

VILLAGE OF ELM GROVE

13600 Juneau Boulevard
Elm Grove, WI 53122

LIBRARY BOARD

Wednesday, September 7, 2022 * 6:30pm * Park View Room

AGENDA

1. **Call to order**

2. **Approval of Agenda**

3. **Confirm future meeting dates in the Village Hall - Park View Room**
September 19, 2022 at 5pm

October 17, 2022 at 5pm

November 21, 2022 at 5pm

4. **FEH Design presentation and Trustee questions and clarifications**

Documents:

Elm Grove Revised Report 7-29-22 (2).pdf
Elm Grove - APPENDIX A - Wisconsin Peers (1).pdf
Elm Grove - APPENDIX B - Star Library Peer Calculations (2).pdf
Elm Grove - APPENDIX C - Space Scenarios (1).pdf
Survey results compilation - Complete Responses Only.pdf

5. **Adjournment**

Any person who has a qualifying disability as defined by the Americans with Disabilities Act who requires that the meeting or materials for the meeting has to be in an accessible location or format must contact the Village Clerk, at 262-782-6700 or 13600 Juneau Boulevard by 3:00 PM Friday prior to the meeting so that any necessary arrangements can be made to accommodate your request.

NOTICE: It is possible that members of, and possibly a quorum of, other governmental bodies of the Village may be in attendance at the above stated meeting to gather information. No action will be taken by any governmental body at the above stated meeting other than the governmental body specifically referred to in the above notice.

Elm Grove Library Draft Report – 7-28-2022

INTRODUCTION

The Elm Grove Public Library (EGPL) serves a long-established community of approximately 6,500 people¹ in the greater Milwaukee area. The Village of Elm Grove is primarily residential in nature and is distinguished by its mature trees and gracious homes, many of which are situated on expansive lots. The people of Elm Grove are well educated with nearly all adults ages 25 and above (97.3%) graduating from high school (compared to 88.5% nationally) and with almost double the percentage of adult residents having attained a minimum of a bachelor's degree (61.4% for Elm Grove vs. 32.9% nationally).

The median household income in the village is significantly higher than the national norm (\$112,500 for Elm Grove vs. \$64,994 in the U.S. as a whole). At the time of the 2020 decennial census, the median value of a home in the community was 72% higher than the national average. High educational achievement and above average income are strongly correlated with public library use. In short, Elm Grove's demographic profile is nearly ideal for high library usage.

FEH Design was engaged by the Elm Grove Public Library and the Village of Elm Grove to conduct a facilities analysis aimed at identifying ways in which the library might become an even more welcoming and comfortable place for the community to gather, read, and learn. In carrying out this task, FEH Design used a variety of different methodologies to examine the library's existing space and to make recommendations for the future. Separate peer analyses were developed that looked at nearby libraries and at exemplary public libraries serving similarly sized communities nationally. In addition, considerable input was gathered through an online survey (451 responses), a series of public focus groups (7) that were held at a variety of times (mornings, afternoons, and evenings both weekdays and on a Saturday), and two focus groups with library staff members. Personal interviews were also conducted with individuals including the Village Manager and the Library Director. In addition, the FEH team met with the Library Director, the Library Board President, and with the entire Library Board on several occasions.

The input received through these efforts makes it clear that EGPL is a well-loved and highly valued community asset. The library's location in a beautiful park setting near the center of the community is viewed as a particular strength. The library's collection of books and other non-print resources, which is unusually large in terms of volumes per capita compared to most peer libraries in the area, is also seen as a strength.

Nevertheless, the library has some shortcomings. The library facility, which is part of a municipal campus and is physically connected to the Village Hall, has been in continuous use for sixty years (since 1962). While the library has been updated from time to time, the existing configuration of the building limits the library's ability to offer services and to employ technologies that were not considered in the 1960s design. Furthermore, the library has outgrown the space allocated to house its collections of books and non-print materials. Most shelves, including top and bottom shelves that are difficult for the public to access, are overcrowded. This diminishes public access to the materials and creates an inefficient environment for staff members who are constantly faced with shifting books to find space to reshelve

¹ U.S. Census Bureau – July 1, 2021 estimated population 6,524

items. It can be argued that one of the library's greatest strengths (its large collection) is also a source of its most significant weakness (lack of adequate space for collections).

The library facility is reported to be 9,150 Square Feet (SF) in size. It should be noted however, that this 9,150 SF does not include meeting spaces that are shared with the village offices. In other words, the 9,150 SF somewhat understates the functional space available to the library. If these spaces were dedicated library space, the total square footage would be closer to 12,000 SF; however, these spaces are often not available for library use and the library competes with the Village and numerous community organizations for the use of these facilities.

PEER ANALYSIS

FEH performed two separate peer analyses in its effort to identify factors of importance to the space planning effort. Our decision to perform both an analysis of nearby peers and of national peers was prompted by finding that EGPL was an outlier on several measures when compared to nearby Wisconsin peers. The second analysis used peers (based on the size of population served and expenditures) drawn from an annual national survey of libraries conducted by *Library Journal*. *Library Journal* examines all public libraries in the nation and designates a small number of high-performing libraries as "STAR" libraries. The Star Libraries are among the best of the best statistically. Libraries are analyzed in categories based on service populations and annual expenditures. FEH looked at Star Libraries serving between 5,000 and 10,000 people with annual expenditures of between \$400,000 and \$999,999 in performing its analysis.

For the analysis of nearby Wisconsin peers, the statistics used were taken from the 2019 Library Service Data collected from all public libraries in the State of Wisconsin by the Wisconsin Department of Public Instruction's Division of Libraries and Technology. Statistics from 2019 were used simply because they are the most reliable metrics available. Although the 2020 data has been collected and processed, 2020 reflects abnormal circumstances related to the COVID-19 pandemic. Most, if not all, of the libraries were closed for various periods of time during that year. The statistics for 2021 have not been compiled as of the date of this report. Anecdotal reports from many libraries indicate that most 2022 statistics are beginning to rebound to 2019 levels.

The peer comparison of EGPL with a dozen other Wisconsin libraries (some in the immediate area and a few other Wisconsin libraries in communities sharing some of the village's characteristics) reveals several interesting facts. A summary is presented in APPENDIX A. First, the Elm Grove Library is heavily used. With a circulation per capita of 18.06 (18.06 items were checked out for every individual in the service area during the 2019 calendar year), Elm Grove ranks 3rd in this measure among the libraries presented. Elm Grove falls a bit short of Shorewood and Whitefish Bay but well ahead of most other peer libraries. A circulation of ten (10) volumes per capita is generally recognized as a library that is performing well. Elm Grove's performance is nearly double that benchmark.

A second factor revealed in the peer comparison chart is the high number of volumes per capita (10.61) held by the Elm Grove Public Library. At more than ten volumes per capita, Elm Grove exceeds any of the Wisconsin peer libraries that are presented. As you will see, this data element plays heavily into the space needs analysis. The mean for the group (including Elm Grove) was 5.49 volumes per capita and the median (midpoint) for the group was 5.39 volumes per capita.

The Elm Grove Library ranks in the mid-range among Wisconsin peers (6th of the 13 libraries) in the number of square feet per capita at 1.51. It should be noted that the library offering the second largest number of square feet per capita (Waunakee) is also the newest library on the list and represents a trend toward larger buildings that devote greater attention to programming and hands-on learning.

The data presented in the column headed “Collection Turnover Rate” requires some explanation. Collection turnover rate is a measure of the degree to which the library’s collection is actively used. It is derived by dividing total circulation (the number of items checked out over the course of a year) by the number of volumes owned (including both print and non-print/media items – e-books are NOT included in this measure). This is not a measure that is normally applied to research libraries. It is assumed that one of the roles of a research library is the preservation of the historical record. Old books are not only acceptable in research libraries, they are expected.

That said, collection turnover rate *is* widely applied to public libraries. It would not be appropriate to use this measure with a public library that serves a true research purpose (such as the Main Milwaukee Public Library on Wisconsin Avenue); however, it is very commonly applied to “community” libraries such as the EGPL and to branch library facilities in communities such as Milwaukee.

The Elm Grove Public Library’s turnover rate of 1.70 means that an average item in the library’s collection is used 1.70 times each year. In reality, some items are checked out many times in the course of a year while others may sit unused for a year or more. An analogy that is sometimes applied to library collections is the industrial models of “just-in-case” and “just-in-time” inventories. A research collection (the bigger inventory the better) is analogous to the “just-in-case” paradigm. The community library (designed to maximize usage) is closer to the “just-in-time” end of the scale. As modern library resource sharing characterized by shared electronic catalogs and daily delivery among libraries has become more common, many libraries have moved toward the just-in-time framework. The basic premise is having the ability to immediately satisfy collection browsers and a majority of requests from the items in stock, while relying on items that can be delivered from other libraries in a matter of a day or two for a small percentage of requests.

The Elm Grove Library has the fourth lowest turnover rate among the Wisconsin peers. The mean for the group was a turnover rate of 2.52 (an average item circulated 2.52 times each year). The median (midpoint) for the group was a turnover rate of 2.49.

Because the space used to house library collections is usually the single most important factor in determining the space needs for a library, the analysis of Wisconsin peers raises two important questions: What is the optimum sized collection for Elm Grove and how much space is required to house that collection in a user-friendly manner that encourages use?

To shed light on these questions, FEH performed the second peer analysis using *Library Journal’s 2020 “Star Libraries”* as peers. Nine Star Libraries were identified that serve populations of between 5,000 and 10,000 with annual expenditures between \$400,000 and \$999,999. A chart presenting the results of this analysis can be found in APPENDIX B. It should be noted that the 2020 Star Library calculations used 2018 data provided through the Institute of Museum and Library Services. This is due to a lag of time between when states report their data and when aggregated national statistics are released.

Because the data set employed for the Star Libraries uses a slightly different service population for EGPL than the Wisconsin data set (6,211 vs. 6,066) as well as a different year's circulation and collection size statistics, EGPL's per capita measures reported in APPENDIX B vary slightly from those reported for Wisconsin peers in APPENDIX A.

It should also be recognized that the Star Library recognition is a multi-faceted process and that some libraries make their way onto the list through being exceptional in their technology and/or programming efforts rather than a having high circulation of collections.

Given that the Star Libraries are, arguably, the best of the best, Elm Grove's circulation per capita of 18.70 (using the same set of data as the Star Library group) is impressive. It exceeds two of the nine libraries in the national peer group and comes close to a third. It falls below the mean for the group (26.37) and the median (26.08), but it certainly illustrates that heavy usage is one of EGPL's strengths.

Elm Grove's turnover rate of 1.82 (again using a data set consistent with the Star Libraries) exceeds only one of the libraries from this peer group. The mean for the Star Libraries serving 5,000 – 10,000 people with annual expenditures between \$400,000 and \$999,999 is 4.36 with a median of 3.47.

However, the most important data that emerges from the Star Library peer analysis is related to collection size. While two of the Star Libraries have higher volumes per capita than Elm Grove's 10.30 (using the Star Libraries data set), the mean volumes per capita for the high performing libraries is 7.59. Six of the exemplary libraries fall between 5.5 volumes per capita and 9.0 volumes per capita. FEH Design believes that there is a compelling case to suggest that a collection in the range of 8 volumes per capita might represent a "right-sizing" of the Elm Grove collection.

APPLYING THE FEH SPACE PLANNING TOOL

FEH Design uses an interactive space planning tool to help libraries estimate space needs for collections, seating, public technology seating, meeting and gathering spaces, and a variety of optional amenities. The tool also estimates the space necessary for staff functions such as circulation, reference services, materials processing and administrative functions. In addition, the tool enables planners to apply differing levels of "user-friendliness" to specific areas. For example, the minimum level of user friendliness applied to collection spaces merely complies with the Americans with Disabilities Act. Setting the user-friendliness level higher for adult collections allows for wider aisles, lower shelving (often 72" or 66" high shelving instead of the traditional 80" - 90" high book stacks), and reduced stack density (fewer sections of shelving in a row). The FEH Space Planning Tool allows for the application of four different levels of user-friendliness: minimum (ADA compliance), moderate, ample, and hyper user-friendly. In developing the scenarios, the moderate level was consistently applied.

FEH worked with the Library Director and Assistant Director to develop multiple scenarios in an effort to identify solutions that would meet the library service needs of Elm Grove residents for an extended period of time. In total, more than a dozen scenarios were considered. Three of these are presented in APPENDIX C. The chart that is provided compares existing space allocations (in square feet) with those derived from applying each of the three scenarios.

Scenario #1 is based on maintaining the existing collection size and applying one-step above minimal ADA compliance in user-friendliness to enhance the overall level of accessibility. Scenario # 2 is based on determining how much smaller the collection would need to be to house a reduced collection

adequately and to provide appropriate workspaces for staff. Implementing this scenario would require reducing collections by more than 50% and was done for illustrative purposes only. It is **NOT** recommended for consideration. Based on survey and focus input, FEH believes that this scenario would be unacceptable to the public.

