

Helen Plum Library User Assessment

Community Survey Summary

2025 Strategic Plan Phase 1: Learn, Ask, Include

In April and May of 2024, HPL conducted a community survey to discover what services and building features patrons accessed and solicited general feedback related to patron experiences from community members.

The 10-question survey was presented to the public via several distribution methods. The survey QR code and website link were included in the Year in Review postcard and the Summer 2024 print newsletter delivered to residents in our district. We also shared the survey through our online newsletter, social media platforms, and as a banner on our website. Print copies of the survey and flyers with the survey QR code were available in locations throughout the building. The survey closed on May 31 with 506 participants.

In addition to the quantitative data we obtained on usage patterns, the last open-ended question provided significant feedback. Of the nearly 300 comments, over half indicated an appreciation for the Library. Many gave suggestions for additional and expanded services. Patrons also said they learned about building features noted in the survey they had not yet experienced. Some patrons utilized the text field to ask specific questions that can be addressed by staff.

Patrons acknowledged the attractiveness, cleanliness, and improved functionality of the new building. Several commented on preferring the new Main Street location. Patrons are particularly happy with increased access to study and meeting rooms and children's learning spaces. Responses included requests to add artwork, color, comfort seating, and plants to add warmth to the new building. Eighteen patrons commented that the building feels sterile, and some miss the cozier features of the former Library site. Some commented on the elevated noise level in the Conference Room. Additionally, while 332 patrons indicated that they have used the Drive-Up Bookdrop, 33 indicated that this feature is difficult to use.

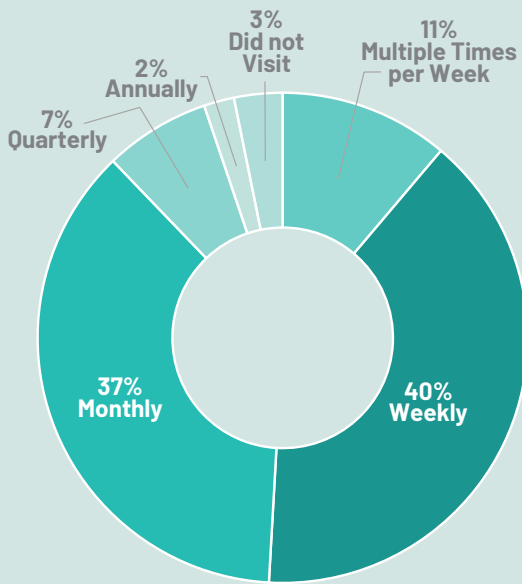
Many patrons commented favorably on their customer service experience, but there was some inconsistency. We look forward to learning more about this through our Customer Service Experience survey slated to be launched in August.

Patrons appreciate the quality and availability of materials in multiple formats. Some critical responses indicate a need for improved instructional communication related to e-content access. Several patrons commented that they would like to see more print materials available; others requested additional added e-content, specifically Kanopy. Many patrons commented on the high quality of Readers' Advisory services. We will learn more about this with the Digital and Physical Collections Survey (scheduled for December 2024—January 2025).

Our programs for all age groups are popular and appreciated by the community. Some patrons expressed a need for expanding programs. Patrons are happy with 3D printing services, and many are looking forward to more services being consistently offered in Studio 411. A more detailed Program Assessment survey is scheduled for the Spring of 2025.

VISITORS

USER ASSESSMENT SURVEY SUMMARY



96% OF RESPONDENTS VISITED THE LIBRARY

five respondents did not answer

“Love the new meeting rooms and the convenience of the hold shelves.”

95% OF RESPONDENTS DO HAVE A LIBRARY CARD

“While I miss the old building, I absolutely love the new library! We’re so fortunate to have it!”

