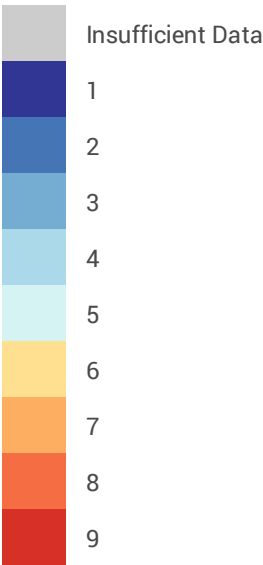
Area Deprivation Index state score in 2020. The Area Deprivation Index (ADI) ranks neighborhoods on the basis of socioeconomic disadvantage in the areas of income, education, employment, and housing quality. Areas with greater disadvantage are ranked higher. National scores are normalized to the whole country, and state scores are normalized to a particular state. Higher Area Deprivation Index scores have been shown to correlate with worse health outcomes in measures such as life expectancy. This index was created by researchers at the University of Wisconsin-Madison based on a methodology originally developed by the Health Resources and Services Administration. Areas on this map are ranked against other areas within the state. State scores represent deciles. In other words, they are divided into 10 groups of the same size, where 1 is the lowest rate of disadvantage and 10 is the highest.

 Public Schools: Enrollment and Demographics (NCES)
Source: National Center for Education Statistics

 Libraries
Source: IMLS

Area Deprivation Index State Score
Source: University of Wisconsin


Year: 2020




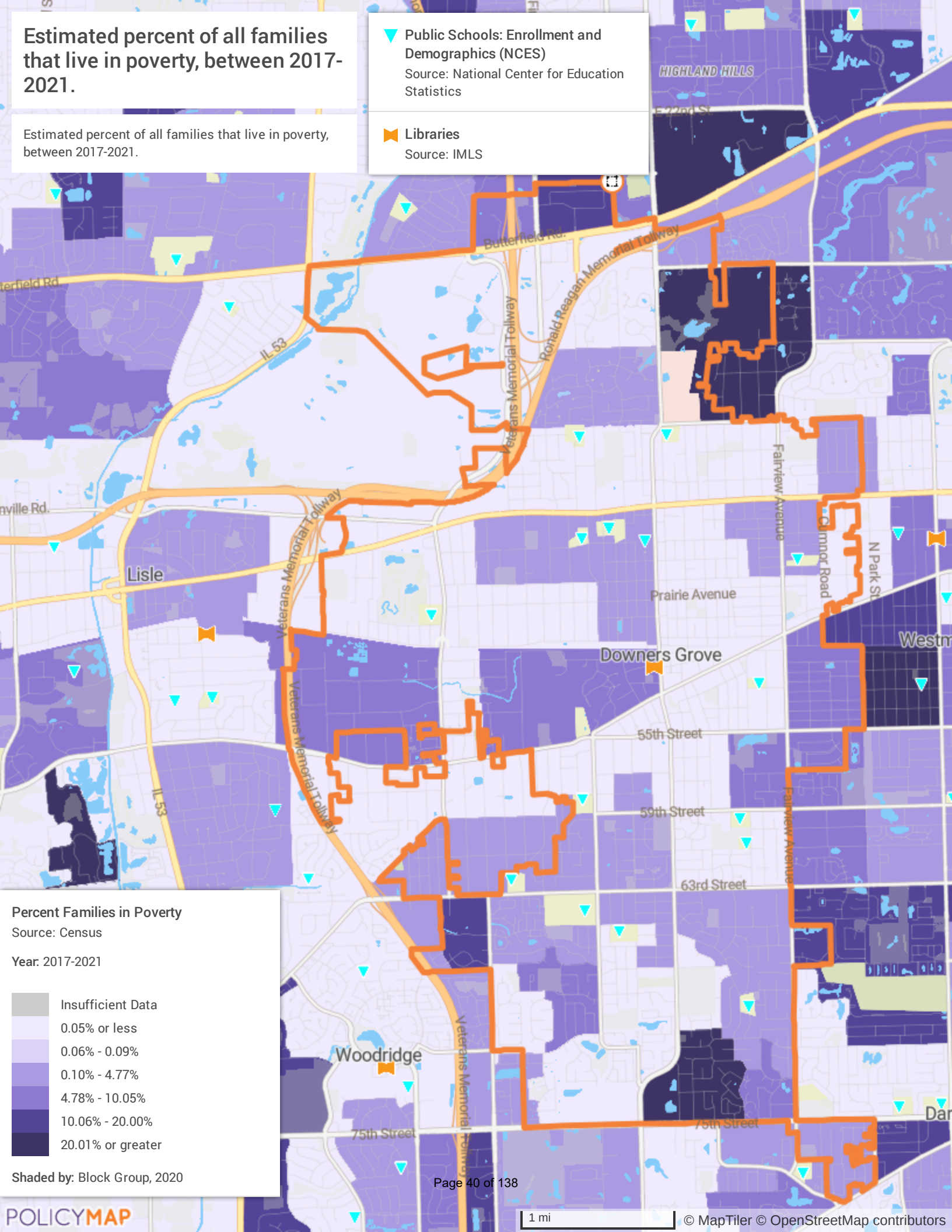
Shaded by: Block Group, 2020

Estimated percent of all families that live in poverty, between 2017-2021.

Estimated percent of all families that live in poverty, between 2017-2021.

**Public Schools: Enrollment and Demographics (NCES)**
Source: National Center for Education Statistics

**Libraries**
Source: IMLS



Percent Families in Poverty
Source: Census
Year: 2017-2021

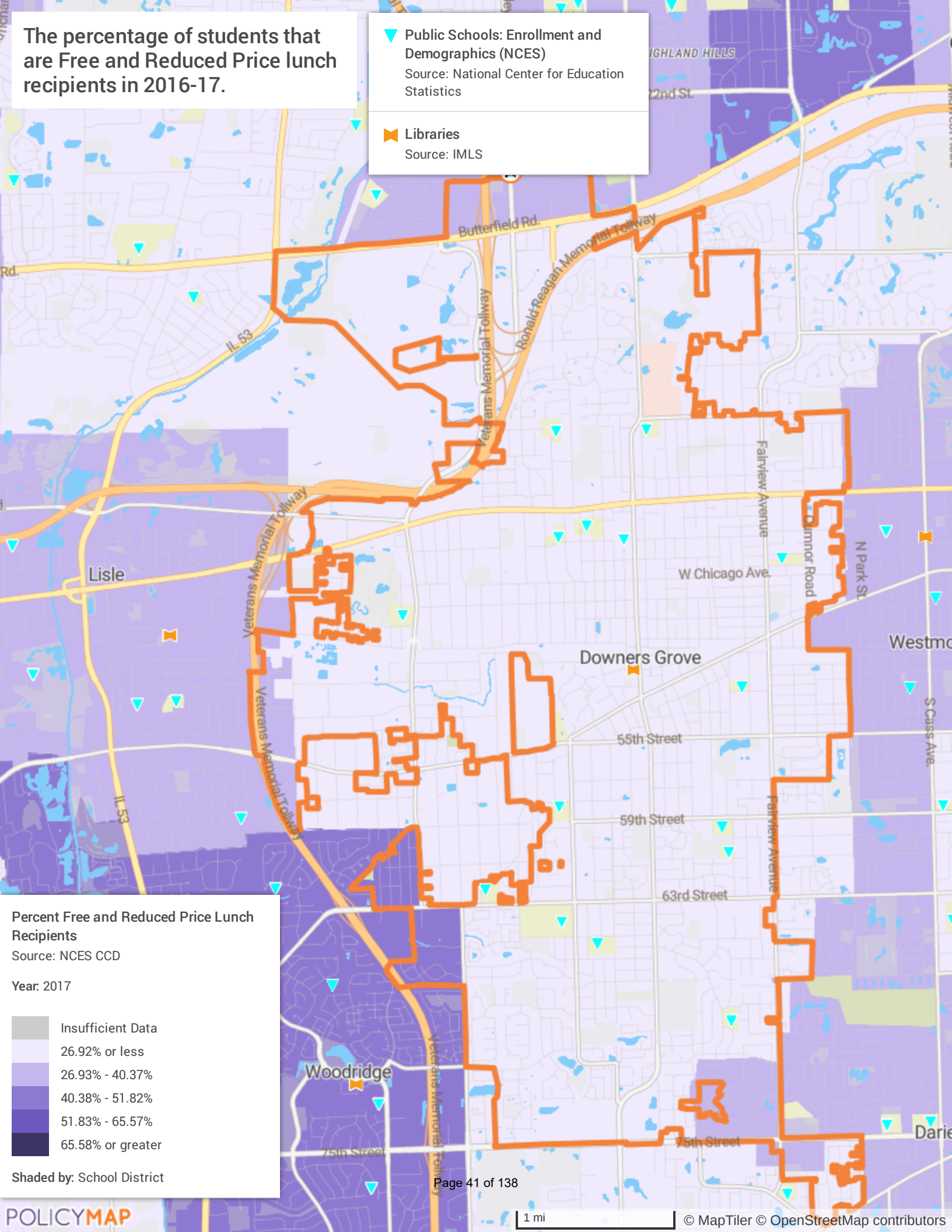
- Insufficient Data
- 0.05% or less
- 0.06% - 0.09%
- 0.10% - 4.77%
- 4.78% - 10.05%
- 10.06% - 20.00%
- 20.01% or greater

Shaded by: Block Group, 2020

The percentage of students that are Free and Reduced Price lunch recipients in 2016-17.

Public Schools: Enrollment and Demographics (NCES)
Source: National Center for Education Statistics

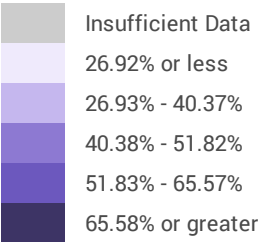
Libraries
Source: IMLS



Percent Free and Reduced Price Lunch Recipients

Source: NCES CCD

Year: 2017



Shaded by: School District

Estimated median income of a household, between 2017-2021.

Estimated median income of a household, between 2017-2021.

Public Schools: Enrollment and Demographics (NCES)
Source: National Center for Education Statistics

Libraries
Source: IMLS


Median Household Income
Source: Census
Year: 2017-2021


- Insufficient Data
- \$69,999 or less
- \$70,000 - \$89,999
- \$90,000 - \$109,999
- \$110,000 - \$129,999
- \$130,000 - \$149,999
- \$150,000 or greater

Shaded by: Census Tract, 2020

Estimated percent of all households that rent a home, between 2017-2021.

Estimated percent of households (occupied housing units) that are renter occupied, between 2017-2021. A household includes all the people who occupy a housing unit as their usual place of residence. Percentage calculations are suppressed in cases where the denominator of the calculation was less than 10 of the unit that is being described (e.g., households, people, householders, etc.).

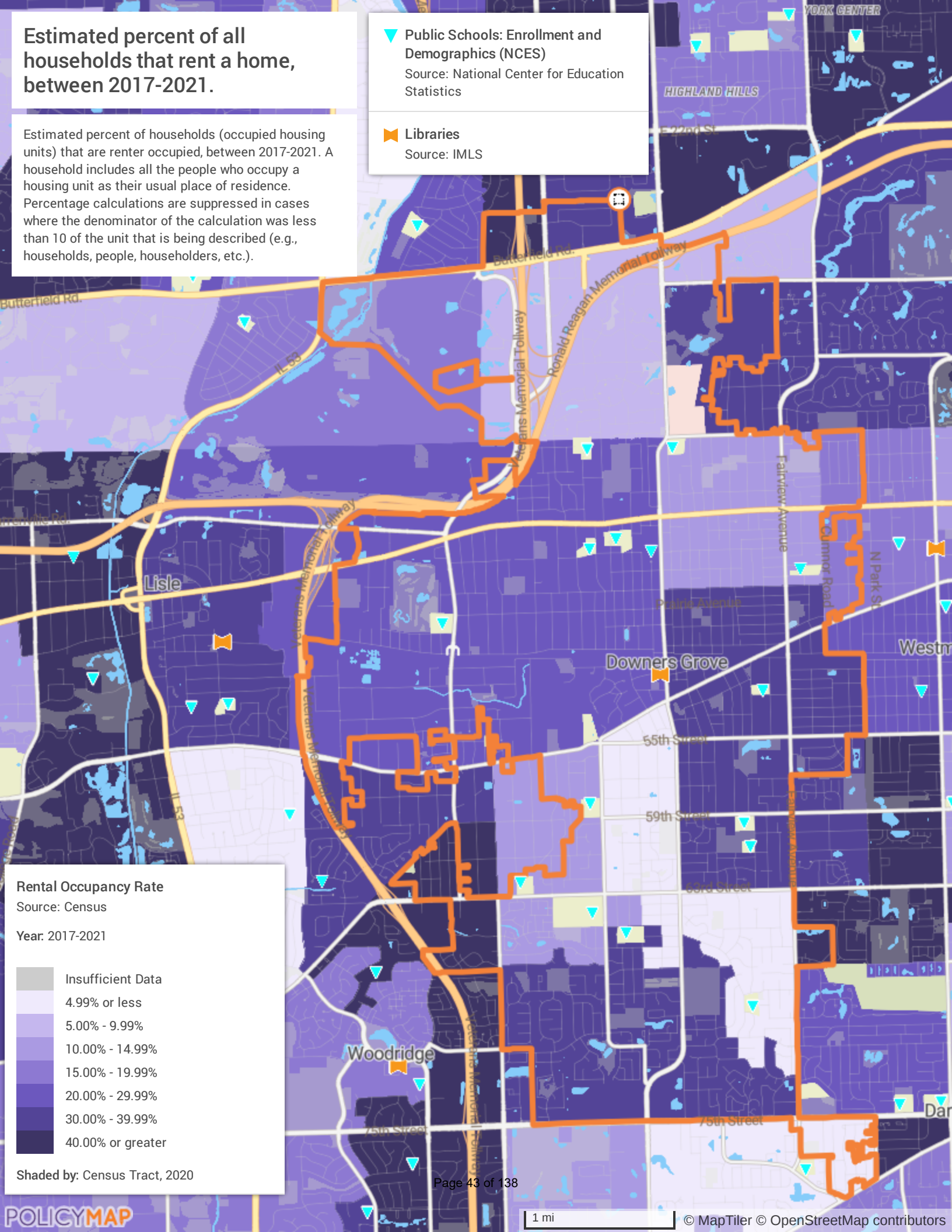
 **Public Schools: Enrollment and Demographics (NCES)**
Source: National Center for Education Statistics

 **Libraries**
Source: IMLS

Rental Occupancy Rate
Source: Census
Year: 2017-2021

- Insufficient Data
- 4.99% or less
- 5.00% - 9.99%
- 10.00% - 14.99%
- 15.00% - 19.99%
- 20.00% - 29.99%
- 30.00% - 39.99%
- 40.00% or greater

Shaded by: Census Tract, 2020

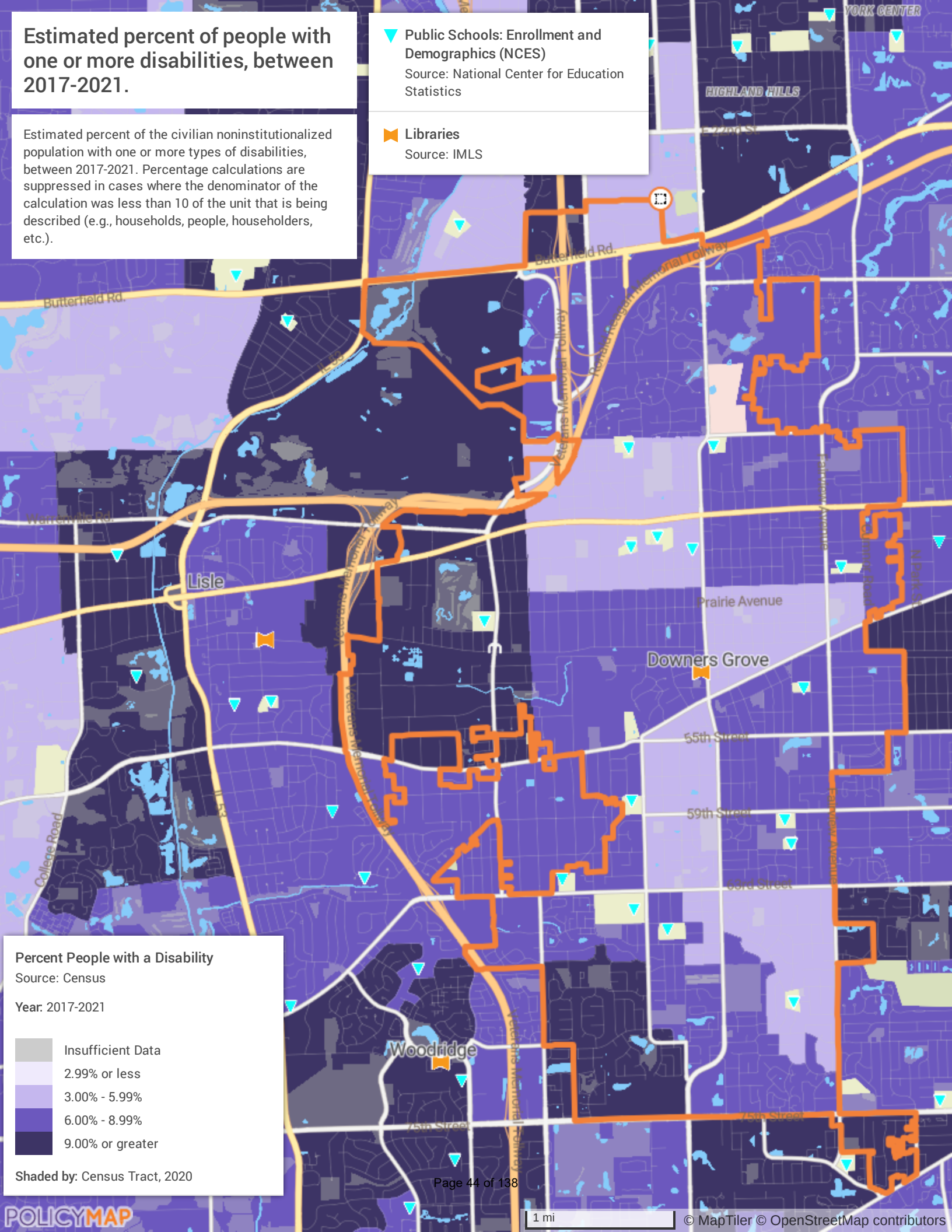


Estimated percent of people with one or more disabilities, between 2017-2021.

Estimated percent of the civilian noninstitutionalized population with one or more types of disabilities, between 2017-2021. Percentage calculations are suppressed in cases where the denominator of the calculation was less than 10 of the unit that is being described (e.g., households, people, householders, etc.).

Public Schools: Enrollment and Demographics (NCES)
Source: National Center for Education Statistics

Libraries
Source: IMLS




Percent People with a Disability
Source: Census
Year: 2017-2021


- Insufficient Data
- 2.99% or less
- 3.00% - 5.99%
- 6.00% - 8.99%
- 9.00% or greater

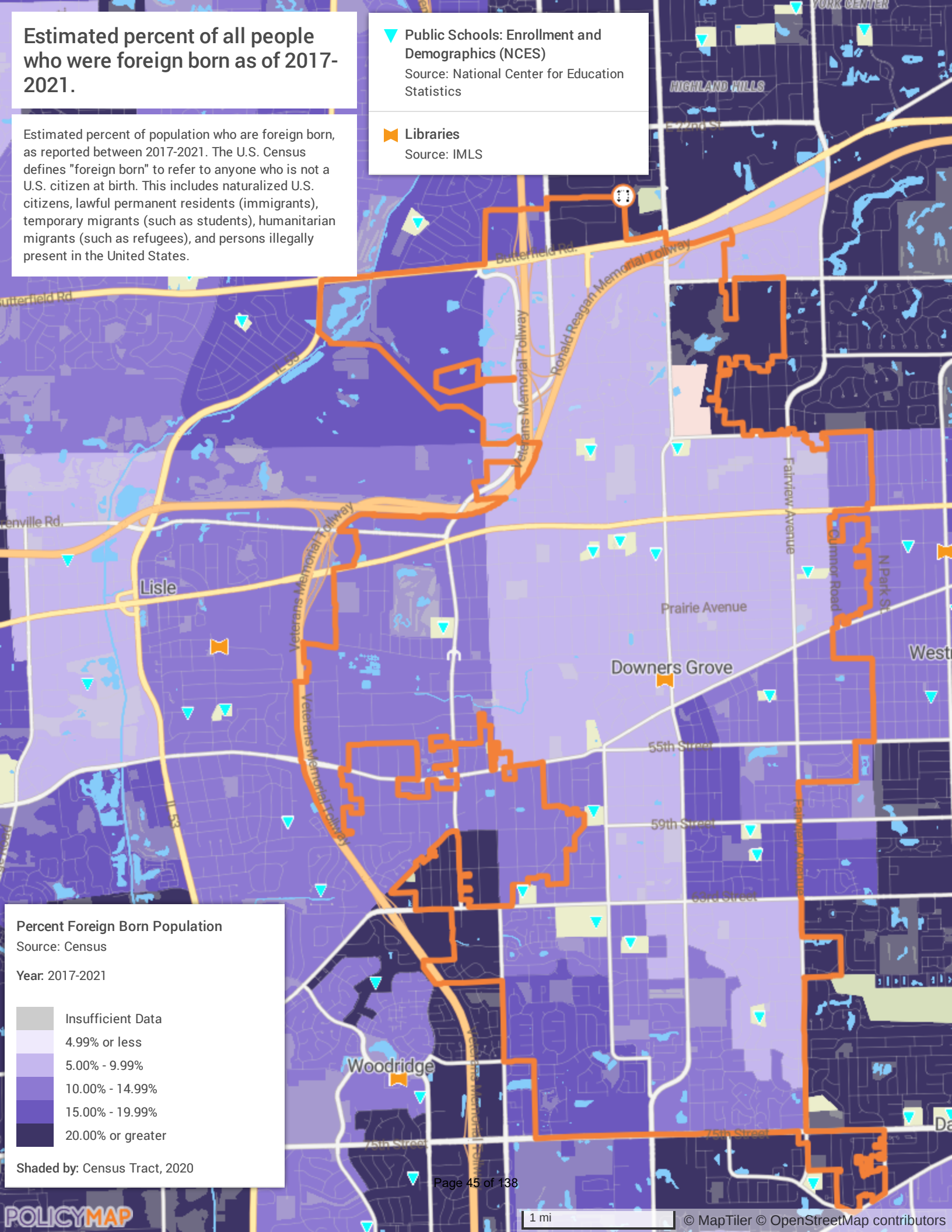
Shaded by: Census Tract, 2020

Estimated percent of all people who were foreign born as of 2017-2021.

Estimated percent of population who are foreign born, as reported between 2017-2021. The U.S. Census defines "foreign born" to refer to anyone who is not a U.S. citizen at birth. This includes naturalized U.S. citizens, lawful permanent residents (immigrants), temporary migrants (such as students), humanitarian migrants (such as refugees), and persons illegally present in the United States.

 Public Schools: Enrollment and Demographics (NCES)
Source: National Center for Education Statistics

 Libraries
Source: IMLS



Percent Foreign Born Population
Source: Census


Year: 2017-2021


- Insufficient Data
- 4.99% or less
- 5.00% - 9.99%
- 10.00% - 14.99%
- 15.00% - 19.99%
- 20.00% or greater

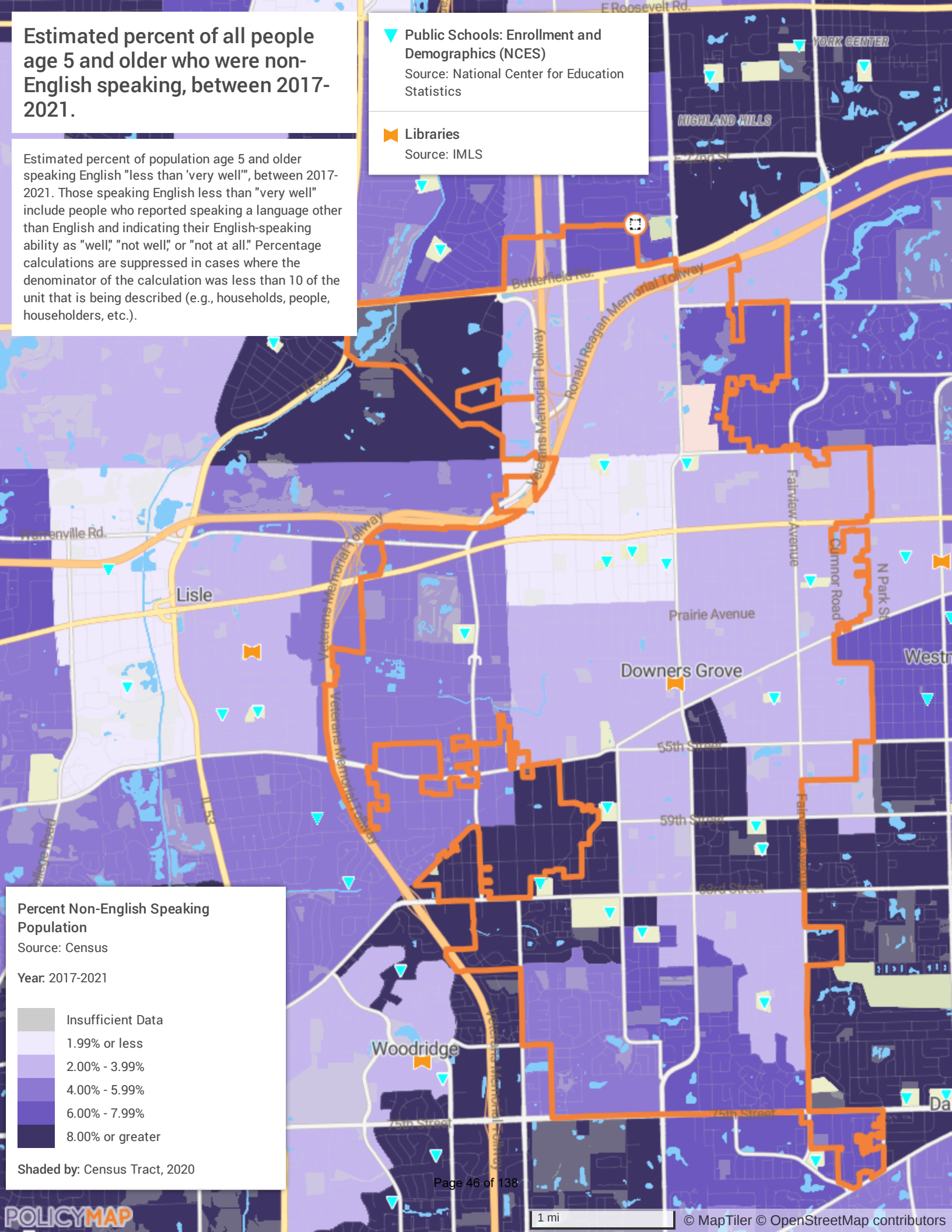
Shaded by: Census Tract, 2020

Estimated percent of all people age 5 and older who were non-English speaking, between 2017-2021.

Estimated percent of population age 5 and older speaking English "less than 'very well'", between 2017-2021. Those speaking English less than "very well" include people who reported speaking a language other than English and indicating their English-speaking ability as "well," "not well," or "not at all." Percentage calculations are suppressed in cases where the denominator of the calculation was less than 10 of the unit that is being described (e.g., households, people, householders, etc.).

 Public Schools: Enrollment and Demographics (NCES)
Source: National Center for Education Statistics

 Libraries
Source: IMLS



Percent Non-English Speaking Population
Source: Census

Year: 2017-2021

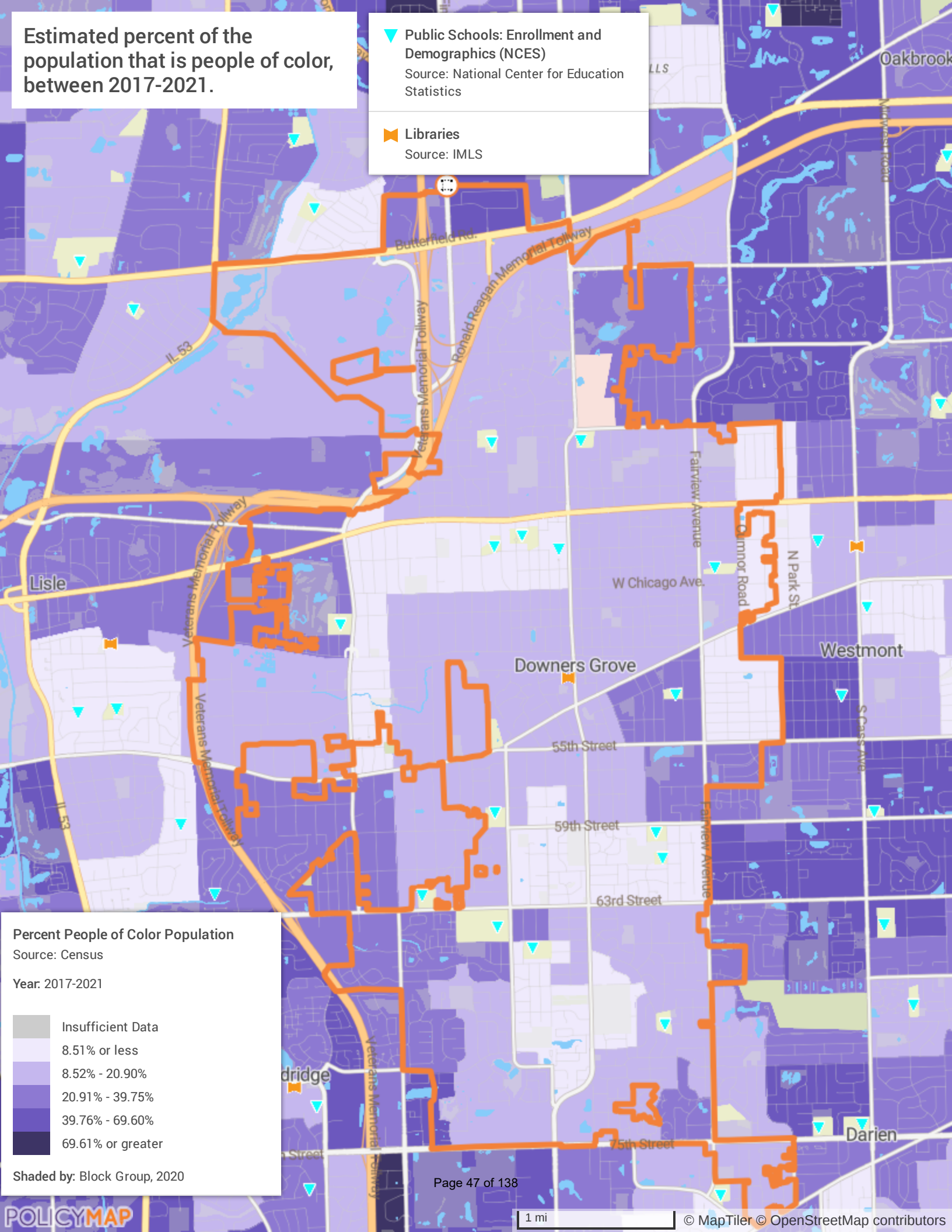
- Insufficient Data
- 1.99% or less
- 2.00% - 3.99%
- 4.00% - 5.99%
- 6.00% - 7.99%
- 8.00% or greater

Shaded by: Census Tract, 2020

Estimated percent of the population that is people of color, between 2017-2021.

Public Schools: Enrollment and Demographics (NCES)
Source: National Center for Education Statistics

Libraries
Source: IMLS



Percent People of Color Population

Source: Census

Year: 2017-2021

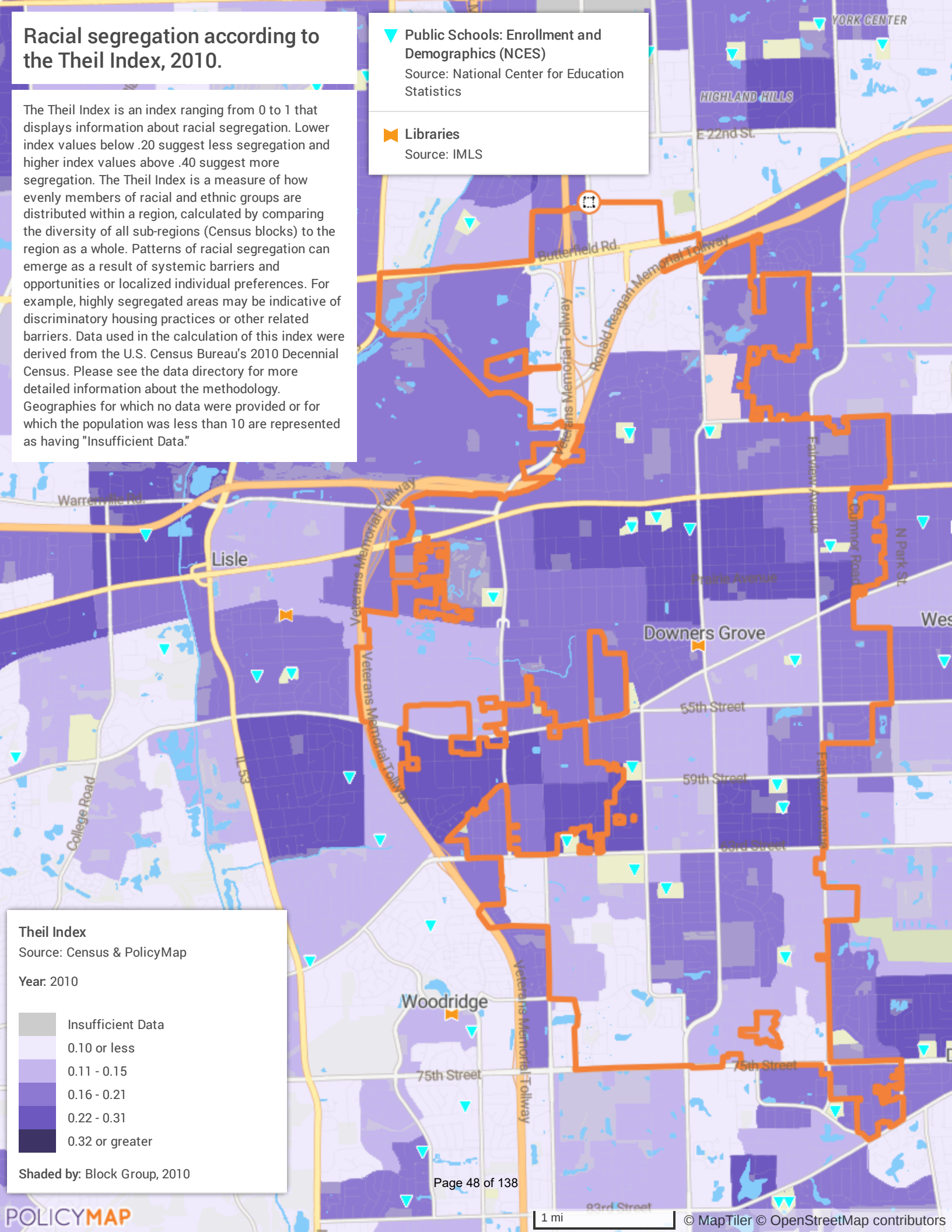
- Insufficient Data
- 8.51% or less
- 8.52% - 20.90%
- 20.91% - 39.75%
- 39.76% - 69.60%
- 69.61% or greater

Shaded by: Block Group, 2020

Racial segregation according to the Theil Index, 2010.

The Theil Index is an index ranging from 0 to 1 that displays information about racial segregation. Lower index values below .20 suggest less segregation and higher index values above .40 suggest more segregation. The Theil Index is a measure of how evenly members of racial and ethnic groups are distributed within a region, calculated by comparing the diversity of all sub-regions (Census blocks) to the region as a whole. Patterns of racial segregation can emerge as a result of systemic barriers and opportunities or localized individual preferences. For example, highly segregated areas may be indicative of discriminatory housing practices or other related barriers. Data used in the calculation of this index were derived from the U.S. Census Bureau's 2010 Decennial Census. Please see the data directory for more detailed information about the methodology. Geographies for which no data were provided or for which the population was less than 10 are represented as having "Insufficient Data."

- Public Schools: Enrollment and Demographics (NCES)
Source: National Center for Education Statistics
- Libraries
Source: IMLS



Theil Index
Source: Census & PolicyMap
Year: 2010

- Insufficient Data
- 0.10 or less
- 0.11 - 0.15
- 0.16 - 0.21
- 0.22 - 0.31
- 0.32 or greater

Shaded by: Block Group, 2010

Endnotes:

Calculations presented here were performed by staff at PolicyMap and are based on public and proprietary data sources.

Depending on the type of size of the area selected for this report, the above values capture data for the block groups, tracts, counties, etc, in which at least 50% of their areas are contained. If this report is run for a zip code, some data will be unavailable, as zip code values for some topics are not available.

For custom areas such as custom regions, school districts, and political districts, Census data was calculated by summing the following Cities in 2000: **Downers Grove**, the following Cities in 2010: **Downers Grove**, the following Cities in 2020: **Downers Grove**.

Any change calculations included in this report reflect PolicyMap's translation of boundary changes from 2000 to 2010 to 2020. Therefore, they may not match a calculation done using the 2000 and 2017-2021 values shown in the report.

Estimates of tenure, incomes, and housing stock are provided by the ACS for 2017-2021. Data on legal permanent residents is from the Department of Homeland Security, and, for all areas, describes the state in which that area is located. For more information on demographic data in PolicyMap, see the related entry for [Census: Decennial Census and ACS](#) and for more information on immigration data in PolicyMap, see the entry for the [Department of Homeland Security Immigration Yearbook](#) in our Data Dictionary.

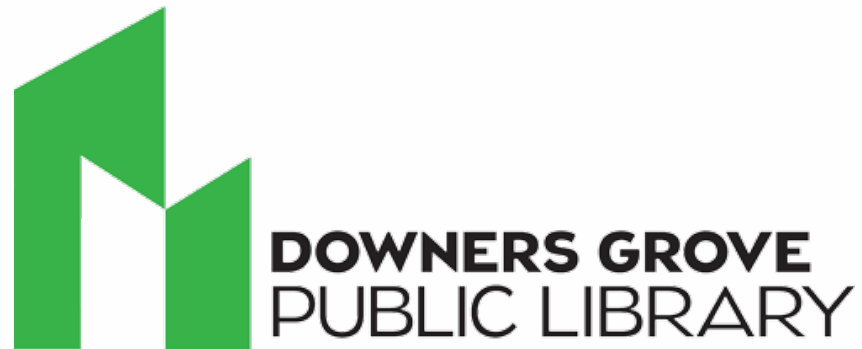
Postal vacancy data in this report is from a resident and business list compiled by Valassis Lists. This data shows a point-in-time snapshot of vacant addresses. For more information on Valassis Lists vacancy data, see our [Data Dictionary](#).

The source of crime data in the tables presented here is Federal Bureau of Investigation's Uniform Crime Reporting (UCR) Program, which compiles standardized incident reports from local law enforcement agencies in order to produce reliable, uniform, and national crime data. The UCR Program collects data on known offenses and persons arrested by law enforcement agencies. For details on this dataset, see the related entry for [FBI Uniform Crime Reports](#) in the Data Dictionary. Crime data in this report is not summed or aggregated, but rather listed for each of the complete areas within the study area for which crime is reported.

For the separate Employment and Crime Sections in this report, only locations for which data are available are included in the tables. If the section does not include information, no data was available for any of the locations or component parts of the area you requested for this report.

