



**MEETING MINUTES
EVANSTON PUBLIC LIBRARY BOARD OF TRUSTEES**

Wednesday, July 15, 2015
6:30 PM

Evanston Public Library, 1703 Orrington Avenue, Board Room

Members Present: Socorro Clarke, Shawn Iles, Margaret Lurie, Vaishali Patel, Leora Siegel, Sandra Smith, Michael Tannen

Members Absent: Tori Foreman, Benjamin Schapiro

Staff: Karen Danczak Lyons, Paul Gottschalk, Jill Schacter, Jessica Ticus

Presiding Member: Michael Tannen, President

CALL TO ORDER/DECLARATION OF QUORUM - A quorum was present and President Tannen called the meeting to order at 6:36 pm.

OATH OF OFFICE – President Tannen issued the oath of office to Socorro Clarke and welcomed her to the Board.

CITIZEN COMMENT – none

INFORMATION AND COMMUNICATIONS

- A. Jill Schacter and Dr. Mary Wilkins Jordan, Assistant Professor at Simmons College School of Library and Information Science, presented the results of the Evanston Public Library Survey administered in English and Spanish this past April. 1,284 people responded to the paper and online survey, yielding a response that provided statistically significant results. Overall, the survey indicates people feel quite positive about the library and use its services. A summary of the survey results is attached.

CONSENT AGENDA – Vaishali Patel moved, and Shawn Iles seconded, a motion to approve the consent agenda consisting of the minutes of the June 17th regular meeting, the bills list and payroll.

LIBRARY DIRECTOR'S REPORT – Director Danczak Lyons reviewed highlights of her monthly report (see report attached):

- As of July 15, residents of all ages have earned more than 90,000 points in the Summer Reading Program. If the total of points earned reaches 125,000 points, all participants that have accumulated fines on their library card will have their fines waived.

- The Center for Economic Progress reported the results of the 2015 tax season in which they helped Evanston residents file for over \$1 million in refunds.
- New “conciierge” volunteers have been trained to help patrons and will start by the end of the month.
- The Winnetka Northfield Library District is looking for a home for their non-circulating genealogy collection. The collection occupies an estimated 788 linear feet, is not catalogued and is in need of preservation and conservation work. Karen Danczak Lyons recommends the EPL not accept the loan of this collection due to space and resource constraints.

STAFF REPORTS

- A. Administrative Services Report** – Paul Gottschalk reported that EPL is in the process of hiring two part-time branch assistants. Elizabeth Bird, the new Collections Development Manager, starts on July 31st.

BOARD REPORTS

- A. Facilities Committee Report** – Shawn Iles reported the Facilities Committee and Library staff recommend Library Board approval of the proposal from Hayes Mechanical for HVAC (heating, ventilation, air conditioning) mechanical and electrical renovations in the Main Library in the amount of \$240,139.00. Motion to approve by Shawn Iles, second by Vaishali Patel. President Tannen expressed his reluctant approval of this project. EPL’s payment of capital expenses for a building the Library does not own is an unfortunate trend and that money spent for these improvements is money that could otherwise be spent for collections and library programs. That said, EPL is trying to be a responsible steward and avoid the problems associated with perpetually deferring capital improvements until it is too late. Approved on a roll call vote (Siegel abstained).

BOARD DEVELOPMENT

- A.** A video produced by ALA’s United for Libraries on “Succession Planning and New Board Orientation” was shown.

NEW BUSINESS

- A.** The North Branch Library will close at 6 pm on August 8th for renovation of the circulation desk. It will reopen on Monday, August 17.
- B. Board Committee Appointments:** Michael Tannen discussed the following Board Committee assignments:

Executive Committee - Michael Tannen (Chair as President), Sandra Smith (as Vice President), Margaret Lurie (as Secretary), Benjamin Schapiro (as Treasurer)

Finance Committee - Benjamin Schapiro (Chair as Treasurer), Leora Siegel, Michael Tannen

Management Committee - Sandra Smith (Chair as Vice President), Tori Foreman, Shawn Iles

Facilities Committee - Benjamin Schapiro (Chair), Shawn Iles, Michael Tannen

Development Committee - Margaret Lurie (Chair), Vaishali Patel, Benjamin Schapiro, Shawn Iles

Fund for Excellence Committee - Margaret Lurie (Chair), Board as a Whole

Endowment Investment Committee - Benjamin Schapiro (Chair as Treasurer), Karen Young, Richard Hemwall

Liaison to Evanston Nursery and Pre-K Schools
Socorro Clarke

Liaison to School District 65
Vaishali Patel

Liaison to Evanston Twp High School District 202
Tori Foreman

Liaison to Oakton Community College
Shawn Iles

C. The August 5 special budget meeting will be rescheduled to accommodate various schedule conflicts.

D. Appointment of Liaison to Evanston Nursery and Pre-K Schools. Michael Tannen appointed Socorro Clarke to fill this role and she graciously accepted.

E. Closed Session – Motion by Michael Tannen, second by Sandra Smith – move into closed session to: 1) review closed session minutes; 2) discuss a personnel matter. Approved on a voice vote. The Board moved into closed session at 7:59 pm. Motion to re-convene in open session by Michael Tannen, second by Sandra Smith. Approved on a voice vote.

Motion by Vaishali Patel, second by Sandra Smith – approval of the closed session minutes of February 18, 2015, March 18, 2015, April 15, 2015, and May 20, 2015. Approved on a voice vote.

Approved August 19, 2015

ADJOURNMENT – motion to adjourn the meeting by Sandra Smith, second by Vaishali Patel. Approved by a voice vote at 8:35 pm.

Respectfully Submitted,
Margaret Lurie, Secretary

Library Director's Report

July 15, 2015

Updates:

- This week we are conducting our first orientation sessions for our Concierge volunteers. We will begin our Concierge service by the end of the month. In preparation for serving all of our patrons, we have translated some basic phrases into both Spanish and Mandarin.
- Elizabeth "Betsy" Bird will join Evanston Public Library as Collection Development Manager beginning July 31, 2015. Bird, a Midwest native, comes to EPL from New York Public Library where she began her career as a Children's Librarian in 2004.

During her time in New York, Bird, a children's book author herself, has become highly influential in the world of children's literature. Her popular blog in School Library Journal gets tens of thousands of visitors each month, her Twitter followers number more than ten thousand, and she regularly reviews children's books for Kirkus and the New York Times. A sought-after public speaker, Bird has served on the Newbery committee and been profiled in Forbes magazine. At NYPL, she developed lecture series, storytelling events, and literary salons that attracted parents, teachers, librarians, authors and illustrators--anyone with a passion for the best in children's literature. As a buyer of print and digital materials for NYPL, Bird oversaw a budget of \$1.7 million.

- The Winnetka Northfield Library District has decided to repurpose the room in the Winnetka library that currently houses a non-circulating genealogy collection. The collection occupies an estimated 788 linear feet, is not catalogued and is in need of preservation and conservation work to maintain the collection. Approximately 10% or 78 linear feet is described as fragile and crumbling. To provide some perspective, a standard football field is 360 feet long.

The Director of the Winnetka Northfield Library District with the approval of her Board of Trustees plans to close the genealogy room and convert the room to a multi-purpose room at the end of July. A review of usage records maintained by the genealogy volunteers revealed that the collection had been used 197 times last year. A Librarian from the Newberry Library visited her library and reported that the contents of the collection are duplicates of items held at the Newberry. Winnetka has identified those materials that relate to Winnetka residents and will retain those items.

*The Director of the Winnetka Library is willing to negotiate the **loan** of materials to a library that agrees to accept, catalogue and preserve the collection.*

The Evanston Public Library does not have the resources (staff, climate controlled space, equipment or funding for conservation work and/or digitization of materials) to accept, organize and preserve this collection. As I look for new sources of funding, my short term priority is funding for the Storytelling Festival and long term is funding for the Robert Crown Library. We will be advertising for architectural services this fall to assist with a new space plan for the main library. Adding an additional 788 linear feet of unorganized, fragile materials at this time is counter-productive to our space planning exercise. I did not authorize EPL staff to address the Winnetka Board at their meeting nor propose that EPL accept this collection, despite an article in the local Winnetka press. **I do not recommend that we negotiate for the loan of this entire collection.**

I have asked the Director if she can provide information about the size (linear feet) and condition of materials that provide family histories for Evanston residents. Depending upon the size and condition of this portion of the collection, I may return to you with a request to allow me to negotiate for the long term loan of these specific materials.

An Evanston resident who volunteers at the Winnetka Genealogy room approached me at last night's City Council meeting. I explained to her that we do not have the resources to catalogue, preserve, or maintain this collection and my priority is finding funding for the Robert Crown library. I explained that I was waiting to learn about the size and condition of those parts of the collection that relate to Evanston residents and may be willing to negotiate for this part of the collection. She was disappointed.

The following link is from the Winnetka-Northfield Public Library webpage:

<http://www.winnetkalibrary.org/genealogy-materials/>

- On the following page, please find the Center for Economic Progress report on the results of the 2015 Tax Season. We are working together to increase the capacity for completing the 2016 tax returns. My heartfelt thanks for the tremendous service they provide to our patrons.

In addition to the statistics provided, they shared the following comments from patrons that benefited from this service:

- I'm really bad at financial planning. My mom lost her job just when I began college. I had to buy myself a laptop, got into debt, and it went downhill from there. I began working at Marshall's when I was 16. Now I work part-time as a Safe Ride driver [at Northwestern]. I have two siblings and a large extended family, so I send money home to help support them. It's hard.
- The people here are friendly and know what they are doing. I would have to do taxes myself otherwise. I'm not sure I would know how to do my returns as well, because I have done them before and made mistakes.
 - It's been a great experience. This is my 5th year or so coming here. I moved and I've been to a few of your locations. The program helps people, especially those in the community who can't afford it. The volunteers are very patient. If you have questions, they won't let you walk out without an answer, some advice, or a referral to another person who can answer the question. This is just a really awesome program. What inspires you? The assistance from the staff. What does this service mean to you? A lot. It's definitely helpful to individuals who can't afford it.

EVANSTON



Tax Season 2015 - Data Sheet

Tax Return Data

Tax Season 2015

Total Tax Returns Completed	512
Total Value of Fed & State Refunds	\$797,242
Total Value of Federal EIC	\$351,752
Total Value of Child and Dependent Care Credit	\$4,782
Total Value of Child Tax Credit*	\$28,214
Average AGI	\$15,153

Demographic Data

Ethnicity

African American	201	41%
Asian/Pacific Islander	35	7%
Caucasian	125	25%
Latino	78	16%
Native American	2	0%
Other	47	10%
Did not respond	3	1%
Total	491	100%

Household Unit

Individuals	320	65%
Families	170	35%
Total	490	100%

Employment Status

Not currently employed	84	17%
Working full-time for an employer	136	28%
Working part time	182	37%
Self employed (full or part time)	31	6%
Retired	25	5%
Disabled, unable to work	30	6%
Did not respond	3	1%
Total	491	100%

Bank Account Info

Checking account	290	59%
Savings Account	23	5%
Both checking and savings	110	22%
Prepaid debit card	11	2%
Did not respond	5	1%
No, but would like to learn	52	11%
Total	491	100%

*Child tax credit only includes non-refundable portion for 2014 tax year.

- I was pleased to represent the library at the dedication of the Gibbs – Morrison Cultural Center on June 20th. The Evanston Public Library will maintain a book shelf of free books to circulate and

bring regularly scheduled programs for various audiences and ages to the facility. More details to follow this fall.

- It was my pleasure to meet with Alan Anderson, the new Executive Director of the Northwestern University Office of Neighborhood and Community Relations. We talked about EPL's outreach and the work that we are doing beyond our walls, throughout the community. I arranged for him to receive an EPL Library card. Alan and I look forward to finding new ways to collaborate and to exploring new forms of cross-promotion.
- American Library Association: On Sunday, June 28th at 8:30 am we welcomed more than 100 Librarians and Library Trustees to "How to Work with Government Officials on Community Wide Issues: a panel discussion of library leaders and local officials at the American Library Association conference. Discussions centered on the library as an important community partner/leader and how libraries can lead change in their local community.
Speakers included: Wally Bobkiewicz, Evanston (Ill.) City Manager; Karen Danczak Lyons, Director, Evanston Public Library; Luis Herrera, City Librarian, San Francisco Public Library; Dr. Emily Moto Murase, Executive Director, City and County of San Francisco Department on the Status of Women; Siobhan Reardon, Director, Free Library of Philadelphia; Jim Cooper, Library Director, Salt Lake County Public Library
- I was pleased to accept a donation of original painting by Evanston artist, Beth Adler. The Peregrine Falcon painting will be the basis of the creation of EPL merchandise and will be framed and hung in the main library.
- Our **Summer Reading Program *Read to the Rhythm*** will officially conclude on July 31st, though we continue to take reports and award prizes through the beginning of August. As of the morning of July 13th, our residents of all ages have earned more than 82,000 points. If the total of points earned reaches 125,000 points, all participants that have accumulated fines on their library card will have their fines waived.

Thank you to Martha Meyer and Kate Kniffen for providing totals as of this 3:00 this afternoon:

Registered: 3849 folks. Points earned to date: 90,000

Here is a break down:

- Teen: 466 teens signed up; 11,700 points acquired by Teens
- Adult: 879 adults signed up; 15993 points acquired by Adults
- Kids: 2504 kids signed up (both age sets): 62,154 points acquired by Kids.