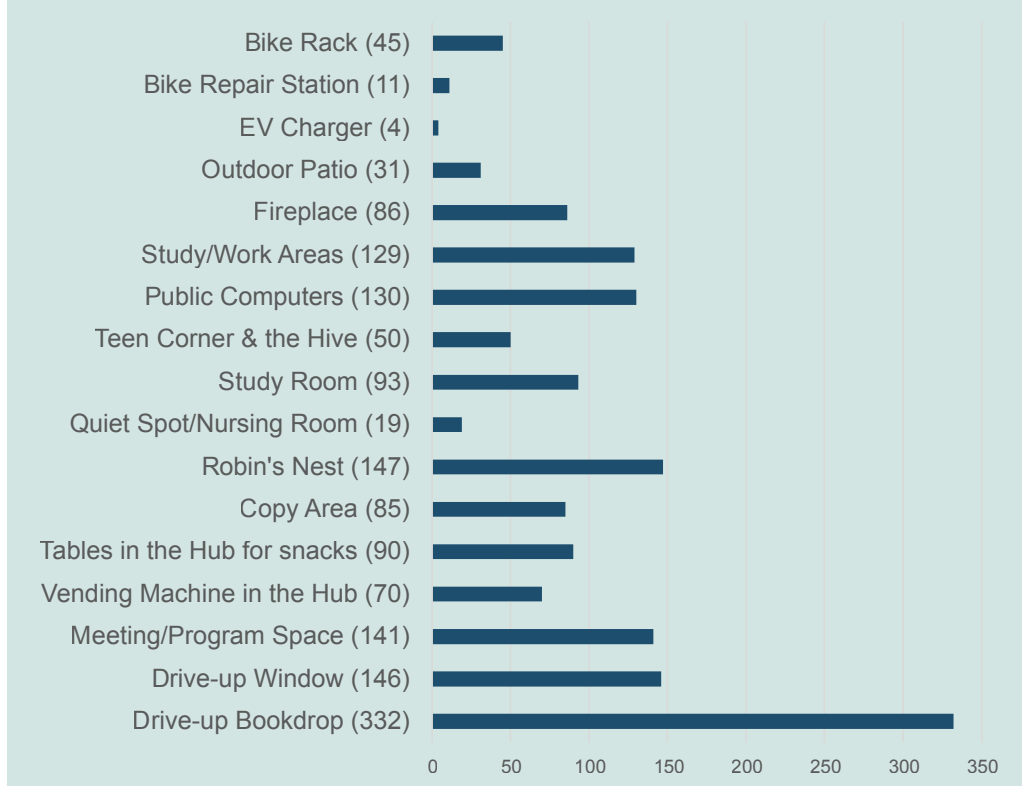
“I love public libraries. Proud and grateful to be an American”

“I love the new library. It is such a welcoming space, and the Robin's Nest is designed with families in mind.”

“I love the study room options. I also utilize the order ahead and drive through options regularly.”

“Great esthetic addition to Main Street, Lombard! Staff continue to be very helpful and kind. Appreciate adult program offered.”