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Community Profile Report by Pre-defined Location for **Downers Grove** (City)
05/05/2023
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Benchmark & Data Analysis

2019 IMLS Data from the 2019 PLS Survey



Benchmark Data Analysis - Overview

- 74 Libraries across 4 separate cohort averages:
 - Illinois, Midwest, National, & True Peer-Library Journal Star Libraries
- All libraries are in the same population range of DGPL
- Comparison Analysis done across a variety of metric areas
- All data is from the IMLS 2019 PLS Dataset which is the last data year available not impacted by COVID19 service disruptions

State	Library Name	County	Central Library	Branches	Book Mobiles	Legal Service Population	Total Expend / Capita	Visits / Capita	Total Expend. / Visit	Tot. Collect. Usage / Capita	State	Library Name	County	Central Library	Branches	Book Mobiles	Legal Service Population	Total Expend / Capita	Visits / Capita	Total Expend. / Visit	Tot. Collect. Usage / Capita
IL	DOWNERS GROVE PUBLIC LIBRARY	DUPAGE	1	0	0	49,213	\$ 101	10	\$ 10	29	IA	AMES PUBLIC LIBRARY	STORY	1	0	1	63,956	\$ 72	7.6	\$ 9	21
	LJ Star Libraries					59,850	\$ 141	11	\$ 16	32	IN	HANCOCK COUNTY PUBLIC LIBRARY	HANCOCK	1	1	1	58,997	\$ 71	6.1	\$ 12	16
IL	Illinois Libraries					55,650	\$ 117	7.3	\$ 17	25	WI	BROOKFIELD PUBLIC LIBRARY	WAUKESHA	1	0	0	44,418	\$ 69	5.8	\$ 12	16
	Regional (Midwest)					58,599	\$ 77	6.6	\$ 14	17	MI	WEST BLOOMFIELD TOWNSHIP PUBLIC LIBRARY	OAKLAND	1	1	0	71,755	\$ 67	14.4	\$ 5	41
	National (Everywhere but Midwest)					52,674	\$ 105	6.5	\$ 18	13	OH	SANDUSKY LIBRARY	ERIE	1	1	0	42,523	\$ 66	4.5	\$ 15	13
											KS	MANHATTAN PUBLIC LIBRARY	RILEY	1	0	0	54,959	\$ 65	6.6	\$ 10	15
											IA	CARNEGIE-STOUT PUBLIC LIBRARY	DUBUQUE	1	0	0	58,261	\$ 60	4.6	\$ 13	11
											KS	SALINA PUBLIC LIBRARY	SALINE	1	0	0	46,716	\$ 60	5.8	\$ 10	11
											WI	WAUWATOSA PUBLIC LIBRARY	MILWAUKEE	1	0	0	48,396	\$ 60	7.6	\$ 8	19
											IA	WEST DES MOINES PUBLIC LIBRARY	POLK	1	0	0	63,555	\$ 55	4.7	\$ 12	14
											MI	NOVI PUBLIC LIBRARY	OAKLAND	1	0	0	55,374	\$ 52	8.4	\$ 6	22
											IN	BARTHOLOMEW COUNTY PUBLIC LIBRARY	BARTHOLOMEW	1	1	1	76,418	\$ 50	4.0	\$ 13	12
											OH	WASHINGTON COUNTY PUBLIC LIBRARY	WASHINGTON	1	6	1	61,778	\$ 50	4.7	\$ 11	10
											NY	MASTICS-MORICHES-SHIRLEY COMMUNITY LIB	SUFFOLK	1	0	0	49,854	\$ 179	7.2	\$ 25	11
											NY	LEVITTOWN PUBLIC LIBRARY	NASSAU	1	0	0	46,540	\$ 161	4.8	\$ 33	8
											CT	GREENWICH LIBRARY	FAIRFIELD	1	2	0	62,727	\$ 156	9.1	\$ 17	19
											NY	HALF HOLLOW HILLS COMMUNITY PUBLIC LIBRARY	SUFFOLK	1	1	0	48,558	\$ 136	4.4	\$ 31	11
											CA	PALOS VERDES LIBRARY DISTRICT	LOS ANGELES	1	3	0	68,943	\$ 130	9.7	\$ 13	13
											CA	CERRITOS PUBLIC LIBRARY	LOS ANGELES	1	0	0	50,711	\$ 119	8.9	\$ 13	11
											NY	WHITE PLAINS PUBLIC LIBRARY	WESTCHESTER	1	0	0	56,853	\$ 102	9.3	\$ 11	10
											NY	SARATOGA SPRINGS PUBLIC LIBRARY	SARATOGA	1	0	0	49,070	\$ 102	7.7	\$ 13	16
											PA	LOWER MERION LIBRARY SYSTEM	MONTGOMERY	1	6	0	57,837	\$ 100	11.6	\$ 9	18
											LA	ST. CHARLES PARISH LIBRARY	ST. CHARLES	1	5	1	53,100	\$ 96	2.9	\$ 33	5
											NM	FARMINGTON PUBLIC LIBRARY	SAN JUAN	1	0	0	45,877	\$ 91	7.0	\$ 13	9
											NJ	HOBOKEN PUBLIC LIBRARY	HUDSON	1	0	0	50,005	\$ 90	4.4	\$ 21	6
											NY	LIVERPOOL PUBLIC LIBRARY	ONONDAGA	1	0	0	50,947	\$ 90	6.0	\$ 15	8
											NJ	EAST BRUNSWICK PUBLIC LIBRARY	MIDDLESEX	1	0	0	47,512	\$ 87	6.7	\$ 13	14
											CO	GARFIELD COUNTY PUBLIC LIBRARY DISTRICT	GARFIELD	0	6	0	59,812	\$ 84	6.0	\$ 14	8
											WY	CAMPBELL COUNTY PUBLIC LIBRARY SYSTEM	CAMPBELL	1	1	0	46,140	\$ 79	5.0	\$ 16	15
											TX	ROSENBERG LIBRARY	MIDDLESEX	1	0	0	46,146	\$ 76	4.5	\$ 17	8
											TX	ROSENBERG LIBRARY	GALVESTON	1	0	0	58,476	\$ 75	4.7	\$ 16	49
											CA	ALTADENA LIBRARY DISTRICT	LOS ANGELES	1	1	0	52,924	\$ 70	3.5	\$ 20	4
											MD	WORCESTER COUNTY LIBRARY	WORCESTER	0	5	0	51,444	\$ 70	7.4	\$ 9	10

Benchmark Data Analysis

Funding, Resource Usage, and Visits

State	Library Name	County	Central Library	Branches	Book Mobiles	Legal Service Population	Total Expend / Capita	Visits / Capita	Total Expend. / Visit	Tot. Collect. Usage / Capita	Total Expend. / Total Collect. Usage	Average Open Hours / Outlet	Total Expenditures / Open Hour
IL	DOWNERS GROVE PUBLIC LIBRARY	DUPAGE	1	0	0	49,213	\$ 101	10	\$ 10	29	\$ 4	3,650	\$ 1,367
	LJ Star Libraries					59,850	\$ 141	11	\$ 16	32	\$ 5	3,491	\$ 1,298
IL	Illinois Libraries					55,650	\$ 117	7.3	\$ 17	25	\$ 7	3,710	\$ 1,417
	Regional (Midwest)					58,599	\$ 77	6.6	\$ 14	17	\$ 5	3,389	\$ 955
	National (Everywhere but Midwest)					52,674	\$ 105	6.5	\$ 18	13	\$ 11	3,158	\$ 1,135

- DGPL's funding is just a bit below average for IL and National libraries, more so for other LJ Star Libraries (LJSL) but above the comparison set for Regional
- Visits are on par with LJSL and above all other cohorts
- Collection usage is just a tick below the LJSL average but well above other averages.
- For collection expenditure per circulation DGPL leads all averages
- Open hours / outlet are above LJSL averages but below comparable IL libraries
- With expenditures / open hour being right in between the IL and LJSL averages

Benchmark Data Analysis

Collection Comparisons

State	Library Name	Legal Service Population	Total Expend / Capita	Visits / Capita	Tot. Collect. Usage / Capita	Phy Circulation / Capita	Physical Material Exp\$ / Capita	Physical Material Exp\$ / Circulation	Total Physical Items / Capita	Physical Items Turnover	Total e-Materials / Capita	Total Collect. Exp\$ / Capita	Total Collect. Exp\$ / Total Circ.	Total Youth Circulation / Capita
	DOWNERS GROVE PUBLIC LIBRARY	49,213	\$ 101	10	29	24	\$ 10	\$ 0.42	4.6	5.2	1.1	14	\$ 0.50	10.2
	LJ Star Libraries	59,850	\$ 141	11	32	24	\$ 11	\$ 0.46	6.2	4.0	7.1	18	\$ 0.59	10.6
	Illinois Libraries	55,650	\$ 117	7.3	25	15	\$ 8	\$ 0.57	4.5	3.3	2.7	13	\$ 0.71	7.1
	Regional (Midwest)	58,599	\$ 77	6.6	17	14	\$ 7	\$ 0.56	3.6	4.1	4.8	10	\$ 0.63	5.8
	National (Everywhere but Midwest)	52,674	\$ 105	6.5	13	8.0	\$ 6	\$ 0.80	3.6	2.4	2.1	9	\$ 0.84	3.2

- DGPL's physical and total circulation is just about on par with LJ Star Library (LJSL) averages
- Collections expenditures per capita are lower than LJSL averages but above other averages
- Per circulation expenditures are lower than LJSL averages but not as low as all other cohorts
- DGPL's Turnover (collection utilization) is one of the best we've ever had (as a client). This supports the idea that the collection is fairly well optimized (in terms of size) overall though it could still be high or low in certain collection segments.
- Available E-materials (at least back in 2019) were very low compared to other averages (especially LJSL)
- Youth circulation is again above other averages and on par with LJ Star Library averages.

Benchmark Data Analysis – Services and Programming Usage

State	Library Name	Legal Service Population	Total Expend / Capita	Visits / Capita	Ref. Inquiries / Capita	Total Programs	Youth Programs	Teen Programs	Total Adult Programs	Total Attendance / Capita	Attendance / Program	Youth Attendance	Teen Attendance	Total Adult Attendance	Total Public PCs	PC Sessions / Public PC	PC Sessions / Capita
	DOWNERS GROVE PUBLIC LIBRARY	49,213	\$ 101	10	2.0	1,262	845	103	314	0.73	28	27,432	2,408	5,988	55	959	1.1
	LJ Star Libraries	59,850	\$ 141	11	3.0	2,286	1,125	237	923	1.08	30	38,920	5,731	19,233	115	1,125	2.2
	Illinois Libraries	55,650	\$ 117	7.3	1.2	1,466	774	160	532	0.82	32	28,763	4,246	12,454	81	718	1.1
	Regional (Midwest)	58,599	\$ 77	6.6	1.2	1,341	746	152	450	0.71	34	27,172	3,259	10,786	83	697	1.0
	National (Everywhere but Midwest)	52,674	\$ 105	6.5	1.1	1,666	736	219	711	0.67	23	22,823	2,487	10,047	74	1,076	1.5

- DGPL's total programs were below LJSL averages and slightly below other averages
- DGPL's total attendance / capita is at or below most averages (well below LJ Star Libraries)
- Total attendance per program was just a tick below other cohorts while total attendance per capita was on par with other averages and bit lower than the LJSL averages
- PC Usage at the library is on par with other averages but below LJ Star Libraries
- With over 1,000 uses per PC the libraries computers have above average utilization

Benchmark Data Analysis – Staffing Levels Analysis

State	Library Name	Legal Service Population	Total Expend / Capita	Ref. Inquiries / Librarian FTE	Total Programs / Librarian FTE	Total Attendance / Librarian FTE	MLS Librarians	All Librarians	Other Paid Staff	Total Staff	Total Staff FTE / Outlet	Total Annual Open Hours / Total FTE	Total Visitors/ Total FTE	Staff Salaries	Staff Total Benefits	Total Staff Expenses	Total Staff Exp. / Capita	Total Avg. Exp / FTE	% Total Expenditures on Staff Costs
	DOWNERS GROVE PUBLIC LIBRARY	49,213	\$ 101	5,685	74	2,108	17	17	42	60	61	8,318	\$ 2,689,166	\$ 781,643	\$ 3,470,809	\$ 71	\$ 57,847	70%	
	LJ Star Libraries	59,850	\$ 141	7,722	131	3,249	25	30	56	85	92	8,180	\$ 4,094,959	\$ 1,462,331	\$ 5,557,290	\$ 94	\$ 65,838	66%	
	Illinois Libraries	55,650	\$ 117	3,409	78	2,469	17	20	47	67	74	5,953	\$ 3,235,373	\$ 1,044,598	\$ 4,279,971	\$ 77	\$ 63,386	67%	
	Regional (Midwest)	58,599	\$ 77	5,137	107	3,110	12	14	31	46	30	142	\$ 2,039,192	\$ 805,265	\$ 2,844,457	\$ 50	\$ 62,497	65%	
	National (Everywhere but Midwest)	52,674	\$ 105	4,240	123	2,621	13	15	36	51	34	140	\$ 2,907,121	\$ 1,053,250	\$ 3,960,371	\$ 75	\$ 78,108	71%	

- Total Staffing levels and Total Staffing expenditures are much lower than LJSL but in the mix of other averages
- Cost per staff FTE are lower than all other cohorts
- DGPL level of librarians is low verses averages but particularly in consideration of how busy the library is.
- Activity levels per FTE (Reference Inquiries, Programs/Librarian FTE, Open Hours FTE, Visitors/FTE) are all “below” LJSL averages but in the ranges of other averages
- DGPL cost per FTE is lower than all other averages
- Total Staff Expenditures in 2019 represented 70% of total operating expenditures. Which is around all averages and our typical expectations for a library like this
- *Staff counts are FTE = Full Time Equivalent*

DOWNERS GROVE PUBLIC LIBRARY

1050 CURTISS STREET DOWNERS GROVE, IL 60515

Service Area Population: 49,213

Locale: Suburban (21)

Central Libraries: 1

Branch Libraries: 0

Bookmobiles: 0

Revenue, Expenditures, and Staff

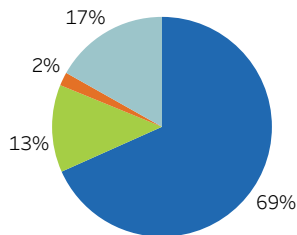
Programs and Services

LIBRARY COLLECTIONS

Fiscal Year
2020

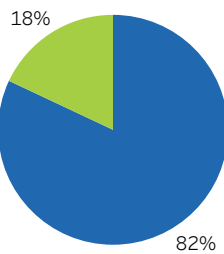


COLLECTION MATERIALS BY TYPE



- Print Material
- Electronic Books
- Audio/Visual Materials - Downloadable
- Audio/Visual Materials - Physical

CIRCULATION



- Physical Material Circulation
- Use of Electronic Material

COLLECTIONS (Total and Per Person)

Physical		
Books and Other Items	192,426	3.9
Audio (Tapes, CDs)	20,677	0.4
Videos	25,759	0.5
Print Subscriptions	-1	-1
Digital		
E-Books	35,082	0.7
Audio (Downloadable)	4,539	0.1
Video (Downloadable)	1,023	0.0

CIRCULATION (Total and Per Person)

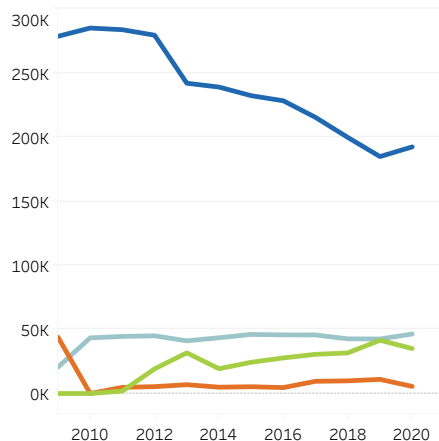
Total Circulation	1,177,033	23.9
Physical Material Circulation	1,073,390	21.8
Electronic Material Circulation	103,643	2.1
Circulation of Children's Material	463,594	9.4
As Percentage of Total Circulation (%)	39	39
Other E-Content Use	136,745	2.8

TECHNOLOGY (Total and Per Person/Per 1K People)*

Internet Computers	55	1.1
Computer Uses Per Year	54,676	1.1
Wireless Sessions	28,085	0.6
Web Visits	598,385	12.2

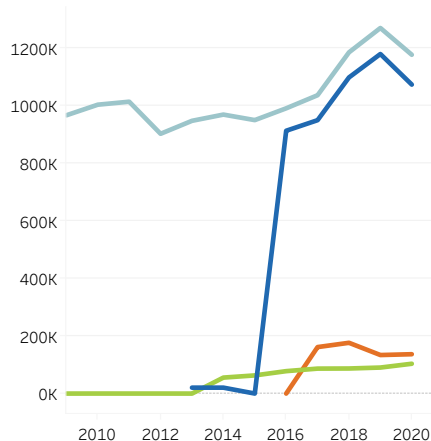
*Internet Computers is per 1K people and all other measures displayed in the table are per person.

COLLECTIONS



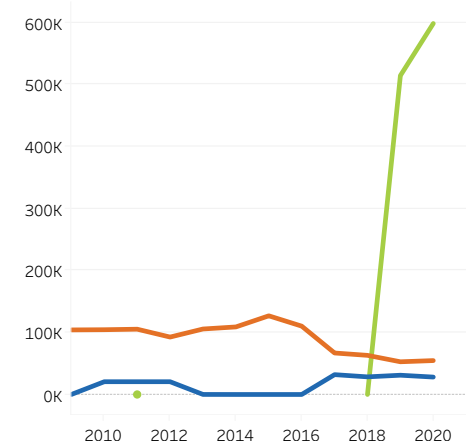
- Books and Other Items
- E-Books
- Audio/Visual Materials - Downloadable
- Audio/Visual Materials - Physical

CIRCULATION



- Total Circulation
- Physical Material Circulation
- Electronic Material Circulation
- Other E-Content Use

TECHNOLOGY



- Computer Uses Per Year
- Wireless Sessions
- Web Visits

DOWNERS GROVE PUBLIC LIBRARY

1050 CURTISS STREET DOWNERS GROVE, IL 60515

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Programs and Services

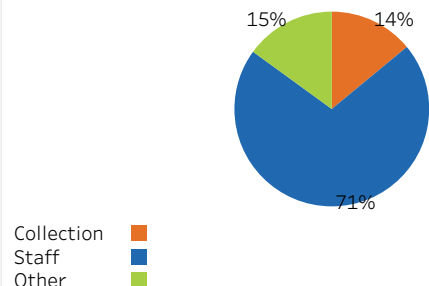
Library Collections

REVENUE, EXPENDITURES, AND STAFF

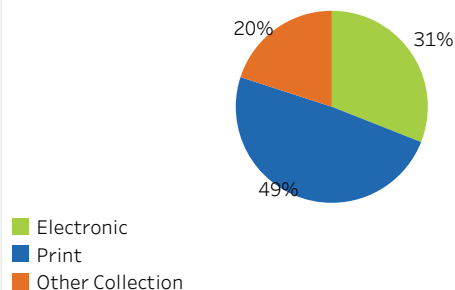
Fiscal Year
2020



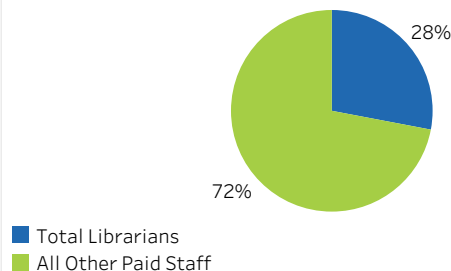
OPERATING EXPENDITURES BY TYPE



COLLECTION EXPENDITURES BY TYPE



PAID STAFF BY TYPE



OPERATING REVENUE (\$) (Total and Per Person)

Total Operating Revenue	5,661,009	115.0
Local Revenue	5,384,060	109.4
State Revenue	132,786	2.7
Federal Revenue	0	0.0
Other Operating Revenue	144,163	2.9
Total Capital Revenue	0	0.0
Capital Expenditures	581,479	11.8

OPERATING EXPENDITURES (\$) (Total and Per Person)

Total Operating Expenditures	5,147,783	104.6
Staff Expenditures	3,635,513	73.87
Total Collection Expenditures	717,222	14.6
Print Expenditures	354,393	7.2
Electronic Expenditures	220,896	4.5
Other Collection Expenditures	141,933	2.9
Other Operating Expenditures	795,048	16.2

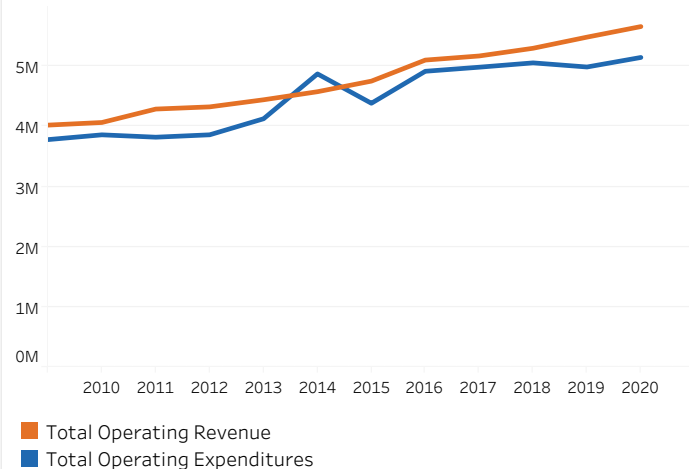
PAID STAFF - FTE (Total and Per 1K People)

Total Paid Staff	58.9	1.2
Total Librarians	16.7	0.3
ALA-MLS Librarians	16.7	0.3
All Other Paid Staff	42.2	0.9

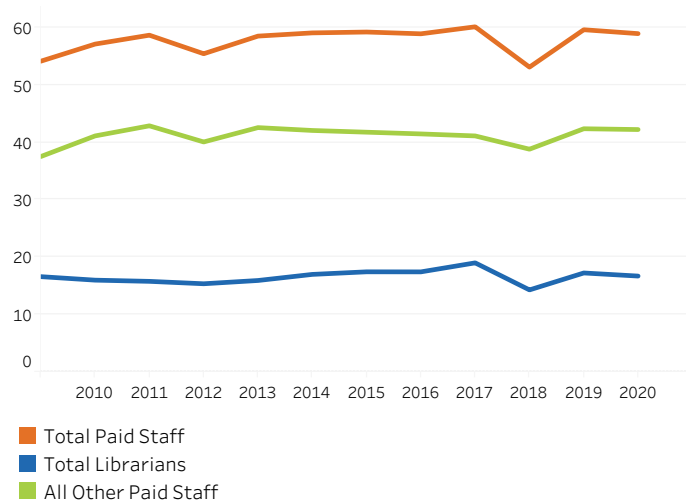
FTE stands for full-time equivalent. Libraries report FTE based on a measure of 40 hours per week. For example, 60 hours per week of part-time work by employees in a staff category divided by the 40-hour measure equals 1.50 FTEs.

-9 = Suppressed for personally identifiable information

OPERATING REVENUE AND EXPENDITURES (\$)



PAID STAFF (FTE)



DOWNERS GROVE PUBLIC LIBRARY

1050 CURTISS STREET DOWNERS GROVE, IL 60515

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Revenue, Expenditures, and Staff

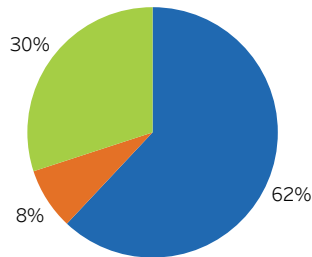
Library Collections

PROGRAMS AND SERVICES

Fiscal Year
2020



PROGRAMS OFFERED



Children's Programs
Young Adult Programs
All Other Programs

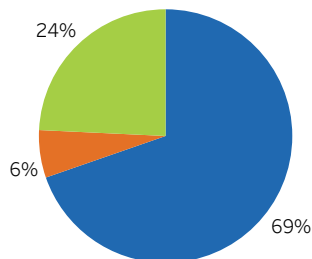
PROGRAMS OFFERED (Total and Per 1K People)

Total Library Programs	1,429	29.0
Children's Programs	889	18.1
Young Adult Programs	117	2.4
All Other Programs	423	8.6

PROGRAM ATTENDANCE (Total and Per 1K People)

Total Program Attendance	36,103	733.6
Children's Program Attendance	25,064	509.3
Young Adult Program Attendance	2,229	45.3
All Other Program Attendance	8,810	179.0

PROGRAM ATTENDANCE

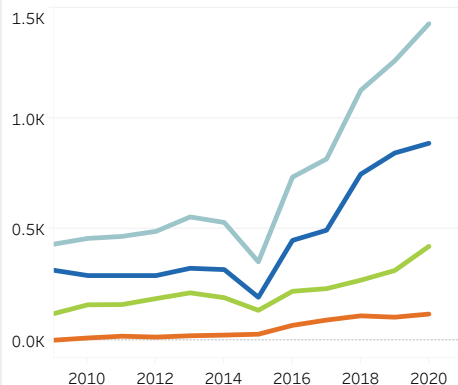


Children's Program Attendance
Young Adult Program Attendance
All Other Program Attendance

LIBRARY SERVICES (Total and Per Person)

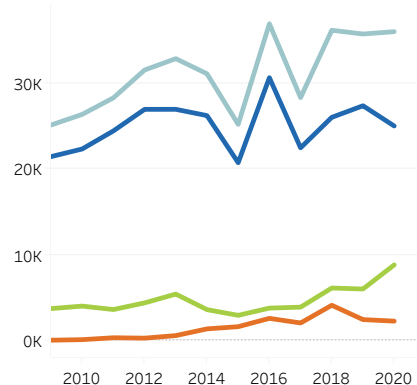
Physical Visits	491,915	10.0
Library Card Holders	29,484	0.6
Questions Answered	80,444	1.6
Inter-Library Loans to Other Libraries	58,949	1,197.8
Inter-Library Loans from Other Libraries	75,578	1,535.7
Internet Computers	55	1.1
Computer Uses Per Year	54,676	1.1
Wireless Sessions	28,085	0.6
Web Visits	598,385	12.2

PROGRAMS OFFERED



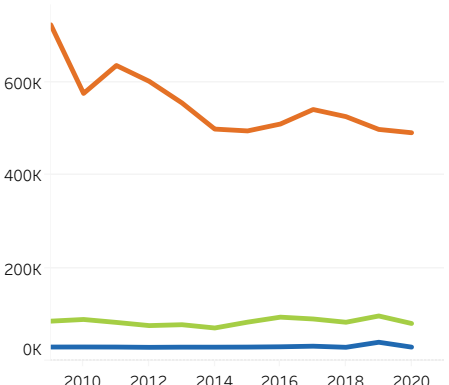
Total Library Programs
Children's Programs
Young Adult Programs
All Other Programs

PROGRAM ATTENDANCE



Total Program Attendance
Children's Program Attendance
Young Adult Program Attendance
All Other Program Attendance

LIBRARY SERVICES



Physical Visits
Library Card Holders
Questions Answered



**DOWNERS GROVE
PUBLIC LIBRARY**

Values

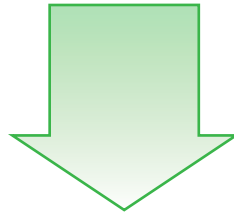
What we believe in

- Lifelong learning
- Equal access for all
- Fostering relationships
- Responsibility
- Freedom to seek, receive, and share information

Purpose

Why we are here

The Downers Grove Public Library is a place for everyone to discover, grow, play, and learn.



Core Services

What we do

- Develop and maintain an up-to-date collection
- Provide instruction, guidance, and access to digital and physical sources
- Present a variety of programs for all ages
- Deliver stellar customer service
- Offer spaces for meeting, studying, creativity, and fun



Strategic Focus

How we focus our values and purpose to deliver core services

EXCEL

in delivering service and managing community resources

ENGAGE

with our community and the world

EMPOWER

individuals at all ages and stages of life

EVOLVE

with our changing community

The Equity Strategic Plan will inform the library's larger, full Strategic Plan, which is currently under development. Organization of the plan is structured on the four quadrants of racism. The plan was created by the library's Equity Advisory Team, composed of staff members and Downers Grove community members, and led by RGW Consulting. The plan is a living document and will evolve and be updated as needed. The Equity Strategic Plan was approved by the Board of Library Trustees on April 27, 2022; a recording of the discussion by Trustees and the plan's approval can be found [here](#).

Internal Practices/Internalized & Interpersonal

Goals:

- Increase staff and Board of Library Trustees (Trustees) awareness of why Downers Grove Public Library (DGPL) is doing anti-prejudice, anti-racism, and anti-hate work and its connection to equity, diversity, and inclusion (EDI) and the library's mission and values.
- Create a welcoming, accepting, and inclusive workplace where all staff are treated with dignity and respect.

Objectives:

- Provide staff and Trustees with continuous opportunities for anti-prejudice, anti-racist, and anti-hate professional development, which will be required, to increase self-awareness, with space to process their thoughts.
- Build staff awareness of the historical context of racism, their own implicit biases, and how these inform their interactions and decisions.
- Continue to support affinity groups of historically, intentionally, and traditionally marginalized people groups (HITMPGs) and cultivate an environment in which staff may share their authentic selves.
- Develop staff skills to act as allies and intervene when they hear or see racist and/or hateful behavior, such as microaggressions in customer service situations and from other staff.

Implementation/Activities:

- Offer and require continuing education for all staff members and the Trustees.
- Develop onboarding training cohorts for new staff members and the Trustees.
- Offer team-building activities for staff members and the Trustees.
- Offer support for additional affinity groups.
- Invite the Friends of the Downers Grove Public Library and Downers Grove Public Library Foundation to participate in EDI training offered to Trustees and staff.

Evaluation/Benchmarks:

- Provide opportunities for staff feedback on continuing education through periodic surveys, which will include asking what actions they will take to implement what they learned.
- Complete onboarding training of new staff members and Trustees within their first six months, after which they will participate in a debriefing session to process, discuss, and provide feedback.
- Provide staff opportunities for anonymous feedback on safety, EDI, and workplace culture.

Resources/Budgeting:

- Survey software - Google Forms or Savannah Orangeboy (already owned)
- Training programs - varies
- Onboarding programs - \$1,600 per year
- Consulting support for affinity groups - BIPOC Affinity Group included in RGW Consulting Phase 2 Scope of Work
- Additional hours of paid time for staff to participate in affinity groups, continuing education, and onboarding cohorts

Internal Practices/Institutional & Structural**Goals:**

- Employ policies and procedures that ensure an equitable work environment.
- Promote library work as a career path for HITMPGs by offering resources for career exploration, professional growth and development, and job opportunities for those without a MLIS.

Objectives:

- Increase inclusion of HITMPG voices in programming and consult the Equity Advisory Team on choice points.
- Articulate and embody the purpose of the library's EDI work, including: the framework for anti-hate statements, shared definitions of racism, and the overarching goals of the equity strategic plan both internally and externally.
- Advocate for opportunities to advance in the library field without requiring a MLIS degree.
- Work to eliminate the traditional hierarchy of library positions to support the value of non-MLIS voices in library work.
- Model best practices as a library employer through equitable pay and benefits for all staff, including compensating HITMPGs fairly for the unique skill sets that are integral to their identities (i.e., Spanish-speaking staff translating documents).

Implementation/Activities:

- Create a method for capturing the current data in areas including staffing, vendors, vacation time, and programs to establish a baseline for evaluation and benchmarking.
- Include professional values and equity in its Statement of Service.
- Allot equitable benefits and vacation time.
- Recognize equivalent experience in job descriptions to allow for upward mobility and hiring of staff without a MLIS degree.
- Audit library policies, procedures, and communications strategies using a team that includes HITMPG staff members.
- Utilize the EDI Decision-Making Tool and consult the Equity Team for guidance regarding decisions.
- Explore staffing needs to support effective implementation of EDI goals, objectives, and ongoing work.
- Provide opportunities to promote the library profession to HITMPG communities through paid internships, mentorship, job shadowing, cross-training, and scholarships.

Evaluation/Benchmarks:

- Utilize data from benchmarking of current activities to measure progress.
- Utilize feedback from surveys of staff members and Trustees to implement initiatives and changes.
- Identify and communicate omissions of the usage of the EDI Decision-Making Tool. (A team of any two staff members, Trustees, or Equity Advisory Team members may do this)
- Re-evaluate policies, procedures, and communication strategies at least biannually.

Resources/Budgeting:

- Cost of paid internship(s) and scholarship(s) - TBD
- Cost of additional benefits and vacation time - TBD
- Survey software - Google Forms or Savannah Orangeboy (already owned)

External Practices/Internalized & Interpersonal**Goals:**

- Create opportunities for the community to engage in lifelong learning about EDI and anti-hate.
- Support the Downers Grove community in developing a common and shared language and understanding of EDI and anti-hate.

Objectives:

- Activate library programming that builds community awareness and capacity in anti-prejudice, anti-racism, and anti-hate.
- Engage in programming and outreach, leveraging past success and outcomes of programming, to develop new programs and services, such as Community Conversations.
- Allocate physical space for equitable and accessible use of library services and resources, arts and culture, and programming.

Implementation/Activities:

- Create an EDI glossary to establish a common and shared language in collaboration with community members and partners.
- Invite community organizations to utilize and implement tools that the library has created, including the EDI Decision-Making Tool and EDI glossary.
- Establish clear expectations and guidelines for respectful behavior through a Code of Conduct and Statement of Service for patrons and staff that are easily accessible in the building and online.
- Create a method for capturing the current data in physical space for equitable and accessible use of library services and resources, arts and culture, and programming to establish a baseline for evaluation and benchmarking.

Evaluation/Benchmarks:

- Host an annual roundtable discussion with community partners to share tools and feedback on EDI initiatives, as well as re-evaluate the EDI glossary.
- Utilize data from benchmarking of current physical space and library services to measure progress.

Resources/Budgeting:

- Code of Conduct and Statement of Service Signage
- Cost of programming
- Racial Equity Tools Glossary
- How to Be an Antiracist Glossary of Terms and Reflection Questions
- RGW - A Glossary of Terms

External Practices/Institutional & Structural

Goal:

- Demonstrate that, as a public library, DGPL advocates for and welcomes all HITMPGs for Downers Grove, the Midwest region, and the library profession in the expansion of EDI practices.

Objectives:

- Cultivate community and professional library partnerships that act as a network for HITMPGs.
- Share power and build allyship with HITMPGs.
- Partner with local government agencies and other organizations to discuss, develop, implement and commit to EDI policies, ordinances, and/or laws.
- Advocate for equitable practices in the library field and library legislation in the American Library Association and the Illinois Library Association.
- Provide opportunities for staff and community members to gain an understanding of racial trauma and trauma-informed communities, and provide services through this lens (for example, mental health first aid training).

Implementation/Activities:

- Inform staff about opportunities available in the RAILS BIPOC affinity groups and in RAILS, ILA, and ALA committees.
- Lead an annual EDI Institute Day in collaboration with other area libraries to offer training for our community.
- Inform the public about our commitment to the privacy and confidentiality of patron information.
- Make anti-hate statements to ensure HITMPGs feel seen and valued.
- Attract, retain, and provide opportunities for promotion of HITMPG staff at all levels.
- Actively seek to increase our relationships with HITMPG publishers, vendors, and partners.
- Partner with other area libraries and organizations that have alignment in EDI and anti-racism work to further the goals and missions of each.

Evaluation/Benchmark:

- Include information about the RAILS BIPOC affinity groups as well as RAILS, ALA, and ILA committees in onboarding documents.
- Survey participants of the annual EDI Institute Day to obtain feedback.
- Create onsite signage, digital marketing, and information in the library welcome packet that explains the library's commitment to patron privacy and confidentiality.

- Continuously gather and review feedback from the library's anti-hate statements.
- Create a survey for capturing the current diversity demographics of staff.
- Reach out to a minimum of ten different libraries/local organizations about partnering on EDI work.

Resources/Budgeting:

- Signage regarding patron privacy and confidentiality.
- Cost of EDI Institute Day - \$1,000-\$5,000, depending on presenters and venue.
- Increased cost of purchasing/programming due to utilizing smaller vendors.

Downer's Grove Public Library: DATE: May 8, 2023

SESSION: Consolidated notes

of Participants: 140

Downers Grove Community—What do we need to know?

- Broad spectrum community; no heavy emphasis on either wealth or blue collar folks. All kinds of backgrounds. Older homes coming down; new ones being put in. Tension; tax base increasing. Folks with older homes are being challenged by decisions that builders make. People move away b/c of downsizing or to be near family, typically
- DG is a larger suburb. Get a broad range of activities being offered. Strong school district and community. Greatest parts of community tend to be for younger families. Library has been in the forefront; some tensions but library is trying to emphasize common threads
- Kids went to school in DG.
- Affordable housing is a barrier to remaining in the area; many rent
- Sees more diversity here in DG now
- Overall area is very segregated, and if you are not in other areas, you do not realize that you drive through other neighborhoods and there are color lines, class lines, and DG is not an exception. There are some of the starkest differences in racial and class lines I have seen in my life in DG.
- People move away due to financial reasons, love the community but staying not always viable
- Being in DG is great; as an electrician, can get to city/burbs easily.
- Property taxes/cost of reno make homeownership difficult.
- People are proud of the history—one of the older suburbs
- Well-educated
- Affluent
- Primarily white
- In this community people are born and raised here, and they don't leave, so as an outsider, other people have their connections and roots, so coming in from outside it is hard to find those connections. Now you really want to have that inclusion and include the outsiders.
- A little expensive—affordability becoming difficult
- Personality to the downtown-bustling with independent businesses
- Good schools
- Access to the city
- Very supportive of the arts—especially music
- Somewhat resistant to change—especially development
- Some shifting demographics
- Was once known as the most republican county in the state
- Battle between those who have lived here forever and those who are newer
- Moved here because close to the train, not Naperville and affordable
- A lot of people who grew up here and moved away have moved back
- North-South divide
- Neighborhood changed with Belmont underpass addition
- Southside notice differences and lack of access to services more
- This community has taken the natural areas seriously—a lot of nice park spaces
- Has been massive change that eventually is accepted
- A lot of people come into Downers Grove to work
- Seems like a parody of a suburb—feel like an outsider if you don't embrace all of the things in the community you aren't as accepted—friendly to a point
- Churches are very powerful and if you aren't a member you aren't as much a part of the social structure of the community
- Was once known as a great place for retirees but that has slipped a little because the park district not doing as much for seniors

- More conservative fiscal approach a few years ago Festivals no longer coordinated by the Village, TIF districts mixed
- A community in transition
- Lots of economic diversity and diversity of how long they've been here
- Also lots of racial and ethnic diversity
- Had a lot of Sears houses in the past (not as many left)
- Has a small town feel, land-locked by neighboring cities
- A village not a city which impacts a lot of things
- Becoming harder to get a starter home here in DG
- Have a lot of unique shops and service providers (non-chains)
- My parents moved to DG when they downsized as it was a better place to live in a smaller home
- Just really love the "feel" of DG
- Lots of festivals and events
- There is a divide between the north and south side, perception that northern side gets more attention and investment and is favored over the south side of the village
- Lot of empty retail space on the south side
- South side feels more rural than northside
- Not a bedroom community
- Historic village
- Friday night car show brings vehicles and people from all over
- Raised children here—have always felt very safe and secure here, so many things offered
- Schools big reason people come here
- A lot of decorating—cozy feeling
- Community is walkable--Great community for kids and family members with disabilities
- Very vibrant downtown—a lot of work to revitalize and bring great restaurants in
- Downtown congestion becoming a big issue—high-density, high-rise buildings have impacted
- Grew up in western suburbs—wanted to buy in Downers Grove—a lot to do
- Not a bedroom community but close to train
- Have Tivoli Theater which is fantastic
- Unique that it is super easy to volunteer in everything
- More diverse than people realize
- Tremendous growth on the North side a lot of money coming into town
- A great place to grow up, very family-centric
- Great schools at all levels, great educational community and ecosystem
- The size of the community is more manageable and more charming than a lot of the other suburbs
- I walk around the area all of the time and feel very safe here
- Renovated high schools have further added to the draw here
- A tight-knit community but very friendly too
- Metro line is a big draw to the area
- The type of town people come back to—parents grew up here and always came to growing up—couldn't wait to come back to as an adult
- Great environment to raise children
- A lot of activities
- Getting to the point people can't afford to live here—especially families
- Train important
- Schools are great and prepare people for success
- Great job of keeping taxes low
- Very walkable community
- Many friendships growing up here
- Community in the midst of change—people with different values moving in

- Great mayor—a lot of communication—makes people feel like they are in the know—have a good idea of what is happening in the community
- North and South divide—schools are very cognizant and try to be sure to serve equitably
- Economic diversity—different needs throughout the community
- As a parent, don't see a vast difference in the schools—some perceptions because the South is more diverse—not due to lack of concern or care but more
- Downtown area and community around it can feel more separated from the North and South—perception “cool” people live downtown
- Some natural dividers with highways and other structures create some of the divide—Library could help bridge those natural barriers
- Political demographic shift occurring
- Before became a town there was a man who built a log cabin as the original library and stocked it with his personal library
- Some tension now between knowing and understanding the history and progress
- Growth appears to be focused in core area of the downtown and the ability to park and get here has become critical—will keep people from accessing what is available
- There is a Downers Grove Historical Society that is available for people to see
- Worked in Social Services in 1970s and were finding historic interests—now there is political tension and polarization in the community that has grown in the past 5 years
- Only a handful of areas along the train line that truly have downtown and community feel—value services and are supportive
- About 5 years ago emphasis changed toward a focus on EDI plan—which has focused on race
- Library is politically motivated and the plan has an emphasis on sexualization and politics which is inappropriate in the library—don't feel welcome as a conservative individual—initiative caused division rather than community
- One of the things liked about Downers Grove Library is that there is a willingness to listen to different viewpoints and is open to all
- Chicago is the most segregated city and has a lot of pockets of people but not a lot of integration
- Not a lot of understanding about differences in the community and where people are coming from—a lot of white people here aren't willing to recognize that people are different and need different things—support inclusivity and more toward equity
- Look at the community as being a fine middle-income community with people who get along
- It's a good community full of good and nice people
- Lots to do as a teens
- Lots of parks and nature areas here
- Lots of good trails
- Concerts in the park are nice
- Bought house here because wanted to start a family and schools were good, brother moved here for the same reason, good parks too
- Stay here because great parks, library, schools, community spirit
- Costs accelerating to live here
- Winters tough but library provides something to do
- Moved from City but the library, downtown areas, make it great to be here especially if can live close to downtown so things are walkable
- Grew up downstate and moved to City but now in Downers Grove—easy commute, easy community to be a part of, very down to earth, like small time feel
- DuPage Col relatively lower taxes
- Grew up in Naperville—preferred smaller feel and values of the community
- A lot of empty commercial space in the South
- Currently very connected to grade school—if wanting to move, look to move in Downers Grove—people move back if move
- Density coming to downtown much appreciated, though not by all

- Fortunate to have relatively low taxes and still good services
- Don't feel need to have library services elsewhere
- Type of businesses downtown draws people here—not a lot of chain restaurants
- Schools are very important, high achieving, a big reason why people come and stay here
- High performance, private school too which draws people in
- This is a community for families IF they can afford to live here
- There is a lot to do here in DG if you have kids
- A very desirable area to live
- 3 Metra stops is unusual for a community of this size
- Midwestern Nice is a big thing here (well it used to be)
- A lot of the issues the community has, have been traditionally swept under the rug (racial, economic, unhoused population, etc.)

