

# JOLIET PUBLIC LIBRARY

## TELEPHONE SURVEY

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*Outreach, Engagement, and Regional Development*

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# HIGHLIGHTS

## LEISURE ACTIVITIES

All households were asked about four types of media use.

- Most (83.8%) survey participants said that they or someone in their household read books once a month or more.
  - Library users<sup>1</sup> were more likely than non-library users to report reading books regularly; while 91.4% of library user households read books once a month or more, only 70.4% of non-user households reported this.
  - Nearly two-thirds (64.0%) of households where someone reads books borrow them from a library.
- More than four in five (82.0%) respondents said that they or someone in their household reads periodicals like newspapers or magazines once a month or more.
  - While 84.5% of library users said that someone in their household read periodicals more than once a month, slightly fewer nonusers (77.5%) were regular periodical readers.
  - Less than one in five (18.5%) of these households get these periodicals from a library.
- The majority (95.3%) of households watch movies once a month or more.
  - Library users and nonusers were equally likely to report that they or someone in their household watched movies regularly.
  - One-quarter (25.0%) of households that watched movies borrowed them from the library.
- Almost all (96.3%) households said that they or someone in their household had listened to music once a month or more.
  - Nearly all (99.3%) library users said that someone in their household listened to music at least once a month, compared to 91.2% of nonusers.
  - One in five (19.5%) households where someone had listened to music had borrowed it from the library.

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<sup>1</sup> Library users are households in which someone has visited the Joliet Public Library in the past 12 months.

## LIBRARY USE

All respondents were asked about library use in their households.

- Nearly three-quarters (73.2%) of households surveyed indicated that someone in their household has a library card.
- Almost two-thirds (63.8%) of survey participants said that someone in their household had visited the Joliet Public Library in the past year.
  - Library use varied by demographic group. Most notably, households with children were much more likely to have used the Joliet Library in the past year. However, library use was also related to age, race, and educational attainment.
  - Among those users who had visited the library in the past year, about half (49.1%) had visited the main building in downtown Joliet, and nearly three-quarters (74.1%) had visited the Black Road branch.
- More than one-third (36.2%) of respondents had not visited the Joliet Library in the past year.
  - Reasons for not using the library included lack of time, lack of interest, and the availability of materials from places other than the library. Other respondents indicated specific barriers to use of the Joliet Library, including the distance to the libraries, a lack of parking at the Main building, and safety.
- Three in ten (29.5%) households surveyed had visited a library besides the Joliet Library in the past year.
  - Joliet Library users (36.1%) were twice as likely as nonusers (18.3%) to have visited another library.

## OVERALL ATTITUDES TOWARD PUBLIC LIBRARIES

All survey participants were asked about their attitudes towards public libraries.

- The majority of respondents considered public libraries important to both the community as a whole and to their households.
  - Nearly all respondents (99.7%) said public libraries are very important (79.4%) or somewhat important (20.3%) to the community as a whole.

- Most respondents (83.1%) said that public libraries are very important (47.1%) or somewhat important (36.0%) to their households.
- Users and nonusers were about equally likely to say that public libraries are important to the community as a whole. However, Joliet Library users were much more likely to indicate that public libraries were important to their own household.
- Two-thirds (66.2%) of respondents disagreed (52.0%) or strongly disagreed (14.2%) that public libraries are mostly for households with children.

## ATTITUDES TOWARD JOLIET PUBLIC LIBRARY

All respondents were asked about their level of agreement with a series of statements about their attitudes towards the Joliet Public Library.

- Most respondents indicated that they would be comfortable at the library.
  - Nearly all (99.6%) of those surveyed said they would be welcome at the library, and 98.9% agreed that they would be comfortable using the library.
  - Library staff were widely perceived to be fair to patrons. Almost all respondents (98.3%) said that the library staff treats everyone fairly and equally.
  - Most (92.8%) agreed that the library is a place where they can relax and spend time.
  - Nearly all (97.6%) households said they would be comfortable sharing information in order to get a library card.
  - Library hours were convenient for 96.1% of households.
  - User households were more likely to strongly agree with each of these statements than were nonuser households.
- The majority of respondents indicated that they knew how to use materials and services at the library.
  - Most (94.0%) said they know how to find books and other materials.
  - Four out of five (80.2%) said they know how to use library services.
  - User households were more likely than nonuser households to strongly agree that they know how to use materials and services at the library.
- Many households considered the library to be a place for materials and services they could not get elsewhere.

- Nearly four in five (79.1%) households said that the library provides materials they can't get in other places.
- Similarly, 80.7% indicated that the Joliet Library provides programs and services that they can't get in other places.
- Users were more likely than nonusers to strongly agree that the library provides materials and services that they could not get elsewhere.

## ATTITUDES TOWARD JOLIET LIBRARY LOCATIONS

- Among all survey participants, barriers to use were perceived to be lower for the Black Road branch library than for the Main downtown library.
  - While 84.0% of households agreed that they felt safe at the downtown library, almost all (99.0%) felt safe at the Black Road branch library.
  - About seven in ten (71.7%) respondents felt safe in the area near the Main library. In comparison, nearly all (99.4%) felt safe in the area around the Black Road branch.
  - Four in ten (40.8%) participants indicated that getting to the Main library is difficult; in comparison, 13.7% said that it is difficult to get to the Black Road branch library.
  - Parking at the Main library was a concern for the majority (71.2%) of respondents. Relatively few (15.2%) households indicated that parking was a problem at the Black Road branch library.

## ADULT SERVICES

All participants were asked about Joliet Library use by the adults in the household.

- Just over half (51.8%) of respondents said that they or another adult in their household had visited the Joliet Public Library in the past year. Among those who had used the library, 69.2% visited the library once a month or more; 15.9% had visited at least once a week.
  - The majority of households (92.0%) with adult library visitors indicated that the library's services for adults were excellent (49.3%) or very good (46.2%).
- Most materials received excellent or good ratings from the majority of those who used them:
  - 96.8% rated the non-fiction books excellent (36.6%) or good (60.2%).
  - 96.0% rated the fiction books excellent (48.3%) or good (47.7%).



- 79.0% rated the movies excellent (12.1%) or good (66.9%).
- The library’s collection of Spanish materials for adults received lower ratings from its users; 38.2% rated it excellent (10.1%) or good (28.1%). More than half (58.4%) of those who had used Spanish materials said they were fair, and 3.4% gave the collection a poor rating.
- The adult book collections at the Main library received excellent ratings from a somewhat higher percentage of users than those collections at the Black Road location.<sup>2</sup>
- Most adult resources and services received excellent or good ratings from the majority of those who used them:
  - 93.2% rated the WIFI access excellent (39.0%) or good (54.2%).
  - 92.4% rated the meeting spaces excellent (40.5%) or good (51.9%).
  - 91.1% rated the computers excellent (54.8%) or good (36.3%).
  - 89.2% rated the adult programs excellent (39.7%) or good (49.5%).
  - The computers for adult use and the WIFI connection at the Main library received an excellent rating from a higher percentage of those who had used them than the same services at the Black Road branch. However, meeting rooms at the Black Road branch received an excellent rating from a slightly higher proportion of users than the meeting rooms at the Main library.<sup>3</sup>

## TECHNOLOGY AND WEBSITE USE

All respondents answered questions about the use of the Joliet Library website by adults in their households.

- Most participants (94.0%) had access to the internet in their household.
- More than one-third (37.4%) of households indicated that an adult in the household had used the library’s website in the past year.
  - Library visitors were much more likely to use the library’s website than those who had not visited the library; while over half (54.4%) of households which had visited the library had also

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<sup>2</sup> The number of users of the movie collection for adults and the Spanish materials for adults was too small to reliably analyze satisfaction by selected library.

<sup>3</sup> The number of adult program users was too small to reliably analyze satisfaction by selected library.

visited the website, only 7.6% of households who had not been to the Joliet library had visited the website.

- Nine in ten (90.6%) of those who had used the website gave it an excellent (20.2%) or good (70.4%) rating.
- Most commonly, adults who had used the website used it to look for specific library materials (79.9%), to look for information about the library (78.8%), or to look at library account information (63.5%).
- Among households where the adults had used the library's website, three in ten (29.6%) had borrowed an e-book from the library
  - 85.9% said that the library's e-book collection was excellent (37.1%) or good (48.8%).
- In households where no adults had used the library's website, 38.7% said they were not aware that the library has a website.

## CHILDREN'S SERVICES

Households with children were asked a series of questions about their children's use of the library.

- Three-quarters (75.8%) of these households indicated that their children had visited the Joliet Library in the past year.
  - Among these households, seven in ten (69.6%) said their children visited the library once a month or more; nearly one-quarter (23.9%) visited once a week or more.
  - Nearly all (98.5%) households where children use the library say the children's services were excellent (51.9%) or good (46.6%).
- Children's materials and services generally received high ratings from households that had used them.
  - 100.0% rated the children's programs excellent (52.8%) or good (47.2%).
  - 99.5% rated the teen programs excellent (88.3%) or good (11.2%).
  - 97.2% rated the books and materials to read for fun excellent (53.1%) or good (44.1%).
  - 94.0% rated the computers available to children excellent (55.5%) or good (38.5%).
  - 93.1% rated the children's area excellent (50.2%) or good (42.9%).

- 90.4% rated the books and materials to use for school assignments excellent (52.0%) or good (38.4%).
- 87.5% rated the teen area excellent (38.6%) or good (48.9%).
- 71.0% rated the books and materials in Spanish excellent (64.6%) or good (6.2%).

## CHILDREN'S WEBSITE USE

All households with children were asked about their children's use of the library website.

- Of households with children, 19.4% indicated that children or teens in their household had used the library's website.
  - Commonly, children and teens used the website to look for specific library materials (91.9%), to place holds on library materials (73.1%), or to use online resources or databases (72.5%).
- In households where children had used the website, 39.9% said the children in their households had borrowed an e-book in the past year.
  - The majority (84.5%) said the children's e-book collection was excellent (28.1%) or good (56.4%).

## PROSPECTIVE SERVICES

Library users were asked about potential services or resources that the Joliet Library could offer in the future.

- 73.1% rated more quiet study space very important (35.9%) or somewhat important (37.2%).
- 69.2% rated places in the community to return library materials very important (38.2%) or somewhat important (31.0%).
- 60.4% rated more meeting spaces for small groups very important (24.5%) or somewhat important (35.9%).
- 56.9% rated more meeting spaces for large groups very important (17.9%) or somewhat important (39.0%).
- 55.2% rated English language courses at the library very important (33.2%) or somewhat important (22.0%).

- Among those households where a language other than English is spoken, 81.3% said that English language courses would be very important (58.4%) or somewhat important (22.9%).
- 55.5% rated places in the community to pick up library materials very important (28.4%) or somewhat important (27.1%).
- 49.8% rated a traveling library or bookmobile very important (24.9%) or somewhat important (24.9%).

## INFORMATION SOURCES

All participants were asked a series of questions about their sources of information about the library.

- Most respondents (87.8%) reported receiving information about the library from at least one source.
- Overall, the top sources of information about the library were word of mouth (52.6%), displays in the library (48.2%), and newspapers (36.8%).
- Users and nonusers typically received information about the library from different sources.
  - The top sources of information for Joliet library users were: displays in the library (75.3%), word of mouth (60.4%), and the library website (47.1%).
  - The top sources of information for nonusers were: newspapers (41.5%), word of mouth (38.8%), and social media (26.3%). More than one-quarter (27.7%) of nonusers did not get information about the library from any source.

# BACKGROUND

To gather citizen opinions regarding the library and to inform planning, the Joliet Public Library partnered with Sikich and the Northern Illinois University Center for Governmental Studies (CGS) to develop and implement a telephone study. This study was designed to collect information to assist the Board of Trustees and library staff in the development of long-range goals and plans.

Development of the survey instrument was informed by the results of focus groups with library stakeholder groups, which were designed and conducted by Sikich staff. Using the results of these groups, Joliet library representatives worked closely with CGS and Sikich staff to design a questionnaire to be administered by telephone.

Because of the increasing use of cellular telephones, sample from the survey was drawn from both landline telephone numbers and cellular telephone numbers.

It was determined that eligibility requirements for this survey were an age of 18 or older, as well as residency within the Library district. Both users and nonusers of the Library were interviewed.

# METHODOLOGY

## QUESTIONNAIRE

The questionnaire included 145 questions, but was designed so that respondents were asked only the questions that pertained to them. For example, a respondent without children would not be asked questions about use of children’s services. Using these skip patterns allowed for a more intuitive and customized experience for both interviewers and respondents.

Many of the questions were about Joliet Library services; however, the questionnaire was also designed to provide information about Joliet residents who had not used the library in the past year. Question topics included use of and satisfaction with Library services, use of and satisfaction with children’s services and programs, sources of library information, and opinions on potential future library services. Additionally, households were asked about their use of media such as books and music, and about their attitudes about libraries in general, as well as their attitudes about the Joliet Library specifically. In order to ensure data which would be representative of Joliet residents, a section of questions about demographic makeup of households was also included in the questionnaire.

The questionnaire was translated into Spanish.

The full questionnaire may be found in Appendix A.

## SAMPLE

The households selected to participate in the telephone interview were randomly selected using telephone numbers of residences within the Joliet Public Library District.

Because of the steadily increasing use of cellular telephones, CGS included both landline and cellular telephone samples. A total of 7,000 landline telephone numbers and 4,500 cellular telephone numbers were selected by the sample provider for CGS.

As calling progressed, CGS staff determined that some cellular telephone prefixes belonged primarily to households outside of Joliet. Telephone numbers with these prefixes were then removed from the sample.

## ADVANCE LETTER

To increase awareness of the study, advance letters were sent to households in the landline sample at the addresses supplied by the sample provider. The letters were sent in batches to ensure that they were received shortly before the household received a telephone call from CGS staff.

These letters provided more information about the study to residents, including potential question topics and information about survey confidentiality. The advance letters also included a toll-free phone number so that households could call CGS and schedule an interview at their convenience.

The full text of the advance letter may be found in Appendix B.

## INTERVIEWER TRAINING

All CGS interviewers who made calls were trained on project protocol for this project. Training topics included project background, establishing rapport with respondents, conversion methods to encourage respondents to complete the interview, and disposition coding. During the training, interviewers participated in mock interviewing activities in order to become familiar with the questions and survey length. This also allowed interviewers the opportunity to ask any technical questions about the survey wording, response options, or the study in general.

## DATA COLLECTION

Data collection began on September 3, 2015 and concluded on November 16, 2015, an interviewing period of about ten weeks. The Computer-Assisted Telephone Interviewing (CATI) system used by the CGS to carry out the study allowed interviewers to schedule appointments, set callback times, and leave messages for each individual case. This enabled each case to be called at a time convenient for the respondent, as well as allowing interviewers to make calls with as much information as possible about previous attempts on each case.

The CGS Study Director used the CATI system to manage sample, establish project protocol, track productivity, and disposition cases. This system also allowed for skip patterns within the questionnaire, so respondents were only asked questions relevant to them.

To complete 659 interviews, CGS staff placed a total of 23,551 calls, with an average of 35.7 calls per completed interview. It took an average of 28.5 minutes to complete an interview.

## CALLING PROTOCOL

For this study, landline households were called up to eight times total and cell sample was called up to six times total, unless a final disposition such as a nonworking number or a refusal was reached or the respondent requested an appointment or a callback which was not satisfied within these call limits.

Calling activity was monitored on a daily basis to ensure that attempts were staggered by day of the week and time of day to accommodate respondent availability.

Answering machine messages with the purpose of the call and the CGS telephone center's toll-free telephone number were left on the first contact with an answering machine for all cases. The toll-free number was provided so that respondents might call the telephone center to schedule an interview appointment time convenient to their schedule.

Additionally, potential respondents reluctant to take part in the study were provided with the Study Director's contact information to gain additional information about the project.

These strategies allowed CGS to complete interviews with more difficult-to-reach respondents.

On call attempts where the individual gave a "soft refusal" or hung up on the interviewer, they were called again at a later date in an attempt to complete the interview. Those who adamantly refused initially and those refusing a second time were not called again.

Each attempted contact or completed interview received a temporary disposition code to maintain real-time accuracy in the CATI system. On a daily basis, telephone center staff reviewed cases that had been attempted the previous day for sample management purposes and to set final disposition codes when applicable.

## RESPONSE RATE

Each case was assigned a final disposition describing the outcome of the case. These dispositions were used to calculate the response rate.



The response rate for the study was calculated using the American Association for Public Opinion Research Response Rate 3. The response rate for this study was 24.3%. More details on the response rate calculation may be found in Appendix C.

## WEIGHTING

Weighting is a statistical technique which adjusts for the over- or under-representation of a demographic group in the sample of a study.

To ensure that the survey data was representative of the Joliet Public Library resident population, the data presented in this report was weighted by age, race and ethnicity, and level of education using information from the US Census Bureau's 2009-2013 American Community Survey 5-Year Estimates.

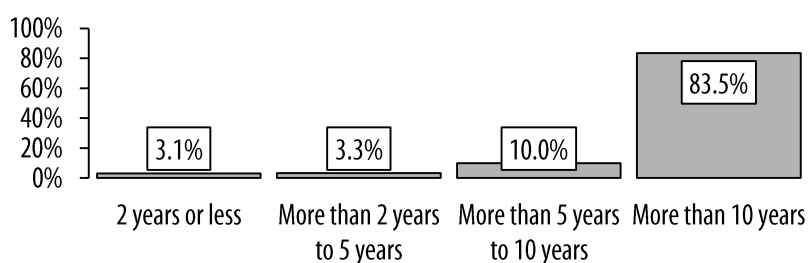
# SURVEY RESULTS

## DEMOGRAPHICS

### Household Characteristics

The majority of households were long-term residents of the Joliet Public Library District; 83.5% of those

**Length of Residence in Joliet Library District**



who responded to the survey had lived in Joliet for more than ten years. One in ten (10.0%) lived in the district for five to ten years, 3.3% for two to five years, and 3.1% for 2 years or less.<sup>4</sup>

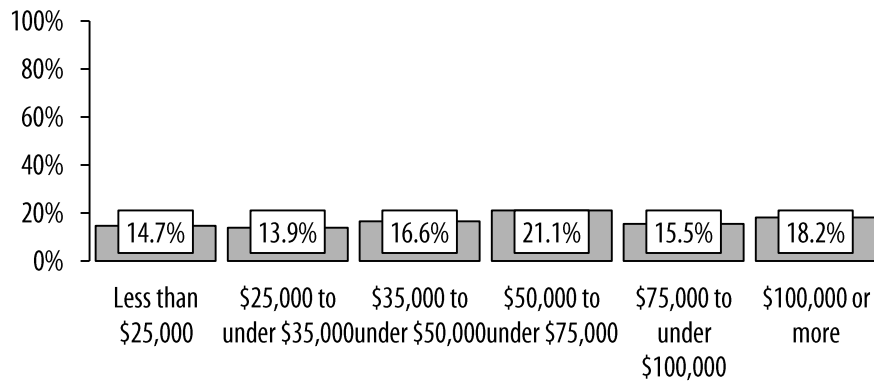
All households surveyed lived within the Joliet Public Library District. None of the households paid for a Non-Resident Fee Card.

More than three in ten (31.4%) households said a language other than English was sometimes spoken in their household. Spanish was the most common language. Nearly nine in ten (89.4%) households where a language other than English was spoken said Spanish was spoken in their home, and 28.1% of all households surveyed indicated that Spanish was sometimes spoken in their home. Among Spanish-speaking households, 29.3% said Spanish was the primary language spoken in their household.

<sup>4</sup> Due to rounding, percentages presented in this report may not sum to 100.0%

Slightly less than half (45.2%) of all respondents reported a 2014 household income of less than \$50,000. One-third (33.7%) had a household income of \$75,000 or more.

### 2014 Household Income



About three-quarters (74.8%) of those surveyed owned their homes, while 23.2% rented them. Just 2% reported some other living situation, including living in a retirement home and living with relatives.

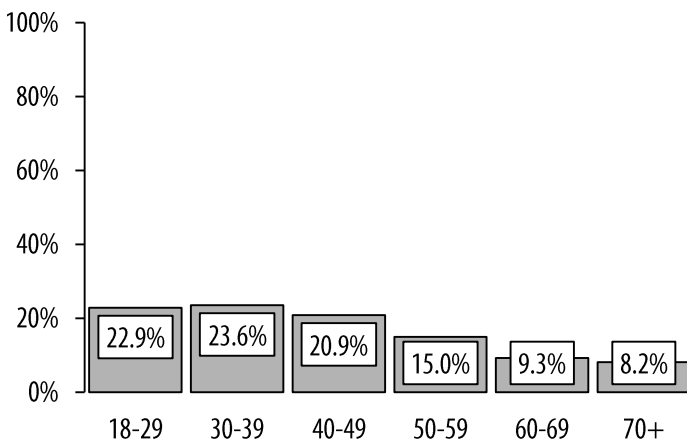
About one quarter (24.3%) of residents surveyed lived east of the Des Plaines River; 75.7% lived west of it.

The average household size of those surveyed was 3.6 people. Nearly half (49.4%) of respondents had children in their household; these households had an average of 2.2 children.

### Individual Respondent Characteristics

To obtain the most accurate data about household media and library use, respondents were not randomly selected from within a household. Instead, the study asked for the person in a household who “knows the most about the reading habits and other leisure activities of the people in your household.”

### Age



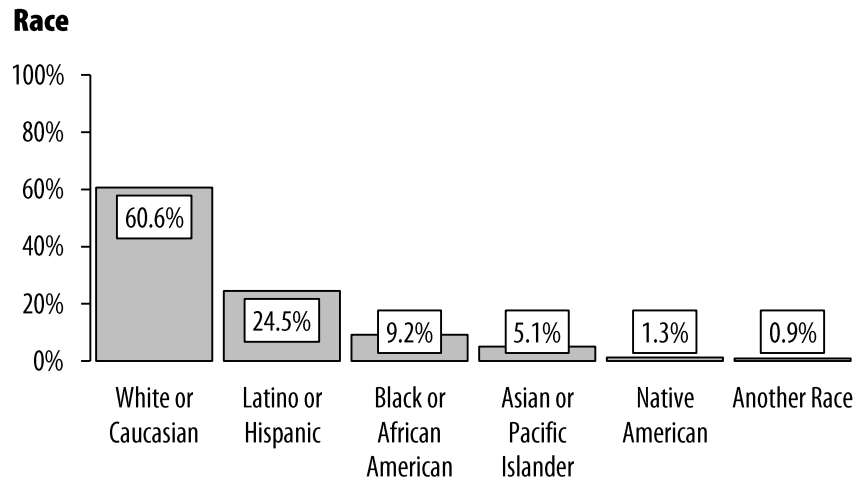
Ages of respondents ranged from 18 to 95.

The average age was 43.6. Slightly less than half (46.5%) of respondents were under 40; 22.9% were 18 to 29 and 23.6% were 30 to 39. About one in five (20.9%) were 40 to 49, 15.0% were 50 to 59, 9.3% were 60 to 69, and 8.2% were 70 or older.

Two-thirds (66.6%) of respondents were women and one-third (33.3%) were men.

Three in five (60.6%) respondents were white or Caucasian. About one-quarter (24.5%) were Hispanic or Latino, and 9.2% were black or African American. One in twenty (5.1%) were Asian or Pacific Islander, 1.3% were Native American, and 0.9% were another race.

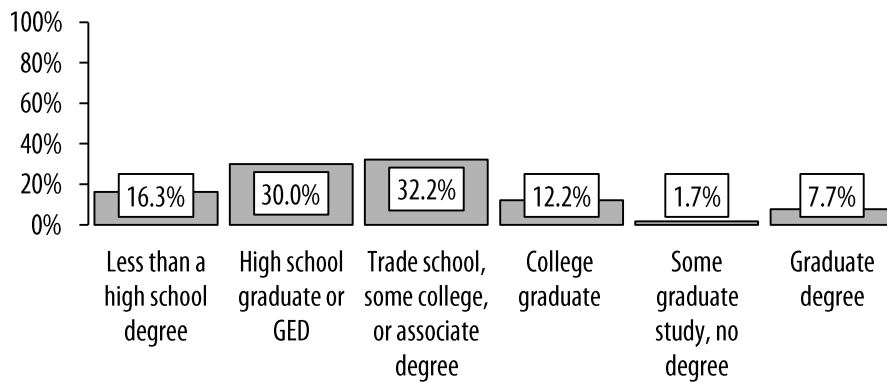
Respondents could select more than one race; 1.0% of respondents did so.



Therefore, total percentages in this graph do not sum to 100.0%.

Less than half (46.3%) of those surveyed indicated that they had not completed a high school degree (16.3%),

### Highest Level of Educational Attainment



or had a high school diploma or GED as their highest level of educational attainment (30.0%). About one-third of respondents (32.2%) had attended trade school, some college, or had an

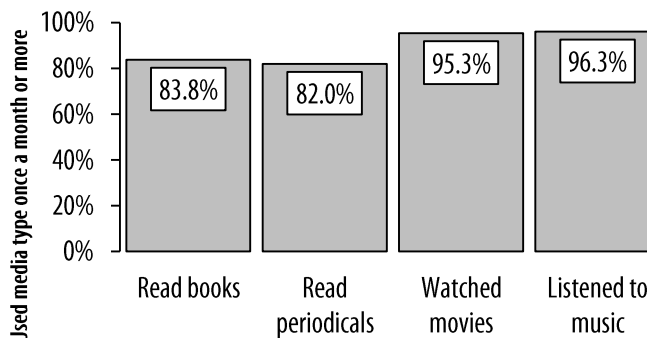
associate's degree; 12.2% were college graduates, and 9.4% had attended some graduate school.

In order to provide categories large enough for reliable analyses within this report, some demographic categories have been combined. For example, to analyze library use by highest educational level, the categories of “college graduate”, “some graduate study, no degree”, and “graduate degree” were collapsed into “bachelor’s degree or higher.”

# LEISURE ACTIVITIES

Most Joliet households were regular media users. All respondents were asked about their household’s use of four types of media: books, periodicals such as magazines and newspapers, movies, and music. Most households (83.8%) said that someone in their household read books once a month or more, and 82.0% indicated that someone read magazines or newspapers. Nearly all (95.3%) said that their household watched movies in their home once a month or more, and 96.3% listened to music.

**Leisure activities**



In general, households that were Joliet Library users<sup>5</sup> were more likely to be media users than nonuser households. While 91.1% of library user households read books once a month or more, only 70.4% of non-

**Media Use by Library Use**

	User	Nonuser
<b>Read books</b>	91.4%	70.4%
<b>Read periodicals</b>	84.5%	77.5%
<b>Listen to music</b>	99.3%	91.2%

user households reported this. Library users were also slightly more likely to say that someone in their household read periodicals regularly; 84.5% of user households read magazines or newspapers once a month or more, compared to 77.5% of nonuser households. Nearly all (99.3%) users said that

someone in their household listened to music at least once a month, while 91.2% of nonusers said their household listened to music regularly. However, user and nonuser households were about equally likely to say that someone in their household watched movies in their home.

Households that had used a particular media type were asked where the people in their household had gotten it. Respondents were allowed to select as many sources as applied to their household.

The top sources for books were a personal collection (81.1%), a bricks-and-mortar location like a bookstore or newsstand (79.9%), and the library (64.0%).

<sup>5</sup> Library users are households in which someone has visited the Joliet Public Library in the past 12 months.

For periodicals, the most used sources were a subscription (57.2%), a bookstore or newsstand (53.7%) and a friend (39.1%). Less than one in five (18.5%) used the library as a source for magazines or newspapers.

More than three-quarters (77.3%) of households that had watched movies at home in the past year watched movies from their personal collection. Nearly seven in ten (68.1%) watched movies through video-on-demand from a cable provider or internet site like Amazon, and 57.6% used a subscription to a service like Netflix, Hulu Plus, or Amazon Prime. One-quarter (25.0%) of households had watched movies borrowed from the library.

Most (93.7%) of households that had listened to music in the past year said they had listened to broadcast radio. Many (86.5%) had also listened to music from a personal collection, and 61.4% had subscribed to an online service like Pandora or Spotify. One in five households (19.5%) had listened to music they borrowed from the library.

**Sources for Media**

	<b>Books</b>	<b>Periodicals</b>	<b>Movies</b>	<b>Music</b>
<b>Library</b>	64.0%	18.5%	25.0%	19.5%
<b>AM or FM radio</b>	*	*	*	93.7%
<b>Purchase from bricks-and-mortar location</b>	79.9%	53.7%	*	*
<b>Friend</b>	60.3%	39.1%	54.9%	*
<b>Kiosk</b>	*	*	44.0%	*
<b>Purchase online</b>	49.3%	*	*	50.0%
<b>Personal collection</b>	81.1%	*	77.3%	86.5%
<b>Purchase, either bricks-and-mortar or online</b>	*	*	57.2%	49.4%
<b>School</b>	58.2%	18.5%	*	*
<b>Subscription or online subscription</b>	*	57.2%	57.6%	61.4%
<b>Video-on-demand</b>	*	*	68.1%	*

\* Not an option for this type of media

# LIBRARY USE

## Joliet Public Library Use

About three-quarters (73.2%) of respondents had a Joliet library card and 63.8% said that they or someone in their household had visited the Joliet Public Library at either location in the past year. Nearly all (97.4%) respondents who had visited the library in the past year had a library card.

About three-quarters (73.2%) of respondents had a Joliet library card and 63.8% said that they or someone in their household had visited the Joliet Public Library at either location in the past year. Nearly all (97.4%) respondents who had visited the library in the past year had a library card.

Library use differed significantly between demographic groups.<sup>6</sup>

### Joliet Library Use by Demographic

	Have library card	Have visited library
<b>Have children</b>	79.4%	74.8%
<b>Do not have children</b>	68.3%	52.6%
<b>18-29</b>	49.0%	44.7%
<b>30-39</b>	83.2%	83.2%
<b>40-49</b>	84.6%	65.0%
<b>50-59</b>	80.8%	62.6%
<b>60-69</b>	74.1%	65.6%
<b>70+</b>	73.6%	57.4%

\*No significant difference by demographic exists

say their household had visited the library in the past year.

Households with children were more likely than households without children to have a Joliet Library card and to be library users.

Library use varied by age group. Respondents in their forties and in their thirties were most likely to indicate that their household has a library card.

Additionally, respondents in their thirties were more likely than any other age group to

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<sup>6</sup> All comparisons were significant at the .05 level.

Library use also varied by race and ethnicity. Black or African American and Hispanic respondents were more likely than White or Caucasian respondents to indicate that someone in their household had used the

**Joliet Library Use by Demographic, Continued**

	<b>Have library card</b>	<b>Have visited library</b>
<b>Hispanic</b>	*	69.8%
<b>White, non-Hispanic</b>	*	58.7%
<b>Black, non-Hispanic</b>	*	70.9%
<b>Primary household language: English</b>	76.4%	*
<b>Primary household language: Spanish</b>	53.7%	*
<b>Less than high school graduate</b>	75.0%	68.2%
<b>High school graduate or GED</b>	60.9%	51.5%
<b>Some college</b>	79.6%	67.0%
<b>Bachelor's degree or higher</b>	82.1%	71.8%
<b>Less than \$25,000</b>	76.9%	*
<b>\$25,000 to under \$35,000</b>	54.1%	*
<b>\$35,000 to under \$50,000</b>	72.7%	*
<b>\$50,000 to under \$75,000</b>	67.3%	*
<b>\$75,000 to under \$100,000</b>	79.5%	*
<b>\$100,000 or more</b>	87.5%	*
<b>Have children</b>	79.4%	74.8%
<b>Do not have children</b>	68.3%	52.6%
<b>Own home</b>	77.2%	*
<b>Rent home</b>	63.5%	

\*No significant difference by demographic exists

also related to education. Those who had a high school diploma or GED were least likely to have a library card in their household, or say that they or someone in their household had visited the library in the past year. Those who had completed a bachelor's degree or more were the most likely to have a library card in their household and to have visited the library in the past year.

Though no significant difference existed between household income groups in library use, household income was related to likelihood of having a library card. Those who reported an annual household income

library in the past year.

However, there was no significant difference in likelihood of having a library card by race and ethnicity.

Although no statistically significant difference was found in library use by primary language spoken in the household, households where the primary language spoken was Spanish were less likely to have a library card than households where the primary language was English.

Likelihood of having a library card or visiting the library in the past year was



of \$25,000 to less than \$35,000 were the least likely group to have a library card in their household, while those with a household income of \$100,000 or more were most likely to have one.

No significant differences were found in library use by household language, household location within Joliet, home ownership, or household income.

## Use by Branch

Among those users who had visited the library in the past year, about half (49.1%) had visited the Main library building in downtown Joliet, and nearly three quarters (74.1%) had visited the Black Road branch. Nearly one quarter (23.3%) of users indicated use of both the Main library and the Black Road branch in the past year.

For the following analyses, households were divided into groups by the library their household used most. Those six households which used both libraries equally were not included in these analyses.

Statistically significant differences exist between the demographics of those who use the Main downtown building, and those who use the Black Road branch building.

Those households which had primarily used the Main library were more likely than those which used the Black Road branch as their primary library to have children.

Main users were more likely than branch users to be between 30 and 49. Branch users were more likely than Main users to be younger than 30 or 50 and older.

Main library users were more likely than Branch library users to be Hispanic or Latino, or to be Black or African American. Branch users were more likely than Main library users to be White or Caucasian.

Main library users were much more likely than Branch users to say that a language other than English, primarily Spanish, was spoken in their household. Likewise, Main library users were more likely than branch users to indicate that a language other than English, again, primarily Spanish, was the primary language spoken in their household.

Those whose households primarily used the Main downtown library had lower educational attainment levels; they were more likely than Black Road branch users to have an educational attainment of a high

### Joliet Library Building Use by Demographic

	<b>% of Main library users by demographic group</b>	<b>% of Black Road branch users by demographic group</b>
<b>Have children</b>	66.0%	53.9%
<b>Do not have children</b>	34.0%	46.1%
<b>18-29</b>	9.9%	19.6%
<b>30-39</b>	40.8%	24.7%
<b>40-49</b>	27.5%	18.5%
<b>50-59</b>	9.2%	18.1%
<b>60-69</b>	9.2%	9.6%
<b>70+</b>	3.5%	9.6%
<b>Hispanic</b>	52.5%	14.1%
<b>White, non-Hispanic</b>	24.8%	70.7%
<b>Black, non-Hispanic</b>	19.9%	4.1%
<b>Language other than English was spoken in household</b>	58.9%	15.1%
<b>English was only language spoken in household</b>	41.1%	84.9%
<b>Primary household language: English</b>	84.4%	95.9%
<b>Primary household language: Other than English</b>	15.6%	4.1%
<b>Less than high school graduate</b>	36.2%	8.1%
<b>High school graduate or GED</b>	29.8%	22.1%
<b>Some college</b>	22.7%	39.1%
<b>Bachelor's degree or higher</b>	11.3%	30.6%
<b>Less than \$25,000</b>	33.8%	5.7%
<b>\$25,000 to under \$35,000</b>	21.8%	5.2%
<b>\$35,000 to under \$50,000</b>	15.0%	18.4%
<b>\$50,000 to under \$75,000</b>	15.0%	22.2%
<b>\$75,000 to under \$100,000</b>	7.5%	21.2%
<b>\$100,000 or more</b>	6.8%	27.4%
<b>Own home</b>	46.0%	94.2%
<b>Rent home</b>	54.0%	5.8%
<b>Home was east of Des Plaines River</b>	36.0%	18.8%
<b>Home was west of Des Plaines River</b>	64.0%	81.2%

school diploma or less. Those who primarily used the branch library were more likely than those who primarily used the Main library to have attended some college, or to have a bachelor's degree.

Households which used the Main library were more likely than Branch users to have an annual household income of under \$35,000. Households which primarily used the Black Road library were more likely than Main library users to have incomes of \$35,000 or more.

Those who used the Main library as their primary library were more likely than Black Road users to rent their homes, and Black Road branch users were more likely than Main library users to own their homes.

Main library users were more likely than branch users to live east of the Des Plaines River, and Black Road branch users were more likely than Main users to live west of the river.

For the purposes of data analysis in the rest of this report, each user household was assigned a selected library. Households which had only used one building in the past year were assigned that building as their selected library. If households had used more than one building in the past year, they were assigned the building they used most. If the household reported that they used both buildings equally, they were assigned the Main building as their selected library, in order to produce a robust number of respondents to rate the Main library. These selections were used for the satisfaction ratings for both adult and child services. Just over one-third (35.2%) were assigned the Main library as their selected library, and 64.8% were assigned the Black Road branch.

## Main Library Use

Those households who had used the Main library in the past year were asked what they liked best about it. The attractive building and the architecture were commonly cited, and a number of respondents also mentioned the large size of the Main library's collection. One respondent said:

The people are very helpful. It's a beautiful building. It's quiet, and has a lot of places for activities for adults and children.

Similarly, another user said the about the library:

It's beautiful. The building is gorgeous. Most often, we can find what we are looking for, and it's closer than the Black Road branch. It has amazing librarians.

Main library staff received praise, with a number of individuals commenting on the helpfulness of library personnel.<sup>7</sup> Several users indicated that they could trust the librarians to have an answer for their questions:

I like going there. I like the people there. They are knowledgeable. When I have a question, they can answer it for me.

User households which had not visited the Main library in the past year were asked why they had not used it. Primarily, these users said that the Black Road branch was a more convenient library for them, or was located closer to their homes. However, several respondents also indicated that they had safety concerns at this library, or that parking was inconvenient.

### Black Road Branch Library Use

As with the Main library, users of the Black Road branch library were asked what they liked best about it. Many branch users said that the branch library was convenient or close to their home. Others appreciated the building's single floor layout and open floorplan. One user noted that she liked:

The selection of books. If they don't have one, they will order it for you, and you'll have it in a couple days. I live less than two miles away, and they are very helpful at that library. It's all on one floor.

Again, users said that staff were friendly and helpful. A user said:

The people are very friendly and helpful. It's a clean environment. It's a beautiful building which is kept up nicely. They have a good supply of large print books. The people are so helpful. If I need anything, they will go out of their way to help with what I need.

Additionally, a number of users appreciated the convenience of the branch library, and that the library would order and hold books for them. One user said:

It's very convenient. Everything we might need is there. If they don't have a book, they can get it from another library.

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<sup>7</sup> The full text of this and other verbatim responses may be found in Appendix E.

Library users who had not visited the Black Road library in the past year were asked why they had not used it. Most of those who had not used the branch library said that the Main downtown library was more convenient for them.

## Joliet Public Library Non-Use

More than one-third (36.2%) of respondents had not visited the Joliet Public Library at either location in the past year.

Among those respondents who had not visited the Joliet Public Library in the past year, 83.2% indicated that someone in their household had visited the Library in the past, but not within the last year. Among households with library cards, 16.0% indicated that no one in their household had visited the Joliet Library in the past year.

Households without children were much less likely than households with children to have visited the Joliet library in the past year.

Those aged 18 to 29 were less likely than any other age group to be library users.

White or Caucasian respondents were less likely than any racial or ethnic group to report use of the Joliet Public Library in the past year.

Those with a high school diploma as their highest level of educational attainment were the least likely to indicate that someone in their household had visited the library in the past year.

No significant differences were found in library nonuse by household language, household location within Joliet, home ownership, or household income.

**Joliet Library Nonuse by Demographic**

	<b>Had not visited library</b>
<b>Have children</b>	25.2%
<b>Do not have children</b>	47.4%
<b>18-29</b>	55.3%
<b>30-39</b>	16.8%
<b>40-49</b>	35.0%
<b>50-59</b>	37.4%
<b>60-69</b>	34.4%
<b>70+</b>	42.6%
<b>Hispanic</b>	30.2%
<b>White, non-Hispanic</b>	41.3%
<b>Black, non-Hispanic</b>	29.1%
<b>Less than high school graduate</b>	31.8%
<b>High school graduate or GED</b>	48.5%
<b>Some college</b>	33.0%
<b>Bachelor's degree or higher</b>	28.2%

Households which had not visited the Joliet library in the past were asked why they had not visited it. Answers were varied, but main themes included lack of time, lack of interest or need, and the availability of items from places other than the Joliet library. One non-user said:

Our needs are met through other sources, so it's not something we think of. Even further, I don't really know what they would provide.

A number of respondents also noted specific problems with the Joliet Public Libraries. Primarily, these were related to difficulty of access to the library branches. Several noted the distance to the libraries, or the lack of parking at the Main location, and a few were concerned about safety.

### Use of Other Libraries

Nearly three in ten (29.5%) of respondents said that someone in their household had visited a library besides the Joliet Library in the past year.

Use of another library varied by demographic group.

Those who had used the Joliet Public Library were more likely than those who had not to have used another library in the past year; while 36.1% of Joliet Library users had visited another library, only 18.3% of nonusers had done so.

Hispanic or Latino respondents were much less likely than any other racial or ethnic group to report that their households had used another library in the past year; while only 13.7% of Hispanic or Latino households had visited another library in the past year, 36.3% of white respondents and 32.1% of black respondents had done so.

Use of another library also increased with the respondent's educational attainment. No respondent with less than a high school diploma said that someone in their household had visited another library. This

**Use of Other Library by Demographic**

	<b>Have used other library</b>
<b>Use Joliet Public Library</b>	36.1%
<b>Do not use Joliet Public Library</b>	18.3%
<b>Hispanic or Latino</b>	13.7%
<b>White, non-Hispanic</b>	36.3%
<b>Black, non-Hispanic</b>	32.1%
<b>Less than high school graduate</b>	0.0%
<b>High school graduate</b>	26.9%
<b>Some college</b>	35.4%
<b>Bachelor's degree or higher</b>	46.1%
<b>Less than \$25,000</b>	21.8%
<b>\$25,000-\$35,000</b>	14.9%
<b>\$35,000-\$49,999</b>	28.1%
<b>\$50,000-\$74,999</b>	28.3%
<b>\$75,000-\$99,999</b>	35.4%
<b>\$100,000 or more</b>	52.6%

number increased to 26.9% of high school graduates, 35.4% of those with some college, and 46.1% of those with a bachelor's degree or more.

Household use of another library also generally increased with income level. The least likely group to have used another library were those with annual incomes of \$25,000 to less than \$35,000; less than one in five (18.4%) of these households had done so in the past year. This number increased with income levels; over half (52.6%) of those with a 2014 household income of \$100,000 or more had used another library in the past year.

Households who used other libraries gave a number of reasons for having done so. Primarily, these respondents indicated convenience or location; either the other library was closer to their home or closer to where they were at the time. Others attended programs at these libraries, were looking for materials not offered at the Joliet library, or were simply curious about what other libraries had to offer. Many respondents also indicated that someone in their household had visited a school or university library in the past year.

Households where someone had used a library other than the Joliet Library were asked to indicate if they had used any of 13 local libraries. By far the most commonly used of the local libraries was the Plainfield library. Nearly one quarter (23.4%) of other library users had visited the Plainfield Public Library; no other library was used by more than 10.0% of other library users.

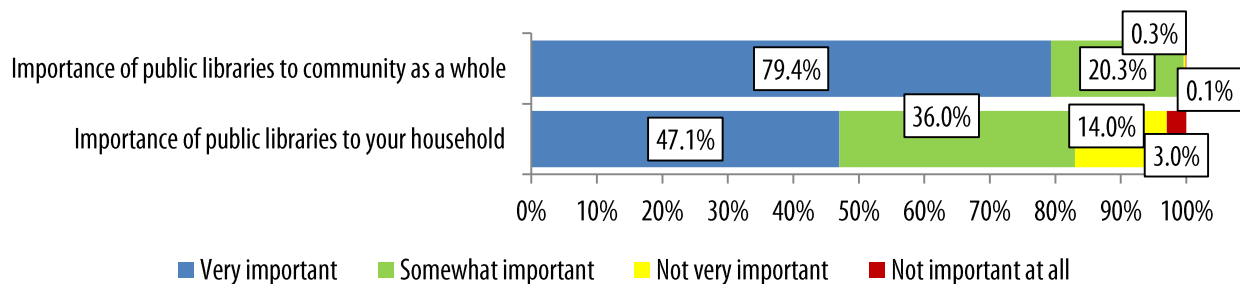
# ATTITUDES

## Overall Attitudes Toward Public Libraries

Most respondents (84.1%) said someone in their household used public libraries when they were growing up. A statistically significant difference was found by educational level, 62.5% of respondents with less than a high school education compared with 80.2% of respondents with a high school education, 84.4% of respondents with some college, and 90.8% of respondents with a Bachelor's degree or higher reported someone in their household used public libraries when they were growing up. The percentage of respondents who indicated someone in their household used public libraries when they were growing up increases as household income increases (Less than \$25,000, 74.5%; \$25,000 to under \$35,000, 71.4%; \$35,000 to under \$50,000, 84.9%; \$50,000 to under \$75,000, 91.7%; \$75,000 to under \$100,000, 92.1%; \$100,000 or more, 91.8%).

Nearly all respondents (99.7%) said that public libraries are very important (79.4%) or somewhat important (20.3%) to the community as a whole. Most respondents (83.0%) said that public libraries are very important (47.1%) or somewhat important (36.0%) to their households.

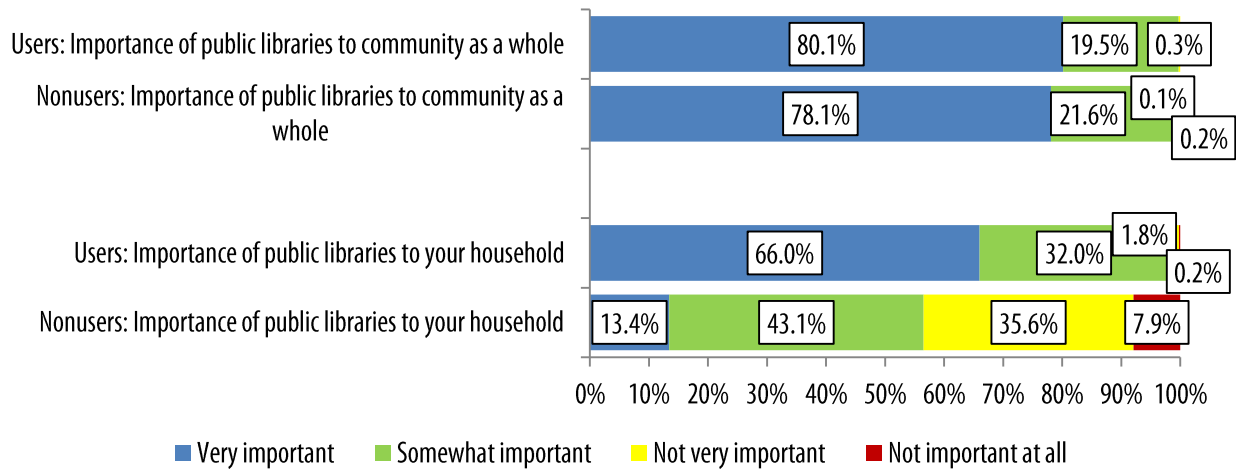
### Attitudes Toward Public Libraries





User households and nonuser households were about equally likely to say that public libraries are important to the community as a whole. However, those households which had visited the Joliet Library in the past year were much more likely to indicate that public libraries were important to their own household.

### Attitudes Toward Public Libraries by Joliet Library Use

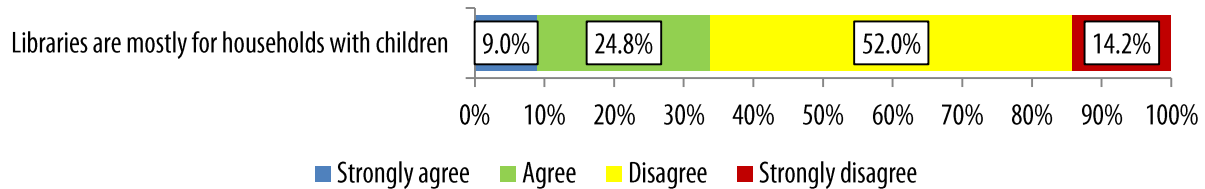


The percentage of respondents who indicated libraries are very important to the community as a whole decreases as household income increases, from 96.3% of respondents with household incomes of less than \$25,000 to 86.7% of respondents with household incomes of \$100,000 or more.

Respondents 18-29 years of age (24.1%) were less likely than older respondents (52.9%) to say that public libraries are very important to their household.

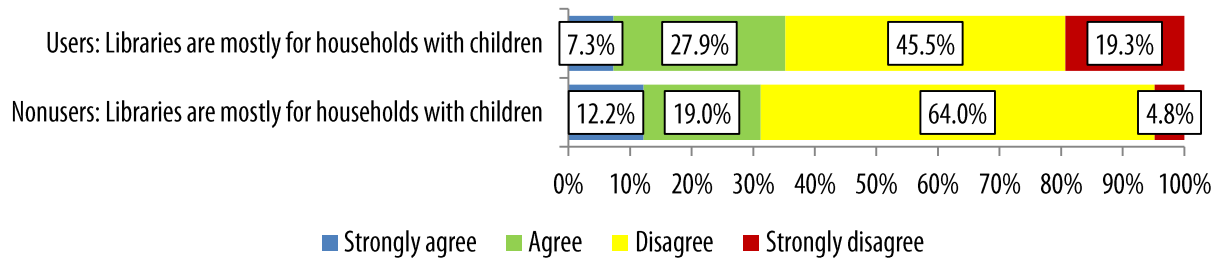
Two-thirds (66.2%) of respondents disagreed (52.0%) or strongly disagreed (14.2%) with the statement “Libraries are mostly for households with children.” However, nearly one-quarter (24.8%) agreed with this statement and 9.0% strongly agreed with it.

