



## **Winnetka-Northfield Public Library District Assessment and Needs Identification Study Appendix C1 – Summary of responses to open-ended and “other-specify” questions Teen Survey**

Responses are summarized for open-ended and “other-specify” questions from the teen Library District survey.

- ▶ Question 18, If you have other comments about the Library District, please write them briefly below.
- ▶ Question 1, I consider myself *mainly* a user of...another library (*specify*).
- ▶ Question 17c, The Library District facilities have software on the computers that meets my needs (*if a rating of 1 or 2, specify what software you would like added*).

Response volume varies considerably for the open-ended and “other-specify” questions; group sizes are recorded within each section.

A summary of responses follows. Refer to the next section of Appendix C for a list of all the verbatim responses to each question.

### **Question 18 – If you have other comments about the Library District, please write them briefly below.**

The 135 teens provide 67 comments to Question 18. The majority of responses (76%; 51) are suggestions to the District for improvements to various aspects of the libraries; the remaining data (24%; 16) fall into a miscellaneous category and include both positive and negative observations. Suggestions are grouped into several categories. Most frequently, teen participants remark on facility attributes (30%; 20). Other categories include:

- ▶ Collections (18%)
- ▶ Staff (10%)
- ▶ Services (7%)
- ▶ Technology (6%)
- ▶ Programming/Classes (4%)

### **Facilities**

Participants list several suggestions to improve the facilities of Winnetka (WPL) and/or Northfield (NPL) Public Libraries (30%; 20). NPL is described as “much better” than WPL (1), although it is considered too small to accommodate both noisy children and patrons who require quiet study areas (1). Suggestions primarily include establishing a dedicated area for use by teens (8) and high schoolers (1), or at least creating a more teen-friendly (1) but separate (1) teen area. Other suggestions include:

- ▶ Providing meeting rooms for group projects (3)
- ▶ Establishing an area for breaks where food and drink are allowed (2)

- ▶ Adding couches to silent reading areas (1)
- ▶ Updating and redecorating library interiors (1)

### Illustrative verbatim comments

*I would enjoy a teen facility with chairs, tables and teen books, magazines and movies.*

*It's hard to work on group projects and all the resources are in the room where you have to be quiet for readers.*

### **Collections**

Teen contributors primarily comment on the book collections provided by the Library District (18%; 12). Participants note that in general, there seems to be a “large gap” between adult and children’s content (1), and books appear to be falling apart (1). More specifically, participants would like to see the District add to its book collections: more teen books (3) including, “funny fiction” (1) and book series (1); and more books for tweens (2), adults (1) and children (1). One (1) individual also requests the Library District add to its teen movie collection.

### Illustrative verbatim comments

*There are not enough teen and children books. I use Glencoe because it has a large teen area.*

*I enjoy going to the library and I use computer resources often, although I feel the gap between adult and child content is large.*

### **Staff**

A small number of participants (10%; 7) describe library staff in general as unpleasant (1) and intimidating (1); Winnetka staff are specifically identified as unfriendly (1). Conversely, Northfield staff are described as friendlier (1) and “lovely” (1). Teens suggest librarians be “nicer and peppier” (1), and act as mentors by suggesting books and computer material (1).

### Illustrative verbatim comments

*The librarians are unfriendly – especially in the children’s area. They are very unpleasant.*

*The Winnetka branch is very unfriendly to kids of all ages. The Northfield library branch is so much better and the librarians are so much nicer.*

### **Services**

Teens recommend a short list of services to be offered to patrons (7%; 5). Suggestions include:

- ▶ Provide students with help studying.
- ▶ Solicit book suggestions with the use of a new book suggestion box.
- ▶ Price resources and technology so patrons are aware of the value of something before checking it out.
- ▶ Provide patrons with information on how to borrow and use a Kindle.
- ▶ Enable increased remote access to resources.

## **Technology**

A small number of participants suggest the Library District provide Kindles (1) and Playaways (1) for teens, ensure both libraries offer reliable Wi-Fi service (1), and change all computers to Apples (1).

## **Programming/Classes**

A small number of teens suggest the Library District increase programming for tweens (1), offer technology classes (1), and bring experts in to speak with students (e.g. sports, science; 1).

## **Miscellaneous**

Both negative (4) and positive (12) observations are provided by teen participants.

- ▶ With advanced computer technology and fear the future of public libraries is limited, particularly in vision of financial limits.
- ▶ Use for all – we have what we need at home and school.
- ▶ It's very boring. I don't go there often.
- ▶ I think it's terrible that Northfield is charged so much for use of the library.
- ▶ When our computers crashed at home I used the library computers for a week until we were able to repair/replace ours.
- ▶ The staff is great.
- ▶ Love the librarian book advising. Keep doing that.
- ▶ Just a place where you can go to use computers for homework, or to study, very school-related.
- ▶ It's fine just how it is.
- ▶ I love using the Winnetka-Northfield Public library. When I get older, I find myself using their Wi-Fi for homework.
- ▶ I like the variety of older antique books and records available. They are endlessly helpful and interesting.
- ▶ I enjoy going to the library and use computer resources often.
- ▶ I always ask the staff for new good books and I have always been pleased with their selection.
- ▶ Having fun isn't hard when you have a library card.
- ▶ Expect to see me finals week. Interested in CDs.
- ▶ Compliments to the librarians in the children area. They are wonderful.

**Question 1 - I consider myself *mainly* a user of . . . another library (*specify*).**

A small number of teens report they consider themselves users primarily of the following libraries:

- ▶ New Trier High School (6)
- ▶ Wilmette Public Library (2)
- ▶ Glencoe Public Library (2)
- ▶ Northbrook Public Library (1)
- ▶ Regina Dominican High School (1)
- ▶ Skokie Public Library (1)

**Question 17c – The Library District facilities have software on the computers that meets my needs (*if a rating of 1 or 2, specify what software you would like added*).**

In addition to “new programs” (1) and “software with better login reliability” (1), teens indicate they would like the following software added to Library District facilities:

- ▶ Microsoft Word (4)/Updated Word (1)
- ▶ Apple Macintosh hardware (4) and software (1)
- ▶ Microsoft Excel (2)
- ▶ Microsoft PowerPoint (2)
- ▶ Photoshop (2)
- ▶ Comic Life (1)
- ▶ Skype (1)
- ▶ Sims (1)