

Library of Things Program Evaluation Resources

The purpose of these questions is to provide a starting point for library professionals interested in surveying their community for a potential or existing LoT collection. This document is not intended to provide a comprehensive, all-inclusive list of questions that may be relevant to ask during the community needs assessment, but rather a jumpstart to your evaluation. Many of these questions were sourced or adapted from Cuyahoga County Public Library's internal Adult Program Evaluation, [Miami Public Library's Public Needs Assessment](#), [Oak Park Public Library's Community Needs Assessment](#), and [HUD'S Community Needs Assessment](#). The latter three assessments are publically available and are fantastic resources. Oak Park's assessment offers great examples on verbiage to introduce questions and conclude your survey.

Please feel free to download a copy of this document, and explore the appended resources, to further revise and inform your own community needs assessment, using your own community- or library-specific context and information.

Program evaluation typically involves the following steps:

- 1. Defining program goals and objectives: The first step in program evaluation is to define the goals and objectives of the program. This provides a clear framework for evaluation and helps to ensure that evaluation activities are aligned with program priorities.*
- 2. Identifying evaluation questions: The next step is to identify the evaluation questions that need to be answered. These questions should be focused on assessing program effectiveness, efficiency, and impact.*
- 3. Developing an evaluation plan: Once the evaluation questions have been identified, an evaluation plan is developed. This plan outlines the data collection methods, analysis techniques, and reporting formats that will be used in the evaluation.*
- 4. Collecting data: Data is collected using a variety of methods, such as surveys, interviews, focus groups, and document reviews. The data collected should be relevant, reliable, and valid.*
- 5. Analyzing data: The data collected is analyzed to determine the extent to which the program has achieved its intended goals and objectives. This analysis may involve statistical techniques, such as regression analysis or cost-benefit analysis.*
- 6. Reporting findings: The findings of the evaluation are reported to program managers and stakeholders. The report should provide clear and concise information on program effectiveness, efficiency, and impact, and should include recommendations for program improvement.*

Sourced from: <https://www.evalcommunity.com/career-center/program-evaluation/>

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Program Evaluation Prompts

- Consider your library's strategic plan. How does or would your LoT fulfill any aspects of this plan?
- What do you already know about your community's needs and values? What resources do they have access to via other social services, businesses, or entities in your community?
 - How can you best reach your community to survey their needs? Do you have the bandwidth and ability to distribute multiple surveys in multiple modes (e.g. email to all patrons, physical mail to all residents, short questionnaire after checkout, public comment, including a survey with LoT items)?
 - Are you seeking to bring new patrons into the library? Are you looking to increase usage of library resources by current patrons? Are you hoping to increase your number of physical visits by patrons?
- What are your collection goals? For example, are you prioritizing collection size growth, spatial capacity, or diversity?
- How will you evaluate the effectiveness of your LoT? Does your library have existing evaluation plans? If not, or you want to revise it, what are the markers for success for your library?
 - Having a plan helps ensure that future evaluations are feasible and instructive. Putting the plan in writing helps ensure that the process is transparent and that all stakeholders agree on the goals of both the program and the evaluation. It serves as a reference when questions arise about priorities, supports requests for program and evaluation funding, and informs new staff. An evaluation plan also can help stakeholders develop a realistic timeline for when the program will (or should) be ready for evaluation.
 - To read more on the benefits of an evaluation plan, visit [National Institute for Justice's report on evaluation planning](#). As they say, "Having a plan for the evaluation is critical, and having it ready when the program launches is best."

Sample Circulation Questionnaire for existing LoTs

To be prompted after in-person and online checkout.

1. What was the purpose of your visit today?	
2. Were you able to complete the purpose of your visit today?	
3. What other items or services would you like to see the Library of Things offer?	
4. Where/how did you hear about our Library of Things collection?	

Community Needs Assessment: Sample Question Bank and Template

Sample Demographic Questions

How long have you lived in _____?

2 years or less

More than 2 years to 5 years

More than 5 years to 10 years

More than 10 years

What is the primary language spoken in your home? *Short Answer*

What other languages, if any, are spoken in your home? *Short Answer*

Please look at the map below. In which zone/neighborhood do you live?

Zone A Zone B Zone C Zone D Not sure Prefer not to answer

Do you rent or own your residence?

Rent

Own

Not sure

Other (PLEASE SPECIFY) _____

Prefer not to answer

What is your age?

18-24

25-34

35-44

45-54

55-64

65 or older

Prefer not to answer

Do you or someone in your household identify as a person with a disability?