BUILDING FEATURE USE

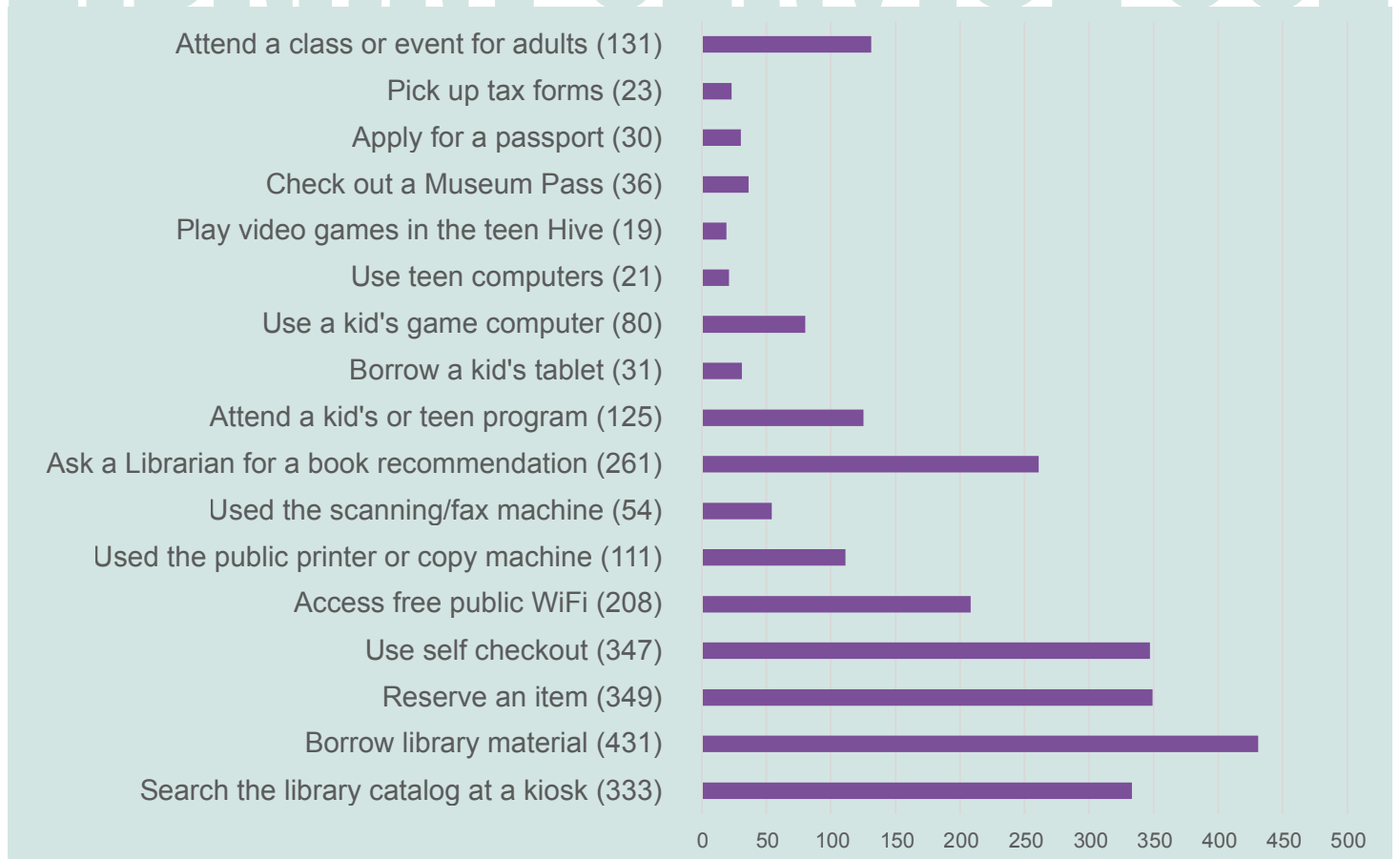


“I like how inviting the whole library feels. I definitely stay much longer at the new library than the old library.”

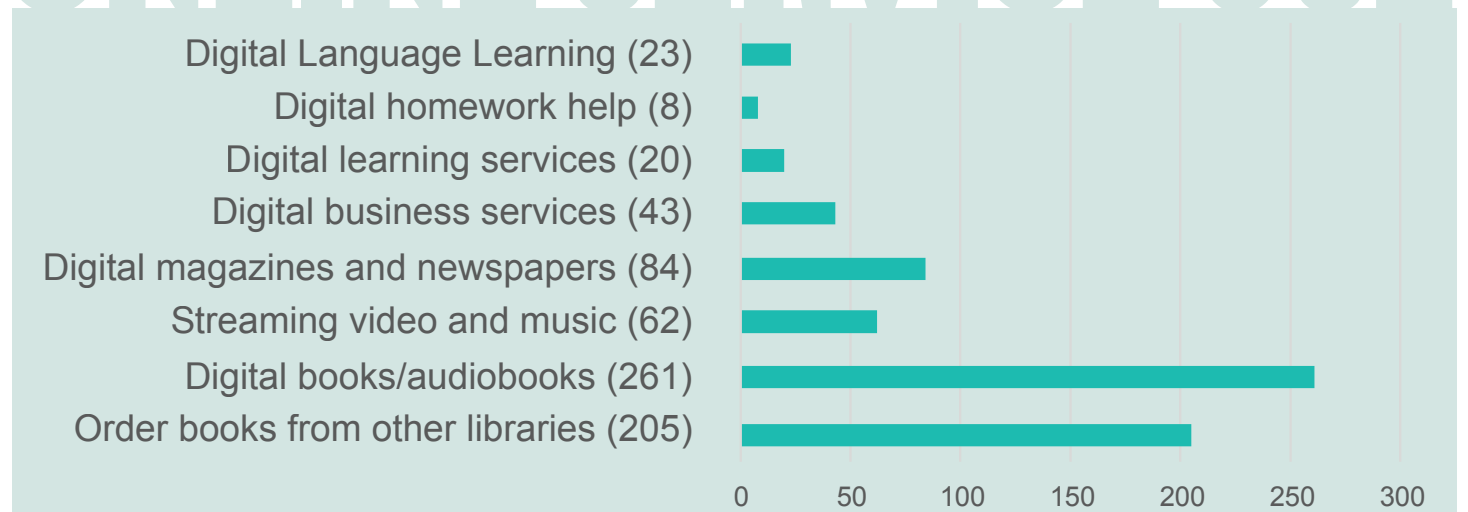
“Basically just loving everything!”

“Love the new location I use the library more than the old location. I’m always going past the library at least three days per week and love to read so it’s easy to get books without going out of my way.”

