



**Verbatim Response Document**

SMALL GROUP WORK ACTIVITY

**SESSION #1**

THURSDAY, MARCH 10, 2016

**ACTIVITY**

**TASK #1: CELEBRATE • SURPRISE • CONCERN**

**A. CELEBRATE**

Take some time to discuss with members of your group about what Crystal Lake Public Library is doing right—what the Library is doing “well”—to serve the Crystal Lake community. Maybe think of it in terms of completing this statement: “We are proud of our Library because \_\_\_\_\_.”

<b>TASK #1-A: CELEBRATE</b>	
<b>TABLE #</b>	<b>WE ARE PROUD OF OUR LIBRARY BECAUSE ...</b>
# 1	Staff (helpful, friendly, patient, knowledgeable)
# 1	Staying current, viable over the years
# 1	Good variety of materials for all ages
# 1	Trying to stay current with technology
# 2	Variety of options of things available at the library
# 2	Friendliness and knowledge of staff
# 2	They always lead you where you need to go
# 2	Children’s programs
# 2	Hold system works well
# 4	Youth services CLPL provides
# 4	That CLPL is always looking towards the future
# 4	When you go into CLPL it feels like a family
# 4	The community engagement and senior services CLPL provides
# 4	The training classes CLPL provides
# 4	That CLPL is centrally located
# 5	The people that run the library are very good
# 5	Great staff – kind, knowledgeable
# 5	So many great programs – i.e. homebound

## TASK #1-A: CELEBRATE

TABLE #	WE ARE PROUD OF OUR LIBRARY BECAUSE ...
# 5	Diverse – all ages
# 5	Community engagement
# 6	We felt the library's outreach with online services, summer reading programs/including yard signs, really unite the community.
# 6	Our favorite positives are early literacy storytimes, helpful staff, DVD & audiobook exchange program and a forward thinking board that is aiming for change.
# 7	Excellent service by staff
# 7	Children's program excellent
# 7	Guest speakers, live talks
# 7	Multiple copies of books (new books)/consortium member is a must
# 9	Proud of the community involvement
# 9	Top 10 library in the ranking
# 9	Optimum use of limited resources
# 9	Over the top staff with helping
# 10	Availability of various formats – ebooks, large format, playaway
# 10	Services – Summer Reading, kids programs (various age brackets, both morning & evening)
# 10	Staff, Staff, Staff. Knowledgeable, aware of curriculum, clean facilities, opportunities for volunteers
# 12	Online resources
# 12	Number of programs that meet multi-generations
# 12	Location
# 13	Wide range of services
# 13	Remained focused on personal service
# 13	Computer access
# 13	Consortium
# 13	Great staff attitude/personal service
# 14	Location
# 14	Sense of community and its scope as a resource
# 17	Great customer service
# 17	Manages the space constraints very well
# 17	Keeps up with new technology/media
# 17	Maintenance issues taken care of quickly so that patrons are typically not inconvenienced

Based on the information provided in the presentation, what was the greatest **surprise** for your group?

<b>TASK #1-B: GREATEST SURPRISE</b>	
<b>TABLE #</b>	<b>GREATEST SURPRISE</b>
<b># 1</b>	Home and facility delivery (nursing home, etc)
<b># 1</b>	Instability of current building site
<b># 1</b>	Growth of circulation over time even with technology advances
<b># 2</b>	1 <sup>st</sup> library location and hours of operations
<b># 2</b>	Book drop is impossible
<b># 2</b>	That library use has tripled in the past 25 years
<b># 2</b>	One side of the library can't hold books
<b># 4</b>	The amount of items borrowed by surrounding areas
<b># 4</b>	The daily number of visitors
<b># 4</b>	Amount of different types of media available
<b># 4</b>	The amount of work not available (e.g. in storage/in the consortium)
<b># 5</b>	As technology grew, library adapted & didn't become obsolete
<b># 5</b>	Number of requests for meeting space during the day – FREE
<b># 5</b>	The busiest library in county
<b># 6</b>	We were surprised by the increasing demands of services despite and in addition to the internet.
<b># 6</b>	We were also surprised by the great number of daily patrons.
<b># 6</b>	Yet we still have 10% of materials in storage!
<b># 7</b>	Amount of people served
<b># 7</b>	Not everyone was aware of adult outreach, programs, etc
<b># 7</b>	Not aware of space restrictions
<b># 7</b>	Couldn't believe how much of materials were in storage!
<b># 9</b>	How many different media types that books are offered in
<b># 9</b>	What we don't have of automatic materials that books are offered in
<b># 10</b>	How much circulation has increased over years
<b># 10</b>	That automated material handling is a thing?
<b># 10</b>	Some areas unavailable for books to be stored
<b># 10</b>	Project Shoehorn had a limit
<b># 12</b>	Varied electronic media

