

# Patron Satisfaction Survey

## Fiscal Year 2013-2014

## Contents

- I. Executive Summary
  - II. Methodology
  - III. Findings
  - IV. Conclusions
  - V. Recommendations
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## Executive Summary

At the direction of the Library Board of Trustees, the Lake Bluff Public Library conducted a Patron Satisfaction survey during the winter of fiscal year 2013-2014. The goals of the survey can be summarized as follows:

- Identify patron needs and interests
- Assess patron satisfaction with existing services and facilities
- Identify areas of service that may be improved in order to more effectively meet patron needs.

Survey responses were largely positive assessments of library service overall, but also identified some opportunities to improve on specific services. The library's biggest strength is customer service, which received the highest satisfaction rating on the survey—the rating of the library as a whole came in second to the customer service rating.

The library does a good job at meeting the broad needs of the community, but is not always consistent at meeting more specific needs. Respondent feedback indicated lower levels of overall satisfaction with digital resources, library programming, and the website. Comments in free response questions also showed some concerns with the size of the physical collection, and consequently, the overall lack of space in the library building.

Improving or expanding library services to better meet patron needs can be achieved through a combination of evaluation and innovation. A combined commitment to a regular evaluation of services and facilities, strategic planning, and a willingness to think creatively and explore new services will allow the library to effectively understand and meet the needs of the community.

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## Methodology

Survey questions were written by staff members Carlen DeThorne and Martha O'Hara and were reviewed by Trustee Timothy Kregor and Director Eric Bailey prior to survey publication. Survey questions were divided into five general sections: library building and physical materials, digital resources, programming, overall ratings, and demographics. Survey respondents were asked to describe various aspects of their library usage and rate their satisfaction with different services. Questions were mostly multiple-choice, with some free response opportunities.

The survey was available on the library's website on December 5, 2013 through February 7, 2014. Paper copies of the survey were also available at the circulation desk by request. The survey was promoted on the library website, in the print newsletter, in the eNewsletter, on the Reader's Advisory Blog, and on checkout receipts. Library staff also promoted the survey at the front desk. All respondents were given the opportunity to enter an optional raffle for a Kindle at the end of the survey. Regardless of raffle participation, survey responses were confidential and anonymous.

Survey responses were counted and summarized by staff members Carlen DeThorne, Martha O'Hara, Amy vanGoethem, and Eric Bailey. Questions about the survey data, analyses, and recommendations should be directed to Eric Bailey via phone (847-234-2540) or email ([ebailey@lakeblufflibrary.org](mailto:ebailey@lakeblufflibrary.org)).

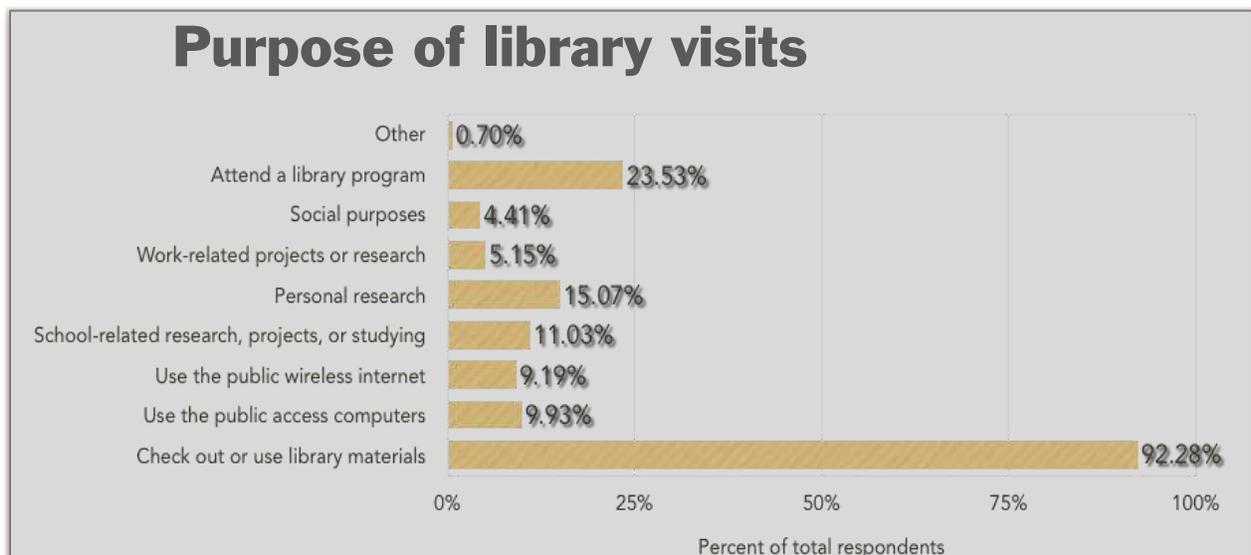
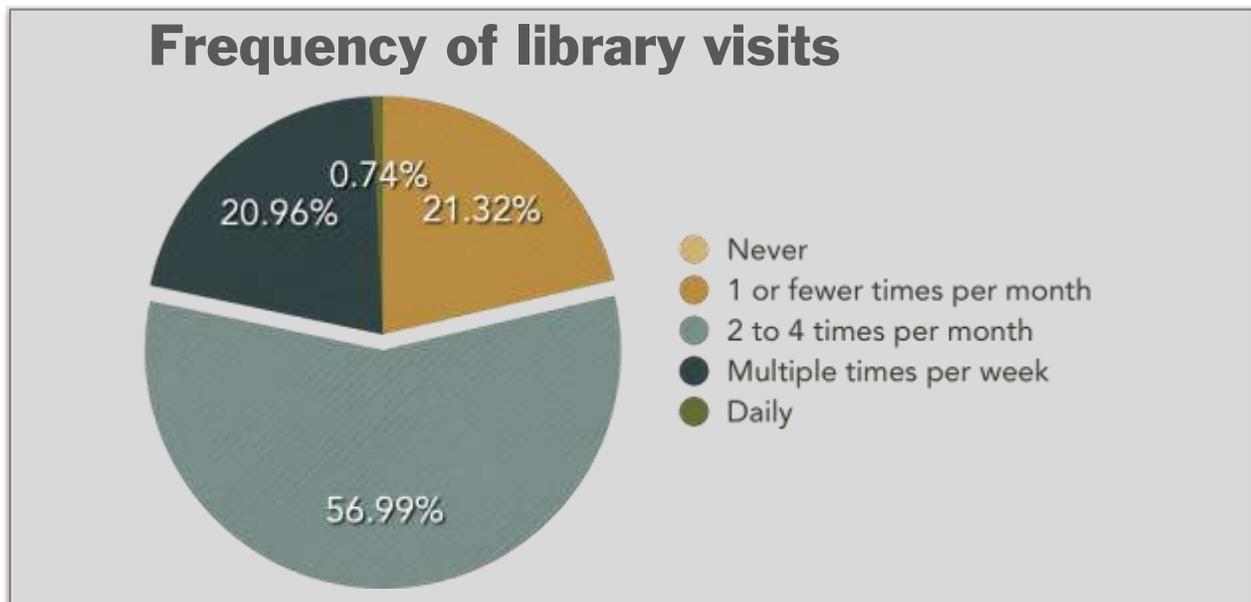
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## Findings