### Libraries are Mostly for Households With Children



User households were more likely than nonuser to strongly disagree with this statement. However, overall, nonuser households are slightly more likely than user households to disagree that libraries are mostly for households with children.

### Libraries are Mostly for Households with Children by Joliet Library Use



### Comfort Level with Joliet Public Library

Next, all respondents were asked about their level of agreement with a series of statements about their attitudes towards the Joliet Public Library.

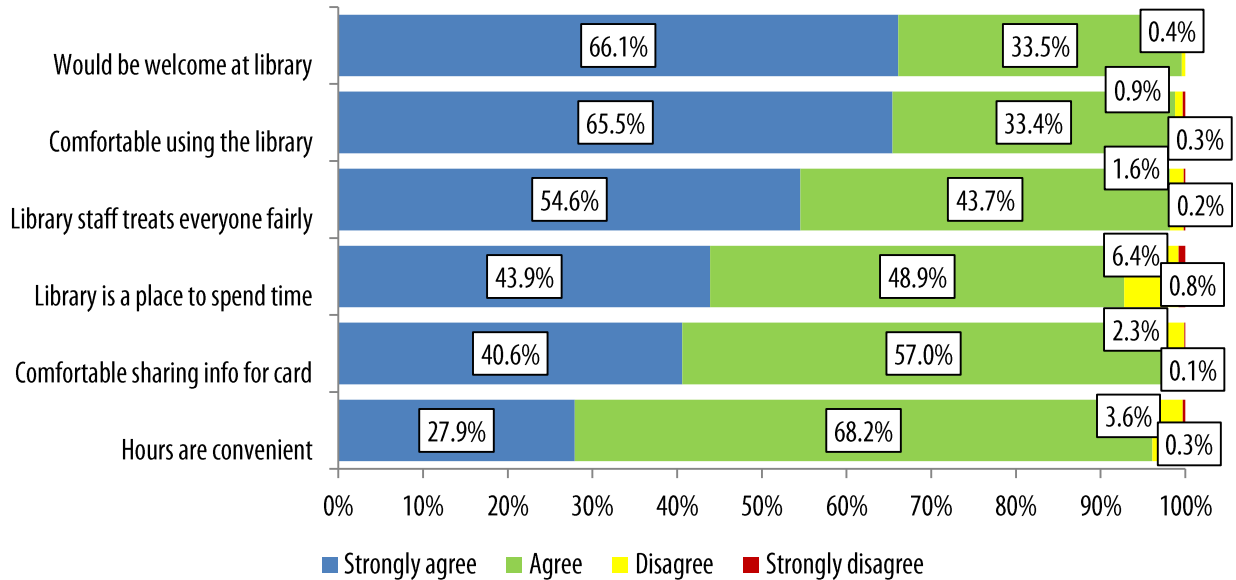
Most respondents indicated that they would be comfortable at the library.

Nearly all respondents (99.6%) strongly agreed (66.1%) or agreed (33.5%) that they would be welcome at the library. Most (98.9%) also indicated that they would be comfortable using the library; 65.5% strongly agreed and 33.4% agreed with this statement.

Library staff were widely perceived to treat patrons fairly. Almost all respondents (98.3%) strongly agreed (54.6%) or agreed (43.7%) that library staff treat everyone fairly and equally.

More than nine in ten (92.8%) respondents agreed that the library is a place where they could relax and spend time; 43.9% strongly agreed with this statement and 48.9% agreed with it.

### Level of Comfort at Joliet Library

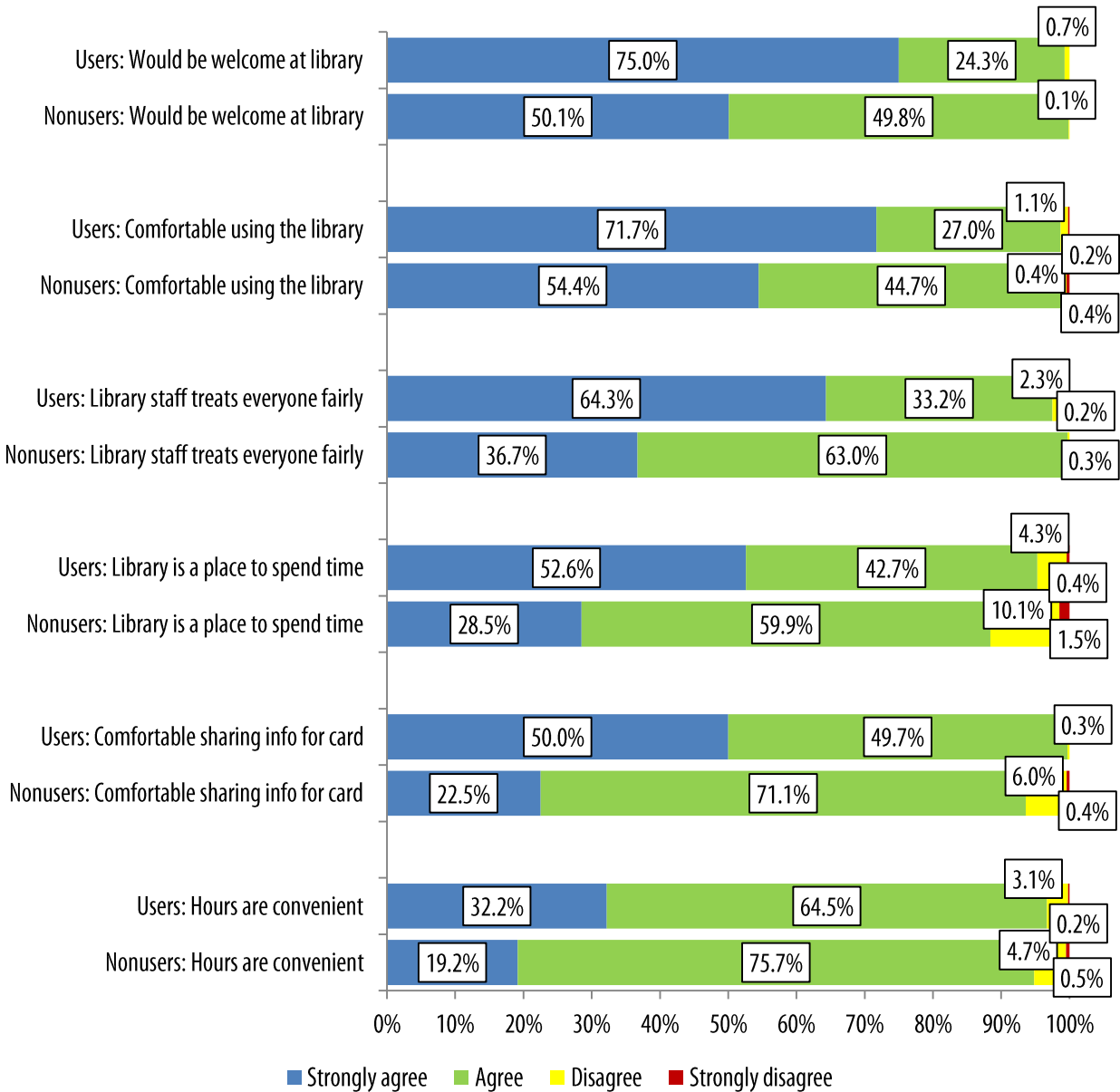


Most respondents (97.6%) strongly agreed (40.6%) or agreed (57.0%) that they would be comfortable sharing information, such as their name and address, with the library in order to get a library card.

Library hours were convenient for the majority (96.1%) of households. More than one-quarter (27.9%) strongly agreed that the hours were convenient, and 68.2% agreed.

User households were more likely to strongly agree with each of these statements than were nonuser households.

### Level of Comfort At Joliet Library by Joliet Library Use

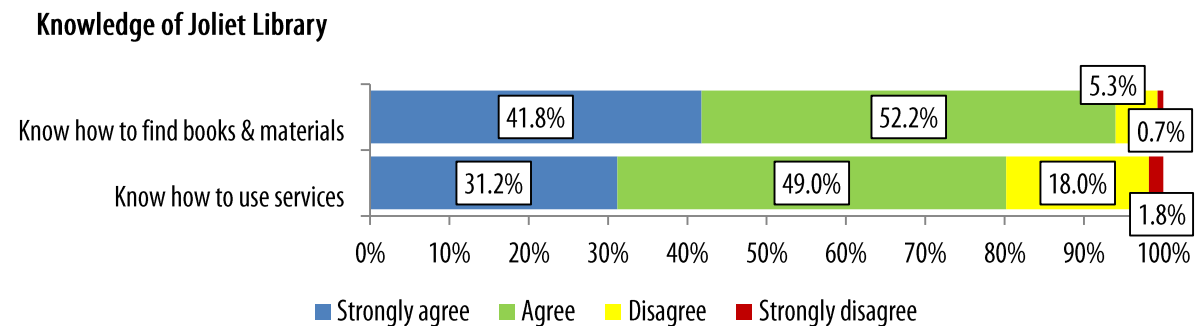


Hispanic respondents (50.0%) were less likely than non-Hispanic respondents (61.6%) to strongly agree that the library staff treats everyone fairly and equally.

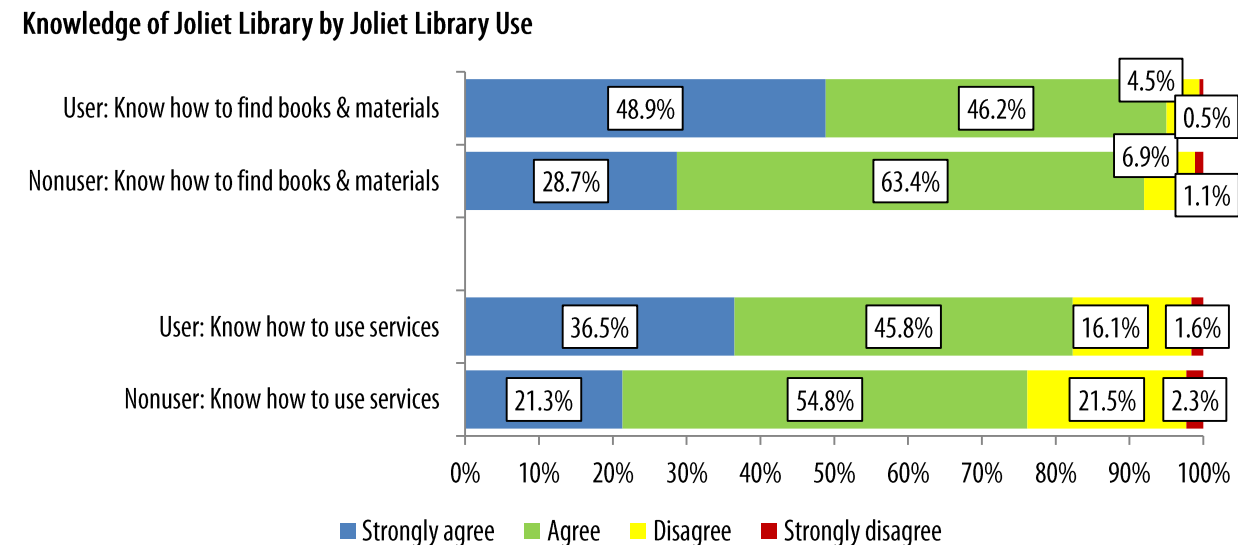
## Knowledge of Joliet Public Library

The majority of respondents indicated that they would know how to use materials and services at the library.

Most (94.0%) strongly agree (41.8%) or agree (52.2%) that they would know how to find books and other materials at the library. Four in five (80.2%) said they would know how to use services at the library; about one-third (31.2%) strongly agreed and 49.0% agreed with this statement. Notably, however, 19.8% of all respondents disagreed (18.0%) or strongly disagreed (1.8%) that they would know how to use services at the library.



Again, user households were more likely than nonuser households to strongly agree with these statements.



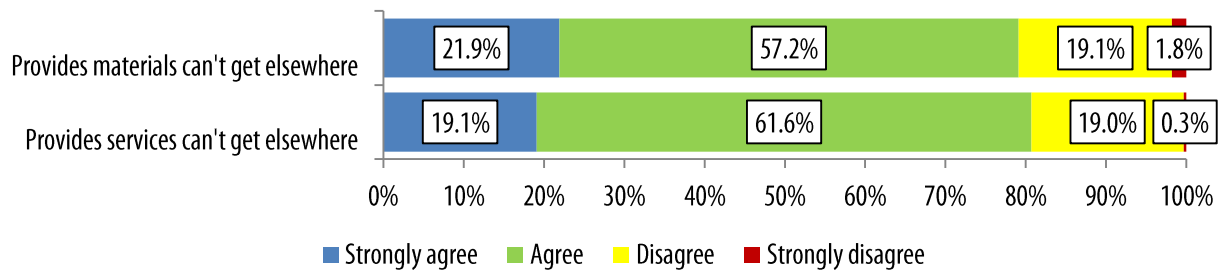
Hispanic respondents (32.6%) are less likely than non-Hispanic residents (45.5%) to strongly agree that they would know how to find books and materials at the library.

Respondents who are high school graduates or less educated (35.1%) are less likely than those respondents who have some college (40.8%) or a Bachelor’s degree or higher (51.0%) to strongly agree that they know how to find books and other materials at the library. Similarly, respondents who are high school graduates or less educated (25.0%) are less likely than those respondents who have some college (31.9%) or a Bachelor’s degree or higher (43.9%) to strongly agree that they know how to use services at the library.

## Materials and Services at Joliet Public Library

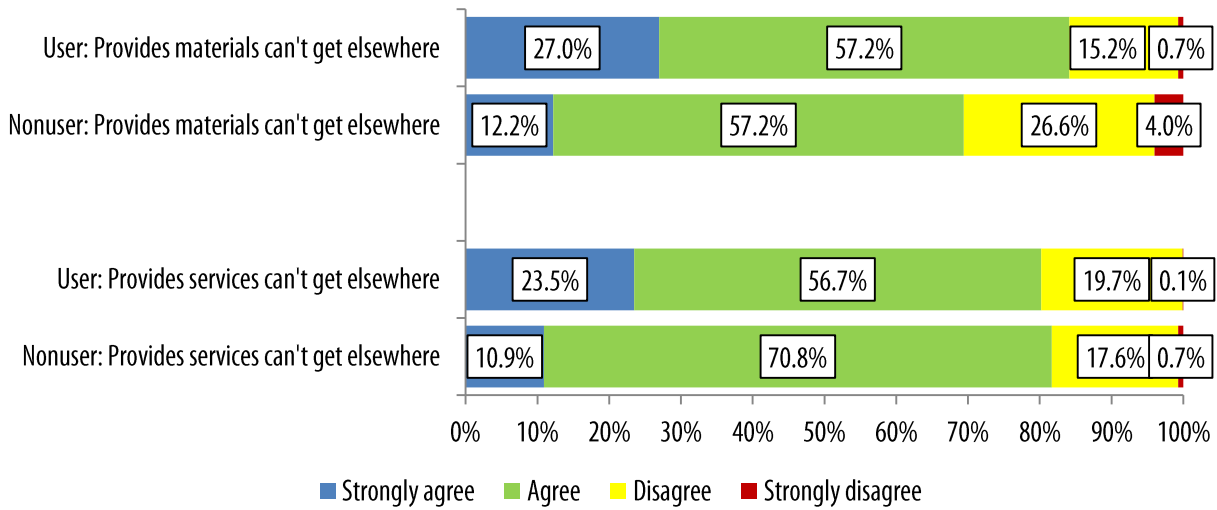
Many households considered the library to be a source for materials and services they could not get elsewhere. Nearly four in five (79.1%) strongly agreed (21.9%) or agreed (57.2%) that the library provides materials they could not get in other places. Similarly, 80.7% agreed that the library provides services and programs they could not get in other places. Almost one in five (19.1%) strongly agreed and 61.6% agreed with this statement.

### Materials and Services at Joliet Library



Users were more likely than nonusers to strongly agree that the library provides materials and services they could not get elsewhere. In particular, a substantial percentage of nonusers (30.6%) disagreed that the library provides materials they can’t get elsewhere.

### Materials and Services at Joliet Library by Joliet Library Use



The percentage of respondents who strongly agree the library provides materials they can't get elsewhere increases as age increases, from 14.3% of respondents 18-29 years of age to 35.4% of respondents 60 years of age or more. The percentage of respondents who strongly agree the library provides materials they can't get elsewhere decreases as household income increases, from 43.1% of respondents with household incomes of less than \$25,000 to 29.5% of respondents with household incomes of \$100,000 or more.

### Attitudes Toward Joliet Library Locations

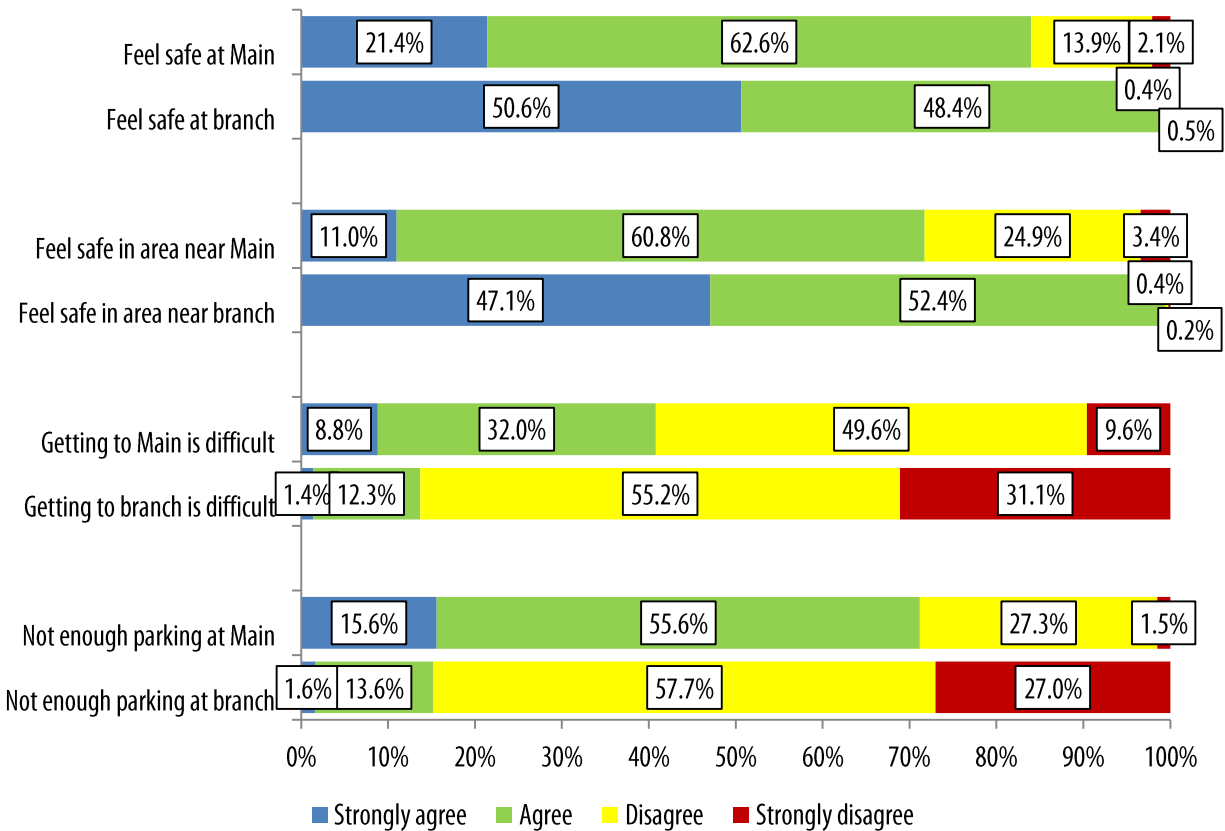
All households were asked about four potential barriers to library use for each library building.

In general, barriers to use were perceived to be lower for the Black Road branch library than for the Main downtown library. This finding echoes the findings to the verbatim responses about building nonuse in the "Library Use" section of this report.

In general, respondents were more likely to feel safe at the Black Road branch; while 84.0% of households agreed that they felt safe at the downtown library, nearly all (99.0%) felt safe at the Black Road branch. Notably, 21.4% of respondents strongly agreed that they felt safe at the downtown library, compared to the 50.6% of survey participants who strongly agreed that they felt safe at the Black Road branch. More than three in twenty (16.0%) disagreed (13.9%) or strongly disagreed (2.1%) that they felt safe at the Main library.

Similarly, while about seven in ten (71.8%) respondents strongly agreed (11.0%) or agreed (60.8%) that they felt safe in the area near the Main library. However, nearly all respondents (99.4%) strongly agreed (47.1%) or agreed (52.4%) that they felt safe in the area near the branch. More than one-quarter (28.3%) of respondents disagreed (24.9%) or strongly disagreed (3.4%) that they felt safe in the area near the Main library.

### Attitudes Toward Joliet Library Locations



Four in ten (40.8%) participants strongly agreed (8.8%) or agreed (32.0%) that getting to the Main library was difficult. However, just 13.7% said that it was difficult to get to the branch library. Only 1.4% strongly agreed with this statement and 12.3% agreed with it.

Those respondents who live west of the Des Plaines River (36.5%) are more likely than those respondents who live east of the Des Plaines River (24.1%) to agree that getting to the Main library is difficult.



Parking at the Main library was a concern for the majority (71.2%) of respondents; 15.6% strongly agreed and 55.6% agreed that there was not enough parking at the library. However, parking at the Black Road location was a concern for relatively few (15.2%) respondents. Just 1.6% strongly agreed that there was not enough parking at the branch library, and 13.6% agreed.

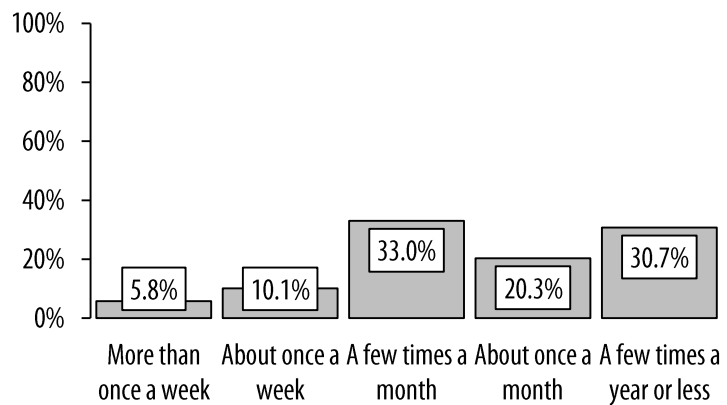
# ADULT SERVICES

## Use of Adult Services

Over half (51.8%) of respondents said that they or another adult in their household had visited the Joliet Public Library in the past year.

About three in twenty (15.9%) households were frequent visitors, going to the library once a week or more. One-third (33.0) visited a few times a month, 20.3% visited once a month, and three in ten (30.7%) visited the Joliet Library a few times a year or less.

**Frequency of Adult Library Visits**



The majority (91.9%) of adult library users said the adult services were excellent (49.3%) or good (42.6%); 7.7% said they were fair and only 0.4% considered them to be poor.

Adult users were asked what the adults in their household liked most about the Joliet Library.

Many users indicated that they appreciated the variety of materials and services the library offers. One respondent appreciated:

The location, the setting, and the personnel. The library offers so much, like the Scrabble Club and the books you can get from there. I also went to a meeting there. The library has what I want and need.

The ease of using the library was also a positive for adult users. One user commented that their household liked:

The ease of checking out the books. Putting books on hold. The way they contact us through text. It's very easy service with helpful staff.

Some users recognized the staff for their help. A respondent commented that their favorite thing about the library was:

Everything. The employees are helpful. It's clean. If they can't answer a question, they'll find someone who can.

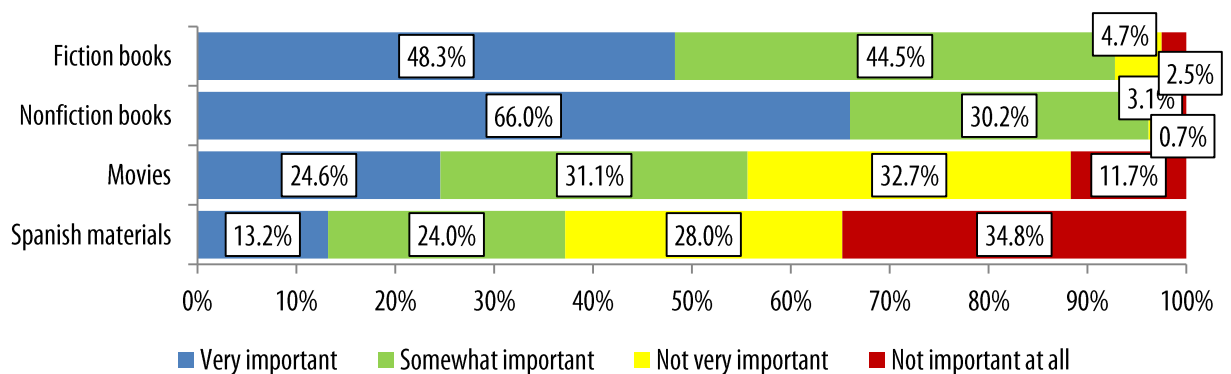
## Library Materials for Adults

Next, households who said adults in their household had visited the library were asked about specific types of adult materials, services, and resources.

First, all adult household users were asked to rate the importance of each library material to their household.

Most (92.8%) households said that it was either very important (48.3%) or somewhat important (44.5%) to their household that the library have a collection of fiction books. Almost all (96.2%) said that it was important to their household that the library offer adult nonfiction books; two-thirds (66.0%) said that this collection was very important to their household and 30.2% said it was somewhat important. More than half (55.7%) said that a collection of movies for adults was very important (24.6%) or somewhat important (31.1%).

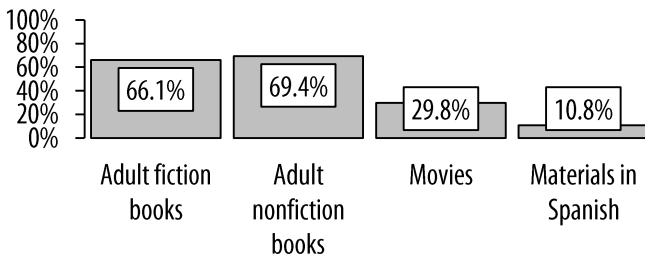
### Importance of Library Materials for Adults



Fewer households indicated that Spanish materials for adults were important to their household; 37.2% said that these materials were either very important (13.2%) or somewhat important (24.0%) to their household. However, among households where Spanish was spoken, 82.9% said that materials in Spanish for adults were very important (35.6%) or somewhat important (47.3%).

Two-thirds (66.1%) of adult user households said that an adult in their household had used the fiction books

### Use of Library Materials for Adults



for adults. Almost seven in ten (69.4%) had used adult nonfiction books in the past year. Three in ten (29.8%) had used the movies for adults.

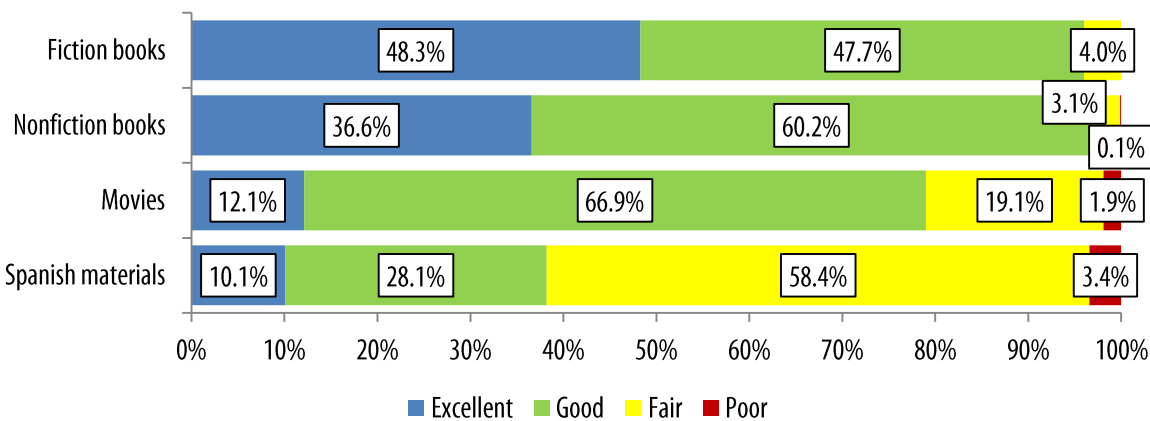
One in ten (10.8%) adult user households had used the materials in Spanish. However, in

adult user households where Spanish was spoken, two in five (40.7%) had used materials for adults in Spanish.

Each household that had used a particular type of material was then asked to rate their selected library's collection of it.

Overall, most of the library's collection of materials for adults received excellent or good ratings from the majority of those who had used them.

### Rating of Materials for Adults



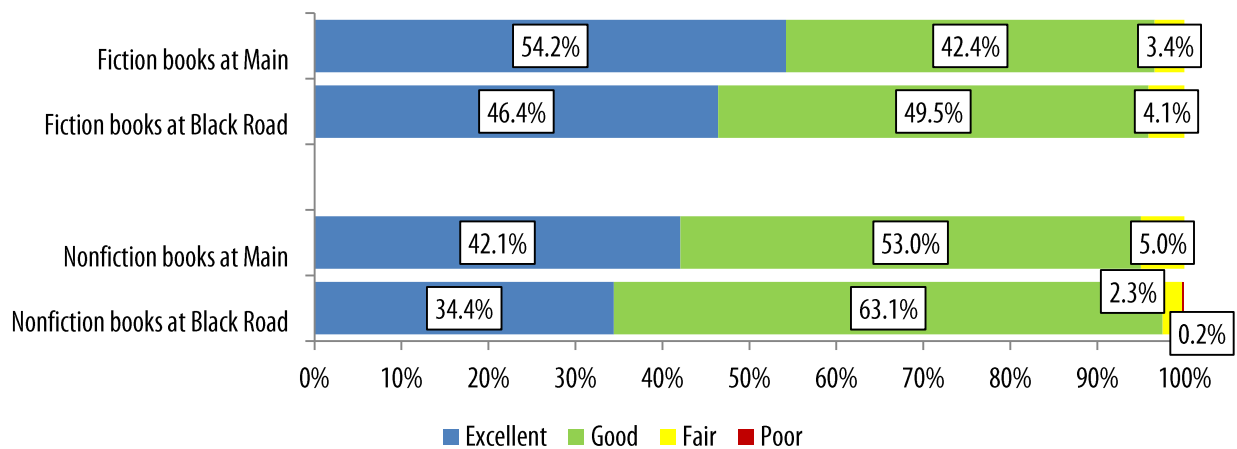
Almost all adult fiction users (96.0%) gave the library's fiction book collection an excellent (48.3%) or good (47.7%) rating. Similarly, 96.8% of nonfiction book users rated this collection excellent (36.6%) or good (60.2%). The library's movie collection for adults received positive ratings from 79.0%. It was given excellent ratings from 12.1% of users, and good ratings from 66.9%.

The collection of Spanish materials received lower overall ratings; only 38.2% of its users gave it an excellent or good rating. One in ten (10.1%) collection users gave it an excellent rating, and 28.1% rated it good. Nearly three in five (58.4%) households which had used the collection of Spanish materials for adults rated it fair, and 3.4% gave it a poor rating.

Those households which gave the Spanish collection a fair or poor rating were asked what the library could do to improve it. Overall, these users asked for a larger collection or more materials.

The adult book collections at the Main library received excellent ratings from a somewhat higher percentage of users than those collections at the Black Road location.

### Rating of Materials For Adults by Selected Library



The number of users for the library’s movie collection for adults and number of users of the Spanish collection for adults were too small to be reliably analyzed by selected library.

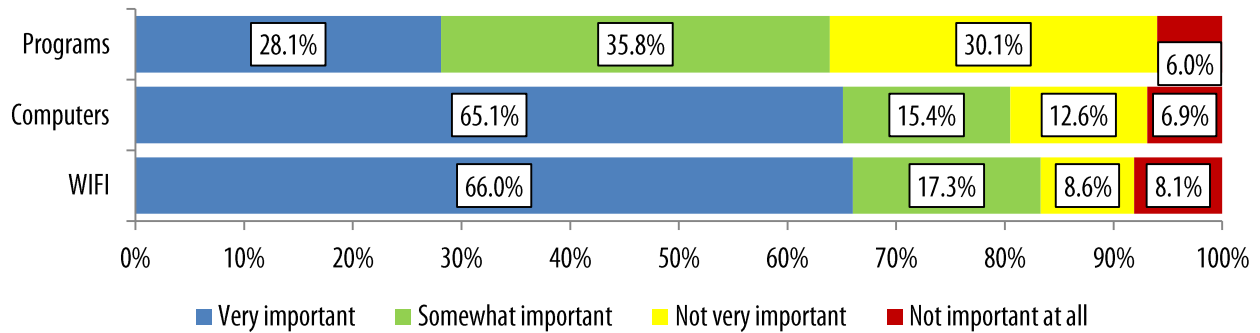
### Library Resources and Services for Adults

Adult library users also answered a similar series of questions about library resources and services for adults.

The majority of adult library users said that computers for adults and WIFI access at the library were important to their household. More than four out of five (83.3%) households said WIFI access was important for the Joliet library to offer; two-thirds (66.0%) said it was very important to them and 17.3% said it was somewhat important. Similarly, 80.5% said that it was very important (65.1%) or somewhat important (15.4%) for the library to have computers for adults. Nearly two-thirds (63.9%) of adult user

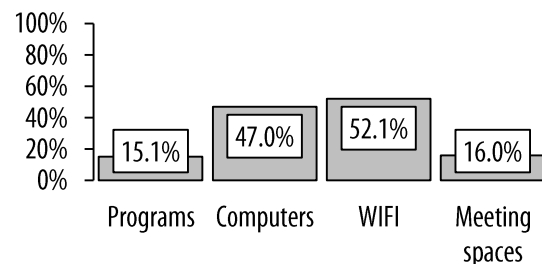
households considered programs for adults to be either very important (28.1%) or somewhat important (35.8%). Households were not asked to rate the importance of meeting rooms at the library.

### Importance of Library Resources for Adults



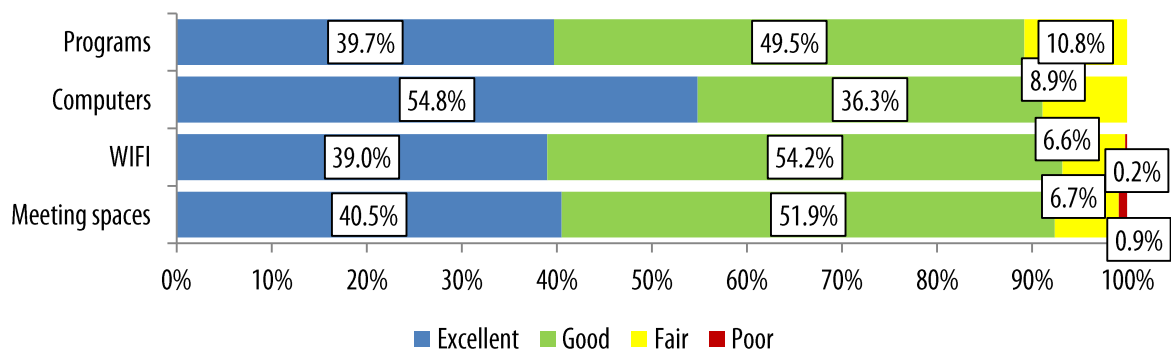
About three in twenty (15.1%) of adult user households indicated that someone in their household had attended an adult program in the past year. Nearly half (47.0%) of these households said an adult in their household had used a library computer, and more than half (52.1%) had used the library’s WIFI access. Finally, 16.0% of adult user households stated that an adult in their household had used the library’s meeting spaces.

### Use of Library Resources for Adults



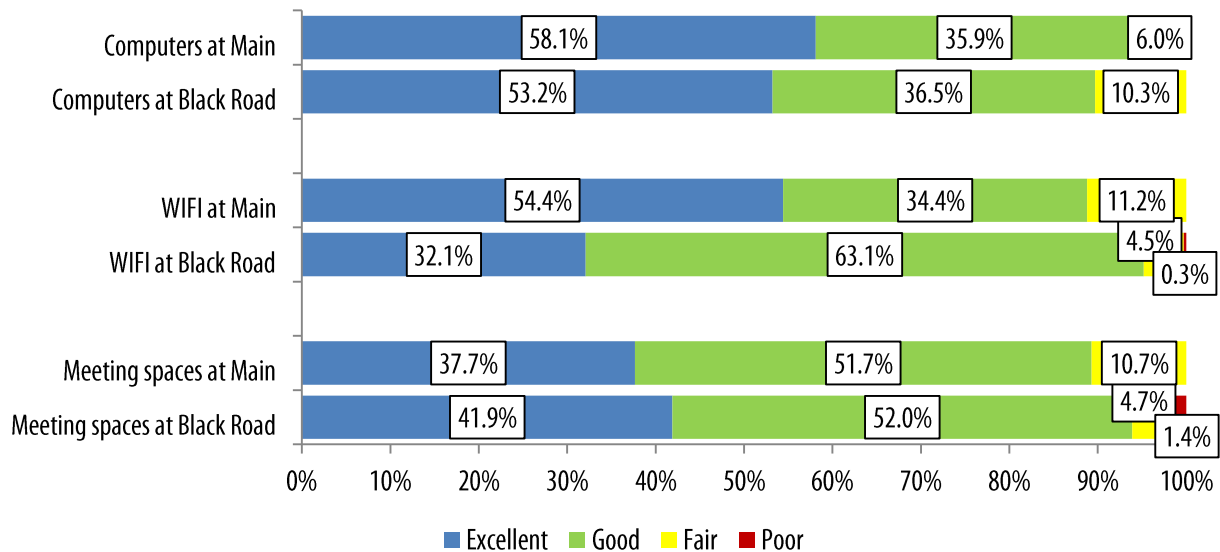
Next, each household that had used a resource or service at the library was asked to rate that resource or service at their selected library. Each resource or service received excellent or good ratings from nearly 90% or more of those who used it.

### Rating of Resources and Services for Adults



Library programs for adults received positive ratings from 89.2% of those who had attended a program in the past year; 39.7% considered them to be excellent and nearly half (49.5%) said they were good. More than nine in ten (91.1%) households where an adult had used a computer at the library said they were excellent (54.8%) or good (36.3%); and 93.2% of households which had used the library’s WIFI said it was excellent (39.0%) or good (54.2%). Finally, the majority (92.4%) of those who had used library meeting spaces said they were excellent (40.5%) or good (51.9%).

**Rating of Resources and Services For Adults by Selected Library**



The computers for adult use and the WIFI connection at the Main library received an excellent rating from a higher percentage of those who had used them than the same services at the Black Road branch. However, meeting rooms at the Black Road branch received an excellent rating from a slightly higher proportion of users than the meeting rooms at the Main library.

The number of adult program users was too low to reliably analyze satisfaction with them by branch.

# ADULT TECHNOLOGY AND WEBSITE USE

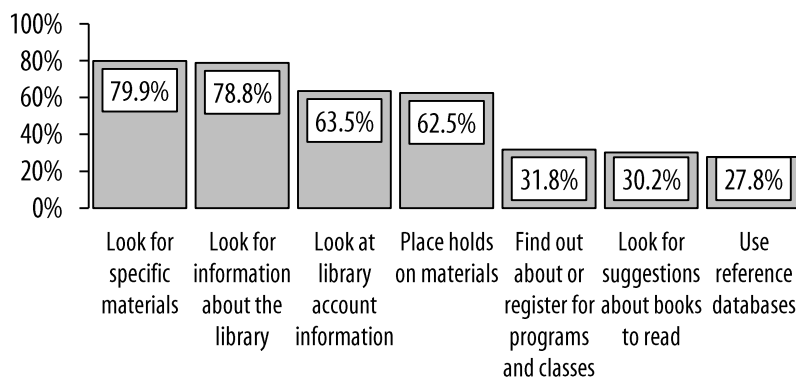
The majority of respondents (94.0%) indicated that they have access to the internet in their household, either on a computer or through a device like a smartphone or tablet.

Over one-third (37.4%) of survey participants said that an adult in their household had visited the library’s website in the past year.

Most of those who had used the website (90.6%) gave the library’s website an excellent (20.2%) or good (70.4%) rating; 8.7% said the library’s website was fair and 0.7% said it was poor.

The most common reason cited for library website use was to look for specific library materials (79.9%) or to look for information about the library (78.8%). Less than two-thirds used it to look at their library account information (63.5%) or to place holds on materials (62.5%), and less than one-third used the website to find out about or register for

**Reasons for Adult Library Website Use**



programs and classes (31.8%), to look for suggestions about books to read (30.2%) or to use the reference databases (27.8%). Additionally, 20.4% gave some other reason for using the library’s website. Primary among these reasons was to renew books.

Among households where the adults had used the library’s website, three in ten (29.6%) had borrowed an e-book from the Joliet Library. The majority (85.9%) said the library’s collection of e-books for adults was either excellent (37.1%) or good (48.8%), with 12.9% rating it fair and 1.2% giving it a poor rating.



Like Library use, Library website use varied with demographics. Differences in website use were found by library use, children in the household, age, education, and household income.

Households where someone had a library card or had visited the library in the past year were much more likely to have used the website. Nearly half of households with a library card had visited the library website, compared to only 6.5% of households without a library card. While over half (54.4%) of library users had visited the website, only 7.6% of nonusers had done so.

Those with children were also somewhat more likely to indicate that an adult in their household had visited the library. While more than two in five (42.0%) of households which children said an adult in their household had used the website, only 32.9% of households without children said the same.

Website use was associated with age. Those aged 40-49 were most likely to indicate website use, with nearly half (49.6%) of these respondents indicating that someone in their household had used the library's website. The age groups least likely to indicate that an adult in their household had used the website were those aged 18 to 29 (24.7%) and those 70 and older (22.6%).

Adult library website use increased with the educational attainment of the respondent; while only 14.0% of those with less than a high school degree said that an adult in their household had used the library, 58.9% of those with a bachelor's degree had an adult in their household who had used the website.

No difference in library website use was found by race or ethnic group.

**Library Website Use by Demographic**

	<b>Used website</b>
<b>Household had library card</b>	48.8%
<b>Household did not have library card</b>	6.5%
<b>Library users</b>	54.4%
<b>Nonusers</b>	7.6%
<b>Have children</b>	42.0%
<b>Do not have children</b>	32.9%
<b>18-29</b>	24.7%
<b>30-39</b>	46.5%
<b>40-49</b>	49.6%
<b>50-59</b>	37.1%
<b>60-69</b>	32.8%
<b>70+</b>	22.6%
<b>Less than high school graduate</b>	14.0%
<b>High school graduate</b>	29.4%
<b>Some college</b>	42.7%
<b>Bachelor's degree or higher</b>	58.9%
<b>Less than \$25,000</b>	19.0%
<b>\$25,000-\$35,000</b>	32.9%
<b>\$35,000-\$49,999</b>	34.1%
<b>\$50,000-\$74,999</b>	45.1%
<b>\$75,000-\$99,999</b>	54.2%
<b>\$100,000 or more</b>	60.8%

Likewise, website use increased with household income. Only 19.0% of those with a household income of less than \$25,000 a year said that an adult had visited the library's website. In comparison, six in ten (60.8%) of those with an annual household income of \$100,000 or more were library website users.

Among those households which had not used the website, 38.7% were not aware that the library had a website. Most of those who had not used the website but were aware of it, said that they had no need for the website. A number stated that they preferred to use the library in person instead. Very few indicated problems using the library's website.

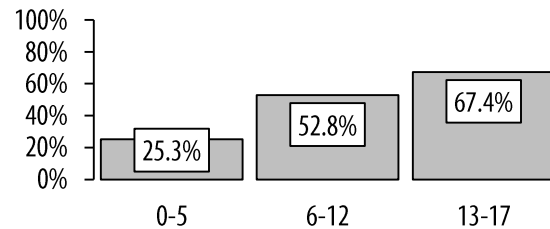
# CHILDREN'S SERVICES

## Child Demographics

Half (49.4%) of those households surveyed had children. Households with children had an average of 2.2 children.

About one-quarter (25.3%) of households with children had at least one child five or younger. More than half (52.8%) had a child six to twelve, and two-thirds (67.4%) had a child 13 to 17.

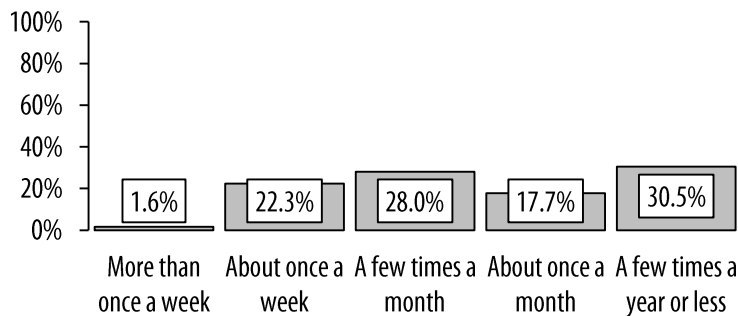
**Ages of Children**



Three-quarters (75.8%) of households with children reported that the children in their household had visited the Joliet Public Library in the past year.

Among households with children who use the library, about one quarter (23.9%) stated that their children used the library about once a week (22.3%) or more (1.6%), while 28.0% visited the library a few times a month, 17.7% visited about once a month, and 30.5% visited the library a few times a year or less.

**Frequency of Children's Library Use**



said the services were fair (0.6%) or poor (0.8%).

As with the adult services section of the study, households with children who used the library were asked a series of questions about their children's use of specific materials and services.

First, all households with children who used the library were asked about the importance of a material or service to their household. Then, they were asked if any of the children in their household had used it.

Finally, households with children who had used a service were asked to rate their selected library's collection or service.

These households were only asked about services appropriate to the ages of their children so that, for instance, a household with only young children would not be asked about their children's use of the library's teen area. Therefore, the following data is presented in sections by age so that data may be readily compared.

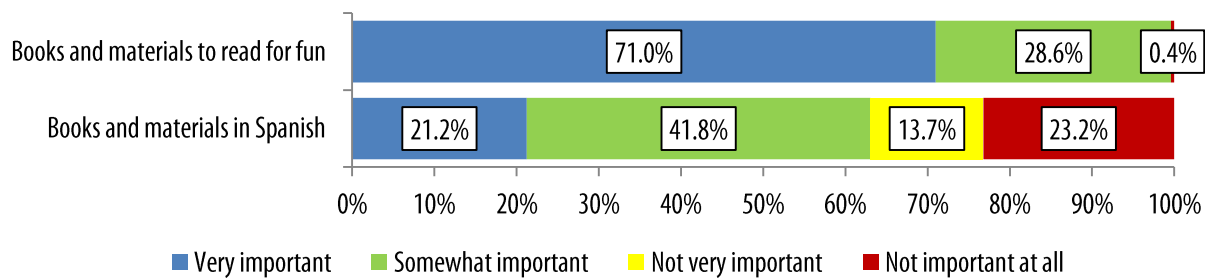
### Use of Children's Services for Children 0-17

All households with children who had used the library were asked about the library's collection of books and materials to read for fun, and about the collection of books and materials in Spanish.

Nearly all (99.6%) households with children who used the library said that books and materials for children to read for fun were very important (71.0%) or somewhat important (28.6%) to their household.

Just under two-thirds (63.0%) indicated that children's books and materials in Spanish were very important (21.2%) or somewhat important (41.8%) to their household. However, among households where Spanish was spoken, 89.8% said these materials were very important (25.7%) or somewhat important (64.1%).

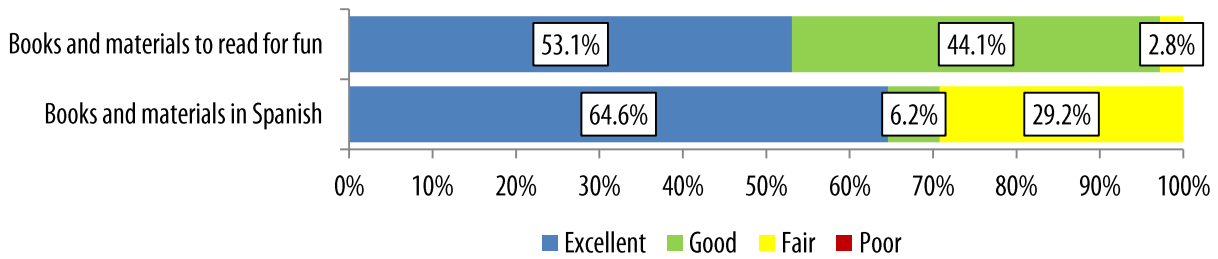
#### Importance of Services for Children 0-17



Most (83.5%) households said that their children had used the books and materials to read for fun. More than one-quarter (28.8%) said their children had used materials in Spanish. Among those households where Spanish was spoken, 61.2% had used the books and materials in Spanish.

Almost all (97.2%) households with children who had used the library's books and materials to read for fun said they were excellent (53.1%) or good (44.1%). Seven in ten (70.8%) households with children who had used the Spanish materials gave them an excellent (64.6%) or good (6.2%) rating.

### Rating of Services for Children 0-17



Households which gave the children’s materials in Spanish a fair rating were asked how the library could improve this collection. As with the Spanish collection for adults, these respondents asked for a wider selection or a larger collection.