## **TASK #1-B: GREATEST SURPRISE**

<b>TABLE #</b>	<b>GREATEST SURPRISE</b>
<b># 12</b>	The way the library supports offsite locations
<b># 12</b>	The number of resources needed to support a community
<b># 13</b>	925 visitors per day
<b># 13</b>	Growth of libraries
<b># 13</b>	Periodicals
<b># 13</b>	Various formats for books
<b># 13</b>	Lack of security/trust
<b># 13</b>	Range of services
<b># 14</b>	Increasingly limited space as demands continue to grow larger
<b># 14</b>	Turning away programs
<b># 14</b>	How the most recent remedy was just that & the building is still old (?)
<b># 17</b>	Poor soil leading to sinking of building
<b># 17</b>	Visits to homebound, storytimes at schools
<b># 17</b>	Circulation increase from 1990-2015
<b># 17</b>	Must dispose of 1 item for every new item added
<b># 17</b>	e-books can be downloaded on your phone
<b># 17</b>	Up to 72 hours to process an item return vs 1-2 seconds with automated

What **concerned** your group the most?

## TASK #1-C: GREATEST CONCERN

TABLE #	GREATEST CONCERN
# 1	Cost of new library
# 1	(relevancy) not being able to support community needs technologically & professionally
# 2	No parking
# 2	Accessibility
# 2	No book return
# 2	Limited space for meetings
# 2	Limited room for expansion on current locations
# 2	Coming up with money to pay for a new library
# 2	Current location topography is not good
# 4	The lack of access into the building
# 4	The relative size of CLPL currently
# 4	The potential de-valuation of home values surrounding CLPL
# 4	Lack of access for people with disabilities/elderly
# 4	The parking
# 4	People going outside of Crystal Lake for items not accessible at CLPL
# 4	The existing land CLPL is currently on
# 4	The lack of easy book drops
# 5	All materials not available, some in storage
# 5	Space
# 5	Accessibility
# 5	Technology
# 5	Current site doesn't support weight of material
# 6	Space. There is not enough room for parking, meeting space, accessibility, shelf space, tech help. It is too jammed so the findability of materials is limited and difficult.
# 7	Want library location to be accessible – to elderly, handicapped – people/children to walk or bike to
# 7	Have enough room for materials, meetings, movies
# 7	Able to stay current with *technology* as it changes
# 7	Parking is an issue
# 7	Whatever the plan think <u>really</u> into future. Not a temporary fix.

## TASK #1-C: GREATEST CONCERN

TABLE #	GREATEST CONCERN
# 9	Geographic space limitations of current area
# 9	Where money will come from
# 9	Taxes high now
# 9	Meeting areas very small
# 9	More children's educational, fun stuff
# 9	Bookdrop needed!!
# 10	That it stay centrally located within community
# 10	Space is limited, not just for materials but personal space (moving around with small kids)
# 10	More spaces are needed for: meetings, study rooms, reading nooks, <u>quiet</u> areas
# 10	Main lot accessibility
# 10	The cost to deal with deficiencies
# 12	Infrastructure
# 12	Moving
# 12	Money this project will cost
# 13	Remains centrally located
# 13	Remain accessible
# 13	Lack of community/communal space
# 13	Maintaining the quality of material
# 13	City should be more engaged with the library
# 14	Lack of external book drop
# 14	Limited space
# 14	Technology limits
# 17	ADA issues in current space (i.e. ramp is on street side – not on parking lot side)
# 17	Costs associated with running current facility vs building a new library. Can the community afford a new building?

## TASK #2: STRATEGIC TOPIC AREAS — QUESTIONS/ISSUES/OPPORTUNITIES

There are three strategic topic areas scheduled to be examined in the upcoming *FOCUS* workshop sessions. To make those sessions most relevant to you we need you to tell us the key **questions, issues and opportunities** that should be addressed in each of these sessions.

Please use the space provided to tell us what we need to address in each of these workshop sessions. What are the strengths in each of the areas that the Library should build upon in the future? What are the weaknesses in each area that need to be addressed in planning for the future of Crystal Lake Public Library?

### TASK #2: STRATEGIC TOPIC AREAS - CES-2: ARE WE FUTURE READY?

TABLE #	QUESTIONS/ISSUES/OPPORTUNITIES TO BE ADDRESSED FOR LIBRARY IMPROVEMENT
# 1	What do the professionals (staff) feel about libraries needs now and future
# 1	What are the trends of the state of the art libraries
# 2	Is location right – would it be more expensive to build in the current location or someplace else
# 2	Needs a strong children department
# 4	We need to look 20-25 years out
# 4	Short term future (5 years) need to be realized and defined
# 4	How long do they expect a short-term solution to last
# 4	Define the future!
# 5	What space had been planned but did not get
# 5	Is there land available to move & build on
# 5	Have they done another facility/need survey to validate what they had back in 95
# 5	What are other libraries doing that we don't/can't
# 5	Weakness – need drive up/drop box
# 6	No. There is not enough room or stability of land for the library to grow in the way it needs. We do not want to cut into tax income by expanding into the homes surrounding the library.
# 7	No/not yet.
# 7	When space issue/parking/handicapped is addressed
# 7	We want a library that <u>exceeds</u> minimum standards
# 9	No – more modernization of material handling
# 9	Difficult access to building
# 9	Future to expand???