### Library Building

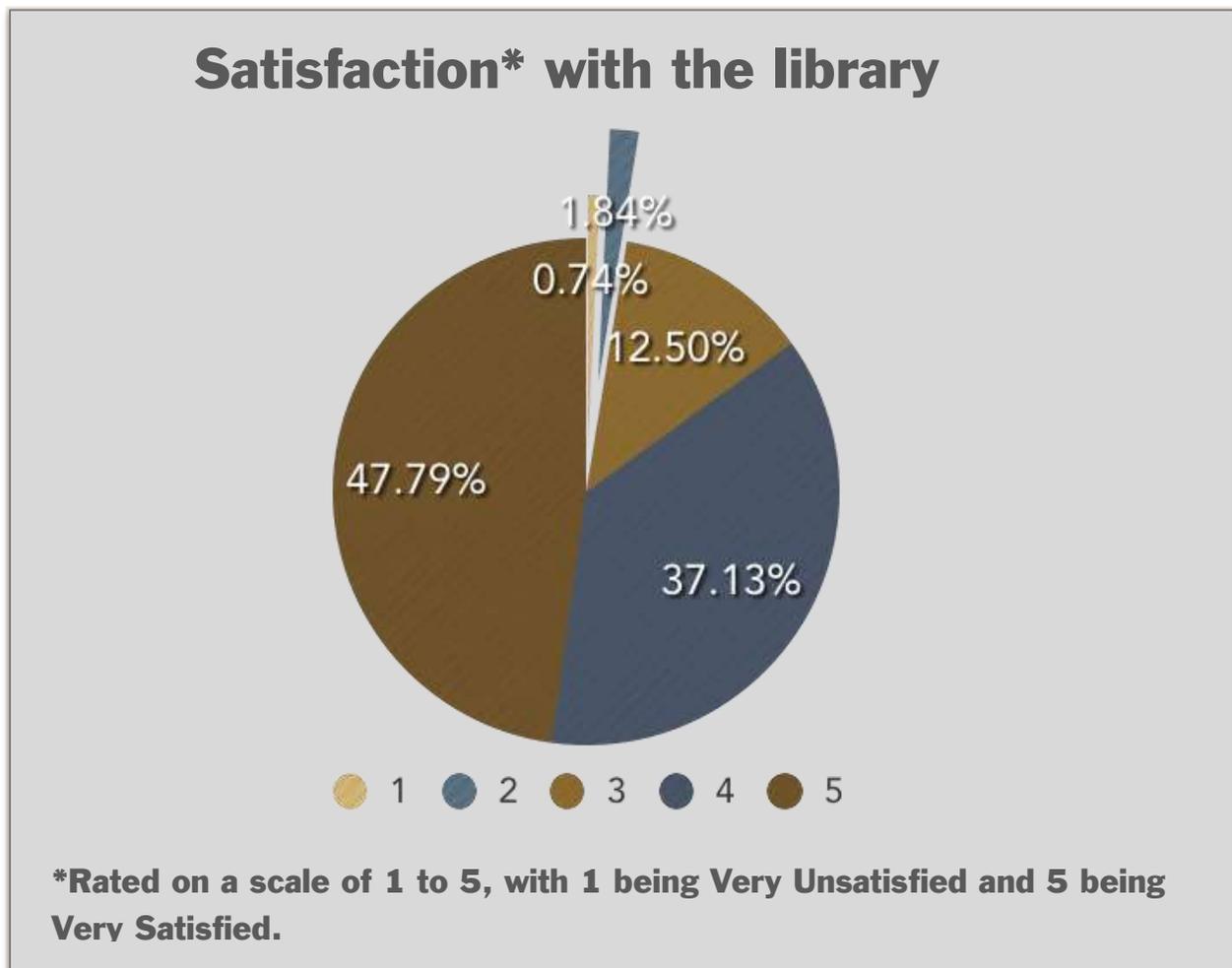
#### Usage

A majority of respondents (56.99 percent) visit the library 2 to 4 times per month. Respondents primarily visit the library to check out materials (92.28 percent), attend a library program (23.53 percent), or to conduct personal research (15.07 percent). Smaller percentages visit the library for school-related purposes (11.03 percent), to use the public access computers (9.93 percent), and to use the public wireless internet (9.19 percent).



**Satisfaction**

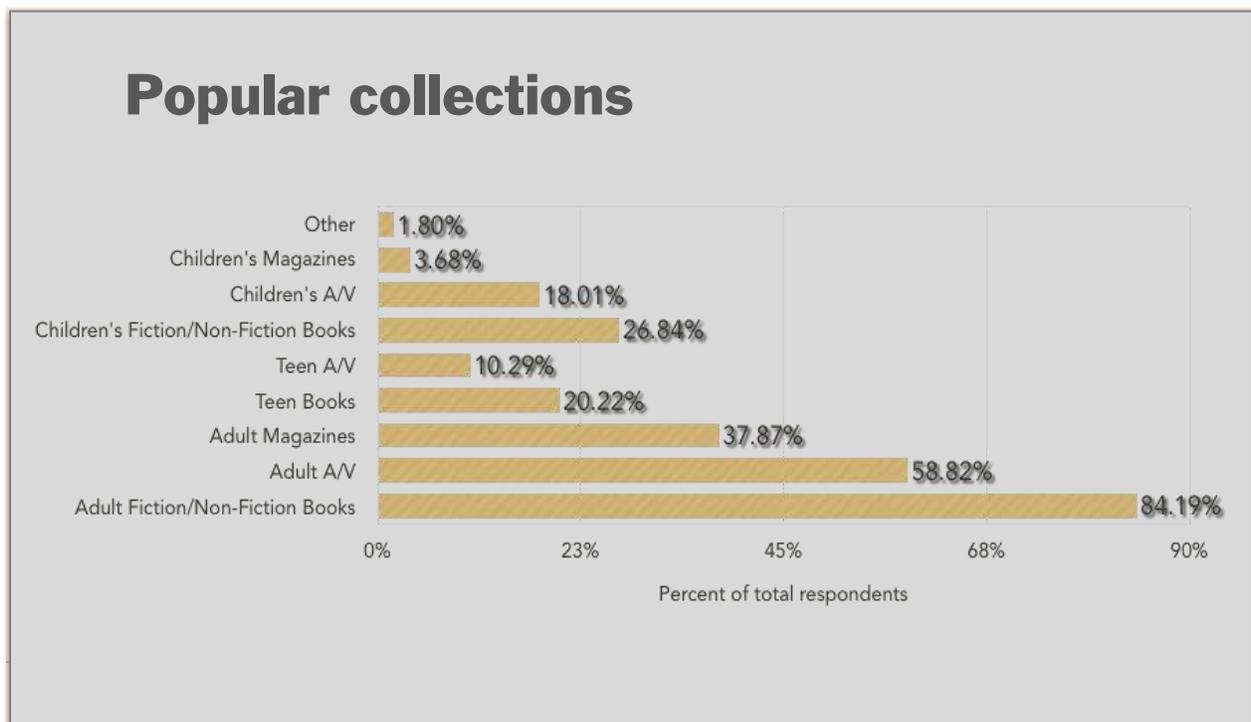
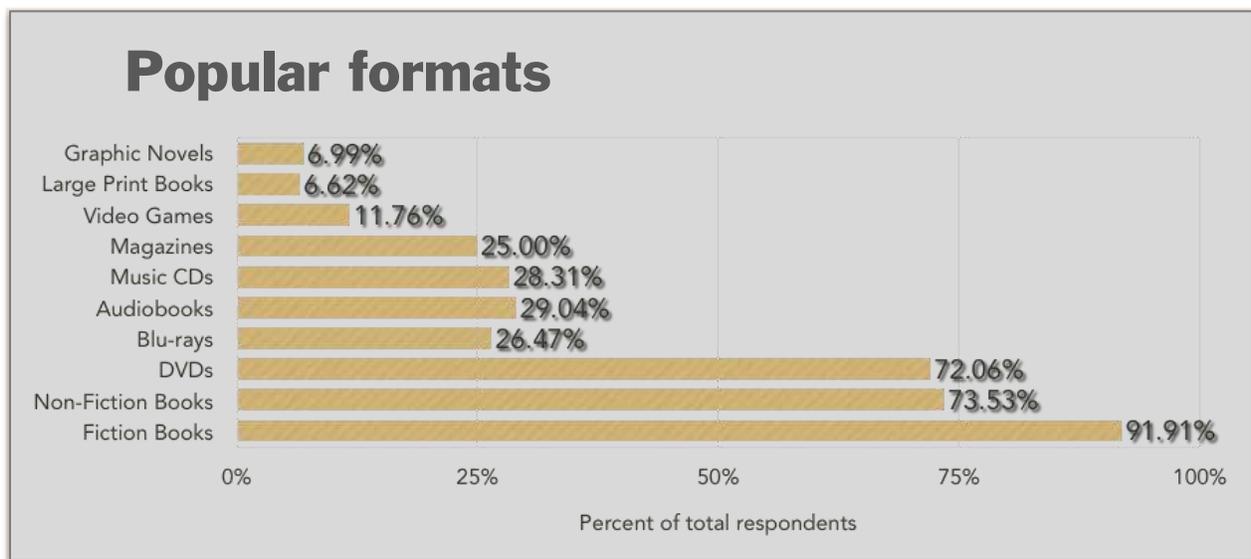
The library building received an average satisfaction rating of 4.29 out of 5, with 2.57 percent of users reporting low levels of satisfaction. Inadequate facilities and unappealing aesthetics were the primary reasons for low levels of satisfaction. Most respondents (79.78 percent) were satisfied with the amount of space in the library, but 20.22 percent of respondents said that the library needs more space. Respondents who wanted more space were most interested in adding more quiet study space, a dedicated teen space, and more public meeting rooms. When asked to rate their satisfaction with the library’s current operating hours, 72.06 percent of respondents indicated that they were satisfied with current operating hours, while 27.94 percent wanted the library to expand its hours. Respondents who expressed interest in expanded hours were most interested in more evening hours on weeknights.