### Use of Children’s Services for Children 0-12

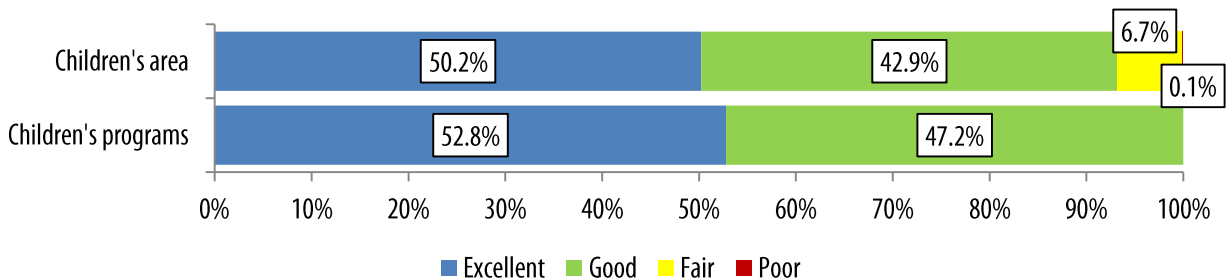
Households with children 12 and under were asked about the children’s area and the children’s programs.

Households were not asked about the importance of the children’s area or the library’s programs for children.

Four out of five (80.3%) households with children twelve or younger had used the children’s area in the past year. More than half (51.4%) had used a children’s program in the past year.

Almost all households (93.1%) who had used the children’s area rated it good (50.2%) or excellent (42.9%). All of those who had used children’s programs rated them excellent (52.8%) or good (47.2%).

### Rating of Services for Children 0-17

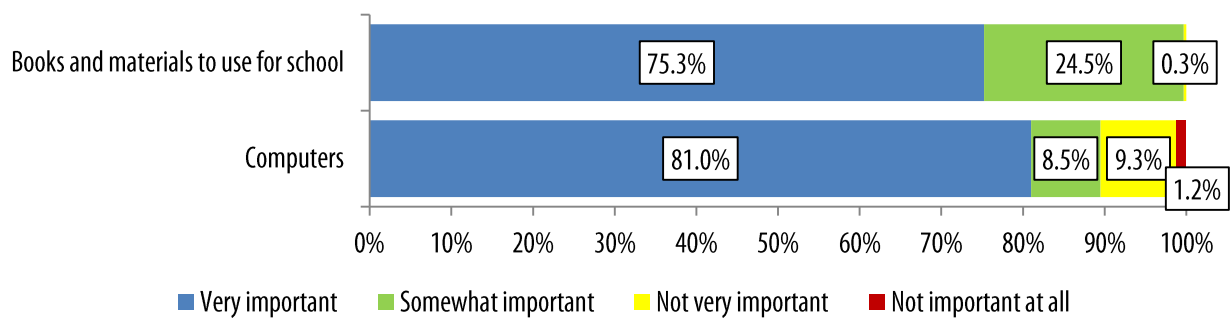


## Use of Children’s Services for Children 6-17

Households with school-aged children were asked about the library’s collection of books and materials for children to use for school, and about the computers available to children.

Virtually all (99.8%) households with children six or older said that books and materials to use for school were very important (75.3%) or somewhat important (24.5%). Most (89.5%) say that computers for children and teens were very important (81.0%) or somewhat important (8.5%).

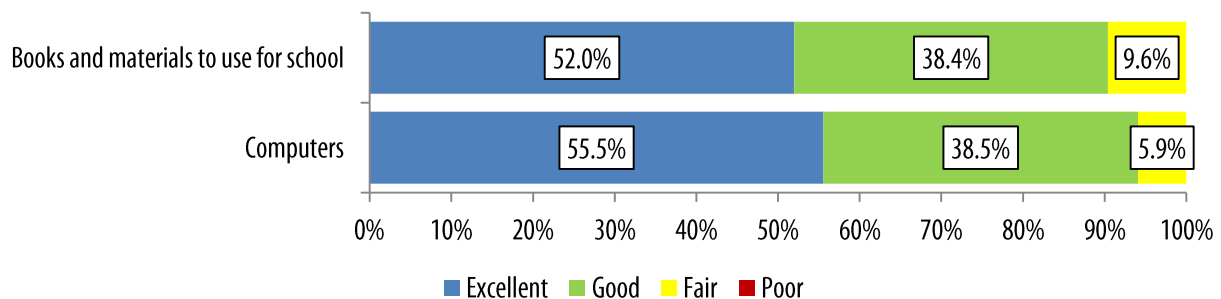
### Importance of Services for Children 6-17



More than three-quarters (77.5%) of households with children six to seventeen said their children had used books and materials for school in the past year. Three in five (60.3%) of these household said that their children had used computers at the library in the past year.

Most families which used resources for children six to seventeen rated them highly. Nine in ten (90.4%) said the books and materials to use for school work were excellent (52.0%) or good (38.4%). Nearly nineteen in twenty (94.0%) said the library’s computers for children were excellent (55.5%) or good (38.5%).

### Rating of Services for Children 6-17

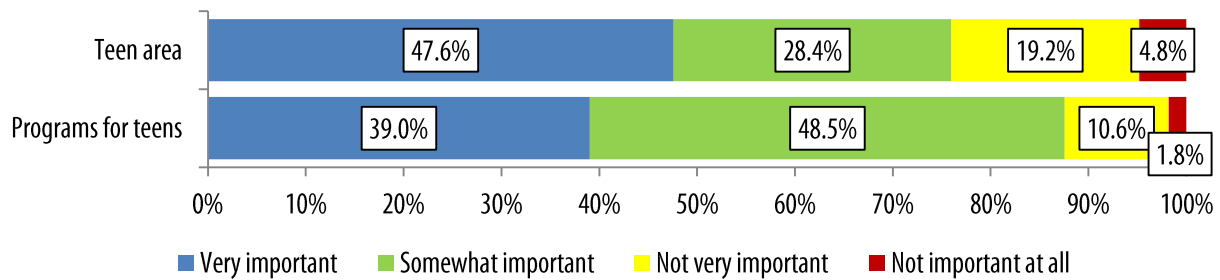


## Use of Children’s Services for Children 13-17

Households with teens were asked about the teen area and programs for teens at the Joliet Library.

Most (76.0%) households with teens aged 13 to 17 said that the library’s teen area was very important (47.6%) or somewhat important (28.4%) to their household. More than three-quarters (87.5%) indicated that programs for teens were very important (39.0%) or somewhat important (48.5%).

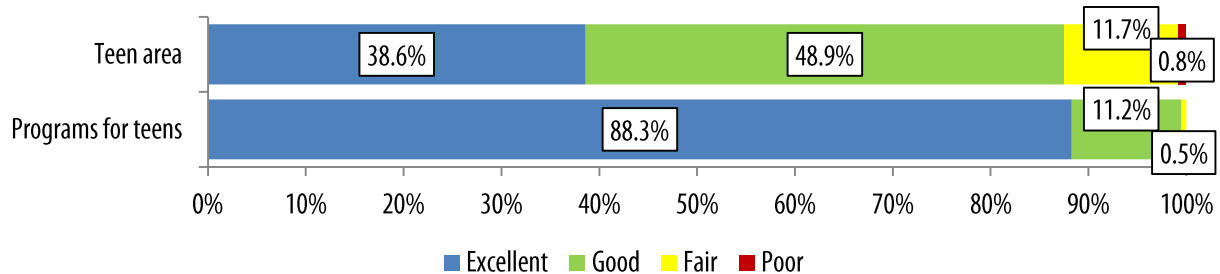
### Importance of Services for Teens 13-17



Almost half (47.6%) of households with teens who used the library said that they has used the library’s teen area. More than one-quarter (27.4%) said their teens had attended a teen program at the library in the past year.

The majority of houses with a teen who had used the library’s teen services indicated that they were excellent or good; 38.6% of households which had used the teen area said it was excellent and 48.9% said it was good; while 88.3% of households which had used programs for teens said they were excellent and 11.2% said they were good.

### Rating of Services for Teens 13-17

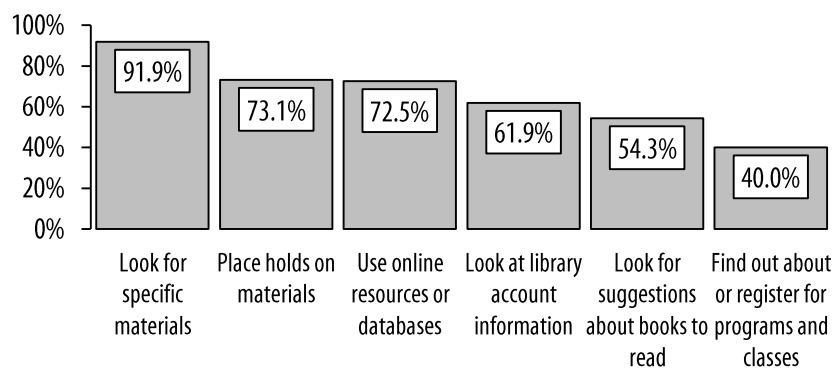


## Child Website Use

About one in five (19.4%) households with children said that a child in their household had used the library's website in the past year. Households with children who had visited the library were more likely to report that their children had used the website; while one-quarter of user households had visited the library's website, only 1.3% of households with children who did not visit the library had gone to the website.

Commonly, children and teens used the website to look for specific library materials (91.9%), to place holds on library materials (73.1%), or to use online resources or databases (72.5%).

**Reasons for Child Library Website Use**



In households where children had used the website, 39.9% said the children in their households had borrowed an e-book in the past year. The majority (84.5%) of these respondents said the collection of e-books for children was excellent (28.1%) or good (56.4%).



# PROSPECTIVE SERVICES

Library users were asked about the importance to their household of seven potential services or resources that the Joliet Library could offer in the future.

Community places to return books was rated very important by 38.2% of library visitors, the highest of any prospective services.

More than one-third (35.9%) said more quiet study space was very important to their household.

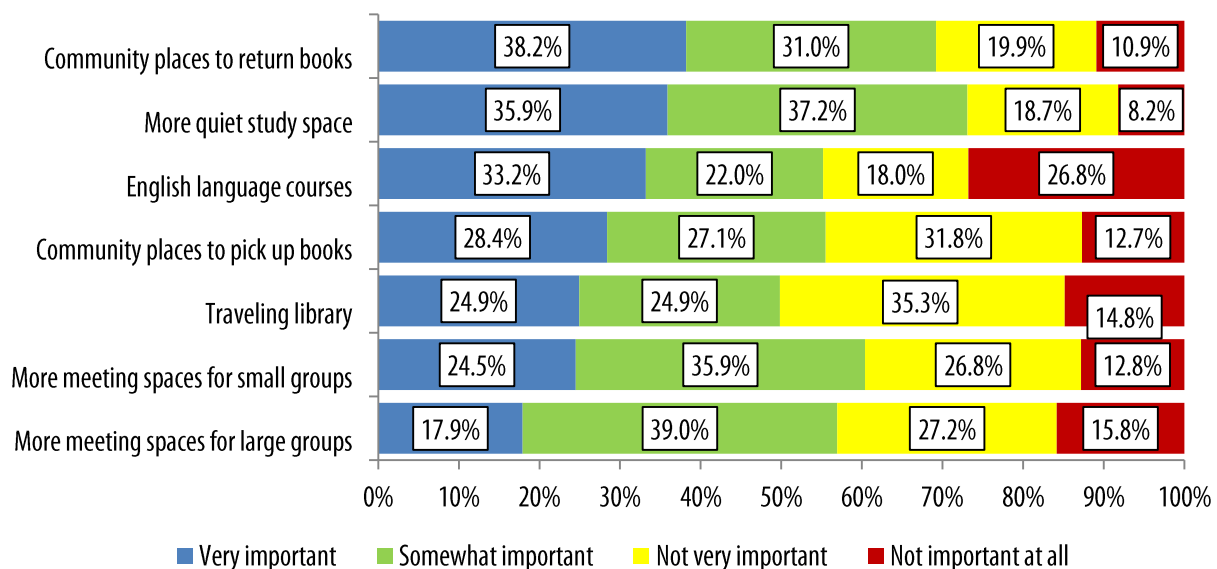
One third (33.2%) said that English language courses at the library were very important. However, four out of five (81.3%) households where a language other than English was spoken said English language courses at the library were very important (58.4%) or somewhat important (22.9%).

More than one-quarter (28.4%) of library visitors indicated that community places to pick up books would be very important.

One-quarter (24.9%) indicated that a traveling library was very important.

About one quarter (24.5%) indicated that more meeting spaces for small groups were very important. Under one in five (17.9%) thought that more meeting spaces for large groups were very important.

## Prospective Services



For all prospective services, households which used the Main library building as their primary library were more likely than those whose primary library was the Black Road branch to indicate that the service would be important to their household.

**Importance of Prospective Service by Primary Library Building**

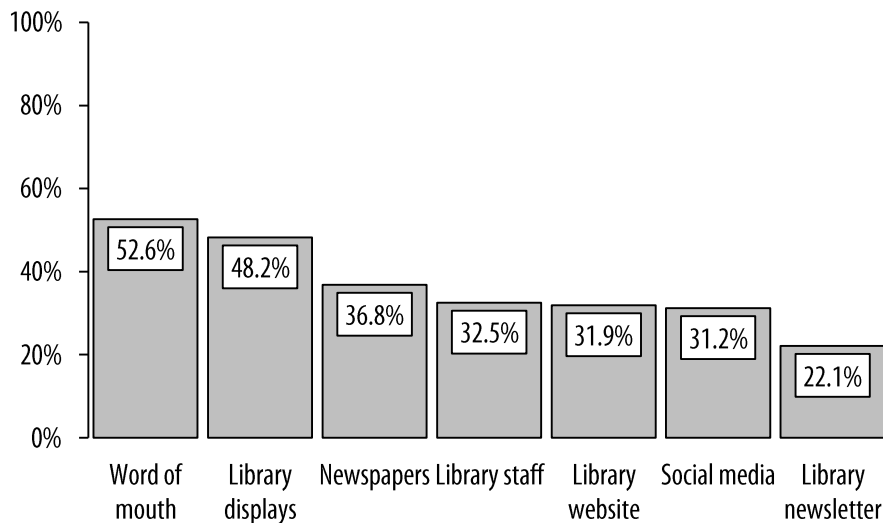
	Primary Library: Main			Primary Library: Branch		
	Very important	Somewhat important	Combined importance	Very Important	Somewhat important	Combined importance
<b>More quiet study space</b>	48.2%	36.9%	85.1%	25.8%	36.2%	62.0%
<b>More meeting spaces for large groups</b>	24.1%	53.2%	77.3%	10.3%	31.6%	41.9%
<b>More meeting spaces for small groups</b>	55.4%	23.0%	78.4%	13.7%	36.7%	50.4%
<b>Travelling library</b>	51.1%	27.0%	78.1%	10.6%	26.2%	36.8%
<b>Community places to return books</b>	68.8%	13.5%	82.3%	24.4%	38.4%	62.8%
<b>Community places to pick up books</b>	56.7%	21.3%	78.0%	17.1%	26.4%	43.5%
<b>English language courses</b>	57.4%	18.4%	75.8%	17.4%	24.8%	42.2%

Less than one in five (17.8%) of households indicated that someone in their household would use library materials in languages other than English or Spanish. Primary among the languages these households would use are European languages such as Italian, German, and French.

# SOURCES OF LIBRARY INFORMATION

Respondents were asked a series of questions about their sources of information about the Library. They were allowed to select as many information sources as they used. Most respondents (87.8%) reported receiving information about the library from at least one source.

**Sources of Library Information**



Over half (52.6%) of all respondents got library information from word of mouth.

Nearly half (48.2%) of all respondents got information from displays in the library; among library users, 76.0% said they got information about the library from these displays.

Just more than one third (36.8%) of respondents got information about the library from newspapers. By far the most common newspaper used for library information was the Joliet Herald, although a few individuals also indicated that they had received information from the Chicago Tribune, the Chicago Sun-Times, and several other local newspapers.

About one-third (32.5%) of households surveyed had gotten library information from library staff.

Just less than one-third (31.9%) received information about the library from the library website. However, among website users, 83.6% used the website as a source of information.

Social media was an information source for 31.2% of those surveyed.

Among the seven listed sources of library information, the library newsletter was the least commonly used, with only 22.1% indicating that the newsletter was a source of library information for them.

The most used sources of library information differed by demographic group.

The top sources of information for Joliet library users were displays in the library (75.3%), word of mouth (60.4%), and the library website (47.1%).

**Most Used Information Sources by Demographic**

	<b>Users</b>	<b>Nonusers</b>	<b>Primary household language: Spanish</b>
<b>1</b>	Library displays (75.3%)	Newspapers (41.5%)	Newspapers (86.9%)
<b>2</b>	Word of mouth (60.4%)	Word of mouth (38.8%)	Social media (72.9%)
<b>3</b>	Library website (47.1%)	Social media (26.3%)	Library website (53.5%)

The top sources of information for nonusers were newspapers (41.5%), word of mouth (38.8%), and social media (26.3%). Notably, more than one-quarter (27.7%) of nonusers did not get information about the library from any source.

Among households where Spanish was the primary language, 86.9% got library information from newspapers, 72.9% got information from social media, and 53.5% got information from the library’s website.

# CONCLUSIONS

Overall, the Joliet Public Library is perceived positively by residents. Residents believe the library is important to the community and their households. They comment that they like the library facilities and that the staff do an excellent job. Greater and more effective communication about the library will further improve residents' perceptions and increase usage among residents.

## ALL HOUSEHOLDS

The Joliet Public Library appears to be perceived by user and non-user households in the traditional sense—as a place to borrow books. The library is among the top three sources of books for Joliet households. For the majority of households, the library is not a source for magazines, newspapers, movies, or music. The Joliet Public Library should publicize that the library has these other media available free of charge.

The most common source of information about the library for most households is word of mouth. More than one-half of all households get their information about the library by word of mouth. Additionally, more than one-quarter of nonusers do not get information about the library from any source. The Joliet Public Library should examine how they can more effectively communicate with Joliet residents about the library through social media, the library website, newsletters, and local newspapers.

Safety at and around the Main Library is a concern for some residents. Also, the majority of residents report there is a lack of parking at the Main Library. These issues should be addressed by the Library.

## NON-USER HOUSEHOLDS

Most Joliet households are regular media users; however, households that are non-users of the Joliet Public Library are less likely to frequently read books, magazines, and newspapers than households that do use the Joliet Public Library. The Joliet Public Library will need to demonstrate to these households that the library provides more than just reading material. Communications to non-user households should emphasize the programs and services the library offers.

In general, non-users households are less comfortable at the library. Non-user households are less likely than user households to strongly agree that they would be welcomed at the library, that they are comfortable using the library, and that they are comfortable sharing information for a library card. To increase the number of residents that have library cards and use the library, the library should consider tours of the library which would familiarize non-users with the library.

Individuals who do not have a library card tend to be younger, less educated, have lower household incomes, and are Spanish-speaking. Individuals with lower household incomes and less education (high school graduates or lower) are less likely to report that when they were growing up someone in their household used public libraries and individuals with less education are less likely to indicate they know how to find books and other materials at the library and how to use services at the library. Also, Hispanic respondents are less likely to state that they would know how to find books and materials at the library. The Joliet Public Library should consider conducting community outreach to these specific groups to get them to apply for a library card and provide education about the library. The Library should communicate existing materials, programs, and services that would be of interest to each group, for example, the free downloading and streaming of music should be communicated to individuals 18-29 years of age and the Spanish programs offered by the Library should be communicated to Spanish-speaking individuals.

## USER HOUSEHOLDS

The majority of the user households are satisfied with the Joliet Public Library. They think the adult materials are very good. However, the majority of households who had used the Spanish materials for adults rated the materials fair or poor and indicated the library needed a larger collection of Spanish materials. User households are also, satisfied with the adult programs and services offered by the Joliet Public Library. Those user households with children are satisfied with the children's materials, services, and programs.

The demographic characteristics of users of the two libraries (Main Library, Black Road Branch Library) are notably different. Users of the Main Library are more likely to have children, be between the ages of 30-49, be Hispanic, speak a language other than English at home, have less than a high school education, have a household income of \$35,000 or less, and rent their home, whereas users of the Black Road Branch Library are evenly divided on whether they have children or not, are more likely to be White, non-Hispanic, speak

only English at home, have some college or higher education, have a household income of \$75,000 or more, and own their home. The materials, programs, and services provided at each library should be targeted to the population the library is serving.

User households were asked about the importance to their household of seven potential services or resources, more quiet study space, more meeting spaces for large groups, more meeting spaces for small groups, travelling library, community places to return books, community places to pick up books, and English language courses, that the Joliet Public Library could offer in the future. Interestingly, those households which use the Main Library are considerably more likely than those households which use the Black Road Branch Library to report these potential services or resources are important to their household. The Joliet Public Library should consider providing these services and resources to users of the Main Library.

# APPENDIX A: QUESTIONNAIRE



# INTRODUCTION AND SCREENING

## **Intro1**

ALL

Hi, my name is [FIRST NAME]. I'm calling from Northern Illinois University on behalf of the Joliet Public Library. They have asked us to contact residents of the City of Joliet to learn more about residents' reading habits and other leisure activities, as well as their perceptions of the library. This information will help the library plan for the future

IF R VOLUNTEERS HOUSEHOLD NOT IN LIBRARY DISTRICT, CONFIRM, THEN F3 AND DISPOSITION AS "OUT OF GEOGRAPHY."

## **Intro2**

ALL

Do you live in the Joliet Public Library District?

READ IF NECESSARY

Do you live within the incorporated City of Joliet?

INTERVIEWER:

If the respondent lives in the incorporated City of Joliet, they live in the library district. If they live in unincorporated areas of Joliet, they are \*NOT\* library District residents, even if their address is Joliet.

1. Yes

2. No

7. DON'T KNOW / NOT SURE

9. REFUSED

*If (answer=1) skip to Intro3*

## **Intro2a**

ALL

Do you pay for library use via the \$125-per-year Non-Resident Fee Card?

1. Yes

2. No

7. DON'T KNOW / NOT SURE

9. REFUSED

*If (answer=1) skip to Intro 3*

**ByeRes**

NOT IN LIBRARY DISTRICT

I apologize, but today we are only speaking with residents of the Joliet Public Library District, or those that pay for Non-Resident library services. Thank you for your time!

END SURVEY

**Intro3**

May I talk to the person who knows the most about the reading habits and other leisure activities of the people in your household?

PWA SAYS R IS:

1. Person who answered the phone
2. Person who came to the phone
3. BETTER NUMBER AVAILABLE FOR R

*If (answer=3) skip to NewNum*

*If (answer=1) skip to Intro3a*

*If (answer=2) skip to Intro3b*

**NewNum**

READ IF NECESSARY:

What is a better number for us to call to reach them?

*Skip to Intro3b*

**Intro3a**

I'd like to ask some questions about your household. The information that you share with us will help the Joliet Public Library District plan for the future and improve the Library for the community.

IF NEEDED

May I verify that you are at least 18 years of age?

IF NOT 18, ASK FOR SOMEONE 18 OR OLDER AND F7 BACK TO INTRO3 TO REDO SELECTION

**Intro3b**

Hi, my name is [FIRST NAME]. I'm calling from Northern Illinois University on behalf of the Joliet Public Library. They have asked us to contact residents of Joliet to learn more about residents' reading habits and other leisure activities, as well as their perceptions of the library.

I'd like to ask some questions about your household. The information that you share with us will help the Joliet Public Library District plan for the future and improve the Library for the community.

IF NEEDED

May I verify that you are at least 18 years of age?

IF NOT 18, ASK FOR SOMEONE 18 OR OLDER AND F7 BACK TO INTRO3 TO REDO SELECTION

**Confid**

ALL

Before we begin, let me assure you that all of your answers are confidential. Your answers will be added to the responses of others and will \*not\* be shared individually.

## LEISURE ACTIVITIES

**Media1**

ALL

First, I'd like to know more about your household's leisure activities, like reading, watching movies, and listening to music.

Thinking about the last 12 months, about how often would you say you or someone in your household read books? Please think of all books, including e-books and audiobooks.

Would you say more than once a week, about once a week, a few times a month, about once a month, a few times a year or less, or never?

1. More than once a week
2. About once a week
3. A few times a month
4. About once a month
5. A few times a year or less

6. Never

7. DON'T KNOW / NOT SURE

9. REFUSED

*If (answer>5) skip to Media2*

**Media1a**

IF HOUSEHOLD READS BOOKS

Where do the people in your household get books? Do they...

READ EACH OPTION. CHECK ALL THAT APPLY.

11. Buy them online

12. Purchase them from a bookstore, newsstand or other place

13. Borrow them from a library

14. Borrow or receive them from a friend

15. Borrow or receive them from school

16. Read books from their personal collection

17. Get them from another place (specify)

77. DON'T KNOW / NOT SURE

99. REFUSED

**Media2**

ALL

Thinking about the last 12 months, about how often would you say you or someone in your household read magazines or newspapers?

Would you say more than once a week, about once a week, a few times a month, about once a month, a few times a year or less, or never?

1. More than once a week

2. About once a week

3. A few times a month

4. About once a month

5. A few times a year or less

6. Never

7. DON'T KNOW / NOT SURE

9. REFUSED

*If (answer>5) skip to Media3*

**Media2a**

IF HOUSEHOLD READS MAGAZINES OR NEWSPAPERS

Where do the people in your household get magazines or newspapers? Do they ever...

READ EACH OPTION. CHECK ALL THAT APPLY.

11. Have a subscription
12. Purchase them from a bookstore, newsstand, or other place
13. Borrow or read them at a library
14. Borrow or receive them from a friend
15. Borrow or receive them from school
16. Get them from another place (specify)

77. DON'T KNOW / NOT SURE

99. REFUSED

**Media3**

ALL

How often do you or someone in your household watch movies at home?

READ IF NECESSARY

Would you say more than once a week, about once a week, a few times a month, about once a month, a few times a year or less, or never?

1. More than once a week
2. About once a week
3. A few times a month
4. About once a month
5. A few times a year or less
6. Never

7. DON'T KNOW / NOT SURE

9. REFUSED

*If (answer>5) skip to Media4*

**Media3a**

IF HOUSEHOLD WATCHES MOVIES

Where do the people in your household get movies? Do they ever...

READ EACH OPTION. CHECK ALL THAT APPLY.

11. Subscribe to a service like Netflix, Hulu Plus, or Amazon Prime
12. Get video-on-demand from a cable provider or internet site like Amazon
13. Borrow them from a kiosk like Redbox
14. Purchase them from a store or other place
15. Borrow them from a library
16. Borrow or receive them from a friend
17. Watch movies from their personal collection
18. Get them from another place (specify)

77. DON'T KNOW / NOT SURE

99. REFUSED

**Media4**

ALL

How often do you or someone in your household listen to music?

READ IF NECESSARY

Would you say more than once a week, about once a week, a few times a month, about once a month, a few times a year or less, or never?

1. More than once a week
2. About once a week
3. A few times a month
4. About once a month
5. A few times a year or less
6. Never

7. DON'T KNOW / NOT SURE

9. REFUSED

*If (answer>5) skip to Use1*

**Media4a**

IF HOUSEHOLD LISTENS TO MUSIC

Where do the people in your household get music? Do they ever...

READ EACH OPTION. CHECK ALL THAT APPLY.

- 11. Listen to FM or AM radio
- 12. Subscribe to online service like Pandora or Spotify
- 13. Buy from online site like iTunes or Amazon
- 14. Purchase from a store or other place
- 15. Borrow from a library
- 16. Listen to music from their personal collection
- 17. Get them from another place (specify)

77. DON'T KNOW / NOT SURE

99. REFUSED

## LIBRARY USE

**Use1**

*If (Intro2a = 1), set the answer as yes and skip this question.*

ALL EXCEPT NON-RESIDENT CARD HOLDERS

Now, I'd like to ask about your household's library use.

Does anyone in your household currently have a Joliet Public Library card?

- 1. Yes
- 2. No

7. DON'T KNOW / NOT SURE

9. REFUSED

**Use2**

ALL

During the past 12 months, has anyone in your household visited the Joliet Public Library?

PROMPT IF NEEDED:

Either at the Main downtown building or at the Black Road Branch?

1. Yes
2. No

7. DON'T KNOW / NOT SURE  
9. REFUSED

*If (answer=1), household is a "Library Visitor" & skips to Use4*

*If (answer>1), household is "Not a Library Visitor"*

*If (answer>2) skip to Use7*

### **Use3**

HAVE NOT VISITED THE LIBRARY IN PAST YEAR

Why doesn't anyone in your household visit the Joliet Library?

*Skip to Use6*

### **Use4**

LIBRARY VISITORS

During the past 12 months, did anyone in your household visit the main library building in downtown Joliet?

During the past 12 months, did anyone in your household visit the Black Road branch building?

INTERVIEWER: CHECK ALL THAT APPLY

1. Household visits the main library building
2. Household visits the Black Road branch building

7. DON'T KNOW / NOT SURE  
9. REFUSED

*If household uses main library exclusively, selected library is Main library*

*If household uses branch library exclusively, selected library is Branch library*

*If household does not visit main library, ask Use4a*

*If household does not visit branch library, ask Use4b*

*If household uses both branches, ask Use5*



**Use4a**

HOUSEHOLD DOES NOT VISIT MAIN LIBRARY

Why doesn't your household visit the main library building?

*Skip to Use5b*

**Use4b**

HOUSEHOLD DOES NOT VISIT BLACK ROAD BRANCH

Why doesn't your household visit the Black Road branch library building?

*Skip to Use5a*

**Use5**

HOUSEHOLD VISITS BOTH LIBRARIES

Which library building do the people in your household visit \*most\* often?

READ IF NECESSARY:

Would you say the main library building in downtown Joliet, or the Black Road branch building?

1. Main library building
2. Black Road branch
  
7. DON'T KNOW / NOT SURE
8. USE BOTH EQUALLY
9. REFUSED

*If household uses main library most, selected library is Main library*

*If household uses branch library most, selected library is Branch library*

*If household uses both libraries equally, selected library is Main library*

*If (answer=1), skip to Use5a*

*If (answer=2), skip to Use5b*

*If (answer>2), skip to Use7*

**Use5a**

HOUSEHOLD USES MAIN LIBRARY EXCLUSIVELY/MOST

What do you like most about the Main library?

*Skip to Use7*

**Use5b**

HOUSEHOLD USES BLACK ROAD BRANCH EXCLUSIVELY/MOST

What do you like most about the Black Road Branch?

*Skip to Use7*

**Use6**

HAVE NOT VISITED THE LIBRARY IN PAST YEAR

Has anyone in your household \*ever\* visited the Joliet Public Library?

1. Yes

2. No

7. DON'T KNOW / NOT SURE

9. REFUSED

**Use7**

ALL

During the past 12 months, has anyone in your household visited any other libraries besides the Joliet Library?

1. Yes

2. No

7. DON'T KNOW / NOT SURE

9. REFUSED

*If (answer>1) skip to Att1*

**Use8**

USERS OF OTHER LIBRARIES

What other libraries have they visited in the past 12 months?

INTERVIEWER: If respondent answers "White Oak", please ask "Which branch have you used?"

INTERVIEWER: DO NOT READ

CHECK ALL THAT APPLY

11. Chicago Public
12. Fountaindale
13. Homer Township
14. Joliet Junior College (JJC)
15. Lewis University
16. New Lenox
17. Plainfield
18. Shorewood-Troy
19. Three Rivers
20. University of St. Francis
22. White Oak (Crest Hill)
23. White Oak (Lockport)
24. White Oak (Romeoville)
25. Other library (specify)

77. DON'T KNOW / NOT SURE

99. REFUSED

**Use9**

USERS OF OTHER LIBRARIES

What is the \*main\* reason they visited this other library?

## ATTITUDES

**Att1**

ALL

Now, I'd like to know a little more about what you think about libraries. For my first few questions, please think about libraries in general, not just the Joliet libraries.

Overall, how important would you say public libraries are to the community as a whole? Are they very important, somewhat important, not very important, or not important at all?

1. Very important
2. Somewhat important
3. Not very important
4. Not important at all

7. DON'T KNOW / NOT SURE

9. REFUSED

**Att2**

ALL

Overall, how important would you say public libraries are to you and your household? Are they very important, somewhat important, not very important, or not important at all?

1. Very important
2. Somewhat important
3. Not very important
4. Not important at all

7. DON'T KNOW / NOT SURE

9. REFUSED

**Att3**

ALL

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

1. Family used libraries
2. Family did not use libraries

7. DON'T KNOW / NOT SURE

9. REFUSED

**Att4**

ALL

My next questions are specifically about the Joliet Library, so please think specifically about the Joliet Library when you answer them.

I will read you some statements about the Joliet Library. For each one, please tell me if you strongly agree, agree, disagree, or strongly disagree.

IF R SAYS DON'T USE/AREN'T FAMILIAR WITH THE LIBRARY, PROMPT ONCE:

Please give the best answer you can, based on what you know about the Joliet Library.

IF THEY STILL CAN'T ANSWER, CHOOSE OPTION 8

I am/would be welcome at the library. Would you say you strongly agree, agree, disagree, or strongly disagree?

1. Strongly agree
2. Agree
3. Disagree
4. Strongly disagree

7. DON'T KNOW / NOT SURE

8. DON'T KNOW ENOUGH ABOUT THE LIBRARY TO ANSWER THESE QUESTIONS

9. REFUSED

*If (answer=8) and household is a library visitor, skip to Adult1*

*If (answer=8) and household is not a library visitor, skip to Tech1*

**Att5**

ALL

I am/would be comfortable using the library. Would you say you strongly agree, agree, disagree, or strongly disagree?

IF R SAYS DON'T USE/AREN'T FAMILIAR WITH THE LIBRARY, PROMPT ONCE:

Please give the best answer you can, based on what you know about the Joliet Library.

IF THEY STILL CAN'T ANSWER, CHOOSE OPTION 8

1. Strongly agree
2. Agree
3. Disagree
4. Strongly disagree

7. DON'T KNOW / NOT SURE

8. DON'T KNOW ENOUGH ABOUT THE LIBRARY TO ANSWER THESE QUESTIONS

9. REFUSED

*If (answer=8) and household is a library visitor, skip to Adult1*

*If (answer=8) and household is not a library visitor, skip to Tech1*

**Att6**

ALL

The library is a place where I can/could relax and spend time.

IF R SAYS DON'T USE/AREN'T FAMILIAR WITH THE LIBRARY, PROMPT ONCE:

Please give the best answer you can, based on what you know about the Joliet Library.

IF THEY STILL CAN'T ANSWER, CHOOSE OPTION 8

READ IF NECESSARY

Would you say you strongly agree, agree, disagree, or strongly disagree?

1. Strongly agree
2. Agree
3. Disagree
4. Strongly disagree

7. DON'T KNOW / NOT SURE

8. DON'T KNOW ENOUGH ABOUT THE LIBRARY TO ANSWER THESE QUESTIONS

9. REFUSED

*If (answer=8) and household is a library visitor, skip to Adult1*

*If (answer=8) and household is not a library visitor, skip to Tech1*

**Att7**

The library staff treats/would treat everyone fairly and equally.

READ IF NECESSARY

Would you say you strongly agree, agree, disagree, or strongly disagree?

1. Strongly agree
2. Agree
3. Disagree
4. Strongly disagree

7. DON'T KNOW / NOT SURE

8. DON'T KNOW ENOUGH ABOUT THE LIBRARY TO ANSWER THESE QUESTIONS

9. REFUSED

*If (answer=8) and household is a library visitor, skip to Adult1*  
*If (answer=8) and household is not a library visitor, skip to Tech1*

**Att8**

I know/would know how to find books and other materials at the library.

READ IF NECESSARY

Would you say you strongly agree, agree, disagree, or strongly disagree?

1. Strongly agree
2. Agree
3. Disagree
4. Strongly disagree

7. DON'T KNOW / NOT SURE

8. DON'T KNOW ENOUGH ABOUT THE LIBRARY TO ANSWER THESE QUESTIONS

9. REFUSED

*If (answer=8) and household is a library visitor, skip to Adult1*  
*If (answer=8) and household is not a library visitor, skip to Tech1*

**Att9**

I know/would know how to use services at the library.

READ IF NECESSARY

Would you say you strongly agree, agree, disagree, or strongly disagree?

1. Strongly agree
2. Agree
3. Disagree
4. Strongly disagree

7. DON'T KNOW / NOT SURE

8. DON'T KNOW ENOUGH ABOUT THE LIBRARY TO ANSWER THESE QUESTIONS

9. REFUSED

*If (answer=8) and household is a library visitor, skip to Adult1*

*If (answer=8) and household is not a library visitor, skip to Tech1*

**Att10**

ALL

Libraries are mostly for households with children.

READ IF NECESSARY

Would you say you strongly agree, agree, disagree, or strongly disagree?

1. Strongly agree
2. Agree
3. Disagree
4. Strongly disagree

7. DON'T KNOW / NOT SURE

8. DON'T KNOW ENOUGH ABOUT THE LIBRARY TO ANSWER THESE QUESTIONS

9. REFUSED

*If (answer=8) and household is a library visitor, skip to Adult1*

*If (answer=8) and household is not a library visitor, skip to Tech1*

**Att11**

ALL

I feel/would feel comfortable sharing information like my name and address with the library in order to get a library card.

READ IF NECESSARY

Would you say you strongly agree, agree, disagree, or strongly disagree?

1. Strongly agree
2. Agree
3. Disagree
4. Strongly disagree

7. DON'T KNOW / NOT SURE

8. DON'T KNOW ENOUGH ABOUT THE LIBRARY TO ANSWER THESE QUESTIONS

9. REFUSED



*If (answer=8) and household is a library visitor, skip to Adult1*  
*If (answer=8) and household is not a library visitor, skip to Tech1*

**Att12**

ALL

The library provides materials I can't get in other places.

READ IF NECESSARY

Would you say you strongly agree, agree, disagree, or strongly disagree?

1. Strongly agree
2. Agree
3. Disagree
4. Strongly disagree

7. DON'T KNOW / NOT SURE

8. DON'T KNOW ENOUGH ABOUT THE LIBRARY TO ANSWER THESE QUESTIONS

9. REFUSED

*If (answer=8) and household is a library visitor, skip to Adult1*  
*If (answer=8) and household is not a library visitor, skip to Tech1*

**Att13**

ALL

The library provides services and programs I can't get in other places.

READ IF NECESSARY

Would you say you strongly agree, agree, disagree, or strongly disagree?

1. Strongly agree
2. Agree
3. Disagree
4. Strongly disagree

7. DON'T KNOW / NOT SURE

8. DON'T KNOW ENOUGH ABOUT THE LIBRARY TO ANSWER THESE QUESTIONS

9. REFUSED

*If (answer=8) and household is a library visitor, skip to Adult1*  
*If (answer=8) and household is not a library visitor, skip to Tech1*

**Att14**

ALL

The hours at the library are convenient for me and my household.

READ IF NECESSARY

Would you say you strongly agree, agree, disagree, or strongly disagree?

1. Strongly agree
2. Agree
3. Disagree
4. Strongly disagree

7. DON'T KNOW / NOT SURE

8. DON'T KNOW ENOUGH ABOUT THE LIBRARY TO ANSWER THESE QUESTIONS

9. REFUSED

*If (answer=8) and household is a library visitor, skip to Adult1*  
*If (answer=8) and household is not a library visitor, skip to Tech1*

**Att15a**

ALL

Now, I'd like you to think specifically about the library's Main building in downtown Joliet. Even if you don't use this building, please give the best answers you can, based on what you know about this building.

I feel/would feel safe at the Main downtown library. Would you say you strongly agree, agree, disagree, or strongly disagree?

1. Strongly agree
2. Agree
3. Disagree
4. Strongly disagree

7. DON'T KNOW / NOT SURE

8. DON'T KNOW ENOUGH ABOUT THE MAIN BUILDING TO ANSWER THESE QUESTIONS

9. REFUSED

*If (answer=8) skip to Att16a*

**Att15b**

ALL

I feel/would feel safe in the area near the Main library.

1. Strongly agree
2. Agree
3. Disagree
4. Strongly disagree

7. DON'T KNOW / NOT SURE

8. DON'T KNOW ENOUGH ABOUT THE LIBRARY TO ANSWER THESE QUESTIONS

9. REFUSED

*If (answer=8) skip to Att16a*

**Att15c**

ALL

Getting to the Main library is/would be difficult.

1. Strongly agree
2. Agree
3. Disagree
4. Strongly disagree

7. DON'T KNOW / NOT SURE

8. DON'T KNOW ENOUGH ABOUT THE LIBRARY TO ANSWER THESE QUESTIONS

9. REFUSED

*If (answer=8) skip to Att16a*

**Att15d**

ALL

There is not/would not be enough parking at the Main library.

1. Strongly agree
2. Agree
3. Disagree
4. Strongly disagree

7. DON'T KNOW / NOT SURE

8. DON'T KNOW ENOUGH ABOUT THE LIBRARY TO ANSWER THESE QUESTIONS

9. REFUSED

*If (answer=8) skip to Att16a*

**Att16a**

ALL

Next, please think about the library's Black Road branch building. Again, please give the best answers you can, based on what you know about the building, even if you don't use it.

I feel/would feel safe at the Black Road branch library. Would you say you strongly agree, agree, disagree, or strongly disagree?

1. Strongly agree
2. Agree
3. Disagree
4. Strongly disagree

7. DON'T KNOW / NOT SURE

8. DON'T KNOW ENOUGH ABOUT THE BLACK ROAD BRANCH TO ANSWER THESE QUESTIONS

9. REFUSED

*If (answer=8) and household is a library visitor, skip to Adult1*

*If (answer=8) and household is not a library visitor, skip to Tech1*

**Att15b**

ALL

I feel/would feel safe in the area near the Black Road branch library.

1. Strongly agree
2. Agree
3. Disagree

4. Strongly disagree

7. DON'T KNOW / NOT SURE

8. DON'T KNOW ENOUGH ABOUT THE BLACK ROAD BRANCH TO ANSWER THESE QUESTIONS

9. REFUSED

*If (answer=8) and household is a library visitor, skip to Adult1*

*If (answer=8) and household is not a library visitor, skip to Tech1*

**Att15c**

ALL

Getting to the Black Road branch library is/would be difficult.

1. Strongly agree

2. Agree

3. Disagree

4. Strongly disagree

7. DON'T KNOW / NOT SURE

8. DON'T KNOW ENOUGH ABOUT THE BLACK ROAD BRANCH TO ANSWER THESE QUESTIONS

9. REFUSED

*If (answer=8) and household is a library visitor, skip to Adult1*

*If (answer=8) and household is not a library visitor, skip to Tech1*

**Att15d**

ALL

There is not/would not be enough parking at the Black Road branch library.

1. Strongly agree

2. Agree

3. Disagree

4. Strongly disagree

7. DON'T KNOW / NOT SURE

8. DON'T KNOW ENOUGH ABOUT THE BLACK ROAD BRANCH TO ANSWER THESE QUESTIONS

9. REFUSED

*If household is not a library visitor, skip to Tech1*

## ADULT SERVICES

### **Adult1**

#### LIBRARY VISITORS

Next, I want to ask about how you and the other adults in your household use the library.

During the past 12 months, have any of the \*adults\* in your household visited the Joliet Public Library?

PROMPT IF NEEDED:

Either at the Main downtown building or at the Black Road Branch?

1. Yes

2. No

7. DON'T KNOW / NOT SURE

9. REFUSED

*If (answer>1) skip to Tech1*

### **Adult2**

#### ADULT LIBRARY VISITORS

During the past 12 months, about how often have the adults in your household visited the Joliet Library?

Would you say more than once a week, about once a week, a few times a month, about once a month, or a few times a year or less?

1. More than once a week

2. About once a week

3. A few times a month

4. About once a month

5. A few times a year or less

7. DON'T KNOW / NOT SURE

9. REFUSED

**Adult3**

ADULT LIBRARY VISITORS

Overall, would you say the services to adults that the Joliet Library offers are excellent, good, fair, or poor?

- 1. Excellent
- 2. Good
- 3. Fair
- 4. Poor
  
- 7. DON'T KNOW / NOT SURE
- 9. REFUSED

*If (answer<3) skip to Adult4*

**Adult3a**

RATED LIBRARY SERVICE FAIR OR POOR

How can the Library improve its services to adults?

**Adult4**

ADULT LIBRARY VISITORS

What do the adults in your household like most about the Joliet Library?

**Adult5**

ADULT LIBRARY VISITORS

Now, I'll ask about some programs and services the library offers.

How important to \*your household\* is it that the Joliet library have a collection of fiction books for adults?

Is it very important, somewhat important, not very important, or not at all important?

- 1. Very important
- 2. Somewhat important
- 3. Not very important
- 4. Not at all important
  
- 7. DON'T KNOW / NOT SURE

9. REFUSED

**Adult5a**

ADULT LIBRARY VISITORS

In the past 12 months, have you or any of the other adults in your household used them?

1. Yes

2. No

7. DON'T KNOW / NOT SURE

9. REFUSED

*If (answer>1) skip to Adult6*

**Adult5b**

FICTION BOOK USERS

How would you rate the collection of fiction books for adults at [THE SELECTED LIBRARY]? Would you say it is excellent, good, fair, or poor?

1. Excellent

2. Good

3. Fair

4. Poor

7. DON'T KNOW / NOT SURE

9. REFUSED

**Adult6**

ADULT LIBRARY VISITORS

How important to \*your household\* is it that the Joliet library have a collection of non-fiction books for adults? Non-fiction would include such things as factual books, histories, biographies, etc.

Is it very important, somewhat important, not very important, or not at all important?

1. Very important

2. Somewhat important

3. Not very important



4. Not at all important

7. DON'T KNOW / NOT SURE

9. REFUSED

**Adult6a**

ADULT LIBRARY VISITORS

In the past 12 months, have you or any of the other adults in your household used them?

1. Yes

2. No

7. DON'T KNOW / NOT SURE

9. REFUSED

*If (answer>1) skip to Adult7*

**Adult6b**

NON-FICTION BOOK USERS

How would you rate the collection of non-fiction books for adults at [THE SELECTED LIBRARY]? Would you say it is excellent, good, fair, or poor?

1. Excellent

2. Good

3. Fair

4. Poor

7. DON'T KNOW / NOT SURE

9. REFUSED

**Adult7**

ADULT LIBRARY VISITORS

How important to \*your household\* is it that the Joliet library have a collection of movies for adults?

READ IF NECESSARY

Is it very important, somewhat important, not very important, or not at all important?

1. Very important
2. Somewhat important
3. Not very important
4. Not at all important

7. DON'T KNOW / NOT SURE

9. REFUSED

**Adult7a**

ADULT LIBRARY VISITORS

In the past 12 months, have you or any of the other adults in your household used them?

1. Yes
2. No

7. DON'T KNOW / NOT SURE

9. REFUSED

*If (answer>1) skip to Adult8*

**Adult7b**

MOVIE USERS

How would you rate the collection of movies for adults at [THE SELECTED LIBRARY]?

READ IF NECESSARY

Would you say it is excellent, good, fair, or poor?

1. Excellent
2. Good
3. Fair
4. Poor

7. DON'T KNOW / NOT SURE

9. REFUSED

**Adult8**

ADULT LIBRARY VISITORS

How important to \*your household\* is it that the Joliet library have a collection of materials in Spanish for adults?

READ IF NECESSARY

Is it very important, somewhat important, not very important, or not at all important?

- 1. Very important
- 2. Somewhat important
- 3. Not very important
- 4. Not at all important
  
- 7. DON'T KNOW / NOT SURE
- 9. REFUSED

**Adult8a**

ADULT LIBRARY VISITORS

In the past 12 months, have you or any of the other adults in your household used them?

- 1. Yes
- 2. No
  
- 7. DON'T KNOW / NOT SURE
- 9. REFUSED

*If (answer>1) skip to Adult9*

**Adult8b**

SPANISH MATERIALS USERS

How would you rate the collection of materials \*for adults\* in Spanish at [THE SELECTED LIBRARY]?

READ IF NECESSARY

Would you say it is excellent, good, fair, or poor?

- 1. Excellent
- 2. Good
- 3. Fair

4. Poor

7. DON'T KNOW / NOT SURE

9. REFUSED

*If (answer < 3 or answer is > 4), skip to Adult8d*

**Adult8c**

RATES SPANISH MATERIALS FAIR/POOR

What could the library do to improve the Spanish materials collection?

**Adult9**

ADULT LIBRARY VISITORS

How important to \*your household\* is it that the Joliet library have programs for adults?

READ IF NECESSARY

Is it very important, somewhat important, not very important, or not at all important?

1. Very important

2. Somewhat important

3. Not very important

4. Not at all important

7. DON'T KNOW / NOT SURE

9. REFUSED

**Adult9a**

ADULT LIBRARY VISITORS

In the past 12 months, have you or any of the other adults in your household attended any of them?

1. Yes

2. No

7. DON'T KNOW / NOT SURE

9. REFUSED

*If (answer > 1) skip to Adult10*

**Adult9b**

ADULT PROGRAM USERS

How would you rate the adult programs at [THE SELECTED LIBRARY]?

READ IF NECESSARY

Would you say they are excellent, good, fair, or poor?

1. Excellent
2. Good
3. Fair
4. Poor

7. DON'T KNOW / NOT SURE

9. REFUSED

**Adult10**

ADULT LIBRARY VISITORS

How important to \*your household\* is it that the Joliet library have computers for adults?

READ IF NECESSARY

Is it very important, somewhat important, not very important, or not at all important?

1. Very important
2. Somewhat important
3. Not very important
4. Not at all important

7. DON'T KNOW / NOT SURE

9. REFUSED

**Adult10a**

ADULT LIBRARY VISITORS

In the past 12 months, have you or any of the other adults in your household used them?