DGPL Perceptions

- Can see different stages of her family from the pics in the ppt slide.
- Her school age kids have used different spaces as they've grown.
- Library is a welcoming place; pods or pockets to do all kinds of activities.
- Can use computers; check out a room; so many different uses. Serves our family well.
- Proud of library's defense of privacy.
- Services offered; their readers' advisory service is legendary. Grateful that I'm in a community where that was piloted.
- Library spaces have been well-maintained and well-respected.
- Issues with programs have challenged the status quo. The community is going to be uneven in its response to change.
- Library is available to people with all kinds of needs. I use it mostly for video and room reservation.
- When son was younger (Pre-school and pre-K), found it very kid-friendly and welcoming.
- Impressed with fact that the library recognizes that it's not a homogeneous community and is recognizing ALL people.
- Informs and is a resource. Very forward-thinking.
- Big fan of the volunteer aspect; help to match volunteers with opportunities.
- Good eco-systems for people from different identities to interact with each other. Example Dungeons & Dragons.
- Library keeps growing and adapting.
- Physically center of downtown
- A draw to downtown
- Important activities for kids—children's area draws from other communities
- 3 hubs—railroad station library and post office
- One of the main things for families to do
- Once kids aren't toddlers not as much interest in the library—people start to get disconnected
- Community loves and supports the library—well funded even though conservative community
- Fear some parts of the community library feel the library has become divisive and political
- Good impression that the library is not just books and is visible for all ages
- People realize it is a resource for a lot of things even if the library doesn't have it
- Community Center in addition to resource—place to be
- Library is part of the community—makes it special
- Library not just the building—goes outside of the community
- One of the problems is space
- Some people think that libraries aren't needed any more (they are wrong but some think it)
- So many people really love the library, many tell staff that DGPL is their favorite library
- Get really favorable comparison to surrounding libraries
- Most of the libraries services are open to all (not just DGPL card holders)

- Youth areas ALWAYS busy, so many people really love that area
- The whole library has a lot to offer people of all ages
- This library is consider a more open and friendly library than other libraries in the area
- This is really one of the best libraries around
- A very friendly library, much more personalized than others
- It used to be very siloed and more compartmentalized. It's much better now. Staff at all levels have been more empowered to deliver service and meet the community's needs
- Lots of chipping in by staff to help each other and help library patrons regardless of who they are and what they need
- The physical location of the library is really critical to the success. It's walkability is really a key component of its level of usage
- Library is often the real "Hub" of DG, often the library is the place to pick up prizes for village wide events.
- Library is leading the community in many ways, especially in EDI
- 800-lb gorilla of libraries in the western suburbs
- People in surrounding areas know Downers Grove for the library
- Didn't grow up here but as soon as could drive came to Downers Grove Library
- Have a daughter with special needs—was getting fines for materials and the materials upstairs above the level—daughter stopped coming her because was overwhelming—goes to Westmont now instead—the staff there more helpful (happened 5 years ago)
- Another child with Downs uses the library and it is his favorite place in the whole world—partnerships with the school are very helpful
- DuPage County has a lot of social service deficits and the library has been a place that addresses the need—social services available at the library
- Is there a Mission statement? Has the library outgrown its original intent—what does the library want to be in the community, a lot of new things needed
- Library can't spread themselves too thin
- Under leadership in this library there has been a lot of innovation, learning together, and growing services things beyond what the staff was doing before Julie
- More than books—programs, services—family is super users
- Have made improvements in accessibility—did a great job on the first floor but not so much on the second floor—heavy doors on the second floor—need a button on the door
- Need to get rid of wall by ramp
- Parking in the back belongs to Village not library so limited in what to do
- No one is cranky or not nice—everyone has a mission to make visit enjoyable
- Were great during Covid—activities, curbside, Zoom presentations
- Awesome library
- Wonderful art collection
- Key question to answer is who is not coming to the library and why not—reading and writing key in elementary grades and how can we be sure that we are getting to people not coming so they have needed skills
- More kids lagging behind due to Covid
- Work for a non-profit that serves immigrants—DGPL doesn't offer ESL classes so some of those people go to other libraries instead because they don't feel welcome
- Teach middle school and librarians do a lot to reach out to teachers and students in schools—students don't automatically get library cards—would like for all Downers Grove students to be able to get library cards—kids unincorporated can't get cards without paying
- Staff huge assets—very selective hiring process—expertise of the staff is exceptional
- Blown away by the quality of storytime and had library staff present to one of her professional groups
- Librarians and para-professionals have equal opportunities for development and growth—all are great
- Love the library and kids love the library—was here when there was a tornado warning and had to take cover but the staff made it a great experience

- The resiliency of staff with the amount they have had to take on their shoulders—how they have continued to pick themselves up despite loud voices is commendable
- Strong values and resiliency
- Everything physically centered in the community
- A very friendly library
- Very busy library, even by busy library standards
- So many great resources
- So much beyond books here
- Space itself is very engaging, all of the art (permanent and rotating), and it shifts and changes
- Not intimidating, there is more warmth here, not institutional
- People say this library has more to offer than most libraries
- Some in the southern areas of DG, particularly who have kids in other school districts maybe aren't as connected to the library as those that live in the DG School district areas
- Library place where people can come and feel safe
- Library is the core of coming to downtown—very homey downtown feel the library is a part of that
- Library is a staple for rainy days, love of reading
- Parking is a huge barrier to entry
- Love the social worker add-on—would like to see more access for teens—especially in the evenings and on weekends—need to get the kids to come in to use—maybe some of their connection with the library
- Library has been the go-to place for many years—used to be that came and checked books for self, then brought kids in as they grew up, then became workspace and became business owner—excited the library has grown and adapted over the years
- Particularly proud of the leadership role the library has taken on—a lot of empathy, reaching out to those underutilizing the library
- Library is a hub—central location as a family
- Love e-library system, databases, periodicals, breadth of resources and programs
- Look at the library through the lens of stages of life
- Very fortunate to have a library that is a convener of people and is so centrally located—an economic driver for the downtown
- Term library may not be enough—the library offers so much
- So proud of this library because libraries are about learning and exposing people to different things—like the library is making the LGBTQ community feel welcome
- Parking isn't very available—there are 3 other libraries that use that don't have parking issues that are part of SWAN (Lisle, Westmont, Woodridge)
- Walk to the library to use the internet—tutor on Wikipedia
- Library is in a good position to provide different points of view and provide connections
- Political conversations in the library not interested in because look at the library as being a safe space
- Concerned with setting up a Mission statement the reflects the community
- Mission of the library is to expose people to new ideas and help people as communities change
- Location is great. Easy to get to
- Library is a safe place for all, even those needed help
- Needs to be greater transparency on police events going on inside the library—not sure the library has a handle on what is going on in the building—would not leave children unattended—would like scorecard
- Library one of first resources tapped into when moved here—wouldn't leave kids alone anyway because how parent—great resource for family
- All kids have grown up with kids room staff—still primary resource tapped into
- All for transparency but would stay safe with kids here—is a public space and anyone can come in—haven't seen anything unexpected in the library
- Place to go for activities not necessarily resources—get them off technology
- Want kids to be exposed to different things but would like a little more enclosure to kids area so young kids can't run off—love that all economic levels and different people are welcome

- People in unincorporated areas don't feel welcome because of high fee—would like to see more marketing to unincorporated areas
- Were not members of library at first so didn't do programs initially but didn't feel unwelcome and can do certain things without a card which should be marketed
- It's highly used not only by DG residents but also people from around the region, especially families with younger children
- Many people comment about how light and open the library is
- Parking is hard but people still find that it's worth it, in some ways it might be useful that we have a parking issue as we might not be able to handle the volume if there wasn't more limited parking
- We have pockets of people and families that come and use the library almost every day
- Even power users often don't know everything the library does
- Feel like the library did a really good job of serving the community during the pandemic
- Haven't really lost users like other libraries have
- It's the whitest community I've ever been in
- The community is evolving but the extremist voices have become very loud
- You have to find your way in that community to feel included and included, and that is difficult when you don't know how to navigate that and don't often see people that look like you.
- As an outsider, other people have their connections and roots, so coming in from outside it is hard to find those connections.
- The library should know how to get those who do not already come into the library and making sure those voices are heard as well

What does community want/need from the Library?

Customer Service—Ease of Use

- Layout of the building makes it easy to see where you need to go. Signage is clear.
- Divided by children and adults, upstairs and downstairs.
- There's never a shortage of people when her kids have had questions. They are always helpful. This makes ease of use, too. Staff is always friendly and welcoming.
- Concern: the parking situation around the library. Very difficult to find a spot.
- Would be great to have dedicated parking. Anyone from trains, stores can park there. Supposed to be a time limit but not sure if it's enforced.
- A couple of 15-meeting parking spots were added; may not be enough.
- Parking is part of the accessibility issue—as part of the Village need to be sure they understand the library needs
- 1st-floor layout has been improved with a move of desk—second-floor desk visible at the top of stairs
- Friendly staff
- May face language issues as the community gets more diverse—signage, etc.
- Can always improve on self-serve—take people where they need to be
- Staff try hard to be welcoming and are watching out for those who need help—strong point of the library
- Library staff is amazing
- Tricky to determine the level of service people want
- Need to figure out the balance of making things self-serve and providing more personal service
- A previous Director had gotten rid of all signs, it's better now but could use more, bigger, better wayfinding signs
- More signs in more languages
- Better accessibility from the parking lot entrance, wheelchair ramp get icy and can be dangerous
- Not enough handicap parking
- Better parking situation. The parking we have is actually village parking.
- Need to have a better/easier way to get library cards to teachers and students in the local schools (especially those living in unincorporated DG).
- Wi-Fi is not good (terrible in fact) in large parts of the building (study rooms are a place in particular that have bad Wi-Fi)

- Lots of the technology here has issues
- Need to have 24/7/365 Wi-Fi in the parking lot that works (some in the room felt that was already in place)
- Need more study rooms, always in use, rarely any available and open
- Everyone that gets a new library card is offered a FREE Tour
- Signage could be better to support wayfinding and browsing
- Accessibility is challenging here
- A zig-zag ramp closer to the building on the parking lot side is really needed
- Parking is a major issue
- A single elevator is kind of a issue and need door openers on upstairs restrooms
- Could do more for adults with special needs (across all spectrums, services, facilities, hiring, etc.)
- Could do more for Seniors / Empty nesters
- More to support local teleworkers / remote workers (space, resources, “docking stations”, better Wi-Fi)
- Can find very esoteric books on various subjects-outstanding customer service
- Coordinated book club and library would help to figure out when and how to read books—has changed a little, now bags
- Staff are extremely outgoing—proactive and helpful-younger and more hip looking group but great
- Can anticipate needs didn’t even know have—technology, support, options
- Booking an expert fabulous—really positive
- Over time have added self-check option and appreciate
- Adult services help is great and they don’t make you feel like an idiot
- There need to be more designated handicapped spaces on Curtiss St.—need to put pressure on the Village to get it done
- 2 spaces for 15-minute parking but is not always monitored
- Need more collaborative space (probably can’t ever meet the full demands in this area)
- Space and resource Support for remote/tele-workers
- More outreach to segments of the community that don’t really use or understand what the library offers

Collections

- Can get books from other libraries if books aren’t available
- Reading Games program at her kids’ school: students compete and answer questions about the books. Library has been great with getting all of the books on the list.
- I feel like they do a better job at children's section of being diverse, but could improve in the adult section, picture books have been growing more diverse, even displays are more inclusive of including themes of historic months.
- Book Club bags are major and extensive offering—big thing that supports the community
- Some people thing libraries in general aren’t keeping/buying the more obscure materials
- DGPL has a wider and bigger collection than most of the other SWAN member libraries
- Playaways are really popular here
- Its hard to get materials in other languages, it’s more of a publisher issue than anything
 - Can’t buy what doesn’t exist, and patrons don’t always understand that
- Have phenomenal collections
- So overwhelmed by all online resources—need more guidance on how to access-all passwords needed, etc. hard to navigate—would be great to have a seminar on how to access—need a go to place
- Some would like to see a more wholistic and integrated/synergistic approach to resources, programs, and other services. “Vertical Integration” in the library
- Digital demand went way up with the pandemic and the price points and acquisition models are just so much more difficult to keep up with that demand
- Digital circulation is suppressed by the limited supply of the materials
- Expand book club support
- Celebrate the collection and breadth and depth or materials
- Hub for school Interlibrary Loans

- Struggle at South High School because 5 communities feed into South High School—didn't know what library offered until recently—need more general communication between public libraries to help students understand what is available depending upon what community kids live in
- Like the comic collection (physical format)
- Mostly only use e-books when I'm traveling. Prefer physical books
- Use more collections from my school library than from DGPL
- It's really important to me that books that are getting banned around the country are available here
- Online materials are awesome
- Audiobooks are great
- Digital collections shot up 50% during the pandemic and hasn't gone down, some struggle to keep up with demand
- Disc/Media is going down but has not gone away
- We might need to look at how many and internal vs external usage of those physical media collections to take a harder look at how much we are spending there and keeping
- Shifting audio disc spending to PlayAways
- Materials costs have gone up dramatically
- Licensing issues on digital copies are even further increasing the cost of digital collections
- The book "Spare" caused huge issues based on the holds for both physical and digital which drove wait times up and
- Pickup lockers really popular, high demand, maybe look at other locations? But that would require a library van/vehicle, which would require a parking spot
-

Non-traditional Collections

- Just recently learned about seed exchange; amazing. Thinking about different ways to engage with the community and share information. Not only are computers available and internet access but just that they have tech support there. Keep everything running but also answer questions. Very impressive.
- Not sure if the library has a collection of games. Had surgery earlier; was part of group starting up a scrabble group. Discovery newsletter has been helpful in making interested people more aware of what's available.
- Park and Museum passes: not aware if it's something DG library does? Many of those she works with are looking for things like this, especially for their kids, during the summer, particularly.
- Manipulatives/games— didn't know about this until recently. Makes these very accessible. Wonderful partnership.
- People are amazed by the Anything Emporium collection, but a lot of people don't seem to know it's there (it's a bit hidden)
- Starting an accessibility collection / sensory items / memory kits / assets for those on the spectrum
- Anything Emporium is really great but needs more of the pictures to support the browsing experience and more marketing push
 - Many of the items have a wait list
 - Might tie more of these items into programs
 - The branding/name is creating some boundaries to understanding / awareness
- Could use more hotspots for checkout
- Lots of wear and tear on some of the archival equipment (VHS to DVD conversion)
 - Perhaps making them more of an in-library service
- Recently discovered the Seed Library
- Lending some things that others tend to have in their makerspace
- Digitization equipment is in high demand
- Create some interesting storage needs, sometimes that create some problems

Children's Services and Spaces (0-7)

- Area for little kids is so well-thought-out and engaging.
- Some kind of fence or barrier to keep kids from running out
- Lisle library has doors now which is great
- Social anxiety due to covid—could use a separate space like a calming room
- Would like to have a way to separate computer so can be deemphasized for kids
- If there are more options and a variety of activities available for the younger kids so computers not as attractive
- Nursing nooks would be great—not necessarily place with total privacy—sometimes would be nice if a little elevated

Children's Services and Spaces (8-12)

- Good things, STEM room. There are video games and technology.
- How do you get the parents engaged in understanding the offering the library has
- Running a lot of programs here
- It ends up being more of a study space than a social/hang space for Tweens
- Might need to look at space/collections allocations, staff time allocations, and the technology in that area
- Need more gaming capability on those computers (need to be able to run Roblox and Minecraft)
- Could use a parent's zone with magazines and newspapers
- A really tricky age level to serve as they identify as "Teens" in their minds
- We need to serve them and give them a space but it's hard to define it and make it their own
- Computers in the "Tween" area aren't able to run the desired programs
- Have a 10-year-old—would like to see the library have specialists to help kids overcome Covid learning loss—more proficient readers—tutors or support to help catch up—not just love of books, but skills to read
- As kids get older just not at the library as much
- Don't have a space to play—rest of area a little too young for them
- Love doing the chess board—more unstructured play opportunities
- I look at things and neither my kids or me are interested, having programs for middle schoolers that incorporate honest conversations about relationships with parents at that age. They get to an age and library programming for their age falls off. And then they get to an older age and its hard-to-find time for that.
- Love graphic novels and iPods—would love to have more sensory items for this age and cushy chairs just to read
- Swing chair for autism would be great
- Tutors and schools projects dominate the area, also the overflow from the younger kids area
- We have these kids coming to the library for programs, but don't really have a "hang out" dwelling spot in the library
- there is a gap for 3-7th grade with lack of programming. It is an age where kids should start seeing people that look like them, also lot of available literature for that age of diverse authors.

Teen Services and Spaces

- I've seen teen programming available for teens
- Physical space isn't user-friendly or comfortable for teens to use
- Some kids are involved in extra-curricular activities and won't use the library—how do we identify kids who need the library
- Maybe different areas for Middle School and High School
- Even visual separation create their own space
- Need some more structure in the teen area for middle schoolers in particular
- Also need a more enclosed social area for teens
- The area is isolated and often not monitored, almost too spacious
- They need more separation from the other adult areas
- It's the one safe and free space in the village, it's often the first space they can stretch their legs of freedom

- Need more staff attention in the teen area during after school, need an Teen Librarian who is there building the relationships in that area every day
- Building monitors often have the most interactions with many of the teens
- Agree that teen space and engagement could be improved
- Library always the safe space where kids go—should have structured and unstructured activities
- Teen area feels sparse, lots of space but not well filled and doesn't feel like a cohesive area/space design
- Separate Teen area into Middle School and High School
 - Glen Ellyn library has this kind of approach
 - Their HS space is physically separated
- Having some glass walls to separate the teens is needed, keep the collections out of the glassed/walled off areas
- More passive programming in those areas would be ideal
- Diverse study groups to help kids get better grades—coordinate with the high school
- If we have programming will kids come—maybe should have more teen-led groups on key issues—kids don't always come to programs adults put on
- Like the TV and video games in the teen area
- Need more chargers
- Get confronted a lot by staff member that we are being too loud
- Need a glassed off area, where we could be a little bit louder, not have constant issues with other people and sometimes staff
- More games and iPad
- Need more collaborative seating to support group work
- Need more communications about library activities through the school
- Maybe getting more information about the public library through the school media specialists/librarian
- Reading is my main hobby, and as a Teen it would be nice to have different ways to connect with other teen readers about the books I love and finding new books to read
- Parenting win when kids want to go to library
- Would be cool to have a more comfortable space for teens—understand cleaning is an issue
- Check out study rooms
- Because life is busy teens don't spend as much time at the library
- Take and Make Crafts and Girls that Code great—flexible for needs
- Is there a place kids could meet or check out to be with friends—thinking of a hostel atmosphere
- True that kids want acoustic separation
- Kids still need structure—kids sometimes destructive because don't have things to do or supervision
- Engagement for older kids important would love to have more supervision and would feel comfortable having kids there on their own
- Love game space
- Like idea of zones for middle school and high school
- Preteen-early teen can't come up with ideas on own so more structured space would be great
- Passive puzzles great or starting a chess game
- Have current issues with addressing the Teens and Tweens needs and “energy levels”
- Lots of young people have really been set back on the social and emotional development
- Some of the teens even come down to children's
- Teen behavior overall is not good right now, impacting people using the library
- Need more structured space for the teens, they aren't going away and we need to develop better approaches
- Definitely need to add some glass walls to create separation and definition of areas

Adult & Seniors

- Can't think of where in the library the seniors might find 'their space' Is there a place where they could have a stitching group or work on a project? Not as many obvious spaces for them to be.
- Not sure if there is anything specific for seniors; it would be really appreciated.
- Not a lot of lounge areas for parents waiting for their kids
- More health and wellness programs for the public AND for the staff (yoga, Zumba, etc.)
- Could do more for special needs adults (doing the next chapter book club but that's about all of it)
- 20's to early 30's is a hard group to reach
 - Many in their 20's like the content of Teen programs but need those targeted to that age level
 - Need to better reach this demographic group
- Would love to see book clubs for seniors for 70 plus
- Many Seniors use the library more traditionally but doing some more digital
- Biggest need for seniors is technical assistance—need Apple-based assistance—needed to know that could call—need more information about what is available
- Parent/child computer station is awesome—need that—sign-up to be sure can get

All Ages Comments

- Many more people on the autism spectrum now than previously—more focus now
- No place for this age to go to just hang out
- It "feels" like most of the super users are coming from the most immediate areas around the library and not as much from the lower socioeconomic areas, is that true? Can we figure out if it is true?
- The library should consider periodic "Special Needs Hours" where the library opens a little early to accommodate only special needs residents (adults and children) in the library. Allowing them to utilize the library
- Children with special needs still need something adequate to contain
- Parents not always sure what expectations are for behavior—would like to know more explicitly

STEAM: Technology, Creation Areas, Spaces and Resources

- Didn't know that the library had a 3-D printer. Really neat; pooling resources.
- Technology needs beyond what we currently have—more accessible 3D printing, etc.
- Need coding resources—interacting in digital world—the temptation of thinking only caters to the younger generation but also needs for the older generation for technology support
- People not in school also want access to these things
- Also gap for non-tech things/life skills like sewing machines, tool kits, hand tools
- Really like life-skills concepts
- YouTube is competition here
- Strategy really important here
- Changes to programs and culture
- The awareness of the Media Lab isn't strong. People just really don't know it is there and what they can do in there.
- Upstairs area could maybe be re-envisioned (teen area as a part of this)
- Can send some things from home for printing
- Wi-Fi is an issue, just not good in some spots of the building, a definitive issue
- Public computers usage has recently shot back up, to the point where all of the PCs are in use at the time
- Could really benefit from a Makerspace, it's the biggest gap in service of DGPL
- Have a 3D printer as a service (not as a usable feature)
- Maybe an offsite Makerspace (perhaps on the South side)
- Having some projects/challenges with lots of instructional guidance to support would be great to better support usage of creative equipment and resources
- Toured teen center called The Bridge that had programming around tools, etc.—here we are missing adult spaces, STEM centers, etc.
- Makerspace down South is a fabulous job

- Indian Prairie has an amazing maker space but its own island and nothing happens from that
- Need to be careful on deciding what you want the maker space to be—STEM/Kids/Adults/Business,etc.—maybe put where retail is
- Need to promote audio and video capabilities available
- Could be maker pop-up at Farmers Market and poll people on what would want in a maker space
- Would like to have a memory lab like at Bowling Brook
- Love the idea of the media room. Didn't know it existed. Will definitely use it in the future
- Media Lab would be great for upcoming projects
- Would like to see more coding and craft programs
- Not much STEM/Makerspace stuff in our schools. Fairly limited
- IF a Makerspace was created I think that Teens would really use it
- Recognize Maker Space is a gap
- Could use chargers
- Definitely hearing a lot of the demand for this in the library
- Other libraries in the area have these maker/creativity spaces but don't let non-users utilize those spaces
- 20-30's age level in particular want this kind of space
- Maybe staffing a makerspace from all areas and departments of the library, letting staff opt in to service hours in such an area
- Wi-Fi is not great in many parts of the building

Meeting Services and Spaces

- Rooms that DG has are nicely appointed. In the past, not enough rooms to meet the demand.
- Variety of sizes for a variety of meeting types.
- Never had a problem finding adequate space that serves their need.
- The large meeting room here is SO DREARY (Lighting, colors) too dark, no windows
 - Could the walls to hallway be converted to glass to open it up a bit (but it's the emergency shelter so that might not be possible)
- Conference Room A has horrible acoustics, maybe swap that with the quiet reading room?
- Need better sound separation from partition wall (a kids program next door definitely made holding the session more difficult.)
- Use small conference rooms for meeting rooms, not a lot of meeting room in the community
- Low cost or no cost space to host events is important
- Would like to see things the convene people of all ages
- Wish had an option for an appropriate performance space beside the current meeting room—may need to use spaces outside of the library and sometimes do
- Schedule rooms for different groups and there are always rooms open—could reduce and make a larger space for group use
- Group meeting room is too hard to hear
- Downers Grove charges for meeting rooms so some groups go elsewhere
- Maybe could negotiate with schools for use of performance sites
- Use the study rooms when they aren't filled
- Used the study rooms for projects and group work

Outdoor Spaces

- Not much outdoor space. Use the park across the street; have had things there. Not sure more outdoor space is possible due to where the library is located.
- There's a small patio on the SE corner that could be outfitted with very small table/chairs. Library doesn't really have a lot of room to accommodate outdoor meeting space.
- Library is right off the main strip in town. There are a lot of things that the village does to attract people to the area. Math Club during summer; meets are at the park. People circle through all of the various events going on.

- Patio is outside of the children's area but it's not connected; you have to go around to the door. Would be great to connect it more with the library.
- No substantial outdoor spaces and limited opportunity to add those, unless adding balconies perhaps
- An outdoor patio would be ideal, maybe balconies could an option here
- Native plantings and pollinator gardens would be great from a sustainability standpoint
- Outdoor spaces would be nice if feasible, maybe balconies
- There is a nearby park so maybe the library could use that for outdoor programming
- Love idea of outdoor space—fencing off the memorial garden

Library Programs Overall

- Used to have a lot of classes at COD but now most are online and not as many options—library could fill that need
- Would love to see more integration between the programs and the materials available to connect
- Classes offered are wonderful and comprehensive
- Story times are a really bright spot of service here at DGPL, hugely popular, open without registration, doing 9 a week
- Really like the amount of virtual programming
 - Maybe offering in-person viewing of some of the virtual programs, great passive program opportunity
- May somewhat be an overprogrammed community
- Easy to sign up for Parks and Rec programs, which could be easier for the library and may need to be able to plan further out
- Had the big read a few years ago with all of the activities connected and it was wonderful—would like to see that brought back
- As a teen I like the Summer Reading program and the opportunity to volunteer to help the library with the program.
- continue work with social workers to include programming surrounding mental health. On DG parent groups in social media is that everyone is very supportive of library, and it is outside voices that are critical of the library.
- Library has awesome program—Girls who Code
- I think the library having get togethers/space to have queer affinity groups and even for hard of hearing/deaf community.
- Looking for more diversity in authors that come in for readings.
- more diversity in programming
- More programming about education across different marginalized communities, not just race. Creative ways to incorporate it so people attend and not using triggering terms that will turn people away because they don't think it applies to them. Conversation tables as programming.
-

Equity, Diversity, and Inclusion

- The community is evolving but in the last couple of years, the extremist voices have become very loud. I still love it. The heart of DG is us people. Angry voices are impacting us.
- Struggles with this. Group is doing an amazing job to make sure there is a diverse staff and to link with community services. Programming/access to all things for all people.
- Constant conversation about collections and adding to them and that they are sensitive to the public that is coming in. Still think that there are opportunities to make sure there is more diversity.
- Her kids: not sure they and their friends went to the DG library as much as Woodridge.
- There are still opportunities to reach out to families of color to let them know that this is a safe space for them.
- Library is working on expanding its services and collection for all kinds of people. Way back, talked about adding Chinese collection/Polish. At this point, expanding is great. Not happy when she gets messages about social issues from the board. Making general comments about social issues is not the point of the library. The point is to serve.

- Moving into DG, it was the “Whitest” community I have lived in. I can go for a 5 am run and see other people running and it’s fine, I do not have the feeling that someone is looking at me because my color is darker. I got her 2015, I see the same thing in terms of evolving. Our system is one that if you have a loud voice they will listen to you, but it is not the majority. It is evolving, part of it being careful about our perception and how they are shaped by the media that we intake Impression that certain minority groups in the community don’t feel as welcome
- Staff doesn’t look like the community as much as they could—have a ways to go on the issue
- There is not just one flavor of welcoming—different for different groups
- Need to look at language such as Senior Citizen if that has become offensive
- Doing a much better job of getting collections that better reflect the actual community of DG and the world at large
- When we moved here I worked in oak park and thought I wanted to live there and started to meet the people there and realized I did not want to live there and so I came here, but then you start meeting the people here and you have to find your way in that community to feel included and included, and that is difficult when you don’t know how to navigate that and don’t often see people that look like you.
- Experience of my Black male family members trying to navigate living in a White community, as a Black woman I have to figure out how to navigate that to ensure their safety and I am terrified. Yes, the people are great, but you have to find them in groups like this. I found amazing people in DG, but connecting with them in meaningful ways is hard to do. So it can be hard for others when these opportunities to connect are not easily accessible. Had to be that mom that made it known that my Black sons live in this block and identify relationships they can have and be meaningful.
- Making a lot of efforts on displays and programs that reflect the community as well
- Those books are circulating well
- Doing well with LGBTQ+ representation in the collection as well across many levels and genres
- Efforts are being made to build a more diverse staff but we aren’t there yet
- Could do more to relook at when MLIS is required and focus more efforts on getting more diversity with para-professional staff and then support those to perhaps seek their MLIS in various ways
- Library important for people who are indigent and for kids
- Would do another session and ask Asian, Brown, and Black people—would probably hear different things
- Glad having a focus group for teens—need to prepare kids for the further—prepare kids for a diverse world
- A lot of community criticism about the homeless in the library but there is nowhere else for them to go and Health Services need to get involved
- Would love to see more diverse authors and LGBTQ materials—know they are doing but want to see more
- Definitely need to keep up the momentum on building the diversity into the collections
- Really like the Statements coming from the Library, its really good to see the library taking that leadership in the community.
- It’s good to see the library leading in this way, some body has to do the hard things. It feels appropriate that the library would do this
- Need to do a better job of explaining the WHY they library is making these statements
 - If not us who, but need to go beyond that
 - Need to arm the staff with more information and context, and tools to explain this more as well
 - Need to address the staff’s feelings of safety
- Love how we are modeling EDI, we need to continue those efforts, but we might need to be a bit more selective about how much we comment on current events
- Internal training of staff related to EDI is good and essential
- More partnerships in this area with other BIPOC groups and agencies to provide authentic experience to that
- Making efforts on job descriptions but could do more to make staffing roles open and attractive to more people of color and non-traditional backgrounds
- Hope the library won’t be deterred in elevating diverse needs and providing content
- Would like to see a section where there could be books the liberals want conservatives to use and books conservatives want liberals to read

- People are proud library takes a stand against inequity and that brings people in and together
- Majority of community very supportive of the library around drag program issue and welcoming everyone in
- more diversity in programming. Reading lists for different age groups, and rarely is that list include authors of diverse backgrounds, and along with that more programming of people that come in and look like the kids in the community of diverse backgrounds. Even at the adult level, seeing Indian authors come in and facilitate.
- Concerned equity has gone too far. Library has taken a recommendation from EDI expert to be political—I don't think systemic inequity exists here and we shouldn't focus on race—categorizing by white skin isn't the way to go—recent request made to present Kirk Cameron's book and library rejected. Equity and inclusion plan is racist—drag queen bingo was inappropriate—puts target on the backs of staff—ways to make progress toward the goals—difference between community conversation and policy
- as a parent, programming for all ages and interests. As a teacher I have been going to the library to find resources and look to them as a model. Looking for more diversity in authors that come in for readings.
- It's important to try to be a safe space to most people. Might not be possible to make it feel "safe and welcoming" to all. Not sure how the library should balance that.
- Reach out to minority communities more
- Library trying but would like to see marginalized groups speak for themselves more—make sure they feel included
- People that are upset seem to be more upset about the fact that things are changing in general
- Receiving calls and input of support for the library being proactive about EDI at a rate of more than 2 to 1
- IT's not either or thinking like some people perceive it
- opportunities to collaborate and connect with people of similar backgrounds, starting affinity groups. This will require trust building and library doesn't have to but the facilitation of the space/planning.
- It feels like visitors to the library have become more diverse since the library started taking a more vocal stand on EDI
- Really want the library to continue to support the actions and messaging around including, inviting, and supporting marginalized groups/people
- Need to continue to live up the "The library is for EVERYONE"
- A small number of people are twisting what the library is actually doing and saying to score political points
- There needs to be more DEI and inclusion in the library setting. It will give footing to open conversation with neighbors and students
- I always feel welcome here, the staff has always been pleasant and welcoming, I do not feel like a stranger when I come to the library they have great resources. My kids been here and my husband. I will say that it feels good to have a great library that makes great statements, but in recent times, there is a fear of showing up for fear of things that are happening and "who is your enemy" "what can happen", not to blame the library. But the library has been the target of so much, so it is sad that is the library. It is the last place that you would think that there would be threats of violence there, but it is not the library making that unsafe feeling
- Inclusion statement: I love what the library is doing but sad because where is the rest of the village/mayor and making these similar statements.
- As a trans, having anxiety, when the library started to doing the [inclusion]messages I felt seen and like I actually belonged
- I will say that it feels good to have a great library that makes great statements, but in recent times, there is a fear of showing up for fear of things that are happening
- Staff should continue to be leaders in inclusion even with the pushback
- I want them to be aware of all the people in the community that they serve and go unseen, and as a library it is their role to help those groups be seen through any way that they can.
- As we continue to push EDI, we need to keep in mind the security of the community because there will be pushback.