## Physical Materials

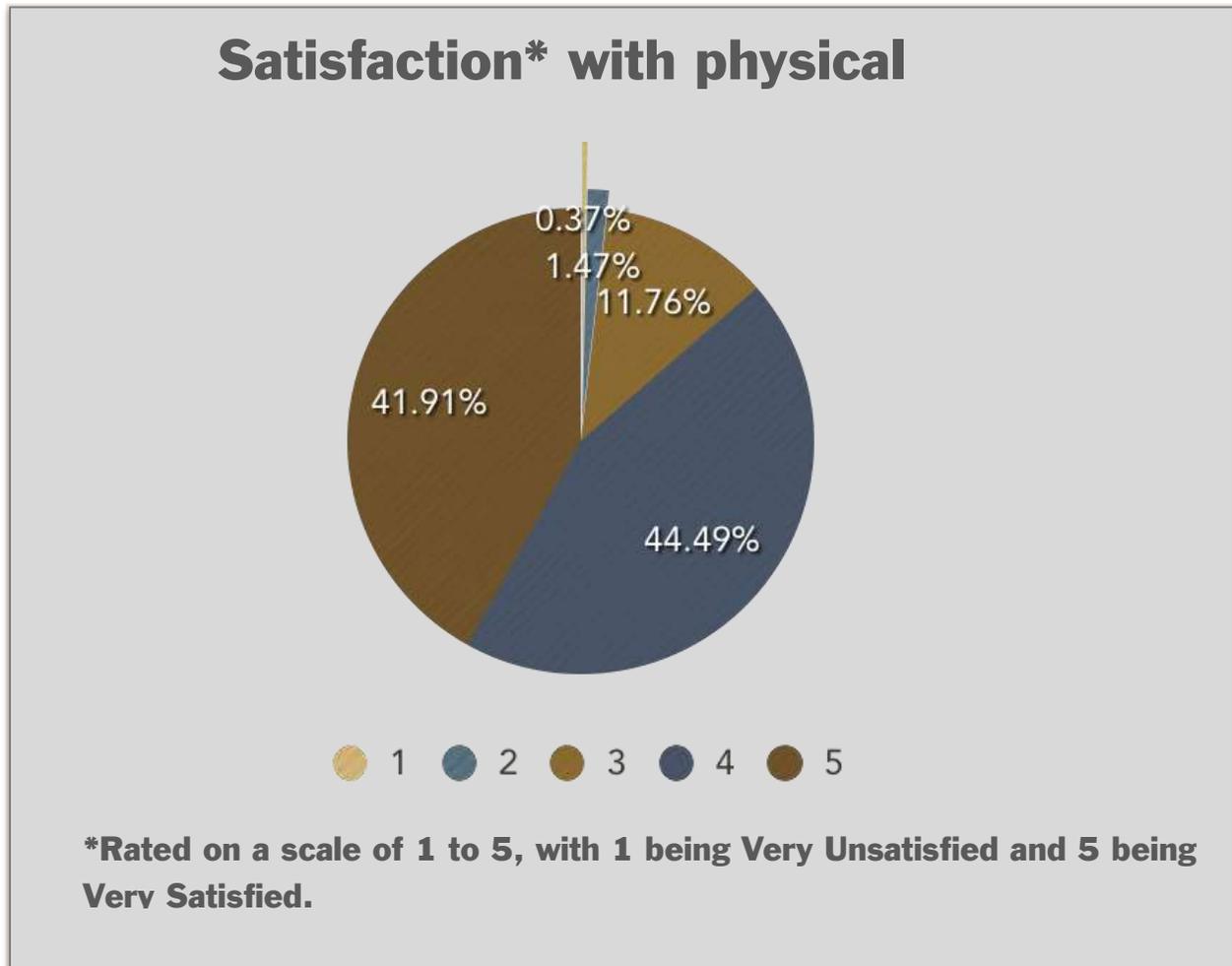
### Usage

A majority of respondents reported visiting adult collections, with adult fiction and non-fiction books (84.19 percent) and adult A/V (58.82 percent) representing the most usage. Many respondents also reported visiting teen and children’s collections; children’s books (26.84 percent), teen books (20.22 percent), and children’s A/V (18.01 percent) were the most popular youth collections. Most survey respondents who visit the children’s department are parents or caregivers who visit the department with a child or a child in their care (73.49 percent). Overall, popular physical materials included fiction books, non-fiction books, and DVDs.



**Satisfaction**

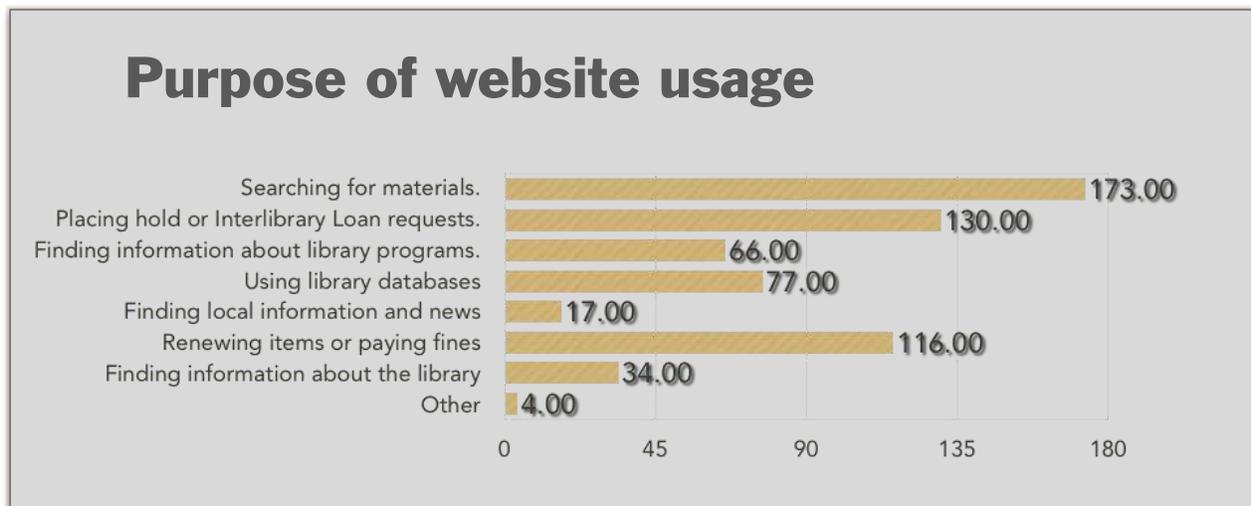
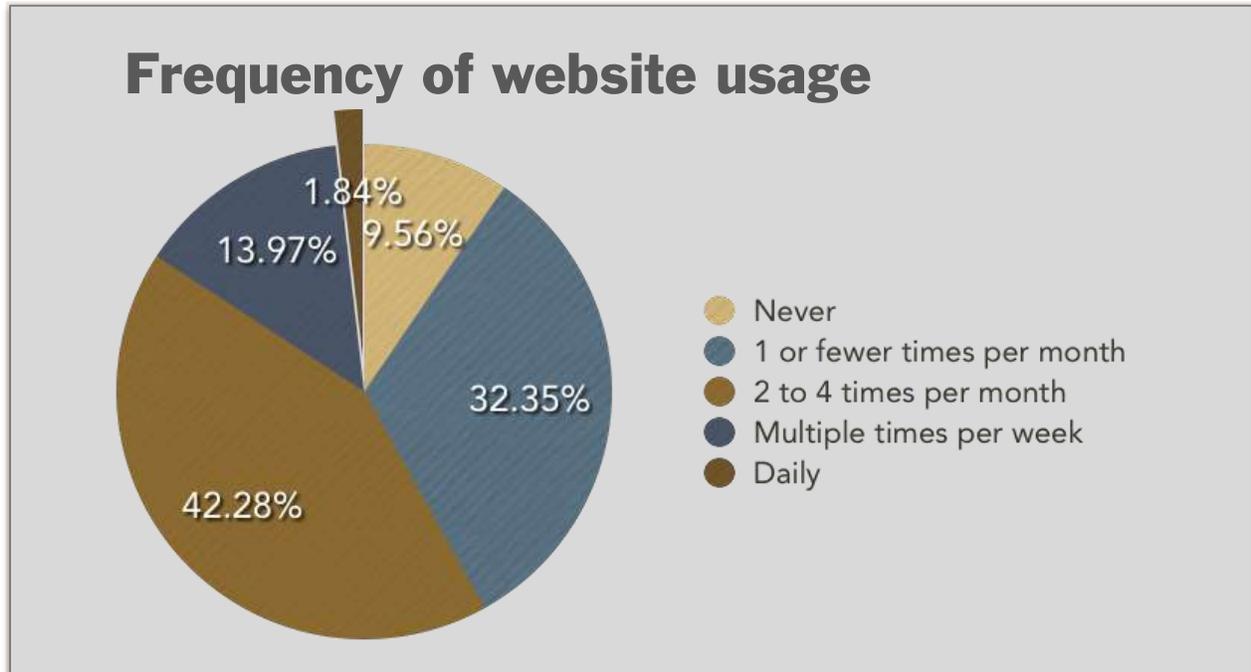
The library’s physical materials received an average satisfaction rating of 4.26 out of 5, with 1.84 percent of respondents reporting low levels of satisfaction. All respondents who were dissatisfied with the library’s physical materials indicated that the library’s collection was too small to adequately meet their needs. Insufficient copies of popular materials was also a primary concern for these respondents.