1. Yes
2. No

7. DON'T KNOW / NOT SURE

9. REFUSED

*If (answer>1) skip to Adult11*

**Adult10b**

COMPUTER USERS

How would you rate the computers at [THE SELECTED LIBRARY]?

READ IF NECESSARY

Would you say they are excellent, good, fair, or poor?

1. Excellent

2. Good

3. Fair

4. Poor

7. DON'T KNOW / NOT SURE

9. REFUSED

**Adult11**

ADULT LIBRARY VISITORS

How important to \*your household\* is it that the Joliet library have wireless internet, or WIFI, access?

READ IF NECESSARY

Is it very important, somewhat important, not very important, or not at all important?

1. Very important

2. Somewhat important

3. Not very important

4. Not at all important

7. DON'T KNOW / NOT SURE

9. REFUSED

**Adult11a**

ADULT LIBRARY VISITORS

In the past 12 months, have you or any of the other adults in your household used it?

1. Yes
2. No

7. DON'T KNOW / NOT SURE  
9. REFUSED

*If (answer>1) skip to Adult12*

**Adult11b**

COMPUTER USERS

How would you rate the WIFI access at [THE SELECTED LIBRARY]?

READ IF NECESSARY

Would you say it is are excellent, good, fair, or poor?

1. Excellent
2. Good
3. Fair
4. Poor

7. DON'T KNOW / NOT SURE  
9. REFUSED

**Adult12a**

ADULT LIBRARY VISITORS

In the past 12 months, have you or any of the other adults in your household used any of the meeting spaces at the library?

1. Yes
2. No

7. DON'T KNOW / NOT SURE  
9. REFUSED

*If (answer>1) skip to Tech1*

**Adult12b**

MEETING SPACE USERS

How would you rate the meeting spaces at [THE SELECTED LIBRARY]?

READ IF NECESSARY

Would you say they are excellent, good, fair, or poor?

1. Excellent
2. Good
3. Fair
4. Poor

7. DON'T KNOW / NOT SURE

9. REFUSED

## TECHNOLOGY AND WEBSITE USE

**Tech1**

ALL

In your household, do you have access to the internet, either on a computer or through a device like a smartphone or tablet?

1. Yes
2. No

7. DON'T KNOW / NOT SURE

9. REFUSED

**Tech2a**

ALL

In the past 12 months, have the adults in your household borrowed e-books or e-audiobooks from the Joliet Library?

1. Yes
2. No

7. DON'T KNOW / NOT SURE

9. REFUSED



*If (answer>1) skip to Tech3*

**Tech2b**

E-BOOK USERS

How would you rate the library's collection of e-books or e-audiobooks for adults? Would you say it is excellent, good, fair, or poor?

1. Excellent
2. Good
3. Fair
4. Poor

7. DON'T KNOW / NOT SURE

9. REFUSED

**Tech3**

ALL

During the past 12 months, have any of the \*adults\* in your household visited the Library's website?

1. Yes
2. No

7. DON'T KNOW / NOT SURE

9. REFUSED

*If (answer=1) skip to Tech4*

**Tech3a**

WEBSITE NONUSERS

Were you aware the library has a website?

1. Yes
2. No

7. DON'T KNOW / NOT SURE

9. REFUSED

*If (answer>1) skip to Kid1*

**Tech3b**

WEBSITE NONUSERS, AWARE OF WEBSITE

Why haven't you used the Library's website?

*Skip to Kid1*

**Tech5**

WEBSITE USERS

How would the adults in your household rate the library's website? Would you say it is excellent, good, fair, or poor?

1. Excellent
2. Good
3. Fair
4. Poor

7. DON'T KNOW / NOT SURE

9. REFUSED

**Tech5**

WEBSITE USERS

The Library would like to know how people are using its website.

In the past 12 months, have any of the adults in your household used the Library's website...

READ EACH, WAIT FOR RESPONSE

CHECK ALL THAT APPLY

11. To look for information about the Library, such as hours, phone number, or address?
12. To look for specific Library materials, like books, audiobooks, or videos?
13. To place holds on Library materials?
14. To look for suggestions about books to read?
16. To use reference databases?
16. To look at your Library account information?
17. To find out about or register for Library programs and classes?
15. For any other reason? (Specify)

77. DON'T KNOW / NOT SURE

88. NONE OF THESE

99. REFUSED

READ IF NECESSARY:

For what other reason did you use the Library's website?

## CHILDREN'S SERVICES

### **Kid1**

ALL

Next, I'd like to find out how children and teens use the library.

First, are there children ages 17 and younger living in your household?

1. Yes

2. No

7. DON'T KNOW / NOT SURE

9. REFUSED

*If (answer>1) skip to Pro1*

### **Kid2**

HOUSEHOLDS WITH CHILDREN

What are the ages of your children?

IF NECESSARY

Do you have children who are...

READ ONLY IF NECESSARY. CHECK ALL THAT APPLY.

1. 0-5

2. 6-12

3. 13-17

7. DON'T KNOW / NOT SURE

9. REFUSED

**Kid3**

How many children live in your household?

**Kid5**

## HOUSEHOLDS WITH CHILDREN

During the past 12 months, have any of the children in your household visited the Joliet Public Library?

PROMPT IF NEEDED:

Either at the Main downtown building or at the Black Road Branch?

1. Yes

2. No

7. DON'T KNOW / NOT SURE

9. REFUSED

*If (answer=1) skip to Kid9*

**Kid6**

## CHILDREN VISIT LIBRARY

During the past 12 months, about how often have the children in your household visited the Joliet Library?

Would you say more than once a week, about once a week, a few times a month, about once a month, or a few times a year or less?

1. More than once a week

2. About once a week

3. A few times a month

4. About once a month

5. A few times a year or less

7. DON'T KNOW / NOT SURE

9. REFUSED

**Kid8**

## CHILDREN DO NOT VISIT THE LIBRARY

Why don't the children in your household visit the Joliet Library?

*Skip to CWeb1*

**Kid9**

CHILDREN VISIT LIBRARY

Overall, would you say the children's services that the Joliet Library offers are excellent, good, fair, or poor?

1. Excellent
2. Good
3. Fair
4. Poor
  
7. DON'T KNOW / NOT SURE
9. REFUSED

**Kid10**

CHILDREN VISIT LIBRARY, AGES 0-17

Next, I'd like to ask you about some specific materials and services the library offers for children and teens.

How important to \*your household\* is it that the Joliet library have a collection of books and materials for children and teens to read for fun?

Is it very important, somewhat important, not very important, or not at all important?

1. Very important
2. Somewhat important
3. Not very important
4. Not at all important
  
7. DON'T KNOW / NOT SURE
9. REFUSED

**Kid10a**

CHILDREN VISIT LIBRARY, AGES 0-17

In the past 12 months, have the children in your household used them?

1. Yes
2. No

7. DON'T KNOW / NOT SURE

9. REFUSED

**Kid10b**

CHILDREN USE BOOKS/MATERIALS FOR FUN

How would you rate the collection of children's books and materials to read for fun at [THE SELECTED LIBRARY]? Would you say it is excellent, good, fair, or poor?

1. Excellent

2. Good

3. Fair

4. Poor

7. DON'T KNOW / NOT SURE

9. REFUSED

**Kid11**

CHILDREN VISIT LIBRARY, AGES 6-17

*If (no children ages 6-17 in household, skip to Kid12)*

How important to \*your household\* is it that the Joliet library have a collection of books and materials for children and teens to use for school assignments?

Is it very important, somewhat important, not very important, or not at all important?

1. Very important

2. Somewhat important

3. Not very important

4. Not at all important

7. DON'T KNOW / NOT SURE

9. REFUSED

**Kid11a**

CHILDREN VISIT LIBRARY, AGES 6-17

In the past 12 months, have the children and teens in your household used them?

1. Yes

2. No

7. DON'T KNOW / NOT SURE

9. REFUSED

**Kid11b**

CHILDREN USE BOOKS/MATERIALS FOR SCHOOL ASSIGNMENTS

How would you rate the collection of children's books and materials for school assignments at [THE SELECTED LIBRARY]? Would you say it is excellent, good, fair, or poor?

1. Excellent

2. Good

3. Fair

4. Poor

7. DON'T KNOW / NOT SURE

9. REFUSED

**Kid12**

CHILDREN VISIT LIBRARY, AGES 0-17

How important to \*your household\* is it that the library have a collection of books and materials in Spanish for children and teens...would you say very important, somewhat important, not very important, or not at all important?

1. Very important

2. Somewhat important

3. Not very important

4. Not at all important

7. DON'T KNOW / NOT SURE

9. REFUSED

**Kid12a**

CHILDREN VISIT LIBRARY, AGES 0-17

In the past 12 months, have the children and teens in your household used them?

1. Yes

2. No

7. DON'T KNOW / NOT SURE

9. REFUSED

**Kid12b**

CHILDREN USE SPANISH MATERIALS

How would you rate the collection of children's books and materials in Spanish at [THE SELECTED LIBRARY]? Would you say it is excellent, good, fair, or poor?

1. Excellent

2. Good

3. Fair

4. Poor

7. DON'T KNOW / NOT SURE

9. REFUSED

*If (answer < 3 or answer is > 4), skip to Kid13*

**Kid12c**

RATES SPANISH MATERIALS FAIR/POOR

What could the library do to improve the Spanish materials collection?

**Kid13**

CHILDREN VISIT LIBRARY, AGES 6-17

*If (no children ages 6-17 in household, skip to Kid14)*

How important to \*your household\* is it that the Joliet library have computers for children and teens?

READ IF NECESSARY

Is it very important, somewhat important, not very important, or not at all important?

1. Very important

2. Somewhat important

3. Not very important

4. Not at all important

7. DON'T KNOW / NOT SURE

9. REFUSED



**Kid13a**

CHILDREN VISIT LIBRARY, AGES 6-17

In the past 12 months, have the children in your household used them?

- 1. Yes
- 2. No
- 7. DON'T KNOW / NOT SURE
- 9. REFUSED

**Kid13b**

CHILDREN USE COMPUTERS

How would you rate the computers available to children at [THE SELECTED LIBRARY]?

READ IF NECESSARY

Would you say they are excellent, good, fair, or poor?

- 1. Excellent
- 2. Good
- 3. Fair
- 4. Poor
  
- 7. DON'T KNOW / NOT SURE
- 9. REFUSED

**Kid14a**

CHILDREN VISIT LIBRARY, AGES 0-12

In the past 12 months, have the children in your household used the children's area?

- 1. Yes
- 2. No
  
- 7. DON'T KNOW / NOT SURE
- 9. REFUSED

**Kid14b**

CHILDREN USE CHILDRENS' AREA

How would you rate the children's area at [THE SELECTED LIBRARY]?

READ IF NECESSARY

Would you say they are excellent, good, fair, or poor?

1. Excellent
2. Good
3. Fair
4. Poor

7. DON'T KNOW / NOT SURE

9. REFUSED

**Kid15a**

CHILDREN VISIT LIBRARY, AGES 0-12

In the past 12 months, have the children in your household attended any of the programs for children?

1. Yes
2. No

7. DON'T KNOW / NOT SURE

9. REFUSED

**Kid16b**

CHILDREN USE CHILDRENS' PROGRAMS

How would you rate the children's programs at [THE SELECTED LIBRARY]?

READ IF NECESSARY

Would you say they are excellent, good, fair, or poor?

1. Excellent
2. Good
3. Fair
4. Poor

7. DON'T KNOW / NOT SURE

9. REFUSED

**Kid17**

CHILDREN VISIT LIBRARY, AGES 13-17

*If (no children ages 13-17 in household, skip to CWeb1)*

How important to \*your household\* is it that the Joliet library have a teen area?

READ IF NECESSARY

Is it very important, somewhat important, not very important, or not at all important?

1. Very important
2. Somewhat important
3. Not very important
4. Not at all important
  
7. DON'T KNOW / NOT SURE
9. REFUSED

**Kid17a**

CHILDREN VISIT LIBRARY, AGES 13-17

In the past 12 months, have the teens in your household used it?

1. Yes
2. No
  
7. DON'T KNOW / NOT SURE
9. REFUSED

**Kid17b**

CHILDREN USE TEEN AREA

How would you rate the teen area at [THE SELECTED LIBRARY]?

READ IF NECESSARY

Would you say they are excellent, good, fair, or poor?

1. Excellent
2. Good
3. Fair
4. Poor
  
7. DON'T KNOW / NOT SURE
9. REFUSED

**Kid18**

CHILDREN VISIT LIBRARY, AGES 13-17

How important to \*your household\* is it that the library have programs for teens?

READ IF NECESSARY

Is it very important, somewhat important, not very important, or not at all important?

1. Very important
2. Somewhat important
3. Not very important
4. Not at all important

7. DON'T KNOW / NOT SURE

9. REFUSED

**Kid18a**

CHILDREN VISIT LIBRARY, AGES 13-17

In the past 12 months, have the teens in your household attended any of them?

1. Yes
2. No

7. DON'T KNOW / NOT SURE

9. REFUSED

**Kid18b**

CHILDREN USE TEEN AREA

How would you rate the teen programs at [THE SELECTED LIBRARY]?

READ IF NECESSARY

Would you say they are excellent, good, fair, or poor?

1. Excellent
2. Good
3. Fair
4. Poor

7. DON'T KNOW / NOT SURE

9. REFUSED

## CHILDREN'S WEBSITE USE

### CWeb1

HOUSEHOLDS WITH CHILDREN

During the past 12 months, have any of the children in your household visited the Library's website?

1. Yes

2. No

7. DON'T KNOW / NOT SURE

9. REFUSED

*If (answer>1) skip to Pro1*

### CWeb2

CHILD WEBSITE USERS

In the past 12 months, have your children used the Library's website...

READ EACH, WAIT FOR RESPONSE

CHECK ALL THAT APPLY

11. To look for specific Library materials, like books, audiobooks, or videos?

12. To place holds on Library materials?

13. To look for suggestions about books to read?

14. To use online resources or databases?

15. To look at their Library account information?

16. To find out about or register for Library programs and classes?

17. For any other reason? (Specify)

77. DON'T KNOW / NOT SURE

88. NONE OF THESE

99. REFUSED

READ IF NECESSARY:

For what other reason did they use the Library's website?

**CWeb3a**

HOUSEHOLDS WITH CHILDREN

In the past 12 months, have the children in your household borrowed e-books or e-audiobooks from the Joliet library?

- 1. Yes
- 2. No
  
- 7. DON'T KNOW / NOT SURE
- 9. REFUSED

*If (answer>1) skip to Pro1*

**CWeb3b**

CHILDREN USE EBOOKS

How would you rate the library's collection of e-books?

READ IF NECESSARY

Would you say it is excellent, good, fair, or poor?

- 1. Excellent
- 2. Good
- 3. Fair
- 4. Poor
  
- 7. DON'T KNOW / NOT SURE
- 9. REFUSED

## PROSPECTIVE SERVICES

**Pro1**

LIBRARY VISITORS

Now, I'd like to ask about some services that the library could offer in the future. For each one, please tell me how important it would be to you and your household.

How important to *\*your household\** is it that the Joliet library offer *\*more\** quiet study spaces?

INTERVIEWER: The Joliet Library offers two quiet study spaces, both located at the Black Road Branch. There are no quiet study spaces at the Main downtown building.

READ IF NECESSARY

Is it very important, somewhat important, not very important, or not at all important?

1. Very important
2. Somewhat important
3. Not very important
4. Not at all important

7. DON'T KNOW / NOT SURE

9. REFUSED

**Pro2**

LIBRARY VISITORS

How important to \*your household\* is it that the Joliet library have \*more\* meetings spaces for large groups?

READ IF NECESSARY

Is it very important, somewhat important, not very important, or not at all important?

1. Very important
2. Somewhat important
3. Not very important
4. Not at all important

7. DON'T KNOW / NOT SURE

9. REFUSED

**Pro3**

LIBRARY VISITORS

How important to \*your household\* is it that the Joliet library have \*more\* meeting spaces for small groups?

READ IF NECESSARY

Is it very important, somewhat important, not very important, or not at all important?

1. Very important
2. Somewhat important
3. Not very important
4. Not at all important

7. DON'T KNOW / NOT SURE

9. REFUSED

**Pro4**

LIBRARY VISITORS

How important would it be to your household that the library offer...

A traveling library or bookmobile?

READ IF NECESSARY

Is it very important, somewhat important, not very important, or not at all important?

1. Very important
2. Somewhat important
3. Not very important
4. Not at all important

7. DON'T KNOW / NOT SURE

9. REFUSED

**Pro5**

LIBRARY VISITORS

How important would it be to your household that the library offer...

Places in the community, other than the library buildings, to \*return\* library materials?

READ IF NECESSARY

Is it very important, somewhat important, not very important, or not at all important?

1. Very important
2. Somewhat important
3. Not very important



4. Not at all important

7. DON'T KNOW / NOT SURE

9. REFUSED

**Pro5a**

LIBRARY VISITORS

How important would it be to your household that the library offer...

Places in the community, other than the library buildings, to \*pick up\* library materials you have placed on hold?

READ IF NECESSARY

Is it very important, somewhat important, not very important, or not at all important?

1. Very important

2. Somewhat important

3. Not very important

4. Not at all important

7. DON'T KNOW / NOT SURE

9. REFUSED

**Pro6**

LIBRARY VISITORS

How important would it be to your household that the library offer...

English language courses at the library?

READ IF NECESSARY

Is it very important, somewhat important, not very important, or not at all important?

1. Very important

2. Somewhat important

3. Not very important

4. Not at all important

7. DON'T KNOW / NOT SURE

9. REFUSED

**Pro7a**

LIBRARY VISITORS

Would anyone in your household use library materials in languages other than English or Spanish?

1. Yes

2. No

7. DON'T KNOW / NOT SURE

9. REFUSED

*If (answer=1), ask:*

“What language would you or others in your household use?”

**Pro8**

LIBRARY VISITORS

What services have you seen offered by another library that you would like to see offered at Joliet Public Library?

## INFORMATION SOURCES

**Info1**

ALL

Now, I'd like to know how you get information about the Library.

Do you get information about the Library from the library's newsletter?

INTERVIEWER: This newsletter is emailed to library patrons and can also be downloaded from the library's website.

1. Yes

2. No

7. DON'T KNOW / NOT SURE

9. REFUSED

**Info2**

ALL

READ IF NECESSARY

Do you get information about the Library...

...From Library staff?

1. Yes

2. No

7. DON'T KNOW / NOT SURE

9. REFUSED

*If neither adults nor children have used website, skip to Info4*

**Info3**

WEBSITE USERS

READ IF NECESSARY

Do you get information about the Library...

...From the Library's website?

1. Yes

2. No

7. DON'T KNOW / NOT SURE

9. REFUSED

**Info4**

ALL

READ IF NECESSARY

Do you get information about the Library...

...From social media, like Facebook, Instagram, Twitter, or Yelp?

1. Yes

2. No

7. DON'T KNOW / NOT SURE

9. REFUSED

*If no one in household has visited library, skip to Info6*

**Info5**

LIBRARY VISITORS

READ IF NECESSARY

Do you get information about the Library...

...From displays in the Library, like flyers, posters, or digital displays?

1. Yes

2. No

7. DON'T KNOW / NOT SURE

9. REFUSED

**Info6**

ALL

READ IF NECESSARY

Do you get information about the Library...

...From newspapers?

READ IF NECESSARY:

Which newspapers?

1. Yes (specify)

2. No

7. DON'T KNOW / NOT SURE

9. REFUSED

**Info7**

ALL

READ IF NECESSARY

Do you get information about the Library...

...From word of mouth, such as through friends, relatives, or coworkers?

1. Yes
2. No

7. DON'T KNOW / NOT SURE

9. REFUSED

### **Info8**

ALL

READ IF NECESSARY

Do you get information about the Library...

...From another source that I didn't mention?

READ IF NECESSARY:

What other source?

1. Yes (specify)
2. No

7. DON'T KNOW / NOT SURE

9. REFUSED

## DEMOGRAPHICS

### **Demo1**

ALL

We're almost done now.

I have some final questions to make sure that we've heard from many different people in your community.

How long have you lived in the Joliet Public Library District?

DO NOT READ

1. 2 years or less
2. More than 2 years to 5 years
3. More than 5 years to 10 years
4. More than 10 years

7. DON'T KNOW / NOT SURE

9. REFUSED

**Demo2**

ALL

Is a language other than English spoken in your household?

1. Yes (specify)

2. No

7. DON'T KNOW / NOT SURE

9. REFUSED

IF YES

Which language?

**Demo2a**

What is the primary language spoken in your home?

DO NOT READ

1. English

2. Spanish

3. Other (specify)

7. DON'T KNOW / NOT SURE

9. REFUSED

**Demo3**

ALL

Do you live east or west of the Des Plaines River?

1. East

2. West

7. DON'T KNOW / NOT SURE

9. REFUSED

**Demo4**

ALL

Including yourself, how many adults 18 years old and older live in your household?

**Demo5**

ALL

In what year were you born?

**Demo6**

ALL

Do you consider yourself to be black or African American, white or Caucasian, Latino or Hispanic, Native American, Asian or Pacific Islander, or another race?

11. Black or African American

12. White or Caucasian

13. Latino or Hispanic

14. Native American

15. Asian or Pacific Islander

16. Other race (specify)

77. DON'T KNOW / NOT SURE

99. REFUSED

**Demo7**

ALL

What is the highest level of education you have completed?

READ ONLY IF NECESSARY

11. Less than a high school degree

12. High school graduate or GED

13. Trade school, some college, or associate's degree

14. College graduate or 3 year degree

15. Some graduate study, no degree

16. Graduate degree (master's, PhD, medical degree, law degree)

77. DON'T KNOW / NOT SURE

99. REFUSED

**Demo8**

ALL

Please consider all sources of income, before taxes, for everyone living with you in 2014. Please stop me when I get to your annual household income level.

Is it under \$15,000; \$15,000 to under \$25,000; \$25,000 to under \$35,000; \$35,000 to under \$50,000; \$50,000 to under \$75,000, \$75,000 to under \$100,000, or \$100,000 or more?

- 11. Less than \$15,000
- 12. \$15,000 to under \$25,000
- 13. \$25,000 to under \$35,000
- 14. \$35,000 to under \$50,000
- 15. \$50,000 to under \$75,000
- 16. \$75,000 to under \$100,000
- 17. \$100,000 or more

77. DON'T KNOW / NOT SURE

99. REFUSED

**Demo9**

ALL

Do you own or rent your home?

- 1. Own
- 2. Rent
  
- 3. SOME OTHER SITUATION (specify)
- 7. DON'T KNOW / NOT SURE
- 9. REFUSED

**Demo12**

ALL

READ ONLY IF NECESSARY

Just to confirm, are you male or female?

- 1. Male
- 2. Female



7. DON'T KNOW / NOT SURE

9. REFUSED

**Last**

ALL

Before we finish the interview, what other comments or suggestions would you like to share with Joliet Public Library administrators?

**Bye**

ALL

Those are all the questions I have for you. Thank you for taking the time to speak with me today!

**Answering machine message**

Hi, I'm calling from Northern Illinois University on behalf of the Joliet Public Library. We'd like to talk to you about your family's reading habits and leisure activities, and what you think about the library. Please call us at 800.874.1990 for more information.

**Interviewer information (accessible from all screens)**

Sponsor: Joliet Public Library

Purpose: Your opinions will help the Library provide services and plan for the future. This survey is your chance to let the Library staff and board know what you want and what you think about the Library.

You may contact the study director with any questions or comments about the study.

Study Director: Julie Gommel Bailey

Email: [juliebailey@niu.edu](mailto:juliebailey@niu.edu)

Phone: 815.753.6538

You may call or visit the Joliet Public Library or visit their website for more information about Library services or this study.

Library phone number: 815.740.2660

Website: [www.jolietlibrary.org](http://www.jolietlibrary.org)

Address, Main Library: 150 North Ottawa Street, Joliet

Address, Black Road Branch: 3395 Black Road, Joliet

# APPENDIX B: ADVANCE LETTER



## Northern Illinois University

Fall 2015

Dear Joliet Resident:

### **We want to hear from you!**

The Joliet Public Library is working with Northern Illinois University's Center for Governmental Studies to conduct telephone interviews about the Library with residents of Joliet.

In the next few weeks, an interviewer from Northern Illinois University will call to ask you to complete an interview. This interview will include questions about your household's reading habits and other leisure activities, as well as your perceptions of the Library. Your answers to these questions will help the Joliet Public Library plan for the future.

**Even if you do not use the Library, we are interested in hearing from you!** Only a limited number of households, chosen at random, are invited to participate in this study, so your answers are very valuable to us.

Your answers will be kept confidential and you will not be added to any other mailing, phone, or email lists as a result of your participation. You will not be contacted again for follow-up questions, regardless of your responses.

We know your time is valuable. If you would like to schedule a time for an interview, then please call the Center for Governmental Studies toll free at 1-800-874-1990 during the following hours: 9am–9pm, Monday–Friday; 10am–5pm, Saturday; or 1pm–8pm, Sunday. When you call, please refer to your unique ID number, [INSERT RECORD NUMBER].

We appreciate your time and participation, and we are looking forward to speaking with you. Thank you for sharing your opinions with us!

A handwritten signature in black ink that reads "Kevin Medows".

Kevin Medows  
Executive Director  
Joliet Public Library

A handwritten signature in black ink that reads "Mindy Schneiderman".

Mindy Schneiderman, Ph.D.  
Assistant Director  
NIU Center for Governmental Studies

# APPENDIX C: RESPONSE RATE

Each case was assigned a final disposition code describing the outcome of the case. These dispositions were used to calculate the response rate. The response rate for this study was 24.3%. The response rate was calculated using the American Association for Public Opinion Research response rate calculator, using Response Rate 3.<sup>8</sup> The following tables present the final sample disposition codes and response rate formulas for the study.

<b>Joliet Public Library Disposition Codes</b>		
	<b>Disposition</b>	<b>Number of Cases</b>
<b>Interview Completed</b>		
Complete	I	659
<b>Eligible, Not interviewed</b>		
Refusal	R	227
Household-level refusal	R	112
Began, but did not complete, interview	R	40
Respondent never available	NC	104
Answering machine confirming household	NC	439
Physically or mentally unable to complete interview	O	6
Household-level language problem	O	3
<b>Unknown Eligibility, Not Interviewed</b>		
Always busy	UH	
No answer	UH	343
Answering machine, unknown if household	UH	2873
Unknown if housing unit	UH	1530
<b>Not Eligible</b>		
Household ineligible for study	IE	542
Household likely outside Joliet: telephone prefix	IE	2941
Fax/data line	IE	141
Non-working/disconnect	IE	1486
Non-residence	IE	54
<b>Total Cases</b>		<b>11500</b>

<sup>8</sup> More information about response rates and this response rate calculator may be found at <http://goo.gl/vXJSiu>

### Joliet Public Library Response Rate Calculations

I=Complete interviews		659
R=Refusal or partial interview		379
NC=Non-contact		543
O=Other		9
Eligibility (e): e is the estimated proportion of cases of unknown eligibility that are eligible. This estimate is based on the proportion of eligible units among all units in the sample for which a definitive determination of status was obtained (a conservative estimate).		0.235
UH=Unknown if household		4746
IE=Ineligible		5164
<b>Total phone numbers used</b>		11500
<b>Response Rate 3</b>		
$I / ((I) + (R+NC+O) + e(UH))$		0.243

# APPENDIX D: FREQUENCY TABLES

## ABOUT FREQUENCY TABLES

- Valid cases are those in which respondents answered the question.
- Non-valid or missing cases are cases in which data is missing for a particular question. These include cases where:
  - A question was skipped because it was not applicable to the respondent (“missing”)
  - The respondent refused to answer a question (“refused”) or did not have a response to it (“don’t know”).
- The raw percent is the percentage of all cases in the sample (all cases that completed the questionnaire) that responded to a question in a certain way. The number of missing cases is included in the calculation of the raw percent.
- The valid percent is the percentage of valid cases that responded to the question in a certain way. Missing cases are excluded from the calculation of the valid percent.
- The cumulative percent is the cumulative percentage of valid cases that responded to the question in a certain way. Missing cases are excluded from the calculation of the cumulative percent.

# FREQUENCY TABLES

**Intro2: Do you live in the Joliet Public Library District?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	659	100.0	100.0	100.0

**Intro2a: Do you pay for library use via the \$125-per-year Non-Resident Fee Card?**

	Frequency	Percent
Missing System	659	100.0

**Media1: In the past 12 months, how often have you or someone in your household read books?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid More than once a week	277	42.0	42.0	42.0
About once a week	168	25.6	25.6	67.6
A few times a month	71	10.8	10.8	78.4
About once a month	35	5.4	5.4	83.8
A few times a year or less	74	11.3	11.3	95.1
Never	32	4.9	4.9	100.0
Total	658	99.9	100.0	
Missing Don't know or not sure	1	.1		
Total	659	100.0		

**Media1a\_11: Where do the people in your household get books: Buy them online**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	308	46.8	49.3	49.3
No	317	48.1	50.7	100.0
Total	626	94.9	100.0	
Missing System	33	5.1		
Total	659	100.0		



**Media1a\_12: Where do the people in your household get books: Purchase them from a bookstore, newsstand, or other place**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	500	75.9	79.9	79.9
	No	126	19.0	20.1	100.0
	Total	626	94.9	100.0	
Missing	System	33	5.1		
Total		659	100.0		

**Media1a\_13: Where do the people in your household get books: Borrow them from a library**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	400	60.7	64.0	64.0
	No	225	34.2	36.0	100.0
	Total	626	94.9	100.0	
Missing	System	33	5.1		
Total		659	100.0		

**Media1a\_14: Where do the people in your household get books: Borrow or receive them from a friend**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	377	57.3	60.3	60.3
	No	248	37.7	39.7	100.0
	Total	626	94.9	100.0	
Missing	System	33	5.1		
Total		659	100.0		

**Media1a\_15: Where do the people in your household get books: Borrow or receive them from school**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	364	55.2	58.2	58.2
	No	262	39.7	41.8	100.0
	Total	626	94.9	100.0	
Missing	System	33	5.1		
Total		659	100.0		

**Media1a\_16: Where do the people in your household get books: Read books from their personal collection**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	507	77.0	81.1	81.1
	No	118	18.0	18.9	100.0
	Total	626	94.9	100.0	
Missing	System	33	5.1		
Total		659	100.0		

**Media1a\_17: Where do the people in your household get books: Get them from another place**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	155	23.6	24.8	24.8
	No	470	71.4	75.2	100.0
	Total	626	94.9	100.0	
Missing	System	33	5.1		
Total		659	100.0		

**Media1a\_77: Where do the people in your household get books: Don't know or not sure**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	626	94.9	100.0	100.0
Missing	System	33	5.1		
Total		659	100.0		

**Media1a\_99: Where do the people in your household get books: Refused**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	626	94.9	100.0	100.0
Missing	System	33	5.1		
Total		659	100.0		

**Media2: In the past 12 months, how often have you or someone in your household read magazines or newspapers?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More than once a week	240	36.4	36.4	36.4
	About once a week	98	14.8	14.8	51.2
	A few times a month	97	14.7	14.7	65.9
	About once a month	106	16.1	16.1	82.0
	A few times a year or less	83	12.6	12.6	94.6
	Never	35	5.4	5.4	100.0
	Total	659	100.0	100.0	

**Media2a\_11: Where do the people in your household get magazines or newspapers: Have a subscription**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	357	54.2	57.2	57.2
	No	267	40.5	42.8	100.0
	Total	624	94.6	100.0	
Missing	System	35	5.4		
Total		659	100.0		

**Media2a\_12: Where do the people in your household get magazines or newspapers: Purchase them from a bookstore, newsstand, or other place**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	335	50.8	53.7	53.7
	No	289	43.8	46.3	100.0
	Total	624	94.6	100.0	
Missing	System	35	5.4		
Total		659	100.0		

**Media2a\_13: Where do the people in your household get magazines or newspapers: Borrow or read them at a library**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	115	17.5	18.5	18.5
	No	508	77.2	81.5	100.0
	Total	624	94.6	100.0	
Missing	System	35	5.4		
Total		659	100.0		

**Media2a\_14: Where do the people in your household get magazines or newspapers: Borrow or receive them from a friend**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	244	37.0	39.1	39.1
	No	379	57.6	60.9	100.0
	Total	624	94.6	100.0	
Missing	System	35	5.4		
Total		659	100.0		

**Media2a\_15: Where do the people in your household get magazines or newspapers: Borrow or receive them from school**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	115	17.5	18.5	18.5
	No	508	77.1	81.5	100.0
	Total	624	94.6	100.0	
Missing	System	35	5.4		
Total		659	100.0		

**Media2a\_16: Where do the people in your household get magazines or newspapers: Get them from another place**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	161	24.5	25.9	25.9
	No	462	70.2	74.1	100.0
	Total	624	94.6	100.0	
Missing	System	35	5.4		
Total		659	100.0		

**Media2a\_77: Where do the people in your household get magazines or newspapers: Don't know or not sure**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	0	.1	.1	.1
	No	623	94.5	99.9	100.0
	Total	624	94.6	100.0	
Missing	System	35	5.4		
Total		659	100.0		

**Media2a\_99: Where do the people in your household get magazines or newspapers: Refused**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	624	94.6	100.0	100.0
Missing	System	35	5.4		
Total		659	100.0		

**Media3: In the past 12 months, how often have you or someone in your household watch movies at home?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More than once a week	335	50.9	50.9	50.9
	About once a week	129	19.6	19.6	70.4
	A few times a month	57	8.6	8.6	79.0
	About once a month	107	16.3	16.3	95.3
	A few times a year or less	22	3.3	3.3	98.6
	Never	9	1.4	1.4	100.0
Total		659	100.0	100.0	

**Media3a\_11: Where do the people in your household get movies: Subscribe to a services like Netflix, Hulu Plus, or Amazon Prime**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	374	56.8	57.6	57.6
	No	276	41.8	42.4	100.0
	Total	650	98.6	100.0	
Missing	System	9	1.4		
Total		659	100.0		

**Media3a\_12: Where do the people in your household get movies: Get video-on-demand from a cable provider or internet site like Amazon**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	443	67.2	68.1	68.1
	No	207	31.4	31.9	100.0
	Total	650	98.6	100.0	
Missing	System	9	1.4		
Total		659	100.0		

**Media3a\_13: Where do the people in your household get movies: Borrow them from a kiosk like Redbox**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	286	43.4	44.0	44.0
	No	364	55.2	56.0	100.0
	Total	650	98.6	100.0	
Missing	System	9	1.4		
Total		659	100.0		

**Media3a\_14: Where do the people in your household get movies: Purchase them from a store or other place**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	372	56.4	57.2	57.2
	No	278	42.2	42.8	100.0
	Total	650	98.6	100.0	
Missing	System	9	1.4		
Total		659	100.0		

**Media3a\_15: Where do the people in your household get movies: Borrow them from a library**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	163	24.7	25.0	25.0
	No	487	73.9	75.0	100.0
	Total	650	98.6	100.0	
Missing	System	9	1.4		
Total		659	100.0		

**Media3a\_16: Where do the people in your household get movies: Borrow or receive them from a friend**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	357	54.2	54.9	54.9
	No	293	44.4	45.1	100.0
	Total	650	98.6	100.0	
Missing	System	9	1.4		
Total		659	100.0		

**Media3a\_17: Where do the people in your household get movies: Watch movies from their personal collection**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	502	76.2	77.3	77.3
	No	148	22.4	22.7	100.0
	Total	650	98.6	100.0	
Missing	System	9	1.4		
Total		659	100.0		

**Media3a\_18: Where do the people in your household get movies: Get them from another place**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	120	18.3	18.5	18.5
	No	529	80.3	81.5	100.0
	Total	650	98.6	100.0	
Missing	System	9	1.4		
Total		659	100.0		

**Media3a\_77: Where do the people in your household get movies: Don't know or not sure**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1	.1	.1	.1
	No	649	98.5	99.9	100.0
	Total	650	98.6	100.0	
Missing	System	9	1.4		
Total		659	100.0		

**Media3a\_99: Where do the people in your household get movies: Refused**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	650	98.6	100.0	100.0
Missing	System	9	1.4		
Total		659	100.0		

**Media4: In the past 12 months, how often have you or someone in your household listened to music?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More than once a week	556	84.4	84.4	84.4
	About once a week	60	9.2	9.2	93.6
	A few times a month	13	1.9	1.9	95.6
	About once a month	5	.7	.7	96.3
	A few times a year or less	10	1.6	1.6	97.8
	Never	14	2.2	2.2	100.0
Total		659	100.0	100.0	

**Media4a\_11: Where do the people in your household get music: Listen to AM or FM radio**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	604	91.7	93.7	93.7
	No	41	6.2	6.3	100.0
	Total	645	97.8	100.0	
Missing	System	14	2.2		
Total		659	100.0		

**Media4a\_12: Where do the people in your household get music: Subscribe to an online service like Pandora or Spotify**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	396	60.0	61.4	61.4
	No	249	37.8	38.6	100.0
	Total	645	97.8	100.0	
Missing	System	14	2.2		
Total		659	100.0		



**Media4a\_13: Where do the people in your household get music: Buy from an online site like iTunes or Amazon**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	322	48.9	50.0	50.0
	No	322	48.9	50.0	100.0
	Total	645	97.8	100.0	
Missing	System	14	2.2		
Total		659	100.0		

**Media4a\_14: Where do the people in your household get music: Purchase from a store or other place**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	319	48.4	49.4	49.4
	No	326	49.5	50.6	100.0
	Total	645	97.8	100.0	
Missing	System	14	2.2		
Total		659	100.0		

**Media4a\_15: Where do the people in your household get music: Borrow them from a library**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	126	19.0	19.5	19.5
	No	519	78.8	80.5	100.0
	Total	645	97.8	100.0	
Missing	System	14	2.2		
Total		659	100.0		

**Media4a\_16: Where do the people in your household get music: Listen to music from their personal collection**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	557	84.6	86.5	86.5
	No	87	13.2	13.5	100.0
	Total	645	97.8	100.0	
Missing	System	14	2.2		
Total		659	100.0		

**Media4a\_17: Where do the people in your household get music: Get them from another place**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	137	20.8	21.3	21.3
	No	508	77.0	78.7	100.0
	Total	645	97.8	100.0	
Missing	System	14	2.2		
Total		659	100.0		

**Media4a\_77: Where do the people in your household get music: Don't know or not sure**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	645	97.8	100.0	100.0
Missing	System	14	2.2		
Total		659	100.0		

**Media4a\_99: Where do the people in your household get music: Refused**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	645	97.8	100.0	100.0
Missing	System	14	2.2		
Total		659	100.0		

**Use1: Does anyone in your household currently have a Joliet Public Library card?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	483	73.2	73.8	73.8
	No	171	26.0	26.2	100.0
	Total	654	99.2	100.0	
Missing	Don't know or not sure	5	.8		
Total		659	100.0		

**Use2: During the past 12 months, has anyone in your household visited the Joliet Public Library?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	419	63.6	63.8	63.8
	No	238	36.2	36.2	100.0
	Total	658	99.8	100.0	
Missing	Don't know or not sure	1	.2		
Total		659	100.0		

**Use4\_1: During the past 12 months, did anyone in your household visit: the Main library building in downtown Joliet**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	206	31.2	49.1	49.1
	No	213	32.4	50.9	100.0
	Total	419	63.6	100.0	
Missing	System	240	36.4		
Total		659	100.0		

**Use4\_2: During the past 12 months, did anyone in your household visit: the Black Road branch building**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	311	47.2	74.1	74.1
	No	108	16.4	25.9	100.0
	Total	419	63.6	100.0	
Missing	System	240	36.4		
Total		659	100.0		

**Use4\_7: During the past 12 months, did anyone in your household visit: Don't know or not sure**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	419	63.6	100.0	100.0
Missing	System	240	36.4		
Total		659	100.0		

**Use4\_9: During the past 12 months, did anyone in your household visit: Refused**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	419	63.6	100.0	100.0
Missing	System	240	36.4		
Total		659	100.0		

**Use5: Which library building do the people in your household visit most often?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Main library building	33	5.0	33.8	33.8
	Black Road branch	58	8.8	59.7	93.5
	Use both equally	6	1.0	6.5	100.0
	Total	97	14.8	100.0	
Missing	System	562	85.2		
Total		659	100.0		

**Use6: Has anyone in your household ever visited the Joliet Public Library?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	199	30.3	83.2	83.2
	No	40	6.1	16.8	100.0
	Total	240	36.4	100.0	
Missing	System	419	63.6		
Total		659	100.0		

**Use7: During the past 12 months, has anyone in your household visited any other libraries besides the Joliet Library?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	194	29.4	29.5	29.5
	No	462	70.1	70.5	100.0
	Total	655	99.4	100.0	
Missing	Don't know or not sure	4	.6		
Total		659	100.0		

**Use8\_11: What other libraries have they visited: Chicago Public Library**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	.3	1.0	1.0
	No	192	29.1	99.0	100.0
	Total	194	29.4	100.0	
Missing	System	465	70.6		
Total		659	100.0		

**Use8\_12: What other libraries have they visited: Fountaindale Public Library**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	5	.8	2.6	2.6
	No	189	28.6	97.4	100.0
	Total	194	29.4	100.0	
Missing	System	465	70.6		
Total		659	100.0		

**Use8\_13: What other libraries have they visited: Homer Township Public Library**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	0	.1	.2	.2
	No	193	29.3	99.8	100.0
	Total	194	29.4	100.0	
Missing	System	465	70.6		
Total		659	100.0		

**Use8\_14: What other libraries have they visited: Joliet Junior College Library**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	14	2.2	7.4	7.4
	No	179	27.2	92.6	100.0
	Total	194	29.4	100.0	
Missing	System	465	70.6		
Total		659	100.0		

**Use8\_15: What other libraries have they visited: Lewis University Library**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	.4	1.4	1.4
	No	191	29.0	98.6	100.0
	Total	194	29.4	100.0	
Missing	System	465	70.6		
Total		659	100.0		

**Use8\_16: What other libraries have they visited: New Lenox Public Library**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	14	2.1	7.2	7.2
	No	180	27.2	92.8	100.0
	Total	194	29.4	100.0	
Missing	System	465	70.6		
Total		659	100.0		

**Use8\_17: What other libraries have they visited: Plainfield Public Library**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	45	6.9	23.4	23.4
	No	148	22.5	76.6	100.0
	Total	194	29.4	100.0	
Missing	System	465	70.6		
Total		659	100.0		

**Use8\_18: What other libraries have they visited: Shorewood-Troy Public Library**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	15	2.3	8.0	8.0
	No	178	27.0	92.0	100.0
	Total	194	29.4	100.0	
Missing	System	465	70.6		
Total		659	100.0		

**Use8\_19: What other libraries have they visited: Three Rivers Public Library**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	.4	1.2	1.2
	No	191	29.0	98.8	100.0
	Total	194	29.4	100.0	
Missing	System	465	70.6		
Total		659	100.0		

**Use8\_20: What other libraries have they visited: University of St. Francis Library**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	.4	1.4	1.4
	No	191	29.0	98.6	100.0
	Total	194	29.4	100.0	
Missing	System	465	70.6		
Total		659	100.0		

**Use8\_21: What other libraries have they visited: White Oak Library, Crest Hill Branch**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	15	2.3	7.7	7.7
	No	179	27.1	92.3	100.0
	Total	194	29.4	100.0	
Missing	System	465	70.6		
Total		659	100.0		

**Use8\_22: What other libraries have they visited: White Oak Library, Lockport Branch**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	.4	1.3	1.3
	No	191	29.0	98.7	100.0
	Total	194	29.4	100.0	
Missing	System	465	70.6		
Total		659	100.0		

**Use8\_23: What other libraries have they visited: White Oak Library, Romeoville Branch**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	7	1.0	3.5	3.5
	No	187	28.4	96.5	100.0
	Total	194	29.4	100.0	
Missing	System	465	70.6		
Total		659	100.0		

**Use8\_24: What other libraries have they visited: Other library**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	107	16.3	55.4	55.4
	No	86	13.1	44.6	100.0
	Total	194	29.4	100.0	
Missing	System	465	70.6		
Total		659	100.0		

**Use8\_77: What other libraries have they visited: Don't know or not sure**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	.4	1.4	1.4
	No	191	29.0	98.6	100.0
	Total	194	29.4	100.0	
Missing	System	465	70.6		
Total		659	100.0		

**Use8\_99: What other libraries have they visited: Refused**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	194	29.4	100.0	100.0
Missing	System	465	70.6		
Total		659	100.0		



**Att1: How important would you say public libraries are to the community as a whole?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	523	79.3	79.4	79.4
	Somewhat important	134	20.3	20.3	99.7
	Not very important	2	.3	.3	99.9
	Not important at all	0	.1	.1	100.0
	Total	658	99.9	100.0	
Missing	Don't know or not sure	1	.1		
Total		659	100.0		

**Att2: How important would you say public libraries are to you and your household?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	308	46.8	47.1	47.1
	Somewhat important	236	35.8	36.0	83.0
	Not very important	91	13.9	14.0	97.0
	Not important at all	20	3.0	3.0	100.0
	Total	655	99.4	100.0	
Missing	Don't know or not sure	1	.1		
	Refused	3	.5		
	Total	4	.6		
Total		659	100.0		

**Att3: When you were growing up, do you recall anyone else in your household using public libraries, or is that someone no one in your family did?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Family used libraries	552	83.8	84.1	84.1
	Family did not use libraries	105	15.9	15.9	100.0
	Total	657	99.6	100.0	
Missing	Don't know or not sure	2	.3		
	Refused	0	.0		
	Total	2	.4		
Total		659	100.0		

**Att4: I would be welcome at the Joliet Library**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	433	65.7	66.1	66.1
	Agree	220	33.3	33.5	99.6
	Disagree	3	.4	.4	100.0
	Strongly disagree	0	.0	.0	100.0
	Total	655	99.5	100.0	
Missing	Don't know enough about library or location to answer	4	.5		
Total		659	100.0		

**Att5: I am comfortable using the library**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	429	65.0	65.5	65.5
	Agree	219	33.2	33.4	98.9
	Disagree	6	.9	.9	99.7
	Strongly disagree	2	.3	.3	100.0
	Total	655	99.4	100.0	
Missing	Don't know or not sure	0	.0		
	Don't know enough about library or location to answer	0	.1		
	System	4	.5		
	Total	4	.6		
Total		659	100.0		

**Att6: The library is a place where I can relax and spend time**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	286	43.3	43.9	43.9
	Agree	319	48.4	48.9	92.8
	Disagree	41	6.3	6.4	99.2
	Strongly disagree	5	.8	.8	100.0
	Total	651	98.8	100.0	
Missing	Don't know or not sure	4	.6		
	Don't know enough about library or location to answer	0	.0		
	System	4	.6		
	Total	8	1.2		
Total		659	100.0		

**Att7: The library staff treats everyone fairly and equally**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	350	53.1	54.6	54.6
	Agree	281	42.6	43.7	98.3
	Disagree	10	1.5	1.6	99.8
	Strongly disagree	1	.1	.2	100.0
	Total	642	97.4	100.0	
Missing	Don't know or not sure	6	.8		
	Don't know enough about library or location to answer	8	1.1		
	Refused	0	.0		
	System	4	.6		
	Total	17	2.6		
Total		659	100.0		

**Att8: I know how to find books and other materials at the library**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	270	41.0	41.8	41.8
	Agree	337	51.1	52.2	94.0
	Disagree	34	5.2	5.3	99.3
	Strongly disagree	4	.7	.7	100.0
	Total	646	98.0	100.0	
Missing	Don't know or not sure	1	.1		
	Don't know enough about library or location to answer	1	.2		
	System	12	1.8		
	Total	13	2.0		
Total		659	100.0		

**Att9: I know how to use services at the library**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	200	30.3	31.2	31.2
	Agree	314	47.6	49.0	80.2
	Disagree	115	17.5	18.0	98.2
	Strongly disagree	12	1.8	1.8	100.0
	Total	640	97.1	100.0	
Missing	Don't know or not sure	5	.8		
	Don't know enough about library or location to answer	1	.1		
	System	13	1.9		
	Total	19	2.9		
Total		659	100.0		

**Att10: Libraries are mostly for households with children**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	58	8.8	9.0	9.0
	Agree	160	24.2	24.8	33.8
	Disagree	335	50.9	52.0	85.8
	Strongly disagree	92	13.9	14.2	100.0
	Total	645	97.8	100.0	
Missing	Don't know or not sure	1	.1		
	Don't know enough about library or location to answer	0	.0		
	System	13	2.0		
	Total	14	2.2		
Total		659	100.0		

**Att11: I feel comfortable sharing information like my name and address with the library in order to get a library card**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	258	39.1	40.6	40.6
	Agree	362	54.9	57.0	97.6
	Disagree	14	2.2	2.3	99.9
	Strongly disagree	1	.1	.1	100.0
	Total	635	96.4	100.0	
Missing	Don't know or not sure	10	1.6		
	System	14	2.1		
	Total	24	3.6		
Total		659	100.0		

**Att12: The library provides materials I can't get in other places**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	138	20.9	21.9	21.9
	Agree	359	54.4	57.2	79.1
	Disagree	120	18.2	19.1	98.2
	Strongly disagree	11	1.7	1.8	100.0
	Total	627	95.2	100.0	
Missing	Don't know or not sure	15	2.3		
	Don't know enough about library or location to answer	3	.5		
	System	14	2.1		
	Total	32	4.8		
Total		659	100.0		