**TASK #2: STRATEGIC TOPIC AREAS -  
CES-2: ARE WE FUTURE READY?**

# 10	Outline possibilities
# 10	More collaboration spaces
# 10	What are options, not just own needs, but collaboration with other agencies
# 10	Property already in hand on site?
# 10	Better for future to maintain aging building or to start with new
# 12	They have the infrastructure maybe with a little tweaking
# 13	Fast return to circulation when returned
# 13	Central location
# 17	New technologies: 3-D printers & classes
# 17	More meeting spaces & study rooms
# 17	Broader cultural offerings to bring more diversity to the patrons
# 17	Designated area for vending machines, coffee, water

**TASK #2: STRATEGIC TOPIC AREAS -  
CES-3: OUR FACILITY: DOES FORM FOLLOW FUNCTION?**

TABLE #	QUESTIONS/ISSUES/OPPORTUNITIES TO BE ADDRESSED FOR LIBRARY IMPROVEMENT
# 1	How will the library adapt functionality of the facility to accommodate the needs of public
# 2	Much stronger for children
# 2	Easy to commute to with bike/walk and secure area
# 2	Safe for kids to come
# 2	Meeting areas are too small
# 2	More space for community large and small
# 4	Parking, space accessibility, location – all issues
# 4	These forms don't function for a long term solution
# 5	Benchmark other libraries
# 5	Are there functions now being used that are not necessary
# 5	How many square feet is existing facility & how being used. What is need (size) for each area (storage, books, meeting, etc)
# 5	How are other libraries using their space
# 6	Our current library is too specified. We need more effective use of space that provides flexibility by using nonspecific or multipurpose spaces/quiet areas. Example: Teen writing



**TASK #2: STRATEGIC TOPIC AREAS -****CES-3: OUR FACILITY: DOES FORM FOLLOW FUNCTION?**

TABLE #	QUESTIONS/ISSUES/OPPORTUNITIES TO BE ADDRESSED FOR LIBRARY IMPROVEMENT
	lab in afternoon – kids Lego room in morning.
# 7	Having a larger library would enhance the District 47/District 155 school system
# 9	More technology
# 9	More space for young people’s education and interests
# 9	Starbucks or similar
# 10	More collaborative space
# 10	Better accessibility
# 10	Current facility able to incorporate <u>any</u> of the needs/wants?
# 10	Make sure facility <u>continues</u> to address needs of all generations
# 12	What is function as is “library full tells need. Book etc (?)
# 17	More community rooms & study rooms

**TASK #2: STRATEGIC TOPIC AREAS -****CES-4: WHAT ABOUT THE MONEY?**

TABLE #	QUESTIONS/ISSUES/OPPORTUNITIES TO BE ADDRESSED FOR LIBRARY IMPROVEMENT
# 1	Library should be environmentally sustainable
# 1	Library should be state of the art, but practical
# 2	Do they the studies to support & what it would cost for all options
# 2	Can we fundraise
# 4	Sale and development of the current property
# 5	How will it affect taxes
# 5	Cash or bonds levy
# 5	Do you think community can raise enough
# 5	Is it still an option to have more than one location
# 5	Would the library consider partnering with other taxing bodies
# 6	A new fully functional library would cost a lot. But, the cost of not upgrading would be a greater expense to our community literacy in terms of technology, education, outreach, and bringing public services to all.
# 7	By our group agreeing that we need a new building, would that be cost effective.

**TASK #2: STRATEGIC TOPIC AREAS -  
CES-4: WHAT ABOUT THE MONEY?**

TABLE #	QUESTIONS/ISSUES/OPPORTUNITIES TO BE ADDRESSED FOR LIBRARY IMPROVEMENT
# 7	Can it be built on present library grounds plus area north of current building?
# 9	Don't want to pay for a "fix it up"
# 9	Maximize dollars while still provide a quality facility
# 10	Would like some hard thought on needs vs wants and whether improvements should <ul style="list-style-type: none"> <li>- County Fair</li> <li>- Great America</li> <li>- Disney</li> </ul>
# 12	You tell me
# 12	Infrastructure
# 17	Would like to hear more about current structural issues (i.e. poor soil, declining infrastructure, mechanical systems)
# 17	Maybe emphasize how expensive it is to operate in the current facility vs a brand new building

**TASK #3: OTHER SUGGESTIONS**

What other suggestions would your group like to provide to the Facilitating Team as we move forward with this community engagement program? List the suggestions in the space provided.

<b>TASK #3: OTHER SUGGESTIONS</b>	
TABLE #	SUGGESTIONS
# 2	What is plan "b" if the money cannot be raised for plan "a"
# 5	Does staff have a proposed plan – conceptual plan
# 10	Anticipated timeline
# 10	Table are a bit large for effective collaboration in a small room
# 12	Continue to be transparent in sharing info
# 12	Communication – communication!
# 12	(?)
# 12	Speaker one sided – library too small