## Library Website

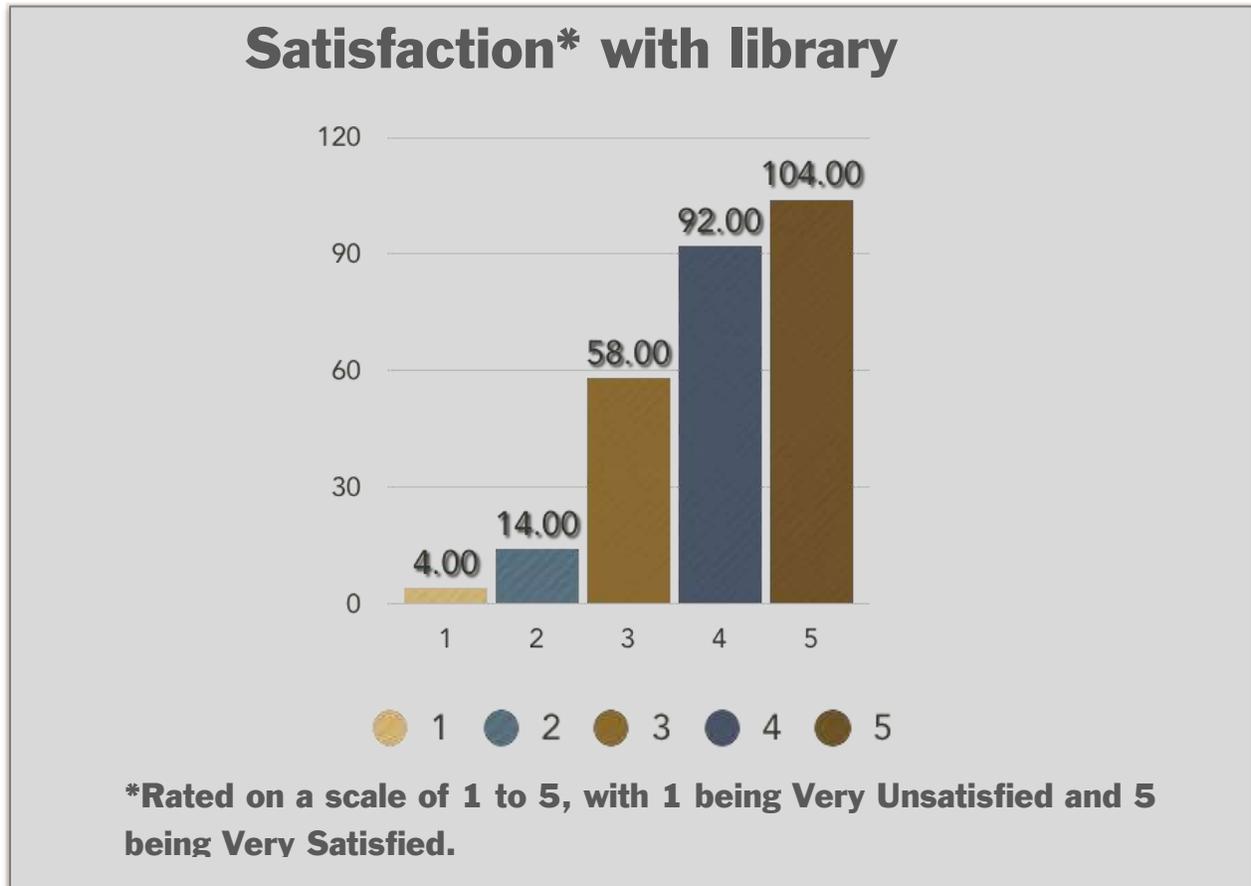
### Usage

A plurality of respondents (42.28 percent) use the website 2 to 4 times per month; only 9.56 percent of respondents report never using the website. The website is most frequently used to search for materials, place hold or Interlibrary Loan requests, renew items, and pay for fines. Respondents who use the website infrequently prefer to visit the library in person or do not have a use for the website.



**Satisfaction**

Respondents gave the website an average satisfaction rating of 4.02 out of 5, with 6.62 percent of respondents indicating low levels of satisfaction. Dissatisfaction was largely due to lack of needed information or functionality, confusing navigation, and unappealing aesthetics. Additional entries in free response sections stated that the website was not user friendly and could be confusing in its layout and terminology.



**Online Catalog**

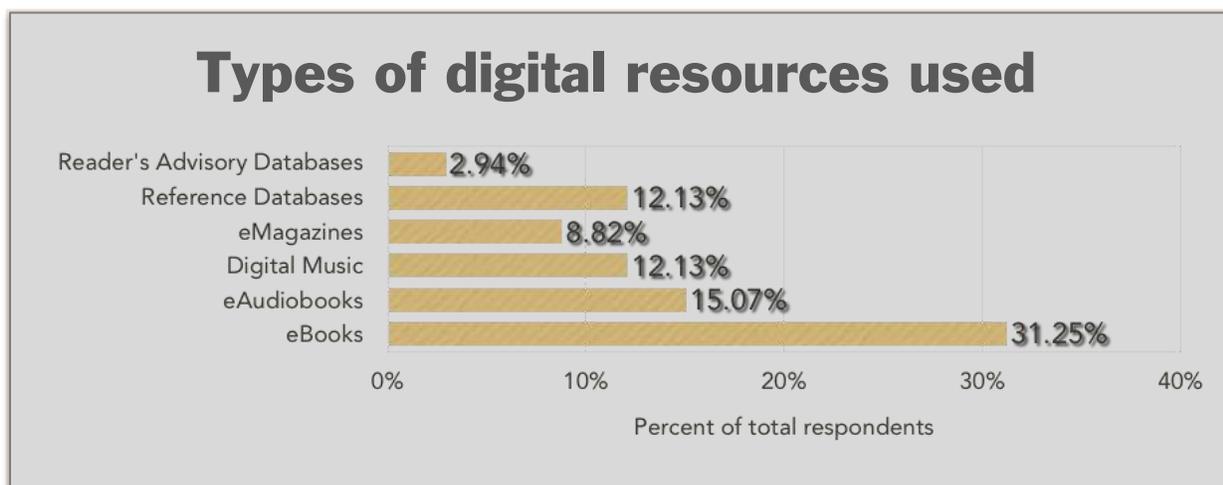
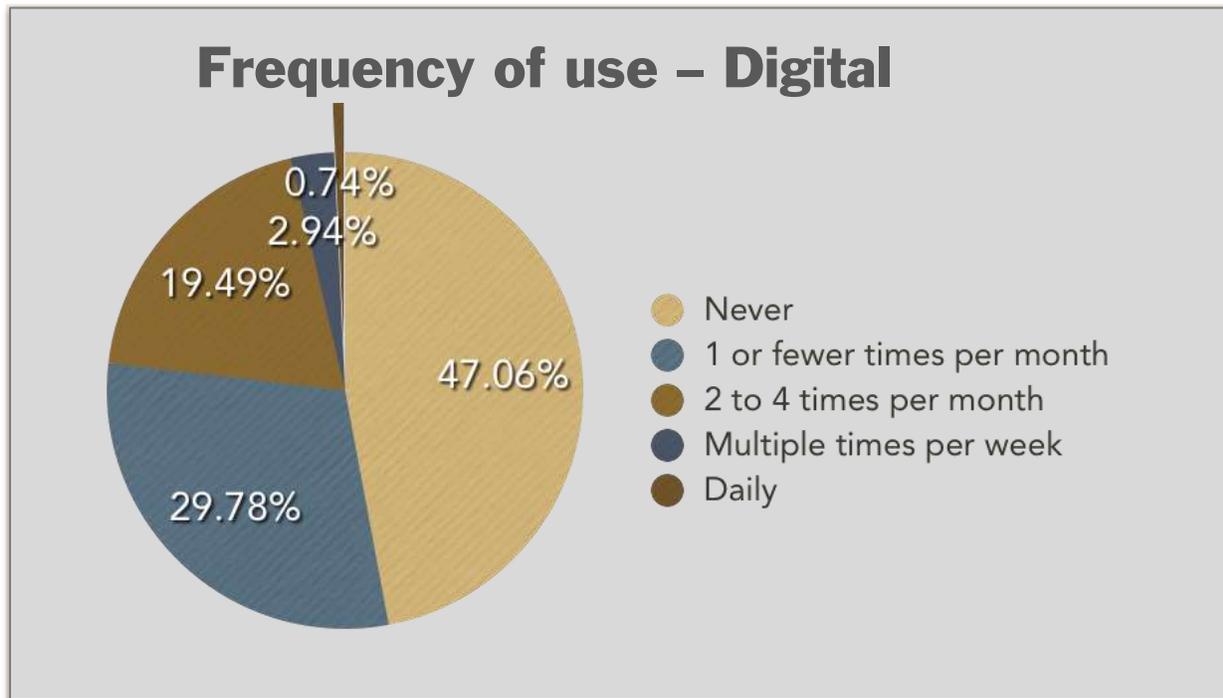
**Usage and Satisfaction**

A plurality of respondents (36.40 percent) use the online catalog 2-4 times a month, while 23.53 percent report that they never use the catalog. Respondents who use the catalog infrequently say that they prefer to call or visit the library in person or did not know that the library had an online catalog.