Scenario # 3 is built on the eight volumes per capita suggestion that was derived from the Star Libraries analysis. This scenario is also based on achieving an enhanced level of accessibility (moderate user-friendliness) and providing adequate staff workspace. In addition, this scenario allows for the addition of a modest amount of conference room/tutoring/group study space. Scenario #3 would enable the library to further enhance its efficiency by implementing a radio-frequency identification (RFID) - based automated materials handling system (AMHS). It is assumed that any renovation and/or expansion scenario implemented would also address issues such as enhanced wi-fi signal, services such as wireless printing from patron-owned devices, and improved electrical and data drops to enable the placement of technologies in ideal locations rather than allowing existing wiring to dictate placement.

An important finding of the application of the FEH Space Planning Tool was that space for appropriately housing Elm Grove's collections of materials is not the library's only space deficiency. Staff workspace and storage space for supplies, equipment, etc. are also significantly undersized. The amount of seating (number of seats) is close to being adequate; however, at least in some instances, additional spacing of furnishings would be desirable. The inclusion of additional conference room/tutoring/group study space in scenario #3 is based on staff and public input from focus groups and from the online survey.

THE CHALLENGE

One characterization of the Elm Grove Public Library's space needs issue can be summarized succinctly. Elm Grove either has too large a collection or too small a building. Short of drastically reducing the size of the collection, EGPL needs more space to house its books and other materials. However, this is not the only space challenge. The analysis performed by FEH illustrates that the amount of space provided for staff is also insufficient to allow for optimal efficiency.

One impact of the crowded bookstack areas is that nearly all adult bookshelves are at or near full capacity. As mentioned previously, this creates great inefficiencies in collection maintenance (reshelving materials). Library staff are confronted daily by the challenge of shifting materials on multiple shelves just to place one item in its correct location. New libraries are typically planned allocating only two-thirds of each shelf to materials (2 feet of every standard 3 foot shelf used). Anything over 85% loading (using more than 30 inches of a 36 inch shelf) is considered inefficient.

Other costs of overcrowding come in the form of lost opportunities. While the Elm Grove Library is quite active in offering public programming, both the lack of dedicated programming space and the lack of specialty spaces such as maker spaces, quality tutoring spaces, and quiet space in general place limits on the library's program of service. Of the scenarios presented, only scenario #3 adds meeting space. Creating additional dedicated meeting spaces for library programming would require an addition that exceeds what is presented in scenario #3.

FEH presented the conundrum of too large a collection or too small a building in a number of the focus group sessions. In general, the response confirmed the idea that at least many residents of Elm Grove like the fact that the library has a large collection. Several residents of the community expressed the

opinion that the building should be expanded. A few individuals, usually citing the fact that they place many items on hold and have them delivered from other libraries, thought a smaller collection made sense. Based on the analysis of Star Libraries, FEH is recommending a compromise that would reduce the collection size modestly, while maintaining the library's distinction of having a relatively large ratio of materials per capita.

SCENARIOS

To deal with these differences of opinion, FEH worked with Library Director Sarah Muench to develop three different scenarios. They are:

1. **CURRENT COLLECTION** - Space needed to support the existing collection in a moderately user-friendly way.
2. **REDUCED COLLECTION** – Degree to which collections would need to be reduced to allow for appropriate space allocations within the current footprint.
3. **RECOMMENDED COMPROMISE** – Space needed to accommodate a collection of approximately eight (8) volumes per capita in a moderately using-friendly way as well as addressing other basic needs (enhanced staff spaces, slight addition to meeting spaces, introduction of Automated Materials Handling [RFID-based] sorting).

SUMMARY OF SCENARIO #1 – MAINTAINING EXISTING COLLECTION AND EXPANDING BUILDING

FEH calculates that the amount of space necessary to house collections in a moderately user-friendly way, provide adequate seating, moderately user-friendly conditions for the public and appropriate workspaces for staff is approximately 14,760 SF (not including Village meeting spaces). This is 5,610 SF in addition to the existing 9,150 SF facility.

SUMMARY OF SCENARIO #2 – REDUCING COLLECTION TO ALLOW FOR COLLECTION ACCESS AND QUALITY STAFF WORKSPACE – NOT RECOMMENDED

FEH Calculates that the existing collections would need to be reduced by between 50% and 60% to achieve the goals described in Scenario #1 (housing collections in a moderately user-friendly way, providing adequate seating, offering moderately user-friendly conditions for the public and providing appropriate workspaces for staff) within the existing footprint. Interior spaces would be redesigned, and spaces would be reallocated to achieve greater user-friendliness and greater staff efficiency. However, in this scenario, the interior space would not expand. We wish to stress that FEH does not believe that this scenario is a viable option.

SCENARIO # 3 – RECOMMENDED COMPROMISE

FEH calculates that the amount of space necessary to house a collection of approximately eight (8) volumes per capita in a moderately user-friendly way, provide adequate seating, moderately user-friendly conditions for the public. appropriate workspaces for staff, and enhanced staff spaces, slight addition to meeting spaces, and the introduction of Automated Materials Handling [RFID] sorting is approximately 15,886 SF (not including Village meeting spaces). This is 6,736 SF in addition to the existing 9,150 SF facility.

OTHER AREAS OF INTEREST

FEH discovered wide support for enhancing the space around the exterior of the library for library programming purposes. Ideas ranged from a small patio area that could be used for children's programming, to a small stage that could host somewhat larger events. The combination of COVID-19 concerns and the increased emphasis that libraries are placing on programming are making consideration of converting exterior spaces into functional space more popular.

Funding building enhancement and expansion is always an issue. FEH discussed the issue with members of the public in some of the focus groups and interviews. While the input received is by no means conclusive since it is based on an exceedingly small sample, several people indicated that funding an expansion would probably need to take the form of a mixture of public and private funds with private funds providing the larger portion of the total. More than one person expressed the opinion that the "right project" could attract a great deal of non-tax revenue.

CONCLUSION

Ultimately, it will be up to the people of the Elm Grove community to decide whether an expanded library facility should be built. FEH found no support for building a larger library on another site. Nor did the input received lead us to believe that the public would support a drastic reduction in the size of the library's collection.

Furthermore, it is an open question as to whether an expansion of the existing facility should be limited to the scope of scenario #3 or whether a more expansive addition that would include dedicated library space for larger programs and areas such as a maker space. The development of a comprehensive plan including the recommendations embodied in scenario #3 and any additional meeting and gathering space is recommended. Design concepts should also incorporate the entry lobby and public restrooms in the transition space between the library and the Village Hall.

A phased plan might then be developed that would allow for addressing issues related to appropriately housing the collections and providing adequate staff spaces as part of Phase I with a Phase II that would involve meeting and gathering spaces. This comprehensive plan would also inform near-term decisions that might be made regarding outdoor spaces.

APPENDIX A WISCONSIN PEERS

Public Library	Municipality	Estimated Service Population	Size of Library (Square Feet)	Size of Collection (Volumes)	Total Circulation	Square Feet per Capita	Volumes per Capita	Circulation per Capita	Collection Turnover Rate*	Volumes per Square Foot#
Elm Grove Public Library	Elm Grove	6,066	9,150	64,358	109,558	1.51	10.61	18.06	1.70	7.03
Alice Baker Memorial Public Library	Eagle	6,189	4,160	38,179	42,231	0.67	6.17	6.82	1.11	9.18
Hales Corners Public Library	Hales Corners	7,626	7,438	48,094	117,181	0.98	6.31	15.37	2.44	6.47
Lodi Woman's Club Public Library	Lodi	8,146	7,300	26,405	67,620	0.90	3.24	8.30	2.56	3.62
St. Francis Public Library	St. Francis	9,384	26,648	62,578	103,761	2.84	6.67	11.06	1.66	2.35
Town Hall Library	North Lake	9,943	16,287	69,679	69,541	1.64	7.01	6.99	1.00	4.28
Shorewood Public Library	Shorewood	13,483	21,000	94,624	299,789	1.56	7.02	22.23	3.17	4.51
Whitefish Bay Public Library	Whitefish Bay	14,053	24,000	75,809	287,683	1.71	5.39	20.47	3.79	3.16
Hartland Public Library	Hartland	15,087	21,000	76,116	204,864	1.39	5.05	13.58	2.69	3.62
Lake Geneva Public Library	Lake Geneva	16,781	16,128	57,918	141,494	0.96	3.45	8.43	2.44	3.59
Waunakee Public Library	Waunakee	18,820	39,393	58,381	262,977	2.09	3.10	13.97	4.50	1.48
Cedarburg Public Library	Cedarburg	19,159	25,500	74,901	186,606	1.33	3.91	9.74	2.49	2.94
Delafield Public Library	Delafield	22,272	11,000	76,499	242,946	0.49	3.43	10.91	3.18	6.95
New Berlin Public Library	New Berlin	41,584	55,117	149,973	405,089	1.33	3.61	9.74	2.70	2.72
Brookfield Public Library	Brookfield	44,418	50,000	186,789	643,851	1.13	4.21	14.50	3.45	3.74
Waukesha Public Library	Waukesha	91,964	71,566	295,522	1,038,411	0.78	3.21	11.29	3.51	4.13

*Collection Turnover Rate - A measure of the degree to which the collection is actively used. It is the number of times an average item in the collection circulates in the course of a year. (HIGH is good)

#Volumes per Square Foot - A "rule of thumb" suggests that a library feels "full" when it reaches 5 volumes per square foot. (Under 5 is therefore good. Under 3 is considered to be "user-friendly.")

New Berlin, Brookfield, and Waukesha are provided for information purposes only, They are not reflected in the color scales.

	Lowest values are shown in green		Yellow and orange shading
	Highest values are shown in red		falls between the green and red

**APPENDIX B
STAR LIBRARY PEER COMPARISON**

**Elm Grove Public Library Compared to Library Journal's "Star" Libraries - 2020 (Based on 2018 Statistics)
Expenditures Between \$400,000 and \$999,999 - Populations Between 5,000 and 10,000**

Library	State	Population	Circulation	Circulation per Capita	Physical Volumes (Books and Non-Print)	Volumes per Capita	Turnover Rate
Henderson Memorial Public Library Association	OH	5,252	176,510	33.61	43,623	8.31	4.05
Homer Public Library	AK	5,443	167,029	30.69	48,193	8.85	3.47
Garden Home Community Library	OR	5,444	192,153	35.30	15,395	2.83	12.48
Snow Library	MA	5,846	149,145	25.51	65,029	11.12	2.29
Dover Town Library	MA	5,961	198,136	33.24	40,320	6.76	4.91
Page Public Library	AZ	7,640	118,803	15.55	96,380	12.62	1.23
Blair Public Library & Technology Center	NE	8,091	152,854	18.89	54,304	6.71	2.81
Monona Public Library	WI	9,523	248,321	26.08	52,823	5.55	4.70
Grand County Public Library	UT	9,674	178,543	18.46	53,872	5.57	3.31
Mean		6,986	175,722	26.37	52,215	7.59	4.36
Median		5,961	176,510	26.08	52,823	6.76	3.47
Elm Grove Public Library	WI	6,211	116,121	18.70	63,956	10.30	1.82

APPENDIX C SPACE SCENARIOS

ELM GROVE PUBLIC LIBRARY - SPACE SCENARIOS - Elm Grove WI				NOT RECOMMENDED		RECOMMENDED	
	Estimated Existing	SCENARIO #1 Existing Collection - Moderate User-Friendliness	Deficit Compared to Scenario #1	SCENARIO #2 Collection Reduced to Fit Existing Footprint	Deficit Compared to Scenario #2	SCENARIO #3 Eight Volumes per Capita Moderate User-Friendliness	Deficit Compared to Scenario #3
Adult Collection Space	2286	3,279	993	952	(1,334)	2,724	438
Children's Collection Space	611	1,293	682	354	(257)	1,069	458
Young Adult Collection Space	154	195	41	55	(99)	161	7
					-		
Adult Seating Space	914	1,284	370	1,100	186	1,284	370
Children's Seating Space	500	459	(41)	367	(133)	459	(41)
Young Adult Seating Space	113	214	101	183	70	214	101
					-		
Adult Computer Space	279	200	(79)	175	(104)	200	(79)
Children's Computer Space	117	70	(47)	60	(57)	70	(47)
Director's Office	152	190	38	180	28	190	38
Other Enclosed Offices	305	510	205	480	175	510	205
Circulation Workstations	157	320	163	300	143	320	163
Reference/Information Desk	152	130	(22)	120	(32)	130	(22)
Additional Service Desk (mobile)	0	135	135	-	-	135	135
General Staff Workspace	625	1,200	575	1,080	455	1,200	575
Staff Lunch/ Break Room	0	420	420	420	420	420	420
Conference Room	0	-	-	-	-	420	420