Yes [GO TO QUESTION X]

No [GO TO QUESTION Y]

Is the library accessible to this person, and is this person's accessibility adequately supported at the library? Yes No

What could the library do to make it easier for this person to access or use the [Library] buildings or services? *Short Answer*

What is your gender identity?

Woman

Man

Genderqueer/gender non-binary

Another gender identity, not listed here (PLEASE SPECIFY) _____

Prefer not to answer

Please consider all sources of income, before taxes, for everyone living with you in 20__.

What was your 20__ annual household income?

Less than \$15,000

\$15,000 to under \$25,000

\$25,000 to under \$35,000

\$35,000 to under \$50,000

\$50,000 to under \$75,000

\$75,000 to under \$100,000

\$100,000 to under \$150,000

\$150,000 to under \$200,000

\$200,000 or more

Not sure
Prefer not to answer

What is the highest level of education you have completed?

Less than a high school degree
High school graduate or GED
Trade school, some college, or associate's degree
College graduate
Some graduate study, no degree
Graduate degree (Master's, Ph.D., MD, JD)
Prefer not to answer


Which one of the following best describes your employment status?

Employed full time (35 or more hours per week at your primary job)
Employed part time (up to 34 hours per week at your primary job)
Self-employed
Unemployed and currently looking for work
Unemployed and not currently looking for work
Student
Retired
Homemaker
Unable to work
Other employment status (PLEASE SPECIFY) _____
Prefer not to answer

Sample Item Selection Questions


**If the library had these items, I would want to learn more about them or borrow them.
Select all that apply.**

Create a chart with one column for potential items or item types for your respondents to check.

<i>Item or Item Type</i>	
Example: Power tools, baking supplies, outdoor gear, ghost hunting kit, board games, fiber arts tools, museum/park passes	

In your household, do you have access to...? (CHECK ALL THAT APPLY)

Create a chart with one column for potential items or item types for your respondents to check.

<i>Item or Item Type</i>	
Examples: A computer or laptop; a device such as a smartphone or tablet, which you can use to access the internet; power tools; children's toys or literacy items; sewing machine; gardening tools	

I can use (library items / Library of Things items) for a business or innovation opportunity.

Agree Strongly

Agree

No Opinion / Not Applicable

Disagree

Disagree Strongly

I can use (library items / resources / Library of Things items) for my hobbies.

Agree Strongly

Agree

No Opinion / Not Applicable

Disagree

Disagree Strongly

Sample Programming Questions

What types of programs would you be interested in attending at the library?

Short answer

I would attend a program related to the following topics: (Select all that apply)

Examples:

Home improvement

Health and wellness

Outdoor recreation activities (such as hiking, camping, fishing, sports)

Gardening

Children's literacy/play/education

Cooking

Accessing technology

Library of Things item specific training

Sample Policies Questions

I would be less likely to borrow an item from the library if I must reserve it in person.

Agree strongly

Agree

Disagree

Disagree strongly

I would be willing to borrow an item for a shorter borrowing period than the typical X-week limit.

Agree strongly

Agree

Disagree

Disagree strongly

Sample General Library Interest Questions

How do you stay connected with [Library] news and happenings?

- Library website / Events calendar
- Emails / Online newsletter
- Social media
- In house displays
- Printed library materials (Program guide, fliers, mailers)
- Talking with library staff
- Talking with friends / family / others in the community
- Other (news articles / ads in newspapers)
- Other (please specify)

If you visit the library often, what keeps you coming back?

Library Service / Program	✓
Examples: <ul style="list-style-type: none"> ● Children's Programs ● Library of Things Collection ● Variety of Books, DVDs, Audio Books ● Computers / WiFi Access ● Health Related Programs ● Genealogy Research/Classes ● Literacy Program ● Friendly, Helpful Staff ● Don't Use the Library ● Other (PLEASE SPECIFY) 	

What do you wish we had?

Allow respondents to offer a short answer, and/or create a chart with items to be selected.

Do you ever use these library services or attend these programs? Check all that apply.

Library Service / Program	✓
Use examples of your specific Library services/programming	

What new programs would you be likely to attend?

Allow respondents to offer a short answer, and/or create a chart with items to be selected.

During the last 12 months, have you or someone in your household...? (CHECK ALL THAT APPLY)

Service / Program	✓
Examples: Attended a local community event Visited a museum or art gallery Attended live theater Attended a live concert Visited a park or participated in a park district program Streamed TV shows and movies at home, either through a service like Hulu or Netflix or through the library Spent time doing crafts or hobbies, such as woodworking, model building, cooking for fun, painting, etc. Taken classes for fun, for instance, classes on local history, cooking, or photography Volunteered or done community service None of these	

When it comes to the future of the [_____] community, what do you most hope for?