**Att13: The library provides services and programs I can't get in other places**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	116	17.7	19.1	19.1
	Agree	376	57.1	61.6	80.7
	Disagree	116	17.6	19.0	99.7
	Strongly disagree	2	.3	.3	100.0
	Total	611	92.6	100.0	
Missing	Don't know or not sure	28	4.3		
	Don't know enough about library or location to answer	3	.5		
	System	17	2.5		
	Total	48	7.4		
Total		659	100.0		

**Att14: The hours at the library are convenient for me and my household**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	169	25.6	27.9	27.9
	Agree	412	62.5	68.2	96.1
	Disagree	22	3.3	3.6	99.7
	Strongly disagree	2	.3	.3	100.0
	Total	604	91.7	100.0	
Missing	Don't know or not sure	33	5.0		
	Don't know enough about library or location to answer	2	.3		
	System	20	3.0		
	Total	55	8.3		
Total		659	100.0		

**Att15a: I feel safe at the Main downtown library**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	130	19.8	21.4	21.4
	Agree	381	57.8	62.6	84.0
	Disagree	85	12.8	13.9	97.9
	Strongly disagree	13	2.0	2.1	100.0
	Total	609	92.3	100.0	
Missing	Don't know or not sure	6	1.0		
	Don't know enough about library or location to answer	22	3.4		
	System	22	3.3		
	Total	50	7.7		
Total		659	100.0		

**Att15b: I feel safe in the area near the Main library**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	66	10.1	11.0	11.0
	Agree	368	55.8	60.8	71.7
	Disagree	150	22.8	24.9	96.6
	Strongly disagree	21	3.1	3.4	100.0
	Total	605	91.8	100.0	
Missing	Don't know or not sure	5	.7		
	Don't know enough about library or location to answer	5	.8		
	System	44	6.7		
	Total	54	8.2		
Total		659	100.0		

**Att15c: Getting to the Main library is difficult**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	52	8.0	8.8	8.8
	Agree	192	29.1	32.0	40.8
	Disagree	297	45.1	49.6	90.4
	Strongly disagree	57	8.7	9.6	100.0
	Total	599	90.9	100.0	
Missing	Don't know or not sure	10	1.5		
	Don't know enough about library or location to answer	0	.1		
	System	49	7.5		
	Total	60	9.1		
Total		659	100.0		



**Att15d: There is not enough parking at the Main library**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	91	13.8	15.6	15.6
	Agree	324	49.2	55.6	71.2
	Disagree	159	24.2	27.3	98.5
	Strongly disagree	9	1.3	1.5	100.0
	Total	584	88.6	100.0	
Missing	Don't know or not sure	22	3.4		
	Don't know enough about library or location to answer	3	.5		
	System	50	7.6		
	Total	75	11.4		
Total		659	100.0		

**Att16a: I feel safe at the Black Road branch library**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	317	48.1	50.6	50.6
	Agree	303	46.0	48.4	99.0
	Disagree	3	.4	.4	99.5
	Strongly disagree	3	.5	.5	100.0
	Total	625	94.9	100.0	
Missing	Don't know or not sure	4	.6		
	Don't know enough about library or location to answer	8	1.2		
	System	22	3.3		
	Total	34	5.1		
Total		659	100.0		

**Att16b: I feel safe in the area near the Black Road branch library**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	293	44.5	47.1	47.1
	Agree	326	49.5	52.4	99.4
	Disagree	3	.4	.4	99.8
	Strongly disagree	1	.1	.2	100.0
	Total	623	94.5	100.0	
Missing	Don't know or not sure	6	1.0		
	System	30	4.5		
	Total	36	5.5		
Total		659	100.0		

**Att16c: Getting to the Black Road branch library is difficult**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	9	1.3	1.4	1.4
	Agree	77	11.7	12.3	13.7
	Disagree	346	52.5	55.2	68.9
	Strongly disagree	195	29.7	31.1	100.0
	Total	627	95.2	100.0	
Missing	Don't know or not sure	2	.3		
	System	30	4.5		
	Total	32	4.8		
Total		659	100.0		

**Att16d: There is not enough parking at the Black Road branch library**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	10	1.5	1.6	1.6
	Agree	83	12.5	13.6	15.2
	Disagree	350	53.0	57.7	73.0
	Strongly disagree	164	24.8	27.0	100.0
	Total	605	91.9	100.0	
Missing	Don't know or not sure	23	3.4		
	Don't know enough about library or location to answer	1	.2		
	System	30	4.5		
	Total	54	8.1		
Total		659	100.0		

**Adult1: During the past 12 months, have any of the adults in your household visited the Joliet Public Library?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	340	51.6	51.8	51.8
	No	77	11.7	11.7	63.5
	No one in household visits library	240	36.4	36.5	100.0
	Total	656	99.6	100.0	
Missing	Don't know or not sure	3	.4		
Total		659	100.0		

**Adult2: About how often have the adults in your household visited the Joliet Library?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More than once a week	20	3.0	5.8	5.8
	About once a week	34	5.2	10.1	15.9
	A few times a month	112	17.0	33.0	48.9
	About once a month	69	10.5	20.3	69.3
	A few times a year or less	104	15.8	30.7	100.0
	Total	339	51.5	100.0	
Missing	Don't know or not sure	0	.1		
	System	319	48.4		
	Total	320	48.5		
Total		659	100.0		

**Adult3: Would you say the services to adults that the Joliet Library offers are...?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	167	25.3	49.3	49.3
	Good	144	21.9	42.6	92.0
	Fair	26	3.9	7.7	99.6
	Poor	1	.2	.4	100.0
	Total	338	51.4	100.0	
Missing	Don't know or not sure	1	.2		
	System	319	48.4		
	Total	321	48.6		
Total		659	100.0		

**Adult5: How important to your household is it that the Joliet library have a collection of fiction books for adults?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	164	24.9	48.3	48.3
	Somewhat important	151	22.9	44.5	92.8
	Not very important	16	2.4	4.7	97.5
	Not important at all	8	1.3	2.5	100.0
	Total	339	51.5	100.0	
Missing	Refused	0	.1		
	System	319	48.4		
	Total	320	48.5		
Total		659	100.0		

**Adult5a: In the past 12 months, have you or any of the other adults in your household used them?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	224	33.9	66.1	66.1
	No	115	17.4	33.9	100.0
	Total	339	51.4	100.0	
Missing	Don't know or not sure	1	.2		
	System	319	48.4		
	Total	320	48.6		
Total		659	100.0		

**Adult5b: How would you rate the collection of fiction books for adults at [THE SELECTED LIBRARY]?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	108	16.3	48.3	48.3
	Good	106	16.1	47.7	96.0
	Fair	9	1.3	4.0	100.0
	Total	223	33.8	100.0	
Missing	Don't know or not sure	1	.1		
	System	435	66.1		
	Total	436	66.2		
Total		659	100.0		

**Adult6: How important to your household is it that the Joliet library have a collection of non-fiction books for adults?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	224	34.0	66.0	66.0
	Somewhat important	103	15.6	30.2	96.3
	Not very important	10	1.6	3.1	99.3
	Not important at all	2	.3	.7	100.0
	Total	340	51.6	100.0	
Missing	System	319	48.4		
Total		659	100.0		

**Adult6a: In the past 12 months, have you or any of the other adults in your household used them?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	234	35.6	69.4	69.4
	No	103	15.7	30.6	100.0
	Total	338	51.2	100.0	
Missing	Don't know or not sure	2	.3		
	System	319	48.4		
Total		321	48.8		
Total		659	100.0		

**Adult6b: How would you rate the collection of non-fiction books for adults at [THE SELECTED LIBRARY]?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	85	12.9	36.6	36.6
	Good	140	21.2	60.2	96.8
	Fair	7	1.1	3.1	99.9
	Poor	0	.0	.1	100.0
	Total	232	35.2	100.0	
Missing	Don't know or not sure	2	.3		
	System	425	64.4		
	Total	427	64.8		
Total		659	100.0		

**Adult7: How important to your household is it that the Joliet library have a collection of movies for adults?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	83	12.6	24.6	24.6
	Somewhat important	105	16.0	31.1	55.6
	Not very important	111	16.8	32.7	88.3
	Not important at all	40	6.0	11.7	100.0
	Total	338	51.4	100.0	
Missing	Don't know or not sure	1	.2		
	System	319	48.4		
	Total	321	48.6		
Total	659	100.0			

**Adult7a: In the past 12 months, have you or any of the other adults in your household used them?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	101	15.4	29.8	29.8
	No	238	36.2	70.2	100.0
	Total	340	51.6	100.0	
Missing	System	319	48.4		
Total		659	100.0		

**Adult7b: How would you rate the collection of movies for adults at [THE SELECTED LIBRARY]?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	12	1.8	12.1	12.1
	Good	67	10.1	66.9	79.0
	Fair	19	2.9	19.1	98.1
	Poor	2	.3	1.9	100.0
	Total	100	15.1	100.0	
Missing	Don't know or not sure	2	.3		
	System	558	84.6		
	Total	559	84.9		
Total	659	100.0			

**Adult8: How important to your household is it that the Joliet library have a collection of materials in Spanish for adults?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	45	6.8	13.2	13.2
	Somewhat important	81	12.3	24.0	37.2
	Not very important	95	14.4	28.0	65.2
	Not important at all	117	17.8	34.8	100.0
	Total	338	51.2	100.0	
Missing	Don't know or not sure	2	.3		
	Refused	1	.1		
	System	319	48.4		
	Total	321	48.8		
Total	659	100.0			

**Adult8a: In the past 12 months, have you or any of the other adults in your household used them?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	37	5.6	10.8	10.8
	No	303	46.0	89.2	100.0
	Total	340	51.6	100.0	
Missing	System	319	48.4		
Total		659	100.0		

**Adult8b: How would you rate the collection of materials in Spanish for adults at [THE SELECTED LIBRARY]?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	4	.6	10.1	10.1
	Good	10	1.5	28.1	38.2
	Fair	21	3.2	58.4	96.6
	Poor	1	.2	3.4	100.0
	Total	36	5.5	100.0	
Missing	Don't know or not sure	1	.1		
	System	622	94.4		
	Total	623	94.5		
Total	659	100.0			

**Adult9: How important to your household is it that the Joliet library have programs for adults?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	95	14.4	28.1	28.1
	Somewhat important	121	18.4	35.8	64.0
	Not very important	102	15.4	30.1	94.0
	Not important at all	20	3.1	6.0	100.0
	Total	338	51.3	100.0	
Missing	Don't know or not sure	2	.3		
	System	319	48.4		
	Total	321	48.7		
Total		659	100.0		

**Adult9a: In the past 12 months, have you or any of the other adults in your household attended them?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	51	7.8	15.1	15.1
	No	288	43.7	84.9	100.0
	Total	339	51.4	100.0	
Missing	Don't know or not sure	1	.1		
	System	319	48.4		
	Total	320	48.6		
Total		659	100.0		

**Adult9b: How would you rate the programs for adults at [THE SELECTED LIBRARY]?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	19	2.9	39.7	39.7
	Good	24	3.7	49.5	89.2
	Fair	5	.8	10.8	100.0
	Total	49	7.4	100.0	
Missing	Don't know or not sure	2	.3		
	System	608	92.2		
	Total	610	92.6		
Total		659	100.0		



**Adult10: How important to your household is it that the Joliet library have computers for adults?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	221	33.5	65.1	65.1
	Somewhat important	52	8.0	15.4	80.5
	Not very important	43	6.5	12.6	93.1
	Not important at all	23	3.5	6.9	100.0
	Total	340	51.6	100.0	
Missing	System	319	48.4		
Total		659	100.0		

**Adult10a: In the past 12 months, have you or any of the other adults in your household used them?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	160	24.2	47.0	47.0
	No	180	27.3	53.0	100.0
	Total	340	51.6	100.0	
Missing	System	319	48.4		
Total		659	100.0		

**Adult10b: How would you rate the computers at [THE SELECTED LIBRARY]?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	87	13.2	54.8	54.8
	Good	58	8.8	36.3	91.1
	Fair	14	2.1	8.9	100.0
	Total	159	24.1	100.0	
Missing	Don't know or not sure	1	.1		
	System	499	75.8		
	Total	500	75.9		
Total		659	100.0		

**Adult11: How important to your household is it that the Joliet library have wireless internet access, or WIFI?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	223	33.9	66.0	66.0
	Somewhat important	59	8.9	17.3	83.3
	Not very important	29	4.4	8.6	91.9
	Not important at all	27	4.2	8.1	100.0
	Total	338	51.4	100.0	
Missing	Don't know or not sure	1	.2		
	System	319	48.4		
	Total	321	48.6		
Total		659	100.0		

**Adult11a: In the past 12 months, have you or any of the other adults in your household used it?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	177	26.8	52.1	52.1
	No	163	24.7	47.9	100.0
	Total	340	51.5	100.0	
Missing	Don't know or not sure	0	.0		
	System	319	48.4		
	Total	319	48.5		
Total		659	100.0		

**Adult11b: How would you rate the WIFI access at [THE SELECTED LIBRARY]?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	69	10.4	39.0	39.0
	Good	95	14.4	54.2	93.2
	Fair	12	1.8	6.6	99.8
	Poor	0	.0	.2	100.0
	Total	176	26.6	100.0	
Missing	Don't know or not sure	1	.2		
	System	482	73.2		
	Total	483	73.4		
Total		659	100.0		

**Adult12a: In the past 12 months, have you or any of the other adults in your household used any of the meeting spaces at the library?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	54	8.2	16.0	16.0
	No	285	43.3	84.0	100.0
	Total	339	51.5	100.0	
Missing	Don't know or not sure	0	.0		
	System	319	48.4		
	Total	320	48.5		
Total		659	100.0		

**Adult12b: How would you rate the meeting spaces at [THE SELECTED LIBRARY]?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	21	3.3	40.5	40.5
	Good	28	4.2	51.9	92.4
	Fair	4	.5	6.7	99.1
	Poor	0	.1	.9	100.0
	Total	53	8.1	100.0	
Missing	Don't know or not sure	1	.2		
	System	605	91.8		
	Total	606	91.9		
Total		659	100.0		

**Tech1: In your household, do you have access to the internet, either on a computer or through a device like a smartphone or tablet?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	620	94.0	94.0	94.0
	No	39	6.0	6.0	100.0
	Total	659	100.0	100.0	

**Tech2a: In the past 12 months, have the adults in your household borrowed e-books from the Joliet library?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	80	12.2	12.3	12.3
	No	575	87.3	87.7	100.0
	Total	656	99.5	100.0	
Missing	Don't know or not sure	3	.5		
Total		659	100.0		

**Tech2b: How would you rate the library's collection of e--books for adults?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	27	4.1	33.9	33.9
	Good	40	6.1	50.9	84.7
	Fair	11	1.7	14.2	98.9
	Poor	1	.1	1.1	100.0
	Total	79	12.1	100.0	
Missing	Don't know or not sure	1	.2		
	System	579	87.8		
	Total	580	87.9		
Total		659	100.0		

**Tech3: During the past 12 months, have any of the adults in your household visited the library's website?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	246	37.3	37.4	37.4
	No	411	62.4	62.6	100.0
	Total	657	99.7	100.0	
Missing	Don't know or not sure	2	.3		
Total		659	100.0		

**Tech3a: Were you aware the library has a website?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	253	38.4	61.3	61.3
	No	160	24.3	38.7	100.0
	Total	413	62.7	100.0	
Missing	Don't know or not sure	0	.0		
	System	246	37.3		
	Total	246	37.3		
Total		659	100.0		

**Tech5: How would you rate the library's website?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	49	7.5	20.2	20.2
	Good	173	26.2	70.4	90.6
	Fair	21	3.2	8.7	99.3
	Poor	2	.3	.7	100.0
	Total	245	37.2	100.0	
Missing	Don't know or not sure	1	.1		
	System	413	62.7		
	Total	414	62.8		
Total		659	100.0		

**Tech6\_11: Have any of the adults in your household used the library website: To look for information about the library**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	194	29.4	78.8	78.8
	No	52	7.9	21.2	100.0
	Total	246	37.3	100.0	
Missing	System	413	62.7		
Total		659	100.0		

**Tech6\_12: Have any of the adults in your household used the library website: To look for specific library materials**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	197	29.8	79.9	79.9
	No	49	7.5	20.1	100.0
	Total	246	37.3	100.0	
Missing	System	413	62.7		
Total		659	100.0		

**Tech6\_13: Have any of the adults in your household used the library website: To place holds on library materials**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	154	23.3	62.5	62.5
	No	92	14.0	37.5	100.0
	Total	246	37.3	100.0	
Missing	System	413	62.7		
Total		659	100.0		

**Tech6\_14: Have any of the adults in your household used the library website: To look for suggestions about books to read**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	74	11.3	30.2	30.2
	No	172	26.1	69.8	100.0
	Total	246	37.3	100.0	
Missing	System	413	62.7		
Total		659	100.0		

**Tech6\_15: Have any of the adults in your household used the library website: To use reference databases**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	68	10.4	27.8	27.8
	No	177	26.9	72.2	100.0
	Total	246	37.3	100.0	
Missing	System	413	62.7		
Total		659	100.0		

**Tech6\_16: Have any of the adults in your household used the library website: To look at your library account information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	156	23.7	63.5	63.5
	No	90	13.6	36.5	100.0
	Total	246	37.3	100.0	
Missing	System	413	62.7		
Total		659	100.0		

**Tech6\_17: Have any of the adults in your household used the library website: To find out about or register for library programs and classes**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	78	11.9	31.8	31.8
	No	168	25.4	68.2	100.0
	Total	246	37.3	100.0	
Missing	System	413	62.7		
Total		659	100.0		

**Tech6\_18: Have any of the adults in your household used the library website: For any other reason**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	50	7.6	20.4	20.4
	No	196	29.7	79.6	100.0
	Total	246	37.3	100.0	
Missing	System	413	62.7		
Total		659	100.0		

**Tech6\_77: Have any of the adults in your household used the library website: Don't know or not sure**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	246	37.3	100.0	100.0
Missing	System	413	62.7		
Total		659	100.0		

**Tech6\_88: Have any of the adults in your household used the library website: None of these**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	.3	.7	.7
	No	244	37.1	99.3	100.0
	Total	246	37.3	100.0	
Missing	System	413	62.7		
Total		659	100.0		

**Tech6\_99: Have any of the adults in your household used the library website: Refused**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	246	37.3	100.0	100.0
Missing	System	413	62.7		
Total		659	100.0		

**Kid1: Are there children ages 17 and younger living in your household?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	325	49.4	49.4	49.4
	No	333	50.5	50.6	100.0
	Total	659	99.9	100.0	
Missing	Refused	0	.1		
Total		659	100.0		

**Kid2\_1: What are the ages of your children: 0-5**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	82	12.5	25.3	25.3
	No	243	36.9	74.7	100.0
	Total	325	49.4	100.0	
Missing	System	334	50.6		
Total		659	100.0		



**Kid2\_2: What are the ages of your children: 6-12**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	172	26.1	52.8	52.8
	No	154	23.3	47.2	100.0
	Total	325	49.4	100.0	
Missing	System	334	50.6		
Total		659	100.0		

**Kid2\_3: What are the ages of your children: 13-17**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	219	33.3	67.4	67.4
	No	106	16.1	32.6	100.0
	Total	325	49.4	100.0	
Missing	System	334	50.6		
Total		659	100.0		

**Kid2\_7: What are the ages of your children: Don't know or not sure**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	325	49.4	100.0	100.0
Missing	System	334	50.6		
Total		659	100.0		

**Kid2\_9: What are the ages of your children: Refused**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	325	49.4	100.0	100.0
Missing	System	334	50.6		
Total		659	100.0		

**Kid3: How many children live in your household?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	100	15.2	30.8	30.8
	2	103	15.6	31.6	62.5
	3	78	11.8	24.0	86.5
	4	37	5.6	11.4	97.9
	5	4	.7	1.4	99.3
	6	2	.4	.7	100.0
	Total	325	49.3	100.0	
Missing	Refused	1	.1		
	System	334	50.6		
	Total	334	50.7		
Total		659	100.0		

**Kid5: During the past 12 months, have any of the children in your household visited the Joliet Public Library?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	247	37.4	75.8	75.8
	No	79	11.9	24.2	100.0
	Total	325	49.4	100.0	
Missing	System	334	50.6		
Total		659	100.0		

**Kid6: During the past 12 months, about how often have the children in your household visited the Joliet Library?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More than once a week	4	.6	1.6	1.6
	About once a week	55	8.3	22.3	23.9
	A few times a month	69	10.5	28.0	51.9
	About once a month	44	6.6	17.7	69.5
	A few times a year or less	75	11.4	30.5	100.0
	Total	247	37.4	100.0	
Missing	System	412	62.6		
Total		659	100.0		

**Kid9: Overall, would you say the children's services that the Joliet Library offers are...**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	121	18.4	51.9	51.9
	Good	109	16.5	46.6	98.5
	Fair	2	.2	.6	99.2
	Poor	2	.3	.8	100.0
	Total	233	35.4	100.0	
Missing	Don't know or not sure	13	2.0		
	System	412	62.6		
	Total	426	64.6		
Total		659	100.0		

**Kid10: How important to your household is it that the Joliet library have a collection of books and materials for children and teens to read for fun?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	175	26.6	71.0	71.0
	Somewhat important	71	10.7	28.6	99.6
	Not important at all	1	.1	.4	100.0
	Total	247	37.4	100.0	
Missing	System	412	62.6		
Total		659	100.0		

**Kid10a: In the past 12 months, have the children in your household used them?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	206	31.3	83.5	83.5
	No	41	6.2	16.5	100.0
	Total	247	37.4	100.0	
Missing	System	412	62.6		
Total		659	100.0		

**Kid10b: How would you rate the collection of children's books and materials to read for fun at [THE SELECTED LIBRARY]?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	108	16.5	53.1	53.1
	Good	90	13.7	44.1	97.2
	Fair	6	.9	2.8	100.0
	Total	204	31.0	100.0	
Missing	Don't know or not sure	2	.3		
	System	453	68.7		
	Total	455	69.0		
Total		659	100.0		

**Kid11: How important to your household is it that the Joliet library have a collection of books and materials for children and teens to use for school assignments?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	182	27.5	75.3	75.3
	Somewhat important	59	9.0	24.5	99.7
	Not very important	1	.1	.3	100.0
	Total	241	36.6	100.0	
Missing	System	418	63.4		
Total		659	100.0		

**Kid11a: In the past 12 months, have the children in your household used them?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	187	28.4	77.5	77.5
	No	54	8.2	22.5	100.0
	Total	241	36.6	100.0	
Missing	System	418	63.4		
Total		659	100.0		

**Kid11b: How would you rate the collection of children's books and materials to use for school assignments at [THE SELECTED LIBRARY]?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	97	14.8	52.0	52.0
	Good	72	10.9	38.4	90.4
	Fair	18	2.7	9.6	100.0
	Total	187	28.4	100.0	
Missing	System	472	71.6		
Total		659	100.0		

**Kid12: How important to your household is it that the Joliet library have a collection of books and materials in Spanish for children and teens?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	52	7.8	21.2	21.2
	Somewhat important	102	15.5	41.8	63.0
	Not very important	33	5.1	13.7	76.8
	Not important at all	57	8.6	23.2	100.0
	Total	244	37.0	100.0	
Missing	Don't know or not sure	2	.3		
	Refused	1	.2		
	System	412	62.6		
Total		415	63.0		
Total		659	100.0		

**Kid12a: In the past 12 months, have the children in your household used them?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	71	10.8	28.8	28.8
	No	176	26.6	71.2	100.0
	Total	247	37.4	100.0	
Missing	System	412	62.6		
Total		659	100.0		

**Kid12b: How would you rate the collection of children's books and materials in Spanish [THE SELECTED LIBRARY]?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	46	7.0	64.6	64.6
	Good	4	.7	6.2	70.8
	Fair	21	3.1	29.2	100.0
	Total	71	10.8	100.0	
Missing	System	588	89.2		
Total		659	100.0		

**Kid13: How important to your household is it that the Joliet library have a computers for children and teens?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	195	29.6	81.0	81.0
	Somewhat important	21	3.1	8.5	89.5
	Not very important	22	3.4	9.3	98.8
	Not important at all	3	.5	1.2	100.0
	Total	241	36.6	100.0	
Missing	System	418	63.4		
Total		659	100.0		

**Kid13a: In the past 12 months, have the children in your household used them?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	146	22.1	60.3	60.3
	No	96	14.5	39.7	100.0
	Total	241	36.6	100.0	
Missing	System	418	63.4		
Total		659	100.0		

**Kid13b: How would you rate the computers available to children at [THE SELECTED LIBRARY]?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	80	12.2	55.5	55.5
	Good	56	8.4	38.5	94.1
	Fair	9	1.3	5.9	100.0
	Total	144	21.9	100.0	
Missing	Don't know or not sure	1	.2		
	System	513	77.9		
	Total	515	78.1		
Total		659	100.0		

**Kid14a: In the past 12 months, have the children in your household used the children's area?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	120	18.2	80.3	80.3
	No	29	4.5	19.7	100.0
	Total	149	22.6	100.0	
Missing	System	510	77.4		
Total		659	100.0		

**Kid14b: How would you rate the children's area at [THE SELECTED LIBRARY]?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	60	9.1	50.2	50.2
	Good	51	7.8	42.9	93.2
	Fair	8	1.2	6.7	99.9
	Poor	0	.0	.1	100.0
	Total	120	18.2	100.0	
Missing	System	539	81.8		
Total		659	100.0		

**Kid15a: In the past 12 months, have the children in your household attended any of the programs for children?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	77	11.6	51.4	51.4
	No	72	11.0	48.6	100.0
	Total	149	22.6	100.0	
Missing	System	510	77.4		
Total		659	100.0		

**Kid15b: How would you rate the children's programs at [THE SELECTED LIBRARY]?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	40	6.1	52.8	52.8
	Good	36	5.5	47.2	100.0
	Total	77	11.6	100.0	
Missing	Don't know or not sure	0	.0		
	System	582	88.4		
	Total	582	88.4		
Total		659	100.0		

**Kid17: How important to your household is it that the Joliet library have a teen area?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	94	14.3	39.0	39.0
	Somewhat important	117	17.7	48.5	87.5
	Not very important	26	3.9	10.6	98.2
	Not important at all	4	.7	1.8	100.0
	Total	241	36.6	100.0	
Missing	System	418	63.4		
Total		659	100.0		

**Kid17a: In the past 12 months, have the children in your household used it?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	115	17.4	47.6	47.6
	No	126	19.2	52.4	100.0
	Total	241	36.6	100.0	
Missing	System	418	63.4		
Total		659	100.0		



**Kid17b: How would you rate the teen area at [THE SELECTED LIBRARY]?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	44	6.6	38.6	38.6
	Good	55	8.4	48.9	87.5
	Fair	13	2.0	11.7	99.2
	Poor	1	.1	.8	100.0
	Total	113	17.2	100.0	
Missing	Don't know or not sure	1	.2		
	System	544	82.6		
	Total	546	82.8		
Total		659	100.0		

**Kid18: How important to your household is it that the Joliet library have programs for teens?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	115	17.4	47.6	47.6
	Somewhat important	69	10.4	28.4	76.0
	Not very important	46	7.0	19.2	95.2
	Not important at all	12	1.8	4.8	100.0
	Total	241	36.6	100.0	
Missing	System	418	63.4		
Total		659	100.0		

**Kid18a: In the past 12 months, have the children in your household attended any of them?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	66	10.0	27.4	27.4
	No	175	26.6	72.6	100.0
	Total	241	36.6	100.0	
Missing	System	418	63.4		
Total		659	100.0		

**Kid18b: How would you rate the teen programs at [THE SELECTED LIBRARY]?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	58	8.8	88.3	88.3
	Good	7	1.1	11.2	99.5
	Fair	0	.0	.5	100.0
	Total	66	10.0	100.0	
Missing	System	593	90.0		
Total		659	100.0		

**CWeb1: During the past 12 months, have any of the children or teens in your household visited the Library's website?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	63	9.5	19.4	19.4
	No	259	39.4	80.6	100.0
	Total	322	48.9	100.0	
Missing	Don't know or not sure	3	.5		
	System	334	50.6		
	Total	337	51.1		
Total		659	100.0		

**CWeb2\_11: Have the children or teens in your household used the library website: To look for specific library materials**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	58	8.7	91.9	91.9
	No	5	.8	8.1	100.0
	Total	63	9.5	100.0	
Missing	System	596	90.5		
Total		659	100.0		

**CWeb2\_12: Have the children or teens in your household used the library website: To place holds on library materials**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	46	7.0	73.1	73.1
	No	17	2.6	26.9	100.0
	Total	63	9.5	100.0	
Missing	System	596	90.5		
Total		659	100.0		

**CWeb2\_13: Have the children or teens in your household used the library website: To look for suggestions about books to read**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	34	5.2	54.3	54.3
	No	29	4.3	45.7	100.0
	Total	63	9.5	100.0	
Missing	System	596	90.5		
Total		659	100.0		

**CWeb2\_14: Have the children or teens in your household used the library website: To use online resources or databases**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	45	6.9	72.5	72.5
	No	17	2.6	27.5	100.0
	Total	63	9.5	100.0	
Missing	System	596	90.5		
Total		659	100.0		

**CWeb2\_15: Have the children or teens in your household used the library website: To look at their library account information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	39	5.9	61.9	61.9
	No	24	3.6	38.1	100.0
	Total	63	9.5	100.0	
Missing	System	596	90.5		
Total		659	100.0		

**CWeb2\_16: Have the children or teens in your household used the library website: To find out about or register for library programs and classes**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	25	3.8	40.0	40.0
	No	38	5.7	60.0	100.0
	Total	63	9.5	100.0	
Missing	System	596	90.5		
Total		659	100.0		

**CWeb2\_17: Have the children or teens in your household used the library website: For any other reason**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	16	2.4	24.8	24.8
	No	47	7.1	75.2	100.0
	Total	63	9.5	100.0	
Missing	System	596	90.5		
Total		659	100.0		

**CWeb2\_77: Have the children or teens in your household used the library website: Don't know or not sure**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	0	.0	.2	.2
	No	63	9.5	99.8	100.0
	Total	63	9.5	100.0	
Missing	System	596	90.5		
Total		659	100.0		

**CWeb2\_88: Have the children or teens in your household used the library website: None of these**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	63	9.5	100.0	100.0
Missing	System	596	90.5		
Total		659	100.0		

**CWeb2\_99: Have the children or teens in your household used the library website: Refused**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	63	9.5	100.0	100.0
Missing	System	596	90.5		
Total		659	100.0		

**CWeb3a: In the past 12 months, have the children in your household borrowed e-books or e-audiobooks from the Joliet library?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	25	3.8	39.9	39.9
	No	38	5.7	60.1	100.0
	Total	63	9.5	100.0	
Missing	System	596	90.5		
Total		659	100.0		

**CWeb3b: How would you rate the library's collection of e-books for children and teens?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	7	1.1	28.1	28.1
	Good	14	2.1	56.4	84.5
	Fair	4	.6	15.5	100.0
	Total	25	3.8	100.0	
Missing	System	634	96.2		
Total		659	100.0		

**Pro1: How important to your household is it that the Joliet library offer more quiet study space?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	180	27.3	35.9	35.9
	Somewhat important	186	28.3	37.2	73.1
	Not very important	94	14.2	18.7	91.8
	Not important at all	41	6.2	8.2	100.0
	Total	501	76.0	100.0	
Missing	System	158	24.0		
Total		659	100.0		

**Pro2: How important to your household is it that the Joliet library have more meeting spaces for large groups?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	90	13.6	17.9	17.9
	Somewhat important	195	29.7	39.0	56.9
	Not very important	137	20.7	27.2	84.2
	Not important at all	79	12.0	15.8	100.0
	Total	501	76.0	100.0	
Missing	System	158	24.0		
Total		659	100.0		

**Pro3: How important to your household is it that the Joliet library have more meeting spaces for small groups?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	122	18.5	24.5	24.5
	Somewhat important	179	27.1	35.9	60.4
	Not very important	133	20.2	26.8	87.2
	Not important at all	64	9.7	12.8	100.0
	Total	497	75.5	100.0	
Missing	Don't know or not sure	4	.5		
	System	158	24.0		
	Total	162	24.5		
Total		659	100.0		

**Pro4: How important to your household is it that the Joliet library offer a traveling library or bookmobile?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	122	18.6	24.9	24.9
	Somewhat important	122	18.6	24.9	49.9
	Not very important	174	26.3	35.3	85.2
	Not important at all	73	11.0	14.8	100.0
	Total	491	74.5	100.0	
Missing	Don't know or not sure	10	1.5		
	System	158	24.0		
	Total	168	25.5		
Total		659	100.0		

**Pro5: How important to your household is it that the Joliet library offer places in the community, other than library buildings, to return library materials?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	191	29.0	38.2	38.2
	Somewhat important	155	23.6	31.0	69.2
	Not very important	100	15.1	19.9	89.1
	Not important at all	54	8.3	10.9	100.0
	Total	500	75.9	100.0	
Missing	Don't know or not sure	1	.1		
	System	158	24.0		
	Total	159	24.1		
Total		659	100.0		

**Pro5a: How important to your household is it that the Joliet library offer places in the community, other than library buildings, to pick up library materials you have placed on hold?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	141	21.4	28.4	28.4
	Somewhat important	135	20.5	27.1	55.5
	Not very important	158	24.0	31.8	87.3
	Not important at all	63	9.6	12.7	100.0
	Total	498	75.6	100.0	
Missing	Don't know or not sure	3	.5		
	System	158	24.0		
	Total	161	24.4		
Total		659	100.0		

**Pro6: How important to your household is it that the Joliet library offer English language courses at the library?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	166	25.2	33.2	33.2
	Somewhat important	110	16.7	22.0	55.2
	Not very important	90	13.6	18.0	73.2
	Not important at all	134	20.3	26.8	100.0
	Total	500	75.8	100.0	
Missing	Don't know or not sure	1	.2		
	System	158	24.0		
	Total	159	24.2		
Total		659	100.0		

**Pro7: Would anyone in your household use library materials in languages other than English or Spanish?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	89	13.5	17.8	17.8
	No	411	62.4	82.2	100.0
	Total	500	75.9	100.0	
Missing	Don't know or not sure	1	.1		
	System	158	24.0		
	Total	159	24.1		
Total		659	100.0		

**Info1: Do you get information about the library from the library's newsletter?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	146	22.1	22.3	22.3
	No	507	76.9	77.7	100.0
	Total	653	99.0	100.0	
Missing	Don't know or not sure	6	1.0		
Total		659	100.0		



**Info2: Do you get information about the library from library staff?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	214	32.5	32.7	32.7
	No	442	67.0	67.3	100.0
	Total	656	99.6	100.0	
Missing	Don't know or not sure	3	.4		
Total		659	100.0		

**Info3: Do you get information about the library from the library's website?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	210	31.9	83.6	83.6
	No	41	6.3	16.4	100.0
	Total	252	38.2	100.0	
Missing	Don't know or not sure	3	.4		
	Household does not use website	405	61.4		
Total		407	61.8		
Total		659	100.0		

**Info4: Do you get information about the library from social media?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	205	31.2	31.3	31.3
	No	451	68.4	68.7	100.0
	Total	656	99.5	100.0	
Missing	Don't know or not sure	3	.5		
Total		659	100.0		

**Info5: Do you get information about the library from displays in the library?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	316	47.9	48.2	48.2
	No	100	15.2	15.2	63.4
	Household does not visit library	240	36.4	36.6	100.0
	Total	655	99.5	100.0	
Missing	Don't know or not sure	4	.5		
Total		659	100.0		

**Info6: Do you get information about the library from newspapers?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	243	36.8	36.8	36.8
	No	416	63.2	63.2	100.0
Total		659	100.0	100.0	

**Info7: Do you get information about the library from word of mouth?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	346	52.6	52.6	52.6
	No	313	47.4	47.4	100.0
Total		659	100.0	100.0	

**Info8: Do you get information about the library another source?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	59	8.9	8.9	8.9
	No	600	91.0	91.1	100.0
	Total	658	99.9	100.0	
Missing	Don't know or not sure	1	.1		
Total		659	100.0		

**Demo1: How long have you lived in the Joliet Public Library District?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 years or less	21	3.1	3.1	3.1
	More than 2 years to 5 years	22	3.3	3.3	6.4
	More than 5 years to 10 years	66	10.0	10.0	16.5
	More than 10 years	550	83.5	83.5	100.0
	Total	659	99.9	100.0	
Missing	Don't know or not sure	0	.1		
Total		659	100.0		

**Demo2: Is a language other than English spoken in your household?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	207	31.4	31.4	31.4
	No	452	68.6	68.6	100.0
	Total	659	100.0	100.0	

**Demo2a: What is the primary language spoken in your home?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	592	89.9	89.9	89.9
	Spanish	54	8.3	8.3	98.1
	Other	12	1.9	1.9	100.0
	Total	659	100.0	100.0	

**Demo3: Do you live east or west of the Des Plaines River?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	East	149	22.5	24.3	24.3
	West	462	70.0	75.7	100.0
	Total	610	92.6	100.0	
Missing	Don't know or not sure	49	7.4		
	Refused	0	.1		
	Total	49	7.4		
Total		659	100.0		

**Demo4: Including yourself, how many adults 18 years old and older live in your household?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	120	18.1	18.1	18.1
	2	291	44.1	44.2	62.3
	3	99	15.1	15.1	77.4
	4	117	17.7	17.8	95.2
	5	31	4.8	4.8	99.9
	6	0	.1	.1	100.0
	Total	659	99.9	100.0	
Missing	Refused	0	.1		
Total		659	100.0		

**Demo5: In what year were you born?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1920-1997	655	99.5	100.0	100.0
	Total	655	99.5	100.0	
Missing	Refused	4	.5		
Total		659	100.0		

**Demo6\_1: Do you consider yourself to be: Black or African American**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	61	9.2	9.2	9.2
	No	598	90.8	90.8	100.0
Total		659	100.0	100.0	

**Demo6\_2: Do you consider yourself to be: White or Caucasian**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	399	60.6	60.6	60.6
	No	260	39.4	39.4	100.0
Total		659	100.0	100.0	

**Demo6\_3: Do you consider yourself to be: Latino or Hispanic**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	161	24.5	24.5	24.5
	No	498	75.5	75.5	100.0
Total		659	100.0	100.0	

**Demo6\_4: Do you consider yourself to be: Native American**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	9	1.3	1.3	1.3
	No	650	98.7	98.7	100.0
Total		659	100.0	100.0	

**Dem06\_5: Do you consider yourself to be: Asian or Pacific Islander**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	33	5.1	5.1	5.1
	No	626	94.9	94.9	100.0
	Total	659	100.0	100.0	

**Dem06\_6: Do you consider yourself to be: Another race (specify)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	6	.9	.9	.9
	No	653	99.1	99.1	100.0
	Total	659	100.0	100.0	

**Dem06\_77: Do you consider yourself to be: Don't know**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	659	100.0	100.0	100.0

**Dem06\_99: Do you consider yourself to be: Refused**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	.4	.4	.4
	No	656	99.6	99.6	100.0
	Total	659	100.0	100.0	

**Dem07: What is the highest level of education you have completed?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than a high school degree	107	16.3	16.3	16.3
	High school graduate or GED	197	30.0	30.0	46.3
	Trade school, some college, or associate degree	212	32.2	32.2	78.5
	College graduate or 3 year degree	80	12.1	12.2	90.6
	Some graduate study, no degree	11	1.7	1.7	92.3
	Graduate degree	50	7.7	7.7	100.0
	Total	658	99.9	100.0	
Missing	Refused	1	.1		
Total		659	100.0		

**Demo8: What is your 2014 annual household income?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than \$15,000	63	9.6	11.8	11.8
	\$15,000 to under \$25,000	16	2.4	2.9	14.7
	\$25,000 to under \$35,000	74	11.3	13.9	28.6
	\$35,000 to under \$50,000	89	13.5	16.6	45.2
	\$50,000 to under \$75,000	113	17.1	21.1	66.4
	\$75,000 to under \$100,000	83	12.6	15.5	81.8
	\$100,000 or more	97	14.7	18.2	100.0
	Total	535	81.1	100.0	
Missing	Don't know or not sure	71	10.8		
	Refused	53	8.1		
	Total	124	18.9		
Total		659	100.0		

**Demo9: Do you own or rent your home?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Own	488	74.0	76.3	76.3
	Rent	151	22.9	23.7	100.0
	Total	639	96.9	100.0	
Missing	Other situation	13	2.0		
	Don't know or not sure	2	.3		
	Refused	6	.9		
	Total	20	3.1		
Total		659	100.0		

**Demo12: What is your gender?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	220	33.3	33.4	33.4
	Female	439	66.6	66.6	100.0
	Total	658	99.9	100.0	
Missing	Refused	1	.1		
Total		659	100.0		

**Created variable: Household has visited library**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	419	63.6	63.6	63.6
	No	240	36.4	36.4	100.0
	Total	659	100.0	100.0	

**Created variable: Household has visited Main Library**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	206	31.2	31.2	31.2
	No	453	68.8	68.8	100.0
	Total	659	100.0	100.0	

**Created variable: Household has visited Black Road branch library**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	311	47.2	47.2	47.2
	No	348	52.8	52.8	100.0
	Total	659	100.0	100.0	

**Created variable: Household has visited both libraries**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	97	14.8	23.3	23.3
	No	322	48.8	76.7	100.0
	Total	419	63.6	100.0	
Missing	System	240	36.4		
Total		659	100.0		

**Created variable: Library location used most frequently**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Main	141	21.4	34.2	34.2
	Branch	272	41.2	65.8	100.0
	Total	413	62.7	100.0	
Missing	Use both equally	6	1.0		
	Not a library user	240	36.4		
	Total	246	37.3		
Total		659	100.0		

**Created variable: Primary library used**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Main library	148	22.4	22.4	22.4
	Black Road branch	272	41.2	41.2	63.6
	Not a library user	240	36.4	36.4	100.0
	Total	659	100.0	100.0	

**Created variable: Household has card but does not visit library**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Household has a card and visits library	405	61.5	62.0	62.0
	Household has a card and does not visit library	77	11.7	11.8	73.8
	Household does not have a card and visits library	11	1.7	1.8	75.6
	Household does not have a card and does not visit library	160	24.3	24.4	100.0
	Total	654	99.2	100.0	
Missing	Don't know or not sure	5	.8		
Total		659	100.0		

**Created variable: Household has used library website**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	254	38.6	38.6	38.6
	No	405	61.4	61.4	100.0
	Total	659	100.0	100.0	



**Created variable: Adult website users who have used e-books**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	73	11.0	29.6	29.6
	No	173	26.3	70.4	100.0
	Total	246	37.3	100.0	
Missing	Have not used library website	413	62.7		
Total		659	100.0		

**Created variable: Rating of e-books**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	27	4.0	37.1	37.1
	Good	35	5.3	48.8	85.9
	Fair	9	1.4	12.9	98.8
	Poor	1	.1	1.2	100.0
	Total	72	10.9	100.0	
Missing	Have not used e-books	173	26.3		
	Have not used library website	414	62.8		
	Total	587	89.1		
Total		659	100.0		

**Created variable: Household has children 0-5**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	82	12.5	12.5	12.5
	No	577	87.5	87.5	100.0
	Total	659	100.0	100.0	

**Created variable: Household has children 6-12**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	172	26.1	26.1	26.1
	No	487	73.9	73.9	100.0
	Total	659	100.0	100.0	

**Created variable: Household has children 13-17**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	219	33.3	33.3	33.3
	No	440	66.7	66.7	100.0
	Total	659	100.0	100.0	

**Created variable: Do not report getting library information from any listed source**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	80	12.2	12.2	12.2
	No	579	87.8	87.8	100.0
	Total	659	100.0	100.0	

**Created variable: Household speaks Spanish**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	185	28.0	28.0	28.0
	No	474	72.0	72.0	100.0
	Total	659	100.0	100.0	

**Created variable: Primary language is Spanish**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	54	8.3	8.3	8.3
	No	605	91.7	91.7	100.0
	Total	659	100.0	100.0	

**Created variable: Total number of people in household**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	79	11.9	12.0	12.0
	2	150	22.8	22.8	34.8
	3	74	11.2	11.2	46.0
	4	166	25.2	25.2	71.3
	5	116	17.6	17.6	88.9
	6	37	5.6	5.6	94.5
	7	16	2.5	2.5	96.9
	8	13	1.9	1.9	98.9
	9	5	.8	.8	99.6
	10	2	.3	.3	99.9
	12	0	.1	.1	100.0
		Total	658	99.8	100.0
Missing	Refused	1	.2		
Total		659	100.0		

**Created variable: Age of respondent in years**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-95	655	99.5	100.0	100.0
	Total	655	99.5	100.0	
Missing	Refused	4	.5		
Total		659	100.0		

**Created variable: Age of respondent, categorized**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-29	150	22.8	22.9	22.9
	30-39	155	23.5	23.6	46.6
	40-49	137	20.8	20.9	67.5
	50-59	99	15.0	15.0	82.5
	60-69	61	9.3	9.3	91.8
	70+	54	8.1	8.2	100.0
		Total	655	99.5	100.0
Missing	Refused	4	.5		
Total		659	100.0		

**Created variable: Number of races selected by respondent**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	652	98.9	98.9	98.9
	2	5	.7	.7	99.7
	4	1	.2	.2	99.9
	6	1	.1	.1	100.0
	Total	659	100.0	100.0	

**Created variable: Race of respondent, categorized**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Hispanic	161	24.5	24.6	24.6
	White, non-Hispanic	395	60.0	60.2	84.8
	Black, non-Hispanic	55	8.4	8.4	93.3
	Other or multiple races, non-Hispanic	44	6.7	6.7	100.0
	Total	656	99.6	100.0	
Missing	Refused	3	.4		
	Total	659	100.0		

**Created variable: Ethnicity of respondent**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Hispanic or Latino	161	24.5	24.6	24.6
	Not Hispanic or Latino	495	75.1	75.4	100.0
	Total	656	99.6	100.0	
Missing	Refused	3	.4		
	Total	659	100.0		

**Created variable: Highest educational attainment, categorized**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than HS grad	107	16.3	16.3	16.3
	HS grad	197	30.0	30.0	46.3
	Some college	212	32.2	32.2	78.5
	Bachelor's degree or higher	142	21.5	21.5	100.0
	Total	658	99.9	100.0	
Missing	Refused	1	.1		
Total		659	100.0		

**Created variable: 2014 household income, categorized**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than \$25,000	79	11.9	14.7	14.7
	\$25,000 to under \$35,000	74	11.3	13.9	28.6
	\$35,000 to under \$50,000	89	13.5	16.6	45.2
	\$50,000 to under \$75,000	113	17.1	21.1	66.4
	\$75,000 to under \$100,000	83	12.6	15.5	81.8
	\$100,000 or more	97	14.7	18.2	100.0
	Total	535	81.1	100.0	
Missing	Don't know or not sure	71	10.8		
	Refused	53	8.1		
	Total	124	18.9		
Total		659	100.0		

**Created variable: Condensed income category**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than \$35,000	153	23.2	23.2	23.2
	\$35,000 to under \$50,000	89	13.5	13.5	36.7
	\$50,000 to under \$75,000	113	17.1	17.1	53.8
	\$75,000 to under \$100,000	83	12.6	12.6	66.4
	\$100,000 or more	97	14.7	14.7	81.1
	Don't know or not sure	71	10.8	10.8	91.9
	Refused	53	8.1	8.1	100.0
	Total	659	100.0	100.0	

# APPENDIX E: VERBATIM RESPONSES

## **Media1a\_O1: Where do the people in your household get books? (Other, specify)**

### **Resale**

- By borrowing from charity fundraisers or book swaps
- From a resale shop (4)
- From book sales or garage sales
- From Garage sales (10)
- From garage sales and family
- From garages sales, Unique Thrift, secondhand shops
- From Goodwill (4)
- From Goodwill, Unique Thrift Store
- From hobby shops
- From places where you can trade books for free
- From recycle or donations
- From resale
- From school used book sales
- From secondhand bookstores or free book giveaways at the nature center
- From secondhand sellers
- From secondhand stores
- From the book mart or resale bookstore
- From the thrift shop (4)
- From thrift store or yard sales
- From used bookstore (4)
- I go to the flea market
- I go to used book store
- I pick up used books at garage sales

**Bookstore**

- From a bookstore
- From a religious bookstore
- From Barnes and Noble (5)
- From The Book Market and Half Price Books
- From the bookstore that is by Target, Brentano's

**Retail or store, not specifically a bookstore**

- At the airport, if I am there
- From a book fair
- From a convention
- From a regular store that sells books
- From a store
- From a store that has a special going on.
- From book sales
- From book signings
- From scholastic
- From stores other than the ones mentioned
- From stores that might have a book when I walk down the aisle, like Walgreens, Target, and Jewel
- From Walmart or Target
- I bought them from Target.
- I get them from a magazine and a Christian book distributor.
- Through publications and ordering through my grandchildren
- Through seminar offers

**Friends or Family**

- As gifts
- Friends will buy them and bring them to me.



- From a friend
- From book club
- From family (3)
- From family members (2)
- From family's houses
- From friends and through the mail
- From friends or family
- From my children
- From my sister
- From relatives
- From relatives (2)
- From relatives, as a gift
- From the Friends of the Library youth book sale
- I borrow them from a relative.

### **Online**

- From Amazon (3)
- From Amazon and Barnes and Noble (2)
- From Amazon and through the Kindle
- From Barnes and Noble online and from Amazon
- From the internet
- I go online on Amazon from England or Japan.
- Online

### **Read material while out, do not purchase**

- At doctor's offices
- From lending libraries at hotels and places like that

### **Mail or subscription**

- From ordering them through the mail
- I ordered them through subscription and bought them at garage sales.
- Through the mail

### **Library**

- Buy them from the library
- From a collegiate library
- From the library or school
- From the Plainfield Library District
- From the school library
- The library had a bring-a-book, take-a-book donation center.
- We get them from the Plainfield Library as well or go to the school library.

