



CLARENDON HILLS
PUBLIC LIBRARY | *grow with us*

2021 Clarendon Hills Public Library Survey

We are conducting a survey to find out more about ways the library could better serve the community and focus its resources. Your responses will help us greatly in planning long range goals for the library.

This survey should only take 10-15 minutes to complete and can be returned to the library's Check Out Desk or its Book Return which is accessible outside by the library's doors. More than one person in a household may complete a survey. The survey can also be taken online through the LIBRARY SURVEY link on the library's web page at www.clarendonhillslibrary.org.

Please return your completed survey to the library by Friday, December 19, 2021.

Before you answer our survey questions,
here are some answers to frequently asked questions about the library:

What can I do with a Clarendon Hills library card?

Check out materials at our library and at other area libraries including Downers Grove, Hinsdale, Indian Prairie and Westmont.

Download/stream digital content – ebooks, eaudiobooks, emagazines, movies, TV shows, music – through services like Media on Demand, HOOPLA, eRead IL, Kanopy, and Flipster.

Request materials that are not currently available at CHPL from area libraries, libraries outside of the SWAN consortium or, if necessary, out-of-state libraries.

Get discounts or free passes to certain IL attractions like Brookfield Zoo and Cantigny Park through the library's Museum Adventure Pass and Explore More Illinois programs.

Check out unique items from our Library of Things such as mobile hotspots, projector, VHS to digital file converter, giant Jenga game and more.

Reserve time to use items from the library's Mobile Makerspace such as our sewing machine, Cricut machine, and button makers.

Use the library's Internet computers or free Wi-Fi. Wi-Fi is accessible outside the library building, too!

Ask our staff for a book suggestion or fill out our online Book Match form and get 3-5 well-researched recommendations.

Access online research resources like AncestryLibrary, ConsumerReports.org, etc.

Attend free educational and recreational library programs.

Why are we so much smaller than nearby libraries when our taxes are so high?

The library is mainly funded through property taxes. Clarendon Hills has a smaller population than area communities and a much smaller business district. This means there are fewer entities paying property tax to cover the villages' expenses. The library receives around 2% of CH property tax monies and has the lowest library tax rate in the area – making us a great deal for what you pay! Here is how we compare to area libraries:

	Clarendon Hills	Downers Grove	Hinsdale	Indian Prairie	Westmont
Population	8,427	47,833	22,086	42,529	24,685
Budget FY2020	\$814,428	\$5,498,019	\$3,242,853	\$3,929,951	\$2,040,921
# of Staff	11	102	50	102	34
Square Footage	10,483	67,738	31,800	43,394	24,000
Library Tax Rate	.1330	.2030	.1592	.1721	.2156

How can I find out what is happening at the library?

The library shares news and information about library services and programs, through our:

- quarterly newsletters mailed to your home
- library's website at www.clarendonhillslibrary.org
- library's social media pages – Facebook, Twitter, Instagram
- monthly emails - you must sign up to receive these or have recently registered for a library card and provided an email address
- flyers posted in Library

Survey Questions

Community Needs/Vision Questions

1.) When it comes to the future of the Clarendon Hills community, what do you most hope for?

2.) When it comes to the future of the Clarendon Hills community, what are you most concerned about?

3.) What leisure activities does your family like to do?

4.) What do you look at to find out about community events?

Library Service/Website Questions

5.) How would you rate the following service aspects of the Clarendon Hills Public Library?

	Excellent	Good	Fair	Poor	Not Applicable
Friendliness/Courtesy of the Staff	<input type="checkbox"/>				
Staff's Ability to Answer Questions	<input type="checkbox"/>				
Ease of Finding Materials	<input type="checkbox"/>				
Quality of Library Materials	<input type="checkbox"/>				
Availability of Current/High Interest Materials	<input type="checkbox"/>				
Ability to Obtain Materials from Other Libraries	<input type="checkbox"/>				
Youth Programs	<input type="checkbox"/>				
Adult Programs	<input type="checkbox"/>				
Building Cleanliness	<input type="checkbox"/>				
Handling of Library Services During Pandemic	<input type="checkbox"/>				
Overall Satisfaction Level with Library	<input type="checkbox"/>				

Comments:

6.) If you do not use the Clarendon Hills Public Library often, what would make you use it more?

7.) During the past 12 months, has anyone in your household visited the library's website?

- Yes, about once a week
 Yes, about once a month
 Yes, every couple of months
 Yes, but only once or twice
 No

8.) The library's website (www.clarendonhillslibrary.org) is an interactive gateway to the library and its services. Please circle the appropriate answer.

The layout and design of the website make it easy to use.	YES	NO
I have looked up information about the library on the website.	YES	NO
I have found the information on the website to be useful.	YES	NO
I have looked up information about a program on the website.	YES	NO
I have emailed a question or a request from the website.	YES	NO
I have used the Research Resources section of the website.	YES	NO
I have searched the library catalog from the website.	YES	NO
I have reserved or renewed an item using the library catalog.	YES	NO

Comments about the library's website:

Funding Questions

9.) If the library had surplus funds (in \$150,000 - \$300,000 range), what would you like to see it go towards?

Please rank the following, with 1 being your top choice:

- Build study rooms in the library, even if the library loses shelf space for the collection (meaning fewer materials).
- Build study rooms in the library, but only if the collection size is not affected.
- Make the library a zero carbon building.
- Extend the library's outdoor Wi-Fi to cover a greater distance outside the building.
- RFID the collection and get a self-checkout station(s). RFID means library materials are tagged leading to faster checkouts.
- Build an outdoor pavilion on the library's back lawn for programs and general use.
- Just add more copies of best-sellers and offer more programs.
- Save it towards a larger building project.
- Other:

10.) Though we are not planning a building project at this time, which option would you be **financially** supportive of in the library's future:

- Keep the library building as is.
- Tear down current building and build a bigger library in same space.
- Build a larger building in a different location.

Please provide any other comments or suggestions for the library that you may have:

Demographic Questions: Please answer the following information about yourself.

Do you have a Library Card?

- Yes, I have a Clarendon Hills Library Card.
- No, I live in Clarendon Hills but have never gotten a card.
- Yes, I have a card from another public library.
- No, I do not live in CH and do not have a card from my home library.

How many years have you lived in Clarendon Hills? 0-3 4-6 7-10 11-14 15-20 over 20

Age: Under 18 18-25 26-45 46-65 over 65

Gender:

Household Breakdown: Please write in the number of people in your household per the age ranges listed below.

0-5 years old 6-11 years old 12-18 years old 19-25 years old 26-45 years old
 46-65 years old over 65 years old