- Ensuring that staff is equipped and trained on how to connect with different communities, being able to have training surrounding mental health issues or crisis trainings. Preparing them with de-escalation training, and supporting the staff to be ready.
- I would love to tell staff to be brave, it can be scary to stand up and say this is important. There is a real role in our community for this work. Reading/books is part of a culture, I don't think a library should be a place to just check out books. Staff should continue to be leaders in inclusion even with the pushback.
- They have a responsibility to this community and the diverse population in this White community to represent the colors/gradient and bring that out for everyone to see. Using language and visuals that appeal to a diverse community and not the majority.
-

Outreach

- Interacts with a lot of people from diverse populations. There's an opportunity to reach out to different groups maybe with churches they attend, to poll them about what they would like to see in the community.
- There have definitely been conversations, will be great to have actions put to that.
- Partnerships; important to recognize the work that's being done. Partners amplify the messages.
- Volunteer program is like a collection in itself; library is a natural place to go and look for volunteer opportunities. Great that they do this without bias.
- Would be great to do something like a career fair of volunteer opportunities. Great for community to see what's out there and to see what's going on. Would be cool if groups could have an open meeting to give folks exposure to what they do.
- Doing A LOT of outreach to a variety of daycares, preschools, and other youth organizations in addition to the schools
- Working also with food pantries in the area, donating books
- Have a really strong presence throughout the community at all age levels (youth, adult, seniors)
- Have a good homebound delivery program
- Taking the services and programs beyond the walls of the building, getting out to places where people are or where it's more convenient or a bigger draw for some reason (at a Brew-pub)
- Library outreach to some of the other areas would help
- How can library extend beyond the building especially for those who can't walk to the library—schools could potentially provide sites—maybe even partnership on STEM/STEAM/Makerspaces
- People don't know the library does home delivery of materials
- I've seen the library show up at the Farmers Market before. That's a good thing and actually a good place to connect with Teens to raise awareness about the library's services

Community Awareness/Connections

- Was a part of an organization in which different businesses would bring in materials; review as a group and listened to different community leaders talk on how they can make a difference. Interesting way to see cross-collaboration.
- Hard to communicate all opportunities the library offers—people can't believe all that is offered
- Seems to be a perception library almost trying to do too much—a private company would have culled offering a little more
- Usage is high but so many people have low awareness around the depth of resources and services (Anything Emporium, Media Lab, just a few couple examples of what there seems to be low awareness around)
- Discovery Library Newsletter is mailed to everyone in incorporated DG
- Digital Newsletter to everyone who opts in twice a week
- Go to Farmers Markets and summer concert events
- Showing up at the schools a lot
- Personalized content would be helpful

- Info digestible for the audience
- Information on things outside of books the library provides needs to be more widely known—things like training programs, social services, etc.—what is a library anymore? Need to strongly communicate—how can we communicate more that things don't stop with storytime
- Episcopal Church growing found
- Issues related to the homeless and some of the area resources in the area to try to keep the library for safety purposes
- Get emails from the library regularly
- Would like to see more targeted groups and would like to see if there is a place to see what all libraries in the area are doing
- Target market as a new wave in the area—the more the library can be a leader in targeting messages the better—would appreciate it
- Want to be sure have choice on what information is received
- Didn't know about the Media Lab but it's something I've needed in the past. Good to know it's there for the future.
- Like the idea about the library who converted an older Airstream trailer into a mobile library space
- Also like the library that had a golf cart as an outreach support vehicle (with trailer)
- Going to the farmers market and summer concert series
- Doing lots of outreach to students and families, much of it in partnerships with other agencies
- Library does NOT have a library vehicle to support the outreach, using staff personal vehicles
- Visiting every non-religious preschool/daycare and some of the religious ones as well as possible
- Have satellite collections at 7 of the senior centers in the area
- Offering restricted use cards for the unhoused in the area, and for shelter residents
- Doing booked IT tech for seniors in the community
- Doing homebound deliver of materials
- None of the current supervisors familiar with the regional Big Read programs that was very popular in the past
-

Online Access

- Chat online is super helpful and another way of being welcoming
- Responsive site—app for catalog
- Conflation of disability service access and senior access
- Online list of everything that is offered is needed so everyone can see what all is offered

Local History and Genealogy

- There is an area of collection and doing some programming (a recent hire has this background)
- Working to better organize and revamp genealogy programming and resources
- Need an updated microfilm machine (current machines breaks often, and doesn't offer a good sharing/email option)
- Microfilm and Local History are not adjacent to each other, they should probably be together
- The copyrights on the local paper is unknown so the library can't digitize it currently
-

Friends of the Library/Foundation/Fundraising

- In process of combining
- Funding beyond the Village may need to be addressed
- Friends group needs some development and recruiting help, though it's now incorporated into the Foundation

Collaboration and Partnerships

- Strong collaborative relationships with the local schools and the other village ecosystem
 - For instance: Go to every school and multiple classes for summer reading program each year
- Small business owner and library helps make her resources accessible for all
- Collaboration with the school district is incredible—thankful family chose Downers Grove
- Library great collaborator with other organizations—Equality Downers Grove and others
- Son loves to come and read to the therapy dogs—could use a lot more
- There are some organizations in Chicago that could be helpful and need to identify and be able to let people know what is available in the community—have those organizations present at the library
- Downers Grove Twp community center is a partner that DGPL could be doing more with
- Don't really do all that much with the village, especially with programming
- Connection with the community is awesome and could be more
- Limit on social work program here, there is not a licensed clinical social worker so counseling can't actually occur—could be improved if there was a partnership with Village to have that available
- Partnership with the schools is outstanding—so much access to collections and programs
- Sustainability organization trying to reimagine with kids what that looks like
- Have gaming store and they could be a great partner for the library
- Reading lists for different age groups, and rarely is that list include authors of diverse backgrounds

Other

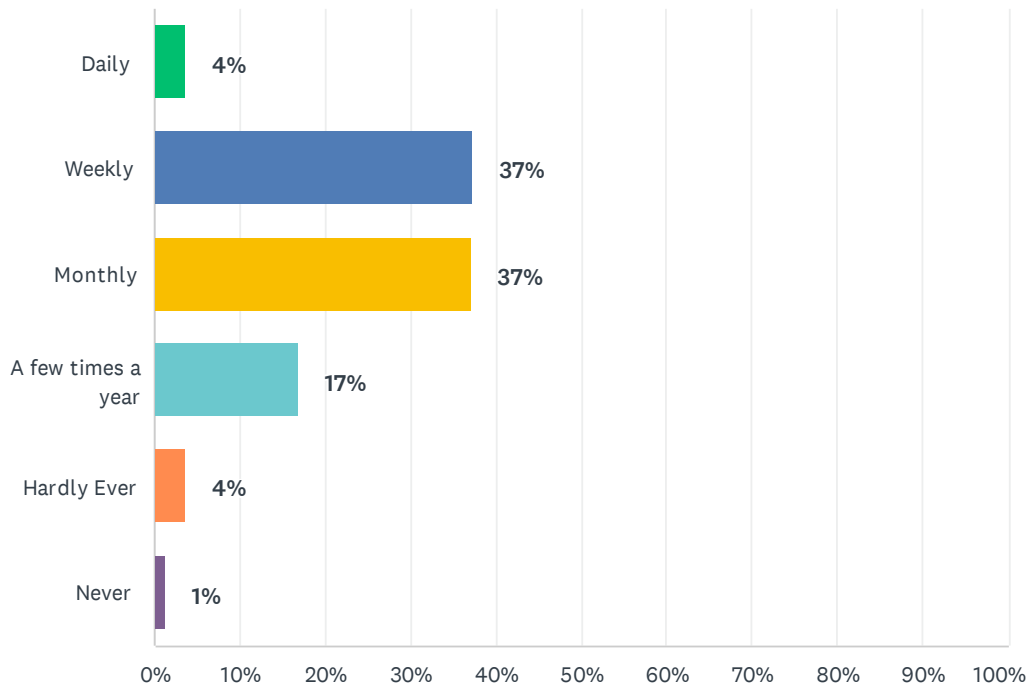
- Need to give something to almost everyone
- Minimal security system on the building, need an alarm system to secure some of the valuable art and equipment
- We do have a panic button
- A lot of things about the pieces of the library—an integrated approach is important to bring all of the various pieces together—need to let people know how all of these things pull together—not just the resources but the people
- Value proposition of the library is incredible
- As the community continues to attract renters
- Feel so fortunate to have the gem of the library and the park district in this community
- Don't want to lose the term “Public” library and is for everyone—publicly supported and has things for everything
- Kids love the smell of the library
- The more we bring people to this place the more connection there will be to support in the future
- Building is not the prettiest library—outdoor appearance was not great
- Love the art displays and would love to have more—more kids art and love the collection boxes would like to have that for adults too
- Library does so much—how can we support staff more
- Would like to see benchmarking with other libraries to see what this library could be doing---where are the gaps
- Noise has been a problem for adults working so would be great to have a better zoned space for them
- Wish had more ideas for the special needs community—older kids want to use the kids space but it is awkward
- Dyslexic students use PlayAways but limited—educate school system they are there
- Want Library Cat
- Would like to see some look back to what has been done and the financial implications
- What is the Mission of the library and would like to see what is working and how well—role of traditional library has broadened
- If community see library expanding but isn't part of it it can be hard to understand and intentions become suspicious
- Some of the things the library is commenting on many may jeopardize library mission
- People are choosing to provide variety of programs and others are potentially limiting which isn't right

- When library presents itself they need to be clear in mission
- The library has taken very specific political opinions on things without all of the facts and it puts a bad taste in people's mouths
- Need to be as non-political as possible—if it helps marginalized people and it is coming from those groups they should be doing what they can to support –have not found the best way to do that yet—others may make it political but the library can't worry about that too much
- Having a south outlet (not a full branch) could really be an interesting consideration and worth discussing:
Could contain or address:
 - Makerspace
 - Program space (for story times and other programs)
 - Materials pickup (not a full collection but holds pickups and maybe new books)
 - No parking issues
 - An additional pickup locker location
- opportunities to collaborate and connect with people of similar backgrounds
- picture books have been growing more diverse, even displays are more inclusive of including themes of historic months

Downers Grove Public Library Community Survey 2023

Q1 How often do you use the Downers Grove Library in a typical year?

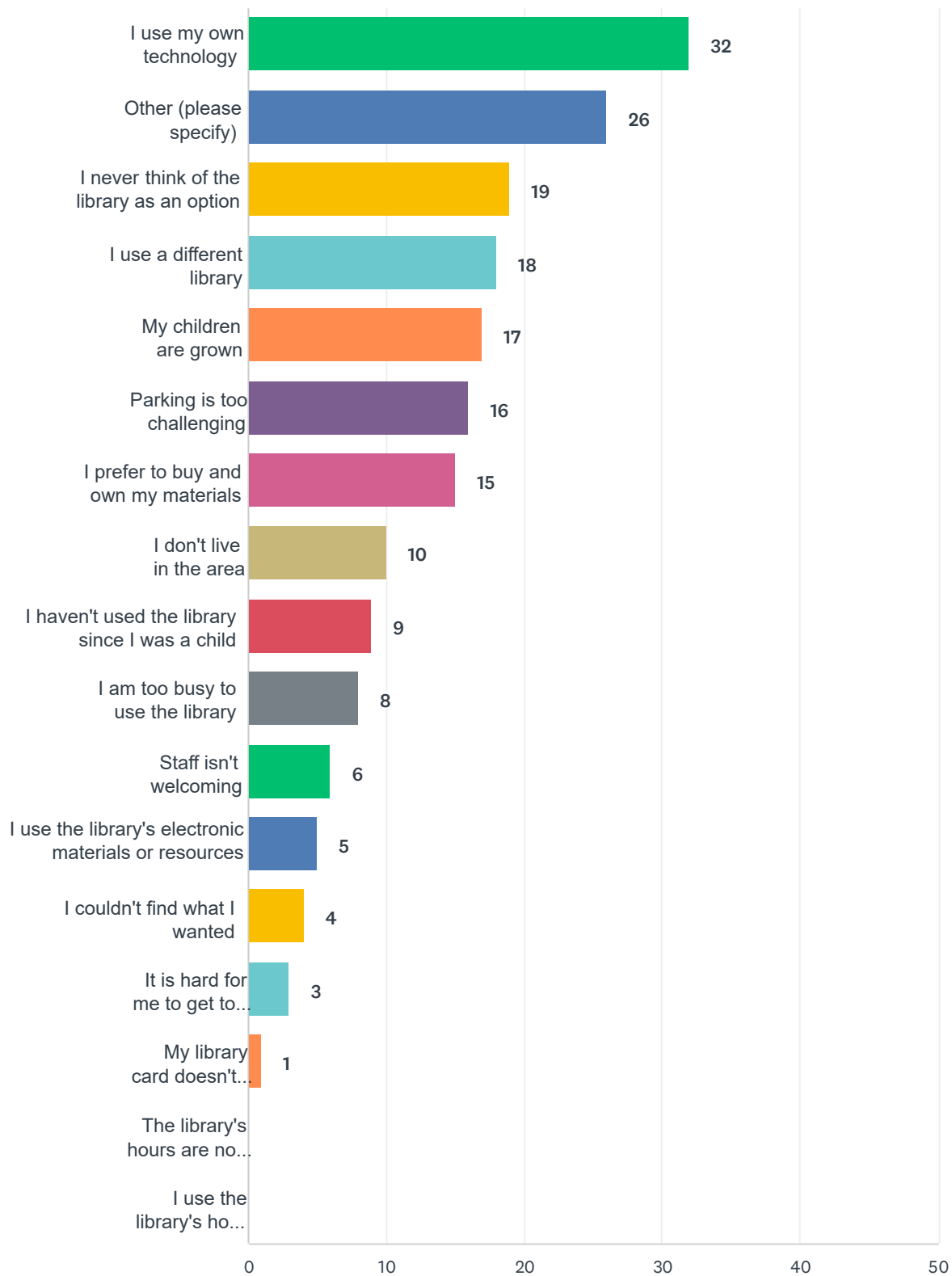
Answered: 2,032 Skipped: 0



ANSWER CHOICES	RESPONSES	
Daily	4%	74
Weekly	37%	760
Monthly	37%	756
A few times a year	17%	342
Hardly Ever	4%	73
Never	1%	27
TOTAL		2,032

Q2 If you are not a regular library user in a typical year, please tell us why not. (check ALL that apply)

Answered: 99 Skipped: 1,933

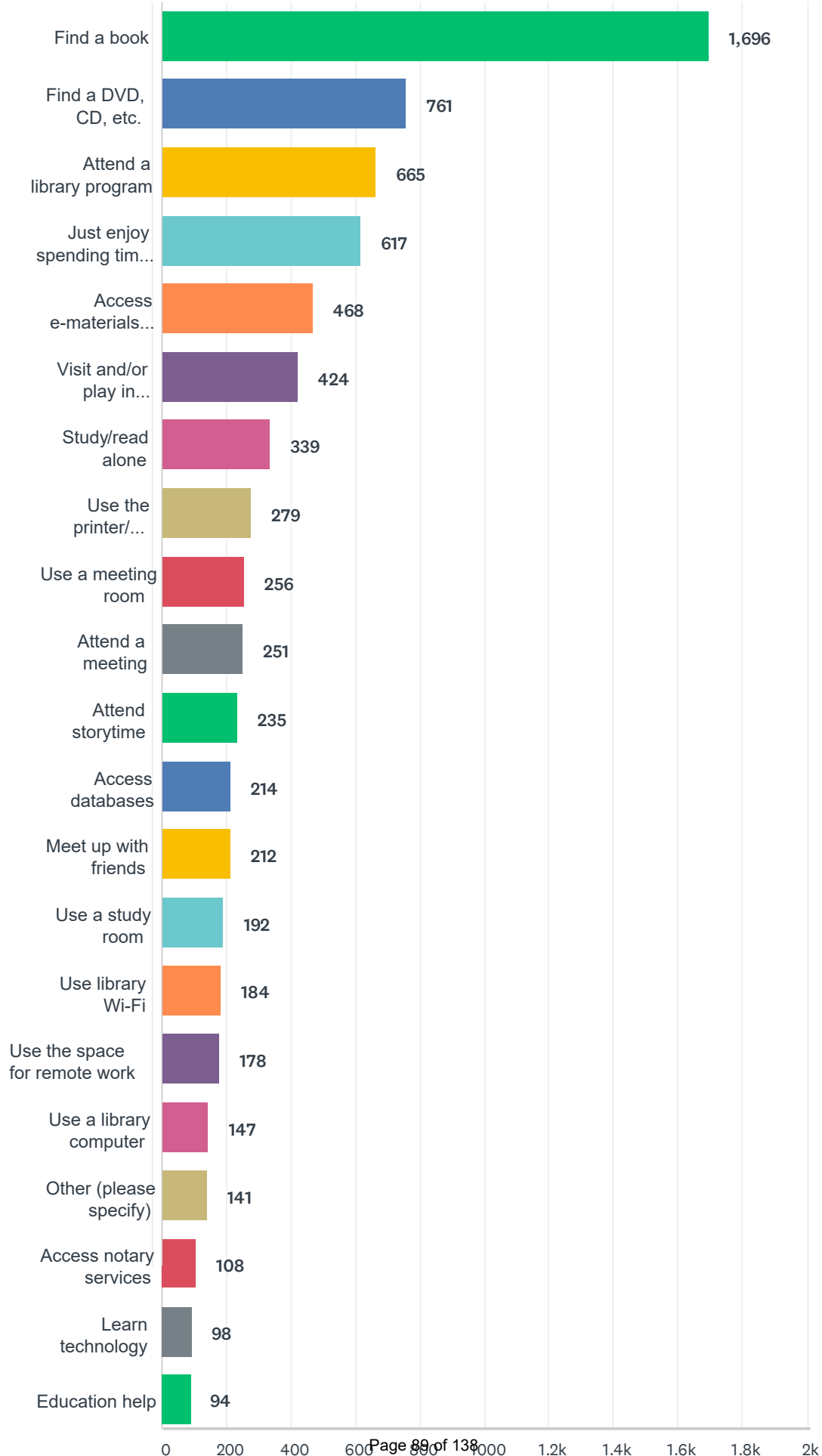


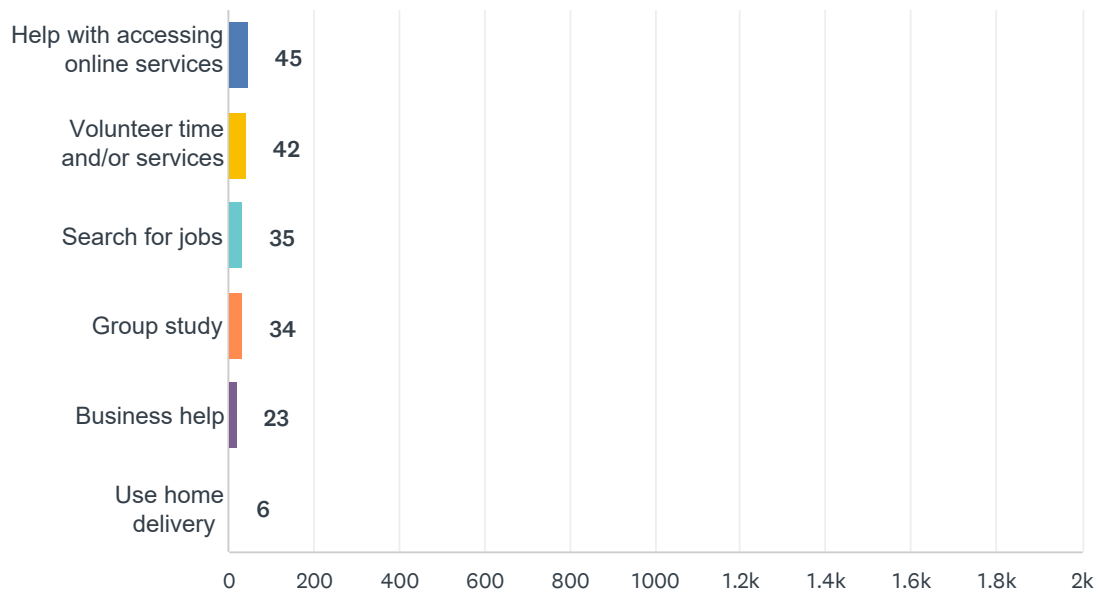
ANSWER CHOICES	RESPONSES	
I use my own technology	32%	32
Other (please specify)	26%	26
I never think of the library as an option	19%	19
I use a different library	18%	18
My children are grown	17%	17
Parking is too challenging	16%	16
I prefer to buy and own my own material	15%	15
I don't live in the area	10%	10
I haven't used the library since I was a child	9%	9
I am too busy to use the library	8%	8
Staff isn't welcoming	6%	6
I use the library's electronic materials or resources	5%	5
I couldn't find what I wanted	4%	4
It is hard for me to get to the library (transportation)	3%	3
My library card doesn't work	1%	1
The library's hours are not convenient	0%	0
I use the library's home delivery	0%	0
Total Respondents: 99		

OTHER (PLEASE SPECIFY)	
Political	Other
It's only welcoming to LGBTQ+ residents. I'm assaulted by too much woke stuff, the homelessness and overall environment makes me feel unwelcome	The library has more than I realize, but I just don't think of it as a resource
Don't like the social views of library	Working has prevented me from as much reading as I would like
The promotion of a drag queen event for children caused me to distrust the content being promoted by the library, this combined with the recent FOIA results detailing the drug use in the bathrooms and periodical section of the library shows me that this is not a safe and wholesome environment for my children to be in	Sometimes I cannot finish reading a book by its due date
I'm tired of the library putting their nose into politics so I prefer to go to another library. You need to be a neutral zone with no drama and liberal emails.	I don't read books like I should.
I don't feel safe there as a conservative. The work agenda to include a small minority of people is an over reach into my experience. I grew up in DG and I used to use the library as a resource. The librarians were welcoming and extremely knowledgeable. I don't feel this way anymore. Now I am tax payer and the programs are rarely focused on any common interests for adults in the community. Travel, history, cooking are some topics that would benefit the majority of the Downers Grove area. Disappointed is usually how I feel when I leave the library, not included or interested in what it is offering. My elderly parents feel the same and there are topics I do not want to expose my young nieces and nephew to many of the programs offered.	use audio book apps
	Lost library card
	Safety & Health
	It is a homeless shelter and I do not feel safe letting my kids go there.
	HOMELESS HAVE TAKEN OVER!
	Health concerns
	Not meeting needs
	I can't get the books I want thru your online tech options. And sometimes it doesn't work at all. It has been so long since I tried again.
	I have not found this library very welcoming
	You don't offer classes for homeschoolers
	Use other libraries
	I use Lisle Library for business. Did not know about the library's home delivery service. Currently disabled- hard to get there. Used to use rooms to tutor students.
	I use libraries all over the Chicagoland area
	New resident
	I recently moved to the area (2)

Q3 Why do you use this library? (check ALL that apply)

Answered: 1,857 Skipped: 175



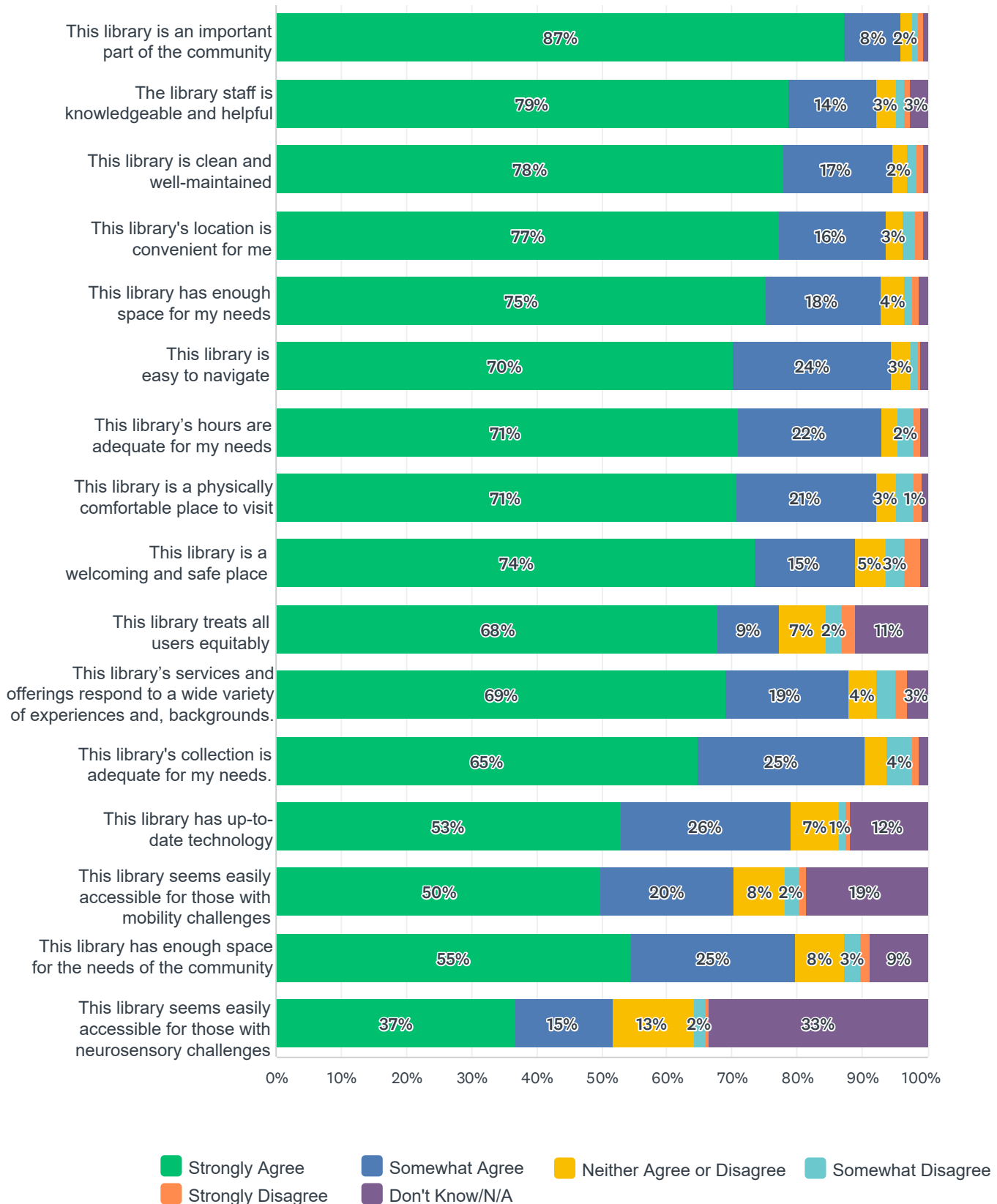


ANSWER CHOICES	RESPONSES	
Find a book	91%	1,696
Find a DVD, CD, etc.	41%	761
Attend a library program	36%	665
Just enjoy spending time at the library	33%	617
Access e-materials (e-books, e-audiobooks, etc.)	25%	468
Visit and/or play in children's area	23%	424
Study/read alone	18%	339
Use the printer/ copier/fax/scanner	15%	279
Use a meeting room	14%	256
Attend a meeting	14%	251
Attend storytime	13%	235
Access databases	12%	214
Meet up with friends	11%	212
Use a study room	10%	192
Use library Wi-Fi	10%	184
Use the space for remote work or school	10%	178
Use a library computer	8%	147
Other (please specify)	8%	141
Access notary services	6%	108
Learn technology	5%	98
Education help (tutoring, reference questions, etc.)	5%	94
Help with accessing online services	2%	45
Volunteer time and/or services	2%	42
Search for jobs	2%	35
Group study	2%	34
Business help	1%	23
Use home delivery	0%	6
Total Respondents: 1,857		

Collections	Other
Reading magazines (13)	Learn about community events (2)
Read newspaper (5)	Donate items
Video games for kids	To object to current Library Board's leftist
This fits under e-materials but wanted to specifically call out online newspaper and guides (e.g. Consumer Reports)	Want more room access for nonprofit or donation activities. Rooms are empty a lot. They are there so why not let patrons use them?
Return books	Taking grandchildren (2)
ILL (6)	Writing
Love the Anything Emporium (4)	study and write reports for my job
large print books (2)	See what possible changes
Libby	Meet with my TEACH student
Virtual genealogy programs (2)	Friends
New books	Donate to pantry
Find a book	I work here (4)
Games/puzzles/learning toys (7)	because I live in Downers Grove
e-books (2)	Getting kicked out
Pick up a book on hold (4)	ensuing my children are not assaulted by the homeless
Seed library (3)	
Use materials for work in education (3)	Librarians/Space
Pick up free craft/discovery bags for my child (2)	A community space that my kids can walk to and from
Events	Visit with librarians
Attend Library Board meetings	To say thanks to librarians and offer support when our library is attacked for its inclusive
Attend Zoom presentations by guest lecturers	Using the kids room
Attend functions (performances, art guild meetings)	enjoy the environment/people
Services	Art/Displays
3-D Printer (8)	View art exhibits (18)
Tax forms (3)	special temporary displays like the Beatles
get help on learning somethings new on electronics, such as ipad (2)	Programming
I just signed up, so it's hard to say exactly, but I do plan on using the library services more.	Book Clubs (5)
Photography room	Special programs ie. Craft supply exchange
Work on puzzles	Due to covid, I prefer and appreciate the meetings and programs on Zoom.
Media lab	Craft programs
Mac Pro Kit	Classes
readers advisory services	Computer Classes
Just retired hopefully using other services	D & D
research assistance (5)	Summer reading
Linkedin Learning and other subscriptions	Minecraft
Printing	

Q4 Thinking about the Downers Grove Public Library, please indicate how strongly you agree or disagree with the following statements.

Answered: 1,800 Skipped: 232



	STRONGLY AGREE	SOMEWHAT AGREE	NEITHER AGREE NOR DISAGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE	DON'T KNOW/N/A	TOTAL	WEIGHTED AVERAGE
This library is an important part of the community.	87% 1,565	8% 151	2% 35	1% 15	1% 14	1% 11	1,791	1.82
The library staff is knowledgeable and helpful.	79% 1,410	14% 244	3% 53	1% 21	1% 17	3% 47	1,792	1.72
This library is clean and well-maintained.	78% 1,394	17% 301	2% 39	1% 24	1% 21	1% 10	1,789	1.70
This library's location is convenient for me.	77% 1,387	16% 293	3% 50	2% 33	1% 22	1% 10	1,795	1.68
This library has enough space for my needs.	75% 1,347	18% 314	4% 64	1% 25	1% 17	1% 22	1,789	1.67
This library is easy to navigate and I can find what I need.	70% 1,257	24% 438	3% 54	1% 19	1% 9	1% 17	1,794	1.64
This library's hours are adequate for my needs.	71% 1,271	22% 396	3% 46	2% 44	1% 18	1% 17	1,792	1.61
This library is a physically comfortable place to visit.	71% 1,266	21% 383	3% 57	3% 45	1% 24	1% 14	1,789	1.59
This library is a welcoming and safe place.	74% 1,315	15% 275	5% 81	3% 53	2% 43	1% 19	1,786	1.57
This library treats all users equitably.	68% 1,206	9% 166	7% 128	2% 44	2% 38	11% 195	1,777	1.55
This library's services and offerings respond to a wide variety of interests, experiences and, backgrounds.	69% 1,235	19% 334	4% 77	3% 51	2% 33	3% 55	1,785	1.55
This library's collection is adequate for my needs.	65% 1,160	25% 455	4% 63	4% 68	1% 19	1% 22	1,787	1.51
This library has up-to-date technology.	53% 944	26% 465	7% 131	1% 21	0% 8	12% 213	1,782	1.48
This library seems easily accessible and usable for those with physical or mobility challenges.	50% 893	20% 364	8% 141	2% 40	1% 16	19% 334	1,788	1.43
This library has enough space for the needs of the community.	55% 978	25% 448	8% 135	3% 45	1% 23	9% 159	1,788	1.42
This library seems easily accessible and usable for those with emotional, cognitive, or neurosensory challenges	37% 657	15% 266	13% 223	2% 30	1% 10	33% 596	1,782	1.29

OTHER RELATED COMMENTS

Facility/Spaces	General Library/Love the library
I wish the library had more comfortable (soft) chairs to sit and read a book (2)	Love the library (14)
*More bike racks are needed. The one on the north side is always jam packed. The two on the south side are often full and never monitored as abandoned bikes stay there for weeks or even months. I wish I had a good spot to lock up our bikes and felt comfortable bringing and locking my e-bike.	I have Parkinson's and enjoy my two or three walking trips each week to read and check out large print material. I am 75 years old and treasure the DG Library.
I wish library was quieter. Too many loud conversations esp with people on cell phones.	DGPL is the best use of my property tax dollars
Also, as an individual of the physical disability, the library is incredibly difficult to access. Back I always on the upper level by the fiction. Books are hard to get through, especially if people are sitting at the tables with end of the aisle when I have a walker, the parking situation in the back of the building is really bad as it is nearly impossible to use the steep ramp and buckled sidewalk to get down to the back doors and this is where the majority of the handicap parking spaces are. Lastly, it would be helpful. If like other libraries, you offered a drive up drop off box so individuals with physical mobility needs did I do have one suggestion. There used to be an area with chairs next to the stairs going to the second floor and I would like it if the chairs were available again.	Everything's fine, don't change a thing about the facility (2)
I love the music and photo rooms and non traditional offerings	I applaud the library for all of its efforts to be accessible and welcoming to all I can't imagine another library offering as much as the Downers Grove Library. This library excels in every way.
Chairs purchased after Covid pandemic are terrible.	I have found the library to be the most welcoming place in all of Downers Grove. I always see people of so many demographics, and my daughter happily will play in the kids' area with everyone. The selection is fabulous, I appreciate the ability to use online databases. I just cannot say enough good things about the library.
Another Large conference room needed (3)	I have lived in DG for over 20 years and enjoyed the library for all of these years. It is an outstanding resource for this community. Keep up the great work!
The bathrooms look dirty (3)	I'm so grateful for our library, I always say if only I felt as much love at church as I do when I walk into the DG library!
Dark and dusty. Cramped.	Is there something more than "strongly agree"? But seriously, I love my library and love the people who work there.
I appreciate the pickup lockers so I can get my books outside of library hours. (2)	It's become one of my favorite places to go within the community. I've never felt unsafe, harassed, or otherwise annoyed. If I don't have a book or something to listen to in the car, my day is incomplete. Thank you for providing these wonderful resources.
I feel there could be more study rooms.	Love using the library as a hub for programming, meeting friends, checking out books and materials!
I have visited other libraries where you access meeting rooms. Helpful to secure your items when you need to leave the room to visit restroom or find materials.	Love you all and our library. Please don't give in to the haters. Dgpl is one of our favorite things about dg
The library needs a drive up drop off for books like the Skokie library has. It is difficult to find parking just to drop off books. (3)	The DGPL is a very enjoyable place to visit (3)
It can be difficult to get a meeting room. They are often signed out.	The library is essential. Would be lost without it (2)
It would be great to have the kids area somehow enclosed, since the kids can easily leave without the parents!	We recently moved to DG and I am very impressed with the programs and the inclusivity of this library. Keep up the good work!
It would be nice to have a quiet space in the children's area that has lower lighting, quiet, cozy and meant for upper elementary kids.	I have always enjoyed my time at the library. The first question about how I use the library, I think it is important to remember that one's use changes over time. When I had a small child I spent much more time in person at the library. It serves the changing needs of residents across the lifespan.
Physical environment ie; stairs at parking lot entrance and leading to the second floor always look like they need a good scrubbing; not just a quick mop job.	In general, it is a warm and welcoming place (2)
Seating needs to be returned on the ground floor meeting room!	Impressed with quickness to receive just issued books! Keep up the good work!
The Children's area is delightful. I visit with grandchildren sometimes and they all love it. The staff is very kind and welcoming to kids and families. I also always look for and love seeing the Children's collections displayed, even when visiting alone as a senior, as well as LEGO creations and other exhibits. Thanks too for the fun games that get all ages reading more.	DG Library and it's services are vital for my sense of connection to the community.
The children's room should be quieter	Have used the library for over 26 years and find it keeps improving with materials and responds to technical, educational and practical needs of the community.
The tablets and screens in the children's area make it difficult to enjoy the books and play area.	Parking/Outdoors
Pls get better parking & a dropoff that's secured for dropping rental bags off. The parking as well as book drop off deter me from going there. And the latest revamp has made the building more sterile. Want to get in and out as soon as possible.	Need more parking (61)
It's awful that the parking lot isn't really for patrons. Makes it unnecessarily difficult for those with mobility challenges. The library smells very dirty.	Need more parking space, some space should be dedicated to library patrons. Parking can be a challenge sometimes. Really like the 15 min spaces available (2)
- It isn't obvious how to find special collections like super hero books but the librarians know and can lead you to them. Might be nice if the card catalog showed a picture where the section/books are located.	Parking has gotten harder with the addition of more Condo buildings in the area (and maybe train users). (3)
I am on the board of the Downers Grove Artists Guild. We are an historic organization, began in 1941 when noted artist, Tressa Emerson Benson founded the guild with an exhibit in the DGPL. For MANY years we were able to meet monthly at the DGPL, with a standing date and time of the month. In recent years, this has not been possible. It's outrageous and sad that groups like ours, with a vital presence in the community, are no longer supported this way. It tells me there is not enough room for meetings at the library. It tells me we are a low priority at the library. If forces us to go to other libraries, like homeless vagabonds, to take whatever crumbs they can provide so we have a place to meet. Darien gives us space at no charge, but it's not where most of our members live. Our organization is struggling. Scott has helped us get some time slots, but unlike past years, we cannot reserve the second Tuesday of the month, or any other date, for our meetings. Our roots with the library go deep, and we appreciate very much the exhibit slots we are given. I hope that as you plan your improvements, you consider the needs of organizations like ours. DG lacks art presence. But there is a great need for it. Please help.	parking lot is very crowded. Walking far can be hard for me and when I leave when it is dark and walk it can be a concern.
	The parking is absolutely ridiculous for a library in a community as large as Downers Grove. I have to strategically plan when I go to the library so I can even attempt to find a place to park. Very poor situation for handicapped and senior citizens. Often I just leave because I can't find a place to park (2)
	There's never any parking. Tough to go in the winter months when it's too cold to walk there with little ones.
	Parking is limited so I often go to Westmont Library where there is plenty of parking (2)
	Lacks visual supports near entrances for navigating the space for disabilities and non-english reading.
	It is good that the library is near public transportation (pace buses/metra)
	Marketing/Awareness
	I did recognize the website needs to update pictures of tables chairs

Collections	Staff
Need greater variety of large print books.	Love the staff (13)
Excellent variety of viewpoints and issues in book collection. Well done (3) fewer magazines available than in past years but I think there are fewer magazines published	As a trans and queer person, the library is one of the few spaces in this community where I feel totally safe. I'm grateful for friendly and smart staff who always have great suggestions for books to read and who can point me in the direction of fun equipment I can borrow for the teen programming I run. I feel that our library is staffed by kind, caring individuals who are invested in their work and our community (2)
You may already do this, but I would like to see books celebrating a variety of timely religious celebrations featured, ie. Ramadan and Hanukkah, for example, but also Christmas and Easter, too.	I have always had the best help from every staff member during all my years that I've been going to the library. Everyone has always been helpful and kind. Going above and beyond no matter what.
I wish the library had a larger collection of books. Many of the books I want have to be requested from other libraries (6)	The staff was outstanding during Covid 19 pandemic.
I wish the library had less focus on popular materials and more focus on having more books on a wide variety of topics.	I make EXTENSIVE use of your inter-library loan service and find it to be VERY well run. The staff who assist with my requests are OUTSTANDING. This service saves me tons of time in my work and is my primary use of the DGPL. It's like having a university library right here in our neighborhood!
I love the library's collection. My husband never has a hard time finding books on war that he has never read. I can find a lot of good books just by browsing. Also, the library has a great interlibrary loan process. And I also love how the library purchases books it can't get through ILL that I want (if they would be a good fit for the library.) (2)	If I can't find what I'm looking for, staff has always been more than happy to help me n (4)
I read both paper and electronic books and have found the selection in the library and accessible via the area network to be excellent.	My elderly father uses the library quite a bit with walker. He has great regard to the staff and how helpful they are. I have lived in DG since 1985 so have used most services over the decades including children's room, story time, etc. I think the library and staff do an EXCELLENT job!
I find the LinedIn Learning (formerly Lynda) online indispensable. It has taught me so much about various topics, and has bailed me out numerous times. Please keep this!	Our kids are starting to age out of the Children's Library, but they pretty much grew up there and love the Children's Librarians.
I was hoping for modern plays available on Libby or Hoopla	The library staff needs continuous commendations for their eagerness to help. It is a pleasant experience to visit this library (3)
I wish you will put foreign language movies separate from English ones	Special kudos to our AMAZING library & its workers through the pandemic!!!
I wish you would go back to having current magazines not be allowed to be taken out for each month. I come in and sometimes all the magazines are gone for 2022-2023! Not fair.	Many friends had no library services so I was able to check out materials through our library to assist them with reading materials! Also, I am very impressed by our library moving forward with the hiring of non-white, non-
I would like to see a larger and more current selection of books on subjects like health science self help hobbies. Spirituality and faith. Family. Also more classic literature. I feel these topics are so important for people to just Google Library does not have enough reading material for conservative patrons, pushing aggressively leftist agenda.	The leadership and staff of the Library are all wonderful Visionary, compassionate, and always thinking of new ways to help the community and
minecraft	The staff is great at retrieving books from other libraries.
I am so thankful for the exponential increase in e-audiobook titles over the past few years! I have difficulty comprehending what I read (ink-and-paper) My only comment is I am looking to learn Spanish and after talking with the help desk I went through the online process to reserve the recommended	Library staff have pronouns on name tags (which is welcoming) but not asked me about accessibility needs or ask me about "their area of expertise" or I speak "non-english language" buttons or wedding visual cues . It's really intimidating to ask them without a clear invitation or clear signs that show they are open to helping with accessibility.
No library in the system carries Ply magazine or Spin-off magazine. It would be nice if DG could carry one of those.	
Religious section should be updated with Systematic Theology Books (Millard Erickson, Wayne Grudem, etc).	Programs
computer and handcraft related books no more in New Nonfiction shelves on 1st level. Why? What is going on?	I would like to see more programming and materials for marginalized communities.
The children's book collection seems to have a large gap between picture books and chapter books with very little for kindergarten age or new readers.	I'd like more programs geared for 5 year olds. Where the program starts at 5pm-6m.
There is also a major emphasis on representation in the children's book collection which is fine but it is difficult to find books that have white male child protagonists. Given the demographics of the community it is not sensible to buy books in the name of representation and ignore 40% of the population.	I'm not sure if there will be space in the next areas but I'd like to talk about events! I have a really hard time with the age ranges on events. I, like most people, have multiple kids and there just aren't that many activities that my 6 and 4 year old can do together. And I can't take one to an event and not the other. I also think you need to use either age cut offs or grade cut off, there is a gap for 6 year old kindergartners.
There are never enough narrative nonfiction audiobooks on CD or downloadable. The nonfiction book collection is not at the level it used to be. I am reserving books from other libraries than DGPL used to buy.	More children's offerings during weekends and evenings. Working parents want to access programming with their kids too, please.
Would like to see more new releases available as audiobook releases. Would like to see more chairs that are comfortable.	Other libraries in the area have many more classes that are of interest to me. The library needs more senior programs, movies and interesting presentations. Wheeling and Vernon hills libraries are exceptional
I am increasingly disturbed by the selection and placement of clearly age inappropriate material in the children's section i.e. "My Body is Growing" for 4 year olds. Descriptions of moist vaginas, spraying semen and how to have sex, pushing in and out, (page 37) are not age appropriate for 4 year olds.	There are no creative programs for adults as there are for children. (3)
However, this book is on the shelf in the children's section and colorfully promoted on the cover as for 4 to 8 year olds. There are also graphic penis pictures (page 32) in this book. This is just one example. There are more. Our librarians are not choosing material wisely. I no longer feel I can allow the young children in my family to pull books randomly off the shelves. This is NOT family friendly. When I answered that the library does not treat all patrons equally- it is because you have abandoned young families for political correctness.	There are many more programs for toddlers than there are for adults
Ebooks have longer wait times than what my friends have in different towns; I wish I could access Barrons/wsj etc from home	Thank you to the library staff for including programming for adults with disabilities. The Next Chapter Book Club has been a wonderful activity that my daughter really enjoys. She is able to meet new friends and feels more a part of the community because your staff have made this possible....AND Nancy and Misty are wonderful and caring leaders. Thank you to them for including those with differing abilities!!! It means so much.
Please add more conservative materials to your library.	Too many computer programs.
Books in other languages for kids and adults are needed. Downers is growing in cultural diversity and we need to create outreach plans to bring in these minority families in.	Services
I often have to find reading materials from other libraries - also the magazines and periodicals at this library are limited to mostly entertainment/self help, etc., I would like to see other materials such as Reason magazine published by the Reason Foundation.	I would appreciate some help with Mac computers using pages and numbers.
Weeded and now I can't get the books I want even from other libraries	My 3 year old struggles with sensory issues and I wish that there was a dedicated play time (even just 30 minutes per week) for kids like him who do better with less stimulation.
I would like to see more playaways available.	The library should consider expanding its lending program for items that people occasionally need, like A/V equipment and tools (2)
	We would like a makerspace with laser, sublimation printer, white toner printer, kiln, knitter machine and other making and craft machines (2)
	As it relates to the community situation, I work as the librarian at O'Neill, it would be great to have teacher cards for teachers who teach in the community and allow them to be able to get books from the public library.