### **E-books**

- E-books (5)
- E-books on Kindle
- E-books through Black Road Branch
- E-readers
- From the computer
- I get audiobooks online
- I read them on my phone
- On Kindle (5)
- On Kindle, book fair
- On Kindle, Nook, Audible, Kobo
- On Nook
- Online
- Online from the library
- Tablet

### **Work, church, school, or other place**

- At a book fair program at a college
- From church (7)
- From my church library
- From my work
- From other family members that don't live in household, like grandparents and uncles
- From some of my students. I teach a Doctoral and Master's program at the University at St. Francis. Also from my friends. We do buy books for each other sometimes if we're feeling unwell. My family, also, gives gifts of books. Also, when I pay my fees during the year to the ASCD, I get four free books a year from them.
- From the Sunday school group at church
- From work
- From work (6)
- From work and church
- I teach in the district
- Professors leave books out at the university I work at.
- Through exchanges at school, summer book exchange
- Through my church
- Through work

### **Other**

- As gifts
- By the truckload
- From a book exchange (2)
- From a free book exchange
- From businesses. Sometimes a bank will give you a book as a gift.
- From donations through a program
- From the annual book swap at the Park District.
- I buy them if I want them.

- I can't think of any, off-hand.
- I do not go to the library, but I would if I were to decide to read extensively.
- I don't know. It depends on what it is.
- I've got a friend that gets them out of the garbage and gives them to me. I also get some books from the Spanish center.

**Media2a\_O1: Where do the people in your household get magazines or newspapers? (Other, specify)**

**Resale**

- At the thrift store
- From a thrift store
- From a yard sale
- From garage sales
- From garage sales or other public sales
- From resale
- From the used bookstore
- I pick up an old one

**Retail or store, not specifically a bookstore**

- At the hardware store
- At the store
- From a book fair
- From a grocery store (6)
- From a grocery store and from my parents
- From a novel place
- From a truck stop
- From drugstores
- From Menards
- From school fundraisers
- From the airport
- From the gas station (2)
- From the local grocery store
- From the store

- From the store
- From Walgreens
- From Walmart
- From Walmart and Target
- We usually get them from grocery stores.

### **Friends or family**

- From another family member
- From family
- From my cousin's house and neighbors
- From my friends
- From neighbors
- From other friends
- From relatives
- I borrow from relatives (2)
- I get them from my brother-in-law.
- I get them from my son.
- People find them and give them to me.
- Someone lends me a book

### **Online**

- Electronically
- Electronically, through apps and on the iPad
- From a bookstore
- From the computer (2)
- From the internet (3)
- I download them in audio form from the Library of Congress
- I read them online.
- I view articles online

- On e-reader and online
- On Kindle
- On our phones
- On the web
- Online (12)
- Online and Barnes and Noble
- Online on my computer and Kindle
- Online subscription
- Online subscription, at home delivery of the Wall Street Journal
- Through internet browsing
- Through the internet

**Read material while out, do not purchase**

- At hospitals
- At the blood bank
- At the doctor's office, and from friends or family
- At the doctor's office (7)
- At the gym, the fitness place
- I get them free on the train.
- I read them at a doctor's office.
- I read them while at the beauty parlor.
- I see them when I am out.
- On waiting room tables

**Mail or subscription**

- From subscriptions online
- From the Publisher's Clearinghouse

- I get a couple directly from the publisher, and I belong to a number of organizations like Nature Conservatory. Some are monthly and some are quarterly and they deal with issues and stuff related to the society.
- I have a subscription and go online.
- I have a subscription that my brother gave to me because it was buy one, get one free.
- In the mail
- In the mail
- They are mailed, promotional, or a free subscription.
- They show up in the mail.
- Through the mail

#### **Work, church, school, or other place**

- At work
- From church (2)
- From church and work
- From my job
- From my place of work
- From my work
- From my workplace
- From the office, the workplace, and on the train
- From work (10)
- I also receive several magazines or newspapers because of my job.
- I read at the offices.
- I read at work.
- Through church or organizations

#### **Other**

- Around where I can get them
- As a gift from a store



- As gifts
- From a magazine when they have extra
- From another library
- From Joliet Junior College, or I read them online
- They're available in the nursing home where I live.
- When we're on trips, we'll get them wherever we are, such as motels.

**Media3a\_O1: Where do the people in your household get movies? (Other, specify)**

**Resale**

- From garage sales (3)
- From garage sales and second-hand places like Goodwill, etc.
- From Goodwill (3)
- From Goodwill or a resale store
- From Half Price Books and the replay place.
- From resale
- From resale shop
- From resale stores
- From resale stores, yard sales, and garage sales
- From the secondhand store (2)
- From thrift stores and the Habitat for Humanity ReStore

**Retail or store, not specifically a bookstore**

- From conferences
- From Target and Barnes and Noble, or wherever I can find the movie I want
- From the store
- From Walmart, Target, or Best Buy

**Friends or family**

- From family (2)
- From friends
- From relatives
- From the kids
- I purchase them or borrow from my daughter

## **Online**

- From a website online
- From eBay (2)
- From online sites where you don't have to pay anything.
- From the internet (2)
- From YouTube
- I purchase them online
- I purchase them over the internet, like from eBay
- I sometimes get them bootlegged.
- I watch from my computer.
- On Chromecast
- On iTunes
- Online (4)
- Streaming from the internet

## **Rental**

- From a video store
- From Family Video (10)
- From the movie store
- Rent
- Rent from the video store
- Rent movies from the store
- Rent movies
- Rent movies from a video store
- Rent them
- Rent them from a store
- Rent them from a video store
- Rent them from Family Video
- Rental stores

- Rented from video store
- There's this movie store near where we used to live, so we get them from there.
- Video rental store (16)

## TV

- Movie on TV (2)
- On network TV
- On regular TV
- On television
- On television
- On the TV
- On the TV channels
- On TV
- On TV (4)
- Regular movies on TV
- The movies that are on TV
- TiVo of the TV
- Watch movies on TV (2)
- Watch them from the TV
- Watch them on TV (2)
- Watch them on TV sometimes
- Watch them when on TV
- Watch what's on TV
- Watching from what's on TV
- Whatever is on TV

## **Cable or premium channel**

- From HBO and ShowTime subscription
- From satellite

- I have HBO and regular movie channels.
- I watch what's on cable
- On cable (5)
- On cable channels and recording on DVR
- On cable, HBO, ShowTime, and Starz
- On Cinemax or ShowTime
- On Comcast
- On HBO, ShowTime, and all kinds of movie channels
- On movie stations on cable
- On premium channels such as ShowTime on cable networks
- On the AT&T movie channel
- On Turner Classic Movies
- On TV, HBO, and ShowTime
- On U-verse
- Through cable
- Through video on demand
- Whatever's on cable

### **Other**

- Go to the movies
- Offline
- Pledge drive gifts from supporting PBS
- Saved from when I was born
- Theater
- Through Publisher's Clearinghouse or rental stores
- Through a subscription with Disney Movie Club

## **Media4a\_O1: Where do the people in your household get music? (Other, specify)**

### **Resale**

- From Goodwill
- From secondhand or play it again stores, record albums
- I buy old albums from secondhand stores.
- I buy used CDs at Goodwill, secondhand places, and the disc exchange

### **Retail or store, not specifically a bookstore**

- CDs from Walmart
- From a record store
- From a resale store (3)
- From a secondhand store
- From a store
- From an actual store
- From Best Buy and Walmart
- From garage sales
- From garage sales and the resale shop
- From Goodwill and resale stores
- From shows' merchandise tents
- From the resale store
- I buy from all over, and from other online accounts
- I buy something from Walmart
- I purchase them from Best Buy
- Through a store or retail shop

### **Friends or family**

- As a gift
- As gifts
- As gifts from other people, and I get them at Target or Walmart.
- Borrow
- Borrow from a friend
- Borrow from friends
- Borrow from friends and family
- Borrow music from friends
- Exchange music with friends
- Exchange with friends
- Friends' CDs
- From a family member
- From a friend
- From family
- From family or friend
- From family, Christian book store, and my mom orders them and gives them to church conference
- From friends (6)
- From friends and family
- From friends and online
- From friends or Best Buy
- From friends, once in a while
- From kids
- From my son
- From other family members
- From relatives and friends
- From their friends
- I download music from my brother, or co-sharing.

- I share them with my friends, and my siblings. It's not frequent. The radio and my CD collection would be the most frequent.
- Swap with friends

### **Online**

- Download or stream online from free websites
- Downloaded on computer and Sirius in the car
- From different online sites
- From eBay
- From LimeWire, FrostWire, and Pirate Bay
- From pirating
- From SoundCloud
- From the internet (2)
- I also receive music online, but it is free. There is no required payment. I also use websites like YouTube.
- I am not sure, somewhere online
- I buy music online
- I download online
- I download online and get them from Best Buy
- On internet radio
- On the iPad
- On TV and YouTube
- On Vevo
- On YouTube (5)
- On YouTube and from a friend or family member
- On YouTube and other sites that aren't subscriptions
- Online (3)
- Online mail purchases
- Online radio stations, Slavic radio station, YouTube, Fun radio, AT&T, TV station
- Radio on computer



## **TV**

- From music channels on TV (2)
- From music shows on TV
- I listen to it on the television.
- I listen to music channels on TV.
- I listen to music on TV.
- On music channels
- On music channels and as gifts
- On TV

## **Cable or premium channel**

- DirecTV music section on cable
- I get the music channels on cable TV.
- My cable TV subscription includes music channels.
- From satellite TV music channels
- On cable TV (2)
- On cable TV music
- Through Comcast cable

## **Work, church, school, or other place**

- From church
- From church, choir music
- From school
- From work

## **Satellite radio**

- From a subscription to Sirius XM radio
- From satellite radio (7)
- From Sirius (4)

- From Sirius radio in the car
- From Sirius radio, satellite radio
- From Sirius XM (3)
- From Sirius XM and through my television
- From Sirius XM radio and WLX radio
- From XM radio (4)
- From XM radio in car
- From XM radio, satellite radio
- I pay for XM radio
- I subscribe to satellite
- I subscribe to Sirius XM radio

#### **Other**

- At a live music performance or a band in a local club where they have CDs or DVDs available
- At concerts
- From a music club through the mail
- From mail order catalogues
- From Publisher's Clearinghouse
- I get them from magazines
- I go out at night and have a good time where there's jukebox music. When I was in high school, I used to be in the orchestra, and I used to go hear them every once in a while.
- I listen to bands
- I listen to CDs from my collection
- It could be something they see in a store or wherever they're at, but I'm not sure.
- Listen to music in classes or at the gym
- Music teacher
- Singing in church, singing on the sidewalk. There is no specific place I get music from. I get music from the barber shop.
- Through donations to public radio

### **Use3: Why doesn't anyone in your household visit the Joliet Library?**

#### **Use other sources for materials**

- Actually, we are part Joliet, part New Lenox. We go to New Lenox more often than Joliet. We have not gone recently.
- Anything I want, I get from another place, like online or Amazon.
- Everything I need, I can get online.
- Everything is available online. When I did go to library, the selection wasn't too big.
- I find what is needed online.
- I believe our kids used them the most, but when they're away at college, they use the college libraries.
- I can get things too easily; for instance, online.
- I don't know, because my granddaughter gets books for me.
- I don't know. I read through the Kindle and the newspaper. I don't see the point to go out there and borrow a book.
- I don't really don't need it too much. I have a computer, books, and music at home.
- I have a lot of books.
- I find what is needed online.
- I'd rather purchase my own books. I don't like to use used books.
- I guess we get enough reading from neighbors and newspapers.
- I have a big collection of books here.
- I have a child that used to work for the public library then went to work at the Joliet Junior College. They were getting most of their subscriptions from the Joliet Junior College library.
- I have computers at home.
- I have no need to visit the library because I have my own newspapers and magazines.
- I have not been recently, but if there was something I could not get online, I would go.
- I pick up books and read them.
- I used to visit a lot but got out of the habit. I get a lot of gift cards for bookstores, so I buy cheap books from there.
- I usually go to the store and buy a book. I save them all and then read them again every four years.

- I work at another library in the area, and I use that one for my family.
- I work in the Plainfield school district, so I go to the library closest to my work in Plainfield.
- I'm not sure. I live close to it. It's a nice library. I read on iPad
- Internet
- I've got enough to read here. I don't have to go to the library for anything.
- Most of the research needed, we have at home, with the internet and stuff like that. My daughter prefers to buy books.
- My husband is the reader, and he usually purchases books.
- My wife has a Kindle and I have a laptop so we can get whatever we want.
- My wife reads her Kindle, does online books, and gets books from the mail, from a bookstore, or from family member.
- No need. I already have books at home.
- No need to. We have plenty of reading materials. We're heavy newspaper readers. We have magazines and books that we share with friends. The downtown and Black Road library are wonderful. We haven't had a need for them.
- No need to.
- No one goes there because I'm a college student, so I use the college's library.
- Not because it isn't a good library, but because I'm not a real reader. I have books in the house to read when I do read. I get two papers every day, the Chicago Tribune and the Joliet Herald.
- Our needs are met through other sources, so it's not something we think of. Even further, I don't really know what they would provide.
- Shorewood Library is up the street.
- The internet is quicker and more available.
- There is no need to go to the library, because we get them from other places.
- There's no use, because everything is available at school.
- They do use library at school. With technology, with the touch of a button, they download stuff on their phones, so technology is taking away from the library.
- We are all middle-aged adults. My son is in his early thirties. We get entertainment online or we buy it. Having to borrow and return is too much of a pain.

- We are both senior citizens. With the internet, we have things available, so we don't have the need.
- We borrow the books online.
- We do use the library for online audiobooks. We don't need to go to the library for that. We don't go to the library for anything else. It's inconvenient.
- We get books and magazines either online or through a subscription.
- We go to a different library near where we work.
- We have access to the Plainfield Library.
- We have all the entertainment and information we need with the TV, radio and internet. We're also out of town a lot.
- We have enough books and magazines of our own to read.
- We have everything we need at home on the internet.
- We have Kindles, and we use the online service through Pinnacle.
- We have our own collections, so we don't really need to go to the library for anything.
- We pretty much have databases in school libraries and have books provided at school libraries.
- We take books that we borrow from relatives.
- We tend to get books online, on phones, and by purchasing them.
- We use the internet at home.
- We used to go a lot when the kids were home. Now, we get it from other places.
- We're all old now. My youngest son is 20 and he doesn't go. Everything is online. I use e-books. We have no little kids to go to book reading clubs.
- We're pretty much homebodies. We have quite a bit of access to the internet. Between Kindle and what's available on the internet. Plus, we have our subscriptions.
- We've got everything at the house.
- We've been getting it from other places, mostly online.
- When I was a kid, I used the library for research for school. Now the internet provides that. The library is not the only choice anymore.

### **Age, health, or accessibility issues**

- I am handicapped.
- I am handicapped. It's hard to get out because I am in a wheelchair. I need aides for help.
- I am the only one who's lived there and can't see well enough to read.
- I can't walk the way I used to. In downtown, there's not a lot of parking. The library is limited. They had more before it burned. I go online. It's a limited resource.
- I had a stroke, my son is in college, and my husband is working.
- I have OCD. I don't like to get books that other people have handled, and I'm skittish about diseases.
- I've been too sick. I am sick.
- I've got a bad back. Sometimes it is hard to get out. I also quit reading.
- I'm 94 years old. I don't do much moving around and I live alone.
- I'm the only one here. Now my eyes are bad and I can't read anymore. I'm 91 and I can't read that much. I always went to the library before.
- It's a little inconvenient. I have mobility problems.
- My health is main reason. If someone is sick or has cologne and handles a book, I could end up in the hospital. I have horrible asthma and allergies. I used to get books at the used bookstore, and someone had cologne on and I had an asthma attack, so I have to be careful.
- We are older and get stuff from looking online. Our kids are grown up.
- We're both older, so we don't go to the library.
- We're elderly. We just don't.
- We're too old.

### **No need to use the library**

- I don't feel the need to.
- I don't need to. No specific reason.
- I don't need to.
- I don't have a need to (3)
- I don't need it.
- I don't have to.

- I don't read.
- I don't have small kids anymore.
- I don't know. We never have. We've never had a reason to go there.
- I have no need to.
- I have not had a need to. Everything is electronic.
- I'm elderly and have no need. I prefer to watch TV. I'm still working.
- I'm the only one here. I have no reason to go.
- In the last year, my husband was in a nursing home and he passed away. I haven't the need for it.
- It's not of interest for us now, as opposed to if we had kids.
- It's not needed.
- No interest
- No need (4)
- No need to (2)
- No need to go (2)
- No need. I can get everything at home.
- No one has a purpose to visit the library except for me, and that's only for pleasure reading.
- No particular reason. I don't see a need to.
- No reason to (2)
- No reason to go
- Not a necessity.
- Not had the need to.
- Not much need to
- Not really any need. When I was in school, I used it a lot. I had no internet at home. Now I have a computer and smartphones. It's definitely for people with no internet at home for school and work. I can see how a lot of households' need for library would die out.
- The kids have moved out and I have no reason to go there.
- There's no need to.
- There's no reason to visit it.
- We don't even think of it for our needs.

- We don't feel we have to
- We don't have any reason to.
- We don't have any need to.
- We don't need to.
- We really have had no need to.
- We're up in age and we don't have any need for it.

### **Too busy or no time**

- Busy schedules
- Circumstances, never had the time
- Doing other things.
- Don't have time. We used to go to the library all the time when kids were little.
- Don't have time (4)
- I don't have the time.
- I have other things to do.
- I have two jobs and sometimes don't have time.
- I like to read, but have other stuff going on. I have a lack of time.
- I take care of my mother and do not have time to do much.
- It's because of our working hours.
- I work too much.
- I'm busy with school and work. When I get home and make dinner, the library is closed. Weekends are for grocery shopping and stuff. Sundays would be the perfect day but they are closed.
- I'm busy writing my own novels and my husband is busy in his workshop.
- I'm in graduate school, so all the books I'm reading are for school.
- I'm way too busy with work and school.
- It's just me and I have three jobs.
- Lack of time (3)
- Never have time to go down there
- No time



- Not enough time and really interested
- Time and inconvenience
- Too busy doing other things.
- We are too busy. We have books from other places that we trade off with each other.
- We don't go because we don't have time, and we have access to things online.
- We're busy doing other things.
- We're senior citizens. Everybody works. They're gone all the time. The library is the last place anyone would go to get anything, even though we have library cards.
- When I work a lot, by the time I get home I am too tired to read books. I read shorter things. On weekends, I am usually playing catch-up with things I have to do. I have no time to read. I read two Sunday papers, but nothing else.

**Don't think of it or no particular reason**

- I don't know. I just don't go.
- I don't go.
- I don't go. I say I am going to, but don't get there.
- I don't think about going.
- I don't want to.
- I got out of the habit.
- I just don't.
- I haven't done it recently.
- I haven't gotten over there.
- I just moved here.
- I never go.
- I never think about it.
- I never thought of going.
- I'm the only one and I'm retired. I have no desire to visit downtown Joliet.
- Not interested
- Not necessary

- Not sure. I never think of it.
- Our children are adults and gone to college. My wife and I don't go.
- We have in the past, but I don't think anyone in our household has used it in the last 12 months.
- We have not had that as part of our lifestyle. We don't go to any library. We're not picking on Joliet.
- We just don't.
- We just haven't.
- We never got into the habit of going to library since we moved here.

### **Location, convenience, or transportation**

- Before I moved to this side of Joliet, I was considered out of district. The library card cost was too expensive for my family.
- Distance
- I can't get around.
- I don't drive that much, and the library is a couple of miles away.
- I don't drive, and I have a son that has cerebral palsy who needs 24-hour care.
- I don't really have time or a ride.
- I go to the New Lenox Library because it's closer.
- I have no way of getting there. I live in a retirement home and don't have a car.
- I was unable to go.
- I wouldn't go downtown. Now there's one on Black Road, but it's still not convenient.
- It is not convenient. I get books put right in front of me, so I don't have to go.
- It's a convenience issue.
- It's a matter of convenience. Everything is online. It's easier to download or stream than to physically go to the library.
- It's a pain to go through. It's out of the way. We don't need to go.
- It's far away. I already have books and movies at home.
- It's too difficult to get out. It's too far, and it's hard to get out.
- It's too far. It's not in the best neighborhood. I live on the border of New Lenox and Joliet. I am able to go to New Lenox, and it is half a mile away.

- More convenient to go to the one in Crest Hill.
- Mostly it has to do with convenience. I live in the far east side of Joliet. My address is from New Lenox, but I'm in Joliet Library District, but I'm too far away.
- No need to. There's the convenience of what's at home.
- Not convenient for us
- Parking. There's nowhere to park downtown. The Black Road branch is a little too far.
- They are closed.
- Too far. Plainfield is closer to us. I remember that when I visited the Joliet Public Library, I had to pay for movies. I don't have to at the Plainfield location. This was a long time ago, about two or three years, but because of that experience, I've never gone back. Plainfield librarians are very professional, and the services they offer are vast.
- We both work out of town at a university.
- We don't have a car.
- We've only lived here for a couple years and not really close to a library.

### **Other**

- I can't afford it.
- I let my card expire. I don't think it should have to renew every year. I don't get a renewal reminder.
- I read all day, every day as part of my job, so I have no desire to do recreational reading unless it's really compelling.
- I use the library primarily to research, not really to borrow books.
- I'm not sure where it's at.
- I'm the only one who lives here, and I don't go to the library.
- I'm unable to.
- My husband had the library card, and he's now deceased.
- Personally I'm kind of scared to go downtown.
- We just moved here.

## Use4a: Why doesn't anyone in your household visit the Main library building?

### Location, convenience, or transportation

- Can't get there. I don't drive.
- Construction and stuff. No parking. If I can get what I need from New Lenox, I do.
- Convenience (2)
- Convenience. I've found no reason to have to go there. If I need a book they don't have, they order it for me.
- Conveniently located. The west side branch is close to my house.
- Distance
- Further away.
- Have only one car, so it's basically transportation.
- I don't drive very far.
- I don't go downtown.
- I never go downtown.
- I don't go downtown often.
- I don't live in the area.
- I'm on the far west side of Joliet. It's too far.
- Inconvenience. I live on the far west side, not too far from the Black Road branch. The parking is more convenient. They have a pick-up service at night. I can order books online and pick them up.
- Inconvenient. We live five blocks from the Black Road branch.
- Inconvenient. Parking is not good
- It is further away from home.
- It is not as convenient because of the distance and location.
- It is too far from home. It's not convenient.
- It is too far.
- It's an inconvenient location.
- It's far from my house. I don't go to downtown Joliet. It's not a very nice place.

- It's further. (2)
- It's out of our way. We're on the outskirts of the west side of Joliet, near the Black Road branch.
- It's on the other side of town. (3)
- It's too far (3)
- It's too far for what we need it for.
- It's too far and I don't have transportation to go down there.
- It's a bit of a distance from my house. We live literally a block away from the Black Road branch.
- It's a little bit farther than where we live.
- It's far. It's a little distance for us.
- It's farther away so really, it's not as convenient as Black Road.
- It's farther away. (3)
- It's further.
- It's inconvenient.
- It's not close to our house.
- It's not convenient.
- It's too far away and too much hassle to park.
- It's too far to go.
- It's too far. (2)
- It's further away. They can transfer the books from the other library.
- It's inconvenient. Going downtown is inconvenient. The parking is inconvenient. I like the one on Black Road. You park in their parking lot and go in the library. It's safer that way.
- Joliet is creepy.
- Just to get down there, the bridge is out. I don't go downtown. It's too hard for a person that has to use a walker; whereas at the other library, I can pull almost right up to the door. It's easier.
- Lack of parking
- Location (3)
- Location, location, location
- Never have any drive to go downtown. I am two minutes away from Black Road. If I need a book, I can put it on hold to pick up at Black Road.

- Not convenient
- Not convenient. I live closer to Black Road.
- Not convenient. Parking is harder. I am closer to the other one.
- Out of convenience. I don't go down there.
- Out of inconvenience.
- Parking is an issue. It is a little parking lot. I'm not comfortable parking too far from library. It's easier to access Black Road. I live equidistant from both.
- Parking is the main thing.
- Parking reasons. It's easier to park at Black Road.
- Parking situation. I am not in that area. I am closer to west side branch.
- Parking spaces are filled. The drop box is inconvenient. The staff did not seem to know the books they had.
- Parking. It's further.
- The distance
- The time it takes to travel, the parking, the one-way streets, and the distance. I don't need it, because I can get items transferred between libraries.
- The other one is much easier to get to and to get in and out of. It's easier to park.
- The parking isn't easy to find downtown.
- Too far (9)
- Too far. There is not enough parking
- Too far away (5)
- Too far from our house
- Too far to drive. It's closer to go to the Black Road branch library.
- Too inconvenient
- We don't like going downtown.
- We don't usually go downtown very often.
- We don't go downtown.
- We live close to the west side library. We used to go downtown, but too much traffic. We've got one close, so why go downtown.

- We're so much closer to Black Road.
- We're not close enough to that one.
- Where it's located and the hours.

### **Safety or security**

- I am handicapped. I don't want to be downtown. Joliet has too many problems.
- It's a homeless shelter now. It's unfit for normal citizens, and it smells because it is. The outside is covered with them, and they give you the 'we're going to rob you' stare.
- It's not safe.
- Safety
- There are homeless and bums in the library, and they don't kick them out.

### **Use other location**

- Black Road branch is closer (3)
- Black Road branch is closer then Joliet Public Library downtown.
- Black Road branch is closer.
- Black Road building closer. I have to drive through traffic to get to the other.
- Black Road has everything I need.
- Black Road is a lot closer to where I live.
- Black Road is an easier location to access. I am closer to Black Road.
- Black Road is closer (15)
- Black Road is closer (3)
- Black Road is closer to my house.
- Black Road is closer to where I live.
- Black Road is closer, more convenient.
- Black Road is closer.
- Black Road is closer. It's only five miles away. The Main library is nine.
- Black Road is five minutes away. It's closer.
- Black Road is more convenient for elderly people.

- Black Road is more convenient, closer, and parking is easier.
- Black Road is more convenient. (2)
- Black Road is within walking distance.
- Black Road library is about a half mile from where we live.
- Black Road more convenient. (2)
- Everything seems to be at the Black Road building.
- Farther
- Farther away. I live closer to Black Road.
- Further than Black Road.
- I am a lot closer to the Black Road facility.
- I am actually in far west Joliet, so Black Road is closer to us.
- I am approximately two blocks from the west branch.
- I am closer to Black Road.
- I am closer to Black Road. I am not real pleased to go downtown.
- I am closer to one on Black Road.
- I am closer to the Black Road branch.
- I don't know where it is, think Black Road is closest to home.
- I don't need to. I live near the Black Road one.
- I live about a mile from Black Road branch.
- I live about half a mile from the Black Road branch.
- I live blocks away from the one on Black Road.
- I live close to one on Black Road. Sometimes I go to library when they have the book sale.
- I live close to the Black Road branch. I find the Coal City Library better. They have a very active library. They have a lot of activities that this library does not provide, like Sew Good Friends, which meet once a month. They provide a big room, tables, and ironing boards if you want to quilt or sew. They order lunches so you can spend hours there. They have field trips, card making, and authors. This library does not do anything here, which I am surprised about, because Joliet is a big city. Coal City is fabulous. They make it fun. Someone is in charge. It's a great day for women to spend time together. Smaller communities really reach out to people. I've been there several times and am very impressed. I wish



Joliet would to something like that. I am willing to drive 17 miles to spend a day in Coal City when I live a mile from the library here.

- I live closer to Black Road branch.
- I live in the west side, closer to Black Road.
- I live less than one and a half miles from Black Road.
- I live near Black Road one.
- I live uptown so I don't really go there. My house is closer to the Black Road branch.
- I never thought of it. Black Road has been there, has everything we need, and is close to my house.
- I only live a few blocks from Black Road. I don't usually go downtown for the library.
- I started going to Black Road branch.
- I'm out at the Black Road Terrace area. It's much more convenient to go to Black Road.
- I'm closer to Black Road.
- It's downtown. It's closer to go to Black Road, I worked there for three years so I know everyone and like to visit with them because they are my friends.
- It's far, closer Black Road branch.
- It's farther and doesn't really have what we need. The Black Road branch covers our needs.
- It's more convenient for me to go over to the other one. It's a couple blocks away from me.
- It's more convenient to go to the Black Road branch.
- It's more convenient to go to the Black Road. Parking is easier.
- It's more convenient to use another library.
- It's the Black Road library. It's easier for us to get to.
- It's too far. It's closer to the Black Road branch.
- It's all the way downtown. Black Road is closer.
- It's further away than the one on Black Road.
- It's easier for us to get the Black Road branch.
- It's more convenient to go to the Black Road facility.
- Moms prefer the other library because of the books.
- The Black Road branch building is a mile or mile and half away from house.
- The Black Road branch has everything we need.

- The Black Road branch is about a block and a half away. It's convenient.
- The Black Road branch is about two miles away and if I need any books they will order them for me. They notify me by email when they're ready, so I can go pick them up.
- The Black Road branch is approximately two miles away from my house.
- The Black Road branch is close to home.
- The Black Road branch is closer than the Main library.
- The Black Road branch is closer to home. I do not like to go to downtown Joliet.
- The Black Road branch is closer.
- The Black Road branch is closer.
- The Black Road branch is closer.
- The Black Road branch is closer. I request material from the Main library to be sent to the Black Road branch.
- The Black Road branch is closer. There is no need to go downtown.
- The Black Road branch is convenient.
- The Black Road branch is five minutes from my house.
- The Black Road branch is more convenient.
- The Black Road branch is right around the corner.
- The Black Road branch is very close.
- The Black Road branch is very near to home.
- The Black Road branch is within walking distance from our house.
- The Black Road branch takes care of everything.
- The Black Road building is closer to me.
- The Black Road building is only half a mile away from my home.
- The Black Road is closer to our home.
- The Black Road is closer. (2)
- The Black Road library is right down the road from where I live, so it's very convenient for me.
- The Black Road one is two minutes from our house, so its location.

- The Joliet west branch is closer. Parking downtown is terrible. For me to go down there is a waste of time. I used to go down there in years back, but since they opened the Black Road branch, that's where I go.
- The location. The Black Road one is closer to us.
- The one on Black Road is three blocks away.
- The other one is closer to our house.
- The other one is closer.
- The other one is closer.
- The other one is much closer.
- The parking is more convenient to go to the Black Road branch.
- We are closer to the Black Road building.
- We haven't had a need to. The Black Road facility is closer my house.
- We live about three miles from the Black Road branch. It's convenient.
- We live closer to Black Road.
- We live closer to the Black Road branch, and it's more convenient.
- We live closer to the other location.
- We live half a mile from Black Road.
- We live less than a mile from Black Road. It's within walking location.
- We live two minutes from Black Road branch.
- We live very close to Black Road.
- We live walking distance from Black Road, so it's convenient. There are lousy bridges and traffic going across town.
- We only live a few blocks from Black Road.
- We only live a half mile away.
- We prefer the other branch. It's right by our house, and Shorewood Library also, so we have two libraries near us.

**Other**

- I don't go there that often.
- I don't know where it is.
- I didn't know there was one down there. Black Road is way closer.
- I get off of work too late.
- I'm in my eighties and have no need to go to the Main one.
- We don't use the library. We used to. You used to be able to rent art. I liked that, because we could put new art in my house every couple months. That's when I checked out records and cassette tapes. Sometimes I would look at books. We're not in school any more. We don't have use for the library.

## **Use4b: Why doesn't anyone in your household visit the Black Road branch library building?**

### **Location, convenience, or transportation**

- I'm on the east side of Joliet and it's inconvenient for me.
- It's too far.
- It's a little far off. It's really hard to go to the library.
- It's further away.
- It's not a good location
- It's out of our way.
- It's too far out.
- Transportation

### **Use other location**

- Distance. I am close to the Main library.
- Distance. We are closer to the Main branch.
- Downtown is closer. (2)
- I don't know. I am used to going downtown.
- I live closer to the downtown one.
- I live closer to the Joliet Library. It has a better atmosphere.
- I live right near downtown. The Main building is closest to me. It's maybe four or five blocks.
- I travel on bus. The other library is closer to my house.
- I work downtown, so it's more convenient.
- I worked at the Main branch. I go there because I am accustomed to it. My house is half way between both. I like the older one better.
- I'm closer to the center of Joliet.
- I'm much more familiar with the downtown branch, and I prefer it.
- It's a little further. I grew up going to the Main library, so I am comfortable there.

- It's too far from my house. The Main library is much closer.
- It's too far. The one here in town is close.
- Joliet Library is close to home.
- My husband worked downtown, so used that library.
- The downtown Joliet one is closer.
- The library downtown is closer.
- The location from our house.
- The Main library is bigger and has more material.
- The Main one is closer to my home.
- The one downtown is closer to home.
- The one in downtown is closer to my house.
- The other library is closer to us.
- We live a half a mile from downtown Joliet.
- We're closer to the downtown library, so we're more apt to go to that one.
- When I think of the library, I think of the main, historic one.
- Where we live, it's not convenient. Downtown is a lot more convenient.

### **Awareness**

- I am not aware of it.
- I didn't even know there was one.
- I don't know where it is. (2)
- I have never heard of it.
- I wasn't aware that there was a branch and wouldn't know where it is.

### **Other**

- I work every day, 12 hours a day. My daughter works, sleeps, and takes care of the baby.
- No reason, really.
- The staff is not helpful. There are not enough professionals.

## Use5a: What do you like most about the Main library?

### Materials or collection

- I am able to do research and browse books.
- I can get books to use, and I can use the computer, music, and DVD movies. It's a fun place to be. It's quiet, you can think, and you can get your homework done.
- I had a lot more books and information
- If I go on a trip, I'll get the books on tape to listen to.
- It has a big selection of books
- It has a big variety of different things that I can choose to read.
- It has a larger collection of authors, unlike the Black Road branch.
- It has a lot of old books. I've seen every book at Black Road, but I can walk around the Main library and there are all these obscure old books on the top shelves.
- It has a selection of books.
- It has more books and it's bigger.
- It seems to have the best selection.
- Its selection of books. They have a lot of videos there. They have stuff there for children to do in the summer. They also have the Star Wars Day at the one in Joliet.
- Its size and the extent of the collection
- The amount of books
- The better access. I find everything I'm looking for.
- The books the kid checks out
- The books, the movies, and the stuff that they have
- The collection
- The collection is vaster, with magazines and things like that. If I drive downtown, I can get the book I want or the magazines and things like that.
- The collection. It has a larger collection than the other locations.
- The large variety of books

- The Main library has a section of large print books. They're all in one section, and that's why I really like it. I'm going to miss going there, but it's too dangerous there. Black Road has them scattered all over. It makes it more difficult. I can go and browse at the downtown one, but I can't do that at Black Road, because they're all mixed up.
- The selection of reference material
- The selection. There are things on the shelf there that are not at Black Road library.
- The selection. They have more.
- The size of the collection
- There are some books there that aren't at the Black Road branch.
- There is more selection there.
- There is more variety, and they have more services available. It's a cool building. It's very cool.
- There's more availability
- There's more nonfiction and research. Everybody's very friendly. It has a great selection. They will hold and get a book for me.
- They have a better collection and a beautiful building.
- They have a larger variety. Because it's the main library, they have more books and more movies to offer. It's a bigger facility.
- They have a variety of everything and are close to our area.
- They have a vast collection of books and music, and the location.
- They have an older book collection and a large section of magazines.
- They have audiobooks, videos, and the selection.
- They have playaways. They are the only place I know of that has them. Also, the architecture—it is a beautiful building. The people are nice. They have a fairly good selection of audiobooks.
- They have shorter waiting list for new books that are being released.
- They have the best selection of books.
- We can get books.
- Wide selection (2)



### **Services, resources, or programs**

- It has peace and quiet to do homework and use the internet.
- It's where Star Wars Days were.
- My son likes to use the computers.
- The activities that the library has. I enjoy the building. It's a beautiful building.
- The best programs are at the Main library.
- The events that they have. Star Wars Day is really big for my kids.
- The only reason we go there is for certain programs. It's too far.
- Their programs, especially the ones for children.
- Their technology department. They have 3D printers. They have Photoshop, a good computer department, and their instructors are really good.
- There's a free computer service and they have Photoshop. One of kids studies there. It's quiet.
- They have a lot of things to do there, and a lot of books.
- They have a spot there where, if you wanted to read a little of a book, you can. It's closer to home.
- They have a table for writing by the 805 Dewey decimals, right by the books.
- They have more frequently available resources.
- They have special events, like Star Wars Day.
- To a host a meeting there.

### **Staff**

- I love the people at the desk.
- It has a friendly staff. They're really helpful.
- The people are very helpful. It's a beautiful building. It's quiet, and has a lot of places for activities for kids and adults.
- The service there and the people there that help you. It's convenient.
- They are pretty efficient. The people wait on you really well. The service is good. There are a lot of books in there. They have the computers in the basement. It's a high tech library. They have programs there. I like that they show a movie on Saturday.
- They're friendly.

- They're very helpful. The second floor reference is helpful.

### **Building or facility**

- Both of them are in great locations for me. The Main library is larger. They both serve my purpose.
- I like the atmosphere, and being able to buy large-print books.
- I like the building as a whole—the setup and the organization.
- I like the old building. It's the closest one to our home. I've been going there since I was a little girl, so that says library to me.
- I like the way it's arranged. It's easy for me to find books. I'm familiar with it. I've gone there for years and years, and I like it.
- I love the building. I grew up around the building.
- I love the building. It has a good selection.
- I've never been to the other branch. The setup is good, and they are very helpful.
- It has more than one floor.
- It is nice, clean, quiet, and well stocked, with a good variety of books and nice people.
- It is very complete. They have rooms and facilities the other library doesn't have, and they have the computer department.
- It's a beautiful building.
- It's a cool building. It is downtown. The location is okay. Nostalgia.
- It's a good environment to be around. They have what we need.
- It's an old library and well kept. They are very helpful.
- It's big and clean. It is a nice library.
- It's bigger than the other library. It has a bigger selection. It's closer to our house.
- It's more open. The other one is more compact.
- It's remodeled. They have the best selections.
- It's very nice. We used it a lot in school years ago. It was very useful.
- It's a beautiful library. It's convenient, and it's downtown.
- It's beautiful. It seems to have more magazines, music, and the books that we're looking for.

- It's big. It has got space. I can stay and study quietly. It has got some important books I want. It has got a lot of stuff.
- It's beautiful. The building is gorgeous. Most often, we can find what we're looking for, and it's closer than the Black Road branch. It has amazing librarians.
- It's nice there. I have been going since I was a child, and the people are nice.
- It's very pretty.
- The accessibility
- The architecture (2)
- The architecture and the selection
- The architecture, the layout, and the collection. The staff is helpful.
- The area, the old building, and it's comfortable to read there.
- The atmosphere
- The building (2)
- The building itself, and the atmosphere
- The building itself, and the way it's organized. The workers there. The selection.
- The building set up and nice character
- The character. I like the recent renovations with segmenting and the young children's room.
- The parking was easy.
- The size of the library
- The way it smells.
- The way they changed it around. The children's area has a wide variety for kids. There is a variety of things for them to do in there, with games, puzzles, books, badges and awards. It helped her a lot to read and get involved. There are computers for people to use. For people who can't afford it, they can do job searches and have a variety of things to do on the computer, which is a benefit to the public, which is good.
- The whole building. It's older and has a lot more selections, with periodicals and statistics. There's a whole section upstairs to look at cars, repairs, and stuff like that. I ask them to send things to the Black Road location, so I can pick them up.
- They've done some renovations since I've been in there last. It has uniqueness and convenience.

### **Location or convenience**

- Everything is fine with the downtown library, but I prefer the Black Road library. The downtown library is closer.
- I like that it's close.
- It depends on the convenience, but I live closer to the Black Road branch.
- It is comfortable. There's parking. I'm used to it more, even though I live closer to the other branch. It's close to restaurants that I like to eat at downtown.
- It is convenient and right here in the neighborhood. I'm always satisfied when I go there.
- It is convenient. It's open on the weekends for the gallery, and it's near the Rialto.
- It is two blocks away. It is close, and I can find whatever I need there.
- It's a better location for where I live.
- It's accessible, because I run a school close to there. I like the selection. I like the atmosphere at the old library.
- It's centrally located in business district.
- It's close to us.
- It's close to where we live, so we have easy access.
- It's closer. We've been going there all my life. I am familiar with the workers there.
- It's comfortable and quiet.
- It's convenient for us.
- It's convenient to both my home and my job. I'm within walking distance from work. Those are the main things I like about it.
- It's convenient. It is closer. I like that one better. It's familiar.
- It's more convenient, size, and easier to use. I know the people that work there. I am more familiar with it. They are very helpful.
- It's walking distance from my house.
- It's convenient for me.
- It's convenient.
- Its proximity to my home. It's very close by.
- Other than close in location, they have a wide variety of books.

- The convenience (3)
- The convenience. It's close to home. It's nice and quiet.
- The convenient location.
- The distance and the proximity to home
- The library is close to work.
- The location (2)
- The location and the books that they have. The playaways.
- The location and the convenience
- The location works for us. It is convenient and well-organized.
- The location.
- The proximity. It's close.

#### **Familiarity, history, or positive associations**

- Going downtown, the area, and the history of the library
- I am used to it, and it's familiar.
- I have the feel for the building. I went as a child, so I have positive memories of the place.
- I like going there. I like the people there. They are knowledgeable. When I have a question, they can answer it for me.
- I like the library.
- I love it. It's been a part of my life growing up. When I don't know something or need an answer, I call them for information.
- I've been going there since two years old. It's a habit, I guess. It is comfortable. It feels like a library. People are friendly.
- It has always been around since I was a kid. I've always used it. I'm more familiar with it and what they have. I live right across the river from it. I use their computers a lot.
- It is historical. It's close to attractions like the Gallery 7 art gallery and the Route 66 museum. There's a nice computer area downstairs with a washroom.
- It's a library. I like it because it's a library. They have books that are of interest, more so than Black Road branch.

- It's a neat place to go to. It's someplace different.
- It's been there a long time, and I like it.
- It's historic.
- It's been there and hopefully will stay there. Tradition.
- My memories of childhood, going there as a kid, and nostalgia. I had the convenience of using books in the classroom for longer period of time.
- The ambience
- The familiarity. I know the people personally from going there for years. The location is very handy for us.
- The history and size
- The history of it. It's what I grew up with. It was my first library. The ambience.
- The old building feel, nostalgia

#### **No specific reason**

- I don't have an opinion, because I don't use it much.
- I don't know much about it. I don't know the parking situation downtown. I feel safer going to the Black Road.
- I don't really like going downtown often.
- I don't really like or dislike anything there. I prefer to use Black Road branch because it's closer.
- I haven't been there in a while.
- I personally have never been there. My daughter goes there.
- I was visiting downtown and stopped in.
- Not much
- Nothing in particular (2)
- Nothing that says "wow, come to the library." We use it when we need it.
- Usually, I only go down there if they've got something I need that the Black Road branch doesn't have in stock. I grew up in the downtown library so I like it, but Black Road library is close to my home, so I'm there all the time.

## Use5b: What do you like most about the Black Road branch?

### Materials or collection

- Book availability
- Books
- I can usually get what I want there. They also have discarded books on sale. It's close to home.
- I check out audiobooks and use the computer. Once in a while, I pick up a movie.
- I like the large print books and the meeting room.
- I like the way the fiction is arranged. There are no stairs going into the building.
- I love books, and love to see what they have. The people are exceedingly pleasant. It's convenient to me, and easily accessible.
- I take out a lot of books, but I also used it when I was tutoring. I would go there to study and prep. It has the WI-FI hookup and everything. I had a nice spot to sit. I could sit there for hours and work.
- It has a big selection of CDs and audiobooks.
- It has a more up-to-date selection.
- It has a wide selection.
- It has books, and it's within ten minutes of my house.
- It has books.
- It has everything I need, as far as books, movies, music, or periodicals. It has a nice coffee shop.
- It has everything I need. It's close to the house, and they have a coffee shop.
- It has wide selection of kids' books, educational videos, and music for kids. I check those out a lot. Also, they have good summer programs for kids; for instance, summer reading programs and storytelling for preschool-kindergarten kids. We enjoy the crafts that accompany the story.
- It's big enough that they have everything that we need, and it's close enough that we can get there.
- It's easy to find what you are looking for.
- It's very nice, large, and has helpful people.
- It's very well organized. I always find help.
- The availability

- The books are really organized and you can find them easily.
- The children's library is phenomenal. They have been extremely helpful, at least in the past. The ability to get books—even if they don't have them, they get them from another library.
- The collection is interesting. Some of the audiobooks they have look interesting. I don't get out there as much.
- The content is good. If they don't have it, they can access it. The layout of the building and inside. The staff is friendly.
- The kinds of books they have and the cafe that they have
- The selection of books. If they don't have one, they will order it for you, and you'll have it in a couple days. I live less than two miles away, and they are very helpful at that library. It's all on one floor. Stairs are bad for me as a senior citizen. It seems like there's a lot more walking at the Main library.
- The selection of books. The people there are very helpful.
- The selection of the books and reading materials
- The selection, activities, and convenience
- The selection. If you go to Plainfield, their selection seems smaller. The location seems much larger itself.
- The variety of collections
- The wide variety of materials and the proximity to my home.
- Their collection is growing. They have a beautiful collection. They are in a good location with lots of parking.
- Their collection. It's easy to park and get in and out.
- They always seem to have what my daughter wants to read.
- They get more of the new books faster than the Main downtown library.
- They have a better selections of used books and of paperbacks.
- They have a big selection
- They have a decent collection. You can order them, and they come in a reasonable time.
- They have a good selection of books and a convenient location.
- They have a good selection. They update their books quite a bit. It's easy to get to, with easy parking.
- They have a large collection of books for children.



- They have a lot of books and authors. It's closer than the downtown Joliet building. They have parking, classes for seniors, and computers.
- They have a really good variety of books and a really friendly staff.
- They have a very good selection. I used to go with my grandchildren to lapsit storytime. It's convenient. They always have books on sale that they're thinning out their shelves with. I purchase them there.
- They have lots of books to select from.
- They have one of the biggest varieties of books. The people who work there are very courteous and helpful at all times.
- They have some books that downtown doesn't have, so they have a different selection. I like their drop-off box where I can drop off my music without going inside. They have more comfortable couches, and a lounge and a coffee shop.
- They've always got something I like to read.
- Variety. It always has what we're looking for. They are helpful and cooperative.
- We can get anything we want. If they don't have it, it'll come from another library. We like the e-catalogue.
- We rent DVDs and movies. They have a good selection of books and magazines, and tutoring classes.
- You can get everything you need, and the people are polite and helpful.
- You can go in there and take your own book and read. They are welcoming, and it's convenient.

### **Services, resources, or programs**

- Having a coffee shop in the library is convenient.
- I can order what I want online and pick it up.
- I like everything. It's fantastic. They have everything I want, and they have programs.
- I like their summer programs for kids. I like the year-round programs as well, but the summer programming is great.
- I like using the internet and renting movies.
- I took some internet and computer classes there.
- I use the computers and go there to study.
- It has a nice atmosphere. They have a little coffee shop there, and a good selection of stuff.

- It's quiet. It has a teen area. There are places to use computers and read books, and a cafe
- It's very modern and has a convenient coffee shop.
- My church rents out the meeting rooms.
- The book group. They have good books for cooking and fitness.
- The cafe in the library
- The children's services
- The children's department. They try their best to keep the children and the family occupied with different programs.
- The coffee shop (2)
- The computers. You can use different movies, sports, selection of books, and forms for taxes.
- The free internet allows me to email business through library. They do all of the updating, and I get to take advantage of all that nice knowledge.
- The individual study areas
- The reading programs
- The storytime for the kids.
- The summer programs for kids
- They are all friendly. They have interesting things. It's a little crowded in their computers. They are very generous, if no one is there, to extend your time limit.
- They have computers available. It's a good place to focus. The librarians are very nice.
- They have good hours. It's not too far from home, and the people are nice.
- They have more options to hang out, at as in events.
- We can rent there and get interlibrary loans.
- We've been there for different functions, like concerts and the Doctor Who thing. We like the coffee shop there. The fact that we check out things there is because we were there for other events.
- You can order the books online, and then they'll get them for you in a few days.

## Staff

- Everyone is very courteous and very helpful.
- I can get help and assistance from the desk.
- I only go there when I am in the area. Everyone in there is always very helpful.
- People are really friendly and nice. I know the layout.
- People are very cordial and helpful. I can get help when it is needed. It is spacious. Things seem to be really convenient. I can tell they keep up the place well. Parking used to be a problem. It's nice they expanded that. It's well-organized in the building.
- The people and the selection of books
- The people are very helpful and friendly. It's a clean environment. It's a beautiful building which is kept up nicely. They have a good supply of large print books. The people are so helpful. If I need anything, they will go out of their way to help with what I need.
- The people are very, very helpful, kind, friendly, and efficient. There's not a large variety, but they will call the Main library to get books they don't have. They have wonderful programs; for instance, the Book Lovers Program. They have a nice variety of magazines, especially in large print. They have a cute little coffee shop for sandwiches and sweet rolls.
- The people that work there are extremely helpful in helping you find what you're looking for.
- The people that work there. It's convenient for my family, as it's right down the street.
- The people there and the set-up
- The people who work there and the proximity to our house.
- The personnel and the layout
- The personnel that work there.
- The service desk workers have helpful information.
- The staff is friendly and helpful. It's close by and convenient. It's only a five minute drive.
- The staff is helpful. The computers are in good condition. It's easy to find books. It's good for kids.
- The staff is very accommodating. If I am having a hard time, they will help. They know which way to send me.
- The staff is very helpful.