Short Answer

When it comes to the future of the [_____] community, what are you most concerned about? *Short Answer*

Libraries can serve many functions in a community. The following is a list of the services or roles the [Library] currently provides or could provide in the future. For each, please think about how important the service or role is or would be to your community as a whole, not just to you and your household. How important or unimportant to your community is it that the [Library]....?

	Importance to Community				
	Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant	Not Sure
Promotes children's literacy					
Serves as a social space where community members can gather and make					

connections with each other					
Encourages preschool children to play, read, and learn					
Encourages school-aged children to play, read, and learn					
Encourages teens to gather, read, and learn					
Supports the educational success of children and teens					
Supports the educational success of adults					
Helps community members find and access community resources, organizations, and services					
Provides services to people experiencing homelessness					
Provides services to community members at risk (e.g. those living in poverty, those without adequate food.)					
Provides classes and resources to help community members					

develop job skills, write resumes, and search and apply for jobs					
Provides access to technology, such as computers, Wi-Fi, and devices					
Provides classes and resources to help community members develop small businesses					
Teaches and promotes skills to find, evaluate, and use news and information					
Provides a place for civic engagement where the community can learn what is going on locally, regionally, and nationally, and can hear other's views					
Promotes volunteerism and provides a hub for community service projects					

Are there any other services or roles the Library should provide in the community?

Short Answer

Now please think about how important these same services or roles are or would be to you and your household. How important or unimportant to you and your household is it that the Library....?

Importance to Your Household				
	Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant
Promotes children's literacy				
Serves as a social space where community members can gather and make connections with each other				
Encourages preschool children to play, read, and learn				
Encourages school-aged children to play, read, and learn				
Encourages teens to gather, read, and learn				
Supports the educational success of children and teens				
Supports the educational success of adults				
Helps community members find and access community resources, organizations, and services				
Provides services to people experiencing homelessness Provides services to community members at risk (e.g. those living in poverty, those without adequate food.)				
Provides classes and resources to help community members				

develop job skills, write resumes, and search and apply for jobs				
Provides access to technology, such as computers, Wi-Fi, and devices				
Provides classes and resources to help community members develop small businesses				
Teaches and promotes skills to find, evaluate, and use news and information				
Provides a place for civic engagement where the community can learn what is going on locally, regionally, and nationally, and can hear other's views				
Promotes volunteerism and provides a hub for community service projects				

Does anyone in your household currently have a [Library] card?

Yes No Not sure

Do you consider your household to be a [Library] user? Yes No Not sure

During the past 12 months, has anyone in your household visited a [Library] building?


Yes [If relevant, GO TO QUESTION X]

No [If relevant, GO TO QUESTION Y]

Not sure [If relevant, GO TO QUESTION Z]

Why hasn't anyone in your household visited the [Library] in the past 12 months?

(CHECK ALL THAT APPLY)

<i>Reason</i>	
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<p>Examples:</p> <ul style="list-style-type: none"> ● My household only uses electronic resources ● The library does not have materials or programs we are interested in ● Not aware of what services the library offers ● Library hours are not convenient ● Library locations are not convenient ● Transportation to the library is challenging ● My household visits and uses libraries other than the library ● Other reason (PLEASE SPECIFY) 	
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During the past 12 months, how often have the people in your household visited the [Library] at any location?

More than once a week

About once a week

Every 2 to 3 weeks

About once a month

A few times a year or less

Not sure

Please think about things you and your household would like to do at the library. I and the people in my household would be most interested in: (CHECK ALL THAT APPLY)

<i>Reason</i>	✓
<p>Examples:</p> <ul style="list-style-type: none"> ● Borrowing materials, such as books, videos, e-books, or media, from the library ● Learning about something; for instance, by taking a class or attending a lecture ● Learning how to do something; for instance, learning a language or a craft, learning about woodworking or cooking, etc. ● Learning through technology, such as computers; or through online resources, such as Consumer Reports online 	

- | | |
|--|--|
| <ul style="list-style-type: none">• Opportunities to meet other community members; for instance, through book discussions, social clubs, or travel opportunities• Opportunities to serve the community; for instance, volunteer, participate in community projects• Other - PLEASE SPECIFY | |
|--|--|

Appendix A: CCPL Adult Program Evaluation Form

Given as paper copies to patrons and staff then consolidate and enter responses into Google form.
Branch use; questions include program evaluation language mandated by/across system.

Adult Program Evaluation

The survey will take approximately 4 minutes to complete.