## Digital Resources

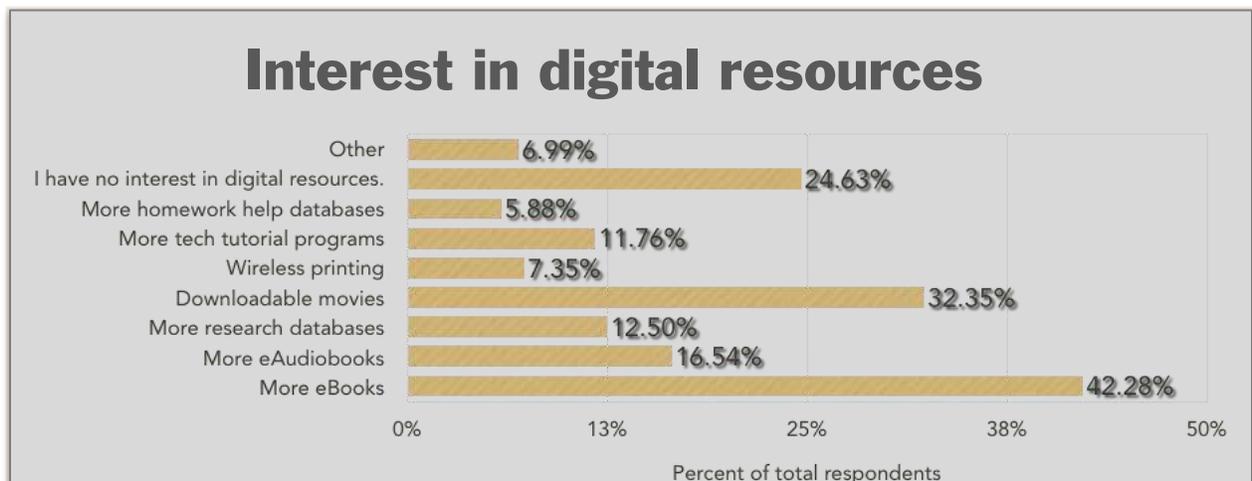
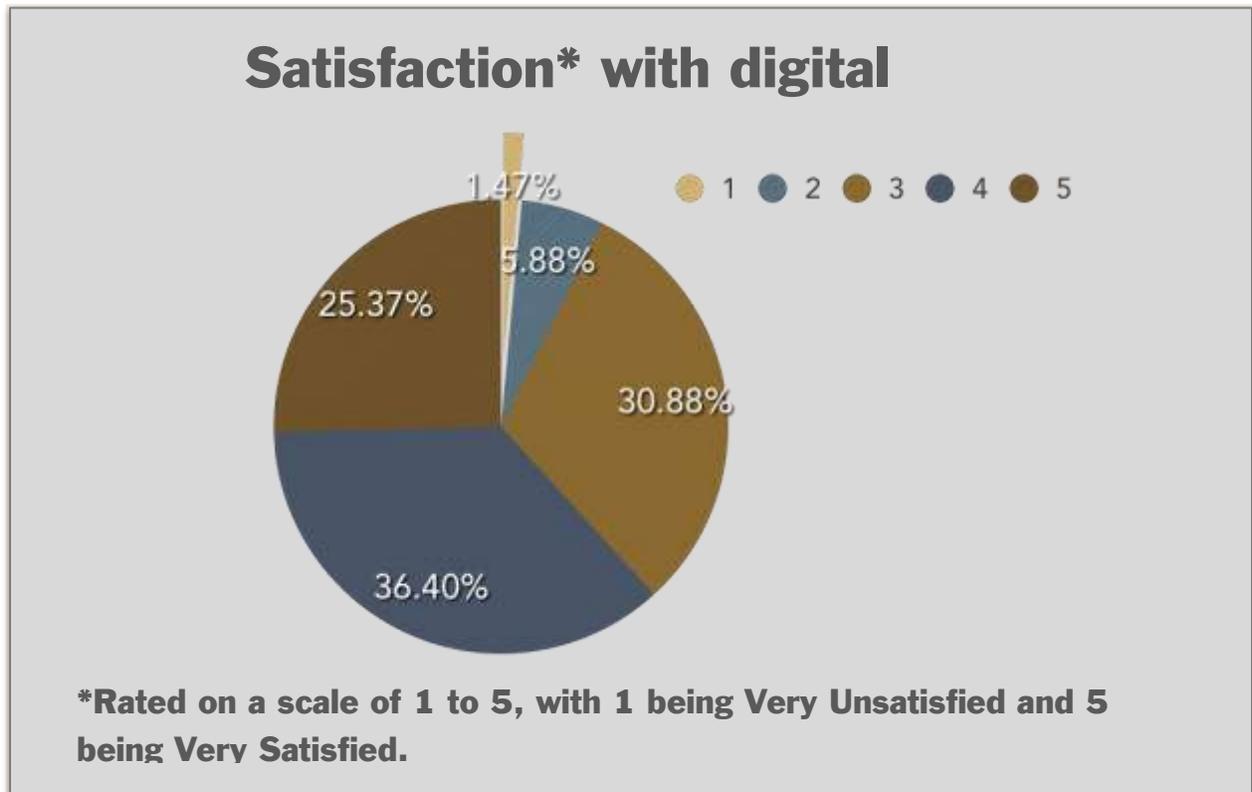
### Usage

A plurality of users (47.06 percent) reported that they never use the library’s digital resources; a total of 29.78 percent use the library’s digital resources 1 or fewer times per month. Respondents who use digital resources infrequently say that they prefer print resources over digital, were unaware that the library had digital resources, or selected a reason not listed in the multiple choice selection. Respondents who use the library’s digital resources more than “never” primarily use eBooks, eAudiobooks, and reference databases.



**Satisfaction**

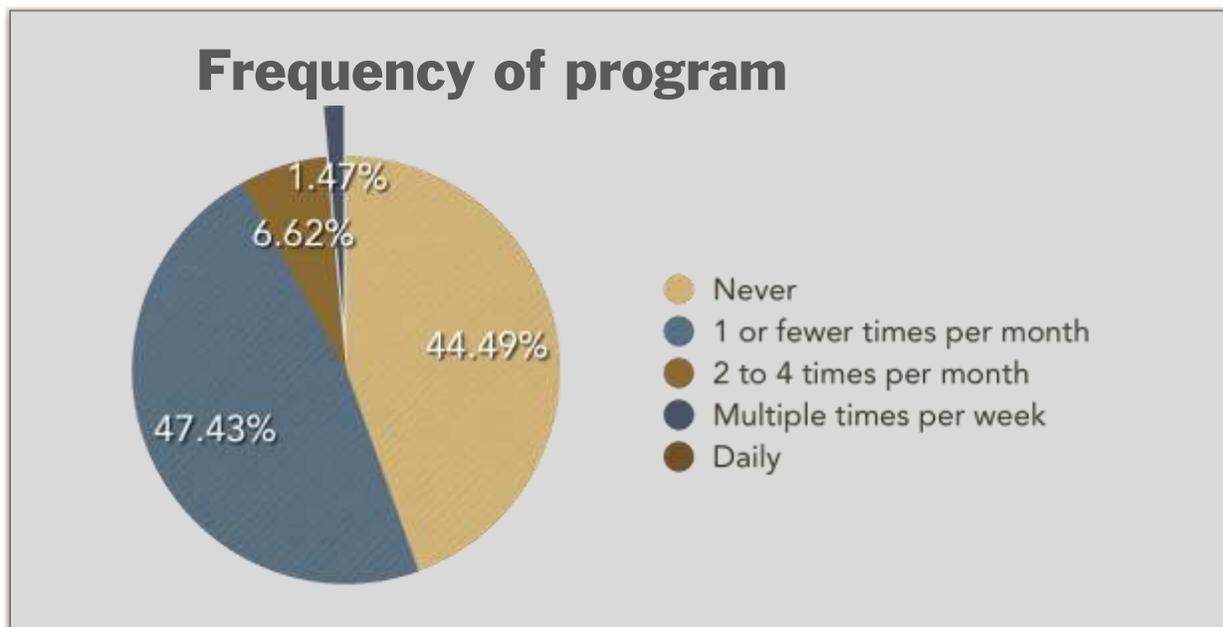
Digital resources earned an average satisfaction rating of 3.78 out of 5, with 7.35 percent of respondents reporting low levels of satisfaction. Lack of materials in eBook/eAudiobook collections, long wait lists for eMaterials, and difficulty setting up devices were the most frequent causes of dissatisfaction. Additional comments in free response sections indicated frustration with the inconvenience of the borrowing process. A plurality of respondents (42.28 percent) indicated that they would like to see the library offer more eBooks, downloadable movies (32.35 percent), and more eAudiobooks (16.54 percent). Only 24.63 percent of respondents indicated that they had no interest in digital resources.