Report on Continued Participation (did participant do more than sign up?)

Children = 1060/2114 (50.1%)

Read to me = 262/387 (67.7%)

Adult = 563/878 (64.1%)

Teen = 261/466 (56.0%)

Quick highlights:

Summer Reading Promotion to Preschools: The final promotion to preschools was Brian Wilson's assembly at the YMCA on June 11. The final attendance for all 11 promotional visits to preschools in May and June = 570.

From Jessica Iverson:

One elementary aged girl explained that she designed a book cover, as I was adding point to her log on line. When I asked her what book the cover was for she told me it was for a story she had come up with! Great to know there are young writers in our program!

Special thanks to Leigh Kennelly who spent a large chunk of time overseeing the Summer Reading Program details, creating the instruction sheet that explains the making of musical instruments and distributing supplies to all locations.

Summer Reading at Ridgeville camp:

Jill Skwerski and Laura Antolin met with Kari Lindquist, Ridgeville Program Director, in May to discuss partnering with their camp. Laura arranged for their 4 week campers to use the Summer Reading Group Log and pilot the program in an accelerated way. Laura planned 3 visits to award prizes and brings books based on how many points they had and met with 54 campers, preschoolers and 5-7 year olds.

- Attendance **6/15 = 36 (26 campers, 10 staff)**
- Attendance **6/25 = 54 (37 campers, 17 staff)**



From Teen Services: Summer reading has gotten off to a great start in teen services; half way through the summer we're only 100 sign ups away from 500, our total last year. We've had a lot of positive feedback so far and while there are a lot of options besides reading on the log, many of the participants are still doing tons of reading. It's great to talk to them about what they've

been reading, poems they've written or activities they completed for the program. We were able to promote the program in person at the all of the middle and magnet schools except for Chute.

From Heather Norborg, Adult Services: Adult Summer Reading Program highlights thus far:

As of today, we have 877 adults registered with almost 16,000 points logged by adults. 225 are eligible for the prize drawings (logged at least 25 points) and almost 100 have "finished" (logged more than 75 points). We've awarded 16 prizes so far and all the winners have been very appreciative and impressed with the selection of gift certificates.

36 reviews have been submitted online and more than 30 in person.

The Drum Circle Program was a rousing success – more than 35 patrons participated, many of whom intended to just watch for a moment or two but ended up staying the whole time and really getting into it!

July 14th - Meet Your Neighbor's Folk Music program between 45 and 50 attendees (all ages), with about 20 to 25 dancing. It was very fun! I danced with a super sweet, confident 6 year old girl. Adorable.

In two weeks we will host the Book and Song Pairing discussion group.

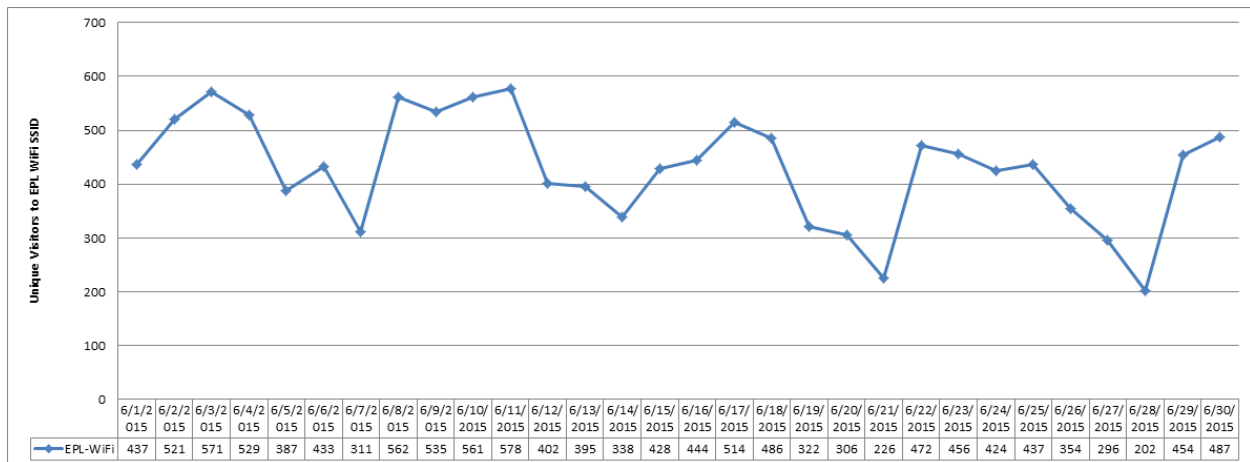
Assessments, metrics and initiative results:

	Foot traffic: May, 2015	June, 2015
Main:	43,054	49,520
North:	3,896	5,416
CAMS:	4,291	5,207
Total:	51,241	60,143

Website visits in May: 45,343 June: 46,595

Overall Computer/Internet Use – all locations: May: 6,679 June: 7,054

Please see below for summary of daily connections to EPL wireless network.



Services and collaborations:

- Project Excite: "Evolving from the collaborative efforts between The Center for Talent Development at Northwestern and Evanston School Districts 65 and 202, Project EXCITE identifies talented minority students in the 3rd grade and nurtures their talents in math and science until they enter Evanston Township High School. Begun in 2000, this research project was created to increase the number of minority students in the accelerated mathematics and science track of the Elementary School District 65 and in honors and advanced placement classes at Evanston Township High School. Project EXCITE provides educational opportunities and social support through sustained contact with the students and their families as they progress through the seven-year sequence."

EPL's Project Excite program has been going well so far. While we didn't get as many participants as we were hoping this year the teens that are taking part are a really dedicated and active group.

From Ashley's Report:

"Project Excite has been my absolute favorite program to run so far this year—with the exception of homeschool programs. It's been my most successful filmmaking program and the kids are a blast to work with. My only complaint is that I wish we were reaching more kids—it's a shame that we only have seven kids (it's too fantastic a program and should be reaching more).

Each week is themed and targeted toward a different area of filmmaking. The goal of the program is for the teens to make a 15-20 second stop-motion film of their choosing. We are also interweaving reading two books ("Middle School Superhero" and "Planet Middle School") and writing activities into the daily activities. The daily curriculum starts with a summary/introduction of the day, lecture/demo, and breakout for work time plus 1.5 to 2 hours of work time, break and snack, and then we finish the day with reading and writing.

Each teen was given the task of writing a story of their choice. They were told to keep it simple and short, no more than half a page. They were shown examples of scripts and we read a short scene from "The Lego Movie." We also did the Apples to Apples writing activity to spark some ideas (one teen did choose an idea generated from this activity). Teens were taught to use Celtx (the scriptwriting software) and had three days to write their scripts.

During week two, teens were given four days and a whole slew of materials to construct their characters and sets. They could choose to work on their projects solo or as a group—everyone chose to go solo. For week three, teens were split into groups to film their projects. Depending on how many people were in the group (two or three), roles were assigned. The person whose film was being shot was the director and responsible for deciding how the shot was going to look, how the lights should be directed, etc. The remaining people were assistant directors and production assistants. Their jobs were to assist the director with moving the characters around (puppeting), repositioning the lights, taking the pictures if needed, etc. The idea behind having them work in teams was to show them that making a film is not an easy task and that teamwork is essential to getting the job done. Films are not solo projects, they are group efforts. Please click on the links below to view the videos produced:

- Kofo's "Friend's are Everything" : <https://www.youtube.com/watch?v=GYWIP4d1Uii>
 Michelle's "The Murder of Blake Gates" : <https://www.youtube.com/watch?v=sonr1gKdJZI>
 Jasmyne's "The Snowball Fight" : https://www.youtube.com/watch?v=7i4uw_Po_BM
 Sofia's "How Peanut Butter and Jelly Meet!" : <https://www.youtube.com/watch?v=n8ocV3WbJ1U>
 Talitha's "The Food Fight" : <https://www.youtube.com/watch?v=dTj6hF9-bc>
 George & Isaac's "The Duck" : <https://www.youtube.com/watch?v=2aQI3LWfFDw>

Enjoy!

- My thanks to Julie Bevan from our Technical Services Department who has just completed 60 days of work to add 523 records to the Evanston Public Library catalogue which represent materials housed at the Shorefront Legacy Center. This effort helps patrons discover Shorefront's collection of materials when they are searching our catalogue for information.

A sample follows:

The screenshot displays the Evanston Public Library website interface. At the top, there is a navigation bar with links for 'Log In | My Account | My Lists | Library Information | Select Language'. Below this is a search bar with the text 'All Evanston branches' and a 'Keyword' input field. The search results show 452 results found. The left sidebar contains filters for 'Limit Search Results' (Only Show Available, Show fiction only, Show nonfiction only), 'Narrowed by:' (Item Type: Evanston Shor...), 'Author' (Myers, Walter Dean, Collier, Bryan, Colter, Cyrus, Morrison, Toni, Weatherford, Carole...), 'Format' (Book), 'Language' (English), 'Interest Level' (Adult), and 'Subject' (African Americans, United States -- Race..., Women -- Biography, African Americans). The main content area lists three items:

- Title The life of Louis Armstrong : king of jazz**
 Author Old, Wendie C.
 Publication Date(s) 2014
 Series: Legendary African Americans
 Format: Book
 Available: 1
 Library: Evanston Public Library Main
 Call Number: SHORxBiog ArmstL Old.W
 Material Type: Evanston Shorefront Legacy Center Collection
 Item Notes: 2214 Ridge Avenue, Evanston, Illinois
 Status: 2214 Ridge Avenue, Evanston, Illinois
- Title Zora Neale Hurston, Haiti, and Their eyes were watching God**
 Publication Date(s) 2013
 Format: Book
 Available: 1
 Library: Evanston Public Library Main
 Call Number: SHOR 813.5 H966tZzor
 Material Type: Evanston Shorefront Legacy Center Collection
 Item Notes: 2214 Ridge Avenue, Evanston, Illinois
 Status: 2214 Ridge Avenue, Evanston, Illinois
- Title How long will I cry? : voices of youth violence**
 Edition: First edition.
 Publication Date(s) 2013
 Format: Book

Children's Services highlights include:

- See Summer Reading Program Highlights under Updates section
- Martha Meyer came up with the idea to have a cart of circulating Chinese Language adult and children's books on the floor with descriptive text written in Chinese so that patrons know to use their card to check out these books. The cart has been replenished 3 times with about 20 books each time. Martha worked with Brooklyn Guan to develop Chinese language for the cart, with Laura Antolin to obtain the cart, with Jessica Iverson to print out the text. We are still getting donations of Chinese kids' books! On Monday we had a donation of 39 picture books!



Teen Services highlights include:

Art (and Science) of the Handmade Book Camp 2015, as reported by Jamie Thome

This camp combines practical hands-on papermaking and bookbinding skills with various art processes and writing exercises. Additionally, this year, we're taking a more intense look at the science behind papermaking, and will be utilizing the 3-D printer (and Saturday FUSE sessions) to create book covers.

The over-arching Big Idea of Book Camp this year is Identity and Self-Portrait. Inquiry questions directed towards that theme will include (but are not limited to) the following: What is something that you are quite talented at doing and do well? What makes you tick? How are you different/similar in each community (peer community; family community; school community)? What talents/gifts do you possess that you can use to better your community, and how can you use them?

Special note: One of the campers, Alice Mullan, was in last year's camp, and was a student at Bessie Rhodes (I've had her for a few different programs). She's going to teach the paper making demo, and is also going to teach a couple of writing activities. She's phenomenal. Going into 9th grade next year."

Week one activities thus far have included:

Session I (July 13, 2015):

Upon arrival, campers signed in and made a nametag that expressed their personality in some way. Most chose to use specific colors and designs to do so.

Community Building activities:

**Interview introduction: Campers interviewed one another to prepare for introducing each other to the group. Questions posed included 'Do you have siblings, and if so, are they annoying or awesome?' 'What is your favorite food and why?' 'If you could choose a different name for yourself, what would it be and why?' 'What is your best quality?'

**Collaborative Camp Rules: Campers worked together to establish Camp norms and expectations (on large poster board, signed by each camper)

**Name Ball Game: Standing in a circle, we established a pattern to toss a small stuffed pillow to each other. Following the rules (say the person's name you are throwing to; concentrate; make eye contact with the person you are throwing to/receiving from), the goal of the activity was to keep the pillow in the air (don't drop it or we have to start over); add a second stuffed animal; go as fast as we could as a group. Campers were required to work together to figure out how to make the 'tossing' go faster each time, without dropping.

**Knot Game: Campers in a circle took the hands of someone across from them and had to, as a team, untangle the knot.

Camp activities:

**Using watercolors and Sharpie markers, campers created the covers for their Book Camp Sketchbooks. The design was an abstract self-portrait 'stained glass window' design.

**Campers looked at machine made paper (Xerox paper) through the microscope to see the fibers in the sheet of paper.

Book/Art Vocabulary: grain, fibers, abstract/realistic, spine, fore-edge, texture, design

Session II (July 14, 2015):

Upon arrival, campers signed in and made a nametag with their name and a quick ten-second self-portrait.

Community Building activity:

**Alliterative Name Game: sitting in a circle, each camper says their name with an alliterative adjective before it. Before saying one's own name, each person must say every other prior person's name and adjective. The last person (me) has to say everyone's name and adjective.

Daily Challenge:

**Write 6 self-portrait haikus.

Camp activities:

**Campers hand sewed their Book Camp Sketchbooks (three-hole pamphlet stitch), using their watercolor abstract self-portraits as the covers.