1. Date

2. Branch *Select your answer*

3. Program Title

4. Program addressed the stated objectives.

Agree strongly

Agree

No opinion / Not Applicable

Disagree

Disagree strongly

5. Program was valuable.

Agree strongly

Agree

No opinion / Not Applicable

Disagree

Disagree strongly

6. Library staff was helpful.

Agree strongly

Agree

No opinion / Not Applicable

Disagree

Disagree strongly

7. Cuyahoga County Public Library is a valuable resource for lifelong learning.

Agree strongly

Agree

No opinion / Not Applicable

Disagree

Disagree strongly

8. I became aware of resources that can help me.

Agree strongly

Agree

No opinion / Not Applicable

Disagree

Disagree strongly

9. I gained information about the topic.

Agree strongly

Agree

No opinion / Not Applicable

Disagree

Disagree strongly

10. I improved my skills in the program area.

Agree strongly

Agree

No opinion / Not Applicable

Disagree

Disagree strongly

11. I identified a business or innovation opportunity.

Agree Strongly

Agree

No Opinion / Not Applicable

Disagree

Disagree Strongly

12. I am better prepared to develop my idea or business.

Agree Strongly

Agree

No Opinion / Not Applicable

Disagree

Disagree Strongly

13. How did you hear about this program?

Family/friend/neighbor

Library Staff

Library display/flier

Newspaper/magazine

Program Guide

Library Website

Social media

Email

14. What types of programs would you be interested in attending at the library?

Short answer

15. Additional comments and suggestions:

Short answer

16. Age

18-34 years
35-49 years
50-64 years
65 years and older

17. Gender

Female
Male
Non-binary
Gender identity (enter in space below)

18. Education

Less than high school diploma
High school diploma/GED
Some college
Bachelor's degree
Masters' degree

19. Income

Less than \$20,000/year
\$20,000-\$40,000/year
more than \$40,000/year

20. City of residence

Short answer

21. Race/ethnicity

American Indian/Alaskan Native
Arab/Middle Eastern/North African
Asian
Black/African American
Hispanic/Latino
Native Hawaiian/Other Pacific Islander
White/Caucasian

22. Email

If you would like to receive updates about library programs and services, please provide your email address.

Submit

Appendix B: Miami, OK Public Needs Assessment

Begins page 26.

1. If you visit the library often, what keeps you coming back?

Children's Programs
Variety of Books, DVDs, Audio Books
Let's Talk About It, Oklahoma
Love Books
Computers / WiFi Access
Health Related Programs
Genealogy Research/Classes
Literacy Program
Friendly, Helpful Staff
Don't Use the Library
Other:

2. What do you wish we had? Choose top 3.

Digital Music
More Opportunities to Learn Things
New Release Videos
Better Music Selection
More Books / Authors That I Like
Teen Programming
More Computers
More Online Materials
More Entertainment Programs
More Children's Activities
Other:

3. Do you ever use these library services or attend these programs? Check all that apply.

eBooks
Adult Programs such as Let's Talk About it or Adult Winter Reading
Digital Audio
Genealogy Classes
Digital Magazines
Children's Programs such as Lego League or Art in April
Library Website
Adult Literacy / ESL Classes
Computers / Wireless Internet
Children's Summer Reading Program
Interlibrary Loan
Health Programs such as cooking demonstrations or Tai Chi
Other:

4. If you use any of the items listed above, what suggestions do you have for how we might improve them? Check all that apply.

Offer More Health Cooking Classes

Do More Advertising of Programs
Offer More eBooks
Offer Family Programs for All Ages
Less Wait Time for eBooks, Digital Audio Books
Offer More Programs During Evenings or Weekends
Offer More Programs for All Ages of Children (Birth to 18 years)
Provide Faster Internet
Bigger Variety of Programs
Provide More Technical Support on Computers/Devices
Other:

5. What new programs would you be likely to attend? Choose top 3.

Book Club During the Day
Musical Performances
Book Club During the Evening
Local History Program
Children's Book Club
Gardening Program
Brown Bag Programs During Lunch Hour
Computer Classes
Author Visits
Financial Planning and Money Management
Art Classes
Planning for Retirement
Coloring Club Program
Other:

6. Of all we offer, what do you think is most important to the community or to you?

Choose top 40
Internet Access / Computers 17 Books / DVDs / Books on CD 19 Technical Support on
Computers/Devices (e.g. laptops, Kindles)
eBooks / Downloadable Audiobooks
Adult Literacy Program / ESL Classes
Health-Related Programs
Adult Book Discussions
Genealogy Workshops
Children's Summer Reading Program
Reference Materials
Adult Winter Reading Program
Other:

7. Of all we offer, what do you feel is least important to the community or to you? Choose top 3.

Internet Access / Computers
Books / DVDs / Books on CD
Technical Support on Computers / Devices (e.g. laptops, Kindles)
eBooks / Downloadable Audiobooks

Adult Literacy Program / ESL Classes
Health-Related Programs
Adult Book Discussions
Genealogy Workshops
Children's Summer Reading Program
Reference Materials
Adult Winter Reading Program
Other:

Additional Comments/Suggestions:

[Appendix C: Oak Park Public Library Community Needs Assessment](#)

Begins on page 46 of PDF.