- The staff, the availability, and the technological assistance with computers. They are anxious to help locate books for you. The service is good. The children's department is good as well.
- The staff. They're very friendly and very helpful.
- They are helpful looking up things, answering questions, and making recommendations. The kids like the children's area.
- They are knowledgeable. My questions have been satisfied.
- They are very accommodating and easy to work with. If I am looking for specific books in a series I'm reading, which are hard to find, they will call when they find them. They occasionally have special exhibits and speakers, and I attend those.
- They are very friendly and have great programs.
- They are very friendly. The employees are always helpful, and it's wide open.
- They are very helpful in getting a book they do not have in the library for me.
- They are very helpful.
- They are very helpful. Everything is at hand's reach. The people are always there and personable.
- They have a really good staff. It's clean and orderly. The kids enjoy it. It's close. They have a decent amount of programs. I can renew online.
- They have great people working there.
- They helped me learn how to use the Kindle.
- They're very helpful.
- They're less personal there. Sometimes they have what the downtown library doesn't have, but then again you can always order from other libraries, which is what I often do.

### **Building or facility**

- I like the ambience of the libraries.
- I like the layout, the friendliness of the people, the little coffee shop.
- I love the building. The help is nice. It is a nice open space with the arrangement of books. There is good parking.
- It a pretty big library. They have a lot. They have some good programs for the kids there.
- It has a nice atmosphere.

- It has easy parking. I like the café.
- It is bright. There are enough windows for natural light. The selection of books is pretty good. The staff are helpful.
- It is more handicapped-accessible.
- It is new.
- It is quieter. The population there is different.
- It is spacious. The view around it is beautiful, attached to a forest preserve. I've been going there since it was built. A lot of business people use it a lot.
- It is very clean. Also, it's a very nice place to read. The café is nice.
- It seems smaller, so sometimes that's a good thing. If you know what you are looking for, you can get to it quickly. I like the little snack shop.
- It's a bright building when you are inside. It's a comfortable building.
- It's a newer building. It's user friendly. There's a lot of parking.
- It's a nice facility. It's relatively close. They have a good selection. It is good for kids and kid programs. We go quite a bit in the summer. We go once a week in summer and seven to ten days during the school year.
- It's a very nice library. It's comfortable. It has a wide selection. It's a nice place to go.
- It's big, nice, pretty, and quiet. It's a good place to get jobs and to study.
- It's clean and has a friendly staff and a good selection of books.
- It's clean, efficient, and well set up. You can find things. If you can't, there are people who are knowledgeable and will stop what they are doing to help you. It's a very accommodating library.
- It's clean.
- It's closer. Parking is easier.
- It's easy to find stuff. Everybody is nice. It's clean.
- It's easy to park there. They're very helpful. Everyone that works there is very nice. I always buy books from the book sales that are going on.
- It's fairly quiet. They have a good selections of storytimes for kids. There's always a computer to use if I need to. We have used a meetings room for our Homeowners Association. They're very good at taking things down and putting things up. It's nice to be able to go there and tutor kids in a quiet place.

- It's homey and I know people that work there.
- It's kept up really well. Everyone is so helpful and friendly in helping you out.
- It's newer and has everything we need from library.
- It's newer and nice. I like the meeting rooms.
- It's nice and quiet and all on one level.
- It's nice looking. It's not cluttered. People are friendly. It's a nice place to be.
- It's open. It's all on one floor. The staff there are very friendly.
- It's peaceful and orderly. People are helpful.
- It's so comfortable. It's very peaceful. I love going to the library. It's one of my favorite places to go.
- It's very efficient and clean.
- It's a nice library.
- It's big and has a lot of stuff to choose from. You can find a quiet area. They have computers. When my son was little, we used to go there for reading programs. It's a nice library. They're not mean there either. They are very respectful.
- It's bright, friendly, and very accessible for me. They are helpful.
- It's more modern and easier to use.
- It's newer. I'm not sure there is anything I prefer about the Black Road branch. I'm not sure they have the resources I can find at the older library, because they're new.
- It's very efficient. It's easy to find what you want. They have a very courteous staff.
- It's very modern and beautifully organized. It's easy to find things. They have amazing librarians.
- I've only been there once or twice, but it's a nice building.
- The accessibility
- The building and the convenience
- The building itself. It's on one floor, so there are no stairs to negotiate.
- The building. The setup is nice.
- The ease of parking and the way it's set up for the kids.
- The layout is user-friendly. It's easier to find books.
- The nice new building looks nice. It's comfortable, airy looking, bright, and cheerful.
- The organization is better.

- The parking and the ease of access. The Main branch had to be modified for handicap accessibility. The architectural design. I like the selection. It's bright in there. It's open, with wide aisles and lots of materials.
- The parking (3)
- The parking is better.
- The parking is easy to use and safe.
- The parking is much better. I go to the book discussion group.
- The parking lot and the helpful staff
- The parking. People are friendly there.
- The parking. They helped with my Kindle.
- The single story layout. They seem to be more up-to-date on things.
- The size and how much it has to offer
- The way it is built. It has all the facilities that we enjoy. It's silent, and you can concentrate and study. Everything is there and it's open. That is why we prefer it.
- There's easy parking. I feel safe there. They have a light, a stop and go light. It's very accessible. It's easy to get there and get out. Parking is main thing. I feel safe there. Parking is right there at the building, but downtown Joliet's is across the street.
- They have the drive-through.
- We park there to go to the Greek picnic.

### **Location or convenience**

- Everything is right there. It has the drop off where you don't have to go inside.
- I can see it from my house. I can walk to it. It has whatever I need.
- I feel more comfortable at the Back Road branch, but both branches are fine.
- I go there when it's convenient. Evening visits are easier.
- I go, and I've gotten books at the library. I go a lot with my daughter and granddaughters, and they go to get books. I've gone with them to movie time, and they watched a movie.
- I like how convenient it is. It's a beautiful building, physically, on the outside. I was disappointed when I walked inside. I expected it to be larger.

- I like the Black Road branch because it's closer and more modern.
- I like the convenience and the children events.
- I like the location. I like the atmosphere. I like the outdoor activities, such as the reenactment of the civil war. I like the Black Road branch.
- I live close to it. Everybody there is very friendly, too.
- It is close to home.
- It is close to the house. They've got books that I want. I can place holds online.
- It is close. It's convenient. It's also my polling place, which is usually when I end up going there.
- It is closer to home. It's laid out well all on one floor. There are no big steps to climb up.
- It is closer. It's more convenient to get to.
- It is convenient. It has everything you need.
- It is convenient. The location and environment are good.
- It seems closer to home.
- It's a convenient distance.
- It's a convenient location (2)
- It's a safer location. It's closer to my home. It's one story, with no stairs or elevator. It's a pretty area.
- It's a safer neighborhood.
- It's close by and convenient.
- It's close to home. (2)
- It's close to home. Every time my daughter goes there she finds whatever she needs, so I don't have to go to the other one.
- It's close to home. It's a nicely setup library. It's a good place to read and relax. I like the coffee shop. I like the activities they have there. The staff is helpful and nice.
- It's close to home. It's convenient to work. I use the computers. The people are nice and friendly. It's along the bike path.
- It's close. (2)
- It's close. (4)
- It's closer and they have more teen programs.
- It's closer to home (5)



- It's closer to home and the parking is easy.
- It's closer to home. I like the staff. I like the layout. The adult computers are away from the kids. It's very comfy.
- It's closer to home. I love that they have a cafe area. The people are very nice and helpful.
- It's closer to home. We are able to get whatever we need. You can reserve the book, and it can always get delivered there.
- It's closer to the house.
- It's closer to us.
- It's closer. It's very good that they have the built in café. It's all on one floor. I like their extensive selection.
- It's convenient and near my home.
- It's convenient in regards to distance. I order a lot online and pick them up.
- It's convenient to get to. I like the whole set up, if a book is not there, they'll find it for me. I am able to get to a computer and use it without having to wait.
- It's convenient to use it.
- It's convenient. (3)
- It's convenient. (8)
- It's convenient. It's nice. If you need help, they help you.
- It's convenient. It's not far.
- It's convenient. It's not too far from my house. The only reason I don't go there all the time is that it doesn't have the warmth feeling.
- It's convenient. It's very close. I know where everything is. The hours are good. I go on the way home from school.
- It's convenient. They have a lot of books. Every time we go there, we find what we need.
- It's conveniently located.
- It's in a safer neighborhood than the downtown branch.
- It's more convenient to where I live.
- It's not too far.
- It's open later.

- It's really close to my house. I put books on hold, and they are very quick and convenient about that. I appreciate that it's always quiet and a well-kept library.
- It's safer.
- It's the local branch. It's close to the house and has a good offering of books. It has books for the kids. I am not picky. It has the books I need to read for pleasure.
- It's very accessible. I live close to it.
- It's very close to my home.
- It's very convenient for where I live. It's not downtown.
- It's very convenient. Everything we might need is there. If they don't have a book, they can get it from another library.
- It's very convenient. The staff is nice.
- It's very easy to access, and the staff is usually helpful.
- It's very near to home.
- It's all on one floor and it's convenient.
- It's close and there's no traffic to get there.
- It's close by (2)
- It's close proximity to the house. They have a lot of books to choose from. It's a pretty big library.
- It's close to home.
- It's close to my house.
- It's close to my house. It's nice to sit and read there, because of the windows and the lighting. Also, there is a restaurant.
- It's close to other stops that I need to make.
- It's close to our house.
- It's close to our house. It's a really nice library.
- It's close to where I live, timewise.
- It's close to where we live.
- It's close. Accessibility.
- It's close. I like the neighborly atmosphere.
- It's close. It has all the books we want. We go for one and we find it.

- It's close. It seems like parking is a lot better. It is quieter.
- It's closer and everyone there is helpful.
- It's closer than the other one, and it's modern. The downtown one is more classic.
- It's closer. (2)
- Its convenience. The personnel there is really friendly.
- It's convenient, they have a coffee shop, and it's a nice place.
- It's convenient.
- It's convenient.
- It's easy for me to get there. I'm handicapped and use a walker. When I can't get there, they can put the books on hold for me until someone in my family is able to pick up the books for me.
- Its location
- Its location is convenient.
- It's more convenient for us.
- It's so convenient. It's only a mile from our house. They have great programs for kids. The cafe is nice, too. They have lots of parking.
- It's very close and nice. It's not as friendly.
- It's very close. It's a good library.
- It's very handy.
- Just about everything. It's more convenient and nicer.
- My wife goes out and walks on the paths out there, near the Black Road branch.
- Other than the convenience, the people are nice, and they have a lot of the books we're looking for.
- The close location and the good children's section
- The closeness to home. The layout. It's easier for me to find things there.
- The convenience (13)
- The convenience (2)
- The convenience and the parking
- The convenience and the parking
- The convenience and the parking. The proximity. The staff is friendly and helpful.
- The convenience of it being closer, and the easier parking

- The convenience of the location
- The convenience of the location. (2)
- The convenience. I can place a hold and be able to pick it up. The staff is friendly and helpful. There is a cafe on the premises.
- The convenience. I know a lot of the staff.
- The convenience. I'm an elderly senior citizen. It's much more convenient.
- The convenience. It's a little more convenient than the downtown library.
- The convenience. It's a nice place to visit.
- The convenience. It's a very pleasant atmosphere. Everyone there has always been very helpful to me. Whatever I would inquire or ask, they are always there to help.
- The convenience. It's close by.
- The convenience. It's close to get to. The proximity and the convenience.
- The convenience. The setup is easy to use. The coffee shop.
- The convenience. We can drop stuff off at the night drop there. We've received good service and help from the staff.
- The convenience. We use the computer facility.
- The locale and the easy parking
- The location (3)
- The location (6)
- The location and kids' programs
- The location and the convenience.
- The location and the nice kids' area
- The location is convenient.
- The location is convenient. It has an open, beautiful setting. Everyone there is very helpful. It fits my needs.
- The location is easy.
- The location, the hours, and the variety
- The location. It feels like home. Quiet surroundings.
- The location. Parking is convenient.

- The location. The amount of parking. The facility is very clean and everyone is very helpful.
- The location. The people are nice in there. I like layout of Main building better than the Black Road branch
- The location. The staff always helpful. They even save often authors that I mostly read, and they know us well.
- The proximity (3)
- The proximity and the good selection of books
- The proximity to home
- The proximity to my house
- The proximity, the cleanliness, and the availability of the books I do sometimes get
- The proximity. I like that you can put books on hold. I use their copy machine. The people there are always able to help me if I need some direction or something, or if I'm trying to get something on Kindle or the computer that I can't figure out.
- The same, plus it is closer.
- They have easy access. I like the fact that they have a lot of kids' activities.

### **Other**

- I don't go in there. Sometimes, I'm in the car with my daughter. She goes there all the time. She gets books for both her and me. I'm an avid reader as long my eyes hold out.
- I don't like the Black Road branch. I like the feel of the old branch. It has more books and a more studious feel. The Black Road branch is not a place of learning. It's not a place of education. It doesn't have as large a selection of books.
- I don't use it as much. It is not on my way home from work. I will use it more after retiring, when I can bike to it.
- I've never been there. My grandkids have.
- I like a library. I like everything about it.
- I like everything about it. I'm there at least once a week.
- It's there.
- My kids and wife go there.

**Use8\_O1: What other libraries have they visited in the past 12 months? (Other, specify)**

**K-12 school library**

- Catholic grade school
- Child's grade school library
- Elementary school library (2)
- Joliet West High School library
- My kids go to the school library
- My kids have gone to their school library
- Plainfield South High School and Ridge Elementary
- School
- School libraries
- School library (2)
- School libraries at Plainfield South High School and Drauden Point
- St. Joseph Academy library
- The Grand Prairie Elementary School library
- The library at my daughter's high school
- The local school libraries
- The one at school
- The school library
- Use school libraries

**College or university library**

- Arizona State
- At a college
- Campus library
- Champaign, the University of Illinois libraries

- Chicago State University and my kid's school library
- College libraries
- College library
- Colleges, Joliet Junior College, and Lincoln Way High School
- Governor's State University, Chicago State University
- Illinois State University library, Butler University library
- ISU Library
- Joliet Junior College library
- Northeastern Illinois college library
- Northern Illinois University library
- Prairie State and the library in Crete
- Southern Illinois University Edwardsville library, University of Illinois library
- The Morris Library at Southern Illinois University
- The university library where one of our children attends school
- USF
- University of Illinois Chicago and Shippshewana, Indiana
- University of Illinois Chicago library
- University of Illinois library
- University of Notre Dame
- University of St. Francis
- University of St. Francis library
- University of St. Francis, but that was mostly work-related
- Western Illinois University library

### **Public Library**

- Another library in Iowa
- Bolingbrook (2)
- Bolingbrook, Illinois, and West Point, New York
- Brand new library by Cottonwood and Weber Road

- Cedar Rapids Public Library
- Channahon Library
- Channahon or high school library
- Channahon Public Library
- Coal City
- Coal City Public Library
- Crest Hill (5)
- Crest Hill and Lockport
- Crest Hill Library (3)
- Crest Hill, Lockport
- Crest Hill, Naperville, Northwestern law
- Crest Hill, South Haven Library
- Crestwood branch
- Denver, Colorado, Arapaho Library
- Evanston
- Florida
- Fort Myers, Florida
- Glenview
- Harald Washington in Chicago
- LaGrange, Crest Hill, Summit, and Orland Park
- Lake County Library in Leesburg, Florida, and Lady Lake Library in Lady Lake, Florida
- Lemont
- Lincoln Library in Springfield, church library in Naperville
- Lockport
- Messenger Library
- Michigan
- Michigan, out of state
- Mokena and Orland
- Minocqua, Wisconsin



- Naperville
- Naples, Florida
- Oak Lawn
- Oak Lawn Library
- Oak Park, River Forest, Naperville, and Will County Libraries
- One of the Chicago downtown libraries
- Orland Park, out of state libraries
- Oswego Public Library
- Palatine Public Library and Hillside Public Library
- Park Forest, school
- Plano Library
- River View and Timber Ridge Libraries, and Brooks Middle School Library.
- Romeoville and Crest Hill
- Sedona, Arizona
- The branch in the mall
- Tinley Park and Frankfort
- Westmont
- Wheaton and Glen Ellyn libraries.
- Wilmington
- Woodridge, Palos Park, and Sheboygan libraries
- Yorkville (2)
- Yorkville Library
- Yorkville Public Library

**Other Library**

- American Academy of Art Library
- Goodwill
- Law library at the courthouse
- Our Lady of Angels House of Prayer

## **Use9: What is the main reason your household visited another library?**

### **Books or materials**

- At Naperville, I check out CDs. Chicago has everything, it is wonderful. The other library has convenient quiet tables to work at.
- Children's books. I like to keep up with what kids are reading.
- Different books
- Different libraries have access to free movies.
- Each library has different content.
- For books
- For pleasure reading
- Fountaindale has a good DVD collection and they have movies and music CDs. It's a little bit of a drive, but I'll go out there.
- I wanted to check out a book that wasn't at Black Road branch, but was at Plainfield.
- I was after a book that the Joliet Library did not have at the time.
- I was in there to see if they had anything different than Joliet.
- I was looking at youth books and what they had to sell.
- Joliet Library doesn't have the books I wanted.
- Mainly, I get a library pass, and they let me check books out and use the library, because I am staying there for the winter.
- Sometimes they got different things than Black Road does, and I was in the area.
- The book availability
- The book that I wanted was there, so I went instead of waiting for it to be delivered. It was easier to pick it up.
- The Joliet Library did not have the book my daughter was looking for. They were all out.
- The reference section, magazines, and periodicals
- They an audiobook I wanted, and I didn't want to wait.
- They didn't have the book we wanted in stock at the other library.

- They had a book my wife was looking for. Plainfield is pretty close. It's closer than downtown.
- They have a better selection of books for sale. It's convenient or more convenient than going to Joliet.
- They have really good cookbooks and had a book sale.
- To be able to have access to books, CDs, and DVDs.
- To borrow books and DVDs. To have a place to study and use computers. They also have lectures, seminars, and classes.
- To check out books
- To get a book. I needed it quickly and it was at that location.
- To get books
- To get books that were needed right away, instead of waiting for them to transfer to the Joliet Library.
- To get something to read.
- To look at books
- To look for a particular thing, a special concentration on life
- To pick up a book from there that was on hold and to return
- To pick up books that weren't available at Joliet Library
- To see what other selections they have there, and to pick up other books there that may be checked out at Joliet. I went to Crest Hill because it's closer, and I wanted to see what other selections they had for kids, and what other activities, such as storytime.
- We couldn't get what we wanted at the Joliet Library.
- We decided to stop and look at books.
- We were looking for something we didn't find at this one. We were visiting.

### **Services, programs, or resources**

- AARP is running a program on using an iPhone there.
- For a meeting
- For an AARP class and a cooking class
- For personal assistance. They order your stuff and help you find it. They have a research department. You can call the library up.
- For programs offered

- For tax forms
- For the activities offered
- For the craft they were showing. A friend wanted me to go with her.
- For tutoring purposes
- I had business meetings there.
- I had to update some of my technology information. Also, I had to talk to the research librarian for some tips to give my students.
- I took a computer class there. It is about half the distance to my home.
- I was in class. That's what I did every week.
- It was one of the story times for children or toddlers on Saturday.
- There was an activity there.
- They had a movie night. They have the program where you crochets plastic bags together for homeless.
- They had more and better programs for kids than Joliet. You don't have to wear a bullet proof vest.
- They were doing some AARP classes.
- To Google. I need information daily. I don't have my own computer yet.
- To use computers and printers. The coffee shop is really nice.
- We are closer to New Lenox Library than to the Joliet Public Library. I believe the Joliet Public Library doesn't have adequate parking. New Lenox has its own parking area.
- While voting. The computer was down.

#### **Location, convenience, or in the area**

- At my second home, I wanted to find a book.
- At that time, it was the more accessible one.
- Convenience (8)
- Convenience. Closer to home.
- Convenience. I had to print something.
- Convenience. Proximity to our house.
- Convenient
- Crest Hill is close to her house. I went with friends to Lockport.

- Curiosity and convenience
- Depending on our direction of travel. It was on our way. Crest Hill has more cable TV shows on DVD.
- Distance
- For New Lenox, because I was working in that area and I was curious as to what they had to offer. For Shorewood, I was in the area for almost half a year. I was going to rehab, and it was almost a minute away. I wanted to see what they have to offer. Plus, Shorewood is linked up to Joliet.
- Fountaindale is five minutes away from where I work, plus they are open till 6 pm on Saturday and Sunday. They have a good selection of books.
- Grandchildren
- I happened to be in Plainfield.
- I happened to be nearby.
- I happened to be there. I was in the area. I wanted to see if there is anything new.
- I know where it's located.
- I live in between both libraries. It depends on where the book is available.
- I lived there.
- I take public transit up there, and sometimes use the library.
- I was babysitting for my granddaughter, and that's where they live.
- I was in the area looking for books and information.
- I was in the area.
- I was near the Bolingbrook Library.
- I was on vacation for three months.
- I was out of town
- I was stopping on the way home.
- I was there, and happened to look at books while I was there.
- I was vacationing
- I was with my grandchildren.
- I went with my mom.
- I work at the Romeoville one. I grew up going to the Crest Hill one. I'm familiar with that one because that's what I grew up on, and it's not far.

- I work half mile from Yorkville. Sometimes, if I want a book right away, I can get it there before I can get it at Black Road. It's convenient when I work.
- I work there.
- It is also near our house.
- It is close to our house.
- It is close to where we work.
- It is close to work.
- It is closer to home and smaller.
- It is closer to home. (2)
- It is located a little closer.
- It is located in their school, so during school hours.
- It was closer. (4)
- It was near a store I was at the time. They were having a book sale.
- It was there, so we went there.
- It's a convenient distance. Parking. Friendly.
- It's close by.
- It's closer to our house. We thought it would be better, but since we are in the Joliet Public Library District, it created issues.
- It's convenient and it's closer.
- It's convenient because I am up there for school, so when I want to check out a new book I pop up there.
- It's convenient between classes at school.
- It's much closer to our house.
- It's near grandma and grandpa's house.
- It's on my way home from work. Convenience. A lot of times, I put books on hold and I end up at that library because it's on my way home from work.
- It's the closest to my house.
- It's actually closer to where I live.
- It's bigger and they have a bigger selection.
- It's convenient because my daughter goes there.

- My daughter works there.
- My daughters go to Westmont. That is why they went. Plainfield had a program my daughter wanted to go to.
- My family works at the location.
- My grandchildren live in Wheaton, and I take them to the library for storytime.
- My grandchildren lived there.
- My parents live over there.
- My sister lives there.
- Our address is in Plainfield, and we have Joliet services.
- Plainfield is also close. I can also use my library card at the Plainfield Library.
- That one is even closer.
- That's the library I work at.
- That's where my children's grandparents live.
- The location (6)
- The location. I am closest to that library.
- The location. I was passing by to drop off a book. You can interlibrary loan it from one location to another.
- The location. We're pretty close to both.
- The Plainfield Library is much closer. I visited White Oak because I teach high school in Romeoville and have advanced placement study sessions on weekends.
- The Plainfield one is actually a little bit closer to us.
- The proximity to work
- The vacation home is there. It is extremely easy to use. They are friendly and resourceful.
- These are the same distance as Black Road. It has different things than Black Road.
- They were visiting grandma, and books were not available at nearby branch.
- Traveling
- We had someone that worked for Joliet Junior College.
- We used to live in that area, so we know that library also.
- We were in that area.

### **Interest in or curious about library**

- For somewhere else to go.
- For the Lincoln Library, because I've never been there. For the other one, because I wanted to borrow a couple books I know they had. For the other ones, because I want to see how they're set up.
- Fountaindale was close and someone recommended to me to check it out. I was very impressed with it.
- I had heard White Oak, Romeoville Library remodeled the building and was part of the library. We checked to see the changes. Best for their needs.
- It was fun. It's a brand new library.
- To check it out

### **For school or research**

- Academics
- College
- For class work and research
- For genealogy research
- For research my child was working on. It was convenient at the university library.
- For school (3)
- For school purposes
- I am a student at Joliet Junior College, and it's convenient.
- I am a student there. They have some books that I need for class.
- I am in school, so it's convenient.
- I go to school in Cedar Rapids.
- I started college.
- I teach there.
- I wanted information that they would only have at that library.
- I was doing a research project on the City of Plainfield.
- I was on a school shopping trip.
- I work at the university.
- It's an option through their school. They go twice a week to the school library.



- It's my child's school library.
- It's part of my school.
- My daughter goes to college there.
- My daughter is a student at Northeastern. For research and studying on campus.
- My daughter's school requirement
- My son attends schools there.
- My son goes to school there.
- Out of convenience, because it's at school.
- Research (2)
- Research for school (2)
- Research. We were out of town.
- Resources for research
- School (5)
- School required it.
- That's where I go to school.
- The kids visited the libraries during school hours.
- They're in college.
- Through school, we visited.
- We go to school in those places.
- Working on homework

### **Other**

- I contribute quite a bit of money to the Southern Illinois University library.
- I donated books.
- I did volunteer work there.
- I had to take care of some business for my father, and that's where he lives.
- We get information.

### **Adult3a: How can the library improve its services to adults?**

- At tax time, they should have the forms or at least the booklets. Maybe they should separate the kids' stuff more from the adult stuff, because it can get loud with the kids.
- Be able to rent books online.
- By adding more activities for college students
- By offering more programs. I don't think they provide enough programs for adults. Coal City Library offers ten times more to the people in their community than Joliet does.
- By providing more services and movies. Have access to online demand. Provide information on how to find books that they are looking for.
- Decrease fines
- I don't think they really could. It is what it is.
- I'm not much a library user.
- Keep the books in order. Have someone to help assist in finding something.
- More programs for adults as well
- They need more purity and chaste things there. The literature of the 1800s is a better read if you're looking for pure chastity. There is not enough of that.
- They should have more quantities of particular books that are frequently used, so you're not waiting for something as long as you are.

## **Adult4: What do the adults in your household like most about the Joliet Library?**

### **Materials or collection**

- All the books, computers, and people that help
- Being able to check out books and e-books
- Being able to take out different types of books for pleasure and for reading. That's our main use.
- Borrowing books, magazines, and music.
- Browsing and looking at all the books that are available without being rushed
- For checking books out
- I am able to get information that I need.
- I can get books for free.
- I can get books when I want.
- I can get the books that I like to read. My husband can get the videos he likes to see.
- I can go in there and read the paper, look at magazines, or check out a book.
- I can reserve books, and I can find the book that I want to read.
- I don't have to buy every book I read.
- I have access to various books that I can check out.
- I like checking out books. I don't like to buy them if I can check them out.
- I like going and checking out books.
- I like large print books. Occasionally, we have used the computers and meeting rooms.
- I like the books. I have four in the household now. In past two weeks, I have read three already and returned those. I like the self-checkout that makes things quicker.
- I like the e-book service.
- I like the movies and books. My daughter and son like the books. My wife likes the movies, books, and books for sale. My daughter likes the books for sale.
- I like the selection of e-books and audiobooks available online.
- I like the selection. What I use the library most for is travel books. I decide what books I want to buy. I like getting whatever I want and not having to pay for them.

- I like the way the new nonfiction is displayed. Now display the CDs in a new section like that. They should have a separate section for graphic novels.
- I like their technical section.
- I like to borrow music.
- I like to check out books that I don't necessarily want to buy, so I'll go and get them from the library.
- I like to read books.
- I love to read. I enjoy going to the library. It has exercise videos that are available to check out without spending money. I love the music and activities available.
- I read nonfiction and fiction. We also like the audiobooks.
- I use it for school usually. I like that they have a large selection of children's books.
- If I see something like a book advertised, two-thirds of the time, I can find it through the library.
- If I want a book that is in print, I can get it.
- If I want a certain book, I can put it on the waiting list. When it comes to my turn, they call me to get it.
- If they don't have material I want, they will try hard to get it through interlibrary loans.
- I'm the main reader. I enjoy the selection of books that they have in large print. I also like the new selection.
- It has a capacity of a lot of different books. They have computers. They have a variety of areas we can go to and be comfortable. They have another area upstairs that people can come to. They have a variety of things for little kids to educate them for school, which is good.
- It has a lot of books available.
- It has a lot of things like movies and books that you can borrow. I like all the amenities and the computers.
- It has a variety of books that we can check out.
- It has books.
- It has books. It is easy to access. It seems customer-friendly. The cafe is a very nice place to meet people.
- It offers the type of reading material that I like. It also offers a lot of services. Book club.
- It's good for my son. They code the books, which makes it easier to find books at the reading level.

- It's there. It has a very good selection. It's easy to get in and out of. It's a very comfortable place. I really like seeing the little kids running around. They have a story person, and kids are all over the place.
- It's family oriented. They have the different sections for the different ages of family members.
- My daughter can always take the kids down there to get what they need for school. She can reserve more rooms to have meetings down there for groups she has.
- My husband likes the books on tape. I get things for home schooling.
- My wife likes to check out audiobooks. I like that I can get just about any book. We participate in adult reading programs, and in the summer kids' programs.
- The ability to do the e-books through the library. The music through it. I can bring it all to my tablet.
- The access to books that I can't afford. It's relaxing and comfortable, and has books on variety of topics.
- The amount of material and the wide variety. I like the how-to and science fiction materials. Another person likes the fiction books, and another person likes to go in.
- The amount of research on things you may not get in other places.
- The audiobooks (2)
- The audiobooks and the fiction books
- The audiobooks, their music selection, and having access to the current or older books
- The availability of all kinds of books, music, and magazines
- The availability of all types of media. That it's free and convenient.
- The availability of books (3)
- The availability of books and the parking. They are friendly. It's easy to use.
- The availability of books and the technology department
- The availability of materials and the easy access
- The availability. Knowing that it's there. It's to our benefit. We have that service, should we choose to use it. The free service is nice.
- The book availability
- The book selection (5)
- The book selection and helpful staff
- The books (3)

- The books and also the computers. There's good variety of books. The computers are easy to use. If you can't use, there is help there, so that good.
- The books on tape. They have a wide variety and a large selection.
- The books. I'd like to see more books on CD.
- The books. You can go to a library and borrow it and not pay for it.
- The choices of books
- The collection of books. Being able to download e-books. Both buildings are inviting, with welcoming staff.
- The contents and the resources. Not so much the books, but the periodicals, newspapers, and magazines. The variety of content.
- The difference with the average person. They have what we have not. It's feasible. We can get books from another library, if they can't get them. We are satisfied with how they are serving people in the city.
- The different supplies they have to offer
- The diversity of materials and media
- The downtown library has back issues of newspapers on microfiche. I like the books and the CDs. My grandson is beginning to learn read books.
- The ease of being able to pick out the books you want. Being able to scan them yourself, and not having to wait for someone else to do it.
- The ease of checking out the books. Putting books on hold. The way they contact us through text. It's very easy service with helpful staff.
- The ease with taking out whatever you need
- The e-books, activities, and movies
- The e-books. We don't even have to leave our house if we don't have to. We can still rent from the library in the convenience of our home.
- The extensive selection that's there at the campus. It's a clean, modern, attractive facility.
- The fiction books
- The free books
- The great selection of books

- The how-to instructional books in a good fashion. More Christian books and Christian American materials.
- The length of time you can keep books and DVDs out.
- The materials that are offered
- The new releases. The new books. They can hold books for you. You can renew online.
- The number of books that they have and the authors they carry
- The quality of books
- The selection (4)
- The selection of books
- The selection of books and music. All the stuff they've got. Movies and music.
- The selection of books and the friendliness
- The selection of books is good. The restaurant is nice to have. There is available parking. They have a nice selection of videos and music to take out.
- The selection of books they have
- The selection of books to read
- The selection of books. It's very easy to use. Everything is laid out very nicely.
- The selection, the attitude of the employees, and the atmosphere
- The selection, the friendliness, and the ease of getting there
- The selection. When you first come in, there's a large area with popular items or easy things to pick up.
- The selections of books for adults is pretty decent. They do get new books in fairly quickly and put them out for public use. That is pretty nice.
- The selections. The convenience.
- The size of collection
- The variety (2)
- The variety of books (2)
- The variety of different types of books and authors
- The variety of listings or books
- The variety of materials and services they provide
- The variety of materials available

- The variety of old books. I can go there and find books I can't find in a store unless I get them online. It's quiet, clean, and safe.
- The variety of the reading material
- The variety of things I can choose from
- The variety the different literature they have. They are well stocked or can get items if they are needed.
- The various books available that we read
- The wide variety of books and audio for both adults and children
- Their assortment of books
- Their selection. They have whatever type of book we are interested in. They are very current with what is out and up-to-date.
- They can get books for free. The range of the catalogue.
- They have a good selection of all kinds of books, even older books.
- They have a good selection of books
- They have a good selection of books. It is convenient.
- They have a good selection of material and books that you can find there.
- They have a large catalog as far as book selection. It's a very comfortable environment to relax in.
- They have a large collection of children's books
- They have a large selection
- They have a lot of books. There is a good supply of old and current books.
- They have a wide selection of different things, from reading to music to magazines to books on CD. They have a nice variety of entertainment for the mind.
- They have a wide selection of reading materials.
- They have audiobooks and large-print, which are important to me because I'm 76.
- They have large print books
- They have large print books, though they could use more. I like everything about it. They have a good selection, which they keep up current. They can send from other libraries.
- They have many books on true crime.
- They have resources in print that we can't get any place else.
- They have the books I need.



- They have the newest books. The staff is always helpful.
- They have very diverse materials.
- They offer a lot of books, CDs, and movies. They have computers and faster internet. It's a nice place to go read.
- To be able to find what I'd like to read. The only thing that nobody has is the New York Times. Nobody has it. Neither get the Sunday New York Times.
- To get stuff and make copies of things
- We find what we like, and that's what's important.
- We like the ability to go get books and magazines.
- We usually check out the books.

### **Services, resources, or programs**

- All the services available. They have lots to offer.
- Being able to go in to look up stuff and to relax
- Checking out the books and being able to electronically scan them without having to wait in line. I like that there's a cafe and that closed drinks are allowed.
- I can put things on hold.
- I can request books ahead of time. They notify me when they are in. I have three weeks to read books. They give me three renewals above three weeks.
- I like placing holds for books online.
- I like that I can reserve books online and pick them up at the desk.
- I like the children's section. My wife likes the computer service.
- I like the service. I like the books. It's very big. It is a good library. It is easy to find books. They have nice tables and little chairs. The activities they have for children. The children's place for kids.
- I like their programs.
- I love the book discussion groups
- I use the computer. The librarian help. The books that I could get.
- I was able to use a public computer, and was able to get a lot of paperwork.
- I was interested in computer classes.

- If they don't have a book, they can get the books in through the interlibrary loan program.
- Some are college students. They like to go there for resources for school.
- That it is there when I need it. I enjoy the library. The copier machine. It's handy.
- That it's easy to inquire about information on tax forms
- The ability to put things on hold and have them waiting for me. It's very convenient and easy to do online.
- The access to the internet
- The accessibility to the internet. They have a good variety of books for all ages. I like a lot of their summer reading programs. They're good for kids.
- The availability of resources
- The café. The services and programs for adults.
- The coffee shop
- The computer access
- The computer availability
- The computer capabilities
- The computer services
- The computers (2)
- The drive through
- The ease of checking out a book
- The internet
- The kids' services
- The library can find the books that we are looking for, even if they aren't on the shelf.
- The meeting rooms
- The movies and computers. The convenience.
- The multiple resources
- The reading and the computers.
- The resource materials. The computers and printing capabilities.
- The service and the availability of materials
- The service. The staff is eager to help and is friendly.

- The services it offers
- The variety of services and materials
- They can get books from a different library if they don't have them.
- They can order things that aren't there.
- They have computers. I'm into computers. They have music on CDs and movies on DVDs. They have certain books that I can look at. They have just about everything down there.
- They have free things for kids to go to learn about books, check out books, and learn to read.
- They have nice programs.
- They have the computer classes, if you want to go to those. They have the used books and videos.
- To me, they are like any other library. I do like the activities that they offer for children, as I work with children. They offer a variety of them. The downtown one is the one we work with most often.
- We can go use the computer and do research. The copy machines.
- When I return the books, I don't have to go in. I like the drop off book boxes.

### **Staff**

- Everything is there. The people there work hard to get you what you need.
- Everything. The employees are helpful. It's clean. If they can't answer a question, they'll find someone who can.
- I really can't pick one thing, other than the staff. Everything at the library is coordinated properly. It's easy to find things. The staff is extremely helpful. They're great, Stephanie especially.
- I'm able to get whatever I need. The staff is helpful. They can answer whatever I need help with, with guidance.
- It's a friendly place. If you need to ask a question, you can. It's big, it's bright, and it's welcoming.
- The assistance and service of the workers
- The customer service
- The friendliness of everyone. I know them all.
- The friendliness of the staff and the cleanliness
- The friendliness of the staff. I like the areas they have for new titles. I find new books by my favorite authors. I also like that they extended the time to have books from two weeks to three weeks.

- The full time employees are good. I used to work there so I'm very familiar with the library.
- The knowledge, the books, and the videos
- The people are really helpful.
- The personnel. It is very accessible in terms of getting there.
- The reference
- The staff is nice and helpful.
- The staff is nice. Security is there. They keep it clean. No one from out of town would be scared to go there.
- The staff is very helpful. It's very convenient to be able to get books from other locations brought to me.
- The workers. The audiobooks.
- They are friendly
- They are very nice to go and talk to. The workers are very kind. They help me find what I want. I send my daughter. She is well educated, so she finds what I want.
- They friendly, helpful staff. It's clean and bright.

### **Building or facility**

- Everything. It's comfortable and quiet.
- Everything. The parking, the collection of books they have, the service, and the personnel.
- I like going in. I like the cleanliness of it. The people are all friendly.
- I like how spacious it is.
- I like it because I see how it's improved. It has a lot of floors, elevators, etc.
- It is always filled with pleasant people. It is a happy environment.
- It is clean. With help, I can find the books that I want. The help is good.
- It's a good place to study.
- It's a nice atmosphere. It's and close to my house.
- It's clean and convenient.
- It's clean, convenient, organized, and friendly. It's like walking in house with a lot of books. It's very comfortable.
- It's great, from what I experienced. It would be nice if the front doors were open again.

- It's neat and clean. The people are helpful. The bathroom is clean. The books are organized.
- It's nice and comfortable. The surroundings are nice.
- It's nice and quiet. I can go in there and read and relax.
- It's private. It's bigger. I don't have to worry about stuff.
- It's quiet and convenient (2)
- It's quiet and convenient. The reference materials.
- It's quiet. I can rent out books, CDs, and movies. I can research whatever I am looking for.
- It's big. It's got space. It allows students to study. It's got a few interesting books.
- It's comfortable. I feel welcome there. The staff is helpful. You can bring in a book and read if you're studying as well.
- It's quiet at the library.
- It's quiet. The books are easy to find. I also like the coffee shop.
- Its spaciousness
- The area. The parking space. It's close to home.
- The environment and friendliness. The collection is very good.
- The facilities. They actually have a food court.
- The openness and brightness. Being able to find reference books. It's easy to find things. They have a good movie section.
- The peace and quiet
- The quietness (2)
- The space
- The space. The amount of space. There's a café.
- The whole set up. The computers are easy to get to. The quietness and the privacy that I can have. They have privacy rooms if they are needed. They have a cafe shop. The employees are very helpful when needed.
- They have a quiet reading room with sections that separate it from the children's area.
- We like the way it is. We like the comfort and the facilities we get there are good.

### **Location or convenience**

- Everything. It's convenient, it has a great variety. The children's area is good. The computer area is great. The people on the staff are super helpful. I like the interlibrary loans and reading recommendations.
- Everything's at reach, it's a convenient place to go when you can't find the information you're looking for online.
- I like the proximity to my home. If I go there for a specific purpose, I can locate materials or information within a reasonable amount of time.
- I'm familiar with it. It offers me the books I like to read.
- It is convenient and comfortable at the library.
- It's accessible to my home.
- It's accessible. The staff is always helpful.
- It's close by and new.
- It's close to home. It's easy to find stuff there.
- It's close to the house. They have a lot of books to choose from. The convenient hours.
- It's close to where I live.
- It's close.
- It's close. I like the hours.
- It's convenient (4)
- It's convenient and easy to find books
- It's convenient and helpful.
- It's convenient and it's there. Going there is comfortable. It's nice to relax and read a book or magazine.
- It's convenient, with more of a selection
- It's convenient. They have the latest books, as far as I know. Plus, they have used book sales all the time, and I use that.
- It's conveniently close. It's a good area. It's clean.
- It's downtown. It's central. I don't have to go that far.
- It's in a good location. It's clean. It has good options.
- It's in Joliet.
- It's pretty well located.

- It's so convenient and close.
- Its accessibility
- It's close to home, safe, and not difficult to get to.
- It's close to where I live. Parking is good. The resources and book selection are good.
- It's convenient and gets resources.
- It's convenient.
- It's convenient. They have a good selection.
- It's so convenient to get to the Black Road branch.
- It's very convenient to get to. The people are friendly and efficient. I also use the online services to hold my books.
- The access. It's close.
- The accessibility. The amount of services. The easy relationship with the personnel. The general atmosphere is very welcoming.
- The availability and the service
- The availability of information.
- The availability of services and the location.
- The convenience (11)
- The convenience and free services. The convenience of printing. The free internet. It's constantly updated. It's really appreciated. I want to read newspaper. I like that. I like to be surrounded by books.
- The convenience and the accessibility
- The convenience and the availability
- The convenience and the selection. The location is good. The history behind it.
- The convenience in general
- The convenience of being close
- The convenience of getting any books that we want
- The convenience of hours. I can check out different types of things, not only books.
- The convenience of it
- The convenience of the Black Road branch (2)

- The convenience of the location. I can usually find what I am looking for when I go. The staff is usually very helpful.
- The convenience to get to it
- The convenience, in regards to distance
- The convenience, the atmosphere, and the people
- The convenience, the services, the computer usage, and the education programs. The how to use a tablet services and programs.
- The convenience, the variety of materials, and the welcoming environment
- The convenience. Also the drive through.
- The convenience. Finding what I want.
- The convenience. I can go in there and browse. I can ask questions. I can sit in there and read if I want to. It's a very good place to be.
- The convenience. It's close to home. They've got parking. They have all the resources we need. People are very helpful.
- The convenience. It's close.
- The convenience. It's easy to get to. It's well laid out.
- The convenience. The assistance. The books I want, I find there.
- The convenience. The availability of a variety of services and books.
- The convenience. The staff. It's a good library with plenty of space.
- The convenience. The willingness to help me research unique topics. Oftentimes, I'll look for unique books that they have to bring from University of Illinois, and I've never had a problem with them getting those books for me.
- The convenience. They're very efficient.
- The convenience. We can always find the type of books we like.
- The convenient hours
- The convenient location
- The convenient location and the children services
- The convenient location. It has books. It's there. It's easy to get what we need.
- The location (8)



- The location and the convenience (2)
- The location and the selection that they have
- The location and the service
- The location is close to home.
- The location is convenient
- The location is good for us.
- The location is very convenient. It's well organized. There's space there. I can take the girls to do homework. It's a good environment to read and study.
- The location, staff, services, and atmosphere
- The location, the setting, and the personnel. The library offers so much, like the Scrabble Club and the books you can get from there. I also went to a meeting there. The library has what I want and need.
- The location. How to get a book. They did have interlibrary loans fairly quickly. They are very helpful. They got material in a good amount of time.
- The material that's available.
- The proximity
- The proximity and the selection of books
- The proximity to home
- The proximity to where we live. We can order books from their library system using the interlibrary loans.

#### **Familiarity, history, or positive associations**

- I feel comfortable there. The people are helpful. It's convenient. They always have what I want, or will get it.
- It's an ordinary library. It's a well-run library with good offerings.
- We're comfortable with it. It has a good variety in books and magazines, and good computers.

#### **Other**

- All the resources provided for children
- Everything

- I don't have any answer for that.
- I use it when I need it. It's there.
- It's inexpensive
- It's there when we need it.
- Its accessibility
- It's available. It's free. I've never had any complaints with services there. It's a nice place to be.
- The availability
- The ease of using it
- They fulfill all of our needs.

### **Adult8c: What could the library do to improve the Spanish materials collection?**

- I read more kids books in Spanish. I like the stories. I like when they are English and Spanish. That's important for the kids. I don't use the adult Spanish collection very much.
- Spanish language novels
- They need to get more selection.
- They should do more research to see what books best in Spanish, and which are most frequently asked for.
- They should get more.
- They should have more materials.
- They should have more variety and more up-to-date materials.
- They should increase the collection.
- They should offer a broader range of materials.
- They should remind people about them.

## **Tech3b: Why haven't you used the library's website?**

### **No computer access, computer literacy issues, prefer not to use computers**

- I am not a computer wizard. I want to talk to a person.
- I am not that internet savvy.
- I avoid computers as much as possible.
- I can't use a computer at home.
- I do not have a computer. (7)
- I do not use the computer.
- I don't care to and have no computer.
- I don't have a computer.
- I don't have a computer. I don't understand the website.
- I don't have a computer. I'm a pencil and paper man.
- I don't have internet access.
- I don't know how to.
- I don't know. If I knew you could get e-books.
- I don't own any computers or electronics.
- I don't use computers.
- I don't want to get started on that stuff, because then you spend most of your time on there.
- I don't do the internet. I'm illiterate where computers and the internet are concerned, by choice. I don't feel like it.
- I don't have a computer.
- I don't have a computer. It's close enough that, if I want anything, I can get in the car and go there.
- I don't have an internet connection.
- I don't use a computer.
- I don't use the computer, but my husband and offspring do use the computer.
- I have no computer
- I have no computer. I don't use those types of electronics.

- I haven't really gotten to using it. I didn't have a need to go on website.
- I rarely use the computer I have at home.
- It's difficult to navigate.
- It's not easy to transfer everything over.
- We don't have a computer here at home.
- We don't have a computer.
- We don't use computers.
- We have no computer.

#### **Access the library or materials in other ways**

- Any question I have about the library, I ask my brother.
- Colleges have databases and websites for their library.
- I always go to look around in person.
- I always go to the library.
- I am at the library almost every week.
- I am generally able to find what I need from other sources.
- I can use any other website on the internet. It's not my top choice.
- I can use my own.
- I can walk over there in about five minutes.
- I didn't need to. The library itself is three miles away on same road we live on. It's easy to get to.
- I don't think about it. I read my own material.
- I get e-books from Nook.
- I have a daughter that worked at a library, so I would tell her what I needed and she would bring it home.
- I have enough access libraries at my work. I use the Chicago library.
- I have Google.
- I go to the library.
- I use my school's library website.
- I use Nook

- I use the Plainfield Library.
- I usually get it out of the local paper, which has the programs listed.
- I usually go to library.
- I usually go to the phone to call. I wish they would have more adult programs.
- I was taking classes at St. Francis and was able to access their databases.
- I'd rather go in person to the library.
- It's convenient. We go there.
- It's easier to go into the library.
- It's easier to go there.
- It's impersonal. I would rather drive there.
- I've got my own library.
- My granddaughter gets them for me.
- The building.
- The library is close enough to go and look for books.
- We are so ingrained in current ways of getting media, books, and information that we don't bother.
- We go to the library instead of looking it up online.
- We have a computer and have access to whatever we need here.
- We use it when we go to the library.
- We usually go there. We go physically to library and browse.

**No need or too busy**

- At our age, we have no need. We were close to the library.
- I am not interested in media and have no equipment to access the internet with.
- I am not interested.
- I currently have no need.
- I did not have a need to use it.
- I didn't find it important enough in my stage in life.
- I didn't really think to.
- I didn't need to. (7)

- I do not use the internet much.
- I don't have a need for it. I forgot about it. I didn't know I could borrow e-books from the library.
- I don't have a need to.
- I don't need any information from the library.
- I don't need anything from there.
- I don't need it.
- I don't need to and I don't want to. We have our own. I don't use internet more than I need to.
- I don't need to.
- I don't really need it because I have it at home.
- I don't use it.
- I don't.
- I don't really need it.
- I got a cat that's sick, and I'm sick. I have no time. Other things are going on. I can't deal with it.
- I had no need for it.
- I had no need to use it.
- I had other things to do.
- I had no reason to.
- I have access here with a smartphone and a computer. If I needed it I would go to print information out, if I needed to.
- I have had no need (11)
- I have had no need to use it, but the children have.
- I have had no need to use it.
- I have had no need to. (8)
- I have had no reason (4)
- I have had no reason to
- I have needed to. I did try looking up e-book about a year ago. It wasn't available. I gave up.
- I have never really found it necessary.
- I have no care to use it.
- I have no interest in using it. I don't really need it.