Children's Program Area	324	364	40	364	40	364	40
"Quiet" Room	140	260	120	260	120	260	120
Group Study	0	-	-	-	-	330	330
Friends Book Sale Area	0	-	-	-	-	52	52
Friends Book Sale Storage/Sorting	0	-	-	-	-	523	523
Self Checkout	0	60	60	-	-	120	120
AMH (RFID) Sorter	0	-	-	-	-	254	254
Copy Machine	27	50	23	50	23	50	23
Dictionary Stand	18	25	7	25	7	25	7
Microform Cabinet	14	15	1	15	1	15	1
Supply Storage	0	116	116	103	103	116	116
General Storage	58	318	260	196	138	341	283
Entrance Lobby	234	318	84	196	(38)	341	107
Service/Loading Entrance	0	106	106	65	65	114	114
Total Functional Spaces	7,180	11,531	4,351	7,100	(80)	12,411	5,231
Unassignable Space Percentage Applied	28%	28%	0%	28%	0%	28%	0%
GROSS SQUARE FEET	9,190	14,760	5,569	9,088	(102)	15,886	6,696
Existing Facility		9,150	9,150	9,150	9,150	9,150	9,150
Deficit		5,610	5,610	(62)	(62)	6,736	6,736

FEH Design - WJW 7-14-2022

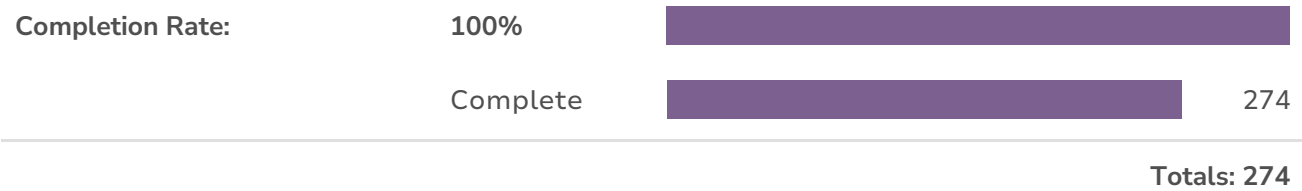
Existing Facility - 9,150 SF

General large group meeting spaces are not included in either the existing 9,150 SF calculations or in the expanded scenarios.

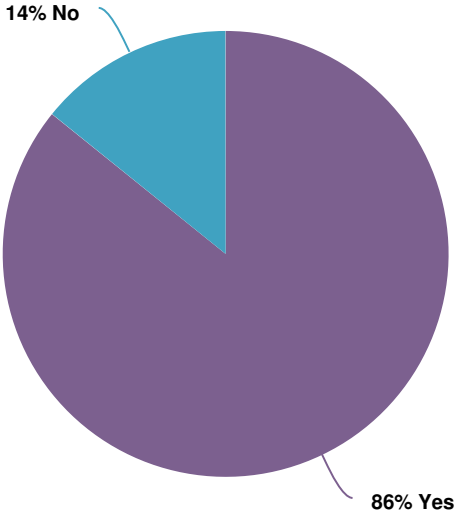
This is because the basement and main level meeting/conference rooms are shared with the Village.

Elm Grove Public Library Survey

Response Counts



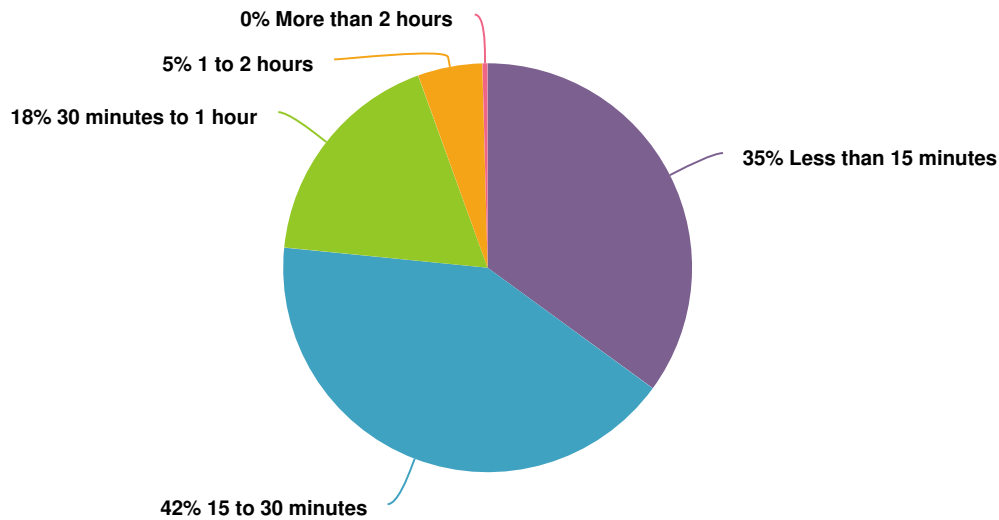
1. Have you visited the Elm Grove Public Library in the past six months?



Value	Percent	Responses
Yes	85.8%	235
No	14.2%	39

Totals: 274

2. How much time did you spend at the Library during your last visit?



Value	Percent	Responses
Less than 15 minutes	35.0%	82
15 to 30 minutes	41.5%	97
30 minutes to 1 hour	17.9%	42
1 to 2 hours	5.1%	12
More than 2 hours	0.4%	1

Totals: 234

3. What change or changes could the Library make that would encourage you to spend more time during your visits?

ResponseID	Response
26	Remove computers next to the kids section. My children only want to play on them and they are annoying.
31	I and my kids often spend 20-60 min. there. We really can't spend more time unless the library wants to come to our house and do our chores.
32	Improvement in kids area. More things for kids to do/play with. Something like the Cedarburg or Shorewood libraries.
39	I can't think of why I would spend more time. I only go there to pick up books the Library has ordered for me.

ResponseID	Response
40	Greater selection of new titles
41	More comfortable seating
42	none
46	More welcoming staff
48	N/A - I generally visit the library with a specific purpose, seeking a specific title, or piece of information. There really are not comfortable areas in which to sit and read.
50	Happy to get books on hold through calling and reserving. Renewal was very easy too.
51	More audiobooks
57	It's wonderful now!
61	Programs for kids: like Lego League, homeschool literature groups. The Waukesha County Library has a lot of good programs.
67	Bigger and quieter
69	Increased programming for toddlers and children. It would be nice to have a maker space for kids to have hands on learning. I feel like this gets them in the library to open their mind to books and reading.
70	It would be nice if the library was up to date like the other libraries in the elmbrook district. It seems as if the Elm Grove library is very "old school" and needs a refresher.
71	The meeting room is too small for some groups. A group of 8 often has to set up a "space' in the lower level.
73	Like that I can order books and pick up without spending additional time in library
74	Better, more modern decor and furnishings. Real plants instead of fake ones
77	1. Access to water or coffee 2. a location to make short, infrequent phone calls.
82	A few more comfy chairs, special small exhibits or displays to look at
83	Better selection of new books especially non fiction

ResponseID Response

84	Figure out a more ergonomic way for those of us with neck arthritis/degenerative disc disease to be able to read titles on shelves horizontally. In other words without having to torque our necks left or right on a downward slant. Maybe this affects very few, but perhaps a pilot test of some other method of stacking books.
88	Maybe a tv going in a loop with book reviews or other pertinent information.
90	None
94	None - It is already a nice place to go. I just could stay and read longer or use the computers.
96	More audio privacy options for video calls ... and I know that's a lot to ask.
98	More kids events and activities
100	Larger book collection but I know space is limited.
106	It serves my needs now..
107	I don't know. I just love browsing the books - both the displays and even the shelves.
109	Coffee!
112	Love having the toys back in the kids room! Keep those and maybe even had more/rotate. My kids love it.
113	Honestly, I like the library's space and functionality right now. My most recent trip was dictated by how much time I had with a young child, less the space or collections. Pre-covid, we were in the library for long stretches as a family and would hope to continue that as things get back closer to normal.
115	Friendlier staff.
125	I love our library and do take advantage of spending more time there when I can.
127	I usually just go to pick up materials. Prefer to do reading, computer work, etc. at home.
128	I put books that I want on hold and just stop in to pick them up and it doesn't take me long.
131	Satisfied as is
132	A few more comfy chairs/areas to sit and scan through books.

ResponseID Response

133 Having a maker space, as well as more books in other languages (especially Spanish).

135 Not sure. You are doing a great job.

143 I prefer not to stay longer because of the pandemic. I would stay longer if personnel and patrons were asked to wear masks while inside the library

144 n/a

146 Have a section of recommended reads

148 working spaces, emails about new book releases

149 I like it as it is.

152 More comfy seating.

154 More activities for kids, more children's programming (especially summer)

156 I love to browse the stacks. New books are always of interest to me.

157 More comfy chairs, like oversized sofa-style chairs

158 Open longer hours once covid restrictions are up

162 Later hours would be helpful for those who work. Also, being able to apply for a card or renew a card on line would seriously boost membership. Other local libraries have a wide variety of items to check out: projectors, hot spots, even snow shoes and yard games. Patrons can even get zoo passes, museum passes, etc. These would be such a welcome addition to our library! Lastly, the librarians are not particularly friendly and could use some training in customer service.

165 More recommended books, audios and DVD's out on display.

166 Friendlier staff that greet you when you come into the library.

167 I visit the virtual library frequently . It is a germ free experience:) The librarians are great when I do go in.

168 I think you're doing fine - there are times when I'm there for quite a while, times when I'm just picking up a hold.

169 More places to sit outdoors would be nice. I love the bird feeders; thank you for those. More CDs and DVDs would be good. Your selection of books is wonderful.

ResponseID Response

175 Have a coffee/tea bar.

177 Nothing for me. I love the online ordering and pick up and am very happy with the availability of the books I want to read. Occasionally I spend more time when I'm browsing for a movie.

186 i wish it had more antiracist/CRT books or anything to educate yourself on the oppressive systems in our country.

187 N/a

188 For older people - it would be nice to have a display of books (or titles) that you recommend.

190 bigger space for kids to be loud - don't know if its possible in the current physical space

193 I visit the library in Naples FL in the winter. They have a whole section of mysteries. It makes it easier to find the type of book I am interested in.

199 1. Multiple versions of the current books trending, either, digital, audio or hard copy. We shouldn't have to be on a waitlist for the latest books. 2. Podcast booth with audio equipment open to the public to create content. 3 Move all books that aren't actively checked out offsite. The library is crowded with books that are not read. 4. Most important , provide access to current, relevant and trending topics. 5. Create a speakers series 6. It's not about the size of the collections, it's about the content and getting rid of the wait list for current books. 4.DVDs are out dated, use too much space 5. Provide more meeting space, room for book clubs 6. Provide social space, allow coffee. "Starbucks" type meeting space. 7. Revision the library to a new current gathering space. With more people working at home, group meeting spaces would be nice 8. The library is too cluttered

200 Take off masks More areas to sit More comfortable seating

213 With Covid, I don't go into public spaces much

217 I would love to see more toys/activities for kids back! Puzzles, puppets, etc.

219 I typically reserve books online. So I would need to have an event there to spend more time in person. I occasionally browse in person but many books I want to read are transferred from other libraries.

220 Currently has a pleasant and inviting atmosphere.

221 More personal quiet spaces.

226 More activities for little kids.

ResponseID Response

227 Raise the lower stacks so they are easier to access. I like to look through the collection before deciding on what to take out, but the lower stacks are too low for me to read except on my hands and needs.

231 Noting, sometimes I do spend longer time. The library is so easy to use, staff are helpful and I really can't think of anything to add here.

234 Better more dedicated website. Personal recommendations based upon past book rentals. Events targeted to more groups, not just the oldest and youngest amongst us.

236 Mostly read ebooks or audio books. Time at the library is simply to pick up a book.

237 Not sure any changes would result in my spending more time at library.

239 Nothing at this time.

249 It's good

251 Sunday hours would be great

252 Bring the big puzzle back! Kids activities too...though these may be back and I haven't noticed??

256 With changes for masking and social distancing I anticipate spending more time at the library

257 I wish you could put an addition on the building so it could hold more books and have more space to roam inside.

259 I love that there has been a puzzle for visitors to work on, so I would recommend keeping that. Maybe some additional comfortable seating, more like a coffee shop atmosphere?

260 Kids toys and area for kids to play, do art and music (upstairs, not in the basement).

261 Can't think of any

262 More tables and chairs to read in. Coffee?

273 None

276 I spend more time depending on my purpose such as just grabbing a good read or researching something like travel plans etc.