**Upon finishing the sewing of their books, campers worked on embellishing the covers, creating beadwork on the spines, or writing the Daily Challenge poems.

Vocabulary: grain, leaf, folio, signature, nestle, pamphlet, spine, fore-edge, gutter, squares, linen, tensile strength, texture, design

Session III (July 15, 2015):

Session goals: community building activity (Exquisite Corpse sentences); tin-can papermaking (with microscope viewing of pulp and discussion of hydrogen bonding); studio time for completing yesterday's Daily Challenge, making more tin-can paper, further embellishing Book Camp Sketchbooks, beginning to design 3-D printed book covers for their handmade paper books.

Session IV (July 16, 2015):

Session goals: community building activity (Exquisite Corpse inspired collaborative story); hand papermaking; studio time for completing Daily Challenge (collage of yesterday's Exquisite Corpse sentences), making more tin-can and larger paper, continuing to design 3-D printed book covers for their handmade paper books.

**Weeks Two and Three of camp will provide more studio time for making paper, creating content for their artist's books, working together to create a collaborative work of art that will be permanently displayed in the Loft, and writing personal stories.

- **Class Visits:** We've had a lot more classes come into visit the Loft this summer, including an ESL class from ETHS. The ESL class has come twice already. The first time McKenna was able to make them cards or replace cards. Like our students from Chute many of these students have just arrived to the United States. We've also had an English class stop in and two visits to ETHS to present on using our catalog and readers advisory resources and Overdrive services. We

received a lot of positive feedback from the teachers and are planning on coming in to do the Overdrive demo again in the fall.

Outreach and Community Engagement includes:

- From Jill Skwerski:

Here's some noteworthy news from Community Engagement:

The Book Bike will pass the 100 mile mark on the odometer today (July 15th)!

Summer is here in fits and starts, so the book bike is in high gear. Surprisingly, I've only been rained out twice, despite the seemingly endless rainy days. This season, we've scheduled and used social media to market some regular dates out at the 4 free lunch locations (James Park, Mason Park, Fleetwood-Jourdain and Robert Crown). At these locations alone I've checked out 80 books, registered 19 kids and 1 adult for Summer Reading and issued or renewed 8 library cards. I've also been out to the Downtown Evanston Farmers Market, the West End Market, the Recycling Fair, many neighborhood parks and Hillside Pantry as a means of expanding library services to places in the community where residents naturally gather. I'll be pedaling over to Mason Park next week for the second meeting with the boys and girls mentoring groups from Connections. This is a partnership that was begun last summer and continues to grow in strength and numbers as Laura Antolin and I get to know the staff from Connections and their clients. Last month, we had 14 kids and several parents show up, which was the largest group Connections had seen for their mentoring event to date. Forthcoming events include stops at the Ridgville Park Market, Ethnic Arts Festival, Streets Alive!, CommUNITY Picnic and Bike the Ridge.

Other partnerships that continue to grow include our relationship with the Evanston Vet Center and their Outreach Specialist, James Harkins. James played a major role in planning and promoting our recent Veterans Resource Fair. He began to staff a table in the lobby once a month in March and has seen traffic pick up with each passing month. He sends along the following summary of services:

March 2015 – July 2015

Total Veterans Assisted: 39

Total Veteran Dependents Assisted: 37

Total Veterans Assisted with Vet Center/VHA Medical Care: 16

Total Veterans Assisted with Disability Claims: 12

Total Veterans Assisted with Homeless/Housing: 8

Total Veterans Assisted with Misc Issues: 3

Veterans Referred for services from interaction with Dependents: 15

The Mobile Vet Center will be making its first visit to the CommUNITY Picnic on Sunday, 8/23. Please drop by and say hello!

One new service point for me is a monthly visit to Three Crowns Park, where I meet with 12-15 homebound ladies (who tell me there are no men to bring). I provide books and DVDs for them to check out on their EPL cards and we chat about books and what their grandkids are reading. They're very enthusiastic about the Big Read and are looking forward to our book discussion about *Into the Beautiful North*. Big Read discussions are also scheduled at Ebenezer Primm Tower and Ridgville Park, with tentative dates at the Mather and Westminster Place.

- Outreach to Parks continues:



Photo above: Phoebe Metz and Jasmine Abron at Robert Crown

- YMCA teen camp started coming to the Loft on Monday and Thursdays to hang out, read, use computers or game
- One of the YOU camps came to visit the Loft for part of their camp

Adult Services highlights include:

Open Communities

We were covered by the *Daily Northwestern*,
<http://dailynorthwestern.com/2015/06/26/city/panel-examines-affordable-housing-evanston-national-judicial-action/>

The discussion was lively and informative, and all 4 panelists had great suggestions on how to make and keep Evanston a diverse and open community. We discussed new initiatives such as the city's exclusionary housing ordinance, and the law preventing landlords from rejecting Housing Voucher applicants on that basis alone.

The tone of the event was respectful, with all 4 participants reflecting on and recognizing the role real estate agents, city government and community organizations such as Open Communities and the NAACP all play in working towards the common goal. 45 people attended.

The program also highlighted Open Communities' "Justice 2015" activities, including EPL's upcoming discussion (this Wednesday night) of *Family Properties*, with the African American and History book discussion groups.

The Celiac Project

Over 80 people crowded into the Community Meeting Room to watch Michael Frolichstein's heartfelt documentary about his journey to understanding celiac disease. The film includes numerous interviews with people with celiac, including Frolichstein's small daughter and teen age nephew. As they recount their frustrations and struggles with misdiagnosis, chronic pain, fear, and the challenges of adapting to a gluten free diet, Frolichstein also imparts a wealth of knowledge about this frequently misunderstood, yet growing condition.

After the film, most of the audience stuck around for a panel discussion with the filmmaker, and medical experts Dr. Vincent Biank, Pediatric Gastroenterologist at NorthShore University Health System; and registered dietician Carrie Ek, coordinator of the Pediatric Celiac Disease Center at Advocate Lutheran General Hospital.

Gluten free snacks were provided by a local gluten free bakery! Also covered by the Daily <http://dailynorthwestern.com/2015/07/09/city/evanston-filmmaker-screens-documentary-celiac-disease/>

Mission Impossible Wrap-Up

Northwestern's Dr. Jules Law returned on June 29th for a final presentation and group discussion of *Middlemarch*. 51 Eliot fans attended, and peppered Dr. Law with questions: on the characters, on Eliot and on the politics and mores of the time period. The groups will meet one final time the 3rd week in August, at which point they will receive their Mission Impossible "swag": certificates of completion (suitable for framing) and a souvenir. We estimate 60-80 patrons will finish, based on current group attendance.

Meanwhile, "Mission Impossible: Proust" is still continuing! The spin off group of about 30 readers, led by library patron Kevin Coughlin continues to meet regularly at the Celtic Knot. They have finished the 4th book and are now on to the 5th, with some help from MI:4 Proust scholar Michal Peled Ginsburg.

MI:6 launches September 9th with *Moby Dick*! We are hoping to have Lookingglass artistic director Andy White speak about why he decided to offer this creative dramatization of the novel. And we already have our "swag" planned: temporary sailor tattoos!

Bring Your Own Device

This hugely popular computer class has been full up for every session! Volunteer instructor George Lowman, (father-in-law of EPL staff member Robin Sindelar) has been teaching a series of 6 classes for iPhone and Android users: basics, settings, apps, camera and photos, gps and maps, and library downloadable e-books/and audiobooks. The class was arranged by the North Shore Village and SASI (*S*ervices for *A*dults *S*taying *I*n their homes), although the classes are of course open to anyone.

Students rave about Mr. Lowman as an instructor. A sample thank you note:

"One of the best parts of teaching at the Evanston Public Library is that I receive lots of email notes from the students. This one is a bit longer than most, and it's particularly nice, which is why I am sharing it with all. Clearly, the Evanston Library provides an environment which leads to learning and fun for nearly all our students. And to me, that is wonderful.

Upcoming events of note:

- **Monday, July 20, 6:30pm, Community Meeting Room, Main Library**

Bring friends and make new ones at the Evanston Public Library's first Tabletop Game Night. Jesse Reynolds – owner of [Elysium Games](#), Evanston's new game store – and others will teach games such as Settlers of Catan, Betrayal at the House on the Hill, Seven Wonders, Smash Up, and Pandemic. No experience required. Attendees must be 16 or older. You may bring snacks or a bag dinner.

- **Thursday, July 23, 2:30 pm, Community Room, Main Library**

An Afternoon with Kwame Alexander

The Dajae Coleman Foundation and Evanston Public Library Friends present an afternoon with Kwame Alexander, the 2015 recipient of the Newbery Medal for *The Crossover*, a novel in verse for children and teens about basketball, brothers and family. Mr. Alexander will read from his work, discuss matters of the heart, and sign books. Copies of *The Crossover* will be available for purchase courtesy of Bookends & Beginnings. Please register.

- **August Family Nights!**
- Tuesday 8/4 7 pm Family Night: Yoga with Jancy Jerome! Cat, cow, and down dog too! Come learn to greet the morning together in an easy and beautiful sun salutation. Grades K - 6 with a parent. Bring a yoga mat if you have one. Registration required.
- Monday 8/10 7 pm Family Night: Lego Night. Build your dream school together -- or the last "tree house" of summer. Grades K -5. Drop In; no registration needed.
- Thursday 8/13 6:30 pm Family Night: Drive in Movie Night with Stuffed Animals! Build your favorite stuffed animal a cool car, then drive over together to our movie room for some short films. Preschool and up. Registration Required.
- **Every Thursday, starting June 18, 3-4:30 pm, Seminar Room, Main Library**

Act Out: Performance Workshops for Teens!

This summer, learn to perform comedy, poetry or theatre with your friends! These drop-in workshops will feature a different performance style each week for you jump in, get messy, and try something new! At the end of the summer, all participants will be invited to showcase their new skills at a Teen Variety Show. Great for novices and experts alike.

Excerpts from Patron feedback:

From Laura Antolin at Custer Street:

Comments from Saturday, June 20:

A woman who lives 2 blocks from a Chicago Library Branch but comes to EPL because the lines at CPL are always too long and they're not helpful, said she loves coming to EPL because we're friendly and we have sheet music.

"Thank you for your good work!"

"We love the Library!"

"I love you guys!"

"Thanks for all the social media."

Comments from Sunday, June 21:

"We love the Library and we use it all the time!"

"We're big fans."

"I love the emails."

From Martha Meyer:

On June 1st, I signed up two children for the summer reading program and when I asked if the whole family would be signing up, both moms said yes. After the sign up process, I asked if they had seen the Pride display (our first ever – to my knowledge—in the children's room) and one of the moms said yes, and it made her smile. Worth all the work and research! (Martha Meyer and Linda Balla were responsible for both the idea and preparing the display.)

From Brian Wilson:

A 10 year old boy congratulated me about being on the Caldecott Committee. He told that I'm "cool because you helped bring Dav Pilkey here and now you are on the Caldecott committee."

Comment from Maria Gobbi, Roycemore 1sr Grade Teacher:

Laura,

I can't thank you enough for coming by and teaching the kids about circuitry! They loved it and are now trying to get their parents to buy them a Squishy Circuits kit! It was a pleasure having you and I hope we can do something together again in the future!



Evanston Public Library

Survey Report

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Introduction

This is a report of the analysis of the survey done during April, 2015 by the Evanston Public Library staff and volunteers. The survey was conducted in both English and Spanish, to try to reach out to as many people as possible; and responses were received both in paper and online formats.

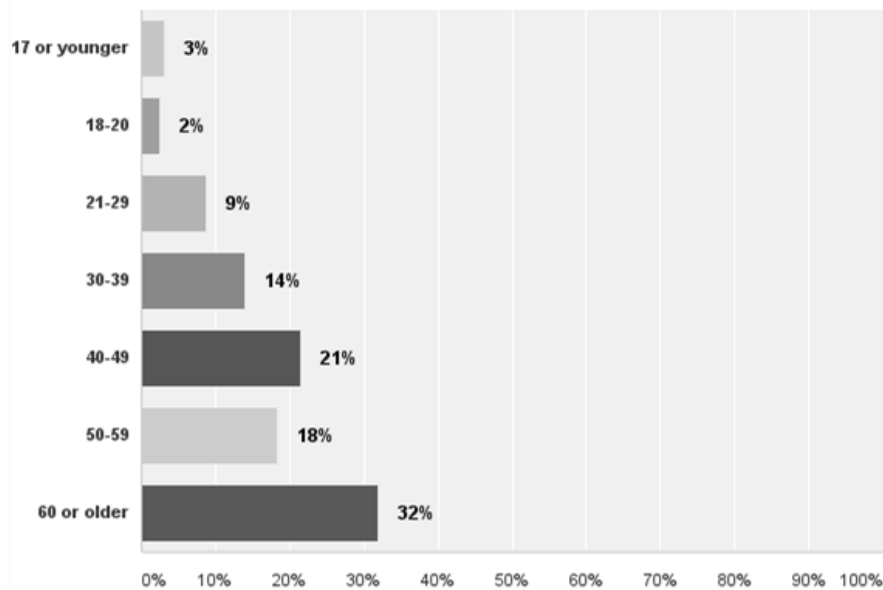
Demographics

1,284 people answered the English version of the survey; 32 answered the Spanish survey. The estimated population of Evanston in 2013 was 75,570. This is a sufficient response to provide statistically significant results.