Concerns	Other
Homeless/concern for kids/feel unsafe/smell (27) I am very proud of our library for the way it has jumped in to not only support the homeless directly, but also to take an active role in educating the community about the complexity of homelessness. Regularly young teens hang out there and are disruptive. The often eat in the library and leave their garbage. Regarding safety, in nearly two decades we've lived here, our family has never felt threatened or unsafe nor have we felt our children were put in harm's way. However, in recent months, I am far more cautious. I never thought I'd say that about the library we call home and go to print papers, get books, loan cameras, meet tutors or friends, or do something as simple as play a game. Sometimes I go alone and read a newspaper because we don't vacation and afford little in the way of seeking sanctuary if not for a moment's peace. The library as always been a place of refuge; we can just be. But on nights when there are Board meetings, I am weary. I've lately seen trucks in the parking lot with hateful stickers on the backs of bumpers and I'm made aware People With Opinions intend to disrupt and gather for the purposes of intimidating and wanting to make people feel precisely unwelcome with their presence. It's exhausting to calculate in my head if there might be an altercation — angry voices are loud outside the room where it's happening — and I have to ask whether my children feel safe and I can make good on my promise everything's going to be OK. It makes me tense and they feel it too. On top of that (and despite it), our child recently shared news he is gay. What sticks in my head more than anything are comments a Board member made to People With Opinions that they are on solid ground or something like that with their protected right to voice that people like my son are not welcome in our library or afforded a space to be seen and provided with resource and programming like everyone else. This is his home too. I have to ask why this Board member serves at all, seconding a dated and narrow perspective and generously allowing for it. His service is completely antithetical and foreign to libraries and reasons they are cherished. And this is not the first time someone has been appointed to a Board for the sole purpose of challenging and changing policy because they don't like it or feel it's not "balanced" which is really code for keeping it comfortable. For them. There is no balance in equity and I don't quite understand why this Board member serves at all. For whom?	I believe the value of the library increases the value of the town. The more the town puts into the Library the more the town benefits. A good library is good for everyone. I also use the College of DuPage Library. I live in another state for lat fall / winter / early spring so I only use it when I'm in town; during the times I'm in town I use the library fairly often. The only times I've been unhappy with the library is if it doesn't observe regular hours due to special downtown events. I live in Florida and only use the library about 4 months of the year. I stay in Downers Grove from June until October. Should consider card holders, other than DG for some of their fun contests/raffles/reading programs/etc These question seems incomplete. A noun is needed after the 3 adjectives (2) Why are there so many employees working when there are so few people visiting the library. Ie after 7 pm etc. I'll see 2 people just sitting there talking or reading. Are there productivity measurements? No disabilities/not qualified to respond yes I work here part time but have lived in downers for 35yrs and have always come to the library and my kids grew up here also.
So, when this survey asks about safety, for the first time in a long time, my answer is no, I do not feel safe. I also do not appreciate a Board member saying one thing and doing another and pretending they are there for my son, my neighbor, my friend, when they are clearly working to hold them at an arm's length and instead filling that space for what's comfortable for them, as if it's being threatened in equal measure. It's noted; it's not subtle. And I resent it. Otherwise, I love my library and staff that epitomizes service no matter what and for all people (even People With Opinions who might be seeking something they need too). I hope when our kids get older they'll remember our library as a safe place for them (and their kids) just as I did decades ago. I hope they'll learn to feel safe and welcome in the presence of people who don't want them in their space. Maybe that's the lesson here too because it feels that way these days. And I hope anyone reading this appreciates how hard it was to write these words. And thank you for reading them. I don't know if I'll get another chance to comment. I think the library leadership feels it should be a force for social change. Change in a direction hardly most people approve of. I wish that the policy makers would realize that is not their mandate. I hope this library is never required to ban any books! It's changed in 2-3 years. I cringe walking in and try to avoid spending excess time there. Totally disappointed in this library The covid mask requirements were too strict for too long. I find it hard to believe that people feel unsafe in our community and the library has to take a stand. I attend a LOT of events in town and have NEVER seen somebody feel unsafe	Operations/Accessibility Earlier opening/longer hours on Sundays (9) Counter height service desks are a challenge for those with mobility issues such as standing. Accessible entrance on Forest Ave is dark and often slippery due to rain puddles or melting snow. These issues present additional challenges with mobility issues such as canes, walkers, or scooters. This entrance is especially far from the rear municipal parking lot where handicap spaces are often fully occupied. Inside the space is lovely, but again, designed largely for those who can easily ambulate without needing to sit between accessing various services or materials due to mobility issues. Earlier opening/longer hours (4) Need seating for mildly handicapped to be able to peruse first floor book offerings. Should allow patrons to use meeting rooms if take donations or nonprofit activities ities. The layout of the building seems difficult for users with physical challenges, especially in cases where the elevator is out of order. Even accessing the first floor is a bit difficult if you park in the back, given that you have to go around to the ramp (2) The steps are inconvenient to the parking lot. Would love to see the Adult section on the first floor. Children are better able to climb stairs than those of us older people. The Elevator isn't always available and the stairs are sometimes a challenge.
Technology While the library has gaming capabilities for kids, request having educational options like ABC mouse or the options available. Some of the computers and their OS are pretty out of date and slow Computer are is not clean and sanitized	DEI I cannot thank you enough for all that you continue to provide for our community. You address needs and interests of ALL kinds of people , not just straight white people. You stand up to ridicule and hate speech with amazing strength and perseverance. Downers Grove is a diverse community, full of people of all difference ages, races, ethnicities, gender identities, and sexual orientations. I am proud of how well you represent ALL people. Learning about people who are different from ourselves is how we grow as human beings, and develop a sense of empathy for others. I hope that you can stand strong in your convictions, and represent ALL people. You're an amazing group of individuals! Keep up the great work! :) (6) Please do NOT fall into the lunacy of un-american censorship that appears to be running wild. If you don't want to read a specific book, DON'T CHECK IT OUT. If you don't want your kids to see certain books, DON'T LET THEM GO TO THE LIBRARY ALONE! (2) The DG Library's programs appear to be heavily skewed toward a particular agenda that is NOT inclusive of different backgrounds, religions and experiences. Far-left agendas/too liberal/Woke(13) Anti-drag queen (17) be neutral/library needs to stay out of social issues (14) Support free access to materials for all (11) Pro-drag queen program/shame to cancel it (3)
Locations I live at 75th & Fairview so this is the farthest I've ever lived from a neighborhood library/ Park District.	

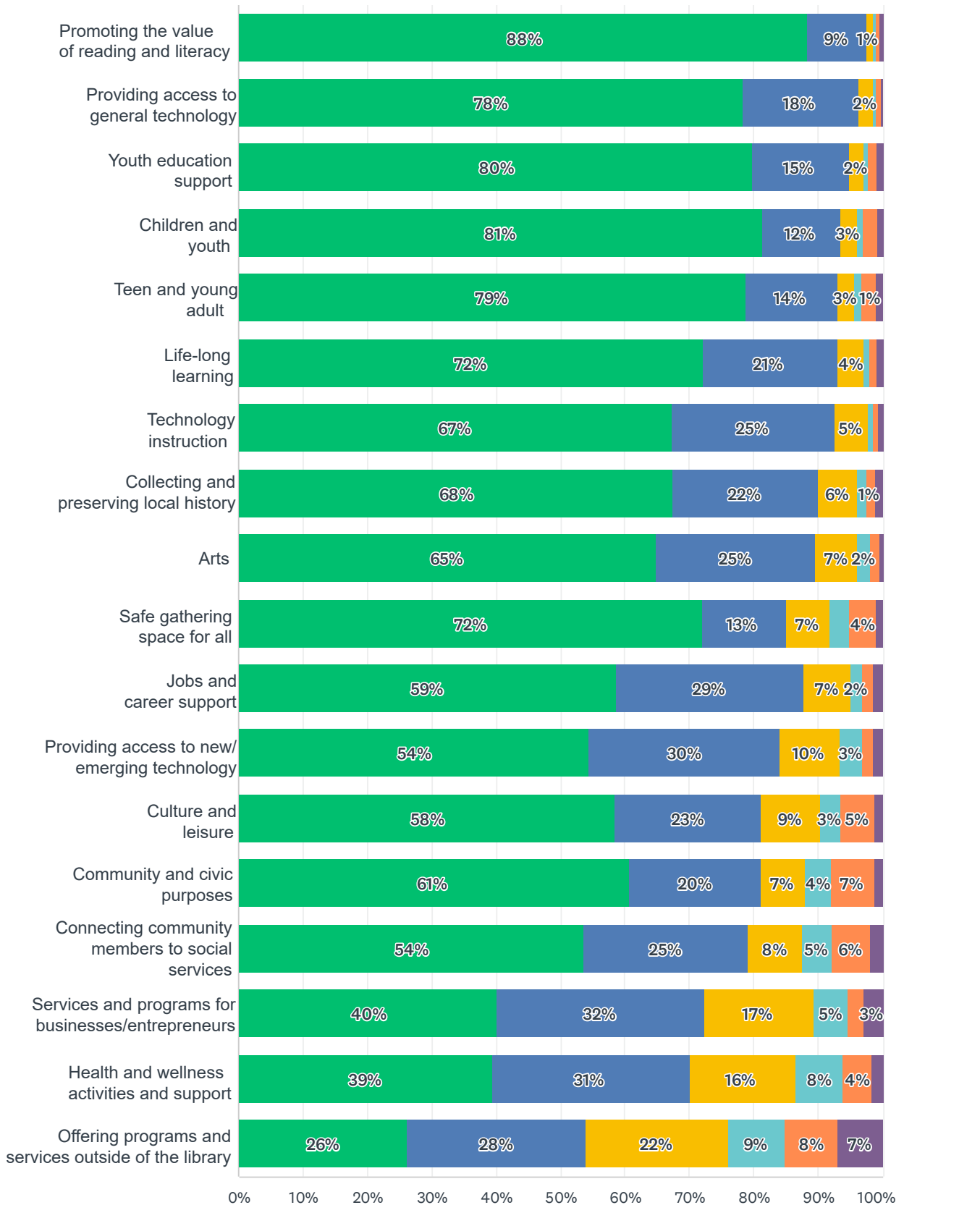
Q5 What do you think are the two or three most important overall issues facing the Downers Grove community?

Answered: 1,109 Skipped: 923

Still processing this question

Q6 Do you think this library should be involved in the following areas?

Answered: 1,715 Skipped: 317



■ Strongly Agree
 ■ Somewhat Agree
 ■ Neither Agree or Disagree
 ■ Somewhat Disagree
 ■ Strongly Disagree
 ■ Don't Know/N/A

	STRONGLY AGREE	SOMEWHAT AGREE	NEITHER AGREE OR DISAGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE	DON'T KNOW/NO OPINION	TOTAL	WEIGHTED AVERAGE
Promoting the value of reading and literacy (Summer Reading program, book clubs, literacy activities)	88% 1,503	9% 155	1% 19	0% 5	1% 10	0% 8	1,700	1.85
Providing access to general technology (computers,printing)	78% 1,330	18% 306	2% 39	0% 6	1% 13	0% 5	1,699	1.73
Youth education support (school partnerships, summer reading programs, homework help)	80% 1,364	15% 258	2% 40	1% 11	1% 24	1% 13	1,710	1.72
Children and youth	81% 1,386	12% 203	3% 46	1% 16	2% 36	1% 15	1,702	1.71
Teen and young adult	79% 1,337	14% 240	3% 46	1% 18	2% 38	1% 17	1,696	1.68
Life-long learning (financial and other life skills)	72% 1,233	21% 356	4% 71	1% 12	1% 23	1% 13	1,708	1.63
Technology instruction	67% 1,139	25% 429	5% 87	1% 14	1% 12	1% 12	1,693	1.59
Collecting and preserving local history	68% 1,148	22% 380	6% 105	1% 23	1% 25	1% 18	1,699	1.55
Arts (arts displays, arts programming and classes)	65% 1,101	25% 424	7% 111	2% 34	1% 25	0% 6	1,701	1.50
Safe gathering space for all in the community	72% 1,222	13% 224	7% 115	3% 51	4% 68	1% 19	1,699	1.48
Jobs and career support	59% 998	29% 490	7% 127	2% 32	1% 25	2% 26	1,698	1.44
Providing access to new/emerging technology (3D printing, virtual reality, etc.)	54% 924	30% 504	10% 162	3% 58	2% 28	1% 24	1,700	1.34
Culture and leisure	58% 987	23% 386	9% 154	3% 54	5% 87	1% 22	1,690	1.28
Community and civic purposes	61% 1,027	20% 345	7% 117	4% 69	7% 113	1% 21	1,692	1.26
Connecting community members to social services	54% 914	25% 433	8% 144	5% 80	6% 102	2% 30	1,703	1.18
Services and programs for local businesses and entrepreneurs	40% 681	32% 548	17% 288	5% 89	3% 43	3% 48	1,697	1.05
Health and wellness activities and support	39% 670	31% 521	16% 278	8% 128	4% 74	2% 29	1,700	0.95
Offering programs and services outside of the library	26% 443	28% 473	22% 374	9% 151	8% 139	7% 118	1,698	0.59

OTHER COMMENTS REGARDING THE ROLE OF THE LIBRARY

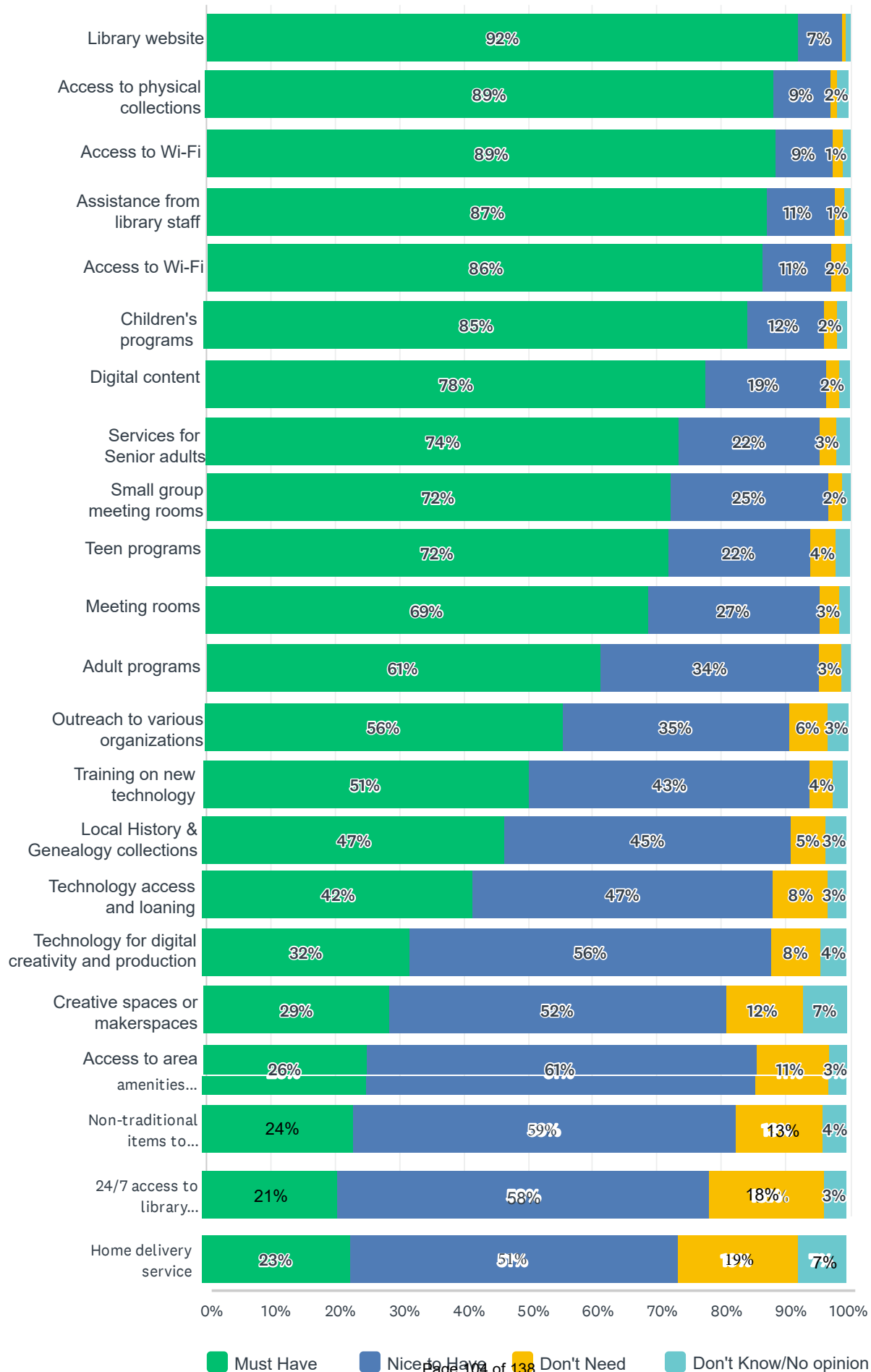
Programming/Services	Community/Civic/Community building
I feel other towns libraries do a better job of providing a greater variety of programming for the community and a greater number of programs also. I find myself traveling to nearby libraries for interesting programs while DG provides "the same old programs" at times.	We should specifically celebrate its role in community building. Many, many studies have shown how libraries and other community institutions can make a crucial difference in the resilience of a community. (3)
book clubs (2)	The library should take a balanced approach when supporting certain communities or view so all feel welcomed. Activities organized should not create chaos in the community, but rather focus on building the community. Find a way to welcome new families into the community.
Enjoy seeing the cultural programs for adults offered yet I haven't attended.	I think it is important that the library remains welcoming to all visitors. I am not satisfied that the library is entirely a safe place for visitors and community members because of the culture we inhabit where mass shootings or violence often occurs.
Would love to see more programming for those with sensory processing. Pre pandemic you were experimenting with having sensory Sundays in the Childrens area. Would love for you to try that out again.	The library is one of the few societal institutions welcoming to all people. It must remain an institution welcoming to all community members visitors who comply with written behavioral policies. Maintaining behavioral policies with recently-added library security monitors (present every hour the library is open) is a visible first step to reassure community members as well as visitors that the library is a safe and welcoming environment. Or, at least as safe as anywhere can be that is open to the public in this day and age.
The summer reading program is so important for the children to keep up reading skills and lessen the time on technology they seem to be addicted to.	I strongly agreed with the library's recent communication to the community at large regarding non-violence and civility.
Art classes, crafts and foreign language classes for older adults.	I haven't marked anything in these fields "disagree" because I think it's wonderful for the library to be as much of a touchstone and community resource as possible, and I don't want to specifically discourage any given initiative. With unlimited resources, I would love to see the library do all of these things. But resources aren't unlimited, of course, and I do feel on some level that libraries should be first and foremost about books, reading, and literacy, as well as providing an open space for the entire community. Other missions, like supporting entrepreneurship or preserving local history, seem like things for which there are probably other resources in the community, and should come after those priorities are met.
We absolutely LOVE when the library offers programs OUTSIDE. would love to see more of that!	Development of community identity (2)
We are trying to focus our own lives on sustainability and would love to see our community do more. Perhaps offering programs on how to compost, how to make a rain garden, how to care for yard organically, growing your own food. And perhaps the library could utilize and promote alternate energy - solar, wind, etc. There are ways you can show what the panels/windmill are generating and that might be interesting for the patrons.	Community role model, openly setting and guiding the community towards kindness.
There is a significant deficit in the area of art programming...ie classes to use technology to create projects etc.,	Caring for its staff. Location for touring art/culture/social/justice exhibits.
More programs/services for Seniors (4).	a safe space without censorship of books, materials, programs, ect...
A class for online security.	A place to openly debate issues that concern the community
Health and wellness education but not any active high HR exercise classes.	vital community role/community asset/resource for those who need it (4)
Makerspace please :) (3)	Our library is our community center. It should be a safe space for ALL to read, learn and gather (24).
It would be great to see Fishela Park used more by the library for outdoor events and activities	The library is a central hub for the Downers Grove community. Physically and activity-wise, it is a main place to be. I'd like to see more regular activities as well as a plush quiet reading spot.
Ecological resources/seed libraries	Public libraries are the very heart of any community. They're a safe haven and a treasure trove of information and services. Pretty much the superhero of every town. When they aren't properly funded , everyone suffers on levels they might not even be aware of. (2)
I don't know if the library needs to be involved in tutoring, but helping children access knowledge and help in general is key. I think the youth summer reading program is also really important in preventing the summer slide/loss of knowledge.	The library can be a valuable hub connecting residents to resources and groups that offer many other job/social/business services, but I imagine some boundaries are needed not to get stretched too thin in library staff being expected to provide all these themselves!
classes for homeschoolers	The library is a community resource for everyone to use to learn about our changing world. For those who hate change, I am sorry, because change happens whether you want it or not. But libraries can give us the tools to deal with this change and make it positive or mitigate negative outcomes. Love our DGPL and I think the Board, Director and Staff are doing a fantastic job in a tough time. I'm embarrassed that they have endured so many verbal attacks and support them in their direction to serve all the community.
Better monitoring of comic give aways	
Ask community input involving future events that may cause conflict (3)	
The library should be "Dementia Friendly." There is a lot that goes into that statement and at some point, if I see an effort from the library I will volunteer to assist.	
Provide online programs so that the elderly and sick can participate.	
I would see value in creating engaging activities and learning opportunities for youth of all ages to learn about financial literacy and see those opportunities for adults as well.	
More business and entrepreneurial experts available. Access to free software (ie. open office) and instruction.	
Speakers	
Maybe an occasional "parents free time " where babysitters would be available for an hour or 2 to let parents run an errand. Could absolutely be fee for service. Or even just a set up for a way to help find occasional childcare.	
Support for the library/Staff	Social Services
You are all doing a wonderful job maintaining and developing your library and programming (10).	Stay out of social services/library should have a narrow role (46)
This library and staff were my respite during Covid. Libraries are the core of all communities. I will always support referendums for the library. Read the book The Library Book" as libraries are key to our communities. Thank you	pro library having a role in social services (18)
Friendly staff	I very much appreciated your article/newsletter/email on the library's role in combatting disinformation & misinformation. I believe the library plays a key role in helping people access accurate information and to understand inherent bias.
Libraries are one of the very few remaining secular spaces where everyone is welcome. You are a shining beacon of light in our dark world of capitalism run amok. Keep fighting the good fight! (5)	Collaboration with village/others to provide social services/mental health access (6)
Keep up the great work. Congratulations on the recent award for the kids section! DG library has a GREAT staff. Though I've only been back a short time — if you deduct pandemic years where I needed to be extra safe (caring for my bedridden mom) — I've yet to have anything besides a pleasant, positive experience at our library. FIVE STARS!	As much as you try you can't provide ever type of social service. Although it is kind that you try. I wonder if staff are being asked to do too much.
The library should be central to any community, and for DG to have one of the best in the country is awesome. (2)	Offering speech therapy for children would be such a help for parents like myself of a toddler. Some students need some extra help!
Really appreciate the effort made by the library to stay up on current needs and issues. Great support for our families.	
Reference - really like having reference librarians available.	

Other	Reading/literacy/education
I love the art displayed by the students in our school district.	I think the library's main focus should be on reading and providing programming related to reading such as story times and book clubs (9)
The way the question is stated, not sure how involved the library would like to be involved. What does it mean to be involved in teen and young adult programs, would that involve having a drag queen bingo or story hour? I would not agree that the library should promote that.	To compile and provide information to those who seek it (6)
I have a little bit of a hard time with this one. I absolutely love our library and feel immense gratitude for the services it offers and the support and welcome it provides for all sectors of our community. As the parent of LGBTQ children, I am especially grateful for their advocacy and support. However, I'm conflicted with how that advocacy should look and what the library's role should be. My reference point is the Drag Bingo event. I personally had no issue with the event and my children would have loved to have gone. But by the nature of the event alone, it was going to be a controversial program in our community with the potential for anger and protest. Should this be a reason to not provide inclusive programming? NO, ABSOLUTELY NOT. But I wonder if it would have been better for the library to have played a support role in this instance as opposed to presenting/sponsoring it in order to divert the the hatred. Our community (adults and kids alike) should not feel threatened or unsafe at our library and the resulting and ongoing threats of violence from the library's role in this highly visible event certainly cast a question of doubt on that. Not to mention the continued fallout and the appointment of a far right Library Board member that could threaten future inclusive programs or content. I guess my point is that it's all about optics and figuring out how the library can continue to best serve the entire community.	I believe a library should be helpful to assist in the community and perhaps recommend social services if needed, however, I think the main goal is to provide books/reading materials/ guidance and programs that help all ages to read and expand their mind. I think it's a hard balance that they can't be everything to everyone. It is limited in what resources it can provide to a community as a whole. I believe the library's first responsibility is to provide a broad and inclusive collection of books and other materials to serve this community. But I also admire the way the library has expanded its scoop and taken on an important role in providing services that will enhance the lives of our residents as well as new opportunities for patrons to learn and grow.
The library should support the parents of youth.	Providing supportive resources such as educational materials, training courses, cultural programs and research assistance. Enrichment of personal learning. (2)
You keep using the word 'safe' in survey questions..... Seems odd. Compared to Chicago and some other suburbs, DG is a very safe place.	Connecting young people to resources and learning opportunities that make them feel included and valued
It should serve as a resource in finding truth	English as a second language.
cultivating patriotism, focus on Constitutional rights and responsibilities.	Promoting reading and learning as well as science and technology should be the main focus.(3)
Re: programs, services for businesses and entrepreneurs, not anything that is considered advertising; that belongs elsewhere	Reading/ library's help us navigate our world with different voices. You can travel the world w/o leaving DG.
Regards teens and children: the primary educators of children are their parents. Secondary are the schools. Any more than that is needless duplication of services. The library should provide resources for learning but not promote learning that duplicates school or contradicts parental guidance. Librarians are not certified teachers, and should stay out of that arena.	Should have a good collection of physical books/materials to meet patrons needs. (3)
I am a reciprocal borrower	Local History
I did a paper for library science class at COD.edu about the founding of Downers Grove.Here was only a little information.What is the status of that? I am going to volunteer with the DGMuseum so I'll learn more there.Pierce Downer was an intresting fellow.	I support collecting and persevering local history but much effort must be used to make sure white guilt is not catered to but instead open honest expression of history and its impact then and now, more tolerant of the past without forcibly being political on hot button issues. As a teacher, I value the context of our history given but leave it up to my students (DG citizens) o how they wish to take it. Thank you for listening I hope this wasnt overly rambly and made sense
Questions are vague/open to interpretation/ambiguous/don't have a purpose/don't understand some questions (13)	I would like to see more programs on World war 2 history. What local history is there to preserve ? our local councilmen and bulldozing it all away.. I would like to know the names of our local officials who voted for all the local construction that is going on now.. so I can be sure not to vote for them at the next election..
That about covers the need for improvements and a larger library.	While I believe it's very important to preserve local history, another group with that being its sole focus would seem to be able to accomplish more. Library should certainly support those efforts, though (2)
We would love to experience the Downers Grove library after we become residents!	History for ALL periods is needed.
Concerns	does the library collect local history? Where?
Library atmosphere has developed into providing a lot of programs for the community. However the library appears to be to loud walking through the library . Perhaps the computer room should be on a room with less disturbance.	Collecting and preserving local history should be restrained to books and artifacts that would be appropriate to display in a library.
Increasing violence and open drug use activity in downtown areas and the library. Over the course of the last year, the library has become very unsafe and as a result unusable for DG families to visit.	nfo RE: American Indian history and current news
Homeless: gathering; smells; patrons feeling unsafe; no place to sit and read; not wanting children to be around them; concern about them being mentally ill around children (3)	Local history should be honored at several times during the year. Can we make Reporter available online from 1922 forward?
The library is not the place for middle school students on the second floor to show off, fight, "impress" girls and cause other disruptions. Very distracting.	Collections
The library should be safe and comfortable for all by providing access to the facility without controversial topics or groups addressing children under 18.	Generally I would prefer the time and money be spent on collection development instead of programming for adults. For kids anything that promotes literacy and school success should be the priority.
I don't trust the library anymore to positively interact with children or youth at all anymore. This is so sad!	I was so impressed by your collection as well as your social services.
DEI	Love that library is offering Roku players for rentals and expanding technology rentals to the community.
Doing all of the above with a DEI and UDL framework.	The library is of very little help to me because it is 1) primarily aimed at children, 2) does not have many novels, books from earlier than 2015. Clearly, the weeding was done without consideration for what patrons were reading but by date. Not a good way to respond to patron's interests. Does the director actually have a clue as to how to evaluate the community & staff to make the library a place of learning and contribution to people's lives. I've not seen anything that would indicate that.
The library must not bow to anti-DEI, anti-LGBTQ ideologues.	Love seeing the monthly artwork. Also, I hope you can continue bringing the Satellite books back to Immanuel Residences again. We are done with all the construction. It's great for those here that cannot get out to the library. I have used it and learned about new authors. Please, please contact XYZ to arrange to set it up again. We so enjoy it and appreciate it!
library is too woke/leftist/DEI-focused/LGBTQ and transgender-focused (43)	
Drop the "Land Acknowledgement" opinion from the news letter and public display (2)	
be neutral/non-political (20)	
Welcome inclusivity/library should have a broad role (29)	

Other agencies/collaboration	Access
Many of the items above are duplicated by other agencies in the community. A coordinated effort on these topics is more cost effective.(18)	access to the library for those do not desire to drive themselves there, and trying to to locate parking nearby.
Be more active in wellness programs involving Downers Grove various business	Facilities
All of the above sound good, but if it can be done through volunteers that would be preferable.	We have meeting facilities at city hall, local churches, school buildings. We don't need to pay for more meeting facilities at the library.
What to you mean by community and civic purposes? Culture and leisure? Maybe be more specific about these categories..."a safe gathering place for all" certainly! But, that would mean that you need to have security officers to ensure that those community members who are not behaving properly should be removed from the premises...and it seems to be an escalating issue at the library and in town.	The library needs larger rooms that have soundproofing. My Girl Scout Troop would like to meet at the library, but children are loud, and group rooms aren't big enough. Larger group working spaces that CHILDREN can use is a greatly missing from our library.
	Please put a passcode on kids tech, my kids ignore the feast of literature for the screens :(

Q7 Please rate the IMPORTANCE of the following library services.

Answered: 1,645 Skipped: 387



	MUST HAVE	NICE TO HAVE BUT NOT CRITICAL	DON'T NEED	DON'T KNOW/NO OPINION	TOTAL	WEIGHTED AVERAGE
Library website	92% 1,503	7% 109	1% 12	1% 9	1,633	1.91
Access to physical materials for browsing and checkout	89% 1,448	9% 143	1% 16	2% 27	1,634	1.88
Access to Wi-Fi	89% 240	9% 24	1% 4	1% 3	271	1.87
Assistance from library staff (readers advisory, reference, technology, job search, etc.)	87% 1,425	11% 176	1% 23	1% 13	1,637	1.85
Access to Wi-Fi	86% 1,408	11% 173	2% 35	1% 15	1,631	1.83
Children's programs (storytimes, STEM/STEAM and reading programs, crafts, movies, etc.)	85% 1,384	12% 194	2% 33	1% 23	1,634	1.82
Digital content (downloadable books, magazines, movies, etc.)	78% 1,271	19% 307	2% 33	1% 24	1,635	1.75
Services for Senior adults	74% 1,191	22% 355	3% 41	2% 31	1,618	1.70
Small group meeting spaces/study rooms (spaces to meet, learn, and collaborate)	72% 1,182	25% 402	2% 34	1% 20	1,638	1.69
Teen programs (book clubs, STEM/STEAM programs, crafts, movies, gaming, and social events, etc.)	72% 1,181	22% 364	4% 64	2% 32	1,641	1.65
Meeting rooms (places for groups to gather, learn, and collaborate and support larger events)	69% 1,128	27% 436	3% 49	1% 24	1,637	1.64
Adult programs (classes, author talks, crafts, technology training, movies, cultural events, health, career etc.)	61% 1,004	34% 553	3% 57	1% 20	1,634	1.55
Outreach to various organizations within the community (senior centers, schools, etc.)	56% 912	35% 573	6% 96	3% 50	1,631	1.46
Training on new technology, equipment, and software/apps	51% 826	43% 706	4% 60	2% 34	1,626	1.44
Local History & Genealogy collections	47% 764	45% 728	5% 86	3% 49	1,627	1.38
Technology access and loaning (iPads, laptops, etc.)	42% 688	47% 761	8% 138	3% 45	1,632	1.26
Technology for digital creativity and production (Photoshop, video cameras, green screens, etc.)	32% 527	56% 919	8% 125	4% 62	1,633	1.18
Creative spaces or maker labs	29% 472	52% 850	12% 191	7% 111	1,624	1.06
Access to area amenities (check out guest passes to area museums, parks, concerts, etc.)	26% 419	61% 992	11% 184	3% 43	1,638	1.03
Non-traditional items to checkout (Hotspots, musical instruments, STEM kits, tools, etc.)	24% 385	59% 971	13% 219	4% 58	1,633	0.97
24/7 access to library materials (in a vending kiosk, lockers for holds pickup, etc.)	21% 344	58% 945	18% 293	3% 52	1,634	0.85
Home delivery service	23% 379	51% 833	19% 304	7% 119	1,635	0.85

WHAT ARE WE MISSING? WHAT WOULD YOU LIKE TO SEE?

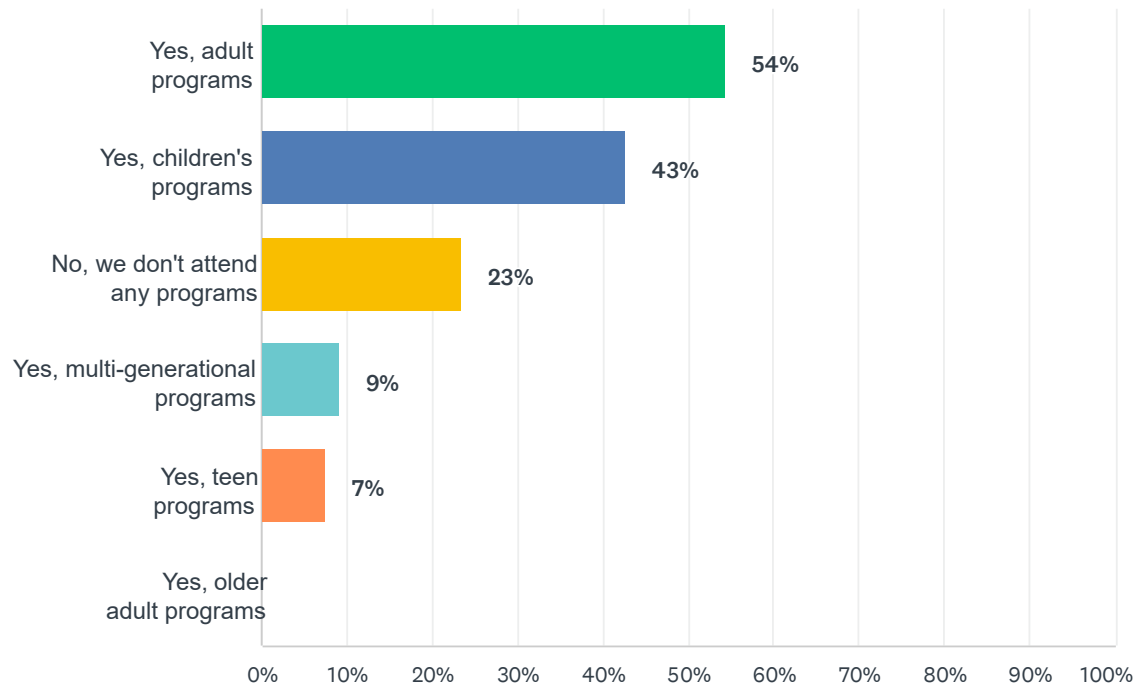
Collections-General	Other
Easy access to collections at other libraries such as COD, Morton Arboretum, other area libraries not in the current system. Just to be able to browse their "card catalogs" would be grand.	I think our library is well suited for the needs of our community as long as it continues to stay current in addressing the changing world of technology. It needs to meet the needs of the common user and not spend money on services that are experimental or will change before they are relevant to the community.
Accessible materials including large print, braille books/materials, audio books, closed captioning/interpreting, sensory friendly environments/activities, books/media and resources for audiences of those with differing needs and that support inclusion. I know the library has some of these things but would be nice to be listed here as a priority.(2)	Not sure what "Access to physical materials..." is. Let's just do our very best to keep DG library as up to date and relevant as possible. Libraries are not going away! They are evolving and even more central to our communities. It's a tax worthy of paying.
Expanded audiobook availability (4)	A stronger support from local government and community (2)
more ebooks to download to a Kindle (5)	Support of parental rights.
I also like to see the history of Downers Grove displayed wether through photos or artifacts.	How I'd service to seniors unique?
Access to Ancestry databases	More security and protection for library workers.
More video games (2)	DG library MUSI promote and encourage people to be law abiding, productive numbers of the society, instead of encoring young people to be hateful, racist people.!!!!
I would say access to digital content is critical but I understand the providers of this digital content put heavy restrictions on its use so I lowered it to nice to have. (2)	I am a reciprocal borrower
Books/information sources given a higher priority than technology	As you can see, I want it all! (3)
VHS to DVD	You should have explained the acronym 'STEAM' Even a google search does not explain this acronym on the 1st page of search results. I had to dive into a wikipedia article to find an explanation.
Online access to more collections of journals and periodicals. (2)	It's hard for me to evaluate some of the options, like home delivery - I don't need it but maybe there is a substantial population that does? Maybe the questions should be oriented more toward asking what services are important to *you*.
More games to check out. More audio books for kids. Books with dyslexic font.	list covered everything (10)
More database accessibility from home	A diverse board - with members who represent families who love and embrace everyone - with an awareness of what falls into sexualization of children. And what happened to the gentleman who spoke for our family on the board in knowing another member of the community could better represent the LGBTQIA community. Please give our children a role model they could identify with instead!
I'd like to see a broader selection of new books and books on the NYTimes list or other reputable book lists. To keep current with new literature coming out.(4)	Not sure/nothing (2)
Make hot reads a 3-week loan	
More diverse reading material reaching all religions politics too much of one sides view we need to see and research all sides	Love Library/Staff
Updated picture books about different types of families, including adoption (Family for Baby Bear, Wonderful You, Lambaroo, My Fairy Birthmother, etc.)	I think DG library is the best and I wouldn't change a thing. I'm so thankful for our library and it's workers. (11)
More books in Spanish and other languages.	To be honest, I can't think of anything. You all usually see the needs and fill them. (5)
A return of the classics to library shelves. Pro-America. Christian materials.	Library is key to our community at all ages
Review of the limitless check out. I feel books are not as readily available on the shelves. You have to research items and put holds on what you want. Browsing stacks is an enjoyable pursuit; unfortunately, I feel the selection is dispersed in the residences of DG	Love the kids room and everyone there, and especially appreciate how involved you
The Library should consider using the Beanstack app instead of READsquared for reading tracking for kids. The Westmont Public Library (and others) use Beanstack, which I find to be more user-friendly than READsquared.	Our DGPL is doing a great job keeping community members up to date with learning how to use technology. This is hard for many and the staff are sweet and encouraging, from what I hear from friends who have taken courses. Our DGPL is leading the way for other community libraries and I'm proud we have this resource here!
Better app for online books	Keep up the excellent customer service. This is what makes all people feel welcome and contributes to making our library a community gathering place for all. This is so important in our disconnected world. There are very few places for everyone together without paying any money.
Access to JSTOR.	You are not missing anything!! I am forever grateful that the library does all that it can to make sure that ALL residents have access to resources that they might have due to a variety of circumstances. Thank you for doing your best to ensure equal access to resources.
In the old days, the library allowed individuals to check out paintings. This would be a nice added features for the library.	I know how much work you do with the schools, thank you for that.
More support for children with dyslexia, especially Playaways- very limited selection and geared toward older kids. Educating about Playaways to local schools. I know digital audiobooks are available but we don't have a device for her to use and I don't want her using a phone/iPad as she listens.	More staff who are diverse and speak different languages
Marketing/Awareness	Technology
A much better website.	A pair of Mac computers in the computer area so we can get help here before checkout.
Better way to market all the services the library provides. Is there a simple at-a-glance one page document that bullet points all items? in completing this survey, u discovered quite a few services I had no idea existed. Exciting! How do you better market these? (2)	More technology.
I see I don't utilize the library to its fullest! It offers so much more than books.	Bigger multi media lab and loaner equipment, newer technology. Be the first to offer something (newer software releases, cameras, etc..)
Love the diversity of offerings. Would love to better understand what is over and under-utilized.	
Like that you are featuring info on community service organizations now each month.	
Promotion of the seed library.	Collections-Library of Things
I wish it were easier to find "recommended" reading. On the website, I find it difficult to locate public "Lists" of books, other than clicking on a list that a book appears in. I'm always trying to find books that might appeal to members of our household and wind up looking at reading lists on other websites.	I'd love to see a tool check out - everything from saw to blenders to cameras, etc. Expensive things you may not use very often but really NEED when you do! Tools; pasta makers; Kindles/technology items; sewing machines; embroidery machines; ukelele, baking pans; clothes iron; recorders; maker-y things;camping gear; lawn mowers; snow blowers; more streaming sticks (11)