ResponseID Response

277	I would love to be able to work in the library occasionally, but my work sometimes requires me to be in virtual meetings or on the phone, so it's hard to do those things at the library. If there were spaces we could reserve for half days, I'd spend more time in the library.
278	Everything is fine for me.
279	More updated decor/furnishings. New toys for the children's play area; especially STEM toys.
282	A larger kids area with more activities. More comfortable seating. Better lighting. The library needs a complete overhaul. When you compare it to Sussex, Nee Berlin, Waukesha... the list goes on, our library is the most tired and outdated.
287	Comfy seating areas near natural light.
290	More comfortable chairs.
296	- More seating along windows to relax and read. - the therapy dog/reading program - programs that appeal to families with younger kids or adults in the 30-50 age range
297	I think it's great! We just vary our visit based on time/needs.
298	More events for seniors
302	I love your online presence. Being able to borrow ebooks and the online courses. Smart in a digital age. I just work a lot and coming in is hard.
315	Not sure.
319	Nothing specific. I generally place holds online and stop by to pick up or return materials.
321	Better ventilation to protect against covid
326	More programs and interesting speakees
327	My short visits are due kto being cautious about Covid.
328	None. I only come to pick up books.
330	None
332	A cafe or coffee service.
338	More guest speakers, read aloud for children, special events.

ResponseID Response

- 339 I would appreciate it if we could return to a quieter environment. People (including staff) speak loudly. Our library is a beautiful place to be and a quieter place encourages reading and research.
- 342 Sunday hours would be helpful. I do not like the computers with games. I want my children to focus on reading and selecting books and they get distracted by the computers.
- 356 I have to say that Covid has changed my library presence hugely in the last two years. I used to go spend hours there reading, preparing, etc. Now, because of damaged lungs and vulnerability to Covid, I get my materials and zip in and out because I don't spend anytime inside public buildings.
- 358 Increasing the footprint so that it does not feel crowded.
- 359 I like both the Adult and children's speakers and programs. While I never came for any of the movies because of Covid. I plan on joining you. I like what the New Berlin and Greendale Children's STEM packages. As a grandparent, I take the grandkids there to pick up their stem packages and often stay to read or play with the stem packages.
- 362 Hire friendlier and more helpful people at the front desk. All she did was complain when I was there with my granddaughter
- 367 I don't think it's necessary to spend more time. Sometimes I just want to get a few books and go. Otherwise, see New Berlin's library - fireplace area with comfy chairs, better displays for new books . . .
- 371 Nothing. I perfect the way it is.
- 373 Increase the number of "contemporary" spaces -- like sofas, "group" tables for studying. Be sure to take into account charging stations for tech. Provide a couple of small rooms for meetings (e.g., accommodate 6-8 and 2-4; outfit with white boards / writeable walls or table). Consider something out of the ordinary -- like a "walking" work station (that has a place to put a book or laptop and ability to walk on a treadmill); or a sit/stand desk to use a laptop or read book. Take cues from shared work spaces (We Work) or coffee shops (Ally's Powerhouse). Offer a Keurig machine where people can purchase a coffee/tea/hot chocolate pod and make a cup of their favorite beverage. Consider the library as a media center & gathering place - vs. "just" a library. Also offer tech resources -- like iPad or laptops to borrow for use in the center, ability to use a printer.

ResponseID Response

374	I usually come with my 2 small(ish) children. We used to spend more time in the children's room pre-covid. I think we've been spending less time there mostly because we're still adjusting back to a norm. Having a larger library would be a great way to feel less disruptive to the other patrons, but I also recognize that we are a smaller community and that would take a big investment. We appreciate and love the library as is, too.
375	Nothing
378	No suggestion. I usually stop in just to pick up a book I have ordered.
381	everything is wonderful
388	More private rooms and maybe a cafe.
395	I would like to see a separate section for Mystery Fiction
402	Comfortable seating
403	I think the Elm Grove Library is a lovely place. I don't know what changes you could make so the users would spend more time there. I work at an extremely busy library and the reason that it's busy is because it serves a poorer population. Elm Grove residents have a lot of resources and are highly educated. In poorer communities people "need" to go to the library because of resources, skills, and knowledge that poorer people don't have. Elm Grove is full of capable people who don't need to rely on the EPL staff. I love the Elm Grove Library but I don't spend a ton of time there because I work full-time.
405	I love our Library. I bring my laptop and use your WiFi. It would be wonderful if you could have 1 or 2 small enclosed rooms for privacy.
409	A coffee place
410	We love it the way it is
411	As a mom to young children, I would love if the library opened earlier (9:00am).
414	For me, I usually go to the library knowing exactly what I need. I look online to see if the book I need is there, otherwise I order it from the other libraries. I don't go to the library just to 'hang around' or see the latest books. I'm glad the library is there to meet the needs I have. You're doing great. I love my library card.
417	More selections of nonfiction for adults. More recently release kids DVDs.

ResponseID Response

420	More activities/programs geared toward children ages ~6-10 (e.g. not toddlers but not teenagers). We used to visit more when the kids were younger, but now we mostly visit to pick up/drop off materials.
421	More Chairs to read comfortably and distant from others
426	The library is @ great place to go anytime!
429	None. Busy these high school years with all their sports and activities. When the last one is off to college I'll be back spending lots of time at the library like we did when they were little.
430	More comfortable area to read.
434	right now I just come to check out items, (no children and grandchildren that I used to bring)
437	I am very pleased with all you do.
438	Seating
448	more kids programs.
449	An expansion of the library space, with inclusion of an enclosed (fencing, wall) outdoor space (with covering as necessary). This would provide options for hosting activities & programs (kids/adults) within the library space while enjoying the aesthetics of the park.
450	get rid of the computer in the kids area. My kids don't have a computer at home so when we go to the library to get books they bee-line for the computer. Seem like the exact opposite goal of a library to encourage literacy and instead there is a huge distracting video game for them. for that reason we more often visit the brookfield library.
456	Revamp the Children's area!
460	More hands on kids zone
462	larger kids space for playing and learning. I have a 3 year old.
464	Have open hours on sundays.
466	Open earlier in the morning.
467	Provide more programs such as reading groups, writing lessons, art lessons, book discussion groups, chess clubs, builder, and maker corners to engage kids and adults in the library. provide chairs set to promote the parents-kids reading together. allow occasionally communication when reading.

ResponseID Response

469	A better area for the kids! Waukesha Libray has a great kids area.
470	More books available up front for a longer than 7 day checkout. Or a list available for popular reads
471	More engaging programs/events, to cultivate interest and love for reading
475	nothing

4. On a scale of 1 to 5 with "1" representing "Poor" and "5" representing "Excellent," how would you rate each of the following?

	0 - Unable to Rate	1 - Poor	2	3	4	5 - Excellent	Responses
The size of the Library's adult book collections Count Row %	23 10.0%	2 0.9%	11 4.8%	34 14.7%	96 41.6%	65 28.1%	231
The size of the Library's children's book collections Count Row %	81 35.4%	1 0.4%	6 2.6%	33 14.4%	54 23.6%	54 23.6%	229
The size of the Library's teen book collections Count Row %	145 64.2%	1 0.4%	6 2.7%	21 9.3%	30 13.3%	23 10.2%	226
The size of non-print/media collections (DVDs, audiobooks, etc.) Count Row %	69 29.7%	6 2.6%	8 3.4%	23 9.9%	71 30.6%	55 23.7%	232

	0 - Unable to Rate	1 - Poor	2	3	4	5 - Excellent	Responses
Availability of computers for public use Count Row %	104 44.6%	4 1.7%	11 4.7%	19 8.2%	47 20.2%	48 20.6%	233
Availability of comfortable (casual) seating Count Row %	30 12.9%	15 6.4%	20 8.6%	41 17.6%	64 27.5%	63 27.0%	233
Availability of quiet study seating Count Row %	67 28.8%	15 6.4%	17 7.3%	31 13.3%	45 19.3%	58 24.9%	233
Availability of meeting room space Count Row %	113 48.7%	17 7.3%	20 8.6%	17 7.3%	29 12.5%	36 15.5%	232
Availability of parking Count Row %	1 0.4%	1 0.4%	8 3.4%	26 11.2%	61 26.2%	136 58.4%	233
Hours of service Count Row %	3 1.3%	7 3.0%	24 10.4%	30 13.0%	86 37.2%	81 35.1%	231
Number of programs for adults Count Row %	69 30.3%	14 6.1%	19 8.3%	21 9.2%	56 24.6%	49 21.5%	228
Number of programs for children Count Row %	115 51.1%	8 3.6%	18 8.0%	15 6.7%	32 14.2%	37 16.4%	225
Number of programs for teens Count Row %	171 76.7%	11 4.9%	11 4.9%	7 3.1%	15 6.7%	8 3.6%	223

	0 - Unable to Rate	1 - Poor	2	3	4	5 - Excellent	Responses
Quality of programming for adults Count Row %	86 37.6%	6 2.6%	16 7.0%	19 8.3%	45 19.7%	57 24.9%	229
Quality of programming for children Count Row %	126 56.0%	2 0.9%	10 4.4%	17 7.6%	26 11.6%	44 19.6%	225
Quality of programming for teens Count Row %	178 79.8%	5 2.2%	10 4.5%	5 2.2%	13 5.8%	12 5.4%	223
Aesthetics of building's interior Count Row %	2 0.9%	9 3.9%	29 12.7%	42 18.3%	79 34.5%	68 29.7%	229
Aesthetics of the building's exterior Count Row %	1 0.4%	1 0.4%	19 8.3%	41 17.8%	88 38.3%	80 34.8%	230
Other (Please Specify) Count Row %	46 71.9%	4 6.3%	2 3.1%	3 4.7%	2 3.1%	7 10.9%	64
Totals Total Responses							233

5. If you selected "other," please specify here.

ResponseID Response

26 I would prefer earlier hours and lengthier Saturday hours.

50 Needs updating on all levels

71 The parking lot is not adequate for the audience. The lighting is inadequately lit for those in remote lots (pool area), Some people have trouble walking that fat.

96 The staff is wonderful, always!

98 B/a

108 Exterior doors are beyond their life. New high quality doors with glass would brighten the space and be much more weather proof.

115 Other libraries offer fun freebies/activities for adults

122 Friendly staff

128 Quality of staff is outstanding in all respects.

146 Virtual content like ebooks

166 Study room is cramped, has a mimeograph machine in it

252 Bring back Lego Club!

276 The grounds outside the building are beautiful!

287 Book club or discussions for working adults (evenings or weekend times)

315 NA

359 I read books on line through the library. I find almost any book I want to read.

373 "Vibe" -- while the library is nice, it feels very 1980s

391 Children's play area

467 Please install a self-check in/check out station

6. On a scale of 1 to 5 with 1 representing "Not at all Important" and 5 representing "Very Important," how important would you say library SERVICES FOR CHILDREN are to you and to your family?

	1 - Not at all Important	2	3	4	5 - Very Important	Responses
Importance of the Library's services for children Count Row %	43 16.0%	19 7.1%	18 6.7%	31 11.5%	158 58.7%	269
Totals Total Responses						269

7. Think about how the area of the Elm Grove Public Library designed for children might be improved. On a scale of 1 to 5 with 1 representing "Not Very Important" and 5 representing "Very Important," how important do you think each of these improvements to the children's services area would be to you and to your family?