COMMUNITY NEEDS SURVEY

This survey will include questions about the Oak Park Public Library's value and importance to the community, your satisfaction with library services and programs, and potential future strategic priorities and objectives.

1. Do you live in Oak Park? Yes No Not sure

IF YOU ANSWERED "NO" OR "NOT SURE" TO QUESTION 1 PLEASE DO NOT ANSWER THE REST OF THE QUESTIONS. FOR THIS SURVEY, WE NEED TO HEAR FROM PEOPLE WHO LIVE IN OAK PARK. THANK YOU FOR YOUR TIME.

I. Household Leisure Activities

First, please tell us a little about what you and your household do in your spare time.

2. During the last 12 months, have you or someone in your household...? (CHECK ALL THAT APPLY)

Attended a local community event

Visited a museum or art gallery

Attended live theater

Attended a live concert

Visited a park or participated in a park district program

Streamed TV shows and movies at home, either through a service like Hulu or Netflix or through the library

Spent time doing crafts or hobbies, such as woodworking, model building, cooking for fun, painting, etc.

Which crafts or hobbies have you spent time doing?

Taken classes for fun, for instance, classes on local history, cooking, or photography

Volunteered or done community service

None of these

II. Community Needs/Vision

Next, please think about the Village of Oak Park as a whole.

3. When it comes to the future of the Oak Park community, what do you most hope for?

Short Answer

4. When it comes to the future of the Oak Park community, what are you most concerned about? *Short Answer*

III. Value and Role of Library

The next questions are about the role of the Oak Park Public Library in the community. Please answer them to the best of your knowledge. Even if you don't use the Oak Park Public Library, please answer them based on what you know or have heard about it.

5. How valuable is the Oak Park Public Library to your community?

- Very valuable
- Somewhat valuable
- Not very valuable
- Not at all valuable
- Not sure

6. How valuable is the Oak Park Public Library to you and your household?

- Very valuable
- Somewhat valuable
- Not very valuable
- Not at all valuable
- Not sure

7. Libraries can serve many functions in a community. The following is a list of the services or roles the Oak Park Public Library currently provides or could provide in the future. For each, please think about how important the service or role is or would be to your community as a whole, not just to you and your household. How important or unimportant to your community is it that the Oak Park Public Library....?

	Importance to Community				
	Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant	Not Sure
Promotes children's literacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Serves as a social space where community members can gather and make connections with each other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Encourages preschool children to play, read, and learn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Encourages school-aged children to play, read, and learn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Encourages teens to gather, read, and learn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Supports the educational success of children and teens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supports the educational success of adults	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helps community members find and access community resources, organizations, and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides services to people experiencing homelessness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides services to community members at risk (e.g. those living in poverty, those without adequate food.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides classes and resources to help community members develop job skills, write resumes, and search and apply for jobs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides access to technology, such as computers, Wi-Fi, and devices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides classes and resources to help community members develop small businesses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Teaches and promotes skills to find, evaluate, and use news and information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides a place for civic engagement where the community can learn what is going on locally, regionally, and nationally, and can hear other's views	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promotes volunteerism and provides a hub for community service projects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Are there any other services or roles the Oak Park Public Library should provide in the community? *Short Answer*

9. Now please think about how important these same services or roles are or would be to you and your household. How important or unimportant to you and your household is it that the Oak Park Public Library....?

Importance to Your Household				
	Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant
Promotes children's literacy				
Serves as a social space where community members can gather and make				

connections with each other				
Encourages preschool children to play, read, and learn				
Encourages school-aged children to play, read, and learn				
Encourages teens to gather, read, and learn				
Supports the educational success of children and teens				
Supports the educational success of adults				
Helps community members find and access community resources, organizations, and services				
Provides services to people experiencing homelessness Provides services to community				

members at risk (e.g. those living in poverty, those without adequate food.)				
Provides classes and resources to help community members develop job skills, write resumes, and search and apply for jobs				
Provides access to technology, such as computers, Wi-Fi, and devices				
Provides classes and resources to help community members develop small businesses				
Teaches and promotes skills to find, evaluate, and use news and information				
Provides a place for civic engagement where the community can learn what is going on locally, regionally, and				

nationally, and can hear other's views				
Promotes volunteerism and provides a hub for community service projects				

IV. Library Use

Next, please tell us about your household's use of the Oak Park Library. Please think about everyone who lives with you when you answer these questions.