Although the Spanish responses are not a sufficient number to definitively extrapolate their answers across the entire Hispanic population of Evanston (9% of the population), it does provide data to use in making some educated predictions about the library-related interests of Spanish speakers in Evanston. Approximately 22% of Evanston residents speak a language other than English in the home.

Ages of the respondents were collected, as seen in Chart One.

Chart One: Ages of Survey Respondents



The responses to the survey skew toward older people; this is common in public library surveys, though not representative of the community as a whole. Evanston as whole skews a little toward younger people, with the large number of college students in town. Evanston’s population breakdown in 2010 was approximately:

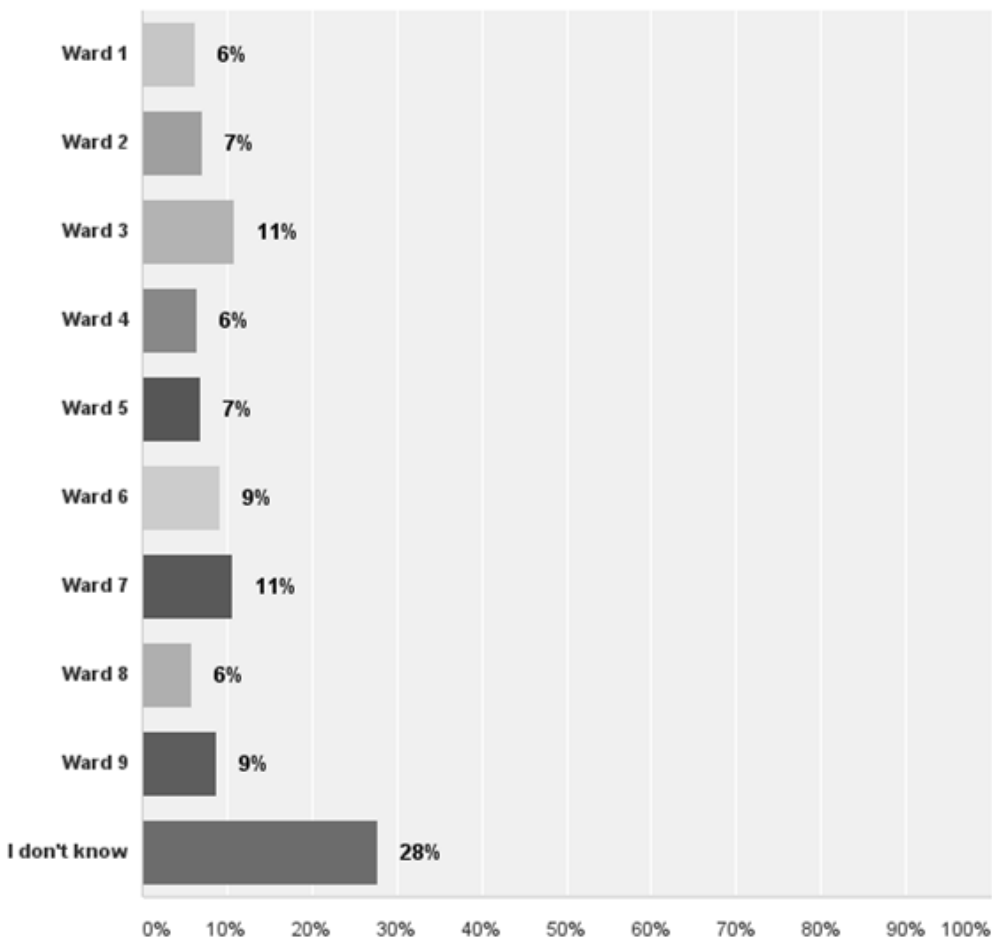
- Under 5 years: 6%
- 5– 19 years: 20%
- 20-64 years: 63%
- 65 and over: 11%.

Seventy percent of the respondents were female, with 30% male. Again, this is a common result in public libraries, where the majority of the users tend to be female. In Evanston, 52% of residents are female, 48% male.

We were successful in capturing responses from infrequent and non-users of the library with 28% of the respondents describing their use as once in a while or never. This was one of our goals.

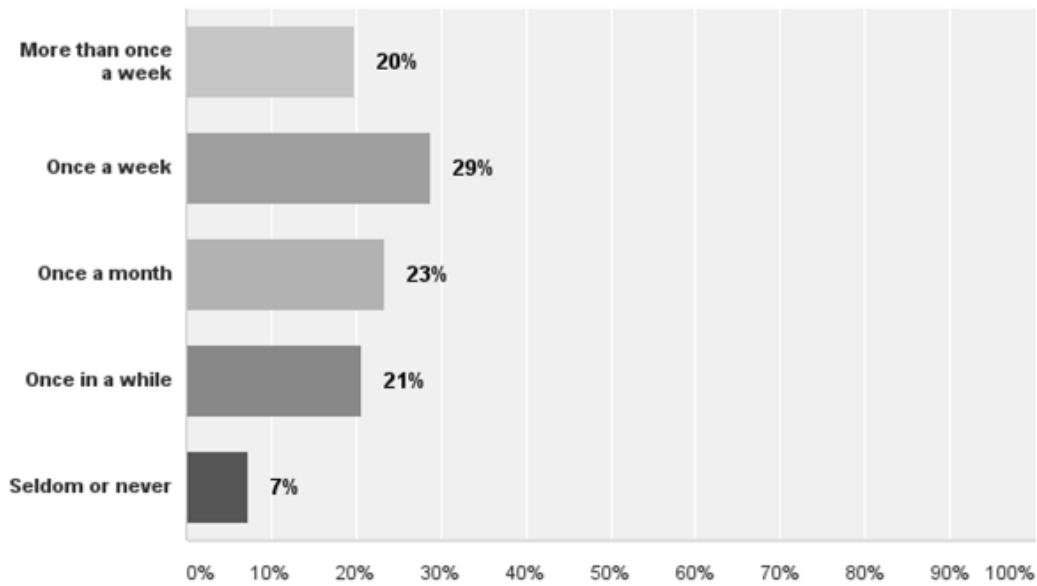
There was a relatively even distribution of Ward residency. The “I don’t know” answer may have come in large part from the residents of Chicago or Skokie who use the EPL. (See Chart Two)

Chart Two: Ward Residency



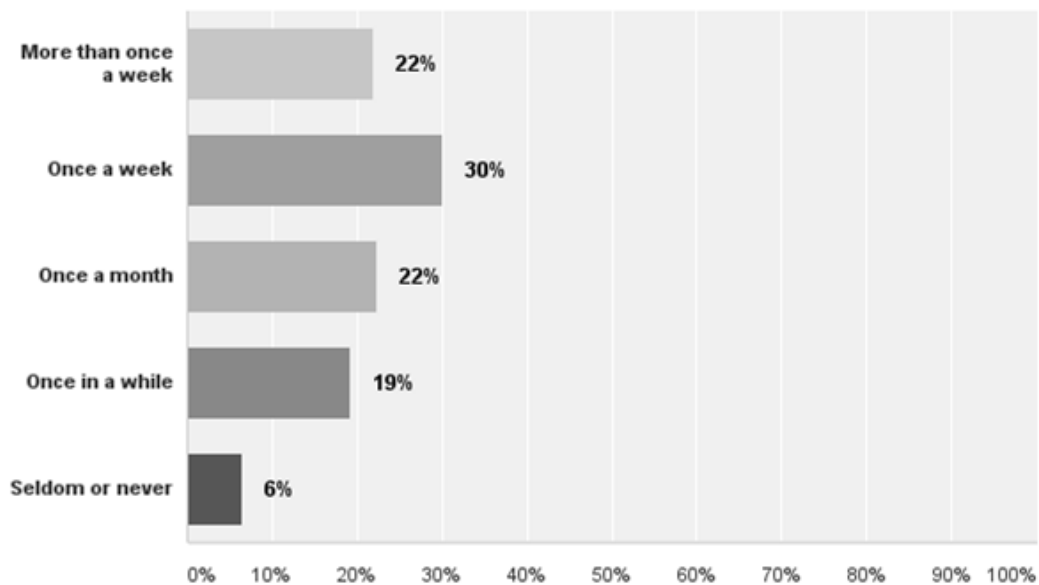
The respondents to the survey are heavy users of the library services, with nearly half of the users reporting they use the library at least once a week. (See Chart Three) Again, this may be the result of some level of bias toward users in any library survey, even when making efforts to reach out to nonusers. And it is likely this is also showing some bias toward wanting to seem like the kinds of people who use a library, so these numbers are likely inflated somewhat. But it is still a good statement on people’s interest in the library!

Chart Three: Frequency of Library Use



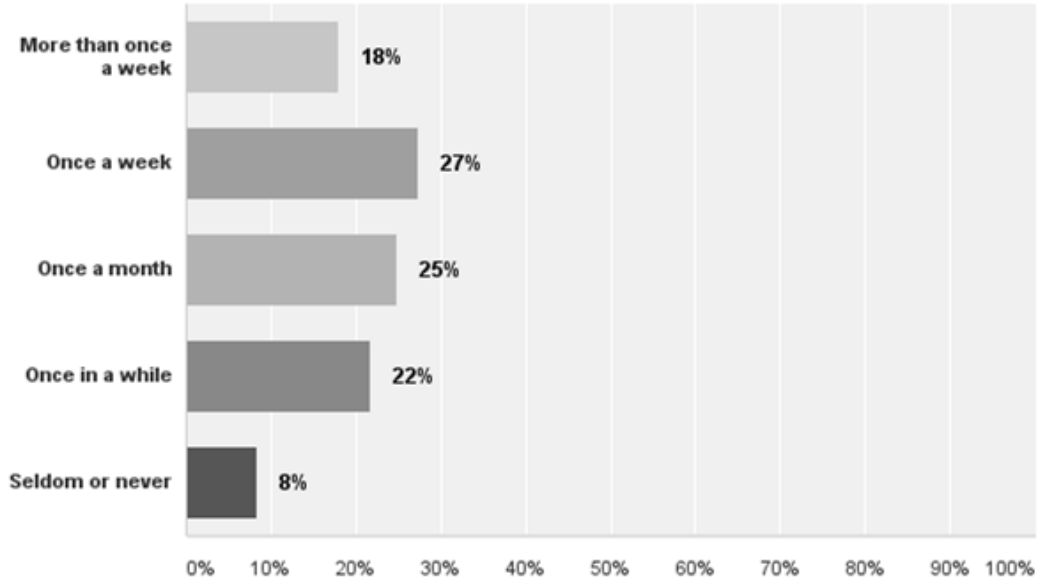
Use of the library does not change much from the overall picture when breaking out the 627 respondents who identified themselves as being 50 years old or more, but there are a few more frequent users. (See Chart Four)

Chart Four: Frequency of Use by People age 50 and over



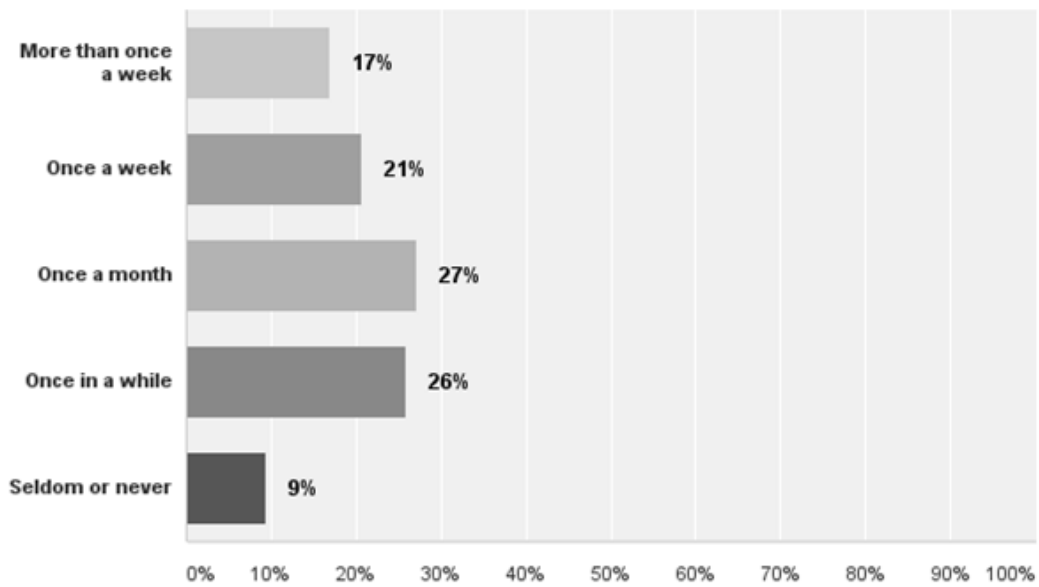
Looking at frequency of use in respondents below the age of 50, they are slightly less frequent users than the older respondents. (See Chart Five)