	1 - Not Very Important	2	3	4	5 - Very Important	Responses
More books for pre-school children (birth to age 4) Count Row %	15 9.2%	17 10.4%	39 23.9%	34 20.9%	58 35.6%	163
More books for primary-aged children (ages 5 - 8) Count Row %	5 3.1%	8 5.0%	27 16.8%	46 28.6%	75 46.6%	161
More books for intermediate-aged children (ages 9 - 13) Count Row %	4 2.5%	5 3.1%	32 19.9%	40 24.8%	80 49.7%	161

	1 - Not Very Important	2	3	4	5 - Very Important	Responses
A "whimsical" childlike theme in the children's area Count Row %	14 8.4%	9 5.4%	47 28.3%	46 27.7%	50 30.1%	166
More media (movies, audio books, etc.) for pre-school children (birth to age 4) Count Row %	36 22.4%	31 19.3%	46 28.6%	26 16.1%	22 13.7%	161
More media (movies, audio books, etc. for primary-aged children (ages 5 - 8) Count Row %	29 18.1%	26 16.3%	43 26.9%	35 21.9%	27 16.9%	160
More media (movies, audio books, etc. for intermediate-aged children (ages 9 - 13) Count Row %	29 18.1%	24 15.0%	42 26.3%	37 23.1%	28 17.5%	160
Space to sit and read with my child/grandchild Count Row %	6 3.6%	6 3.6%	19 11.5%	55 33.3%	79 47.9%	165
More colorful surroundings Count Row %	16 10.1%	10 6.3%	51 32.3%	40 25.3%	41 25.9%	158
More "parenting" books and other related materials Count Row %	32 20.1%	17 10.7%	50 31.4%	32 20.1%	28 17.6%	159
Computers with educational games at the Library Count Row %	34 21.0%	32 19.8%	44 27.2%	24 14.8%	28 17.3%	162

	1 - Not Very Important	2	3	4	5 - Very Important	Responses
An outdoor space for children's programs and activities Count Row %	15 9.1%	7 4.2%	21 12.7%	54 32.7%	68 41.2%	165
More story times and other programs for children Count Row %	5 3.1%	7 4.3%	28 17.3%	52 32.1%	70 43.2%	162
More arts and crafts programs for children Count Row %	8 5.0%	9 5.6%	22 13.7%	58 36.0%	64 39.8%	161
More summer reading program events Count Row %	5 3.1%	4 2.5%	24 14.8%	61 37.7%	68 42.0%	162
Other (Please specify) Count Row %	17 40.5%	0 0.0%	6 14.3%	2 4.8%	17 40.5%	42
Totals Total Responses						166

8. If you selected "other," please specify here.

ResponseID	Response
31	What you do is great, and we'd be there for more of it if we had more time in our lives.
50	Expecting new grandbaby. Will be using library more in near future.
61	The New Berlin and Waukesha Libraries have educational grab bags like STEM, Spanish, etc.... This would be helpful
69	More Spanish books

ResponseID Response

78	With more media, defiantly not more "screen" time but better access to audio books so parents can play to kids in the car.
84	We have grandchildren, but can't accurately speak to their needs.
98	N/a
115	The summer reading program NEEDS an upgrade desperately
133	A maker space and more Children's books in Spanish
188	Doesn't apply to me
199	Programming and space maybe more important than movies & audio should all be digital, also there is so much available online
201	No concerns
213	don't have kids who use these services
226	Checkout tickets to area museums, etc.
237	We need a greater emphasis on books written by people of color.
238	Does not apply to me or family
240	Weekend children events for working parents.
276	Now that we are getting grandchildren all of these have become so important again!
315	NA
330	Do not have children or grandkids
384	Movies indoors for kids
405	Sorry, I do t have any children but your ideas above are great.
429	My children are basically grown, so none of the above would benefit my family personally, however, I think all above to the children library is VERY important so
450	please get rid of the computer at the library. they do not encourage literacy and are a huge distraction for my kids.
467	More kids theater, performance for adults and family

ResponseID Response

470 Now that we are having grandchildren who will be at our house several days a week the childrens library activities become important again...

9. On a scale of 1 to 5 with 1 representing "Not at all Important" and 5 representing "Very Important," how important would you say library SERVICES FOR TEENS are to you and to your family?

	1 - Not at all Important	2	3	4	5 - Very Important	Responses
Importance of the Library's services for teens Count Row %	67 26.8%	22 8.8%	57 22.8%	42 16.8%	62 24.8%	250
Totals Total Responses						250

10. Think about what an area of the Elm Grove Public Library designed for teens might be like. On a scale of 1 to 5 with 1 representing "Not Very Important" and 5 representing "Very Important," how important do you think each of these components of an improved teen area would be to you and to your family?

	1 - Not Very Important	2	3	4	5 - Very Important	Responses
More books aimed at the teen audience Count Row %	1 1.1%	0 0.0%	12 13.0%	31 33.7%	48 52.2%	92
More media (movies, audio books, etc.) for teens Count Row %	7 7.7%	3 3.3%	23 25.3%	32 35.2%	26 28.6%	91

	1 - Not Very Important	2	3	4	5 - Very Important	Responses
Strong high-speed Wi-Fi access in all areas Count Row %	3 3.2%	0 0.0%	5 5.4%	26 28.0%	59 63.4%	93
Availability of food and beverages Count Row %	26 28.3%	10 10.9%	21 22.8%	17 18.5%	18 19.6%	92
A laptop/tablet "bar" (counters with high stools and plug-ins for using personal devices) Count Row %	4 4.3%	5 5.3%	15 16.0%	31 33.0%	39 41.5%	94
A community "Maker Space" for creative and craft activities Count Row %	4 4.3%	8 8.7%	22 23.9%	30 32.6%	28 30.4%	92
Creative, and/or colorful furnishings and surroundings Count Row %	4 4.4%	11 12.2%	15 16.7%	30 33.3%	30 33.3%	90
Laptops/tablets/Chromebooks available for in-library use Count Row %	14 15.1%	13 14.0%	17 18.3%	23 24.7%	26 28.0%	93
An area for listening to music and/or viewing movies Count Row %	17 18.7%	18 19.8%	19 20.9%	18 19.8%	19 20.9%	91
Additional programs for teens (e.g., poetry slams, book/movie discussions, game nights, etc.) Count Row %	2 2.2%	3 3.3%	15 16.5%	28 30.8%	43 47.3%	91

	1 - Not Very Important	2	3	4	5 - Very Important	Responses
Spaces designed for group study/working on class projects Count Row %	0 0.0%	2 2.2%	7 7.6%	34 37.0%	49 53.3%	92
Separate Internet accessible computers reserved for teens Count Row %	13 14.3%	9 9.9%	21 23.1%	23 25.3%	25 27.5%	91
Availability of downloadable content (e.g., audio books, movies, etc.) Count Row %	8 9.0%	5 5.6%	16 18.0%	27 30.3%	33 37.1%	89
An area for playing computer games Count Row %	32 35.2%	14 15.4%	25 27.5%	10 11.0%	10 11.0%	91
Other (Please specify) Count Row %	8 53.3%	0 0.0%	0 0.0%	2 13.3%	5 33.3%	15
Totals Total Responses						94

11. If you selected "other," please specify here.

ResponseID Response

165	more recommendations on what books for my tween/teenager to read
199	Make it inviting for teens to socialize, allow food, gathering spaces, noise and quiet areas
315	NA
384	Talks from different medias
467	parents and teen together program, transportation from middle school /high school to library for group study

12. On a scale of 1 to 5 with 1 representing "Not at all Important" and 5 representing "Very Important," how important would you say library SERVICES FOR ADULTS are to you and to your family?

	1 - Not at all Important	2	3	4	5 - Very Important	Responses
Importance of the Library's services for adults	5	7	34	71	154	271
Count	1.8%	2.6%	12.5%	26.2%	56.8%	
Row %						
Totals						
Total Responses						271

13. Think about how the area of the Library designed for adults might be improved. On a scale of 1 to 5 with 1 representing "Not Very Important" and 5 representing "Very Important," how important do you think each of these improvements to the adult area of the Library would be to you and to your family?

	1 - Not Very Important	2	3	4	5 - Very Important	Responses
A larger selection of books Count Row %	4 1.9%	9 4.2%	34 15.8%	85 39.5%	83 38.6%	215
More programs for adults (e.g., book discussion groups, current events, gardening, travel, etc.) Count Row %	9 4.1%	21 9.7%	42 19.4%	77 35.5%	68 31.3%	217
A separate "quiet" room for reading and study Count Row %	37 17.1%	24 11.1%	54 24.9%	58 26.7%	44 20.3%	217
More comfortable seating (easy chairs) Count Row %	15 7.0%	22 10.2%	51 23.7%	68 31.6%	59 27.4%	215
Amenities such as a small cafe or coffee bar Count Row %	59 27.3%	30 13.9%	30 13.9%	45 20.8%	52 24.1%	216
Tutoring/small group study space(s) Count Row %	47 22.1%	41 19.2%	52 24.4%	41 19.2%	32 15.0%	213
Strong high-speed Wi-Fi access in all areas of the facility Count Row %	16 7.3%	19 8.7%	19 8.7%	49 22.5%	115 52.8%	218
Meeting room space available before and/or after regular library hours Count Row %	32 14.9%	26 12.1%	54 25.1%	59 27.4%	44 20.5%	215

	1 - Not Very Important	2	3	4	5 - Very Important	Responses
A special area dedicated to genealogy and local history research Count Row %	48 22.3%	42 19.5%	59 27.4%	35 16.3%	31 14.4%	215
A larger space for community meetings Count Row %	36 17.1%	38 18.1%	50 23.8%	53 25.2%	33 15.7%	210
A community "Maker Space" for craft/creative activities Count Row %	42 19.8%	38 17.9%	54 25.5%	50 23.6%	28 13.2%	212
A laptop/tablet "bar" (counters with high stools and plug-ins for using personal devices) Count Row %	32 15.0%	41 19.2%	42 19.7%	57 26.8%	41 19.2%	213
More magazines and newspapers Count Row %	34 15.8%	51 23.7%	52 24.2%	53 24.7%	25 11.6%	215
More media (movies, audio books, etc.) for adults Count Row %	28 13.1%	44 20.6%	50 23.4%	58 27.1%	34 15.9%	214
Conference room space for small community group meetings Count Row %	31 14.8%	28 13.3%	63 30.0%	48 22.9%	40 19.0%	210
More Internet accessible computers Count Row %	49 23.3%	39 18.6%	52 24.8%	46 21.9%	24 11.4%	210

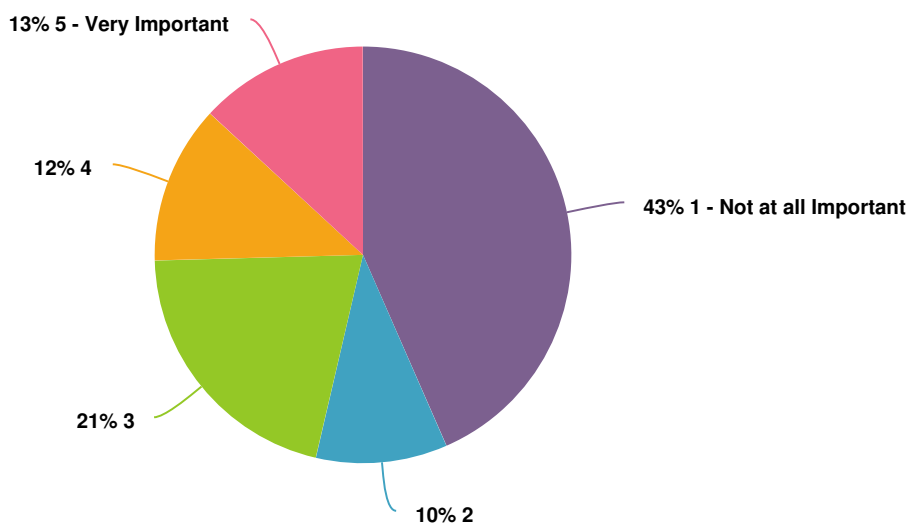
	1 - Not Very Important	2	3	4	5 - Very Important	Responses
More downloadable content (e.g., audio books, movies, etc.) Count Row %	24 11.4%	33 15.6%	43 20.4%	51 24.2%	60 28.4%	211
Other (Please specify) Count Row %	25 65.8%	0 0.0%	2 5.3%	3 7.9%	8 21.1%	38
Totals Total Responses						218

14. If you selected "other," please specify here.

ResponseID Response

50	Updating surrounding would make library more a destination spot and more appealing
71	Please consider "demand" for differently sized rooms. Is there any space in the village hall
84	With membership in the cafe library system, availability of materials is excellent.
94	I really like the idea of tutoring rooms. I tutor and it is nice to be able to meet at a library.
115	Go back to pre- pandemic hours
128	A better copy machine. Also, free copies for members(10 copies and under)
167	Make sure to have ALL books in a series
227	Additional reading and conference space
252	access to subscription model podcast distributors
276	More books you can checkout for more than 7 days
303	Would like more interactive events with the community. I go to Brookfield library more often.
315	NA
384	Speakers for elderly and adults
403	I went to a Bingo program and it there was huge attendance. I don't think it was ever repeated. I think if you'd add interactive, FUN programs (trivia, Maajong, Bingo), you'd get a ton of attendance. My family belongs to Western Racquet Club and Game nights are hugely popular.
449	Expand library with outdoor space
467	A stage for the community band, musician to perform for the community
476	This sounds wonderful!

15. On a scale of 1 to 5 with 1 representing "Not at all Important" and 5 representing "Very Important," how important is AFTER-HOUR (before and after library closing time) access to Wi-Fi?



Value	Percent	Responses
1 - Not at all Important	43.4%	106
2	10.2%	25
3	20.9%	51
4	12.3%	30
5 - Very Important	13.1%	32

Totals: 244

16. On a scale of 1 to 5 with 1 representing "Not Interested" and 5 representing "Very Interested," how interested would you be in each of the following activities?