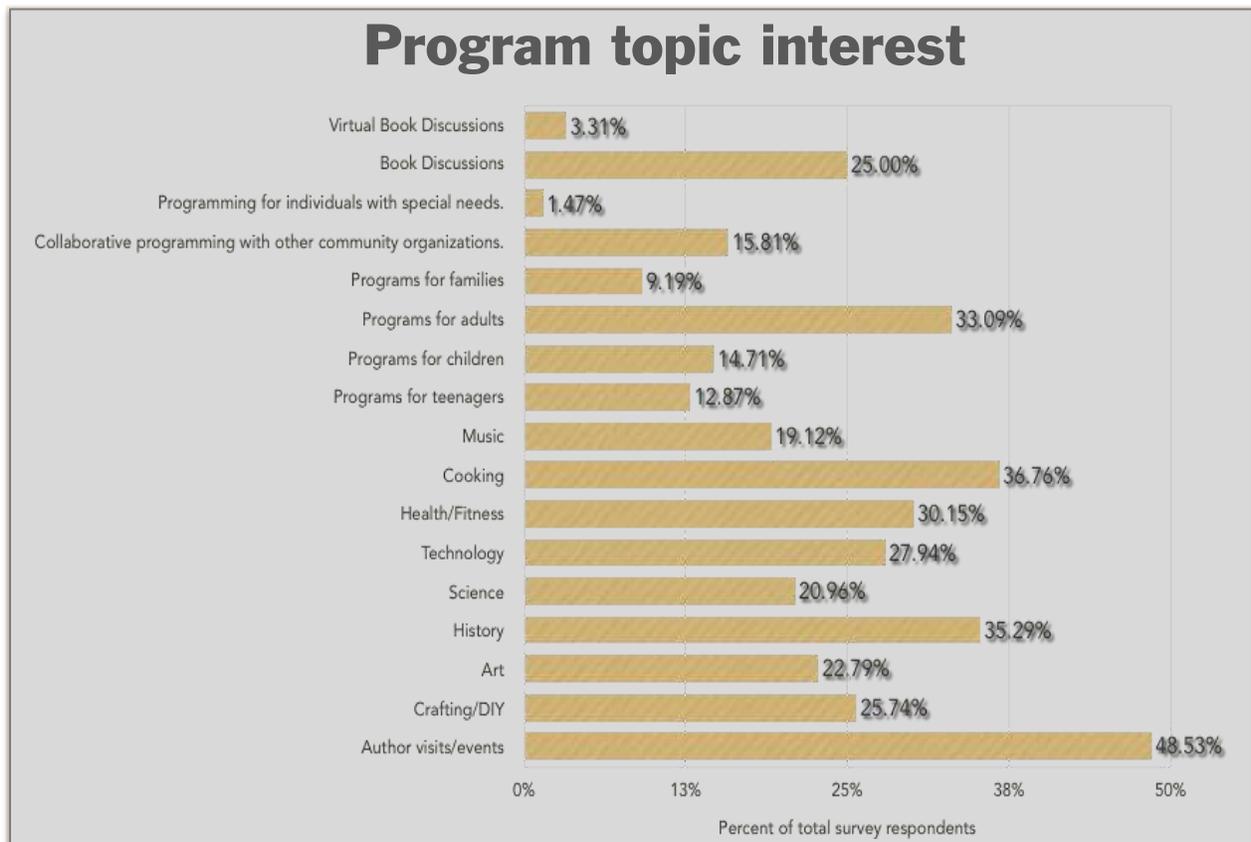


## Library Programming

### Attendance

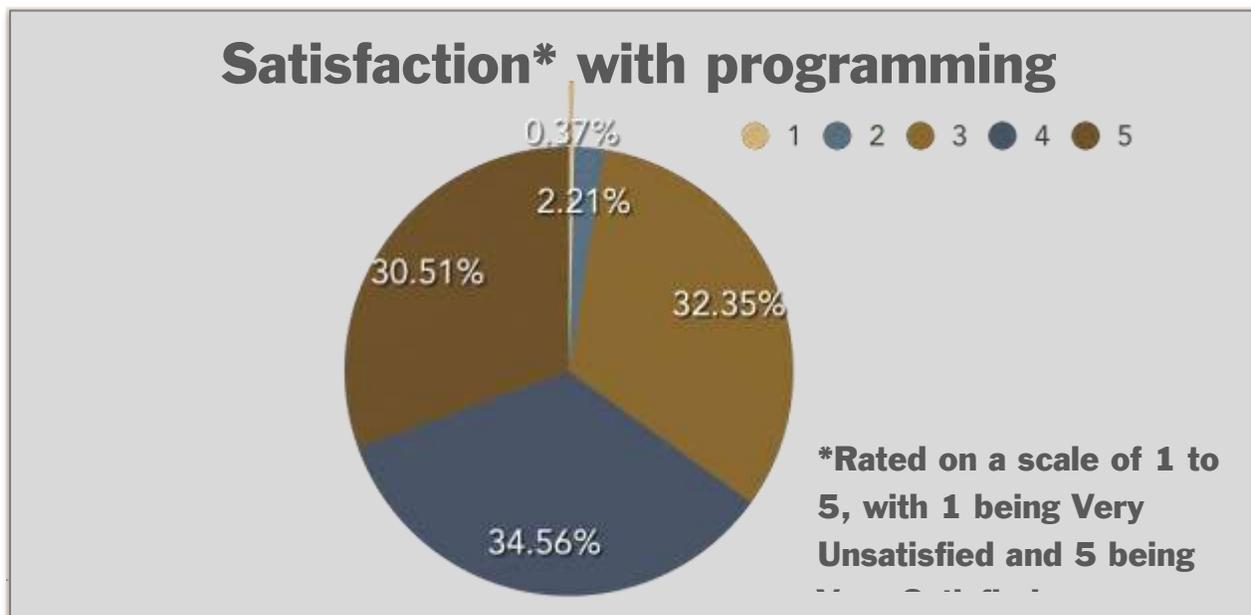
The largest number of respondents (47.43 percent) attend library programs one or fewer times per month, while 44.49 percent of respondents report that they never attend library programs. Infrequent attendance is largely driven by scheduling concerns—respondents stated that they would like to attend programs, but do not have time (48.90 percent), while others indicated that programs were not offered at convenient times (22.43 percent). In the free response sections, some respondents mentioned that programming schedules were sometimes inaccessible to working adults or working parents. Lack of interest in offered topics was also a concern for 22.79 percent of respondents. Unawareness of library programming also acts as a barrier for some respondents; some suggested adding email reminders for programming events. Respondents who attend programs more often than “never” indicated that they most frequently attend craft programs, reading clubs, and special programs (such as the library open house). As far as programming topics, respondents indicated high levels of interest in author visits, cooking, and history.





### Satisfaction

Library programming received an average satisfaction rating of 3.93 out of 5, with 2.57 percent of respondents indicating low levels of satisfaction. Dissatisfaction was largely caused by a lack of interest in library programming, with some additional concerns about the variety and quantity of programs. In the free response sections, some respondents offered ideas for programming opportunities, such as a children’s Lego club or quarterly music concerts.



## Overall Satisfaction

### Library Overall

The library received an average satisfaction rating of 4.38 out of 5, with most respondents (89.34 percent) giving the library a rating of 4 or 5. A total of 1.84 percent of respondents reported low levels of satisfaction. Low levels of overall satisfaction were largely attributed to the small size of the library's collection. Many satisfied respondents also indicated that expanded print and digital collections would help the library better meet their needs. Building issues—particularly regarding organization and use of space—were also addressed in this section.