Facilities	Library Services
More/better parking/larger parking lot (13)	Social groups/common interest groups - like the DnD group
More handicap parking on Curtiss	Use of computers for persons who need social services, job applications, or community resources.
Outdoor projector and screen, karaoke machine	Services and meeting rooms for LBGQTIA perhaps that is in the "Outreach to various organizations within the community".
It would be nice if the library had a more cozy feel to it.	Makerspace! (8)
a improved book sale area	What about a stand at the farmers market with Hot Reads and a kiosk to checkout?
a café/coffee shop (5)	Get more people aware of how easy and accessible the library/picking up a new book is.
New carpet	Quarterly new-to-the-community gathering and information session/updates/tours (5).
Maybe shrink the teen hangout section and put in more comfy seating for the general public (2 comfy seating)	Have lg rooms for rental. Use \$ to pay salaries the biggest expense.
stage/auditorium space for better performance production (2)	Would be good to have music recording capability in the library.
More bike racks please.	Have a once a month option to take professional headshots to help job seekers
It would be practical to have a "drive through" drop off window for books. It would be an extra bonus if that were also possible for picking up "hold" books. This would be a benefit in the winter and hot summer days for seniors, mom's with kids who don't have time to go into the library or anyone pressed for time. Would there be an option on the east side of the building where the driveway from the parking lot leads to Curtiss? (3)	Speech therapy services at the library
Increase lighting	wellness workbooks or initiatives/meditation room (2)
The library does not have the best setting/spaces to display the monthly art exhibits. At the north door, the fiber arts are exposed to dust and air movement due to the door opening often. Also, a fan/furnace blows air on the art pieces.	Easily accessible information on how to donate our time and skills within DGL (5)
Bookstore	Home delivery I have not found
It would be nice to have more reading areas- soft seating.	A full community-serving institution. It does not have to be the library, but what other institution is better-positioned? The idea of broad resources for all kinds of people is similar to universal education, but not for kids only. The internet and Google in some ways are serving this function, but a local source is also needed and DG could be a pioneer in this.
space in nature to enjoy with things the library can offer.	Services for Veterans
More desk and chair.	A kiosk of available social services flyers and brochures would be helpful, but not a social services employee. These questions seem redundant from the previous page.
Perhaps update some of the children's games/puzzles.	Car driving is a basic necessity in US. Will be nice to see some free or reasonably priced courses on Instruction permit tests and information on obtaining Driving License.
Areas for creative and messy art or group projects.	I think career services available to the community is such an awesome feature. What better place than the library to hone in on those skills to get your next big opportunity! That's investing in the success of Downers Grove!
Group meeting areas with sound proofing so that groups of children can meet.	Information and support regarding our local ecology. Libraries are uniquely suited as geographically specific hosts of information to support their community in one of the areas of life that is most uniquely tied to geography in this increasingly small world. Partnerships with extension offices and local supports, access to seeds, knowledge, tools, composting, woodchips, all manner of resources could be library enhanced.
Meeting room/study room access codes to secure items when you have to step out.	Social work (2)
Would love to see the Children's picture book section be laid out like Westmonts where it's by subject/theme, instead of author. Much easier to navigate (and create autonomy) for children-especially as the covers are facing forward instead of the spine.	more temporary displays like the Beatles that I went to. Maybe displays that are positive and fun rather than negative historical displays that some places do.
An outdoor reading space would be amazing	More certificate programs through databases, such as Coursera.
Larger table for the puzzle, 1000 piece is a good size. Maybe ask members if they would donate (or loan) puzzles to library (you may get to many). But IF you do ask, set limits to size, condition, picture, etc. Also, have one place and person in charge.	Access to mental health resources/ dental care resource/ support groups of all kinds (these may already be available and I am unaware)
I would love to see the tablets and computers in the children's section out of the main play area. It's distracts from the interest in books and the wonderful play area the is available.	Social Services fair, senior services fair, etc.
more space (spots) for certain kid programs (ie. nerf wars) or varius days/times Easy access (no stairs) on the North Side Entrance of the Building.	Honestly, has anyone addressed the lack of service to the south end of town? I use the Woodridge Public Library because it's five minutes away from me, and I can always find a parking space. It seems to me that there's a lot of emphasis on renovating the existing location, and no regard to the underserved farther away, like a branch.
Concerns	Those who cannot drive need links to transportation to downtown in order to have full access to library services
Any and all children's services needs to be reassessed for leadership (2)	Access to accountants, attorneys etc, volunteering to answer questions and provide assistance
Have the leader of children's classes a bit more knowledgeable and more patient with all children.	Broader multilingual resources; adult literacy and ESL programs/tutors;
More responsible parents	Safety for gays, lesbians, teens, homeless
Less drama	Homeschool classes/gatherings
The library is failing at the basic need of being a safe environment to bring your family. We've elected to bring our families to other surrounding town libraries until the safety situation is under control at the DG library.	Operations
Someone on your board who has a conservative viewpoint.	More automation would decrease the need for so much staff. That budget could shift to increased security and safety. Staff productivity should be tracked with patron interactions as a business would do.
Neutral point of view on cultural/political matters. Don't inflame / bludgeon with Drag queen, woke, CRT agendas. Let people find/ agree/ disagree on their own. Isn't there anywhere left where this stuff isn't pushed down our throats? (11)	Go back to real people answering the phone
Just stick to loaning out books. Why do we have schools if you want to teach everything ??	Longer weekend hours (2)
Leave outreach to other providers.Stay reading/learning focused.	A better system for scheduling notary assistance. Please post typical notary availability and allow online scheduling vs. the current email system. Takes too long to get (or find out there's no availability) an appointment.
I would like to see lower taxes and a smaller library staff. None of this is free. (2)	
You are missing TRUST----This Library leadership can't be trusted to keep their radical personal agendas out of the library.....and that can't be trusted with our tax dollars---see the insane spending way past estimates..without justification.(6)	
Do what you can but don't forget this is a library as well as a community center!	
I'm not sure how many teens "use" the current library services. I wouldn't want to deprive them of services if they are truly reaching a sufficient number of youth to justify the costs.	
Your librarians need to be identified as librarians that have been educated in library science. I get a person who has a job but no educational background to help me. I end up having to help the library staff because they are lazy & uneducated & uncreative. I was a librarian so I know what is possible if you care about your patrons. DG is a bad example of what the library can do.	

Programs/Events-General	Programs/Events-Youth/Families
Programs explaining new processes the library is adding or changing. Also I think the library is an extension of family, what can be learned in homes because not all families/homes are actively learning new ideas, ways of doing, etc.	More science based programs for preschool/early K. Children's programs that can be adaptable to multiple age ranges to accommodate for families with children in many ages. More interactive children's programs with exploration of civic topics (eg. meet a firefighter, policeman, mayor, teacher, etc.). Story time in the parks! More varied kids activities in the month of June (Pride month is important but not every activity needs to be focused on it when there are so many other things to do in June - gardening, water safety, etc)
Special needs programming (3).	More programs 4th-middle school
Music production classes.	More family evening activities/evening activities for school age kids (2)
More in person programs (3)	Additional children's summer activities.
Hybrid programs of in person and online activities (2)	Lego building times that are after school, but before 6pm.
Interesting programs for seniors please (2)	upper el ed longer and ongoing events where kids can interact with books they like, stem activities, or the arts. (2)
Book clubs (5)	I would love to see Spanish programs for little kids.
poetry/music/prose open mics	Actually teaching children who have been left behind, how to read.
Programs for learning a second language like Spanish.	Have activities to bring the kids/ families in the community come together. Organize community service events
I would like to see the library continue to try to have events that represent the A stand-alone Author Festival or in cooperation with Districts 58 & 99 like we had Better monitoring of comic give aways	things for preschoolers to engage
I also would like to practice/learn more cake decorating.	Discussion classes on the Constitution and government of the United States for teens and young adults.
More adult programs: arts; crafting (mending circle); author programs; pop culture mom support groups, physical yoga groups or activities in a rec room	I wish we offered more events in children's services beyond storytime. Other local libraries have children's cooking classes, art classes, music classes, tea parties, Easter egg hunts, etc. I know our library offers some of these things on occasion, but we do tend to find ourselves at Woodridge library for these events on a regular basis, even though we're DG residents. I would also love to see registration required for some of the "special events" story times, just to manage the crowds. We went to the Halloween storytime last year, and that room was packed so full, we could barely find a place to sit down and had to leave after a few minutes because it was so loud - we couldn't hear the storytellers.
Programming for adults 20-45? Maybe in the evening after work when people get off the train right on Main Street? (2)	Book club for younger ages (elementary school)
young adult services for the 18-25 demographic	More teen and tween services.
I'd like to see more programming that point out our similarities instead of our differences. For instance, instead of talking about this culture or that culture, sometimes we need to talk about the traditions that bind together all Americans and all Downers Grove residents. Of course, we are a melting pot of cultures and that's fantastic! But we need to talk about what makes us American or Illinoisans or DuPage County-ers or Downers Grovers. I think we'd come together with less divisions very quickly if we had organizations like our libraries leading the way. The cohesiveness, peace and harmony could be incredible!	Stronger literacy programs for young children
I would like to see more music concerts, though. Tickets are expensive, generally, for what COD or something in the City offers. Plus, access. Sometimes live music is not accessible and I would like to see maybe more of it at the library — or, a partnership with the schools to make that happen.	There is a lack of programming for kids in grades 2 - 6
a greater variety and number of programs. while perusing nearby community library websites, I find so many more programs and services offered than DG	Story Hour by author Kirk Cameron featuring the newly acquired book "As We Grow" to promote biblical teachings.
Bring back travel clubs	Weekend activities for young kids 1-4. Maybe Sunday morning hours for those tough to entertain on rainy days!
I'd like to see is DGPL foster some sort of cultural sharing program in which fellow residents/patrons share from their backgrounds so we all get a chance to meet our neighbors and learn about backgrounds other than our own. Maybe a seed or plant exchange, particularly with a focus on native species. Program on the importance of our remaining stands of native oaks — the GROVE in Downers Grove — and steps we can take to foster new oak seedlings as they emerge in our own yards. Critters plant them for us and we mow them down. Just a couple of crazy ideas!	I do feel that programs and services for the youth of the area is a critical function of the library.
Not "missing," but it would be ideal if you were able publicize your Spanish, Polish and Chinese holdings by creating book clubs that would seek to bring underserved members of our community.	Outreach /Partnerships/Collaboration
More in-person programs recorded for online viewing for those who cannot attend a particular talk/workshop.	more collaboration with pre schools, grade schools, and high schools to create programs to encourage more reading. field trips to senior living complexes and senior center and collaboration with those places to inform seniors of your classes and offerings in order to encourage them to learn and read.
More Black Culture Programming	I would emphasize the "outreach to various organizations" as I mention earlier where the library might work together with local groups and organizations that wish to create and organize their histories. Would make for a wonderful collaboration!
Dancing Programs	More information available at school locations.
Hosting Formal Balls	Home delivery service can be offered via partner organizations like Interfaith Community Partners, they currently work with other libraries in the area to provide this service.
Programs/Events-Technology	Satellite program for senior housing return to Immanuel Residences. We love it and look forward to it. I'm sure other senior residences love this program too and am most grateful for it.
The computer classroom instruction is good, but very basic. Maybe some more advanced seminars? Once again, online tutorials with LinkedIn Learning are so great! (3)	If it costs money, I don't think it is necessary to provide movies and entertainment. The community has many other outlets for these services.
I'm not sure if you have this, but there are knowledge gaps that the library can fill in the neighborhood with simple classes (either virtual or at the library in the rooms, or both), Don't get scammed (with role playing), a/k/a "You did not win the \$1000 Walmart Gift Card", and "You do not have to Zelle anyone \$500 right away" or text someone a number that starts with G-. Also, people (including me) need to get out of the house more. I work from home. I rarely leave and I miss people. The library is an opportunity for me to get out. I've actually been thinking of that more and more. See you soon!	
Help from computer staff	

Q8 Have you or anyone from your immediate family attended in-person or virtual programs at Downers Grove Public Library? (check ALL that apply)

Answered: 1,623 Skipped: 409



ANSWER CHOICES	RESPONSES	
Yes, adult programs	54%	884
Yes, children's programs	43%	691
No, we don't attend any programs. If no, why not?	23%	379
Yes, multi-generational programs	9%	148
Yes, teen programs	7%	121
Yes, older adult programs	0%	0
Total Respondents: 1,623		

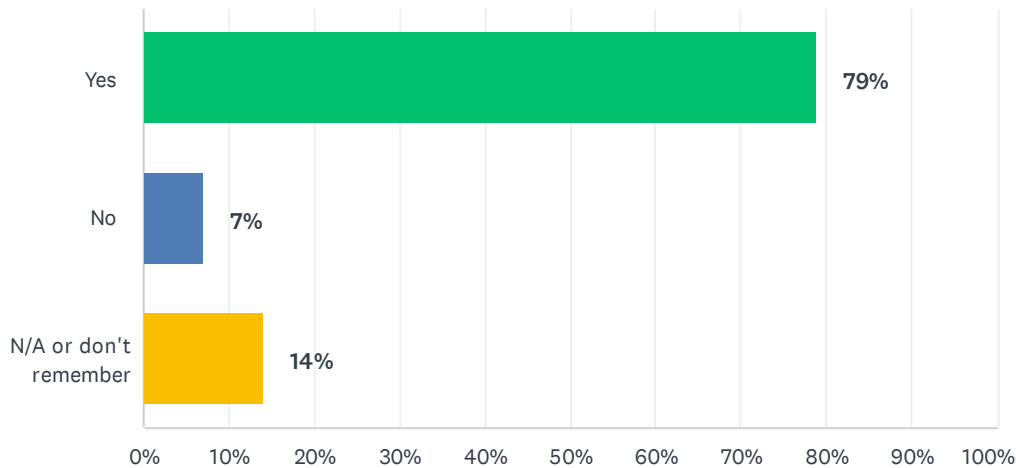
NO, WE DON'T ATTEND ANY PROGRAMS. IF NO, WHY NOT?

Scheduled Times	Too Busy
Most are offered at times I cannot attend/schedule conflicts. (42)	no time (31)
I might attend more if they were held in the morning.	I have been busy, but I want to. (3)
Busy working during the day when a lot of programs happen.(2)	I have a busy schedule and have not made this a priority
Need more evening programs	
We'd love to attend children's offerings on evenings and weekends but offerings are so limited and sign ups seem to required and that's challenging. (2)	Awareness
Event was cancelled	Never hear about them/didn't know/missed the advertisement/don't check schedules (31).
Need weekend programs	It seems they are only promoted in the library.
	Just recently began following what is offered

Content	Have Attended in Past/Currently attending
no need most subjects to "woke"	Loved the Native American healing ceremony!!!
No we don't trust your content (4)	We do kids a few times a year and they are great!
Haven't seen a program of interest (44)	I do enjoy the art exhibits
In the past we attended programming of all ages at DGPL. We currently visit libraries in other towns for their more conservative/traditional approach.	But when my kids were little yes we did.
I find some of the programs harmful. I also don't generally look to the library as a source for much of what it offers.	Attended a few years ago. (11)
Don't look to the library as the source of our needs; don't find the programs valuable. Some of the programs are wasteful.	Currently attending (2)
There is nothing the library should be providing and nothing you offer that we are interested in. (2)	
Don't like it	
Better things to do with my time.	
I would like to see more variety. Many other libraries offer so much more, and we attend theirs. I would like to see more variety in book clubs. (2)	
The technology classes were a waste. If you are presenting a topic you need to be able to answer to attendees questions. The presenter could not answer questions pertaining to the software being presented. What's with that?	
I would LOVE to attend more adult programs but they don't appeal to me. The kids' programs are soooo much more appealing. I wish there were more FUN crafty/learning adult classes.	
Other	No Kids/Kids Grown
N/A, no comment, no response, irrelevant (18)	No kids
I think I am "burned out" regarding virtual meetings/want more live programs (3)	Kids are grown (5)
Health issues prevented us from going.	
Homebound family member limits my participation in programs	
Elderly (2)	
It would be wonderful if programs were recorded	
don't think about it in my stage of life (2)	
with the pandemic, don't want to gather just yet. (5)	
Difficulty with zoom technology and my computer	
Can't control the people smells and behavior.	
You can find these types of programs outside of the library.	
We primarily just love reading and the accessibility to the wide array of books.	
Summer children's activities	
One that didn't work out disappointed	
Our kid isn't old enough yet but we plan to attend	
Rarely attend because it is hard to keep track of ones that might be of interest, and to commit ahead for ones that require registration	
One of possible interest was canceled due to threats.	
Not the strong suit of the Library.	
None really apply to my age group	
No. All virtual programs are viewed from home	
I have small children. They do better in person	
I have young children and I like that visiting the library is an unscheduled treat rather than one more thing we have on our crazy calendar.	
A few reasons. I do know that I was very interested in a learning crochet class i saw but it was for teens. I'm mid 60's!	
All the crafts my 10y daughter is interested in are only available for grades 7-10	
Both type programs are great. The virtual option is great for seniors or when weather is poor.	
I prefer to use another library	
Not Interested/Don't attend programs	Location/Transportation
No need (22)	Distance (5)
Not interested (29)	Travel out of state often
No	
New to Community	Don't Live Here
New to area (8)	No family members in Illinois
Just moved here. We will for sure in the future (3)	I live in Lombard. I appreciate the DG allows me to use their wonderful library for books, etc
	Don't live here (2)
No Reason	Accessibility
no reason (18)	We are seniors who are mostly homebound.
don't know/not sure (10)	Would like to attend some adult programs but would need child care (2)
	The desire is not great to travel to downtown and try to find parking (2)
	Parking is difficult; also can't drive at night when most adult programs are held.
	Not accessible for my kids
	transportation issues
	Tried but Full/Sign-up Required
	Daughter wanted to attend babysitting class, but it was full.
	The adult programs I've tried to register for were already filled.
	it can feel too intimidating to register for a program/difficulty with computer (2)
	Use Other Options
	We are blessed with so many other opportunities.
	We are heavily involved in a church community which provides a lot of social programming. Additionally, we come from a higher socioeconomic status, which I think already provides us access and means to learn about new technology or be connected to the arts. For example, I attended a private high school and was required to have an iPad for class. I think the importance of libraries is rooted in their role of making information and knowledge accessible to all! Therefore, I think that even though I personally do not utilize the programs at the library, I think they are an essential component of the work that is done there.
	We haven't and prior to Covid we did at Woodridge Library
	There are plenty of services and programs offered by other public entities, such
	Prefer independent learning
	I work at another area library and tend to use their services
	Concerns
	DGPL lost all credibility and respect when it chose to host a Drag Queen Bingo event.
	HOMELESS POPULATION TURN ME AWAY (2)
	I believe that the library is a place for books. A community center is a place for gatherings and programs. They are not the same.
	Library not trusted.
	We don't feel welcome at the library due to its continued issuance of political left-leaning ideology and rejection/censorship of conservative/traditional values (12)

Q9 Do times for programs generally meet your needs?

Answered: 1,223 Skipped: 809



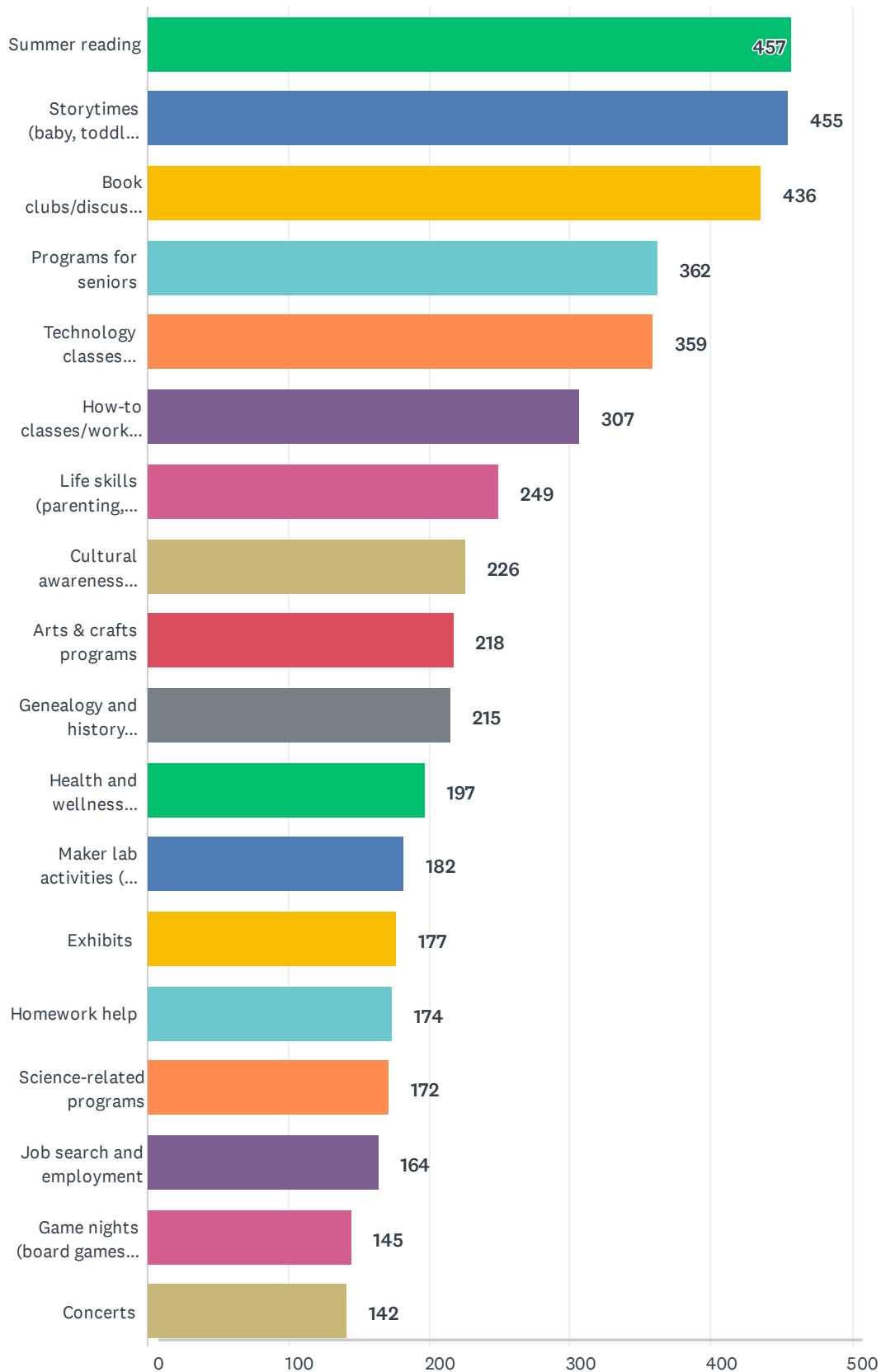
ANSWER CHOICES	RESPONSES	
Yes	79%	965
No	7%	85
N/A or don't remember	14%	173
TOTAL		1,223

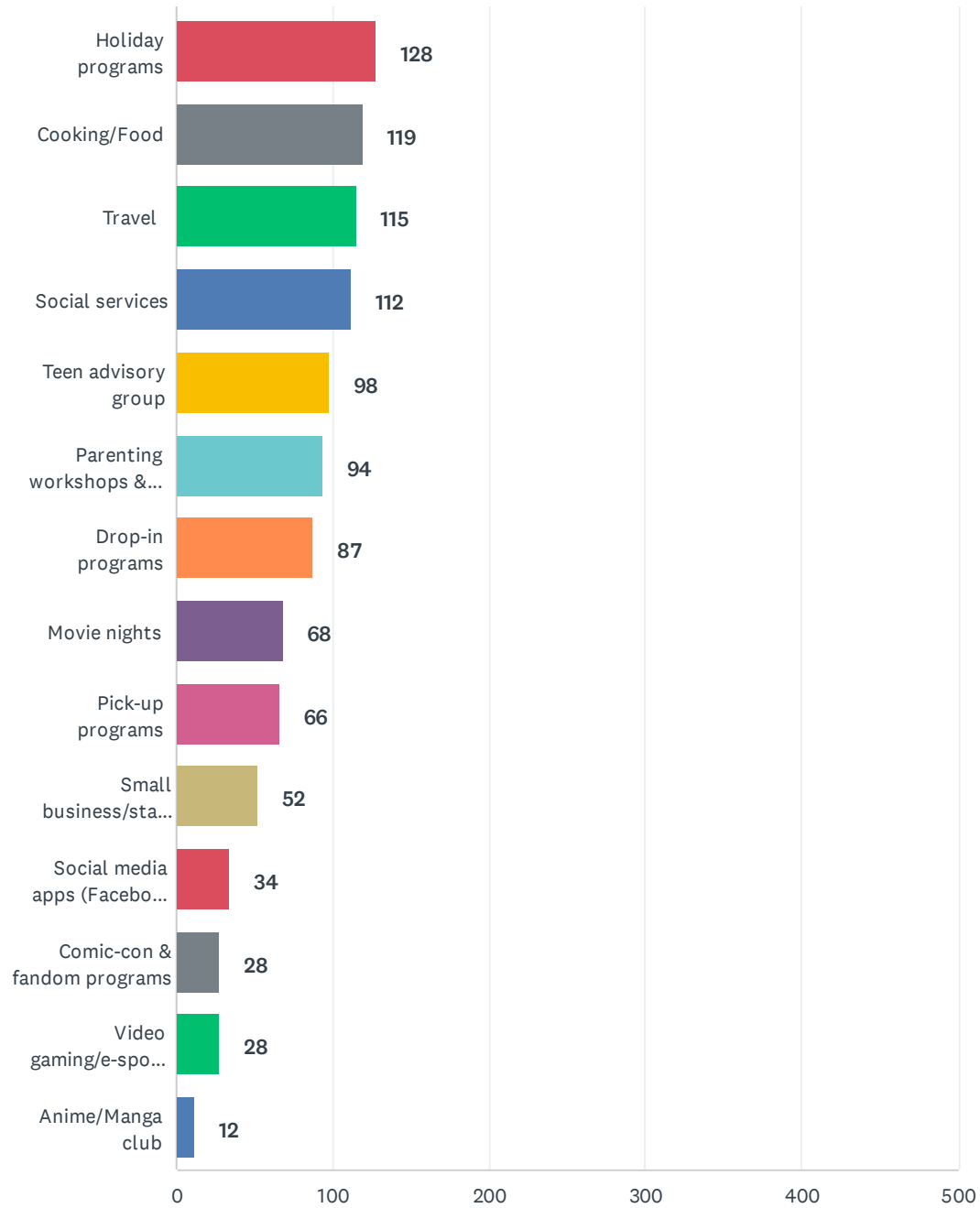
IF YOU ANSWERED NO, WHAT TIMES ARE BETTER FOR YOU?	
Evenings and Weekends evenings and weekends (8) Working parent of school-age kids, so nights and weekends are the only possible options (2)	Weekends Weekends (7) More children's programs on the weekends for working parents (4)
Evenings Evenings (19) Sometimes I wish a program could continue past 9pm Would be nice to have late afternoon/evening storytimes to accommodate for working parents who want to take their children.(2) 8 pm or later for virtual programs; recordings made and offered at any time Earlier in evening so finished by 7:30-8:00pm.	Mornings Mornings (3) They DID meet our needs but the toddler storytime just changed for the spring. It's now later and during naptime so we can't attend anymore. We LOVED attending weekly on Mondays at 9:30am (2) Earlier story time for toddler preschool
Daytime Daytime (11) afternoons (3) I'm retired and don't always feel comfortable going out at night. Particularly with more people on flex schedules/working from home, I wonder if we could have more adult programs during the daytime? Afternoon kids' programs (4) Weekday programs start too late specifically the lego activity Many programs meet our needs. But the late afternoon Children's programs don't fit our schedule as I work and try child is in an after school program (8) Many of the children events are during working hours. I like kids events to end before 6pm.	Program suggestions Day time computer programs Video attendance isn't the same as my attention wanders with video participation. More technology makerspace programs. More adult programming would be nice. Go Global is too rushed. We need another 15 minutes to complete projects. Do not decrease amount of information presented.

Other
I am too old to go out to programs!
some times work some don't no big deal (2)
Evenings are not good for the seniors among us.
I've only attended virtual events.
Baby story time was during nap time, couldn't attend until he dropped a nap and then was too old for baby story time (2)
Some day time activities are during working hours for adults who are not retired.
Makes them difficult or unable to attend (2)
Usually not weekdays, either working or getting kids ready for bed (2)
Maybe offer more programing on days off of school for families to attend.
We are at a busy stage in our lives between work, school, and kids' activity schedules. There aren't many convenient times for us currently. It's not you, it's me. 😊 (3)
We haven't been to one for a long time but I would like to get back into the library programs with my teen and preteen boys.
I work from home, so I can make myself available whenever.
My schedule changes quarterly so what is good one quarter isn't good in another/variable schedule/work multiple jobs (3)
It would be great for adult programs to be offered at earlier times with child care (and advertise that upfront!)
Sometimes the program content is less instructive than advertised. The annual program on taxes falls into this category.
Weekend hours should be longer
One item to note, it would be nice to see more parent/tot class options for working parents.
virtual recordings would be great (3)
Parking and traffic keep me from attending

Q10 What types of programs would you like to see at this library? Please check your top five (5).

Answered: 1,214 Skipped: 818





ANSWER CHOICES	RESPONSES	
Summer reading	38%	457
Storytimes (baby, toddler, pre-school, world language)	37%	455
Book clubs/discussions, author programs	36%	436
Programs for seniors	30%	362
Technology classes (computers, how-to for iPads, smartphones, tablets, e-readers, etc.)	30%	359
How-to classes/workshops (play guitar, gardening, make or fix things, etc.)	25%	307
Life skills (parenting, financial literacy, adulting, etc.)	21%	249
Cultural awareness programs	19%	226
Arts & crafts programs	18%	218
Genealogy and history programs	18%	215
Health and wellness (fitness, self-defense, mindfulness, healthy eating, etc.)	16%	197
Maker lab activities (3D printing, sewing, robotics, coding, etc.)	15%	182
Exhibits	15%	177
Homework help	14%	174
Science-related programs	14%	172
Job search and employment	14%	164
Game nights (board games, trivia, etc.)	12%	145
Concerts	12%	142
Holiday programs	11%	128
Cooking/Food	10%	119
Travel	9%	115
Social services	9%	112
Teen advisory group	8%	98
Parenting workshops & programs	8%	94
Drop-in programs	7%	87
Movie nights	6%	68
Pick-up programs	5%	66
Small business/startups/entrepreneurship	4%	52
Social media apps (Facebook, Instagram, Twitter, etc.)	3%	34
Comic-con & fandom programs	2%	28
Video gaming/e-sports/e-tournaments	2%	28
Anime/Manga club	1%	12
Total Respondents: 1,214		

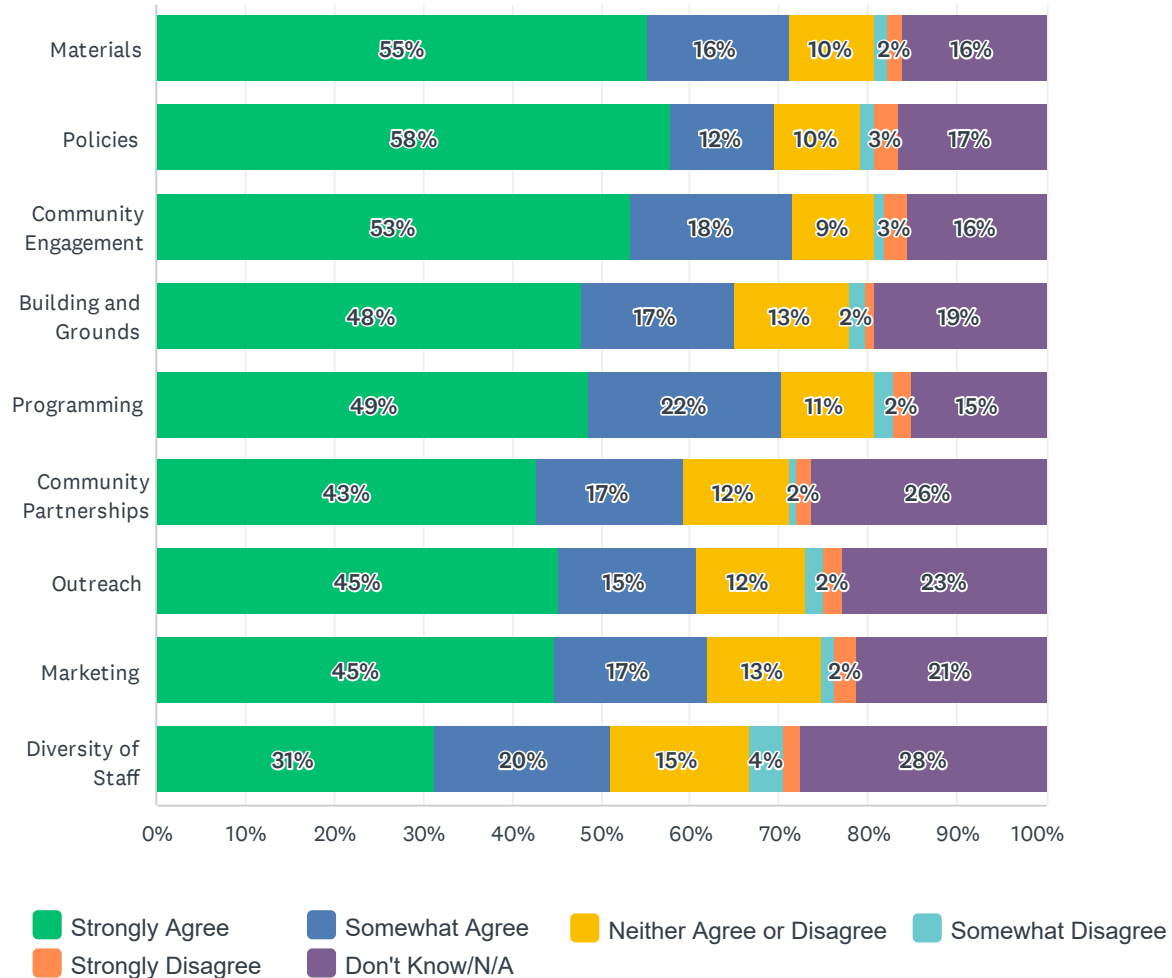
OTHER (PLEASE SHARE SPECIFIC EXAMPLES HERE)

Other	All of the above/difficult to choose only 5
You are doing great	A nice variety of all the above (7)
This is a great list. More than the library can probably accommodate. The services/opportunities listed are needed. It would be nice if the library compiled a list of where these types of activities can be accessed, if the library feels it is out of their domain.	Difficult to choose only 5 (15)
Bingo (2)	Concerns
Cultural awareness programs are potentially too controversial and could well damage public opinion of the library. Be careful.	NOT NECESSARY
all this made harder with Covid even tho it's over - not for seniors it's not!	NOT DRAG QUEEN BINGO (2)
Our adult son lives with us and enjoys Comic-Con. My husband and I drove with him to Wheaton Fairgrounds to attend a ComicCon event this month and it was fun for all ages. A small-ish event compared to the similar events at larger events held in Rosemont.	I'm leary of the cultural awareness programs only because there is a Board member who might try to tip the balance toward what he believes is comfortable and not necessarily because it's equitable or because he refuses to see the whole of our community. He is only one person, I know. But I've seen, too, how his presence modulates the key, if you will. And I'm less likely to attend a program that's watered down or half-asked because it keeps the peace.
I have loved your one person actors impersonating famous persons (2)	We don't want programs if the library is going to slant the content with Woke mythology. If that is the case, stick to doing your primary purpose, providing reading
I loved the Big Read program (several years ago). I enjoyed learning a topic through different activities, speakers, and different libraries.	Christian not lgbtq in my children's or teens or young adults Faces!!!!!!!!!!!!!!
Foreign Language classes or tutors for seniors	DGPL should not provide social services. Comic-con and fandom programs are not desirable. Stick to traditional programming as the core priority. Other of these programs are ok, but not at any cost to the library. No expansion of budget.
Diversity and minority instructional programs. Like the head wrap from Africa was awesome/American Indian cultural awareness (2)	Arts and Crafts/Art
Programs that promote thinking and discussion like your great decisions series are very important (2)	Arts and crafts for adults (3)
What about programs that link kids and seniors? I do not have grandkids, nor family near by, But I'd be happy to be with kids for a program. I can read to them!, Make Travel, cooking/food would presumably revolve around books and authors.	Sewing.
Travel, cooking/food would presumably revolve around books and authors.	More art related programs
Local, national and international affairs	Liked that you offered craft and supply pick up day one weekend. Would like to see that quarterly. Great way to recycle supplies.
Mindfulness/meditation	More weekend art (3)
Annual open house, nonprofit fair/expo	Literacy focused/writing
I am realizing that there are many services here at the library that I am not using that I should be! (2)	Programs should be literacy focused.
Comic-con and fandom should include Manga/Anime club.	book clubs
Holiday programs should be multi-faith.	Outreach to the youngest members of our community is critical to reinforce the importance of lifetime reading skills. The 1,000 books before kindergarten program aids in preparing children for beginning their school careers. A robust kids department works towards this end. Similarly, services geared towards older adults who are unable to visit the library in-person any longer is also paramount.
DEI pgprograms	Satellite Stacks collections and bags of library materials hand-delivered are crucial outreaches to this population of users.
Great that the library has social workers. They should be here more and the service should be promoted.	Any program that promotes love of reading or how to read better, like speed reading.
Not interested in programs/not attending	creative writing workshop
I am just not interested much in the programs. I really use the library to check out books or other reading materials. It was a draw for my kids when they were little, and the child programs, Lego building was nice, but currently I only have utilized the virtual library author programs. I thought those were a great addition. As I just don't have time to actually attend these in person with work etc...	Book sales
Not going out to programs	Music
Not interested in programs (2)	Concerts
Makerspace	Kids concerts
Maker activities	Special Needs
STEM/STEAM	Storytimes using (or programs teaching) ASL.
Need more lego programs	Accessible/inclusive programs for children and adults with physical disabilities (2)
Outdoorsy stuff	Adult autism, Parenting a child with ADHD, Culture celebrations to learn more about our growing diverse neighbors, Community needs or the changing need of our community discussions (like with dupage health department, impact dupage, dupage federation, and dupage foundation data). Accessibility and access challenge discussions.
Illinois storm chaser demos	Deaf/ASL meet ups
Outdoorsy stuff, gardening, nature, habitats, ecology, sustainability, that kinda stuff. program about proper tree care?	Financial/Taxes/retirement planning/life skills
Movies in the park hosted by the library with local vendors would be really cool.	As an older adult like your financial talks, taxes, retirement, etc
Maybe a tree club, or a bird club.	I really wanted to include life skills for the library, as I think there's a gap there, where learners need an avenue to engage.
Ecology presentations, like the coral reef movie; would like to see how effective is our local recycling, PFAS in water, type programs	I think a parenting meet up or classes for parent education would be wonderful
Environmental information	Would love to see a babysitting course for teens/pre-teens that includes a CPR class.
Continued programs to raise awareness of solar/energy efficiency/clean energy opportunities for home and work	Public safety

Technology	LGBTQ
Computer classes	Drag Queen bingo (2)
AI prompts learning, AI assisted art, using AI/ChatGPT to be more efficient at work, AI assisted book creating, AI to increase accessibility, AI to help small businesses or non-profits work smarter/compete with businesses with more staff, ethics/rules and cautions of using AI... AI assisted creating is it's such a hot topic right now!	I want to also state that I feel strongly that LGBTQ events, especially for teens, are essential and commend your efforts in this area.
Research databases. (I am an independent scholar and a retired librarian) I would like to have access to	LGBTQ+ meet ups
these research databases (at a minimum) Webster's Unabridged Dictionary, Oxford English Dictionary, Encyclopaedia Britannica, Loeb Classical Library, Oxford Reference Online, Murtry Library (online	Any activity related to supporting young LGBTQ community members
Indian literature).	Education/support
Online Learning.	Homework help/tutoring (2)
Apple help workshops/new software instruction and usage (2)	Government and Constitution of the United States for youth (2)
Class on changing from cable to streaming.	College prep
	Homeschool classes/gatherings
	Programs geared to education - not entertainment. Let other organizations provide entertainment.
Duplicative of other agencies/need for collaboration	
I was trying to be judicious in my selections, because most of these possibilities sound good to me. However, I think some of them are already are or should be addressed by other local entities such as the Park District or the school systems.	
Stop being health and human services. They already exist.	
In general, though, I think of the park district for health, wellness, music and art programs.	
Again, most of these are duplicative of services available elsewhere in schools, government programs, or private social services. No need to duplicate or compete with those.	
Volunteer opportunities forum with giving DuPage.	
Programs such as for seniors and others too should be coordinated with area groups not to duplicate. The library could host others programs rather than have to create and staff everything.	