	1 - Not Interested	2	3	4	5 - Very Interested	Responses
Book club(s) Count Row %	53 19.8%	27 10.1%	69 25.7%	66 24.6%	53 19.8%	268
Gamers Club Count Row %	190 73.1%	20 7.7%	26 10.0%	9 3.5%	15 5.8%	260
Senior Citizen Social Club Count Row %	142 54.0%	21 8.0%	38 14.4%	30 11.4%	32 12.2%	263
Parents' Support Group Count Row %	150 57.9%	34 13.1%	34 13.1%	24 9.3%	17 6.6%	259
Home Schooling Parents' Support Group Count Row %	187 72.8%	19 7.4%	25 9.7%	11 4.3%	15 5.8%	257
Other (Please specify) Count Row %	43 82.7%	1 1.9%	2 3.8%	1 1.9%	5 9.6%	52
Totals Total Responses						268

17. If you selected "other," please specify here.

ResponseID Response

71	Some home schooling groups are too rowdy in the community room. A more limited space would enable more decorum.
78	Change the topic of home schooling to helping you kids learning through homework and unforeseen homeschooling would be more attractive to many I bet.
95	Movies with discussion after
98	N/a
107	some of the above are excellent, although they wouldn't pertain to me specifically
234	Visits to museums and other arts events. Watch parties for elections, awards ceremonies, host groups like Rotary club and so on.
261	-
315	NA
342	Book club for kids--would be interested
352	Equipment lending/sharing like UEC program
384	Pot luck meeting for various groups
403	"Clubs" are tricky because people perceive it as a commitment...however, offering Game Nights might work.
420	Railfan (train enthusiast) social group
467	Courses to support continued learning and career transition

18. On a scale of 1 to 5 with 1 representing "Not Interested" and 5 representing "Very Interested," how interested would you be in each of the following "maker" activities?

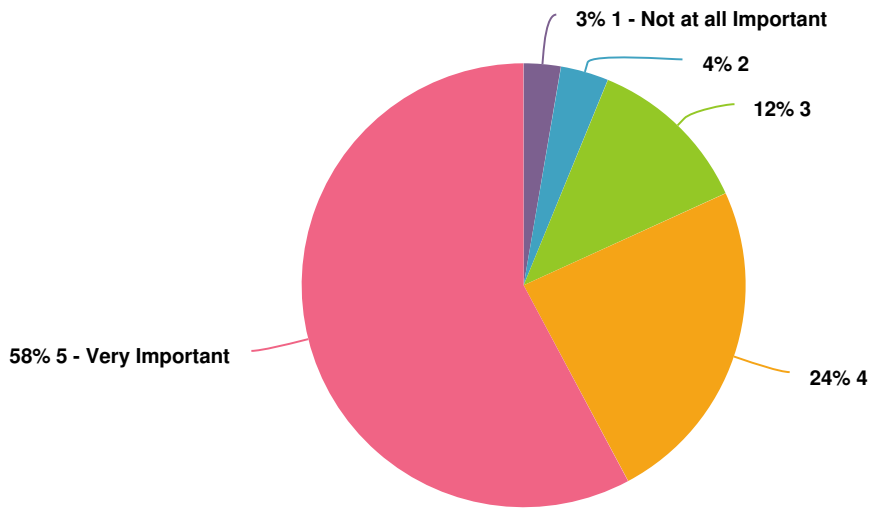
	1 - Not Interested	2	3	4	5 - Very Interested	Responses
Sewing Count Row %	126 49.4%	23 9.0%	42 16.5%	28 11.0%	36 14.1%	255
Computer Programming/Coding Count Row %	130 50.4%	26 10.1%	45 17.4%	27 10.5%	30 11.6%	258
Quilting Count Row %	165 64.0%	30 11.6%	28 10.9%	13 5.0%	22 8.5%	258
Robotics Count Row %	152 59.8%	35 13.8%	34 13.4%	18 7.1%	15 5.9%	254
Crafts Count Row %	91 35.4%	31 12.1%	56 21.8%	41 16.0%	38 14.8%	257
3-D Printing Count Row %	110 43.8%	31 12.4%	49 19.5%	36 14.3%	25 10.0%	251
Other (Please specify) Count Row %	34 75.6%	1 2.2%	2 4.4%	0 0.0%	8 17.8%	45
Totals Total Responses						258

19. If you selected "other," please specify here.

ResponseID Response

71	Before investing in equipment for robotics, 3D printing and Maker Spaces evaluate the relative importance and costs of each.,
78	General computer skills for stay at home Mums to keep up to date with this important skill.
98	N/a
123	Gardening, genealogy, travel
282	Knitting
315	NA
341	Knitting/crocheting
342	My kids would be interested in coding, robotics, but I am not.
373	Photography
374	I selected "not interested" personally but I think these are all really great ideas.
402	Crochet
414	water coloring, oil painting, drawing, etc; leather crafts, tying flyfishing lures, photography, nature study, birding
420	Electronics
467	Courses for career development, health, mental health, financial management

20. On a scale of 1 to 5 with 1 representing "Not at all Important" and 5 representing "Very Important," how important is it to you that the Library provide sufficient resources for students?



Value	Percent	Responses
1 - Not at all Important	2.7%	7
2	3.5%	9
3	12.0%	31
4	24.0%	62
5 - Very Important	57.8%	149

Totals: 258

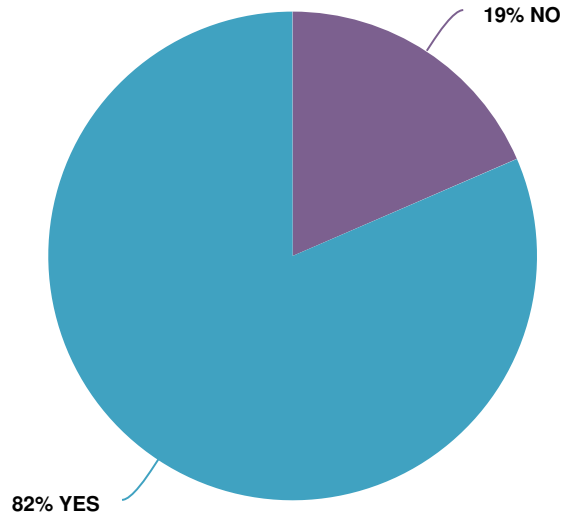
21. On a scale of 1 to 5 with 1 representing "Not at all Important" and 5 representing "Very Important," how important is each of the following student resources and services to you and your family?

	1 - Not at all Important	2	3	4	5 - Very Important	Responses
Quality selection of books Count Row %	15 6.3%	2 0.8%	16 6.7%	56 23.3%	151 62.9%	240
Quality selection of educational DVDs Count Row %	38 16.0%	31 13.0%	41 17.2%	46 19.3%	82 34.5%	238
Tutoring services Count Row %	54 22.6%	28 11.7%	51 21.3%	52 21.8%	54 22.6%	239
Math study group Count Row %	54 22.8%	31 13.1%	49 20.7%	52 21.9%	51 21.5%	237
Study guide books Count Row %	49 20.8%	23 9.7%	53 22.5%	48 20.3%	63 26.7%	236
Other (Please specify) Count Row %	30 78.9%	0 0.0%	3 7.9%	0 0.0%	5 13.2%	38
Totals Total Responses						240

22. If you selected "other," please specify here.

ResponseID	Response
94	Ij would be very interested in tutoring services - I am a retired math teacher and would love to vovlunteer for the math study groups ond tutoring math.
98	N/a
107	this depends on the resources already available for students in their schools, which I don't know about
162	ACT/SAT prep
165	I want to be sure my children can access a variety of books; I am frustrated to hear that some library's/schools are having books banned. I would like the book selection to represent diversity & inclusion.
213	no kids at home
238	not applicable to my family
274	Possibly color printer
302	I don't have school age children but it is important for the community.
315	NA
330	Do not have children
467	Challenge and advanced math, science and reading website or class

23. Do you believe the Elm Grove Library provides adequate support for home schooling parents?



Value	Percent	Responses
NO	18.5%	24
YES	81.5%	106

Totals: 130

24. If you answered "NO," what additional resources/support for home schooling parents would you like to see offered by the Elm Grove Public Library?

ResponseID Response

40	I responded "NO" because if there is support, it is not communicated so I am not aware that any support is being provided to this effort
50	No knowledge on this topic
61	Homeschool study guides, homeschool literature groups, homeschool Lego or coding or some other STEM group,
80	I answered yes for #16 because there was not an option to put N/A. I have no idea if there is adequate support.
107	I only said "no" because I believe home schooling is a practise that I believe in strongly, and should be supported by the Library. I don't have any school age students, but I think this is a growing area of need in our community.
117	I have no idea

ResponseID Response

138 I don't know anything about resources/support that they offer for home schooling.

158 No school age children in household

169 I am a supporter of home schooling but do not have it in our home. My husband I are retired and have no children at home. One of our daughters, who lives across town, was a home schooler.

199 Meeting areas

213 no opinion

239 I do not have children at this age level. I am not sure whether the students are getting the adequate resources at the library and extra tutoring if necessary.

254 Answer to #14 actually "I don't know"

271 No idea what is provided for home schooling parents/resources

279 I am not familiar with the support offered to these parents.

321 Updated textbooks

330 Don't have children.

338 anything and everything

343 I have no idea

356 I do not home school and I am a senior citizen, but I believe Elm Grove Library does not have to be responsible for all of this. The Brookfield Public Library is only steps away and interlibrary loan is quick and efficient and amazing.

371 I have no children so n/a.

373 I am not able to speak to this.

378 No idea. I also do not support home schooling.

384 Group meeting and activities

395 My children are all grown now. I really don't feel able to comment.

409 Parent Supporting small groups.

ResponseID Response

420	I answered "no" because I don't know.
428	I don't know
464	not enough space for seating
467	Provide more socializing opportunities
470	Not sure
476	Have a meetings.

25. On a scale of 1 to 5 with 1 representing "Probably Would Not Use" and 5 representing "Probably Would Use," how likely would you say it is that you would use each of the following resources and services?

	1 - Probably Would Not Use	2	3	4	5 - Probably Would Use	Responses
High-speed copier/scanner/printer Count Row %	84 31.9%	17 6.5%	46 17.5%	47 17.9%	69 26.2%	263
Fax machine Count Row %	161 61.7%	20 7.7%	32 12.3%	23 8.8%	25 9.6%	261
High-speed color laser printer Count Row %	85 32.8%	27 10.4%	49 18.9%	46 17.8%	52 20.1%	259
Large format (11x17, 13x19) color printer Count Row %	94 36.6%	27 10.5%	46 17.9%	38 14.8%	52 20.2%	257
Presentation/proposal binding equipment Count Row %	133 52.4%	39 15.4%	37 14.6%	20 7.9%	25 9.8%	254

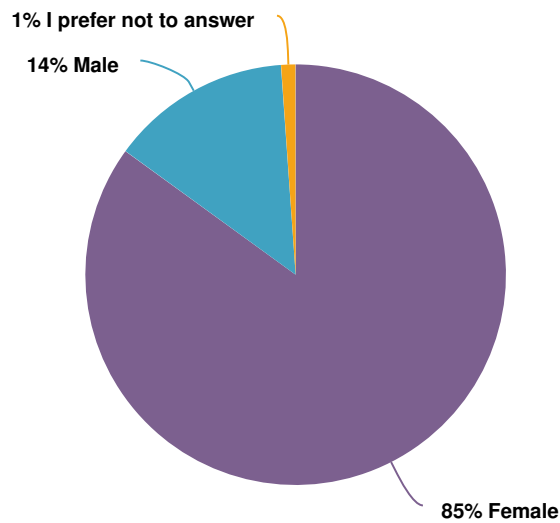
	1 - Probably Would Not Use	2	3	4	5 - Probably Would Use	Responses
A Zoom Room (small room designed to provide a quiet, professional space for virtual meetings) Count Row %	129 50.0%	29 11.2%	35 13.6%	32 12.4%	33 12.8%	258
Paper Cutter Count Row %	111 43.4%	31 12.1%	51 19.9%	32 12.5%	31 12.1%	256
Rentable (short-term) private office space with high-speed Internet connection Count Row %	160 62.7%	24 9.4%	32 12.5%	19 7.5%	20 7.8%	255
Other (Please specify) Count Row %	26 72.2%	0 0.0%	5 13.9%	3 8.3%	2 5.6%	36
Totals Total Responses						263