### Customer Service

Customer service received an overall satisfaction rating of 4.66 out 5, with the vast majority of respondents (94.85 percent) giving the library a rating of 4 or 5. This was the library's most highly rated service. The words most frequently used to describe library staff were helpful, friendly, and kind/pleasant. A total of 1.84 respondents reported low levels of satisfaction. Low levels of satisfaction were largely due to concerns with the approachability and friendliness of library staff and inconsistency of service or staff training.

### Additional Concerns

#### Staffing

Some respondents expressed concern with the large number of staff members working at any given time. There was some confusion regarding what staff members who are working in the backroom are actually doing, along with some speculation that this time is used for surfing the internet or other non-work-related activities. Other respondents expressed concern with low staffing levels in the children's department during evening hours.

#### Noise

Several respondents commented on the volume of staff conversations or that the building is not particularly suited for preserving quiet spaces. The computer room was specifically mentioned as problematic, as staff discussions can be heard through the wall joint.

Some respondents expressed confusion regarding the behavioral expectations of children in the library.

#### Reciprocal Access

Some reciprocal cardholders would like the library to open up access to eMaterials to reciprocal borrowers, especially those who have Lake Bluff addresses, but pay taxes to another library.

#### Purchase and Interlibrary Loan Requests

There was a substantial amount of confusion regarding the process for placing purchase and interlibrary loan requests. Lack of communication regarding request status, staff errors in requesting items, and

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frustration with rejected purchase requests were the primary concerns. A number of respondents also requested the ability to make purchase requests, which is an existing service.

### **Renovation**

A few respondents stated that they felt that the first floor and new entrance were not particularly inviting; others suggested that the library consider reopening the old entrance and using it as a second entrance.

## **Demographics**

### **Gender**

The majority of respondents were women (64.73 percent), with men representing 30.51 percent. A total of 4.78 percent of respondents preferred not to disclose their gender.

### **Age**

Survey respondents were primarily adults (ages 18 and older), with individuals ages 50 to 64 representing the largest age demographic (33.46 percent). Individuals ages 34 to 49 accounted for the second largest group at 22.79 percent, followed closely by individuals ages 65 and older (21.32 percent). Young adults ages 18 to 34 represented 13.60 percent of respondents. Children ages 11 and under and teenagers ages 12-17 accounted for 3.31 and 5.51 percent of respondents, respectively.

### **Race**

Most respondents were white (82.72 percent). Individuals of Asian descent represented 3.68 percent of respondents while black or African American individuals accounted for 1.84 percent. A total of 8.46 percent of respondents answered, "Prefer not to say."

### **Education**

Overall, a total of 88.24 percent of respondents have completed a Bachelor's degree or higher. A plurality of respondents have earned a graduate degree (41.54 percent).

### **Employment**

A majority of respondents are either employed full-time (38.97 percent), part time (8.09 percent), or are retired (21.32 percent). Students accounted for 10.66 percent of survey respondents.

### **Children or Teenagers in Household**

A majority of respondents indicated that they had no children ages 0 to 12 (68.38 percent) or teenagers ages 13 to 18 (72.43 percent) in their household. Households with children or teenagers had a range of 1 to 4 children or teenagers, with 1 and 2 being the most common selections.

### **Library District**

A total of 83.09 percent of respondents have Lake Bluff Library cards and 15.81 percent have cards issued by other libraries. Most respondents with reciprocal cards have cards issued by North Chicago Public Library (34.88 percent) or Lake Forest Library (27.91 percent). Cook Memorial (13.95 percent), Highland

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Park (6.98 percent), and other area libraries (16.28 percent) represent smaller percentages of respondents. Only 1.10 percent of respondents do not know which library issued their card.

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## Conclusions

### Library Building

When asked directly about their satisfaction with the library building, most respondents gave favorable ratings. However, comments in free response sections indicate that the library building is not entirely meeting user needs. A larger collection was mentioned as a desired improvement, both by respondents who were satisfied with the library building and those who were not. Statements such as “given the size of the building” and “for such a small library” preceded many positive comments about the library, which suggests that the library building may result in lowered expectations and consequently, inhibit usage. Quiet study spaces, a dedicated teen space, and public meeting rooms are three specific respondent needs that the library is not able to meet with the layout of the existing building.

While most respondents were satisfied with the library’s existing hours, a sizeable percentage expressed interest in or a need for expanded library hours, preferably in the evenings.

Changing or expanding the library building or reconfiguring the existing space may be necessary in order to meet some of these service goals.

### Physical Materials

As with the library building, respondents gave physical materials positive ratings when asked directly. However, comments in the free response sections indicate the need for improvement. The small size of the library collection was one of the driving factors for dissatisfaction with library services—many respondents indicated that they visited other libraries for better selection. Respondents who indicated that they were satisfied with the library’s physical materials also made suggestions on how the collection might be expanded to better meet both broad and specific needs.

The popularity of adult materials is consistent with the demographic data of the survey respondents, who were mostly adults. Collection use is not necessarily predicated by age: some adult respondents reported using youth collections for their own personal enjoyment and some children and teenage respondents reported using adult collections.

### Library Website

Usage of the website is steady, but not necessarily strong. The most common frequency of usage (2 to 4 times per month) can most likely be attributed to the library’s loan periods. This usage is also consistent with the frequency of library visits (also 2 to 4 times per month). The website is not presently used for purposes other than basic library functions—in other words, users do not appear to frequently use the

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website for discovering and using a variety of information and resources. This may be attributed to poor navigation that impedes the discovery of resources, ineffective promotion of website functions, and the absence of relevant resources and information.

Survey data indicates general satisfaction with the library website, but not strong satisfaction. This, combined with the data on overall usage, indicates that the website is a service that should be improved to better meet patron needs.

### **Online Catalog**

Response to the online catalog was generally tepid with trends toward less frequent use. A substantial number of respondents indicated that they never use the online catalog; however, many of these respondents also said that they primarily use the website for searching for materials, renewing materials, or other functions available through the online catalog. This discrepancy indicates that library terminology may be causing some confusion for patrons. These survey responses emphasize not only the need for a more accessible online catalog, but additional support, resources, and outreach related to the online catalog.

### **Digital Resources**

Survey responses show a high level of interest and infrequent or nonexistent use, which indicates that the library's existing digital resources are not meeting respondents' needs. Infrequent use and low levels of satisfaction appear to be driven by limited selection, confusing or inconvenient procedures, and unawareness of existing services and support. Although many respondents reported low levels of usage, circulation of eBook and eAudiobook materials has continued to increase in the 2013-2014 fiscal year, usually by margins upwards of 40 percent from the previous year. As a whole, the library's digital resources received one of the lowest overall satisfaction ratings, indicating a clear need for improvement.

### **Library Programming**

A majority of respondents attend library programs, but typical attendance patterns trend toward infrequent. Library programming also received one of the lower overall satisfaction ratings. Infrequent attendance and low levels of satisfaction seem to be largely driven by scheduling concerns and some moderately low interest in offered topics. However, it is important to note that library programming is well regarded by regular attendees; improvements or changes to library programming should focus on expanding the audience and increasing attendance. Existing promotional strategies, such as the newsletter, appear to work for most users, but some respondents listed lack of awareness of library programming as a concern.

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## Overall Satisfaction

### Library Overall

The library received relatively high ratings of overall satisfaction. When considered with feedback on specific service areas, it appears that the library is successful at meeting broader patron needs, but has room for improvement in meeting specific patron needs.

### Customer Service

Customer service was the most highly rated service in the entire survey—even higher than the overall rating of the library. Feedback is indicative of strong satisfaction and free response comments were overwhelmingly positive. The library is doing extremely well in this area.

### Additional Concerns

#### *Workflow and Staffing Levels*

The public perception that library workers and librarians aren't working is not an uncommon problem in the profession. The library should address this concern before it causes any damage.

The perception may also be exacerbated by the layout of the building. The library does not have a usable break room, so most staff members have to take meal breaks at their desks or at the processing counter. Because the staffroom door has a glass window, patrons are able to see into the workroom and observe people working or on their lunch break.

The concerns regarding evening staffing in the children's department are a little more straightforward. Currently, if children's department staff members are leading an evening program, they are usually expected to also watch the department without any additional staff support. Survey responses indicate that this makes it difficult for patrons to use the children's department during these times.

### Noise

There are points where staff conversation—regardless of purpose—is disruptive or annoying to patrons. This is exacerbated by the layout of the building, which is not conducive to sound reduction.

The library's user conduct policy explains behavioral expectations for all patrons, and it includes children as well as adults. However, these expectations are reasonably applied or relaxed depending on the age and development of the child—in other words, the application of the policy would not expect a toddler to have the same understanding of volume control as a teenager.

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**Reciprocal Access**

Access to digital resources—particularly eBooks—is a concern for reciprocal borrowers who use the Lake Bluff Library in lieu of their home library.