Chart Five: Frequency of Use by People Younger than Age 50



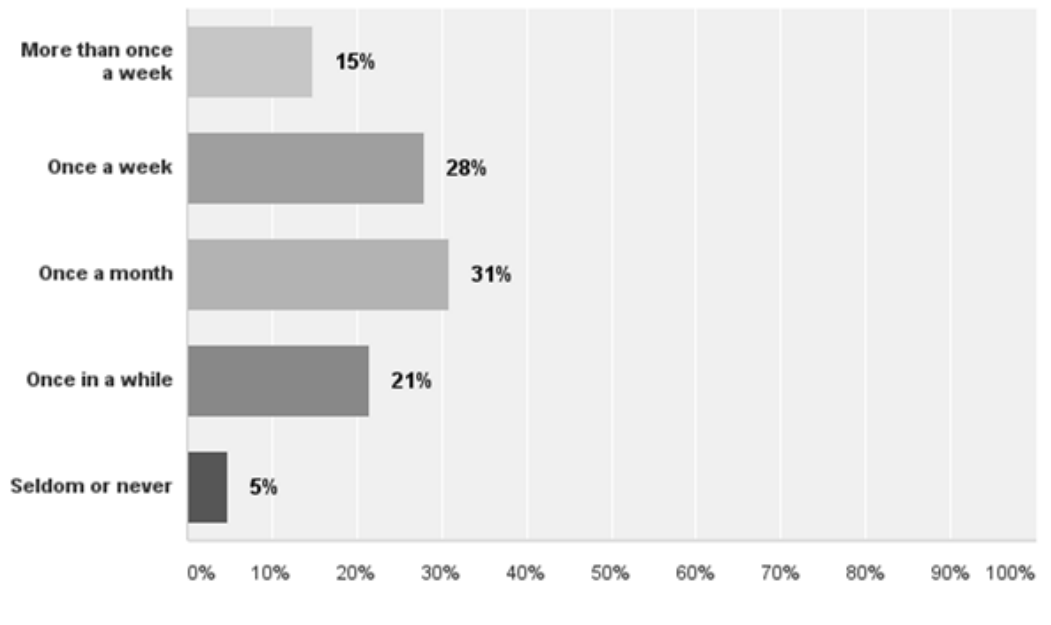
Respondents from Wards Two and Five (159 people) reported less frequent library use than the whole group, in Chart Six:

Chart Six: Library Usage Wards Two and Five



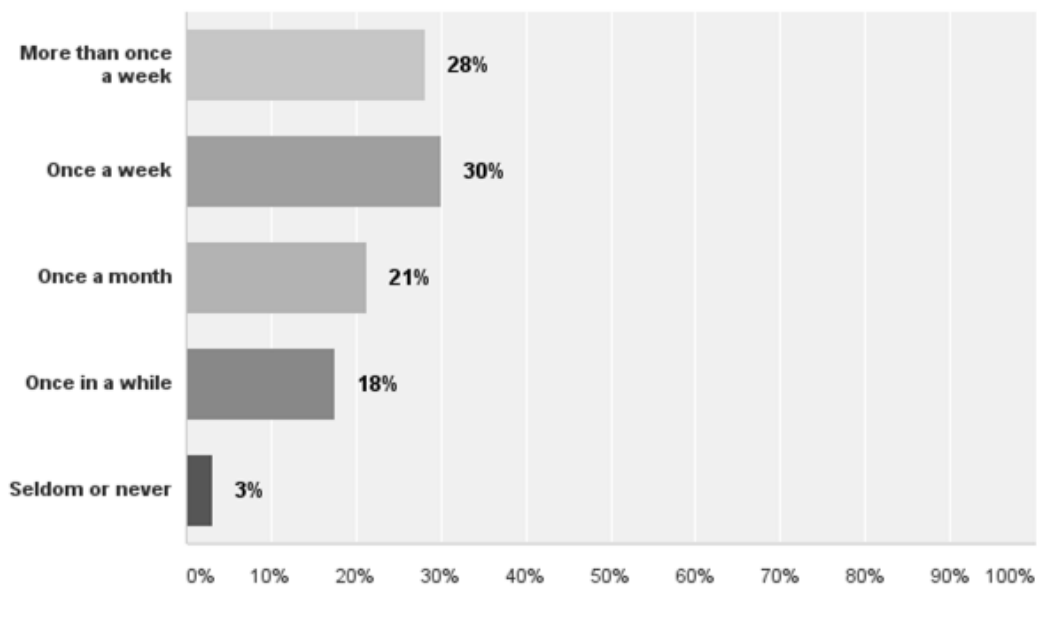
Looking at the respondents living in Wards Eight and Nine (168 people) 43% of the respondents report using the library at least once a week, as seen in Chart Seven.

Chart Seven: Library Usage Wards Eight and Nine



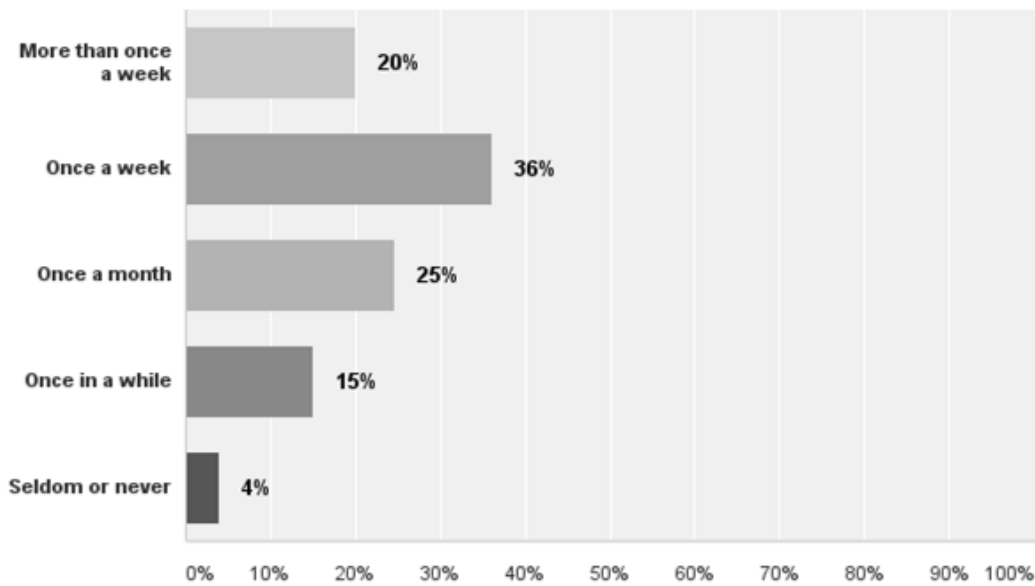
The respondents from Wards One, Six, and Seven (297 people) were more split in their library usage. (See Chart Eight.)

Chart Eight: Library Usage Wards One, Six, and Seven



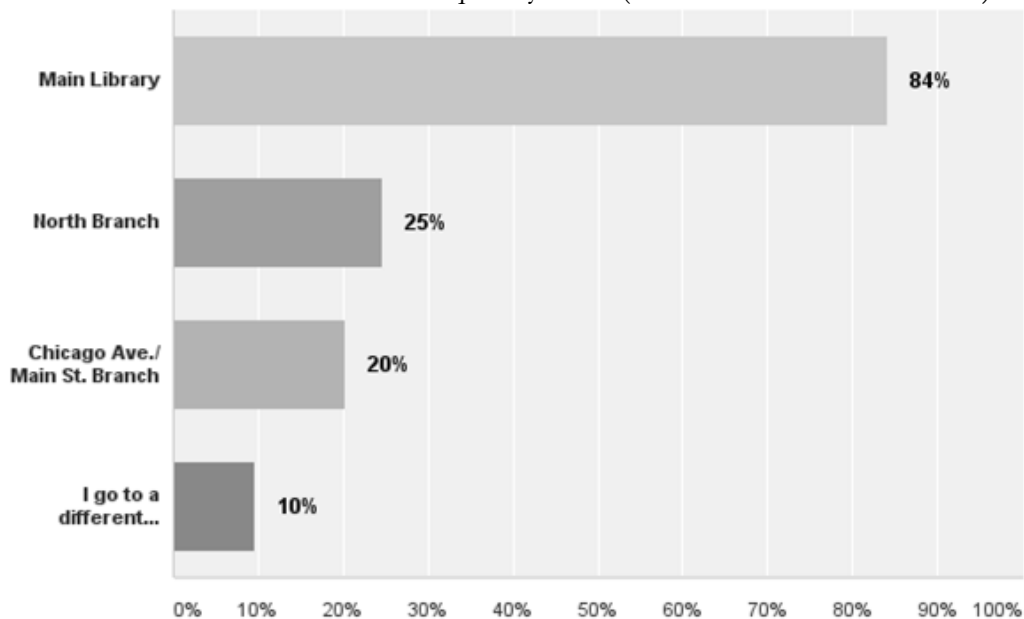
Respondents living in Wards Three and Four (199 people) are reasonably frequent library visitors. (See Chart Nine)

Chart Nine: Wards Three and Four



Respondents were asked which branches they used most frequently, and could select more than one. (Chart Ten) Not surprisingly, the Main Library received the vast majority of all visits; with a respectable amount of respondents regularly using the branches. “A different library” is likely Chicago Public Library or Skokie, based on other comments.

Chart Ten: Branch Most Frequently Used (could choose more than one)



These results were generally consistent across all demographic groupings.

Overall Analysis

This survey looked at a variety of different aspects of service by Evanston Public Library (EPL) to uncover some basic views from the potential user community. This analysis will briefly break down some of the more significant results, beginning with overall ideas and then breaking them down by demographic categories.

Increased Use of the Library

One of the questions to be explored in this survey was to discover ways to increase community use of library materials. When asked what would make the respondents use the EPL more frequently, responses were varied.

- “More time to spare” was selected by a gratifying 41% of respondents, the most frequently selected response.
- “Free library parking” was a close second, with 37% of respondents identifying it.
- “Greater awareness of library events/activities” and “If there were more programs/classes that interested me” were each identified by 23% of respondents. These seem to go together; pursuing more targeted marketing to community members about current activities might help to increase both awareness and attendance of the many current programs and services already offered by EPL. (This is something it is likely true in almost every public library.)

There was an “other” response option offered, where participants could write in answers. These are provided in Appendix A. While this kind of open-ended question does not always produce material directly responsive to the question asked, material people provide in these answers can be valuable in understanding possibly different needs or interests in the population. Some of the responses restated the answers above, particularly in regard to parking. Another relatively frequent response was a request for more African American material. A wish to have the Children’s room closed in to prevent kids from leaving was expressed by a few people. One respondent said the library was not handicapped accessible enough for her/him to use.

There were 356 comments provided to this question. These tend to be people who are passionate about their topics of interest. Passion for the library is a good thing, so these may be issues to rise to the top of a potential planning process or explored in more detail in other evaluations. Some of the comments are off-base, some are not factually correct – but for each of them, someone cared about the idea enough to add it in to a survey; so they should be taken seriously.

The selections participants made from the other provided responses did not provide much potential for making big changes in the use of the library in terms of unmet needs.

- More comfortable seating options 13%
- No fines or fees 11%
- More computers to use 11%
- If it were easier to find what I want 6%
- A more convenient location 5%
- If I had better transportation 3%
- More Spanish language materials and programs 3%
- If I felt more comfortable asking for help 3%
- Spanish speaking staff 2%

While all of these are good things, and making any or all of these changes may encourage more use of the library, there were no dramatic changes important to the population indicated here. It is a positive result, as it indicates a high level of satisfaction with current services provided. However, it may be frustrating to try to find ways to improve when there is not clear direction from the community in terms of services they would like to see in the library.

Responses from the frequent users, those who say they use the library once a month, once a week, or more than once a week (917 people) were essentially the same as the larger population of users.

- More time to spare 41%
- Free library parking 38%
- Other (tell us!) 30%
- If there were more programs/classes that interested me 23%
- Greater awareness of library events/activities 21%
- If there were more prominent authors, speakers, performers 16%
- More comfortable seating options 14%
- No fines or fees 12%
- More computers to use 11%

Breakdown by Use Frequency

Looking at the responses from people who say they use the library never, seldom, or once in a while (356 people), their responses about things that would encourage them to use the library more frequently were likewise generally the same as the entire population of respondents.

- More time to spare 40%
- Free library parking 35%
- Other (tell us!) 27%
- Greater awareness of library events/activities 27%
- If there were more programs/classes that interested me 22%
- If there were more prominent authors, speakers, performers 17%
- More computers to use 11%
- No fines or fees 11%
- More comfortable seating options 10%

Breakdown by Age

The participants who were age 50 and older were likewise pretty similar, with an increased interest in the parking situation. Contrary to any age-related stereotypes of lack of interest in technology, this group was just as interested in more computers than the respondents as a whole.

- Free library parking 37%
- More time to spare 36%
- Other (tell us!) 34%
- If there were more programs/classes that interested me 22%
- Greater awareness of library events/activities 19%
- If there were more prominent authors, speakers, performers 16%
- More comfortable seating options 13%
- More computers to use 12%

The same general items are of interest to respondents younger than age 50, with more emphasis on the need for more free time to visit the library. This could be a group that could be targeted with information on using the electronic branch/website to serve at least some of their library needs on their own schedule and without requiring a visit to the physical location.

- More time to spare 46%
- Free library parking 37%
- Greater awareness of library events/activities 27%
- Other (tell us!) 24%
- If there were more programs/classes that interested me 24%
- If there were more prominent authors, speakers, performers 16%
- No fines or fees 15%
- More comfortable seating options 13%
- More computers to use 10%

Breakdown by Ward Residency

Breaking the results into Ward membership gives a few different responses. Looking at the grouping of Wards Two and Five, parking was quite important to them:

- Free library parking 48%
- More time to spare 38%
- Other (tell us!) 26%
- More computers to use 20%
- Greater awareness of library events/activities 20%
- If there were more programs/classes that interested me 19%
- If there were more prominent authors, speakers, performers 17%
- More comfortable seating options 17%
- No fines or fees 14%

The respondents from Wards Eight and Nine were fairly consistent with the overall responses.