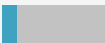

26. If you selected "other," please specify here.

ResponseID Response

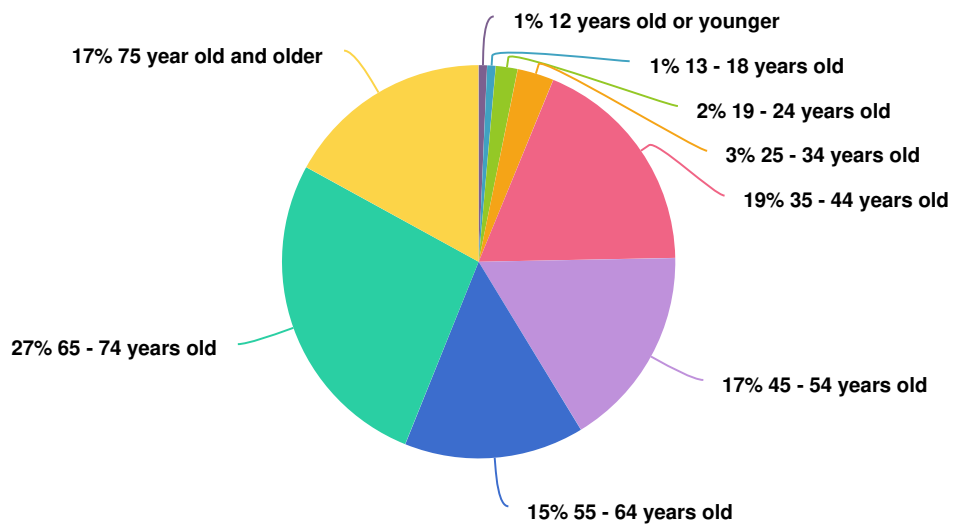
78	Office space to rent is a great idea. Wouldn't apply to us but May to others.
98	N/a
199	Small business support would be an excellent use of the library
315	NA
373	Small group meeting space. Catering to small business needs is an important way to market/use / reinvent some of the space. Rebrand the library in a contemporary way
395	I would only use these if my home or office scanner, printer, wi-fi etc were not working. Otherwise I have everything I need.
409	Monitors to connect laptops fr multiple screen use
457	Rentable meeting space for large groups

27. Please indicate your gender.



Value		Percent	Responses
Female		85.0%	232
Male		13.9%	38
I prefer not to answer		1.1%	3
			Totals: 273

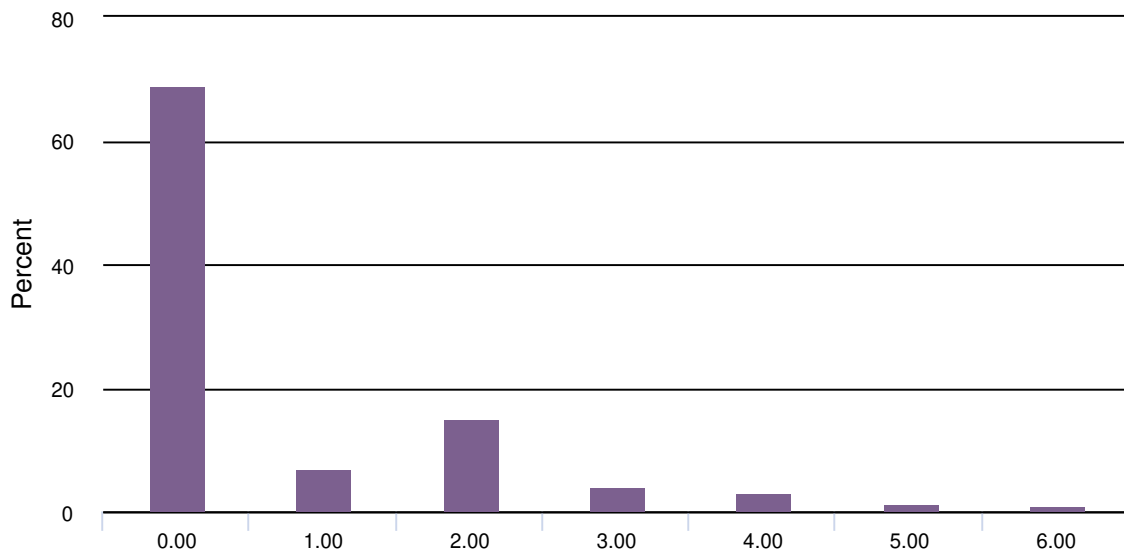
28. Which of the following age groups includes your age?



Value	Percent	Responses
12 years old or younger	0.7%	2
13 - 18 years old	0.7%	2
19 - 24 years old	1.8%	5
25 - 34 years old	3.0%	8
35 - 44 years old	18.5%	50
45 - 54 years old	16.6%	45
55 - 64 years old	14.8%	40
65 - 74 years old	26.9%	73
75 year old and older	17.0%	46

Totals: 271

29. Please indicate the number of children under the age of 12 that reside in your home.



30. Please indicate your home zip code.

ResponseID	Response
26	53122
27	53226
28	53122
29	53122
30	53122
31	53122
32	53122
34	53122
38	53122
39	53122
40	53122
41	53122
42	53122
47	53122
48	53122
50	53122
51	53122
52	53122
54	53122
56	53122
57	53227
60	53122
61	53122
63	53122

ResponseID	Response
65	53122
67	53122
69	53122
70	53122
71	53045
72	53122
73	53122
74	53122
76	53122
77	53122
78	53122
80	53122
82	53122
83	53122
84	53122
85	53122
86	53122
88	53122
90	53122
93	53122
94	53222
95	53122
96	53122
98	53122

ResponseID	Response
100	53122
104	53122
106	53122
107	53122
108	53226
109	53122
112	53122
113	53122
115	53122
117	53122
118	53122
119	53122
120	53122
122	53122
123	53122
124	53122
125	53122
127	53122
128	53122
131	53122
132	53122
133	53122
135	53122
136	53122

ResponseID	Response
137	53122
138	53122
140	53005
142	53122
143	53122
144	53122
146	53122
148	53122
149	53122
150	53122
151	53122
152	53122
154	53122
156	53122
157	53122
158	53122
162	53122
165	53122
166	53122
167	53122
168	53122
169	53122
172	53122
174	53122

ResponseID	Response
175	53122
176	53122
177	53122
179	53122
180	53005
183	53226
187	53122
188	53122
189	53122
190	53122
193	53122
194	53122
195	53122
198	53122
199	53122
200	53122
201	53122
204	53122
205	53122
208	53045
213	53122
214	53122
216	53226
217	53122

ResponseID	Response
219	53132
220	53122
221	53122
222	53122
223	53122
226	53122
227	53122
231	53122
232	53122
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234	53122
236	53122
237	53122
238	53122
239	53122
240	53122
242	53122
247	53226
248	53122
249	53005
251	53122
252	53122
254	53122
256	53122

ResponseID	Response
257	53005
259	53122
260	53122
261	53122
262	53122
265	53122
266	53122
267	53122
268	53122
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271	53122
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282	53122
284	53122
287	53122
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290	53122
295	53122

ResponseID	Response
296	53122
297	53122
298	53122
302	53122
303	53122
306	53122
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331	53122
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338	53122
339	53122

ResponseID	Response
340	53226
341	53226
342	53122
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375	53122
378	53122
379	53122
380	53122
381	53226
383	53122

ResponseID	Response
384	53122
387	53122
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391	53122
394	53122
395	53122, 34102
398	53122
399	53122
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409	53122
410	53045
411	53122
413	53226
414	53122
415	53122
417	53005
419	53005
420	53005
421	53122
426	53123

ResponseID	Response
427	53122
428	53122
429	53122
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432	53122
433	53122
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449	53122
450	53122
456	53122
457	53122
459	53122
460	53122
461	53122
462	53122
464	53122
466	53122
467	53005

ResponseID	Response
469	53122
470	53122
471	53122
475	53150
476	53122

31. Are there any other improvements that you'd like to see at Elm Grove Public Library?

ResponseID	Response
26	Self checkout
27	I would love for more of the adult programming to be in the evenings rather than the middle of the day. There have been several adult programs these last couple of months that I would love to have attended but it feel in the middle of the day in the middle of the week and I work then. I know that your space is limited within the library but I would love to see a larger selection of books for adults and children. I find that we need to request books from other libraries more often than not to get what we want. I very much appreciate the fact that we can request books from other libraries within the Cafe system, but having a larger browsing section would be very nice.
30	I love the library. I think it's great the way it is. I have no complaints. You can always get what you want. If improvements are made that is fine too, but generally I don't think we need much improvement. You guys do a great job and so does the Friends group and Board. Thank you.
31	It's great. Stay friendly to kids, there's nothing better than hearing a child ask to go to the library.
38	The library has been an exceptional one for many years. I really appreciate these questions and look forward to what you will do to modernize the facility. I do think the nooks for students and tutoring services would be really helpful.
40	Perhaps more local interest titles, history focus, speakers, events or partnering with other local libraries
42	I use OverDrive I need to get better in its use. Hopefully you have or will have most of your new books as they come in be available in OverDrive.

ResponseID Response

61	It would be great if the library could be expanded to support additional groups, space, books, resources, etc....
65	More digital and audio materials.
67	A self check out would be awesome! Avoidance of plastic bags and receipts, too!
71	Stop providing popcorn and water during movies. It's a mess to clean up.
73	This is a very special library made so by the staff and their willingness to assist. I hope any changes don't effect that.
74	Just freshen up the space and modernize it a bit. Clean and simplify the decor and amount of decor. Add real plants and flower to the windowsills to add color to the space.
76	Larger selection of e-books
77	Thanks for asking! I appreciate access to the entire Waukesha county library system of books.
78	Somehow creating a more friendly inviting atmosphere. When we used to go there we always felt like we were being too noisy. And we were talking in whispers.
83	We have an adult with special needs - would love to see programs for special needs kids and adults
84	For its size and resources, our library does a great job. Staff and the library director are always pleasant and helpful. I enjoy reading the newsletter with staff suggestions and upcoming events. It is a cozy location for all ages. Please tell the powers in charge that library funding is essential for our quality of life in the Village. Despite the growth of internet and digital resources, the library is a very convenient hub where one is able to interact with real people. Thank you for the great services you perform for our community.
85	Love the library. I am a very frequent user!
88	Wondering when it may be time to expand the building? The walking space is getting smaller as more shelving is added.
90	No
94	I like the idea of tutoring rooms, math study groups, more comfortable seating around and a quiet area. Thank you for this opportunity!!

ResponseID Response

- 95 Additional movies or presentations for things of interest to older members. Examples are presentations from Waukesha Co Aging and Disabilities Resource center and like agencies that provide services to this population. I missed the presentation on how to sleep better held this last week. I still would like to know the info presented. Are there handouts I could read? Was the presentation taped so I could view it? Also, an extra movie in the afternoon, so more than just once a month. How about once a week? Hold a discussion afterwards. Serve coffee and cookies afterwards. Knitting club open to all. There may be one now, but I don't know how to find out about it.
- 98 More kids books and dvds. More children activities and things for children to do or see.
- 106 The library served the needs of our 4 children when they were living at home and it is now an excellent resource for my husband and I.
- 107 I don't have children residing in our Elm Grove home, but we do have grandchildren that visit frequently and have enjoyed the many values of our public library over the years. Especially in the summer time when the children spend extended time with us in Elm Grove. (I love the library and books too.)
- 113 Love the work you're doing!
- 115 Once again the kindness/friendliness of staff must be addressed
- 118 Kanopy service
- 122 See above. I love the EG library and use it at least weekly.
- 123 I think the library is doing a great job for its size. Like to see more info on technology like downloading books, etc , online info subscription services from home , etc Are people aware of interlibrary loan services? Bridges? Demos on a big screen would be helpful I think the library seems comfy and welcoming. Just right for elm grove.
- 125 Our library meets my needs since I am retired, and don't have children still at home. It's easy to use the web site to find books and put them on hold, so even if they aren't available in our library, I c an order and pick them up there.
- 127 Outdoor reading area might be nice. I think the staff does a great job given the space and financial constraints. Always love coming to the EG Library and am able to find what I need there or through the system.

ResponseID Response

128 I can tell you positive things. -ease if using your online catalogue, account info etc -holds held longer than before -no limit on books checked out - notifications online for books due Something to improve that would be extremely helpful. -Anytime you list a book in holds please list the author also.

133 Would love to see more books in Spanish! I speak Spanish fluently and am teaching my children Spanish. One of the big sources of frustration since we moved to Elm Grove is the lack of resources available to those of us who speak other languages. For example, I'd love to find more books, programming and even tutoring services in Spanish. I know many other parents in the area who would also welcome having those resources and the ability to teach their children another language. Elmbrook schools don't have foreign language at the grade school level, which is such a missed opportunity for youth in our area.

135 Not at this time.

137 Coffee would be great. Not sure how practical that would be. Do you have a librarian that has read the books that a few parents are upset about? Examples: LGBTQIA+ and CRT materials. Menominee Falls has more of a selection. Kids need an unbiased reading experience. The library was my sacred place as a kid.

138 Better seating, friendlier and more helpful staff, longer hours (open earlier a few days a week and closed later two evenings during the week)

140 The most positive component (which is not addressed here) is that the library is part of the Waukesha County network of libraries. This allows patrons to access materials from every one of those libraries!