Q11 For each of the following aspects of the Downers Grove Public Library, please indicate whether you feel they are addressing equity, diversity, and inclusion.

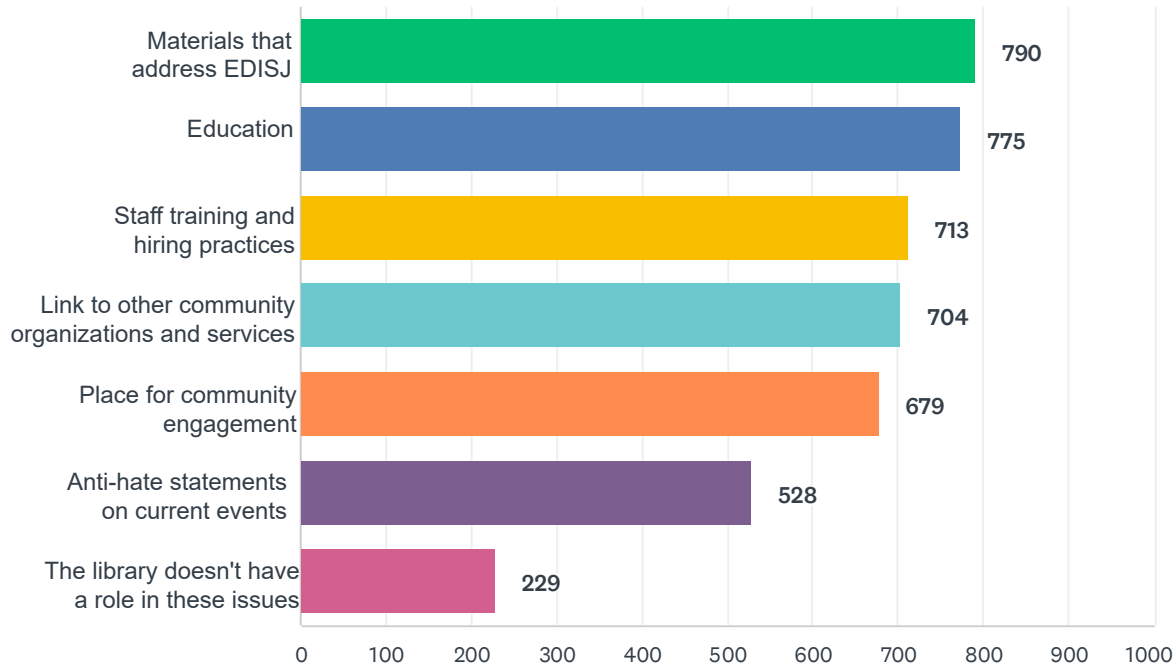
Answered: 1,189 Skipped: 843



	STRONGLY AGREE	SOMEWHAT AGREE	NEITHER AGREE NOR DISAGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE	DON'T KNOW/NO OPINION	TOTAL	WEIGHTED AVERAGE
Materials	55% 653	16% 190	10% 113	1% 17	2% 19	16% 192	1,184	1.45
Policies	58% 685	12% 138	10% 116	2% 18	3% 32	17% 196	1,185	1.44
Community Engagement	53% 631	18% 217	9% 108	1% 13	3% 30	16% 185	1,184	1.41
Building and Grounds	48% 566	17% 205	13% 151	2% 22	1% 12	19% 228	1,184	1.35
Programming	49% 575	22% 255	11% 125	2% 22	2% 26	15% 178	1,181	1.33
Community Partnerships	43% 504	17% 196	12% 142	1% 9	2% 20	26% 311	1,182	1.33
Outreach	45% 534	15% 183	12% 145	2% 25	2% 23	23% 271	1,181	1.30
Marketing	45% 528	17% 204	13% 152	1% 17	2% 28	21% 251	1,180	1.28
Diversity of Staff	31% 370	20% 237	15% 183	4% 47	2% 21	28% 327	1,185	1.03

Q12 How should this library support equity, diversity, and inclusion? (check ALL that apply)

Answered: 1,188 Skipped: 844



ANSWER CHOICES	RESPONSES	
Materials that address equity, diversity, inclusion, and social justice	66%	790
Education (programs, speakers, distribution of information)	65%	775
Staff training and hiring practices	60%	713
Link to other community organizations and services	59%	704
Place for community engagement	57%	679
Anti-hate statements on current events	44%	528
The library doesn't have a role in these issues	19%	229
Total Respondents: 1,188		

Q13 What do you think the Downers Grove Public Library could be doing to better address equity, diversity, and inclusion?

Answered: 441 Skipped: 1,591

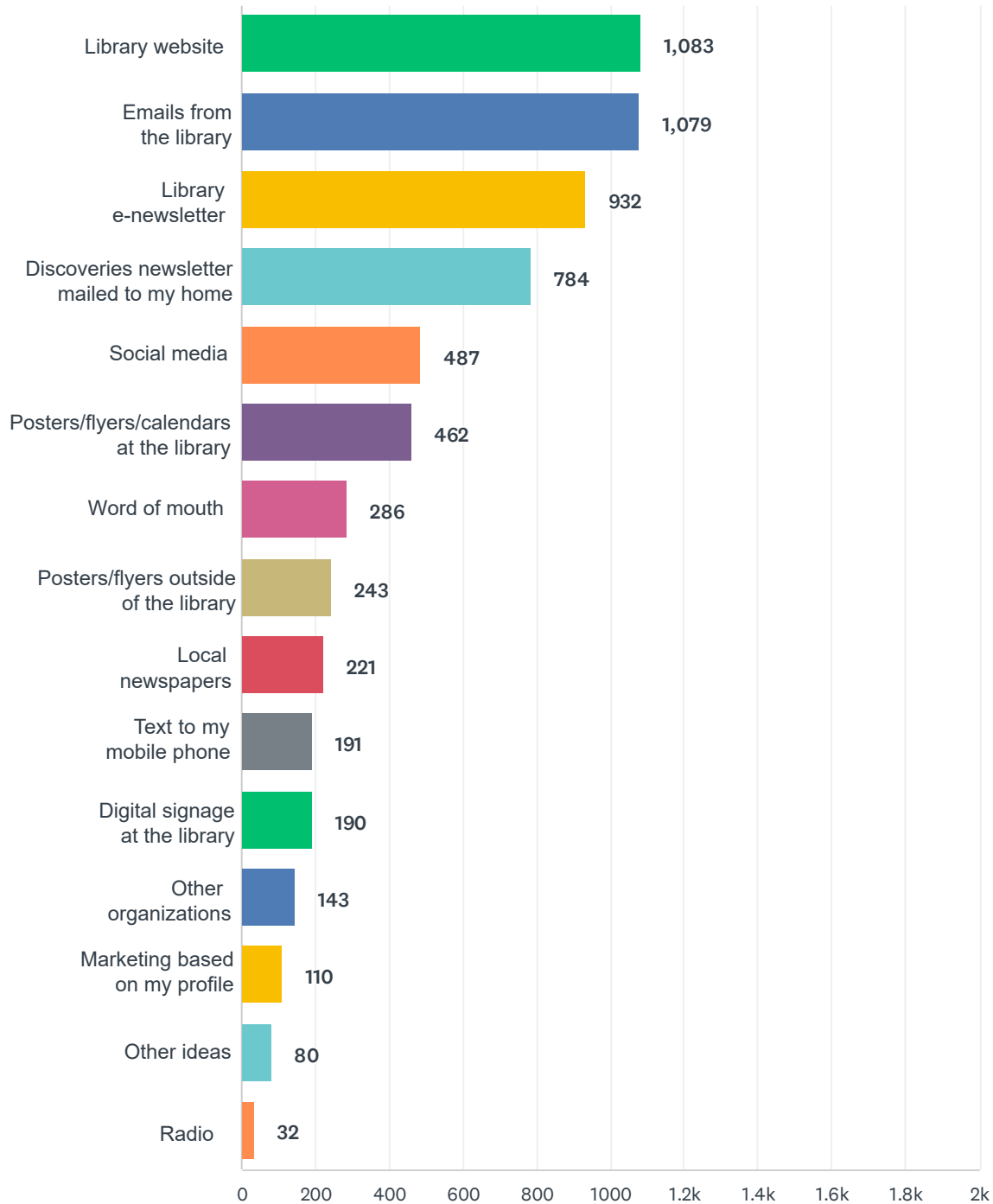
Other	Other
Right now our world 🌍 is upside down. People are angry at everything. Schools need to address these issues. Librarians can help educate people/parents etc. (2)	Inclusion - I was recently in an infant story time and an older woman walked in with a young girl who was around 17 months and walking. The class wasn't full, but because the girl was a walker, they were asked to leave. It takes a lot of effort to pack up a car and all the necessities needed for an infant to get them anywhere. I feel like this should have been a situation that could have been handled differently. I understand there need to be rules, but maybe a "ok, you're welcome today but just so you know for the future this is a class for non-walkers but we have these other classes for toddlers/preschool on other days." Especially when there wasn't another program for her and the litter girl to go to at the same time, they just had to leave.
You're doing the best you can with all of the risks that come with it! Please make sure you're listening to those affected on how they want to engage the community	It seems as if the DG library has been trying to reach out and and inform on this. Sometimes it feels a bit forced or preaching to the choir. As in, most people interested in furthering this are already on board. Those that are not, won't be joining in book discussions or presentations; not interesting in learning about it. However based upon the past year, there has been a lot of public focus but I still wonder if its moving people to be more open.
I think Library should be mostly a quite place - so community activites and engagements works against the concept of a quite learning space. Just sayin-Making *pages* (of knowledge) available to the public is what the library should be about ... Library is less about getting the public on to the same page. All of us library card holders needs to be respectful of all individuals, sharing the library space.	As long as in the name of diversity children are not exposed to inappropriate sexual content, then the sky's the limit on cultivating a climate of inclusion.
Keep trying! Vote Democratic!	Put out Christian views And be sure Parents can Parent their children--Not the library!
I really don't know how to answer this question because it seems as though the more traditional views that people hold are not valued and are being held in disdain, so that equity, diversity and inclusion has been stood on it's head (3)	Recognize that LGBT etc. is not the only group that needs inclusion.
Again, I would emphasize "place for community engagement, especially when addressing history of local institutions and organizations -- something I've mentioned several times.	I did not realize we had an issue here or is the library staff attempting to create one or more.
I think the library is already addressing all these. I think over catering to one group sometimes alienates others (3)	Just be a good citizen.
I think if more organizations would spend their time "walking the walk" on equity, diversity, and inclusion and less time chest thumping our society might start making progress in these areas (4)	The library should be open and welcoming to all people.The extent that an individual wants to be involved is their own responsibility.
Where safe and possible, reach all individuals regardless of their race, creed, religion, gender. Continuing being public, upfront on values and respect (11)	Anti-hate statements are rather superfluous and banal - who is going to issue a pro-hate statement?? There are many vices. Is this library going to issue anti-rage statements? anti-rape statements? anti-murder statements? anti-greed statements? MANY people see such a statement by the library (or other entities) as way of saying "See how au courant and progressive I am!" Being anti-hate is BASELINE. If you're an adult (and everyone working at DGPL is), you should have learned that hate is bad in Kindergarten.
All suburbs (for me) in the Chicagoland area, and I include D.G., seem to lack a clear sense of community. I don't feel a part of anything positive that is or may be going on.	Not entirely sure what you mean by "equity", "diversity" and "inclusion". It seems to me that these terms can have a wide range of interpretation.
DEI work is important, but I feel like the DGPL came on a little strong in their approach, which alienated a chunk of the community and created more division. I would have supported a more understated rollout of DEI initiatives; as the adage goes, "show don't tell." (2)	
Should respect families at first.	
The library seems very progressive for a publicly funded institution	
I am a reciprocal borrower	
Couldn't everyone?	
Calmly	Collections
If I could answer this question, I could solve many of the world's problems.	the kids books and picture books could have more stories including: american-desi,
I attempted to address this earlier a few pages ago. Simply sharing the facts of history but not judging people for their race, color, or creed's past. Thus it is important to address DEI and use it, DEI should not be politically motivated. It shouldn't make you think a certain way but rather shed a light on truth and truths unknown or unseen, letting the citizen choose what they take away from it. Thanks again for the ramble.	I love the work that has been done by the library for HITMPGs. I wish there were more children's story books about these historically marginalized groups. I'm not sure that many exist, or if they are within the library's collection and I am just not sure about them. I appreciate the book lists that you make available on the shelves in the children's area.
No matter how hard you try you will never achieve these goals. When attempting to achieve them, you take away from other groups and don't move to your utopian goal.	Have a well-balanced set of materials that include a variety of perspectives. Are you dedicating equal shelf space and programs to the perspectives held by Thomas Sowell and Jason L. Riley compared with progressive authors? It does not appear so (4)
The concepts of diversity, equity and inclusion have gained in popularity in recent years among many including university administrations and corporate HR departments. To those who believe no individual is intrinsically more valuable than any other, this trend is troubling. While inclusion is a good thing, valuing diversity and equity with regard to immutable characteristics is unethical. Naturally occurring diversity and equity are indications—though not proof—of a tolerant and inclusive society. A lack of diversity and equity may indicate bias. However, active pursuit of these ideals requires disregarding the basic, universalist ethics that civil rights leaders fought and died to achieve for everyone.	More collection diversity (3)
Treat everyone the same (4)	Neurodiverse kids may not feel welcome at a library if the focus is on reading rather than learning through other means. More audio books and books with dyslexic font.
Focus on groups that are actually present in the community locally and not on national issues that amount to empty virtue signaling	I once went to the genealogy section years ago and found that it only had local families. That was disappointing. It would be great to look at each collection and see how to expand them to be more inclusive (that might not apply anymore because this might already be done)
There are many things that do NOT address equity, diversity and inclusion. These topics are feared. Our children do not see the differences but the program curriculum does. Our children want to enjoy each others company, learn from one and other, and approach learning together	Just keep the building full of interesting print and audio/visual materials on a variety of topics. A greater variety of books should also be available electronically thru Hoopla.
	Doing a good job/thank you/keep it up
	Doing a great job (107)
	I think the library administration is well aware of the need for DEI and I support that commitment. I'm not sure that public statements—while certainly appropriate—are as effective as they might be because some in the community just aren't receptive to this.
Be neutral/Not your role	
stay out of politics/not your role/no drag queens/no EDI (108)	

Programming	Staff/Board
Exhibits, events focused on certain cultures or practices/wider range of ethnicities/HITMPGs/American Indians (10)	Have all employees and board members complete DE&I training. This is common and the minimum amount of engagement typical of large corporations (2)
Have speakers that are normally not thought of as pro-EDI speak on it. Business CEOs,	Get a full Board that is anti-racist, anti-sexist, culturally competent /representative of all (neurodiverse/moms/different abilities. (5)
Invite people with opposing points of view	This section seems odd Has the DGPL been discriminating against some group in the last 10 years?? It seems to me that if the DGPL does their job, and does it well (i.e., providing easy access to a wide variety of quality books and other "informational assets") there should be no problem with respect to 'DEI'. Another way to look at this is, if the leadership of DGPL is truly concerned about DEI, perhaps they should resign in favor of some (qualified of course) People Of Color.
They need to provide programs that appeal to ALL political, religious, gender leanings. This means providing programs that appeal to the right as much as the left keeping in mind that they are hosted in a community building with children.	Good training and education for staff. To include education on how to deal with people who come in who are homeless or disabled in any way.
Polarizing topics should be thoroughly explained the intent in the advertisement so as to provide clear communication to minimize conflict (3)	Hire a racially, ethically diverse staff (19)
Reach out to non-white communities and to persons with disabilities with programs, resources, and their families.	Have more requirements for those appointed to the library board
provide classes on staff training and hiring practices for area businesses/organizations, not just internal library staff (2)	Both Board Members and employees need to stand together to maintain and advance the values and mission of the library. I think our library is doing an excellent job despite the few, but vocal, obstructionists.
The community would benefit from more programming that talked about the impacts of DEI, as well as what DEI does not impact. there's a lot of misinformation, and people believe that the existence of diverse programming takes a piece of the pie away from them.	Remove William Nienburg from the library board (4)
Try to consider the demographics and culture of the community. Also, don't get swept up in fads that around grounded in research. Putting out half baked programming does more to undermine diversity and inclusion than it does to support it.	Partnering with organizations and/or municipal departments to host programs and discussion panels on various topics. For example, at times, the issues brought to the DGPL board meetings are ones that the library can not resolve on their own. So inviting a panel of local experts who do have the ability to impact change (like DG police department, for example), will direct concerns and questions to the right people. Also, it can help educate the audience. For example, when there is criticism about programming, host a panel of individuals who can explain why the program/service is needed.
Partner with community/social service groups but not as the "lead"; Library to operate more in a "support" role for the community groups that have a specific mission in these areas (2)	Hire a black Director..or should the staff reflect the DG community. Which is it?
Bring in more speakers/presenters of color and other marginalized groups (LGBTQ+) to help facilitate conversations within the community (2)	I know this isn't really possible, but I wish there could be some kind of vetting for board meeting comments. Even if just to limit or state whether a person is a patron or not. I also think it is of utmost importance that all board members support the library's goals, wholeheartedly. It should also be a requirement that they are library users, which would make them both knowledgeable and have personal concern about the library.
Have cooking events centered or culinary foods if different regions with recipes.	The make-up of the staff should reflect the make-up of the community.
Have programming fully inclusive and diverse (3)	DO WHAT IS BEST FOR THE COMMUNITY BY HIRING THE MOST QUALIFIED PERSON...regardless of their race, religion or sexual orientation.
I think there are times of the year when various faiths all tend to have a celebration (spring, December) and having a discussion of those holidays and representatives of those faiths discuss their celebrations and beliefs might help take the wind out of the sails of the people yelling about "wokeness" or whatever they're going on about. Plus we can all benefit from learning about things that bring other people, and ourselves, joy and celebration	Keep standing up for what's important
Supporting youth programs to educate and illuminate issues - and supporting those through teen and young adult phases.	Stronger stance against hate groups (32)
Show movies in which these items are a central theme in the movie. Book discussions on these topics. Speakers on these topics who would talk about sexual orientation, transgender,etc.	By backing down on the Drag show haters, they (the haters) got what they wanted and prevented others from accessing the event (21)
That's a tough one. Are there libraries, groups or individuals who have been successful using researched methods in educating towns in equity, diversity and inclusion? If so maybe the library could access these individuals.	Not allow stuck up, religious, suburban grandmas to determine what programs are created and who speaks at events. If people don't like a topic, then they don't have to attend.
Providing a place for community engagement and education about EDI is the first step towards a more just culture for all people (2)	I think the library is doing an adequate job regarding the described, however I am not knowledgeable enough regarding the library's actions to have a strong opinion on the quality of work. I will say that as a neurodivergent person that belongs to the LGBT+ community; diversity, equity, and inclusion are important qualities to me.
More for nuerodiverse people	Appears you are trying to promoting an agenda of active social change. The library can provide equitable services to a diverse community with the inclusion of a broad based staffing policy. It should attempt to assume a role of social activism!
You can sponsor speakers on a variety of topics for those who are interested. That's it!	Not sure/No comment/No response/Can't speak to this
Bringing in experts that tie in programs with current events and better teach people facts/collaborate with govt/educational/community orgs (2)	Unsure (8)
More for seniors	No comment (2)
Educating other kids about disabilities via signs or topics like: how are we the same or we are different yet so similar; we're a community; be curious, it's okay to ask.	No response
Non-DEI programming/services	Can't think of anything now (2)
Positioning external mental health resources as 24/7 amenities rather than exclusively responsive to a specific current event or event.	Don't feel able to speak to this. I know there are staff workshops on this, and the materials purchased address the areas,
Have areas for messy work and groups of children to work. Children are messy and loud. Have rooms that are sound proofed so that children can be children AND meet at the library.	Services
It would be nice to have a drive up book drop.	Not sure the extent of services for those with disabilities but make sure those who are sight, hearing and physically impaired can access materials and services offered by the DGPL.
Also, with poor parking and steep steps, people with disabilities and the elderly find it difficult to navigate your building. I tend to use Westmont, despite their lesser collection, because the children are upstairs and the adult collections are on the main floor. Their steps are far easier to navigate, and parking is easy.2)	
Partner with local parent groups (grit) to share author or expert talks – Glenbard Parent Series gets great speakers, too!	
Promote reading. The act of reading forms habits that are liberating, and this includes the development of communication skills.	

Marketing/Awareness/Outreach
Perhaps promoting truthful books, movies, media, technology, science.
Socialize and advertise what you are doing in this space currently and what your goals are for the future. (2)
More statements around why it is the library's role to make these statements. I've appreciated seeing the library lead on these issues, and I tend to be someone who is more civically engaged than most, and am also someone who has worked in the nonprofit sector and can understand the role the library has historically played in social justice. But I think for the average person, it would be helpful to have more community conversations
Continue outreach to underserved members of our community to encourage and welcome their participation.
understanding better the needs of diverse groups in Downers Grove
I am thankful you are recognizing the importance of equity, diversity, and inclusion.
Provide a weekly list of banned books, materials for African American history and current culture materials and programs.
Shorter, more concise statements on equity and inclusion where appropriate. The latest email on violence and mental health was lovely to see and a great reminder for many individuals in our community; However, the email itself was too lengthy (multiple paragraphs is poor email practice), too expansive in its actual message, and had far too many links - including many facts that didn't need to be cited. Individuals are more likely to engage with social and digital content when it's crisper in language and has a clearer message.
I did not care for marketing materials that showed raised fists. Inappropriate for a public library.
I think the library is at the stage where it's being intentional and looking at accessibility and equity issues. I think the next step for the library in this area is providing visual notices around the library about the DEI practices and beliefs. I'm not aware of a public statement on any of the walls about all being welcoming, noticed in different languages or about staff members that are bilingual. I also don't recall seeing anything about ways to anonymously report instances of discrimination and justice, harm or accessibility issues either in person or in digital form (like in the newsletter anything).
Feature more books by marginalized authors in your newsletter.
Consider making it easy to read your website in other languages. For example, the Chicago Public Library website supports 4 languages (English, Spanish, Polish, Mandarin), although you have to scroll to the bottom of the homepage to get to it. As another example, The Seattle Public Library website has "Language" at the top-right of its homepage and makes it very clear and easy to navigate the site in another supported language.
Educational displays that support/inform about DEIB

Q14 Please mark your preferred methods of finding out about library news and events. (check ALL that apply)

Answered: 1,557 Skipped: 475



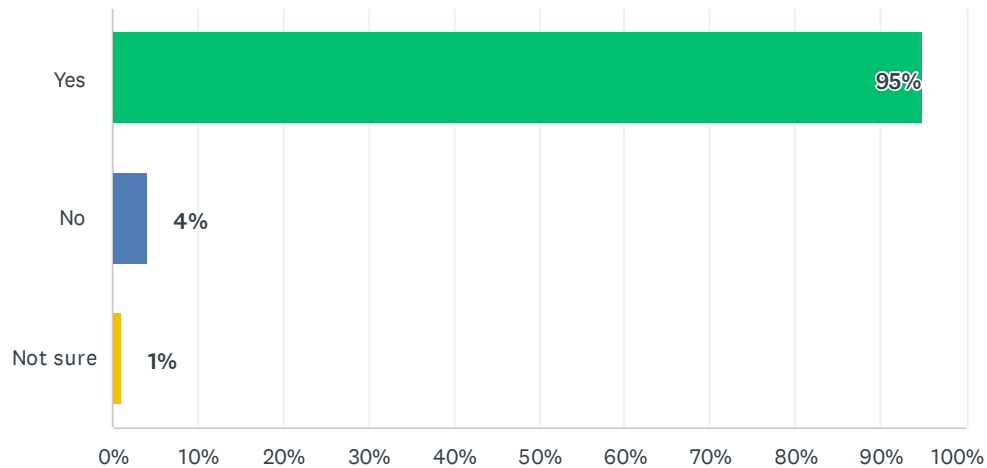
ANSWER CHOICES	RESPONSES	
Library website	70%	1,083
Emails from the library	69%	1,079
Library e-newsletter	60%	932
Discoveries newsletter mailed to my home	50%	784
Social media (Facebook, Instagram)	31%	487
Posters/flyers/calendars at the library	30%	462
Word of mouth (friends or neighbors)	18%	286
Posters/flyers outside of the library	16%	243
Local newspapers	14%	221
Text to my mobile phone	12%	191
Digital signage at the library	12%	190
Other organizations (school districts, County)	9%	143
Marketing based on my profile, usage, and preferences	7%	110
Other ideas and/or comments:	5%	80
Radio	2%	32
Total Respondents: 1,557		

OTHER IDEAS AND/OR COMMENTS:		
Other		Email/Discoveries newsletter
Cut back on useless marketing and empire building. Try zero base budgeting.		Emails are best for me / love Discoveries newsletter (13)
Drop in		Emails come a little too often. Maybe every other week instead of weekly?
We don't have local newspapers anymore, sadly (2)		I don't get library e-newsletters form DGPL. IS there one??? I get more info from other libraries than here.
The more you use digital means to publicize the library, the more it will be received.		I do like the print newsletter, but realize these are very expensive. Cut it our if you need to.
Like that you display the latest books on the first floor.		The newsletter need a new look. I don't like the look of it so I rarely read it. But if it had a better design I think an e-newsletter is the best way to get info out (2)
I like the monthly calendar that's posted in the children's section!		The newsletters are only to promote the library. Used to be that there were a few new book reviews. Now its the photocopy of the book. That doesn't promote interest for the patrons. Why do you do as little as possible & think it's enough?
Newspaper book reviews		Include calendar of events in newsletter. Less verbiage but more in-depth explanations on website.
Local magazines		Make emails this week or this month in the library. Seems like I often get long emails repeating info.
mailed documents, create waste, and usually find themselves directly in the trash.		really like the reserve book program and library notifying me when book is ready (by email)
Maybe I'm old school, but I still like getting those flyers in the mail. Handy to put on the old fridge as a reminder...		
I am a reciprocal borrower		
Public relations responsibilities and goals established, assigned to an individual and measured.		
personal connections and communications with key staff.		
Robo calls to leave messages about particular types of upcoming programs and registrations.		
Telegraph		
Maddie		
Thank you		
Social media	Digital Signage	Other-Political
Nextdoor (5)	helpful. Location of signage is critical (2)	DGPL lost all credibility and respect when it chose to host a Drag Queen Bingo event.
Facebook	There's digital signage?	Actually none. Sad to say I frequent a neighboring library that is run better, less progressive and much more welcoming
Twitter	railroad stations	Discontinue opinion editorials about world events - we expect you to serve us, not to force your opinions on us.
Not a fan of social media...		Do not want DEI activist emails sent from DG Library public relations.
Social media, generally (2)		Overall we have a great library, with mostly friendly a knowledgeable staff. Keep up the good work. Next time you want a survey, ask clear, concise questions. I think this was an attempt to push through a hidden agenda.
YouTube channel		
		Text
		Text messages would be GREAT!

Awareness	Collaboration
I don't feel like you guys publicize all of the things you do enough. All of the services, all of the materials, all of the really hard work you do, the programs you do, the times you go to the schools, everything.	Maybe partner with the Village to ensure a greater reach through its communications too — the library is a partner with the Village through it's intergovernmental agreement, yes? Just like other municipal bodies working together to cross-promote, I think it's vital the library works with the Village as well (and especially considering the Village is responsible for Board appointments).
I feel like transparency about the nuts and bolts of the library could be better. For example, I didn't find out about this survey from the library; I found out about it by word-of-mouth from a family member who'd heard about it from someone who works at the library or something. And when I went to take it, I could hardly find it—it didn't seem like there was a link to the survey on the front page of the website or anything (unless I missed it, which, you never know). Instead I had to Google for it.	Market through the schools. I'd love to see what the library is doing through my kid's weekly newsletter from the principal (Smore is the system they use). I know each school's PTA differs, but that would be another great way to connect. (3)
I am continually bombarded with all types of news, information, solicitations and all kinds of other correspondence I sure the sender desperately wants me to read but that I largely ignore. It's like drinking from a firehose. Fewer messages, perhaps tailored to my preferences, would be nice.	Posters around town (senior cetners, local schools, community organizations)
Within the Swan library app - the option to receive notifications for your library location and/or view programming slated for that day/week/month/etc.	Any time your messages can be integrated with communication from other community groups/institutions is good and reinforces your commitment to outreach and collaboration.
We don't need more "noise" in our lives... Make information readily available via your website! MAYBE send out a monthly newsletter but please cut the obnoxious preaching ...	Website
Not sure if Discoveries newsletters are emailed when released but that would be a good idea	Like the website and use it constantly to put holds on books/movies (3)
Over-promotion and broadcasting could get expensive and irritating. The key is marketing by user experience: When people are thrilled with something, then educate those successful users in easy ways to narrow-cast it to people they know would want the same.	Costs would be less if the library kept to the library website.
Sometimes less is truly more. The Library should focus on no more than 3 types of communication. People will likewise keep the Library in focus.	Radio
Good job (2)	Do we advertise at the DGN or DGS school radio station, or the COD.edu radio station, or the North Central College radio station?
	TV
	Well let's see ch.6 Ch1.2...ch15...ch17...ch19...Fox News...news max ...nice real nice

Q15 Do you have a Downers Grove Public Library card?

Answered: 1,552 Skipped: 480

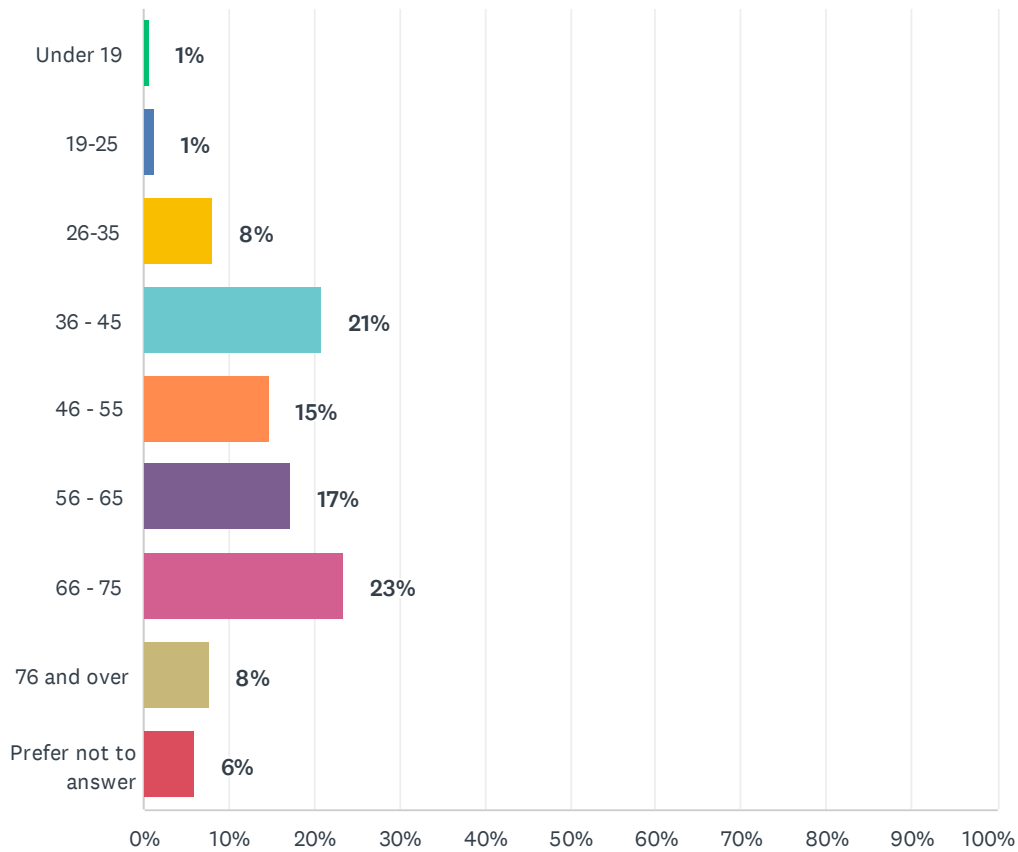


ANSWER CHOICES	RESPONSES	
Yes	95%	1,473
No	4%	62
Not sure	1%	17
TOTAL		1,552

IF NO, WHY NOT?		
Live elsewhere/just moved here	Have card from another library	Other
Don't live in Downers Grove (7)	I have a card from another Swan library (4)	Not interested (2)
I live in a neighboring town	Not DG resident.. Use card obtained from another library	Never thought I needed one
Live in Lisle (2)	I hold a card at Indian Prairie but use Downers Grove	Distance
I don't live in DG but choose to come to this library.	I have a Westmont library card	I need to sign up (2)
We live in unincorporated Downers Grove (2)	onsite, as well as SWAN services remotely	Residency
Westmont (2)	Reciprocal borrower	I use a family member's
I technically live in Darien, but DGPL is geographically closer to my house than Indian Prairie	I have a Woodridge card which works at the DG location	No comment..it would be pulled or my family's would pay the price of freedom of speech
moved to Westmont, but still use Downers Grove Library	have Lombard library card and using it at Downers Grove (3)	Not a resident, but child attends DG school. Was told that I should go to my city. I would like to have a DG card for kid programs.
Just moved here (2)	Other library in network	Babysit my granddaughter on Tuesdays
Live in Woodridge		
Live in Darien		
Lost it	Expired	
Lost it (2)	Expired (5)	
family / kids are the primary users in our		

Q16 What is your age?

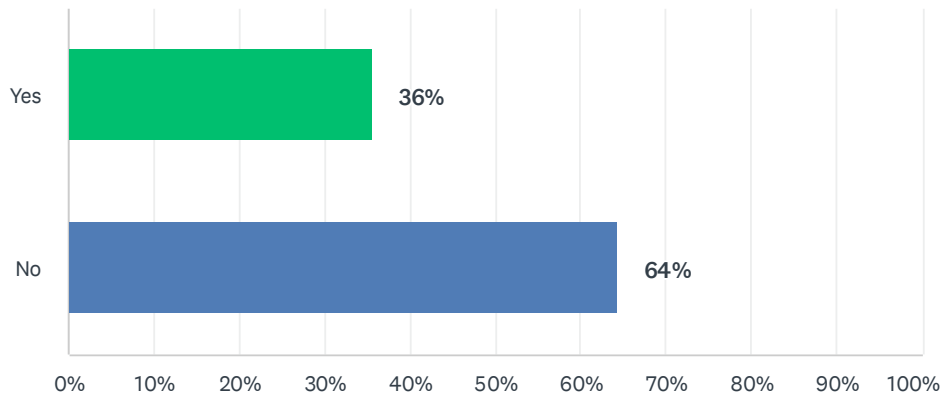
Answered: 1,541 Skipped: 491



ANSWER CHOICES	RESPONSES	
Under 19	1%	11
19-25	1%	20
26-35	8%	125
36 - 45	21%	321
46 - 55	15%	226
56 - 65	17%	267
66 - 75	23%	361
76 and over	8%	119
Prefer not to answer	6%	91
TOTAL		1,541

Q17 Do you have a child/children under 18 years old living in your household?

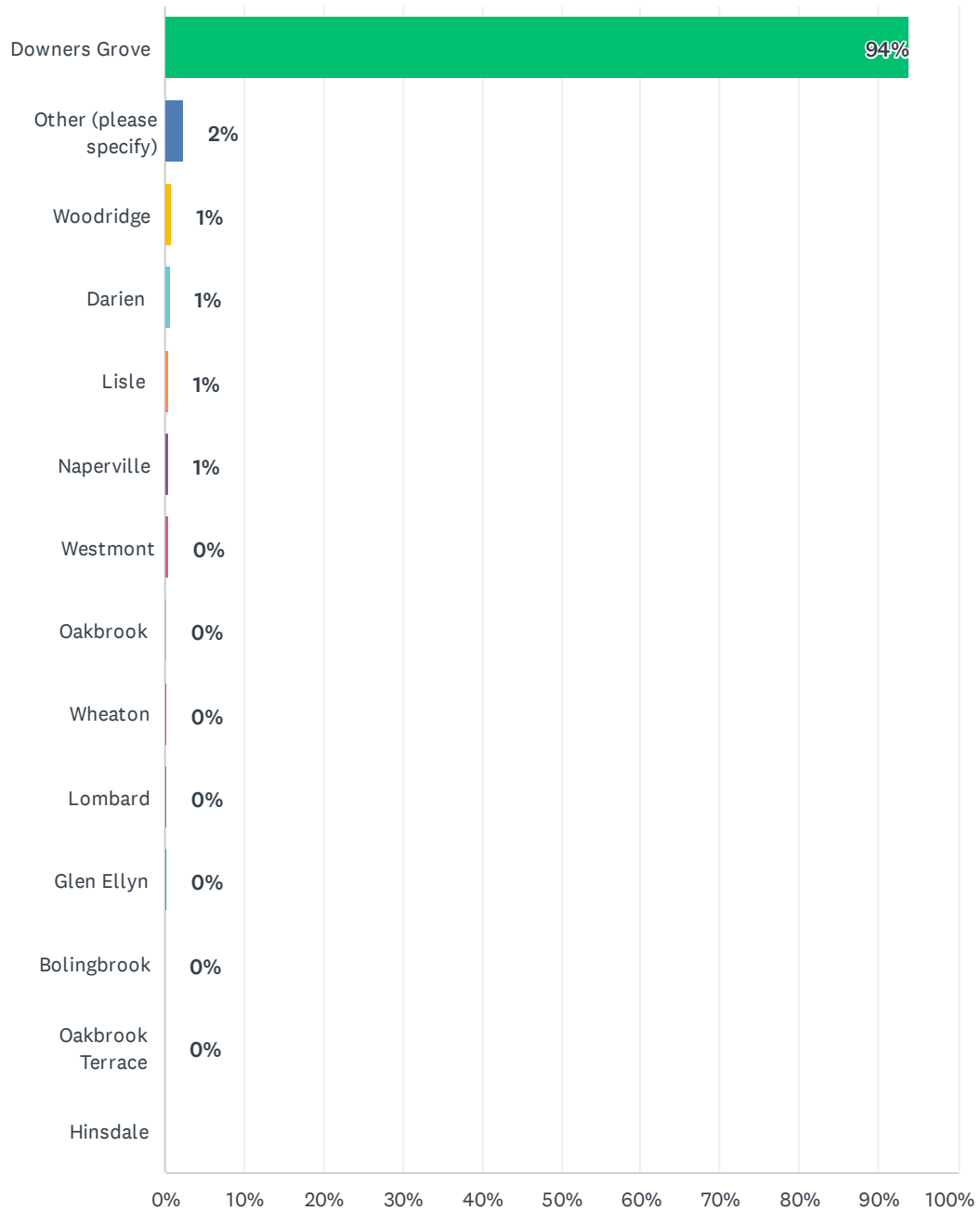
Answered: 1,552 Skipped: 480



ANSWER CHOICES		RESPONSES	
Yes		36%	554
No		64%	998
TOTAL			1,552

Q18 In what city / community do you live?