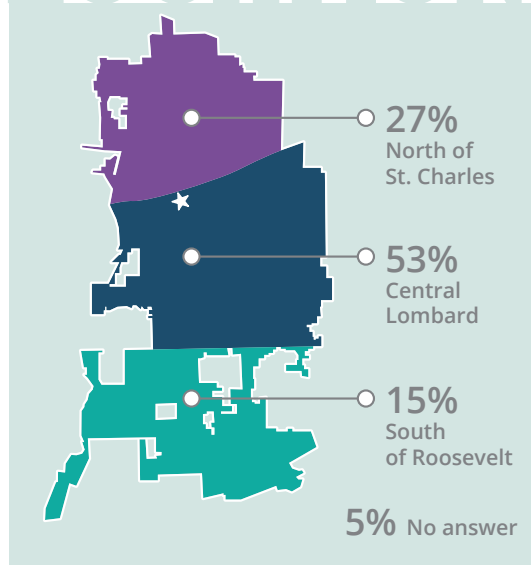
LIBRARY SERVICE USE



ONLINE SERVICE USE



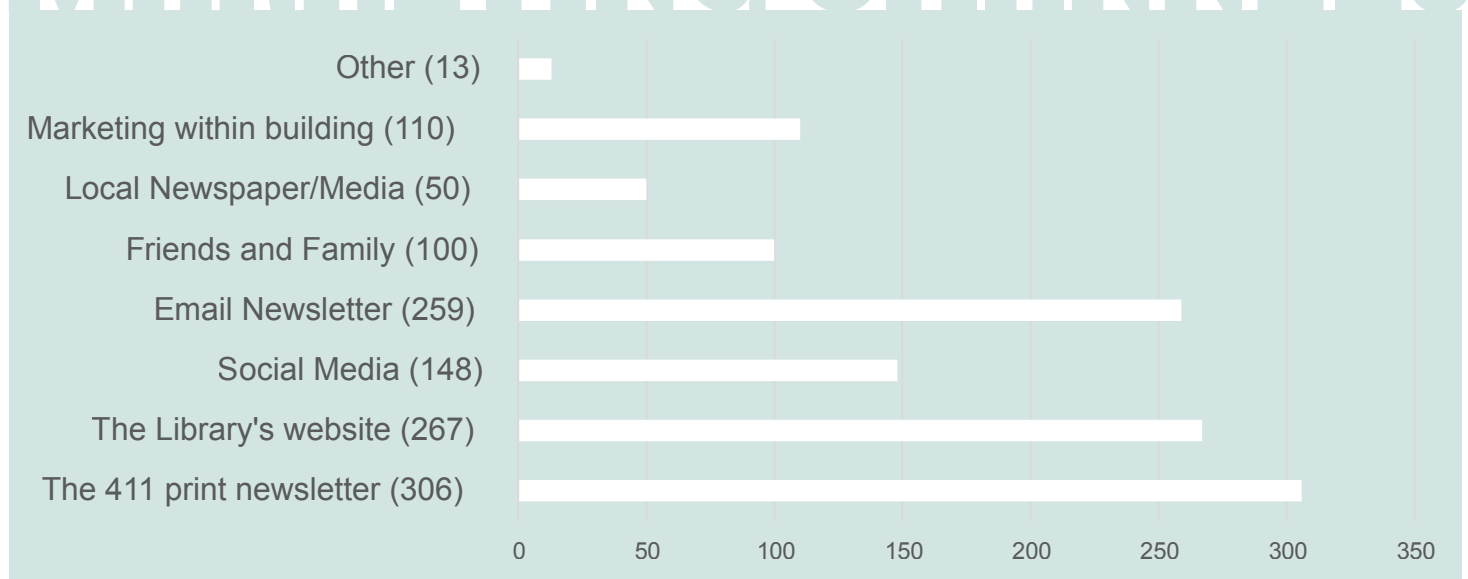
LOCATION



“I love that I was able to sign up for a library card online and begin using it immediately. I'm hoping to make more use of the library facilities in the future.”

“The Helen Plum Library is a **crucial service to Lombard. I am a such a consistent user of interlibrary loan that if the front desk isn't busy, one of the librarians will see me coming and automatically go back to get my books; I'm a repeat customer”**

MARKETING CHANNELS



“Easy to use....and a beautiful library!!!”

“The scanners and the fax made things so easy and uncomplicated when I had to download a large amount of paperwork for onboarding for my new employment. I could complete all the requirements for my new job while at the library.”

“There’s an EV charger at the library?! I’ll have to look for it. I love the adult classes and new materials coming into HPL. Keep up the great work!”

“Enjoying the 3D printing capability, looking forward to more options opening at Studio 411”

“Love the new library - from 5 years old to 70 years old - we all love and use it.”