- More time to spare 43%
- Free library parking 42%
- Other (tell us!) 33%
- If there were more programs/classes that interested me 31%
- Greater awareness of library events/activities 23%
- More comfortable seating options 15%
- If there were more prominent authors, speakers, performers 15%
- No fines or fees 11%

Wards One, Six, and Seven brought up several responses related to the use of the library. This could be an audience who would benefit from increased outreach in advertising, and providing them with more strategies to connect with library information.

- More time to spare 39%
- Other (tell us!) 35%

- Free library parking 33%
- If there were more programs/classes that interested me 23%
- Greater awareness of library events/activities 23%
- If there were more prominent authors, speakers, performers 17%
- More comfortable seating options 12%

Looking at Wards Three and Four, their interests in the library are similar to the overall group.

- More time to spare 40%
- Free library parking 37%
- Other (tell us!) 31%
- If there were more prominent authors, speakers, performers 21%
- If there were more programs/classes that interested me 19%
- Greater awareness of library events/activities 18%
- More computers to use 11%
- More comfortable seating options 10%

Importance of Library Services

Next, respondents were asked how important they found different library services. They rated the provided responses on a scale from one (very important) to five (not important). Everything provided was rated with an average of at least 2.6, so respondents found all the provided services important.

This is, of course, nice to hear – everyone likes to know that what they are doing is appreciated and it is great to see people being positive about EPL services! It does not provide much in the way of guidance about things people particularly love, or any suggestions about potential areas to reframe.

With that understanding, the services respondents found most important in the library were (lower average numbers are more important):

- Variety of resources: books, DVDs, and downloadable materials 1.65
- Provision of a safe, community space where all are welcome 1.77
- Story times and early literacy programs for children 1.99
- Public computers, Internet availability, and free Wi-Fi 2.03
- Access to online databases 2.08

Most of these are quite reasonable. Story times and early literacy programs for children appear in one of my recent national studies as the most important program offered in public libraries. Having a variety of resources is always going to be popular, and is certainly something that should be fundamental in any public library (within budget constraints). The idea of a safe community space welcoming to all is a new idea in public libraries, but my research shows that this is important in many public libraries; the idea of community space is becoming more important in some libraries than providing books and materials. The online databases popularity is surprising. While EPL's users may be more database-savvy than the average public library users, the strength of this response may also be people checking boxes they think sound good for the library.

The need for computers and Wi-Fi access are likewise taking the forefront in public library services across the country. Nearly 13% of Evanston residents are living below the poverty level, providing a large number of people in the community who would not be likely to be able to afford computers and internet access. In today's world, where nearly every job application requires an online presence, forms for nearly every service (including college applications, social security, housing assistance, etc.) are online, and many people socialize online, being cut off from that access is a potential disaster. The public library is available to anyone who wants to use computers and other technologies. This may be one of the fundamental missions of a public library, and many libraries are leaping forward with this idea. (See the Chattanooga Public Library's Fourth Floor project for one example: <http://chattlibrary.org/4th-floor>.)

A few of the provided responses did not draw negative feelings, but the participants' feelings on their importance were mixed across the possible responses.

- Book discussion groups and author talks (2.54)
- Support services like free tax preparation, resume help, or Affordable Care navigators (2.58)
- Library services/programs held beyond Library walls: e.g., parks, rec centers, community events (2.60)

None of these was unimportant on average to the respondents; but unlike the responses above which showed clear support by respondents, these had a mixture of answers across the different choices of importance. This does not indicate these are not important to people; but possibly more targeted information about the value of these programs could be provided to community members to help them understand the focus of the services.

Breakdown by Use Frequency

The responses from frequent users of the library are not enormously different, but there were more very positive responses. (Lower average numbers are more important to the participants.)

- Variety of resources: books, DVDs, and downloadable materials: 1.56
- Provision of a safe, community space where all are welcome: 1.73
- Story times and early literacy programs for children: 1.99
- Access to online databases: 2.07

People who say they use the library never, seldom, or once in a while had a slightly different set of priorities for services they believed were most important in the library. (Lower average numbers are more important.)

- Provision of a safe, community space where all are welcome: 1.87
- Variety of resources: books, DVDs, and downloadable materials: 1.88
- Public computers, Internet availability, and free Wi-Fi: 1.98
- Story times and early literacy programs for children: 1.99

Breakdown by Age

The respondents who were age 50 or older were generally the same as the entire group as a whole in their preferences. Generally this group had responses that were more spread across the Likert scale

options, not just positive answers. This resulted in their average interest in almost everything being a little lower than the group as a whole.

- Variety of resources: books, DVDs, and downloadable materials: 1.63
- Provision of a safe, community space where all are welcome: 1.79
- Access to online databases: 2.08
- Public computers, Internet availability, and free Wi-Fi: 2.10
- Story times and early literacy programs for children: 2.11

Respondents who are younger than age 50 again had similar interests, but were more enthusiastic in their responses.

- Variety of resources: books, DVDs, and downloadable materials: 1.66
- Provision of a safe, community space where all are welcome: 1.74
- Story times and early literacy programs for children: 1.88
- Public computers, Internet availability, and free Wi-Fi: 1.95

Breakdown by Ward Residency

The respondents living in Wards Two and Five had similar responses, with the addition of interest in free classes and workshops which did not come up in many other demographic divisions.

- Variety of resources: books, DVDs, and downloadable materials: 1.61
- Provision of a safe, community space where all are welcome: 1.63
- Public computers, Internet availability, and free Wi-Fi: 1.71
- Story times and early literacy programs for children: 1.83
- Access to online databases: 1.93
- Free classes and workshops: 2.01

The respondents from Wards Eight and Nine assigned overall higher scores to the provided answers, with fewer provided answers seen as truly important to them. Those they did like more than others included:

- Variety of resources: books, DVDs, and downloadable materials: 1.66
- Provision of a safe, community space where all are welcome: 1.83
- Public computers, Internet availability, and free Wi-Fi: 2.02

Ward One, Six, and Seven respondents assigned value to generally the same library services as the overall group.

- Variety of resources: books, DVDs, and downloadable materials: 1.52
- Provision of a safe, community space where all are welcome: 1.77
- Story times and early literacy programs for children: 1.80
- Access to online databases: 2.10

From Wards Three and Four, the responses again mirrored the overall group

- Variety of resources: books, DVDs, and downloadable materials: 1.56
- Provision of a safe, community space where all are welcome: 1.73

- Story times and early literacy programs for children: 1.97
- Access to online databases: 2.03

Proposed Robert Crown Center

When asked about their level of interest in using the proposed Robert Crown Center location, the responses across all participants did not indicate much interest.

- Very likely: 21%
- Likely: 13%
- Somewhat likely: 27%
- Not at all likely: 39%

Breakdown by Branch

When broken into responses by the library branch used, the answers change somewhat. (Respondents could choose multiple branches, so there are likely some repeated responses across these results.) Looking at the 246 respondents to this question who said they use the Chicago Avenue/Main Street branch the responses were much more mixed:

- Very likely 25%
- Likely 18%
- Somewhat likely 28%
- Not at all likely 28%.

Looking at 301 respondents who use the North branch, there was a strong disinterest:

- Very likely 10%
- Likely 8%
- Somewhat likely 33%
- Not at all likely 49%.

And looking at the 1,035 respondents who use the Main Library the responses were again mixed, still with a tilt toward a lack of interest.

- Very likely 21%
- Likely 12%
- Somewhat likely 28%
- Not at all likely 40%.

Looking at the 114 respondents who identify themselves as going to another library (this seemed to be primarily Chicago/Rogers Park and Skokie), the responses were more positive about using a potential new branch.

- Very likely 25%
- Likely 10%
- Somewhat likely 29%
- Not at all likely 36%.

Looking at the respondents to the Spanish version of the survey, the results were quite positive about their forecasted use of the branch. While there were not sufficient responses to draw definitive conclusions, it does suggest support in the Spanish-speaking community of Evanston, and the need to explore the idea further with this group of community members.

- Very likely 52%
- Likely 12%
- Somewhat likely 32%
- Not at all likely 4%.

Breakdown by Use Frequency

The frequent users of the library, visiting monthly, weekly, or more than weekly, were similar to the overall population of responses:

- Very likely 21%
- Likely 13%
- Somewhat likely 26%
- Not at all likely 40%.

Responses from the group who use the library never, seldom, or once in a while were similar to the overall population of respondents, with an increased tilt toward somewhat or not at all likely:

- Very likely 20%
- Likely 12%
- Somewhat likely 30%
- Not at all likely 38%.

Breakdown by Age

The group of respondents who are 50 years and older were quite a bit less likely to use this proposed center, with the largest group of “not at all likely” responses in the survey.

- Very likely 18%
- Likely 10%
- Somewhat likely 23%
- Not at all likely 49%.

The respondents who were younger than 50 years were more likely than their older counterparts to indicate they would use this proposed library branch.

- Very likely 24%
- Likely 16%
- Somewhat likely 30%
- Not at all likely 30%.

Breakdown by Ward Residency

Looking at the Ward residency, there are some other divisions to be seen. In Ward Two and Five residents there was more interest in this potential branch.

- Very likely 34%
- Likely 17%
- Somewhat likely 24%
- Not at all likely 25%.

Likewise, in Wards Eight and Nine there was more interest in using this branch than the overall population of respondents.

- Very likely 35%
- Likely 16%
- Somewhat likely 32%
- Not at all likely 16%.

Respondents from Wards One, Six, and Seven were very firm in their lack of interest in using this proposed branch:

- Very likely 8%
- Likely 6%
- Somewhat likely 28%
- Not at all likely 58%.

The respondents from Wards Three and Four were also quite solid in their lack of interest in this proposal:

- Very likely 16%
- Likely 12%
- Somewhat likely 23%
- Not at all likely 50%.

Conclusion

From this review of the survey results, it appears as though the community served by the Evanston Public Library feels quite positive about the library, and uses its services. There are a few differences between different demographic breakdowns, and they can be explored in greater detail. For a next step, I would recommend looking at some specific research questions using some more rigorous methodologies.

Appendix A

This is a list of all the comments participants provided in response to the “Other” option on the question about what would help them to use the library more frequently. (All responses were copied directly into this form, preserving grammar/spelling issues.)

In any survey, these are valuable data as they reflect ideas respondents have that were not considered, or may be too individualized to add into a large-scale study. They are also valuable because they provide places for education. For example “more hours” is a frequent response here; some preemptive comments on why the library is open the days/hours it is, or what happened with the branches, might help to alleviate the feeling that these were chosen randomly. Several people mention wanting more African American-themed books. This would provide a good opportunity to do some collection analysis. Is the collection deficient in this area? (Many libraries are.) Or, would providing better access to the collection help people find them? (Stickers on the books, displays, mentions in the newsletter, etc.) Likewise, several people mention wanting e-books. This could be a future small study: do patrons know about Overdrive? Or do they just need education on using it? Or are the books available there not what they want? Once you have a better understanding of the real issue, you can either take steps to overcome it, or provide some explanations on why things are as they are.

1. "If it were nicer with better books - i know it isn't the EPL's fault but pales in comparison to the AH library for example."
2. more history documentary movies
3. "I have a teen ager and have always wanted to encourage him to go to the library -- The big thing with teens are Video DJs - Peanut Butter Gamer, Tobuscas, here's a link to more: http://en.wikipedia.org/wiki/List_of_YouTube_personalities I thought wow -- if the library had a few of these speakers the kids would come in flocks! Just an idea!"
4. More copies of recently reviewed books in NYT Book Review
5. More electronic resources in Spanish - especially literary books like Garcia Marquez.
6. offer Playaways; I get them at Wilmette
7. Different libraries noted as Wilmette & Winnetka. Other comment: If more books that I wanted were available--too often there are not enough copies of books available (fiction & nonfiction, recent works)
8. re more programs that interested me, comment made "cater to adults as well as to children and adolescents." re more prominent authors, speakers, performers, this was marked "#1 for me." Other, "Reopen a REAL EPL branch in the Main Street neighborhood."
9. Easier to reserve books and better notification of books to pick up
10. none
11. indicated other library is Skokie
12. Re question 4, added "to me" at the end of the sentence.
13. All branches open 7 days a week
14. 2 weeks for newer books; more copies of new books and better parking facilities
15. I like the movies that are shown. More movie nights.
16. easier library parking
17. parking

18. Read more than I do
19. more good quality adult books
20. Location N Evanston VERY convenient
21. 25 cents/day is waaay too much for fines. That's why I use Wilmette.
22. comment on free book distribution service: "Huh? We have free library books!"
23. I like everything I have now!
24. When people are waiting at checkout in person, let all incoming phone calls go to VM.
25. quite satisfied with service
26. I am a senior of advanced age and frail. I used to go more than once a week.
27. More music. Key for ladies' room.
28. Love EPL-only my lack of time prohibits my visits.
29. Really just location; I live in the city.
30. More tables for studying.
31. A book club section offering good reads. A section of popular books with longer rental time. Like Glenview Library.
32. Lost me when you expanded Children's book area. My hours are not matched with library hours.
33. Have advisory letter on stocks/ETFs/Mutual Funds like "The Chartist". And please keep the Investors Business Daily in the rack. IBD is my reason to use the Library.
34. Children's programs on the weekend.
35. More books at North Branch!
36. More storytelling.
37. More hours
38. We are very fortunate to have the best library in the world. Yes! Main Library on Church. It should be a model for all libraries. Nice people; smart architecture; important details; fun programs; sources for research
39. More "quiet rooms" for studying
40. Less of a wait for popular books
41. just need more hours in the day
42. easier to request new titles coming out. with the fines and late fees, I do not like how I can't renew online if I have accumulated \$10 in fees. I almost never get documentaries for my kids because if I miss by a couple of days on a couple of videos, I am then locked out of renewing. I do almost all of my online after they go to bed (9 pm). I've been frustrated several times when I couldn't renew and couldn't make it to the library the next day to return.
43. more black history books on file. retired professor
44. more african american and urban fiction
45. ability to check out magazines after hours on Sunday
46. movie nights, more known to public through Evanston papers..., Fleetwood-Jourdain, donate books to churches for library services beyond library walls
47. get NU students to help/volunteer
48. not much