**Renovation**

Some respondents have not acclimated to some of the changes made in the renovation. In some cases, frustration with changes is exacerbated by unfinished elements—for example, the steps and walkway for the old entrance have not yet been removed or changed, which makes it look like an entrance to those who are approaching the building from the west. Other frustrations, such as the uninviting quality of the first floor, are more subjective and may refer to anything from aesthetics to layout.

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## Recommendations

### Library Building

A professional consultant should be hired to conduct a space needs assessment of the library building. The consultant should work with library staff to identify solutions that are consistent with current usage and future goals. The results of the space needs assessment should be acted on or incorporated into the library's Long Range Plan as necessary.

Additionally, the library should consider incorporating regular space needs assessments into the long-range maintenance of the library building. Efficient use of space is particularly important for small libraries; investing in regular assessment of the library's use of space would help ensure that the building continues to meet user needs.

While most respondents said they are satisfied with current operating hours, there was fairly substantial interest in expanding library hours. The library should conduct a cost/benefit analysis of increasing library hours. Evaluation of library hours should be conducted on a more regular basis in order to ensure that the library is continuing to meet the needs of the community.

### Physical Materials

Collections of physical materials cannot be expanded without making changes to the library's physical space, so accomplishing service goals for the library's physical materials will require some coordination with the service goals for the library building. Space for existing collections should be reconfigured based on usage as well as the interests of the community. Collections with high circulation should be expanded, while collections with lower usage should be scaled back or eliminated at the discretion of the collection managers. Shelving units should be evaluated for efficiency and other options—such as more compact A/V packaging or storing seasonal materials—should be considered as necessary.

### Library Website

The webmaster is currently working on redesigning the website. The new website will address issues with layout, organization, and navigation, and will also include new information and functionalities. Mobile and tablet compatibility will be prioritized in the design process. Prior to launch, the web team will recruit patrons for user testing and feedback to help identify and adjust any issues with the new site.

Going forward, the library should develop a strategic plan for the website to ensure that it remains current as new technology becomes available. This plan should include a strategy for ongoing evaluation of the website, with firm procedures that will help staff identify and implement needed changes or

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upgrades. The library should focus on anticipating trends in web development, rather than merely reacting to them. The strategic plan should also prioritize digital outreach, primarily by building and developing a stronger web presence through the website and social media. New forms of social media or communication should also be explored as necessary. Library resources—including staff and budget—should be evaluated and appropriately allocated in order to support ongoing maintenance and development of the website.

## Online Catalog

Many of the specific concerns regarding layout, navigation, functionality, and incompatibility with mobile devices will be addressed by Sierra. In addition to improving the online catalog, the library should also take more proactive measures to ensure that patrons know how to get the most out of the online catalog. Handouts, tutorials, and other information should be made available at the library and on the website. The library should also investigate using other forms of media (such as screencasts) for patron instruction. Additionally, these services should be advertised and promoted more proactively.

Evaluation of the online catalog should be performed on an ongoing basis. Timelines and procedures for evaluation should be established in order to ensure that the process is efficient and informed.

Communication with the library's ILS provider must be pursued consistently and proactively so that staff are aware of new developments or products that may further enhance library service. Library staff should also make a concerted effort to be aware of current and developing trends in ILS software so that they are adequately equipped to make to evaluate the online catalog and request enhancements from the software provider.

## Digital Resources

Some concerns with the library's digital resources will be addressed in the coming months. The eBook/eAudiobook acquisition budget will increase from \$8,000 to \$16,000 in the next fiscal year, which should improve the collection's size and availability. The Content API feature in the new online catalog will also streamline the procedure for borrowing and returning eMaterials.

The library should also investigate purchasing new resources or expanding existing ones to better meet user needs. Respondents indicated a strong interest in downloadable or streaming movies, which may be the next logical addition to the library's digital resources. In general, library resources—including staff and budget—should be evaluated and appropriately allocated in order to support further development of digital resources.

Finally, the library must take a more proactive role in advertising its digital resources and support services such as tutorials. Print/online guides should be increased and updated on a regular basis, and

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advertised more heavily. More programming dedicated to digital resources and technology should be considered, particularly for eBook/eAudiobook lending. The library should also investigate using new media (such as screencasts) for instructional purposes. Staff member should receive the appropriate training and resources to provide high quality support services.

## **Library Programming**

Going forward, the library should look for opportunities to attract new audiences while also retaining its core supporters. Schedules should be evaluated to ensure that programs are offered at times that are convenient to a wide range of schedules, including working patrons. Program topics should be periodically evaluated to ensure that the library is offering a variety of programs and accommodating the interests of the community. Collaboration with other community organizations may also offer more opportunities to expand library programming.

Although the library newsletter and other regular avenues of communication are acceptable notice for patrons who are more involved in the library, marketing and general outreach efforts should be also be increased in order to reach more patrons and increase program attendance. Additional marketing tools—including social media—should be also be considered. This effort will have the added advantage of increasing library outreach to the community overall, which is an ongoing goal for the library in general.

## **Overall Satisfaction**

### **Library Overall**

The library should maintain its high standards of service, with focus on improving or expanding specific services to better meet patron needs. Both library staff and library trustees should read and analyze survey feedback and work to develop concrete plans for moving forward. Feedback from future patron satisfaction surveys—as well as other patron comments, questions, or requests made throughout the year—should be analyzed and acted upon as appropriate.

### **Customer Service**

The library should continue to prioritize friendly and personal customer service. Although the library's customer service is highly rated, staff should also work to address areas of concern—primarily, approachability and consistency. Circulation procedures and policies should also be evaluated in order to ensure that concerns or problems are dealt with promptly and fairly. All patrons should be encouraged to contact the appropriate parties with particular concerns, questions, or ideas. Methods for contacting staff—such as web forms or comment cards—should be offered when appropriate.

Survey respondents identified the library staff as the library's greatest asset. The library should ensure that it is invested in hiring and retaining quality staff members. Job descriptions, hours, and salary should be continually evaluated to ensure that the library remains competitive.

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## **Additional Concerns**

### ***Workflow and Staffing***

The library can pursue several opportunities to address these concerns. The library could offer special programs or events that give patrons the opportunity to go behind-the-scenes at the library. Adding a “meet the staff” feature to the newsletter or website or a breakdown of library workflow may also help patrons better understand how the library works, as well as get to know library staff members.

Adding blinds to the staffroom door would give working staff some privacy, and creating a usable break room would offer a more professional view of the staff workroom.

The library’s personnel manual states that personal or non-work-related activity (including internet browsing) should be conducted on break time only. While this is understood and observed by library staff, reiterating this policy may be helpful.

Staffing levels should be adjusted to ensure that an additional person is watching the children’s desk during evening programs.

### ***Noise***

Staff members must monitor the volume of their conversations more carefully. Those who are in the workroom should be aware that the computer room is not adequately soundproofed and that their conversations may be heard. The staff room door should be closed as necessary to promote noise reduction. The library should obtain quotes for soundproofing the computer room, as well as other potential solutions for ensuring that quiet spaces are preserved.

Although the user behavior policy explains expected library behavior, additional considerations may be granted to children. An informational pamphlet with clarifications of how this policy is interpreted for children would be helpful for both patrons and staff.

### ***Reciprocal Borrowing***

At present, the library cannot offer full access to its digital resources for reciprocal borrowers. This is consistent with the policies and procedures of neighboring libraries. The library’s current subscriptions to digital resources were also negotiated based on the number of Lake Bluff cardholders in the system. Adding other card types would likely require the renegotiation of those agreements at a higher subscription rate, which has not been included in the budget.

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Reciprocal borrowers may access digital resources that their home library has purchased. With the exception of My Media Mall, Freegal, and Zinio, the library's digital resources are available to all patrons who are using library computers or the public wifi.

The library can also investigate expanding its digital resources to include less traditional resources. For example, circulating eReaders with pre-loaded content would allow the library to supplement its existing digital collection as well as reach more users.

### ***Interlibrary Loan and Purchase Requests***

Some procedural concerns—such as the inability to track ILL requests from patron accounts—will be addressed by the new ILS and should improve overall satisfaction with this service. More comprehensive information about the ILL process should be made available to patrons on the website and at the library. Purchase requests should also be promoted more proactively. Procedures for communicating rejected or cancelled purchase requests should be evaluated to ensure that notifications are delivered promptly and that communication is clear.

### ***Renovation***

For general security reasons and in order to remain compliant with fire codes, the library cannot turn the old entrance into a second entrance as some respondents suggested. The old stairs and walkway should be removed or minimized so that patrons are not mistakenly directed to the old entrance. Although concerns regarding the uninviting quality of the first floor are more difficult to define, the library should try to address them. The space needs assessment suggested earlier may help identify and correct this problem.

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