142 I enjoyed using the genealogy research tools from home

144 Just more space to sit and read or study!

150 We rarely use the library but when we do, it's THE BEST!!! Have been to other libraries, and Elm Grove is wonderful. We are only summer residents, so are away a good part of the year - hence we don't use it that much.

157 I would love a designated "quiet" area, that is truly separated (with a closed door, perhaps?) for quiet reading and studying. (That doesn't have to be reserved)

162 Please see previous answer #1.

165 I love the Elm Grove Library. Thank you for investing in its continual improvement. Would be great if there was tween/teen programming that attracted this age group.

ResponseID Response

166 Librarians are not friendly unless you speak to them first. Does not feel like a neighborhood library. Cold and impersonal

168 For the space you have, you provide a lot already. And the fact that the library is in a building shared by other Elm Grove offices and meeting spaces, it seems to me that there's less need for extra meeting spaces in the library proper. I would not mind some of the things suggested above, but also would not like to make the space less hospitable for browsing books and periodicals. Would be nice to have a soundproof room with audiovisual equipment so patrons could view/listen to materials

169 Your library is wonderful and so is the staff. The more good books, CDs and DVDs, the better!

175 You do. Rey fine job...I love coming!

186 more educational books on our country and the wrongdoings of it and not only books that shed it in a positive light. along with more BIPOC written books

190 WOULD love the library to be open on sundays and earlier in the morning on Saturdays. My partner and I work full time during the week and so weekends are the only time we can do library

199 Update and make relevant, free up space by moving books digital, get rid of all the old authors. Promote learning through social activities.

200 Make it like a bookstore. Seems so old fashioned now

201 We like it over well "as is." Thank you

208 An emphasis on the traditional great books would be awesome, I think you could get teens, especially girls, interested if you cater to the aesthetic of old, prestigious academia. Reading the old literary masters is wonderful and an emphasis on that could help get teens interested

213 Meeting spaces updated with computer access, dependable WiFi, ability to present programs. Community Room and O'Neill Room are just adequate, not great. And why are you sending this survey out during school spring break? What parent is going to take vacation time to do this? Bad timing. The clip art you use here does not reflect our library in any way. I would have preferred no graphics to these.

214 Would like access to other on-line borrowing services in addition to Wisconsin Public Library. I have found that their selection of available fiction is limited and/or has extended wait times. Would rather pay our library for the "Audible"-type services that I currently subscribe to instead of paying Amazon. I don't need to "own" audio books - just borrow them.

ResponseID Response

216	Enjoy being able to use this library because it is so close to my home.
217	Opening at 9 am would be lovely!
219	Opportunities to volunteer with/for the library?
220	-Better A/V equipment/screens. -More pleasant atmosphere in community rooms, ie carpeting, armed cushioned chairs. -Restrooms more suitable to older population, ie higher toilets, grab bars in all stalls. -Updated lighting in main library area.
222	Would appreciate a larger space for additional volumes of fiction and non-fiction titles for adults and children.
223	I love to bring my grandchildren to the library. They love to use the computers in the children's area, and sit in the comfy chairs to read a good book. Perhaps because of Covid, there's been a noticeable lack of quality toys for kids to play with. The ones that were in the children's room yesterday were in pretty sad shape, and have been there forever! Some new educational toys would be wonderful.
227	More fresh air via windows and or air circulation. More comfortable seating.
234	Elm Grove library is a nice and quaint place. Small but then the community is small. I think if you did better reach out to groups other the oldest and the youngest you could improve traffic/participation. Another thought is offer a space where folks could have breakfast or lunch while visiting, this would help. And you could extend this to the evenings. Support a wine and small plates bar where adults could visit and converse while using the library. Look at private bookstores for more ideas.
236	Love the library. Would like shorter Hold times for newer release books. Some lists approach 100 people!
237	I've already stated that i think our library needs to do more to feature books written by people who are non-white and represent different ethnic groups. This is especially true for our younger readers.
248	no, we love the library! As do my nieces and nephews (3 and 5) and teen children
252	Increase amount of titles available on Libby/Hoopla and decrease wait times for some very popular titles. Sometimes I am waiting 6 months and then only have 3 weeks to finish a 30 hour audiobook!
257	I would love to see a couple of self-checkout stations that I could use instead of going to the desk to have the books checked out. I would like to have an addition to the building so shelving, etc., could be more spaced apart.

ResponseID Response

- 259 I love that our library is a place that we run into people we know in the community, and that there is liveliness with the children's area. With the ability to use the wider library network, I feel like the catalog at the library is sufficient. It would be nice to have an area to have coffee and read and maybe do book clubs. Some nice, comfortable areas to read or so work on a personal computer would be nice. I think our library is great, though!
- 260 More kids programs for ages 0-4. This is age before school starts and is the most important ages to offer classes. Music, play time, art/craft time and other classes in a space that is well lit and inviting (not the basement). They can be short classes (30 minutes) but it gives moms and dads an activity to get out of the house and meet others in the community and is much needed in elm grove.
- 261 None that I can think of.
- 262 No, but I want to compliment the wonderful, friendly staff and very much appreciate Libby and being able to request books from other libraries.
- 265 Like to see a more up-to-date check out and reference area. This is our gem in the Village and we must keep up with the times. This is an active library along with its Friends group. If possible, think the library should expand the physical building so it can be made larger in side. Also, an outdoor area addition would be lovely which might act as a gathering place for the residents of all ages. Let's see this library grow even more in the upcoming years. We have a great executive director who can invision the future. Let's be willing to grow.
- 271 Possibly more copies of some of the most sought after books - often have to wait quite a while for items on hold
- 274 I am grateful for the eg library even as it is. For my family's purposes it is great. If we want a book that is not on-site, we use Cafe and get from the other libraries in the county. That is the best feature.
- 276 Now that we do day care for grandchildren we love all things geared for them to begin to love books!
- 277 I LOVE the idea of a small business center! The only challenge I could see to manage it would be determining whether those who actually are small business owners/sole proprietors would be able to access it when I imagine for some reason there would be a lot of retired folks who would want to use it (except maybe the Zoom room - which is an awesome idea!)... I love the idea of a small business center and a small coffee bar/cafe - making the library into more of a social/independent business hub would be AMAZING!!!
- 278 Everything is fine.

ResponseID Response

296 Renovate (for less than \$1 million)

297 We love the library!

302 I think you deserve a world of credit for remaining very relevant in a world moving away from paper and toward digital.

303 Would like more access to space for presentations, meetings, or classes. Current restrictions for non-profits only, or cancellation due to city business does not offer reliable space rental.

315 The library and your staff do an excellent job.

319 The library is a great community resource and we're happy to have such a terrific facility in our community.

321 Please know how important you are!!!

322 Do they provide training for the downloadable material? I have a card, but always had access issues trying to use it to check out books online. And now there are more options available from what I read in the Elm Grove magazine.

327 Foreign language conversation groups

339 When we had young kids at home (they're grown and gone now), we were at the library several times a week and was a very important part of our lives - even into their early teens. It is a valuable resource for many people and I appreciate all that it offers...but again, I'd love for it to return to a quiet place to be. :)

342 --I do think weekend hours are important for school age children. --I would like a summer reading program where children can electronically submit their progress. --There should not be much emphasis on computer games or gaming. --I do not think there is a large population still using DVDs, CD. Could we check out the content via our streaming service? --It would be nice to be able to email the librarians for suggestions for certain books. For example, a child is interested in WWII books, or historical fiction. What would be some books to look into? --Thank you for the efforts to make our great library even better!

352 Since the library is adjacent to our beautiful Village Park, perhaps there could be a collaboration with the Recreation Dept to have an equipment lending program (kind of like what Urban Ecology Center does). Residents with library cards could check out binoculars for bird watching, or pickle ball rackets, or maybe even ice skates in the winter.

ResponseID Response

356 I would like to see more quiet study space for adults but at the same time I am cautious about providing study space to high school students. I have been taking my study work to Elm Grove Library and to Brookfield Library for decades and some of the students can get NOISY at the Brookfield Library. A reminder that cell phones are not permitted for phone conversations is always helpful too.

358 Expansion of the library footprint is necessary for a successful future of our library!

359 Elm Grove library is vital to me, my children, grandchildren and residents of Elm Grove. I find the staff there friendly and helpful. Thanks for continued service to our community.

361 More picture books.

367 Good luck. A library is a critical part of making a community. It provides a foundation for our education, makes newcomers feel welcome, supports students and makes EG feel like a home. Would appreciate anything that can be done to upgrade ours.

371 maybe more offering of lessons on using the Microsoft Office suite of programs, i.e. Excel, PowerPoint and Word. Also, class on organizing hard drive files and file management, i.e. pictures, documents, Excel Worksheets, video library, music file 'rip/burn' procedures.

373 As noted in comments in other sections of the survey. . . consider how to totally "reimagine" (and rename/rebrand) the library. It has the potential to be a contemporary resource and gathering place for each major segment of our Village population -- families with young children; "middle" adults (early empty nesters); and senior adults. Create a gathering place that's friendly, welcoming, brings people together around common interests. Serve as a connector and a resource. I'm encouraged by the type of questions you've asked -- about creating resources for small/solopreneur businesses; about creating comfortable, cafe-like spaces and amenities for people to relax, read, sip; maker's resources for people who have small creative businesses; home school parent/children resources; and, of course, getting young kids and parents/grandparents together for reading, learning, fun. Best wishes as you undertake this important strategic planning!

374 We really love the library and are so thankful for the staff and resources. On my survey I marked the book collection as an important area of growth because that's the resource that my family and I use the most, but I also make frequent use of ILL thru the CAFE system, and that works great. If money for developing the library would be better allocated to some of the options or suggestions here, I'm all for that, too.

375 Very helpful staff

ResponseID Response

378 This survey was difficult to read with the blue font over similarly colored scene background! The library should have a three day grace period for overdue books. Should also allow librarian to renew books on waiting lists if one is out of town with the book and can't get it back in time.

381 you are all so welcoming and helpful in all areas of broadening our brainworks

384 Larger library for residents only

395 Again a separate section for fiction mystery. We winter in Naples, FL.and they have a separate section for this and I enjoy it because it is so easy to find new mystery authors.

398 Thank you for all you do for our community! We love the library!

405 If you would have more tutoring, it would be nice if you could offer them a room to work in to reduce noise interruptions for other patrons.

409 Definitely a coffee shop. A safe hangout to teenagers after school.

414 I just use the library to pick up books. However, others may want it for other uses. Glad we have the inter-community ability to get books from other libraries.

415 We enjoy the library and all its services .

419 Bigger browsing collection

421 More meeting rooms. Unfortunately, usually had to go to Brookfield Library due to lack of meeting rooms-both to meet with tutor when one child was young, or when other children were in high school to meet with their classmates for projects. Would love an outdoor area connected to the library. Natural lighting important.

426 None

428 When a book is part of a series, or collection please include all books in the series/collection in the audio book grouping. For example- include all of titles in the Chronicles of Narnia

434 enjoyed the movies in the afternoon

ResponseID Response

449 As Elm Grove continues to grow, our family would like to see the library continue to expand its offerings including many of those described in the survey. Extending the library space via an outdoor area adjacent to the library would lessen crowding and accommodate expanded library capabilities. Space for additional resources could be supported with movable shelving and/or furniture to host programs, reading groups, meetings, etc. This would reduce the need for library-related meeting rooms in the basement or elsewhere in the building. Thank you for the opportunity to provide input

450 I would like you to remove the kids computers from the library. I have four small children who don't have anything like those computers at home. Going to the Elm grove library, all they want to do is play with those computers. There is not another kid-friendly space in the building we can go to so I'm constantly pulling my kids away from the computers. They do not encourage literacy, quite the opposite. We already have enough screens everywhere in their little lives, can't the library be a screen free safe space for small children?

456 I would really like to see the childrens area revamped. The library could also benefit from more robust landscaping outside! Lastly, as a mother I do not like having computer games immediately available to my children when we enter the library. I am trying to instill a love for reading and the easy computer access makes in the library is a) not why we come, and b) a distraction for my kids from the books. At the very least, they should be passcode protected (which a parent can ask for if they want their children to use the computers.) One last idea.... What if children could share their collections periodically in the glass case near the front....? That would be a great opportunity for the children of Elm Grove!!!

457 Better winter weekend hours, we end up going to Brookfield library often on Sunday afternoons. The library is a great place to spend time in the winters!!

460 Kids movie nights

464 Sunday morning hours are the most important change for my family. For families that work full time during the week, sunday mornings are always the time we wish we could go to the library. During the week, we try to sneak in library time in the evening, but it is difficult.

467 Server as a hub for resources, information, and community activities. Engage youth with more age-appropriate activities to promote the study Support continually learning of adults and career development

470 No

476 Will be using the Library with my Grandchildren!