10. Does anyone in your household currently have an Oak Park Public Library card?

Yes No Not sure

11. Do you consider your household to be an Oak Park Public Library user?

Yes No Not sure

12. During the past 12 months, has anyone in your household visited an Oak Park Public Library building or the Book Bike?

Yes [GO TO QUESTION 14]

No [GO TO QUESTION 13]

Not sure [GO TO QUESTION 16]

13. Why hasn't anyone in your household visited the Oak Park Public Library in the past 12 months? (CHECK ALL THAT APPLY)

My household only uses electronic resources

The Oak Park Public Library does not have materials or programs we are interested in

Not aware of what services the Oak Park Public Library offers

Library hours are not convenient

Library locations are not convenient

Transportation to the Oak Park Public Library is challenging

My household visits and uses libraries other than the Oak Park Public Library

Other reason (PLEASE SPECIFY) GO TO QUESTION 16

14. During the past 12 months, how often have the people in your household visited the Oak Park Public Library at any location?

More than once a week

About once a week

Every 2 to 3 weeks

About once a month

A few times a year or less
Not sure

15. Which library location do the people in your household visit most often?

Main library building (Lake St.)
Maze branch (Gunderson Ave.)
Dole branch (Augusta St.)
Book bike
Use two or more equally
(Please Specify Which Ones) _____
Don't know/not sure

16. During the past 12 months, has anyone in your household visited the Oak Park Public Library's website?

Yes [GO TO QUESTION 17]
No [GO TO QUESTION 18]
Not sure [GO TO QUESTION 19]

17. During the past 12 months, how often have the people in your household visited the website?

More than once a week
About once a week
Every 2 to 3 weeks
About once a month
A few times a year or less
Not sure
GO TO QUESTION 19

18. Why hasn't anyone in your household visited the Oak Park Public Library website in the past 12 months? (CHECK ALL THAT APPLY)

Not aware of library website
Not aware of what materials and services are offered through the library website
My household prefers to use physical books and materials (magazines, videos, research resources, etc.)
The library website does not have the materials or services we are interested in
My household does not have access to a computer/device to access the internet
My household does not have internet access
Other reason (PLEASE SPECIFY) _____
IF YOU ANSWERED "YES" TO QUESTION 12 OR "YES" TO QUESTION 16 THEN ANSWER QUESTIONS 19-21. OTHERWISE GO TO QUESTION 22.

19. What is your favorite thing about the Oak Park Public Library? *Short Answer*

20. What is your least favorite thing about the Oak Park Public Library? *Short Answer*

21. Please think about things you and your household would like to do at the library. I and the people in my household would be most interested in: (CHECK ALL THAT APPLY)

Borrowing materials, such as books, videos, e-books, or media, from the library

Learning about something; for instance, by taking a class or attending a lecture

Learning how to do something; for instance, learning a language or a craft, learning about woodworking or cooking, etc.

Learning through technology, such as computers; or through online resources, such as Consumer Reports online

Opportunities to meet other community members; for instance, through book discussions, social clubs, or travel opportunities

Opportunities to serve the community; for instance, volunteer, participate in community projects

Other (PLEASE SPECIFY) _____

V. Library Attitudes

The next questions ask about how you and your household feel about using the library.

22. When you were growing up, do you recall anyone else in your family using public libraries, or is that something no one in your family did?

Family used libraries

Family did not use libraries

23. Please answer the following question to the best of your knowledge of the Oak Park Public Library. Even if you don't use the library, please answer based on what you know or have heard about it. How much do you agree or disagree with each of the following statements? If you disagree or strongly disagree with a statement, please indicate why.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Sure
I/my household members would feel welcome at the library. Why do you disagree or strongly disagree? _____ _____					
I/my household members would feel comfortable using the library. Why do you disagree or strongly disagree? _____ _____					
The library is a place where I/my household members could relax and spend time. Why do you					