49. Have access to NU library as a student so have no strong need for public library.
50. longer hours into the night
51. love the ideas even though I don't use them
52. "Reinstate Bibliocommons. Enterprise is not reliable at all. (Related to if it were easier to find what I want selection.) **Branch libraries need more hours! "**
53. Better time management
54. book clubs -- different themes
55. more acquisitions more quickly & more ideas for kids 10+
56. I live in the South Loop.
57. We really have found the Main Library to be a great place.
58. Resident of Evanston
59. keep daily newspapers
60. Better online interface -- I would order books for pickup more.
61. I am more than satisfied with our libraries. Also use Wilmette library.
62. Nothing. I already use it several days a week.
63. Parking at Main St. Branch
64. More on-line databases such as genealogy, local history, and medical journals.
65. I use online services such as ebooks more.
66. Having more books with African American protagonists. NOT about slavery or overcoming oppression, just fun things like superheroes or more things by Fred Crump, Jr.; African American picture books for young kids
67. My current level of use works well.
68. Ability to I.L.L. books that EPL owns but that are checked out
69. Computers that crash less often, an internet functioning at full speed.
70. I am happy with my current usage.
71. MORE POWER OUTLETS!
- 72. "Signage for teen events is sometimes vague. Specify day/time/location. specify"**
73. Used to use it more with kids. Everyone's on their own. We do use it online too.
74. Borrow DVDs
75. Love all the folks at the North Branch.
76. More e-books
77. Book drop somewhere accessible to N. Branch so you could drop off while in your car.
78. I am a Russian speaking nanny and I come every day to the library, including for English classes.
79. The North Branch librarians are fabulous.
80. Parking!
81. No smoking at entrance to library
82. Better light.
83. More time to be alone
84. Helping at-risk youth
85. "More black authors,
86. Longer computer time"

87. More of the popular books
88. More copies of popular books/CP
89. I love how you guys have Dork Diaries
90. I love the library!
91. Training on online resources
92. More availability in classes
93. More selection but this is only a Branch so I understand.
94. lunch cnoncerts
95. My friends and I miss very much the films that used to be shown at the Main Library. I live across the street from North Branch and use it exclusively but would like to go to the Main Library for films if management had not stopped them there.
96. Library comes to Fleetwood; comes to me once a week
97. EPL staff and services are wonderful!!
98. more DVDs
99. Days per quarter for cultural or literary events. Free browser/surfer for employment, resume, school applications.
100. I love our library and don't need any of the above.
101. Later hours for those who work 9-5
102. Wilmette Library is closer to my home.
103. The library on Main St could use a broader book selection.
104. more French materials, wider selection of titles
105. I simply do not like your library. It is not geared for the disabled. It is too big.
106. Speaker & author or organization: health (middle-older) - the ingredients to a better self-image
107. More books on art, the better!
108. More parking. Passes to museums, Shedd etc.
109. Parties and wings
110. EPL no longer only books. After school activities or events are not EPL's job. That's for the YMCA & City of Evanston.
111. More flexible hours & more advance notice of irregular closing times & more hours!
Consistency in policies among staff.
112. If the books I wanted were available (on the shelf)
113. I find it fine
114. if you didn't have to renew cards so often
115. much bigger e-book selection
116. More e-books
117. Windows 8, Word, and Excel classes
118. choice of books and authors
119. Need new stools at computers at CAMS
120. Open more hours-open on Thursday
121. Longer hours- I would live at the library
122. Friendly sevice

123. If I could drink my coffee in there (or you sold it)
124. Talks on social, cultural issues/debates.
125. I use as much as possible
126. Quiet reading rooms strictly for studying, not sleeping.
127. If the SBA better publicized their seminars
128. I go to school with library already
129. Don't live in Evanston
130. I work for EPL
131. designated quiet areas for serious work
132. Mentally challenged in the library - is a concern for the little ones, concern for safety
133. Add books that tell the truth.
134. Skokie library
135. Greater choice of books at CAMS
136. Northwestern
137. I go to Wilmette
138. more cds in used book store
139. new comic books
140. Tell where everything is
141. Best library in the world (main library).
142. More quiet rooms for studying
143. Less of a wait time for popular books.
144. Just need more hours in the day!
145. More Black history books on file.
146. More African American fiction and urban.
147. Ability to check out magazines. Later hours on Sunday.
148. movie nights, more press for programs in Evanston papers
149. None. You are awesome.
150. Nothing. I love the library.
151. Ebooks
152. We use it all the time.
153. To get the books we don't have at home.
154. I use my CPL card -- if I can renew online!
155. has a Skokie library card
156. More Digital books!
157. If I lived closer to the library
158. More Professionalism
159. More classes/options for my kids that fit schedule
160. North Branch is fantastic, especially Kate & Nancy!
161. More African American & multicultural material.
162. 205 bus should run longer for students to access library :)
163. I use as see fit -- and the experience is always great.
164. brighter lighting

165. Friday eve hours til 9pm
166. If it was quieter.
167. free movie playing for all ages
168. You have lots of great programs and classes. Do you do computer training? I will look into this. I use my Chicago card here sometimes tho I can't get the newest, in demand books!
169. Nothing, I just forgot the convenience of it!
170. I already get what I need.
171. ILL with Chicago; Chicago residents should be able to checkout Evanston library books!
172. More free books
173. More books at CAMS
174. Sunlit seating, displays for New DVDs, more robust music CDs, display new CDs
175. More books
176. More arts and crafts for adults
177. It's fine as it is. I can't read books faster!
178. better selection of recent non-fiction
179. More books, raffle iPad, 10 books, cookies
180. Better selection of videos
181. If they would provide Chicago residents with access to library
182. I feel extremely uncomfortable walking into the huge, unfriendly, cavernous, lobby. If there was a desk right there in the middle of that space, with friendly people who could point me toward whatever I'm looking for it would make the library a much more inviting place. I moved to Evanston in 1995 from Wilmette, where the desks, manned by friendly librarians, were adjacent to the front door. I practically lived there, and I was deeply repelled by the new building on Church when it opened. I still feel repelled by it.
183. I walk to the library. I normally reserve items and come in to pick up or return items - question is N/A for me.
184. The library has become a meeting place for homeless people. I've gotten harassed for money several times and am interrupted by snoring people. Today I went to use the restroom to find someone washing and drying clothes in the sink.
185. More DVDs
186. "Cleaner - it feels dingy and looks dirty (e.g. stains on carpets)
187. Brighter and warmer - it feels dark and dreary (all those gray walls and carpets)"
188. More online services such as digital magazines, streaming movies. Shorter wait on book holds. Adult access to equipment such as sewing machine, etching machine, laminator, digital editing software
189. I am in two book clubs which both meet once a week. The library is convenient and employees always very helpful.
190. More signs - easier to find things without asking
191. Though I checked off that I visit once per week, it would be more accurate to say 2-3 times per month. Should have had an option between weekly and monthly.

192. Mr. Mark Paul Wallace classes have been very helpful.
193. "More Tail Tutors sessions, please :)
194. I love Evanston Library <3"
195. Nothing keeps me from using the library more. I'm delighted with the richness of the programs offered, the availability and friendliness of the library staff, the quantity of books, DVD's, etc., available. What more can I ask for? And I love the "free library" offered at the YMCA. Thanks for that.
196. I can sit quietly and read at home. I need something more to draw me to the library
197. I hope you keep the Chicago/Main branch open, even if there is a branch at Robert Crown. They would serve very different populations. I think both would be great!
198. More evening hours.
199. Reduced fines or some kind of a fine cap or bracket system? I don't think that no fines is practical. There needs to be a penalty for late returns. But after paying a couple of high dollar fines, I just started buying used books online since it seems comparably economical to using the library.
200. If north branch were open on thurs or sun.
201. I already use it a lot. If I didn't live near a branch, I might not. Being able to get there and park (not paying is preferable) would be a hindrance.
202. less noise in the book sections, too many people talking, teenagers running around the books and playing games of hide and seek, a broader selection of biographies, fiction and non-fiction. The selections are very limited.
203. You all are doing most of the above except free parking. I love the Evanston library.
204. The website is easy to use AFTER getting past the login. I do NOT have my library card number memorized, nor do I find myself ever memorizing it. That is my biggest library challenge. I also would like it if holds were "found" faster, in less than a day.
205. More current movies for check out.
206. better selection of ebooks
207. "1. more copies of e-books (very long queues!)
2. put a computer with card catalogue near the front door, so when you walk in you don't have to go upstairs to find out the library doesn't have your book
3. send out a newsletter of new books library has received (short synopsis, links to reviews). Call the column ""Most Wanted"" since obviously the new books would be in that category. And then when the most wanted books have rolled off that list and are now in regular collection and can be checked out for longer time, provide a list of those books. If there are too many books in either list, then include a select few. Selected by EPL librarians, or rotating cast of Evanston residents (mayor, school superintendent, owners / employees of Evanston business institutions - Prairie Joe's, Cross Rhodes, Evanston News Stand; kids, NU students, random Evanstonians as well!)"
208. The parking sucks. I almost always go to Wilmette. It's more accessible (less headaches in terms of parking) and has a better collection.
209. I tend to forget what a great resource it is.
210. Actually, I think the Library's Schedule of Events is quite good!

211. "More staff at 3rd floor."
212. Better book selection - can't believe you didn't list this one!
213. We would love to get the branch at Dempster Dodge back. There are many families in the neighborhood with limited transportation/free time and that would facilitate us using the library!
214. If I had more free time.
215. Free parking isn't necessary but sufficient parking is. Sometimes when I go there, the underground lot is full as is the lot to the east of the main branch. Parking is a nightmare at the north branch which is why I rarely go there
216. You should add a box to the survey inviting general comments or feedback. If one were available I would add a comment that I love the library but I am concerned that more services means higher taxes from the library board while there is very little opportunity for accountability given board members are not elected but appointed if I am not mistaken.
217. Portuguese, Italian or Greek-speaking staff
218. "-more electrical outlets at tables, so that we can charge laptops and tablets-access to JSTOR, and other subscription research tools, including Chicago Tribune archive"
219. More info about book clubs
220. "If I could reserve a book for a longer (predetermined) time. IOW-check out some books for 60 days. More availability of popular titles."
221. Sunday morning hours
222. bring back Brain Fuse as a resource for kids and their parents (even on a limited use basis). It was helpful with homework time.
223. If the people who worked in circulation were nicer. They are a pretty unfriendly and sometimes unprofessional bunch. Dealing with them is an unpleasant way to end an otherwise wonderful trip to the library.
224. newest classical music recordings
225. Could a youth outreach librarian possibly visit the home daycare my child attends once a month or so to lead a special storytime or other activity? Her name is Barbara Jones, and she lives near ETHS. I'd love to see this kind of outreach initiative. Her number is 847-867-3566
226. I love the library. Thanks for all you do.
227. I already use the library frequently
228. Sunday hours at North Branch
229. I used to go to the library at least once a week. I now have a big pile of books at home that I bought at the library book sale and haven't yet read. Once I've read those I'll be back at the library.
230. More programs available for days and times of families who have two working parents with school age children
231. Better books on CD collection. More meaningful volunteer opportunities. I think there is a segment of the market - women, not working, kids just off to college - that could be better appealed to.....