- I have no need for it.
- I have no reason to.
- I have not had time.
- I have plenty of books, so I don't need the library's website.
- I haven't any needs.
- I haven't felt the need to. (2)
- I haven't had a chance to use it. It hasn't come up, but I know I can use it if I want to.
- I haven't had a need to use it. I know it's there.
- I haven't had a need to. (3)
- I haven't had any use for it at this time.
- I haven't had the need for it.
- I haven't had the need.
- I haven't had to look anything up.
- I haven't needed it. (2)
- I haven't. I don't use computer that much.
- I haven't had a need to in the last 12 months.
- I haven't had a need to use it.
- I haven't had a need to. (3)
- I haven't made the choice to go on there.
- I haven't needed it.
- I haven't needed it. I'm too busy. I haven't had a chance to use it.
- I haven't needed to. (2)
- I never go online, except to do research for papers and assignments.
- I never needed to.
- I'm doing other things. It's not a main importance right now in my life.
- I'm not doing my ancestry thing anymore, so I used to, but I really don't. I don't have my genealogy anymore. I couldn't get cooperation from my family, so I let it go.
- I've been busy at work.
- I've been too busy.



- It's inconvenient, because of my time of work.
- It's not necessary
- Lack of need
- Laziness
- My kids are in college. They use their own website.
- No time (2)
- No use for it (2)
- There is no need for me to go to the library, because books are available to me in other ways, such as through my Kindle or offline.
- There is no need for us. We go to the actual library.
- There is no need to (2)
- There was no need.
- Up until recently, I haven't had a use for it.
- We didn't need to.
- We don't need to. We have all we need.
- We're retired. We haven't had a reason to use it at this point in time. I might use it if it arises.
- We've had a difficult year. I had a brother that died and a mother-in-law died in a car accident that demolished my car, so I've been kind of withdrawn.
- Work and school

**Do not use library**

- I don't have a library card.
- I don't go to the library. I know other deaf people do, but I don't. I have my video phone.
- I haven't used the library for 45 years.
- I haven't used the library.
- I haven't been going to the library, so I haven't used it.
- It's difficult driving, and I don't get down there that much.
- I have no need for the library.

## Other

- For the same reasons listed above.
- I am not in the habit of using it.
- I am not using e-books at this time.
- I don't think about it.
- I had medical problems.
- I haven't.
- I never thought about looking something up in the library.
- I used to. I got out of the habit. I was getting e-books, but I had to wait so long to get them.
- I was not aware that there were books available online.
- My health
- No worries. I haven't.
- The computers are inconvenient and depressing downtown.
- They didn't send me an email that I had a past due book.
- We have one of our own.
- We just haven't.

**Tech6\_O1: In the past 12 months, have any of the adults in your household used the Library's website... (Other, specify)**

**Look for information about the library**

- For a job search
- For employment opportunities
- For information on checkout times
- For job listings
- For the board minutes and agenda, and for some information for a book club
- I specifically was trying to find something out. I'm a newly published author. In order to advance my book, I wanted to see if I could be a speaker, but the website wasn't cooperating, so I had to make a phone call. I'm quite disappointed that I didn't get a timely response.
- I wanted to donate old cooking magazines, and I wanted to see hours when I could go there. They did not accept the magazines.
- I was looking for information about computer classes.
- I was reading their newsletter.
- I went on to see what was going on at the library, because I don't get the paper anymore.
- It's interesting. I love the idea they had for the civil war re-enactment.
- To check it out
- To check the staff members
- To check when there are used book sales
- To get information about a meeting space
- To get information and to be nosy on stuff
- To get the list of books from the Joliet Reads program.
- To look at the new things they have
- To look at the program for borrowing books for schools
- To look for additional activities
- To look up when to donate books and to look for kid programs

- To record summer reading program books
- To see how to access the e-books at the beginning, and also to try to return them
- To see if there are books in stock, or if they can ship another book in a different state or within a state
- To see in case of closure
- To see what the book was for the month
- To see what's new

### **Use library resources**

- For projects
- For school
- For the Nook or Kindle hookup
- For the program that lets you download languages free. The library online costs. The program name is Mango Languages.
- For yearbooks.
- I needed a notary.
- My daughter uses it for research and for getting different books and projects.
- The Joliet Library has a history page. It has Joliet history by decade. I will read them, look at them, and do research.
- To do searches.

### **Access account or renew books**

- For subscriptions to magazines
- I renewed books online.
- I was checking out materials.
- I was finding audiobooks for when we drive on road trips.
- I was renewing books online. That works out excellent.
- They send email when books are due.
- To renew books (6)

- To see what books I have on hold, to check when books are due, and to see what new books are coming out
- To subscribe to DVDs or the newsletter

## **Kid8: Why don't the children in your household visit the Joliet Library?**

### **Use other sources for materials**

- Everything is at home with the computer. They have the online database for school. They use Google for everything.
- He can use it at school, and he gets resources from internet.
- I usually go to the Plainfield Public Library.
- Internet use
- Not convenient. We have a library that's closer.
- The internet
- There's no need. They have other resources.
- There's a library at school. We don't have time to go.
- There's a library in their school.
- They can find everything they need online.
- They get information on the internet.
- They go online if they need anything.
- They go to the library at their school.
- They have books at home.
- They mostly go to library at school.
- They use the internet.
- They use the library at their school and they get a lot of their stuff online. The need doesn't come up to use the library.
- We go to New Lenox.

### **No need to use the library**

- No need (3)
- There's no need for them to.
- They haven't needed to.

**Too busy or no time**

- He is usually busy and family doesn't have time to take him down there.
- The schedule and hours don't go together.
- She's a baby, her mother works and I work, so it's hard to take her.
- We don't have the time or a ride.
- We have too many other things to do. My daughter's a volleyball player, so we're busy with that. She has everything available to her via her phone, tablet, and computer, so going to the library is unnecessary.
- We haven't had a chance.

**Children are too young**

- He just started preschool.
- They are too young.
- They don't know how to read.
- They're too young.

**Other**

- I haven't taken her there.
- I'm not sure where it's at.
- It's not the closest location
- Location and safety.
- They can't carry guns.
- We just moved here.

**Kid12c: What could the library do to improve the collection of Spanish materials for children and teens?**

- They should definitely get more of a variety of books in Spanish for children and teens. They've started to do that, so I'm happy to see that.
- They should extend it. It's probably not enough. Joliet should meet the needs of Hispanic population in Joliet.
- They should get frequently asked for books, including ones that are in Spanish and English.
- They should have more different kinds of books.
- They should invest in a wider variety of books.



**CWeb2\_O1: In the past 12 months, have your children used the Library's website... (Other, specify)**

- For e-books
- For homework
- For Mango Language
- For some information for homework
- For times that events are going on
- They were looking for information on hours.
- To get e-books
- To look up authors of the same book
- To see when they are open and what books are available

## **Pro7\_O1: What language would you or others use?**

### **Italian**

- Italian (5)
- Italian, French
- Italian, German (2)

### **German**

- German (4)
- German and French
- German and Mandarin

### **French**

- French (9)
- French and German
- French and Italian (2)
- French and Arabic
- French and Japanese (2)
- French and Korean
- French and Japanese
- French, Portuguese, Chinese, Italian, Latin, and Greek

### **Other**

- Chinese
- Chinese and French
- Gallic and Latin
- It depends on what language they want to study.

- It would all depend on what my kids would be doing as far as studying foreign languages in high school. My son wanted to take German but they cancelled German. Then, he wanted to take French and they cancelled that.
- It's very important that they have other languages.
- Japanese (2)
- Japanese, Chinese, and Korean
- Latin, French, and Italian
- Latin and Greek
- Lithuanian
- Lithuanian, Slovak, and Russian
- Polish (3)
- Russian
- Sign language
- Slovenian (2)
- Spanish
- Swedish. I would like a Swedish English newspaper or anything Scandinavian, so I can get a view of their society and how it works, especially as it relates to the direction democrats have taken.
- Urdu

## **Pro8: What services have you seen offered by another library that you would like to see offered at the Joliet Public Library?**

### **Materials**

- A bigger selection of e-books
- A wider selection of books in large print
- I would like the library to have old newspapers available on microfilm, and more rare books. Also, I would like a database to access old newspapers.
- I'd like to see the book collection be larger. I understand that they had a fire a number of years ago, which depleted some of them, but I would like to see more books.
- I'd like to see the central one have more journals and better parking. The small one should have more available books to transfer. They need work together.
- No London or New York Reviews, books, and downsize their periodicals.
- Other libraries have more books, including medical and nursing books. They should also have other languages. Naperville has a few, including Indian language, and we would like to have that.
- The should have more downloadable audiobooks
- To have all the large print books together in one section for senior citizens
- When I find a book, they always have to go outside their system.

### **Resources, services, or programs**

- Adult learning, computer things, and some workshops
- Adult programs
- An adopt-a-book program
- At the Sherwood Library, they had a Pinterest night.
- Coal City offers Sew Good Friends day, which is an open sewing day for women. They also have card making, jewelry making, quilting, and planned field trips for places like the Brookfield Zoo. I don't see the Joliet Library doing any of those things. They seem more geared to children instead of adults.
- Colorado Springs Library will let you bring food in.

- Copy machines
- For people that want to learn how to use the library, how to find a book
- I can't think of a thing. I heard from someone else about another library in a different state with a grace period of three days for fines of 10 cents or 25 cents.
- I couldn't say. I like music programs, but they have music programs.
- I had lost my job and I wanted to take computer classes, Excel classes, and a QuickBooks class, but the Joliet Library did not offer any of them. I had to travel to the Plainfield Library to take them. That library also offers group meetings for people who have lost their jobs, with guest speakers, help in resume writing, and so forth.
- I like the bookmobile idea.
- I like this whole thing with AARP classes being offered.
- They already do interlibrary loans with schools and IRC.
- I would like to see at home internet access provided to elderly using funds that are usually put toward the physical building. There needs to be a call center where elderly could call in for help with the computer.
- I would like to see more lectures offered about local history.
- I'd like to be able to use the drive up window to pick up and drop off books again. I use a walker, and it enabled me to get my books without having to walk into the building every time. It's especially helpful in the wintertime.
- I'd like to see services where they put wristbands on the homeless and they goes off in an hour so they leave, and only offer a homeless person ten minutes in the bathroom.
- I've seen computer classes offered at Moreland Park.
- The Black Road library charges too much for used books, and there are a ton of them. They offer old books and outdated books on the Saturday afternoon book sales.
- The Lockport branch has some very nice and interesting programs. Some of ours are getting kind of stale.
- The Main library should have a cafe similar to the Black Road branch library.
- The makerspace is nice at other libraries, where you can make buttons and use a 3D printer.
- The should have coffee at the Main library

- They can borrow books from universities.
- They have language courses that are available electronically that they can have access to.
- They should deliver books to home during winter months.
- They should have a drive up area to drop off the materials.
- They should have a job club. I've been to two different libraries, Loyal and Plainfield, and they have job club meetings.
- They should have a once a year grandparent's day like Crest Hill had.
- They should have adult education courses, not for college credit; for instance, book binding and the history of Chicago, like what the Newberry Library does.
- They should have adult game nights, like cards, Bunko, Scrabble, or trivia games or trivia competition. They should organize some trips. The Yorkville Library has a lot of trips for things like shopping or sports events, or a bus trip up north to see the colors in the fall. That would be fun.
- They should have classes in Spanish or other languages other than English.
- They should have classes on using media.
- They should have classes, like cooking classes. They should have free classes and programs.
- They should have computer classes.
- They should have computer information training courses; for instance, how to use Excel.
- They should have cooking classes (2)
- They should have crocheting classes and knitting classes for free. We should bring back old skills and crafts from the 1800's.
- They should have digital media services. The New Lenox Library has new digital media services that I am not allowed to use, even though I live in New Lenox. They offer lynda.com subscriptions. They have cameras and they can convert from VHS to DVDs. You can edit movies and much more.
- They should have later hours and programs all the way to closing hours.
- They should have longer hours like they have in Fountaindale.
- They should have longer time on the computers.
- They should have maker spaces.
- They should have meet the authors, where they have the authors come in and talk about their books and have book signings.

- They should have meetings with book elders and readings with kids.
- They should have more adult classes that are fun.
- They should have more authors, more historic programs, like the Elgin civil war, and scout-related events.
- They should have more book signings.
- They should have more options to buy books, with lower prices, and a bigger selection.
- They should have reciprocal rights at other libraries.
- They should have some craft classes and activities for seniors.
- They should have some more computer classes.
- They should include more bilingual activities and materials. Hispanic people don't have enough materials in their language. It's very important because it's one of the reasons why there is trouble with many Latino kids. No new Hispanic books or materials for adults and children.
- They should offer a music series
- They should offer different languages other than Spanish.
- They should offer more programs about retirement planning and cooking classes; for instance, for desserts.
- They should offer passes for museums more than they have.
- They should offer special programs, like those at New Lenox, or a gardening program.
- They should offer the reading program they used to have at the downtown library.
- They used to offer where you could borrow books from the Prairie library system, the interlibrary system, or the world catalogue. I could put book on hold and get them from the counter. It doesn't seem like they are offering it anymore, and I really liked it when they did have it.
- You should be able to pick up items on hold at different places.

### **Children's materials, resources, services, or programs**

- A children's camp, like a reading camp
- A home school group should be offered.
- I would like to see more services for home school families.
- They should have kids' group settings for toddlers.

- They should have kids' programs, storytimes, and arts and crafts events. They should have programs for other teens and book events.
- They should have more after school for the little kids, like six- or seven-year olds; for instance, helping with homework or reading, because kids learn better from others.
- They should have more children's programs.
- What they're doing is fine. Maybe they should have more kids programs.

### **Other**

- I don't get any flyers or anything for the Joliet Library. I've only gotten them for the Plainfield Library. I know Plainfield has mommy and me days and craft days, I don't know if the Joliet Library does that. I have no idea.
- They should have more advertisements about researching genealogy and more information on what's available if you want to investigate family background and ancestry. Also, maybe they could have a workshop for retirees and more programs for retirees.
- They should have more space.

### **Don't know, none, don't use the library**

- I am not familiar with any other library.
- I can't recall any.
- I can't say. I can't think of any.
- I can't think of any. (2)
- I can't compare them.
- I can't think of anything to add.
- I can't think of anything.
- I don't do that much at libraries.
- I don't go to other libraries.
- I don't go to other libraries. I go to Yorkville to pick up books, but I have the library I like.
- I don't know of any.
- I don't know. I can't think of any.



- I don't think of anything
- I don't know what other libraries offer.
- I don't know. It's been a long time since I've used a different library. Nothing important.
- I don't use any other libraries.
- I have not seen anything.
- I haven't been to any others.
- I haven't really seen any.
- I haven't seen any other services that are different than what we already have here.
- I haven't seen any. (3)
- I haven't seen anything from another library, because I only go to Joliet.
- I haven't been to another library.
- I never check into any other libraries, so I don't know.
- I really can't answer that, because I haven't been to the library.
- I really don't go to libraries.
- I'm not familiar with any.
- I'm not aware of any.
- Joliet Library is better than any other I went to in the past year. Better is better.
- None. They have everything we've looked for.
- Nothing. I don't go to any other library.
- There's nothing that I can think of. I don't visit other libraries. Nothing comes to mind.
- You're my only library. I don't care what anyone else offers.

## **Info6\_O1: From which newspapers do you get information about the Joliet Library?**

### **Joliet Herald**

- Herald (5)
- Herald and Bugle
- Herald News (46)
- Herald News and Joliet Daily
- Herald News and Sun Times
- Herald News and the Chicago Sun Times
- Herald News and the Joliet Beacon
- Herald News and Tribune
- Herald newspaper
- Joliet Daily Herald
- Joliet Herald (50)
- Joliet Herald and the Chicago Tribune
- Joliet Herald and The Patch
- Joliet Herald and the Times Weekly (3)
- Joliet Herald News (53)
- Joliet Herald News and the Chicago Sun Times
- Joliet Herald News and the Chicago Tribune
- Joliet Herald News, Times Weekly, and the Bugle
- Joliet Herald News, Tribune, and Joliet News
- Joliet newspaper (3)
- Local Joliet Herald
- The city newspaper
- The Daily Herald (2)
- The Herald (12)

- The Herald and the Enterprise
- The Herald News (22)
- The Herald News and Joliet Times
- The Herald News and the Joliet Patch
- The Herald News and the Times Weekly
- The Herald News and the Tribune
- The Herald, the local paper
- The Joliet Herald (12)
- The Joliet Herald News (24)
- The Joliet Herald News and the Chicago Tribune
- The Joliet newspaper
- Times Herald (2)

### **Chicago Tribune**

- The Chicago Tribune
- The Chicago Tribune and the Joliet Herald News
- The Tribune (6)
- The Tribune and the Herald News

### **Other**

- Farmers Weekly Review
- Joliet Patch
- Local newspapers (8)
- Lockport
- My mom's newspaper
- New Lenox Patriot
- Not sure what it called
- Pennysaver, the Bugle, and the Times Weekly
- Plainfield Patch

- School publications
- Sun Times (2)
- The Chicago Times
- The daily news
- The local newspaper (2)
- The Patch
- The Patch, Joliet Herald
- The Patriot and the Joliet Park District newsletter
- The Plainfield Patch
- The South Town Star
- The Times Weekly (2)

## **Info8\_O1: From what other source do you get information about the Joliet Library?**

### **School**

- From the home school group.
- From my kid's school
- From my son's school
- From my students. We're all readers in our area, so that group would be my other source of information.
- From school (7)
- The schools send stuff home, like flyers.
- The kids get things from school.
- The school sends stuff home.
- Through the school district

### **Radio**

- From local radio, occasionally.
- From radio and TV
- From the radio (8)
- From the radio. I also got a letter from a niece saying to check it out, and from information posted on building windows.
- From WJOL, the radio

### **Newsletter or flyer**

- From a community newsletter
- From a flyer at the YMCA
- From flyers
- From the Farmers' Newsletter
- From the newsletter that comes out

- From townhome association newsletters
- The city puts out a newsletter

### **Word of mouth**

- From family
- From my daughter, but not from the Joliet Library
- From neighbors
- From the public in general
- From word of mouth

### **Library source**

- By calling the library
- By calling the library or looking online
- Directly from the website
- From the digital banner

### **Other**

- Every once in the while, I get something in the mail about it.
- From advertisements
- From another library
- From email (4)
- I drive by it a lot. I know where it is.
- I happen to know that it is there.
- I've known about the library my whole life.
- Reviews from Magi and newspapers
- Sometimes I seek out the information myself ahead of time; for instance about events like Star Wars Day, Dora Day, and some of the craft programs. I also like the programs that are historically based.
- That would be you (the NIU interviewer)

## **Demo2\_O1: Is a language other than English spoken in your household?**

- American Sign Language
- Chinese
- French (2)
- French and Spanish
- French, Spanish, and Serbian
- German
- Greek
- Greek and Dutch
- Hindi (2)
- Italian (2)
- Laos
- Lithuanian
- Lithuanian, Russian, and Slovak
- Polish (3)
- Polish, Spanish, Italian, French, Portuguese, and Greek
- Rasta and Jamaican
- Russian
- Slovenian (2)
- Sometime Spanish and Japanese
- Spanish (42)
- Spanish and German
- Spanish and Japanese
- Spanish, Italian, and German
- Spanish, mostly English
- Tagalog
- Urdu

**Demo2a\_O1: What is the primary language spoken in your home? (Other, specify)**

- American Sign Language
- Both Hindi and English, and Punjabi
- Hindi
- Russian, Slovak, and Lithuanian
- Spanglish
- They are equal
- Urdu



**Demo6\_O1: Do you consider yourself to be black or African American, white or Caucasian, Latino or Hispanic, Native American, Asian or Pacific Islander, or another race? (Other, specify)**

- African American and Pacific Islander
- American (2)
- European
- European and American Indian
- Fraklins
- Greek
- Human race
- Mediterranean, Greek-American
- Mixed
- No specification
- Peruvian, Indian, and Spanish

## **Demo9\_O1: Do you own or rent your home? (Other, specify)**

- I am living in my parents' home.
- I am paying a mortgage.
- I don't have to pay rent because I live with my parents.
- I have a condo.
- I have a mortgage.
- I live in a retirement center.
- I live in housing.
- I live with my parents. (3)
- I'm in a nursing home.
- My mother owns the house.
- We have bank problems.
- We rent a room.

## **Last: What other comments or suggestions would you like to share with Joliet Library administrators?**

### **Materials or collection**

- Continue to make media resources available to the public. Continue to be sure that there are accommodations for the disabled, such as assistance to the hearing-impaired, materials in Braille, wheelchair accessibility, etc.
- Don't get rid of books. I still like print.
- Expand the amount of e-books available.
- Expand the selection of e-books.
- Get the New York and London review books back.
- I like the availability of books written by foreign nationals, which have very good translations. I'm very satisfied with the selection of books, as well as the arrangement and organizing of books, and also the themed displays and suggested reading displays.
- I wish it was a little easier to get e-books. It's so complicated that I didn't bother. I almost read exclusively one reader.
- I wish that the Black Road branch had more books available. There are more books available at the Main branch. I wish they could split them up more throughout the branches.
- I would like a larger selection of audiobooks from Overdrive.
- I would like all of their large print books to be together in one section, because at the Black Road library they're not, but they used to be a year or so ago.
- I would like to see more academic books at the library, like the books you see at academic libraries from universities.
- I would like to see more of the best sellers available for e-books and more copies available of e-books.
- I'd like a big program in large type books.
- I'd like to see more e-books. In this fast-paced time, it's really hard to get out to a specific location to pick it up and then drop it off, when you can download it.
- I'd like to see more about the Christian heritage of America, and more Christian reading material.

- Keep doing what you're doing. Increase the amount of large print books.
- My biggest complaint was books for African Americans. They have fiction, but they need to update the books.
- My daughter gets my books and audiobooks from the Black Road library. They are so wonderful ordering books. They are absolutely terrific, and are very friendly and helpful to my daughter.
- Spanish books are not available for adults and children. Materials are not changed. There are very few bilingual materials. The administrators are good and the library is good. They have good computers and displays. They need more Spanish material books.
- The audiotapes are very old and skip all the time.
- The old movies and books are just as important as the new material.
- They could have a few more books on the shelves. The Black Road branch has lots of space, but I'd like to see more books.
- They could keep some other books on the shelves longer when the taxpayers are paying for them. Some of them are really good books in good condition.
- They have a good microfiche section.
- They need more movies.
- They only get the first of the series. They never get the second or third, or they don't get them at all, or it takes really long time to get them.
- They should keep books on the shelf. We want our books. We do not want to buy e-readers. I am totally against e-readers.
- They should still keep paperbacks in their collection. I would like to hear more about library's events.
- They've got something with renting e-books which will save me \$150 per year.
- We need more books.

### **Services, programs, or resources**

- All the programs. I have known where the library is at when I need it.
- Delivery service would be great.
- For the meeting rooms, they should make some kind of discount for private parties. Free would be even better.

- I can't pick up holds from New Lenox, and it's a hassle to get to Joliet Public Library to get them, so I don't get the book. I need to put more effort into getting to Joliet Public Library.
- I like being able to call and ask for a book if they don't have it. They will call another library. If they do have it, they will put it on hold for me. When I'm looking for a book, I go to the information desk and the librarian tells me what area it is in.
- I really like the meeting spaces for my church group.
- I remember when I was a kid, they had a lot of summer programs. They should make them more accessible and known about now. I would love my kids to be a part of something like that, too.
- I was disappointed when they dropped other libraries in their consortium. The New Lenox Library used to be a part of it, but something happened, and now they've changed stipulations and it isn't like that anymore.
- I wish I could come a little more often. I want to learn a few things, and I want to learn how to use the computer.
- I wish they had more genealogy at the west side library.
- I would like for them to be a part of the New Lenox group. I don't like that we have separated from New Lenox. For our kids' school books, we need the New Lenox Library, which is more convenient. It is very inconvenient now, because before, they accepted Joliet people and we were able to use their programs and services, but now we cannot. Joliet is no longer a part of PrairieCat.
- I would like speech therapy, so that I'm able to understand, because that is how I communicate. Also, I would like to take a computer class.
- I would love to have more adults' programs. When kids were younger, they had summer programs and speakers. They should have better publicity of the programs they do have. I don't know where to find out about this stuff. More meeting rooms would bring more people into library and allow them to notice things more and to use the library more.
- I would still like to use the old way of looking up my books, the old fashioned way, through the index.
- I'm 89 years old, so I would like the pick-up and drop-off window to be available for use again. Other than that, I love the library and think it's wonderful.
- It's improper that they allow people to look up pornography or that kind of thing on the internet. It's not appropriate for children or adults, and tax payers shouldn't have to pay for it.

- Keep providing services. I would really miss it if it was no longer available.
- One thing I would really love to see and get me to use the library more, is comfortable seating, like couches and chairs to sit and read or to sit and use the internet. I would take more books home if I could browse and figure out which ones to take home.
- Overdrive needs a better search interface. It's very difficult to find materials without the exact title. For example, when searching for "Counting by 7s" in Overdrive, I had to spell out the number 7 with an 's' after it for the audio version, and I had to make multiple searches to find it. It's very painful if you don't know exactly what you want.
- Put more chairs in the rooms that you have meetings in, and expand them to handle more people. It doesn't seem like there's enough chairs.
- The drive through is the biggest waste. Either open it up more or do nothing with it. Having it open for only a couple of hours is the biggest waste. Having it open is a waste of resources.
- The interlibrary holds
- The library does a great job. They should keep up with the programs in the library. I enjoy being a part of the library community. Star Wars Day rocks.
- The library needs more services for people with disabilities.
- The only problem I have is that they put up a new afterhours drop off collection box. The way they have it set up, it's positioned too high. You have to get out of your car to drop the books in the slot. The old one was about level and it was easy to drop off books without getting out of your car.
- The time limit should be taken off the computer usage and there should be a security guard.
- The times I have used the libraries, I have appreciated the resources and the computer. I used it for a job search. It's a great opportunity to get people in a group. Job clubs are great at other libraries.
- There should be more meeting space when they have exceptionally good programs.
- They are doing a fine job. They should redesign the book drop from outdoors.
- They could have their drive through pick-up window open more. Other than that, it's great.
- They could make their online card catalogue more user-friendly. It's cranky. They had a good system before, but when they reprogrammed it, people who aren't as computer literate have a hard time using it.

- They do great work. I would like it if there was another checkout for CDs or DVDs where they don't have to do it. If they could update their system so they can check out books and other items out faster. If possible, they should build a reading or private room.
- They have people in their community who are old fogies who aren't into the internet or e-books. I have no interest in that kind of thing.
- They need a drop-off to return items to.
- They need to look at the programs that Plainfield does and maybe they have a chance of surviving.
- They need to put back the author fest.
- They need to reach out to the community more, especially to the elderly, and offer resources to make them more internet savvy. At home internet needs to be offered as well as assistance with using it.
- They put in two new drop boxes at Black Road, and they are so high up that, if you have a little car, you have to work too hard to put them in the drop box. Maybe they should put in a lower one.
- They should be offering the adult learning classes and genealogy workshops.
- They should enhance the computers if they are not big enough for senior citizens.
- They should get rid of New Lenox problem, because I can't order books and participate in their programs. They should expand the library or the Hispanic branch. They could have a Starbucks coffee shop. The library could contribute to overweight issues in society with health-oriented programs or diet programs.
- They should have a more inviting coffee shop for reading books and things.
- They should have more services for seniors.
- They should have someone there by phone to help with Kindle problems, instead of making people come into the library to fix them.
- They should offer English to Spanish speaking people and not Spanish to English speaking people.
- They should update their computer program software. It seems outdated. They should have a bigger selection of DVDs.
- When I visited Fountaindale, they had an area where people could relax, lounge, read, and buy snacks. They had reading areas that are very comfortable. They had a bookstore downstairs to purchase books or used books. The computer area was phenomenal for adults and children. Also, Bolingbrook has little bookstands around the community where people can take or leave books for free.

## **Hours**

- Everything is good. I would like to see more summer hours. They aren't open as much in the summer like during the school year. We love the library.
- I don't like their hours. The fact that they're closed on Sunday during the summer is awful. I would pay more in taxes if it would allow them to keep a larger staff to be able to open on Sunday. Even a partial day would help on Sunday. It's a disservice to the community that they are closed. They could also be open a little later on nights.
- I would like to see them stick around. I would like longer hours, because of my work hours. I wish the library had more adult programs.
- They are doing a good job. I am disappointed that they close early on Friday, but I can understand that.
- They need to expand their hours to make it more convenient to people who work more than a full time job.
- They should extend the hours on Friday for the Black Road branch.
- They should have longer hours on a Sunday

## **Staff**

- I always loved the library. They did a really good job. All the people that worked there were very kind and helpful.
- I am pleased with the help and friendliness of the library.
- I appreciate the work that they do and the employees that they hired. I continue to use their services. I would prefer that they don't close down the library because of the internet.
- The people who work there do a good job.
- The staff does a really good job. They have always been really nice and helpful. I never have anything go wrong. I am going to continue to go over there, because I enjoy reading, and I always take books home.
- The staff was very helpful. It is a good library system.
- There should be a professional at every place of contact; for instance, at the reference desk, children's department, etc. They should offer grab books, free books. Instead of book sales, the books should be for free.



- They are honest. I once left a bank envelope in a book, and they tracked me down and returned the money to me. They are efficient in finding books that aren't on-site, and also showed me how to use a Kindle. The children's programs are good.
- They are well organized, well trained, polite, and knowledgeable. They have some older people, which I like, because they are the ones who read. You want to hear from someone who has read a lot. In fiction and nonfiction, they can talk to you about books that would interest you. Someone always has an answer for me when I want to know about what book to read. If you work at a library, you should read. Keep doing what you're doing. Don't close the library. The kids need it for learning. Keep the Joliet Library open as long as we can.
- They have a friendly staff who are welcoming, and helpful. I would like to see more programs about retirement. They should have better parking downtown building.

### **Building or facility**

- I love the building itself. I absolutely love it. I love the history of it. I remember it as a high school student. It's very historical to me. I'd hate to see it leave. I wish there were a few more people that could help with ancestry, births and deaths lookup, and old newspapers.
- I love the Joliet Public Library. I love the buildings. It needs more safety. I don't like that you have to park in a parking garage. It needs more open, safer parking lots. It needs more safety and more guards in the downtown location. It's not as safe as Black Road branch.
- I used to like the library when it was out of the mall, but since they built the new buildings, I seldom go there. I go there only if I specifically need something.
- It's a beautiful building. It's very valuable to the city. I hope they keep it going like they have been for the past 50 years.
- It's a very beautiful library, there's no doubt about it, especially the one on the west side. They have a lot of children's programs, which are very good
- The Main library should open their doors on Chicago Street.
- The way it's set up is very nice. It's bright and welcoming. The atmosphere is nice. The staff is pleasant and helpful.

- There is a need for a third library way west of the city limits. They should open the Chicago Street door for the Main library.
- They consider the downtown library to be the library for the east side of Joliet. The poorest families live on the east side. They need to build another library for the children living there. There is a large Spanish community, and they don't get to the library. If they wanted to do an ESL program or have more books in Spanish, they need to do it over there, if they want to spend the money.
- They have done a great job in their reconstruction. They can probably restructure some of the areas to make it more conducive to student and adult learning.
- They should get more openings for the handicapped, so that people with wheelchairs can also enjoy the library, because as it is, people with wheelchairs can't enjoy the libraries.
- They should have more handicap accessibility at the downtown library.
- They should keep up the handicap access as best as possible during the winter, as far as snow and ice removal.
- When they built the Black Road branch, they did a great thing. It's really a nice place. I know that the times that I've gone, I've never had any problems finding a place to park. All in all, I've been very pleased with the service. I really appreciate the ability to pick up books. That's especially important for somebody who's handicapped

### **Transportation or parking**

- All of the libraries need help. They need parking, better hours, and better lighting.
- I am satisfied with their services. We need more parking spaces for the library in downtown Joliet.
- I'm sorry I don't get to use it so often. I don't drive, so I can't get there often. I'm proud of that library. We have excellent libraries for the community, but I am not a great reader. In fact, I haven't read through the hundred books I have here. People have lots of compliments on the library. I hear lots of good things about the library from friends. Keep up the good work.
- Sometimes, it's hard to get the books out of the shelves because they're packed too tightly. I would like to know how to search for a book by genre.
- The Joliet public libraries are pretty nice as they are. Maybe they should do some improvement at the downtown building, with more parking and a little more security.

- There is not enough parking at the Black Road branch library during the daytime.
- There should be more parking at the Main library, and a coffee shop.
- There should be more parking space, so you have time to sit down and study properly without watching to see if your car will be towed.
- They should add parking downtown.
- They should offer more handicapped parking.
- They should work on working with city to get a bike path to the library. If you are on the other side of 55, you can't walk to the library. You have to drive. It's so much nicer in the summer to walk, but you can't because there's no safe way to walk to the library over 55.

### **Safety or security**

- As nice as the downtown library is, the area around it is so bad that people don't want to go there. It's the area around the library that stops us from going there.
- I don't like location. They should have better security for the children. I don't feel safe in that area.
- My only other concern is safety. There are a lot of homeless people hanging out outside and inside the library. It does make it less attractive.
- The biggest problem is the area. I would like to see more police officers near the Main library. They should have more security, where people know there's a security officer there, and better parking.
- The Main library should have better lighting at night in the parking lot.
- The main reason I don't go is because of the safety of the neighborhood and the location. I'm terrible about returning materials, and having places in the community would be very helpful. I believe the library is great for people who don't have those resources, so it wouldn't be good if it went out of business.
- There are a lot of people hanging outside, like less fortunate or homeless people. People don't like to see that.
- They should be proactive about the people that hang out inside and outside the library.
- They should do something about the parking and the safety issue at the downtown library.
- They should do something about the safety of the library and the vagrant people who hang around the library. They harass women who go into the library. It's a big problem, to the point where I have finally

told her the next time it happens, to call the police, because not enough is being done. I know it's a public place, but not enough is being done to fix that situation. She's been harassed inside the library many times.

- They should have more coverage of keeping homeless out of the library. That's why we hesitate to go. It makes it uncomfortable for other people. The smell spreads through library. I know they have to go someplace, but that's not the place. They have a tendency to stare and leer. They don't act appropriately for the atmosphere at the library.
- They should keep the homeless out of the east side branch, and keep them a couple blocks away.
- They should really looking into the people that hang out around the library. It's very unsafe. The third floor of the library has a lot of people hanging out as if they live there. The library should be a place where you feel comfortable. In comparison to the other branch. People, possibly homeless people, are hanging around the doorways, and that is very unsafe.
- With the Main library, people don't feel safe going there.

#### **Location or convenience**

- I like the Black Road library. It is very convenient. It's well-kept. The people that work there are very pleasant.
- It'd be nice to see the library expanded on the west side. I would like to see the book, music, and movie collections expanded.
- It's really convenient. I've always had a good selection of items to pick from.
- My husband and I enjoy the library. It is very convenient and helpful.
- Please don't close the library. It is important for the community. There should be a small library for the people in the west, like the one that was in mall building. It's neat and clean.

#### **Children's or youth materials, programs, or services**

- Children should use the library because it's very important.
- I do like the Joliet Public Library. They have a very good selection of children's books. We use those often.

- I hear complaints, when people come to the library, about the layout, because it's not child friendly at the Black Road branch. They should separate the open content so that there is a children's section and an adult section, so that kids can't run freely. They should have a temporary wall.
- I like that they post children's artwork in the lobby. That should be highlighted more, along with what the children are doing in the community artistically. They could get art from schools to display. The Black Road library put in new drop boxes, which are too high. The outreach program to schools was an awesome program, especially getting kids in primary grades interested in the library, and also the field trips to the library.
- I would like to see storytime back at the library once or twice a week.
- It is a very good resource for our youth.
- Keep the good work up. They should keep tabs on the young people and make sure they are interacting with each other. They should have more parking spaces for the library.
- The libraries are extremely important for school children and pre-school children. I wouldn't want to see a library closed, because the children need it. Not everyone has access to computer equipment. I'm speaking about lower income families, in particular, who use library resources. In general, it's very important that persons of all ages have access to reading material in order to learn and keep sharp.
- The library is important for young children and for people with lower incomes, because not everyone has computers and books. It's an important part of growing, and an important asset for people in school, because not everyone can purchase the books necessary.
- The library was a big thing when I was growing up. The library is really valuable to the community, especially where children are concerned. Teaching them to read is the best thing you can do for them. I would still go to the library if I didn't have this health situation.
- They should be doing something for kids, like handing out candy to help kids remember, and having a box of Kleenex and disinfectant wipes.
- They should keep going strong and having programs for the kids. My kids have enjoyed them.
- They should keep up on all the children's programs. Add American Girl programs. I know they had them, but I don't know if they stopped
- They should provide more events for kids at the library, like storytime and playtime, so kids can socialize with other kids.

- We are an older family. We used the library when the kids were young, but the library isn't useful anymore because of the availability of the internet. Because of this, we don't need the library.
- We use it mostly for the kids. If there were any additional programs or a science day for kids, we would use them.
- When I would bring my son there, they had an area where they did little readings. I wish they offered more hands-on opportunities for mothers and young children around three, four, and five.

### **Awareness**

- I don't receive a lot of information from them. I wish I received more. We use Crest Hill more because we get more information about it.
- I don't receive the newsletter and I would like to. They need to not forget about their senior citizens. It would be nice if they would have some special stuff for the seniors, like a senior book club.
- I have never considered Joliet Library.
- I would like to see them advertise more through online newspapers and radio. I didn't know about e-books. It would be nice to advertise anything that they do online.
- It would be nice to be reminded that they were there.
- It's a great idea to use the library. I want to be reminded that it's there every once in a while.
- The only information I know about the library is what I read from the paper.
- They need to put out a better newsletter for every household, and to provide better information.
- They need to set up commercials so that people know what services and what new services they have. This is the first I've heard of e-books. Now I will be renting e-books. They should do commercials on channel six, get on cable channels, post in the newspaper, on iPad, and post online with Joliet Herald News. They should make more parking down there. I can't walk very far. It's full. I wouldn't go down there because I'd have to walk. The only time I would go down there is if I needed an older book, or go to west side on Black Road. I haven't needed to go because I'm retired. The parking at the Main building is always full.
- They should keep promoting the library, because it's good for the entire community, whether it be on the east or west side of the river.

- They should provide more information to the public about the programs they offer. They should advertise more.
- They should send more information in the mail, because we don't get any information about library. They should send flyers when events are coming up. When something is going on at the library, they should send information to the house. Then we would probably go.
- They should send out more information through the mail to residents.
- We might make more use if we had access to different things. We might not be aware of them. I will make it a point to look at the website.

### **Cost or affordability**

- A public library should be public. There should not be such a high cost to get a library card for people who want to enjoy books or learn.
- Fines for DVDs are excessive. The overdue notifications are set up so that they can generate fines. They remind people they are overdue a week after they are overdue. They should notify people the day things are overdue. Some of the staff are not helpful. They either lack knowledge or are not very people friendly. The collection of books is geared towards fiction, and the collection is disproportionate to other needs. Also, the reference staff at the Main library are condescending to patrons. The used book staff tries to gouge you out of money by stimulating you to join Friends of the Library to attend the first hours of sale. A tax supported institution should not nickel and dime patrons for money.
- They should make it affordable for the people who want to use. They should make it affordable for everyone. Once you have a library card, you have access to all the neighboring branches that you could go to. If I can't find it at the downtown location with that card, I could go to Lockport, New Lenox, or Black Road, and I'm not restricted to one location.
- They should make it possible for people who live in unincorporated Joliet who have children to get a library card that doesn't cost them an arm and a leg. They have to pay upwards of \$140 per year. There should be a system in place through the public school system to give these children library access. Even if they charge \$5 every time they use the library, it would be a minimum compared to the alternative. They have to find a way for these children to gain access to these books. That's what the library is all about.

### **Library is doing a good job, happy with library**

- Because of technology, people have gotten away from it, but I've always been a fan of it. I've got good memories. It's more because of convenience that people don't use it.
- Don't ever get rid of it.
- Even if it seems like libraries are dying out, there are people that don't have access to things that need that library.
- Even though I don't use the library, I have no objection to supporting the library. I love the idea. It's important.
- Everything is fine. I have nothing to complain about.
- Good luck. I hope they get what they need and want.
- I always thought they were doing a very good job. I've always been a strong backer of the library. They are still doing a good job. I wish I would get over there more often.
- I am a very big library fan. The libraries do a great job. I wish more people would use them.
- I am happy and pleased. I have no complaints.
- I am happy with the way they do things, both downtown and on the west side.
- I am immensely proud of the public libraries. Joliet Library is a fine library. I have used libraries my entire life. I am proud that services that I myself might not use, such as computers or ethnic services, are offered. It needs to be for the community. It's the best part of my tax dollars.
- I am pretty happy with the services I receive. Maybe they should have more movie selections, like classics. Sometimes I like to look for old musicals.
- I am very happy with service that they provide.
- I appreciate everything the library is doing. Even though I can't use the library much, I appreciate them being there.
- I don't know what I would do if I were unable to read. It is very important part of life. It makes a difference in personality and outlook on life. You learn a whole lot of things. You'd be surprised what you can learn by reading a book.
- I enjoy going to the library. I'll get some coffee and sit down with the newspaper. I enjoy going there for a couple hours every week. It's very comfortable.
- I have been very pleased with them.



- I hope the library downtown continues being there, because it's a Joliet institution. It's always been there. A lot of people are counting on it. A lot can't go up to the Black Road branch. I counted on that library, and a lot of school kids do. It would be a hardship to many people if it wasn't there.
- I hope they keep it open and continue with having books, computers, and movies.
- I know that the people who do use it, like my friends, are very happy with the new library. The books they're looking for are always there, or they get them promptly. When I need to, I do go to the library, and it's very helpful.
- I like both of the libraries a lot.
- I like the Black Road branch a lot. The problem downtown is parking. I love the Black Road location. They've been very helpful. I wish downtown was more accessible.
- I like the idea of having a public library. Any time I need a book or computer, I know I can go there to get it and find what I need. The staff are very helpful.
- I like the library a lot, just the way it is.
- I like the library. It has good service, and it's very beneficial. Without the library, I would be very unhappy. I mostly use the nonfiction. I like the people that work there and the services they offer. I'm very happy with the library.
- I love it. I went there on my birthday. I really enjoy it. It's a great place to take children.
- I spent most of my life in Joliet. I had moved away, but recently moved back. I am looking forward to visiting the library again.
- I wish that more people valued the library in downtown like I did. Everyone is afraid of the area, but it's fine with me.
- I'm very happy with the library and what they offer.
- I've always been happy with the library.
- I've always been very impressed with how clean, how knowledgeable, and how efficient they are at both branches. I especially admire the downtown library staff because I know that they have difficult circumstances to work under, because of the clientele they get and the cleanliness and organization. I live closer to Black Road one, but I would go to downtown rather than Black Road. They're friendlier, more knowledgeable, and willing to help.
- If I were a library person, I would have a lot to say. Reading and literacy is seriously important.

- I'm always happy with the library. I have been going to the downtown library since I was a child, and I love the building inside and out. I love the limestone, the tiles, and the fireplace. They do a good job. I was recently doing research on genealogy, and they were very helpful.
- I'm sorry that I don't visit the library or use it. They're both wonderful assets for Joliet.
- I'm very pleased with the library. I am happy with the services and happy with the selection. I use the library often.
- It is a nice library. They are doing a good job. It's a nice place.
- It is a worthy part of the community. If I did not drive by, I would not where it was. It should have programs, books clubs, and writing clubs for seniors and adults. They should be a little more visible in the community.
- It's a great service for me. I really enjoy it, and I would like to see it continue and grow.
- It's a wonderful service that the library provides. I know we do pay for the library through our taxes. They go above and beyond. It's wonderful for people who can't buy the books. They can still get the information.
- It's literally one of the best libraries around.
- It's pretty good.
- It's a good decision to have a library.
- It's a great place to go, and I'm very pleased with it.
- Joliet should be bigger, like a Will County. Joliet Library is doing a decent job for the community. Keep on doing the best you can with the money you have.
- Keep doing what you're doing. The library is a very good place to learn. It has good programs for kids and teens to help them learn and keep them off the streets.
- Keep on doing a good job at what you're doing.
- Keep the libraries. They are important for elders and children, especially. Reading is important. The better access to books you have, the better success you have in school.
- Keep up the good work. (5)
- Keep up the good work. It's a wonderful place. It always has been. They keep it up so well, I don't know who could find an error in there. The materials there are wonderful. You can't miss finding what you want. I'm very thrilled with it.

- Keep up the good work. It's a nice place to go to.
- Keep up the good work. Make sure they don't cater to one ethnicity. They should embrace all the cultures in the town.
- Keep up the good work. We hope we can keep our branch nearby here.
- Keep up with the good work.
- Libraries are important to be maintained.
- Libraries are very important to the community. I have been pleased with the diversity I have seen at the Black Road branch. I need more help with my e-books. Staff could provide patrons more help with access to e-book use.
- None. I am very satisfied. I have been a lifetime patron since second grade.
- Nothing. I'm very happy with them. I get the books I want to read. If I need to keep them longer, I call and they okay it so that there are no problems.
- Thank you for your service.
- The library has done a beautiful job in Joliet with the libraries. Keep up the good work.
- The library has done a good job. My lack of attendance is more my own issue than the library's issue. I'm too busy to go.
- The library is a good thing. I enjoyed it when I was younger. My children enjoyed it when they were younger.
- The library is doing a good job. Keep it up. Have a fireplace for people enjoy.
- The library is doing a good job. My daughter mostly goes to library, and she's happy. Keep up the good work.
- The library is important to me. I use it all the time, at least a couple times a month.
- The library is my favorite taxing body.
- The library is the best place for children, or anyone, to go to learn.
- The library is very important. I wish people knew how to use it.
- The library is very progressive with new ideas.
- The public library is a very important institution, because there are a lot of people not as lucky as we are. There are a lot of poor or indigent people that need the library. Also, I use the computer a lot. It's an important part of the community. I'd hate to lose it. I like the personal touch.

- The public library is very important to all ages. They should keep the availability of both libraries open. The people living on the east side need the downtown library, and we need the branch on the west side. They need to keep the availability at both libraries open for all ages. It is very important.
- They are doing a good job.
- They are doing a good job. (2)
- They are doing a good job. I have no complaints.
- They are doing a great job keeping the library open to the community.
- They are doing a great job.
- They are doing a great job. The children love the library and participating in summer reading programs.
- They are doing a very good job. Keep up the good work.
- They are doing fine the way they are now.
- They are doing fine.
- They are very good. I spent a lot of time there when I was a student. Now that I am a senior citizen, I don't spend as much time in library.
- They do a good job at providing materials and services to children and adults.
- They do a good job for the tax money. The facilities and staff are really nice.
- They do a good job.
- They do a good job. If you need it, you can use it. If I had to use them, they would be great. They need more funding. They should set up a tutoring thing. I don't know what's offered.
- They do a good job. Keep it up.
- They do a very good job. The Black Road branch is well staffed and well used.
- They do an excellent job. I appreciate that they are working on patrolling the donated parking spaces. There seems to be more parking for library patrons.
- They have very good services. I wish we could get more people to come out and participate.
- They should listen to the comments and keep doing a good job.
- We have no problems with library. We like going there. It helps a lot with school. The kids use it to find books for themselves.
- We like the library. We use the library. We appreciate the fact it's there. It is a good resource for the community.

- We use library a lot. We really enjoy the library. For us, the renewing online is the key.
- Well I really appreciate the service. I pay taxes to the school district that I do not use, but I can benefit from the libraries. It is a benefit to adults who don't have children and who pay taxes. They should make sure that the programs are balanced for adults and that they are not too heavy on the children's side, although it is good to keep the kids out of trouble. I am excited to be retiring soon, where I can use the library more.
- We're happy with the services provided.
- You are doing everything perfectly wonderfully, from my experience. They are doing a great job. I have nothing negative to say. It is all positive.
- You do fine work. I'm very grateful you are there. You serve a fine purpose for many people.

#### **Other**

- Even though I am in the Joliet Park District, I am closest to Shorewood, and it's much more convenient.
- I do donate a lot of my books after I read them for their book sale. I am glad that they take those. I am glad that I go to the library and that I am in the library district.
- I do go to the library, but not that often. I am familiar with the resources to me. Our association uses the Black Road library for meetings.
- I don't like the change to book lovers, because I have trouble with it.
- I don't think that I am a good candidate, because I use those resources less and less.
- I don't have any, because I don't use the library and I'm not a book reader.
- I offered to donate two boxes of cooking magazines, but man at desk said they don't accept magazines or textbooks. I thought they could make money at one of their book sales. I asked if they had a free giveaway table. He said they only have a limited amount of room. They should offer more computer classes to the general public, especially for senior citizens.
- I plan on making it a point to go to the library, because I do have friends that go there on a regular basis.
- I really welcome the Hispanic population in this area. However, I believe that if the Hispanics live in America, they should learn to speak English. To put everything into Spanish is not patriotic.
- I would love if the Main library would go back to a traditional library system, either the Dewey decimal system or the Library of Congress. It is a library, not a bookstore.

- It is always noisy, even from the staff. The staff is as noisy as the patrons.
- They should be more inclusive of age, gender, and race. They should develop more programs for developing people for work, education, and for social development and community. They should have a communication course. They should make sure the staff is open to race, gender, age, education, and background. The employees don't judge people based on what they're wearing, stereotypes, and what they look like.
- They should try to hire locally when they're filling librarian positions.
- Why are you offering Spanish to English, and not the other way around?
- With my background in teaching and as an elementary principal, I'm wondering why the downtown area is not being used more. It has so many things to offer and is in such a nice place. My suggestion would be to come up with creative options on how to attract everybody. They have kids' programs and such, but there are other ways to attract families. I haven't seen something like a community-related activity that would pull me in. I would also suggest that they come up with a committee of active people. We have go-getters in this town that could make creative attractions to pull people in. I know they're trying to be proactive, but there are people around town with ideas that I feel are not being heard.