<p>disagree or strongly disagree?</p> <p>_____</p> <p>_____</p>					
<p>The library staff would treat everyone fairly and equally. Why do you disagree or strongly disagree?</p> <p>_____</p> <p>_____</p>					
<p>I/my household members would know how to find books and other materials at the library. Why do you disagree or strongly disagree?</p> <p>_____</p> <p>_____</p>					
<p>I/my household members would know how to use the services at the library. Why do you disagree or strongly disagree?</p> <p>_____</p> <p>_____</p>					
<p>The library locations are convenient. Why do you disagree or strongly disagree?</p> <p>_____</p> <p>_____</p>					
<p>I/my household members would feel comfortable sharing information like name and address with the library in order to get a library card. Why do you disagree or strongly disagree?</p> <p>_____</p> <p>_____</p>					
<p>The library provides materials I/my household members can't get in other places. Why do you disagree or strongly disagree?</p>					

The library provides services and programs I/my household members can't get in other places. Why do you disagree or strongly disagree? _____					
The library provides digital materials and resources, for example, e-books, digital audiobooks, movies, TV shows, magazines and newspapers, and music I/my household members can't get from other places. Why do you disagree or strongly disagree? _____					
I/my household members would be able to communicate with library staff in a language we are comfortable in. Why do you disagree or strongly disagree? _____					
I/my household would feel safe at the library. Why do you disagree or strongly disagree? _____					

24. How much do you agree or disagree with each of the following statements? If you agree or strongly agree with a statement, please indicate why.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Sure
Getting to the library would be difficult. Why do you agree or strongly agree?					

Saturdays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sundays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The library would like to know how they can better support community members with disabilities.

27. Do you or someone in your household identify as a person with a disability?

Yes [GO TO QUESTION 28]

No [GO TO QUESTION 30]

28. Is the library accessible to this person, and is this person’s accessibility adequately supported at the library? Yes No

29. What could the library do to make it easier for this person to access or use the Oak Park Public Library buildings or services? Short Answer

VII. Information and Technology

We would like to know more about access to technology and information in your household.

30. In your household, do you have access to...? (CHECK ALL THAT APPLY)

A computer or laptop

A device, such as a smartphone or tablet, which you can use to access the internet

Neither of these

Not sure

31. Do you have high-speed internet access, other than access at the Oak Park Public Library? (CHECK ALL THAT APPLY)

Yes, access at home

Yes, access at work

Yes, access at another place (PLEASE SPECIFY) _____

No, no access

Not sure

32. When you need information about the Oak Park Public Library, how easy or difficult is it for you to find the information you are looking for?

Very easy

Somewhat easy

Somewhat difficult

Very difficult

Do not look for information about the library

33. What are your main sources of information about the Oak Park Public Library? (CHECK ALL THAT APPLY)

Information mailed to your home

Emails you receive as a library cardholder
Printed information inside the library
Library website
Library staff members
Library social media accounts; for instance, Facebook, Twitter, Instagram, or YouTube
Local media; for instance, newspaper, radio, or TV
Printed community newsletter
Word of mouth; for instance, from friends or neighbors
Do not get information about the library
Other (PLEASE SPECIFY) _____

VIII. **Demographics**

Finally, we would like to know about you and your household. The Oak Park Public Library works to provide services equitably in the community, and all information in this section will help us make sure our data is representative of everyone in Oak Park. First, please tell us about your household.

34. How long have you lived in Oak Park?

2 years or less
More than 2 years to 5 years
More than 5 years to 10 years
More than 10 years

35. Please look at the map below. In which zone is your residence located? (Map is visible in Report)

Zone A Zone B Zone C Zone D Not sure Prefer not to answer

36. What is the primary language spoken in your home?

37. What other languages, if any, are spoken in your home?

38. Do you rent or own your residence?

Rent Own Not sure Other (PLEASE SPECIFY)_____ Prefer not to answer

39. Please consider all sources of income, before taxes, for everyone living with you in 2018. What was your 2018 annual household income?

Less than \$15,000 \$15,000 to under \$25,000 \$25,000 to under \$35,000 \$35,000 to under \$50,000 \$50,000 to under \$75,000 \$75,000 to under \$100,000 \$100,000 to under \$150,000 \$150,000 to under \$200,000 \$200,000 or more Not sure Prefer not to answer

Now, we would like to know more about you.