232. I find Skokie Lib. much more helpful and easy to use. Altho I am a non-resident of Skokie, borrowing privileges for me incl. 6 FREE dvd's for 7-14 days and 9 books.
233. larger selection
234. North Branch be open on Thursday (Monday - Saturday)
235. I love the library and have no problems with it.
236. How to use Library Computer Classes
237. Refreshing travel books, cds, & dvds.
238. Look at Skokie Library - all the displays are user friendly, there is a very large section of new books, there is a very large section of DVDs arranged by category and alphabetized, there are many kiosks of suggested books. The whole library projects "user friendly, we're glad you're here. Also, the city should raise the library budget significantly! (I use Skokie Library regularly as I work at Oakton Community College.)
239. More than two weeks' check out time.
240. "I wish that the North Branch was quieter -even the staff talks (what I consider to be) too loudly - and of course, many of the patrons do as well."
241. More daytime events for adults, especially on week-ends
242. If I had not broken my leg.
243. Parking & not so many Homeless people . Too crowded
244. I think the North Branch is fine as it is - they are very helpful
245. Faster computers. Skokie Library has a computer center to emulate.
246. I am very happy with the Evanston libraries, especially North.
247. More e-books!
248. If the north branch was open on Friday
249. Interesting book groups
250. Wider selection of quality periodicals.
251. More copies of popular books, shorter waitlists for things
252. More material available digitally for download to home computer or Kindle.
253. "More up-to-date travel section. More appropriate architecturally designed building (more modern, more windows, etc.)Excellent cafe within the building."
254. More library branches. As a side note, we used to live in Ward 9 many years ago and would have enthusiastically welcomed a branch library at the Robert Crown Center. So happy this is happening for the residents near there now!
255. If we could put politics aside and call the South Branch the South Branch. I mean - why not? I'm *still* upset it was ever closed.
256. "More magazines, past months left out, a magazine bag that can be checked out. More tech books that are NOT ""For Dummies""."
257. Added hours at north branch.
258. I am unsure what is available from the Main St branch so I use it infrequently - even tho it is very close to my home. Can I return all my library books there, even if I checked them out at downtown?
259. More small co-working spaces; greater selection of e-books (though that's using the library digitally only)

260. You have a sparse overworked staff on every floor. Your management seems impervious to the idea of hiring enough workers to make sure your customers are getting the best service possible as quickly as possible. Over recent years, your staff numbers have gone down, down, down; they have obviously been overworked---just watch the many demands that are made on them continuously by people who wait for their help---and the quality of your customer service has dropped precipitously. People see the results: waiting for help from staff sincerely trying to do a good job, having to stop for phone calls regularly with customers waiting for service, and simply seeing the worn looks on the staff's faces as they try to do too much with too little help, and too much impatience on the part of their supervisors who are trying to keep up with demands of management and save their own jobs. Your library could also very much use some truly professional security help to deal with the many vagrants who look to hunker down in the library and kill time or get sober. It's a disgrace, and I see the frequent looks of women who become alarmed at the attention being paid them by male vagrants of the inane and sometime threatening comments made by the men and women mentally unstable who frequent your facility. None of that serves as an advertisement to patronize your library. Hard things to tell you, but, as the saying goes, the truth often hurts. Spend money or increased staff and increased professional security and you might not need to do these kinds of surveys in the future.
261. I just need more time to read!
262. Free meeting rooms for library card holders.
263. I never seem to know what's happening there in a timely fashion!
264. "Bring Back the Bookmobile. Bring back the Friends of Evanston family activity night.
265. More programs for kids after 6pm so that workinh parents can bring them"
266. Please stay open later on Fridays! Even open to 8pm would be a huge help to pick up entertainment for weekend (books, DVDs, etc).
267. I tend to go online for searching and requesting books so many of the above considerations don't apply....
268. Hands-on arts programs for adults. Media equipment to use such as 3D printer, digital media lab
269. A space for my kids to run around--literally--and then after getting their energy out, they might be ready to handle a quieter less active environment among the books. I would also like to see some quiet spaces for one or two people only so I could really get some studying done. Even the "quiet rooms" are noisy. Finally, some really comfortable seating where you can put your feet up. Wooden chairs are SO uncomfortable!
270. I recently did a search for children's picture books, so if I had more client projects like that, I would use the library more. Kudos to the children's department. Well organized and an ESPECIALLY good selection of picture books!
271. "more computer and Apple iPhone classes. Also, more dignity in the Library: noisy, loud boisterous groups of adults feeding babies and screaming children in the lobby of the Library diminishes the purpose and dignity of the Library: it is not a playground. Food should not be allowed in the Library."

272. My BIGGEST request would be to work with the circulation staff so they can be as friendly, courteous and professional as the other librarians in the building. Too often some of the circulation librarians act resentful, as if patrons are disturbing them by showing up to check out materials. This is the human face of the library and the last "touch" before patrons leave the building so ideally this should be a positive experience! I see some improvement lately but for years now this has been the most disappointing part of being at an otherwise great library. It has seemed as if morale in that group is low for some reason. Check-out has often felt like being in the line at the post office where people behind the counter seem indifferent or annoyed at their patrons rather than welcoming and helpful. That's not a good message to convey to people of course.
273. If panhandlers left me alone.
274. The unavailability of free parking at the main library is a real deterrent to attending programs there. I probably would have rated "meeting and study rooms" more important than I did if the Main Library was more accessible with better parking.
275. If the database/shelving was more accurate. Software says the book is on the shelf and it is no where to be found. Happens frequently.
276. If children's books weren't hiding behind movies.
277. I cannot tell you how rude the main branch main desk manager treated me when I asked her a simple question about a small late fee. She was loud and totally disrespectful and mishandled the situation. I just wanted to know some history on the fee's that she charged and she jumped down my throat. I have avoided going back which is sad because my kids enjoy the library. Friends have had similar issues. Please hire people who want to work and help others.
278. A better selection of books or more copies of the books I want. I often find myself getting books from Skokie or Chicago libraries, rather than wait months for a hold on the few copies of a popular book at Evanston. I also wish Evanston books didn't stay classified as "New" for so long.
279. More activities for toddlers and young kids
280. I have been unable to use the library in over 10 years because of fees. Although I owed some fees, I was charged for others long after I could no longer take out books. At the time, I had young kids and unfortunately returned books late. When I went in to pay the fee, and this is several years ago by now, it had doubled regardless of my inability to even take out books, and no one could tell me why. I spoke with the head librarian and offered to even pay all but \$5 of an outrageous fee, but he refused even that and was incredibly unfriendly and judgmental. I found the library so unwilling to work with me and behave decently; the old chiding librarian stereotype seemed firmly in place. It's kind of sad to think that I have lived over 20 years in Evanston and don't even use its library. And I'm an writer and teacher. Libraries are falling on hard times--I know several librarians who fear for their jobs--but it's time to be friendlier and stop the punitive practices. How about an amnesty week each year?
281. If the children's play area was cleaner.

282. Better selection of movies including Blu ray. The Skokie and Des Plaines libraries have so many more and better and more current choices. Longer rentals for most popular books. More classic books on cd's.
283. If it was easier to keep an eye on more than 1 child - they tend to disappear between the stacks! It would be nice to have a self-contained children's area where adults could read/sit and children could wander through their book sections with visibility. Also some later hours for reading times and reading times for the 4-9 age bracket.
284. I use the library quite a bit. We are lucky to have such a great library in Evanston. Thank you!
285. We live in Skokie which has a wonderful Bookmobile that we frequently use
286. I use skokie and niles..I can get latest books and check myself out..in and out..in can't find current movies..mixed in .I work run in run out..parking is an issue too
287. I used to go to a library in another state that had low cost small group or soloist classical music events and free opera talks in the evening.
288. "We use the library thru the internet, and find this very convenient. Also, as my husband repairs books for the North branch, we offer come to pickup or deliver those books. We have been pleased with the staff and the ease of use. Thank you."
289. Actually I work at another library. But I love EPL.
290. Longer hours, particularly in the morning.
291. If there were more quiet spaces to read and work. I find the open-air architecture of the main library to carry the sound of desk attendants and patrons. Desk attendants needn't speak so loudly some of the time. At times the quiet study room is full. I have more or less stopped using the library in favor of reading and working quietly at home. Also the chairs in the quiet study room seem plasticky.
292. More similar to the Skokie Public Library.
293. More resources -- books of contemporary literature and current DVDs. Too many Evanstonians now use the Skokie and Wilmette libraries for that reason.
294. more books for kindle
295. **you have great customer service**
296. The library's acquisitions seem less than adequate. "Backlist" acquisition is is a particular problem in terms of both adding books that should have been in the collection for years or replacing older books that have gone missing. Finally, the selection of periodicals now available is pathetic.
297. Other libraries have all kinds of speakers and adult programs. Evanston has few unless you're a child or a minority. Adults need stimulation as well
298. "Daytime fiction book group. I now go to Wilmette, which has an overflow crowd for their monthly Tuesday morning fiction group. Also library very inferior to other libraries in providing books I put on hold. (Park Ridge, Wilmette)"
299. I'd love to spend more time there but the undisciplined chaos of those kids and parents in a place that echoes all thru the building makes me feel like leaving as soon as possible or like buying the book instead!!!

300. "I think the library is great and I use it as much as I can. I don't have a lot of free time, but appreciate the materials available to me."
301. A more contained place for my kids to play...
302. I have a toddler and loved the Saturday play time.
303. Due to my work schedule, I would use the facilities more if there were later hours on the weekend since I work late during the week.
304. I'm sitting next someone reeking of cologne and cigarettes, eating potato chips and having a great old time in conversation with their friend as they use the computer. Thanks a lot to whoever is responsible for destroying this library.
305. Activities for kids age 8 - 12 at North Branch
306. The library on Main Street is not safe for my kids with the door opening right out on the sidewalk that's so close to the street. Parking is too hard as well. Not a great kid area at the downtown location. We go to Skokie library instead.
307. If I didn't have to sit close to people who smell like they are dying, who belong in an institution, who should be back at home with their gang, who think the library is their living room where they can talk to each other or on their cell phone at their leisure, who write on the furniture and the computers, who are porn addicts and who generally make me want to avoid this place like the plague.
308. better collection of young adult works at the North Branch.
309. If the computers didn't freeze up for a third of my allotted time on them. (The dreaded "not responding" message) (You can't blame the internet; it happens on Word & Excel too)
310. A ground-floor café serving coffee/espresso during the day and alcohol at night
311. Tutoring for kids in math and reading. Grades k-8
312. More user friendly website. It is difficult to navigate. The previous version was much better!
313. Most wanted longer check out length
314. If I were a faster reader. . .
315. If you opened earlier than 9am.
316. Later hours on Fri, Sat, and Sun
317. "1. Be able to check out magazines or have the availability to check out on-line.
318. 2. Availability of e-books and most wanted books."
319. "If the mobile app worked. When it did, as soon as I saw a book I liked I would check the app to see if I could borrow rather than buy it.
320. Also, if the kids section was actually blocked off so I didn't have to chase my little ones as they decide to explore the entire library. Otherwise, I could sit and read by the entrance to that section reading myself while the kids had the freedom to what they liked in a contained area for them."
321. More copies of current/popular books available and not just on the one-week most wanted list.
322. More electronic copies of current books available. Wait times are too long
323. Increased variety and availability of ebooks

324. German books for children
325. A better (faster) web site! The "improvements" made in the past year are terrible; very slow and almost unusable. It has definitely impacted my library use.
326. safety, there were too many homeless, smelly people there.
327. If it were actually a library, instead of a homeless shelter/social service agency. A library is a place where one goes for silent study and learning and the librarians kindly maintain this atmosphere.
328. north branch open every day
329. I live near north branch but would use the main library if parking wasn't such a pain.
330. CAMS Branch open later
331. Magazine check out
332. A setting of beauty that promotes the joy of reading a book. It named not be elaborate but it should invoke serenity. This building began this way but got swallowed up by the (wonderful) children's area and computer terminals. And the there's the, at what cost, 100k? Sculpture that can't be seen because the parts are so small Alas!
333. Coffee shop inside or at least allow folks to bring in coffee for when I want to hunker down and study
334. Iphone app does not work well. Difficult to see available holds or search across the IL public library system
335. I love the library but i am a librarian at Niles so I mostly use their collection
336. I use the library online. LOVE IT!
337. Since there is no other place to explain... I go to the library for books. They're due once a month and that is about how often I go. I think other programs are important for the community, but I really just go for the books. Two other comments: I hate the teen loft. My children are homeschooled and we often use the library at non-traditional hours for school children. It is a big pain that they cannot access those books or are given an extremely hard time by librarians when they do. Second, I hope that you will not be closing the Main-Chicago branch because of opening a branch at Robert Crown. While the current branch is extremely lacking in books so we don't come to browse, I do use it extensively as a pick-up point for the books I reserve.
338. Would be amazing to have a branch at Robert Crown or other west side location.
339. The collection is the most important incentive for me to come to the library.
340. Renovated children's area in Main library.
341. "better collection of books and videos
342. "
343. More time to read! The library offers so much. I am continually impressed.
344. Actually, the only reason I don't use EPL more is that I work in another library. Otherwise, I'd be there every week!
345. If it were open more hours. Sunday morning, Friday evening, etc
346. Just to emphasize how much I appreciate the EPL, its fantastic staff & the breadth of activities, events & offerings, & ways it engages the community.
347. I've been in bad health so I haven't been going to the library as often as I used to.

348. longer rental period for "Most Wanted" section.
349. The south branch has wobbly tables, often covered with craft detritus. There is no carpet in the adult area. It's awfully noisy when the children are running wild.
350. I am a librarian, and although I live in Evanston, I work at two other suburban libraries. If I didn't, I'd use the Evanston library weekly or more!
351. If I were not 90 years old.
352. Better Community Room design/equipment, so that speakers could be heard by hearing-impaired audience members and the room was more inviting. Repeatedly speakers using slides have trouble with the A-V and can't look at the audience and their slides at the same time. The room could be so much more interesting, with art or photographs displayed, as well. But overall I'm amazed and very impressed with the EPL's services.
353. I like that Wilmette has popular books that have a slight fee but you can get them because more copies are available
354. I don't need an excuse to use the Library more. I use it regularly and volunteer for it.
355. The biggest obstacle to my family members using the downtown library is the fact that we have to pay for parking. We would LOVE to spend more time there, and even to do more research there, but having to feed the meter every two hours is a real drag...especially when one can go to the Wilmette library and park for free. Please rethink your parking fees and find a way to make at least the interior parking spots free for two hour parking for people using the library. Maybe make them get their parking token or pass validated at the check-out desk to ensure that they are not simply parking there to shop downtown?
356. More new books