Answered: 1,552 Skipped: 480

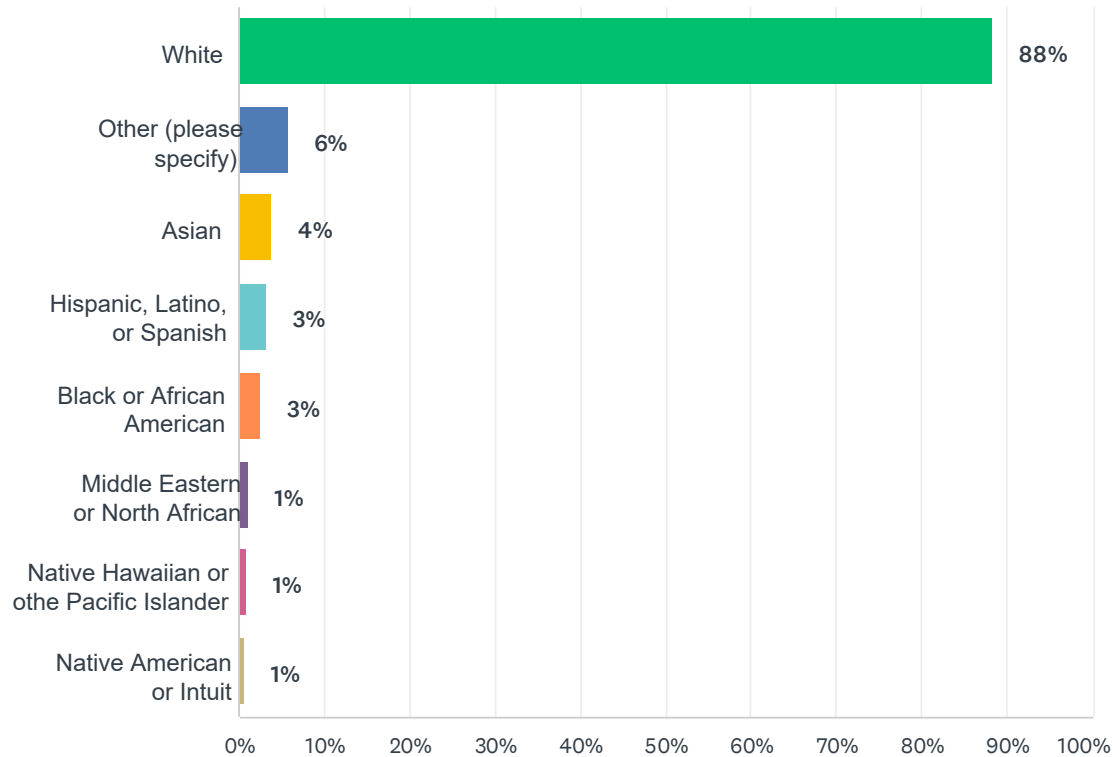


ANSWER CHOICES	RESPONSES	
Downers Grove	94%	1,456
Other (please specify)	2%	37
Woodridge	1%	12
Darien	1%	9
Lisle	1%	8
Naperville	1%	8
Westmont	0%	7
Oakbrook	0%	4
Wheaton	0%	4
Lombard	0%	3
Glen Ellyn	0%	2
Bolingbrook	0%	1
Oakbrook Terrace	0%	1
Hinsdale	0%	0
TOTAL		1,552

OTHER (PLEASE SPECIFY)		
Other	No comment/no response	Areas
I don't want to be doxxed by your staff as a homophobic racist so I am not answering	no comment (2)	I live in Crest Hill, but work in Downers Grove
Only 5 months a year. I am a Florida resident and spend most of my time there.	Rather not say (2)	I live in downers grove, but kids go to woodridge schools
(thank you for asking this question)	Personal	Markham (3)
DGPL lost all credibility and respect when it chose to host a Drag Queen Bingo event.		Maddie
		Romeoville
		Lisle (4)
		Outside the area
		Lockport
		Chicago (3)
		Aurora (2)
		Oak Park. I work in DG
		Oswego
		Unincorporated Downer's Grove
		Palatine (2)
		Riverside
		Lemont
		Willowbrook
		Dixmoor
		Carle Stream

Q19 What is your race and/or ethnicity? (Please check ALL that apply) (Optional)

Answered: 1,359 Skipped: 673



ANSWER CHOICES	RESPONSES	
White	88%	1,201
Other (please specify)	6%	78
Asian	4%	53
Hispanic, Latino, or Spanish	3%	43
Black or African American	3%	34
Middle Eastern or North African	1%	15
Native Hawaiian or other Pacific Islander	1%	13
Native American or Inuit	1%	8
Total Respondents: 1,359		

OTHER (PLEASE SPECIFY)

Other	N/A Not needed/Not relevant	Ethnicities
DGPL lost all credibility and respect when it chose to host a Drag Queen Bingo event.	Why is this question on this survey, and what does it have to do with operating a library?	Polish American
Human being (6)	not needed (6)	European (2)
American (10)	not relevant (12)	Caucasian (2)
none that you would understand or find relevant	Stop talking about race (3)	Biracial (4)
Non-participatory race constructs (2)	None of your business (5)	Irish-American
WOKE	This is not appropriate to ask we are all equal (2)	Transracial
Again I'm afraid of your staff doxxing me	Why ask about race if you go on about equity?	
Maddie	I thought ethnicity doesn't matter? (3)	
	Unknown (2)	
	Choose not to answer (2)/N/A (4)	

Q20 Please add any additional information about your social identities (e.g. ability, gender, sexual orientation, socioeconomic status, etc.) if you are comfortable in doing so.

Answered: 366 Skipped: 1,666

Why asking?/Irrelevant		Religious affiliation		
Why is this needed? (18)		Catholic (2)		
Stop talking about gender/not library's role (31)		Religious minority		
None of your business (9)		Atheist		
Irrelevant (8)		Christian (6)		
Thank you for including multiple options for ethnicity, this means a lot (2)		Evangelical Christian- sinner - forgiven - loved loving others - but... still rights and wrongs in our world for all - no condemnation - Bible believing - hard working - strong community member		
The library should not be asking this question. It's totally inappropriate. Nor should you be asking question 13. (2)				
Sexual Orientation	Ethnicity/Race	Economic Status	Abilities	Gender
Lesbian (4)	Hispanic (2)	Masters degree/ + (27)	Disabled (24)	Female (114)
Heterosexual (75)	Caucasian (28)	College-educated (4)	Mobility challenged (3)	Male (30)
Gay (7)	Biracial family (2)	Middle class (47)	Neurodivergent (5)	
Transgender (4)	Argentinian	Upper middle class (37)	difficuties (2)	
Bisexual (9)	Jewish (2)	Low income (11)	hard of hearing/deaf (2)	
LGBTQ+ (8)	BIPOC		Invisible disabilities (2)	
Queer (7)	Multiethnic home		autistic (2)	
Non-binary (4)				
Pansexual (3)				
Demisexual				
Other		From an immigrant family that has risen above tremendous liabilities to participate in the American Dream via merit, not skin color.		
Retired (5)		I actually just got my card a week or so ago. The old one expired years ago. I look forward to going back to the library. I'm excited one day to learn the 3D printer. One day.		
I feel you should be treating ALL groups equally		Please continue to do the great work you do; the library is a wonderful place and I appreciate it as a resource in our community.		
You left out 'religious'.		Need better parking that is limited to library patrons and please reopen the alley book stop. There are too many times when I just need to drop off books and there's no place to park.		
Need to make resources available to disadvantaged		Appreciate all the librarians do! Please.... More large print books. 😊		
I read and I know things-that's what I do.		I'm able bodied, so I can not really comment on how access the library is for people with a disability.		
Normal (2)		open to new ideas,independent liberal leaning		
Suburban dad who wishes people read more books (including me)!		Believe in respect but not in turning my childrens views into anti biblical ones. It's not your job to turn my child gay!		
neurospicy		Over past 20+ years, my experiences at the DG library (espeically with staff) were all good. I want to believe all others using library would be treated the same. Most of my visits were quite and private - no need to interact with anyone. (back before streaming, the VHS-Tape and later CD/DVD sections could get crowded -worst I can say: is a time or two, I wished I had the whole place to myself)		
I am who I am.		I have a son with Down Syndrome. DGPL has been such an amazing resource for me as a parent. My son greatly enjoys visiting the library. The staff is so kind and supportive to him on his visits. My son proudly navigates the library and feels at home when he visits. Your programming has been inclusive and welcoming to him. No matter what programs we sign him up for, your staff has been amazing at helping him participate and making him feel just like any other kid! I cannot express to you enough how much the DG PL means to my family. Your kindness and patience with helping him is a true testament to your mission and your values. Thank you for "seeing" him and allowing the library to be a place where he feels at home.		
ace		That's right.....encourage social disunity and excessive identity politics. Very trendy, very politically correct. Keep it up (not).		
I'm glad to have such a great space in my community, especially for my kids.		Superhero		
Human being (3)		Try again with the drag bingo. Suggest to co-host with DG Police Dept		
Family through adoption		Cannot easily walk. Used to tutor HS kids. Staff in kids section let me use a room when needed, then they said no. I walk with a walker- too hard to use elevator and upstairs rooms. So I quit tutoring.		
Very little faith in the human race.		The fact that FOIAS are shared on social media, names used to attack people, staff loudly gaslighting our community members, sharing private correspondences with non library staff, is all just a peek at how bad it's gotten. You incite hate, intimidate community members, and I don't want my family, children or friends near you		
DGPL lost all credibility and respect when it chose to host a Drag Queen Bingo event.				
I'm a human. Ability, gender, sexual orientation, socioeconomic status, etc. matters not.				
I have lived in DG for over 23 years, again, a library is a library. We do not promote sex shows to children				
The book of Genesis tells us that there are two sexes: male and female. Sex is not "assigned" at birth. That's a lie. We are beautifully and wonderfully made by God.				
Senior, grandparent with kids from 6 months to 12 years.				
Born and bred in the U.S. of A. Last of the Taft Republicans				
I LOVE that so many offerings are available and I was very sorry to read about having to cancel programs due to a few ignorant people. Keep up the amazing work! (3)				
We are an ally family with LGBTQ members (4)				
It's so important for the library to lead in DEI/queer ally (17)				
Thanks for standing your ground amid assault from those who would compromise our rights.				
family with queer children (4)				
Child/family with disabilities (5)				
I have a disability and would like for you to include more about disabilities in all of the DEI work you do. We are nearly always left out of your narrative				
My loved ones include gay, bi, disabled, transgender, unemployed, ex-con, liberal and conservative, all who are important parts of my life.				
Parent of mixed race child				
Transracial family				
Healthy senior citizen (4)				

Q21 Please provide any additional comments about your needs for the Downers Grove Public Library.

Answered: 595 Skipped: 1,437

Programs	
As I move into my senior years, I have to vote for continued opportunities and services for seniors, but I would sacrifice that for the needs of our children.	I tried to sign up for a program exactly 2 weeks before the program like the Discoveries newsletter said and I was told it was filled because they allow people to sign up early. Not fair.
Other libraries in other communities have more classes that interest me	Appreciate the programs for Juneteenth, Lunar New Year, black/Asian/latino heritage month, etc (2)
More balanced programming	I hope virtual programming continues because that's the most convenient way for me to attend programs. If it does continue, though, I think library staff need more training on how to lead an online program. I attended an adult online program a few weeks ago (in 2022) that was very poorly run. I felt bad for the guest speaker because the library messed up her slides (in several ways) and never muted so there was background noise throughout the entire session.
We are currently very pleased with the programming and book selection.	I'd like a time for the librarians to do a "book talk" I have gone to IPPL and totally enjoyed them.
A singles reading club?	Add music class for kids!
I applaud the library for attempting to have diverse activities (such as the drag queen activity that was planned) however due to the hateful, insensitive and and pure ignorance of some people in this community, it was cancelled. Please continue to offer such inclusive activities, the actions of a few do not reflect the values of us all.	I love your genealogy programs! Please keep them on the schedule and expand. Your genealogy programs and resources!!!
Love the Next Chapter Book club. More programs to address this group when they leave school. They can't attend kids storytime as an example but nothing except for the above to address this population.	Fiction book club
My kids love storytime. Even my kindergartner asks to go. They love scavenger hunts and codebreakers. Any game they gave to search for something and solve it.	It would be nice if we could sign up for programs online - having to call every time isnt ideal.
Would like to see after hrs programs and or when library is closed, have a yearly open house, bring back that mini golf event inside the library, have a dance between the stacks or dancing through the stacks after hrs . have a community resource fair	We'd love to see more early child educators doing Story Time. Currently there is one ECE and one program manager and there is a big difference for the experience. Moving the parental announcements OUT of the programming intended for CHILDREN would be fantastic. Being more YOUNG child focused would bring a wonderful experience.
Also, I'd like to see less of the hunt around the library and virtual events and more in person events.	The online and book club books have been a lifeline for me, during the worst of the pandemic and beyond!
As a creative person, would love to see some sort of official Maker Space and more creative classes geared towards adults. I would love to attend a "Sew What" class for adults! (2)	I would like to see a story time for young children where Kirk Cameron's book "As You Grow Up" is read. I know the library has a copy and I think it would be great for kids to hear!
Love kids programs and spaces! More of this! (2)	I often like to take part in virtual programs and especially appreciate being able to access their recordings so I can review them for several w weeks, not just two weeks. It's especially nice if I'm not able to participate at the scheduled time.
I would like to take a class about entertainment streaming services-- there are	I'd like to see some evening classes offered.
For seniors, if there could be meetings where they could tell their life stories.	We LOVE this library. We don't come here very often because we were restricted from activities because we don't hold a DG card. Few local libraries offer classes/gatherings for homeschoolers- we have been homeschooling on our own for 4 years! We would love to be able to do more at your library. <3
Please remember the arts in all you do. Art is needed more now than ever. It's	Would like a storytime in Spanish also. Love 1000 books before kindergarten.
Coordinate with College of DuPage on adult learning programs; there may be opportunities for synergy such as hosting COD classes or highlighting programs of interest or something.	
Babysit for grandkids and 5hink prog@ms ar3 helpful and good	
IT classes that I have attended are marvelous!	
Do fun stuff for seniors.	
I would welcome future technology programs related to storage and downloading of I-phone photos for organizational purposes and creation of photo books. e.g. best practices. I have attended a number of technology-related programs and found them of limited assistance. Perhaps I need a tutorial / using smar phones and iPads (2)	
I LOVED seeing what the library has to offer for Pride month this year! I appreciate the library being an ally => As a queer individual, I was sorry to see the negative attention that the drag night at the library received in the community, but I was heartened to see how it was supported as well and the outpouring of love. I loved this idea, and I hope that it can happen in the future. (2)	
I would love to see some child-centered programming that focuses on teaching/encouraging volunteerism and civic-mindedness.	
Maybe this already exists, but I would love a written or recorded walking tour of the town that you could do on your own at anytime.	
Adult clubs (not just seniors) like the dnd club but like other games, DIY , or activities.	
Ask Accessibility questions on program registration "do you need any ADA accommodations or have other support considerations to fully engage in this program/activity" Like i feel better knowing the program person knows about my sons different communication so they don't judge if he's not engaging the same as the other kids. Also acknowledging disability- like if you are having accessibility need that arise during this program (adults and kids) please do xyz (whatever you guys feel is appropriate for the program) . Thank you for asking for communitv feedback this means so much that vou care!	

Spaces/Building/Tech <p>I'm curious if the library has any space that I can work from during the day. I haven't been there since pre-COVID. I used to love the rooms. They kept me focused. Now, I'm working from home and not so focused. I wonder if I could book a room for a few hours a day. That would be ideal. It would be even better if you had a room with monitors because my eyes are bad. :)</p> <p>The iPads in the children's section seem to cause parents more frustration than good. I take my kids to the library for books and story time etc but the iPads there are an attention suck. I wonder if there is a way to password protect them and give to parents or to at least make less stimulating by curating the games carefully. Maybe they just belong in the slightly older kids section, not for toddlers?</p> <p>Thank you! (4)</p> <p>Parking is a challenge (36)</p> <p>I need you to keep the bike racks usable (2)</p> <p>Would like to see a cleaner and better stocked children's play area (4)</p> <p>Please make library book return slots outside the library more easily accessible. There is usually no parking in front of the library to use that return slot, the drive-thru slot on the east side of the building is not on the driver's side so it is difficult to use and there is only one 15-min parking spot in front of the standalone bin on the west side of the building that is often occupied. It's hard to find parking at the library in general, but especially frustrating when you just want to quickly return a book. (6)</p> <p>It is almost impossible to tell who the artist is and the title of the CD unless you get down on your hands and knees. They should be put on a higher shelf facing out so library patron would see the front of the CD and could flip through them quickly. Perhaps the video games could go on the lowest shelves since it's easier for kids to get that low.</p> <p>My young kids especially love to take the picture books that are face-out. I would love to see more arranged that way and/or the topics switched out sometimes (like the ones closest to the train table).</p> <p>The kids cafe is fantastic with all the fake food but could be improved with fake kitchen appliances</p> <p>Keep it cleaner</p> <p>I'm so disappointed in how the entrance from main Street looks as you walk in. Looks like an empty hallway with an unattractive rug. No warmth to it. Not inviting. (2)</p> <p>I never really liked the modern architecture of the library. A more traditional look would have fit into the town much better. I also think the library does not have a cozy feeling like other town libraries. It's rather cold and sterile. A fireplace would have been a nice touch and more comfortable chairs and sofas are needed. The library needs a more convenient place for the book drop off. Move it back to the alley or right in front of the library so you can drive up and drop off materials right from the car.</p>	Spaces/Building/Tech <p>Consider having a cafe area in the library with some coffee/ snacks available for purchase. This could provide employment opportunities for the youth in the community but also create a more welcoming environment</p> <p>Access for disabled is limited. One elevator is not sufficient. Tiny claustrophobic rooms are dangerous and unwelcoming.</p> <p>We bring out grandkids to the kids area, and they love it. They enjoy the activities there, as well as the educational kits that they can check out and bring home. We also like the setup in the main library area where the new materials are located and clearly organized.</p> <p>Perhaps some chairs among all the books on display on the first floor by checkout.</p> <p>There needs to be a library map at both entrances. Show conference room id and locations so you do not have to ask where your meeting is.</p> <p>I like how you've handled the new book section, with emphasis on books, not seating. (2)</p> <p>Parking/parking lot. I am walking distance from the Library. The lighting in the lot could be a better so drivers can see people, and just for general safety. The lot is small. I am glad there is overflow parking near the train tracks.</p> <p>Just discovered the wonderful quilt depicting library books in a bookcase. Wish it had a more visible placement.</p> <p>More disabled parking conveniently set up for the disabled.</p> <p>I like how you showcase new books, large print, hot reads as well as the books on the 2nd floor next to the help desk.</p> <p>New tables chairs etc</p> <p>Generally, the library feels uncomfortable.</p> <p>Places to sit (relating to mobility issues) while accessing counter height service desks.</p> <p>I really enjoy accessing the library. It's convenient and fast (I often reserve books online and come to pick them up). I wish you had satellite book return locations bc it's not always convenient to come downtown during rush hour. A book drop on the south end of town would be great! Even better if it was drive up (didn't have to leave the car)</p> <p>Would be fun to have a Chess Board set up.</p> <p>I wish there was adult autism friendly 18+ spaces like seating and quiet .</p>
Marketing/Awareness <p>It is important that you continue to market to young people and young families the relevance of your services. Those are life-changing! (2)</p> <p>Have more pamphlets with detailed lists of what resources and requirements are available. Don't make people dig for help, have it in the open with all the info directly in simple formats</p> <p>I lived in Villa Park for 50 years before moving to DG. My kids are grown so it takes a bit of initiative on ly part to learn about the programs offered.</p> <p>Keep finding ways to reach the community and let them know what is available at the library.</p> <p>Update pictures on website</p> <p>The library newsletter caters far too much to children. We need book reviews for adults.</p> <p>Use softer approaches to foster inclusivity (not statements in newsletter about hatred)</p>	Operations <p>We would love to visit earlier on Sundays! (2)</p> <p>My family loves the library, but we sometimes wish it was open for longer hours on the weekends. Such as maybe staying open until 6 on Saturday and 5 on Sunday.</p> <p>The one thing I'd like to see is a way to protect privacy on the holds shelf by not making the book visible to everyone.</p> <p>Would like a little longer time to pick up reserved materials.</p> <p>Increased Sunday hours (2)</p> <p>Would be helpful to have how to guides on how to utilize some of the kids room resources. Like best way to approach teaching to read or how to use electronic playaway (sp) readers.</p> <p>I suspect it is not easy to stay open for the many hours you do so, but I love being able to go to the library at almost any time. I am an early riser. Would you think about being open earlier in the day? If not, I'm content with your current hours. Keep up the good work.</p> <p>Computer should be isolated to a room with limited time to prevent some parties</p> <p>Debit card payment for item purchases.</p> <p>A more user friendly interface with my DG library account. Recently I was unable to change my phone number myself because that option was not available. I had to go into the library to have a staff member do it.</p> <p>The fact that the latest version of the card catalogue does not display a due date for items that have been checked out is very frustrating.</p> <p>Please allow online renewal of library card fees to those outside of library</p> <p>Only suggestion is to perhaps not limit registration for some classes by age (for example, I want to learn mahjong but am under 55 so not eligible for the senior class being offered)...</p> <p>Also, it would be nice to be able to check out "locked" items in the Children's area instead of having to go up to the front</p> <p>Suggest the copy machines use credit cards not cash.</p>
Access/Outreach <p>Please bring back the Satellite program so local senior homes like Immanuel Residences can enjoy new books. We were just delighted each time we received new ones.</p> <p>Cater more to minority families that live in the South side of DG.</p>	
COVID <p>The DG library's reaction reaction to the Covid episode we had to endure was enough to seek library services from other libraries that were more reasonable in their restrictions. You played us for fools.</p> <p>Do to covid concerns I spent less time in the library. Grateful for the ZOOM programs,</p>	

Other	Collections
Take a humble view of the library's role in the community; that will maximize its impact.	Would love to see easier access to more audiobooks.
I am a reciprocal borrower from Markham, Illinois	I think the ability to share materials with other libraries (ie: books, movies CD's, etc.) is one of the best programs I have ever used. I have tried to use similar programs in other cities and communities, and they do not even come close to the ease and informativeness of the DG library system (3)
As far as I am concerned, the library currently meets all my needs and it tries to hard to provide strange alternative items, technologies that may only be used by a few technology interested teenagers.	I personally would like to see more online magazines, the selection is not very robust.
The library needs to continue to be a warm and welcoming environment and a safe space for kids/teens.	Some DVDs form PBS health programs
The only things I would recommend is more decorum in the library, many of the patrons are very loud and are not mindful of library etiquette. This includes adults! I know it's difficult but I wish this could be more under control (2)	Although I understand that the library has to be culturally inclusive, I find that the amount of new books lean way to much toward minorities than to it's actual Downers Grove citizens.
I appreciate the opportunity to provide input both through this questionnaire and board meetings. Thanks (2)	I wish that Libby access to catalog showed the number of pages in a book, even if based on hardcover edition. Frustrating to download a interesting book only to find it is over 400 pages, especially for a skip the line 7 day loan.
Sometimes it seems the library is trying too hard to be relevant	When you get on the wait list you should eventually get the material. There needs to be a limit on how long something can be checked out. See my previous comment about reserving a learning Spanish program that I did not get TWICE after being placed on the wait list. Eventually I just get dropped.
Emphasize love of books, writers and self study	more e-book options (2)
I rater doubt if this will be read ,and further more the ideas I put forth I stand behind the first amendment of the constitution of the United States of America..	I think the health and fitness section should have a few books about some current studies on red light and other bio hacking research. I like that there are new trending health books but there is so much more out there with health and wellness that's beyond diet and exercise. Would like to see some more books in that section on those topics
I recently retired and now really read the library emails and use the website. I enjoyed Winter Bingo and even won a gift card. I told my quilting friends about that and the magazine giveaway. One person jokingly asked if I worked at the library. I said that I'm in the unincorporated area, so because I actually pay for the library, I want to get the most out of it.	The condition of the books can be pretty bad with many books taped together. It would be nice if the books were in good shape before spending money on other programs.
With their permission, identify the people in the photos, for example in Discoveries	I love that the DG library is part of the suburban library network as it gives us access to so many more books. I do wish the digital book offerings were more extensive.
Issues with survey (too long; not statistically significant) (2)	Current magazines left on shelves like it used to be
To me, the library should be a repository of knowledge whether that be in physical or digital form. Everyone should be treated with respect and parents should have a right to protect their children so they should have a say in what their children can check out. Materials that some might find offensive should be marked, but historical materials should not be banned because some may find it offensive. Explanation about the period or situation surrounding the material should be offered.	Current picture books on families, adoption (see previous comment)
apprciate you asking our opinion (2)	A Tool Lending Library would be a wonderful addition / other materials
The Marines,Army, and air force need to be involved, keep it patriotic. Others need to adjust to our tradition's. We don't adjust to foreign folks.	Embroidery machine (2)
I just need a library. I have moved a lot in my life and the first thing I do is get a library card - after that other first thing, a drivers license	Get Kanopy for DG patrons use!!! Hoopla is not that great.
Resist the wackos!	Like to see a larger selection of current large print books (2).
Just want a quiet place to read or study for the family and check out books (4)	Books (3)
Parent of grade school age children, community-focused, and technology savvy	Please, please keep the Linked-In Learning online access.
I feel that letting people eat throughout the library is counterproductive to what the library is therefore. I would love it if food was only allowed in the cafe area and not throughout the library.	I almost exclusively use Libby for digital content. Too often I find books are unavailable of have extremely waitlists. By the time I can get the book I have list interest.
Get your librarian some diversitv of thought!	Bilingual books for children are needed as the school district has a DUAL LANGUAGE PROGRAM
Love the DG library and staff. Recommend a field trip for library key staff/leaders to Arlington Heights Library. The place is wonderful, big, tons of stuff and like going to the airport. I though the DG library was great until I went to Arlington Heights for a book fair. You will be amazed and impressed for sure!!	I use the e-library often. I found Overdrive a bit cumbersome, but Libby is just horrible to use. I've sent feedback a few times. I also have a distaste for Amazon and regret that the library's e-library is linked to it.
Our kids are abroad, so we get to travel to see them site overseas and seem to walk in alot of libraries! Here are some observations which you might find helpful - Cardiff, Wales main library had alot of programs and counseling happening in their lobby and it was packed! Parenting, Job Fairs, government programs, and finance education - people were sort of waiting for their turn for 1-on-1 discussions and others were in group classes. We also spend alot of time near Baraboo, WI -- small town libraries (North Freedom) lends more than books. A huge cake pan collection for all the holidays, other cookware and some tools are available for checkout. In Holland, Michigan - the library had a large seed collection sorted in old card catalog cabinets! The old Carnegie Baraboo library is undergoing a huge expansion and we looked at the drawings today - they are including a small auditorium that holds over 100 people along with an outdoor stage near some outdoor seating areas. I know not all of this fits with Downers Grove, but these were innovative library experiences!	I would like the library to do better at decirculating books and blurays in poor condition. Make a point of checking inventory for damaged books and movie discs. Remove from circulation.
Looking forward to the next strategic plan continuing to make out library better and stronger!!	I'm a professional cartoonist who frequently needs to check out graphic novels for middle grade through adult audiences, and I highly appreciate the selection and variety of comics and graphic novels, particularly ones with representation of marginalized communities and from all different types of publishers and creators. I'm always happy for more too.
Would like to participate in "Indian support Team" Contact phone XXXX (In library daily) Would like to see "display" RE: American Indian Programs for information Note: Am available as volunteer support. Contact phone XXXX Address - XXXX	I am missing computer and handcraft related books no more in New Nonfiction shelves on 1st level. Why did they go away?
Over the years, went to Lisle library. They had more job search help and more books for aspiring authors. Things have changed now. I am retired now. Note: Librarians are high on my list of patriots. They took a stand against the Patriot Act's desire to invade privacy of library users. Such courage!	A classics section may prove to be beneficial.

Staff/Board	No Politics/ Spending-Budget/Concerns
I don't understand why there are always so many library workers working, during times when there are so few people in the library. Management should be more mindful of labor expenses with the taxpayer's money. I'll see workers reading what appears to be personal materials for long periods. Are productivity levels measured? Separately, library workers are very helpful, they do a very good job! (2)	To be better stewards of taxpayers dollars! (5)
I think I've said enough. I hope you listen to all responses (not just the group of 20 that constantly come to your support). The library is going down hill. It's an unwelcoming and unfriendly place. I hope someone in charge wakes up to see just how bad it's gotten. I know I am not the only one that feels this way either. DGPL provides all the things I need and expect from them. I think the Library leadership and staff's willingness to experiment and do new things is one of the Julie is an amazing leader. Keep her in leadership and protect her ability to lead without backlash and threats from racist, xenophobic people. Land acknowledgement is so beautiful to see and more programs for Blacks, Native American, Hispanic people.	please help DG (both the village and homeowners) get to fixing our trees... the village will look better, the air will (eventually) be cleaner, stormwater issues will decrease — and we'll save hundreds of \$\$\$.
Again, I love this place. I've used the library for different purposes throughout my time in DG. I used to bring my kids there weekly, and now use the library as a place to tutor. I've always used the resources and books at every stage of my life and have never been disappointed in the knowledge and helpfulness of the employees. They are amazing-always knowledgeable and helpful. (18)	No homeless in library/homeless mentally disturbed (6)
We love the children's area and the librarians who are a wealth of information (3)	It's truly sad what has happened to our library.
Laurel Trout works very well with my book club — we appreciate her efforts in recommending good books to discuss and then gathering the books for our club and putting them on reserve for each of us. Thank you, Laurel! (2)	I don't agree with the types of programming the library has been offering.
Thank you for the opportunity to participate in the survey and a special thank you to the staff on the 2nd floor desk. They have located and delivered many "obscure" works for me over the years and their assistance is greatly appreciated.	Right up in the top 3 goals of the DGPL should be careful/responsible stewardship of taxpayers' money. DGPL is not a business, and has no competition (at least in DG), so management of DGPL should be continuously asking itself "Are we giving the community the best value for its money?" Always bear in mind that DGPL does not HAVE to exist. Just one example - the building could be turned into a homeless shelter for DG/Lisle/Westmont. ALSO - do not presume that you (here I refer to DGPL leadership) that you are more enlightened/knowledgeable than the community, nor that the community is backward and needs to be purged of 'antiquated' attitudes. There is much life-wisdom in the 40,000 people of DG so a certain degree humility is necessary. I'm sad to say it's become a very unsafe place (2)
incredibly helpful, but perhaps perusing would assist even more patrons. Could they also pass out marketing materials promoting upcoming events and have greater conversations and engagement with patrons? Get out of the seats and engaged with patrons! Most of the time, no staff member even speaks with us unless we approach "the desk". Pretty old school for customer service.	This library is one of the jewels of our community. Nationally, it has been recognized for its goodness. Yet, thanks to our current mayor Bob Barnett putting Bill Nienburg on the board it feels like our library and our executive director are in constant threat. Bill keeps relationship with Proud Boys: white nationalists who are a threat to the wellbeing of our community. He has no library card and no care about the library. It is devastating to watch him take action trying to chip away at a crucial resource for our community and inciting hateful groups like Awake IL to disrupt the work of the Board of Trustees. Please provide more info on why 70.5% of expenses go to personnel. How many? I hope taxpayers aren't funding a traditional pension instead of a 401k plan funded by library staff.
The staff is amazing. Although I don't see many volunteers that fit my ethnicity, I feel like that staff is inclusive of all diversities and visitors. I'm happy people smile, consistently ask me if they can help me when I arrive and they make it worthwhile to visit even though I've moved from this community, I happily return when I can.	I'd prefer a smaller, more focused library that does not cost so much. (2)
Again, I cannot say enough about DGPL and its great staff. I would single out the Adult Services Dept., Circulation Dept., and the fine job done by ILL and technical services.	It is wonderful that the library is a positive community resource for the growing homeless population. It is also concerning that every time I visit-weekly, homeless people are sleeping upstairs and in chairs on the main floor of the library. This is not once or twice, it's constant. Is there a way to help people? Like napping rooms?
Need new leadership- complete housecleaning.	Security. It's been a while since I've actively looked at this issue at the DGPL, but the next time I'm there I'll be looking to see what type of security is available. Having Awake IL drive extremist behavior aimed at the Library, staff and patrons is disturbing, and while it would be great to not need security at the Library, it is something that I'll be looking for (2)
Personable knowledgeable staff needed. Clean environment	Anti-activism/anti-social issues/stay politically neutral/anti-LGBTQ (68)
GET RID OF JOY IN ADULT REFERENCE UPSTAIRS>	where is the security for the books?!? You can just walk out with this stuff. It's ridiculous. What happened to the sensors you had at the entrance's? Are we a free for all now using our tax dollars to replace books?
GET RID OF THE LIBRARY DIRECTOR	Anti-drag queen (14)
ALL ARE NO GOOD AND NO SERVICE	RGW Consulting shouldn't have been hired
I do watch the board meetings virtually, and I find it very odd that you don't have representation from younger folks on the board, like millennials and younger. If there's some sort of age restriction for the board, I can understand that it just seems like an outdated practice. My friend's library have board members from various ages, it's not just the older generation charged with making those kinds of decisions and oversight responsibilities. I also find it interesting that the board does not have lower level staff representation. My understanding of the boards role does include working with the staff on DEI and community needs so if that's true, then they should be part of the group that is making those decisions. From an education standpoint, the board has an appearance of a top down or "power on" vs power by or power with structure, which traditionally tends to lead to missing the needs of the folks that are not represented. In addition, I think it would be an outward presentation of welcoming for people who are not in the majority to have pronouns and other social identity information more prominent in the bios of the board members so that there isn't an appearance of the majority group making those decisions for all patrons. It's just some thing I observed.	In seeking to be inclusive, the library has actually shown itself to be quite intolerant of an views that are not its own which is incredibly hypocritical, and also very disappointing.
Library staff serve our community. It is very, very difficult seeing workers who are not busy (chatting with staff, no one in line) yet cannot help a patron.	Become more traditional (5)
the library Board has lost its focus	I am sure this survey is related to hosting events, and the uproar that it caused.
The Children's staff has lost their love of books and dealing with children. I was disappointed when I brought my grandchild to a reading program the librarian Library has a bit of a "my way or the highway" orientation when working with outside groups	I love that local tweens and teens find the library a safe place to hang out, even to act out, but find that they need a little more guidance. Maybe having an adult The community needs to be represented in the employees, volunteers and board. For example, there should be both conservatives and liberals. Unfortunately, conservatives no longer feel welcome in the Downers Grove Public Library.
Thank you to both Cindy and Lisa for taking the time to teach us Mahjong!! It was educational and fun! Was nice to pair up with the DG Township Senior Services! Great idea!	

Services	Love the library/staff
I wish you had more tax forms available (Westmont does a way better job)	Love the library/thanks for all you do (79)
Tech help for seniors/fixes to computer (3)	I take much pride in our DGPL and the services it provides. I hope it can continue to be on the cutting edge of libraries in the US. I support what you do and work so hard to provide for us. (18)
I really like the book bundles for the different months/ issues. We recieved the teen one for black history and as a family read books we wouldn't pick up on our own.	I "love" the DG Public Library and support its efforts to connect with the entire community. Please keep up the good work! Thanks so much for being there. Inclusion/services for all (46)
As a retired senior who lives I'm unincorporated DG, the expense of the library card is prohibitive. A break in the cost for seniors would be appreciated.	I think you are doing a great job. Congratulations on the recent acknowledgements of excellence. (8)
Love that the library highlights non profit organizations monthly. Loved learning about area Easterseals that helps so many local children. Great way to learn about area resources. (3)	I am proud of the Downers Grove Library, their programming and their stand on books of all kinds should be made available, even books I may not choose for myself or my family. I support the library's stand over the years on not banning books due to the content might be offensive to someone. Please continue to promote this concept. (11)
A bulletin board, physical and electronic, of upcoming events and resources in the community. ex. Is there a shared tool space available in the community? What is the Village Council schedule. The library does a good job identifying upcoming events at the library. What else is happening around us? Just a page of curated websites would be a start.	All of my need are met by DGPL. Our family loves the library and supports you 100%! (12)
I do enjoy listening to Cover To Cover as I can listen any time. I like their guests and find their book and media discussions interesting. Keep up the great work! I'll be seeing you soon for more books, magazines, music, advice from desks, etc. Love you, DGPL!	The Downers Grove Public Library is one of the primary reasons I moved to downtown Downers Grove. It is a beautiful space and easy to access. I hope that it continues to be well into the future (5)
Makerspace/creative space/3-D printing/digital media lab (3)	Libraries are important/vital part of community/asset/heart of community (11)
I have always had low vision. It would be nice if there was a device that could read a page and pages of a book	Our library is so very user friendly. Thank you! (2)
I think having a seed library for gardeners would be a lovely idea. People could take out seeds, plant them and then when the growing season is over they could collet seeds from the plants they grew and bring them back to supply the library again.	I think the DGPL is doing a phenomenal job providing services to our community. My family and I would be lost without the library. We borrow large amounts of books, participate in many workshops/activities, study, meet friends, volunteer- you name it! It's a great place for my kids to utilize as a safe space with friends. We also love the art that is exhibited!! What a huge bonus for our art starved community. It is the bedrock of our town. Keep doing what you are doing. We are proud of our librav! (25)
I am interested in a driving refresher class for seniors. Thank you...	I also love how our library in particular highlights various identities and amplifies minority voices through book displays (particularly the table at the top of the stairs on the 2nd floor comes to mind) and library advertising.
The staff recommended section is always a favorite	
access to computers is invaluable	
The free raffle tickets for Chicago theatre is great. I haven't won one yet, but I'm glad you make those available.	
I would love photography rentals at some point in the future	
Content call of other technologies are usually out of date or superficially useful.	
I think some job search info for seniors and retired people would be helpful. I have lots of free time and would like to supplement my income, but not with full time work.	
Solution kits like pick a topic and get a generated list of items and library supports related (like the tools, related on-demand or in person classes or other non book things you can check out or access with your card), library resource tours by topic like small business, kids, disability, hidden library gems, social supports or other things i probably don't even know we have.	
DEI	
It would be amazing to find programming geared at people at different places in their DEI journey and be explicit about who the target audience. I would love to share programs with my white, male husband who is at the beginning of his journey and encourage him to attend. I'd also love tools and workshops that are parent and child, so I have help introducing my child to these concepts in a way that's meaningful and doesn't feel forced as though I'm sitting her down by myself to "teach her a lesson" but rather let's go join this cool thing going on at the librav that we can both enioy!	
Thanks for your outreach on LGBTQ+ support. Oppose banning books. Good work /luck	
Keep up the great work! Definitely continue issuing anti-hate statements and support statements for marginalized humans. Continue to welcome ALL humans into the Library. Continue DEI programming and policies. The new strategic plan should include all of these.	
The DEI controversies that DGPL have entered demonstrate a drive to expand the positive impact on the whole DG community. Such expansions need to be done wisely, and not alone. Who else in the community -- individuals and institutions -- can be allies in this?What other dimensions are important in DG?	
Thanks for this survey and for the efforts it will hopefully boost!	
There is room for all of us here. I personally am a traditional person -- married, cis-gendered, Christian. I want everyone who doesn't fit that description to have their needs met as well as mine have been. It is not my place to approve or disapprove of what those needs are. They're needs someone in this community has, they should be met. And listen to those groups about what it is they need, anti-woke (13)	
Thanks for being such a safe place where i can be myself	
Please continue to maintain a safe space for members of the LGBTQ+ community. We deserve to be seen and included in the general population (2).	
We love our library and all its many resources. We appreciate diverse programming and the rich and DEI-friendly materials available to us (4)	