40. What is your gender identity? Male Female Genderqueer/gender non-binary Another gender identity, not listed here (PLEASE SPECIFY) _____ Prefer not to answer

41. What is your age? 18-34 35-64 65+ Prefer not to answer

42. Are you... ? (CHECK ALL THAT APPLY) Asian Black Hispanic or Latinx Native American or Alaska Native Native Hawaiian or Pacific Islander White Another race (PLEASE SPECIFY) _____ Prefer not to answer

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

- Less than a high school degree
- High school graduate or GED
- Trade school, some college, or associate's degree
- College graduate
- Some graduate study, no degree
- Graduate degree (Master's, Ph.D., MD, JD)
- Prefer not to answer

44. Which one of the following best describes your employment status?

- Employed full time (35 or more hours per week at your primary job)
- Employed part time (up to 34 hours per week at your primary job)
- Self-employed Unemployed and currently looking for work
- Unemployed and not currently looking for work
- Student
- Retired
- Homemaker
- Unable to work
- Other employment status (PLEASE SPECIFY) _____
- Prefer not to answer

Our final questions are about the members of your household, not including yourself.

45. Not including yourself, how many people live in your household? IF YOU LIVE ALONE PLEASE ENTER 0 AND THEN GO TO THE END OF THE SURVEY. _____

46. Not including yourself, how many people in your household are in each age group?

- Aged 0-4 _____
- Aged 5-12 _____
- Aged 13-17 _____
- Aged 18-34 _____
- Aged 35-64 _____
- Aged 65+ _____

household member								
Seventh youngest household member	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

48. Not including yourself, how many of the adults (aged 18+) in your household are ...?

Employed full time (35 or more hours per week at primary job) _____

Employed part time (up to 34 hours per week at primary job) _____

Self-employed _____

Unemployed and currently looking for work _____

Unemployed and not currently looking for work _____

Student _____

Retired _____

Homemaker _____

Unable to work _____

Another employment status (PLEASE SPECIFY) _____

TOTAL NUMBER OF ADULT HOUSEHOLD MEMBERS, NOT INCLUDING YOURSELF

Thank you for sharing your thoughts with us today! You have helped the Oak Park Public Library to understand its value and importance to the community, your level of satisfaction with library services and programs, and how to determine potential future strategic priorities and objective. PLEASE RETURN YOUR COMPLETED SURVEY IN THE POSTAGE-PAID ENVELOPE TO THE CENTER FOR GOVERNMENTAL STUDIES.

[Appendix D: US Dept. of Housing and Urban Development's Community Needs Assessment Survey](#)

Household Information

1. Are you an adult 18 or over? (circle one)

Yes	No
-----	----

2. Are you the head of household? (circle one)

Yes	No
-----	----

3. Does anyone in your household have a physical or mental disability? (circle one)

Yes	No
-----	----

Community/Household Needs

4. How would you rate the following issues for your household?

	Serious Problem	Moderate Problem	Not a Problem	Does not apply to my household
Availability of job training opportunities				
Availability of jobs for adults				
Availability of jobs for youth				
Education				
Child-care services				
Cost of living				
Income/Wages				
Debt				
Financial Security				
Availability of Financial Services				
Availability of Financial Counseling				

Elderly living assistance (62+)				
Availability of health Care				
Health of residents				
Seeking employment with a criminal record				
Obtaining a degree/diploma with a criminal record				
Substance abuse services				
Substance abuse treatment				
No Response				

5. What are the things that make it difficult for you or other adults in your household to find and/or keep work? (check all that apply)

Barrier	<input checked="" type="checkbox"/>
Nothing	
Need affordable Childcare	
Caring for a family member who is sick or disabled	
Do not speak English well	
Need Transportation	
Need job experience	
Need job training	
No job opportunities	
Do not have a high school diploma or GED	
Do not have a college degree	
Disability	
Criminal record	
Child Care	

Transportation	
Other (specify)	
Don't Know	
No response	

6. Do you or any others in your household have interest in the following? (check all that apply)


Interest	✓
GED/ Adult Education	
Vocational Training	
Increasing income	
Getting a job	
Getting a better job	
Saving money	
Eliminating Debt	
2-year college	
4-year college	
Other (specify)	

7. Do you or another adult in your household have difficulty with any of the following? (check all that apply)

Subject/Skill	✓
Reading	
Math	
Speaking English	
Reading English	

Writing English	
Using a computer	

8. What are the primary health care needs of your household? (check all that apply)

Health Care Need	
Primary health care	
Pediatric (child) care	
Prenatal (pregnancy) care	
Dental care	
Health care education/prevention	
Nutrition and exercise programs	
Services to help alleviate stress, anxiety, depression	
Assistance with daily living for elderly/disabled residents	
Health screening services	
Substance abuse treatment	
Stop smoking programs	
Stop drinking programs	
Transportation to health care services	
Other (specify)	
Don't know	
None	
No response	

9. What is your gender? (circle one)

Identifies as Female

Identifies as Male

Other

10. What is your age?

18-24

25-34

35-44

45-54

55-64

65 or older

No response