

Appendix D

Patron Survey Responses

The Indianapolis Public Library 2024 Facility Assessment Plan • March 2024



Appendix D

Patron Survey Responses

Open-ended "Other (please specify)" comments with the corresponding survey questions.

Q1: What is your gender?

genderqueer
Genderqueer

Q2: What is your ethnicity?

NYB
Black and white
Multiracial
Multiracial
Biracial
Black & Latino

Q3: Do you live in one of the following library service areas?

Below are 157 responses. These responses were analyzed and added to existing options if applicable to represent an accurate count of library service areas.

Central
Central. Downtown
Far Eastside
Yes
live near College, work at East 38th
Cottage Home
Not sure of the coverage areas. I live near MI and Kessler.
Carmel Clay Public Library

Central Library
Downtown Indy
Central
Plainfield
Westfield
Avon
Info zone children's museum
Central Library
Noblesville
downtown, Central Library
Noblesville
West Perry
Homecroft
Downtown Indianapolis
Near East Side
Kennedy King
Decatur township
Pike
Warren
Broad Ripple
Nora
Lawrence
Chatham arch
Franklin township
Castleton
By Decatur schools
Highland
Southport/West Perry
Washington Township

SoBro
Nora
West Eastwood
Geist Harbor
Lawrence TWP
Warren
Glendale
Devonshire
Beech grove
Perry township
Rockville Road & Raceway Road
Knollton Heights
perry southwest
Franklin township
Glendale
Franklin township
Castleton
Lawrence
no
Franklin Township
Holy Cross
Washington Township - Nora library soon to be Glendale Branch
West side near I-465
By the Michigan Rd library
Eagles creek
Meridian Kessler
Broad Ripple
Downtown

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Lawrence
56th Street Library
Broad Ripple
Pike Township
Near 86th and Ditch
Nora
Glendale
Northern Estates northwest of W38th and Kessler Blvd.
Lawrence
Meridian-Kessler
Meridian-Kessler
Prefer not to answer
Noblesville
Franklin Township
Noblesville
Noblesville
Fishers
Central
I am equidistant from Southport, West Perry, & Garfield; I tend to use Southport the most out of habit.
St. Joseph
Ft Ben area
Lawrence
Bates Hendricks
Downtown
Southport
Perry Township
Warren Township

Lawrence
near College av library
Southport
Glendale area
northeast side
Lawrence township
Near Speedway
Lawrence
Lawrence
Nora
Franklin Road
Devonshire
Southport
Park Fletcher
Broad Ripple
Castleton
Keystone
Greenfield
Fishers
Glendale
Decatur Township
Wanamaker
Just outside of Beech Grove to the north of it.
Broad Ripple
Avalon Hills East
Pike/Michigan Road
Downtown
Pike
Allisonville/Glendale

Glendale/Broad Ripple
Beech Grove
College Ave
University Heights
West Side
Warren Township
Lawrence township
Pike
Ft Ben
Glendale
Pike Twp
Meridian-Kessler
West side (Haughville/ west Indy libraries)
Pike township
Broad Ripple
Glendale
(Blank)
Warren Branch
Traders Point
Pike Twp.
Indianapolis
Lawrence
West Perry
Near Southport
Downtown Indianapolis
Southport
Pike
Indianapolis
Fall Creek Mapleton

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Southport (I pay for membership)
Meridian-Kessler
Between East Washington and Franklin Road Library
Lawrence
Meridian Hills
Southport
Perry Township
Nora

Q4: How can the library actively engage with local cultural and artistic communities to celebrate diversity? SELECT NO MORE THAN THREE

Reject any and all efforts, activities and policies that impede or block information, - historical or otherwise, ideas, perspectives and awareness, access to the same, by anyone who seeks to limit knowledge.
I really think you all do enough of celebrating diversity. You don't need to focus more on diversity.
Teaching grandkids
see below
Use your physical to locations as art galleries and community hubs. There is already too much "programming" and "content" available and IMCPL will only dilute the pool. Concentrate on making your locations vibrant, well-lit, inviting, multi-functional.
Really appreciate the neurodiversity collection at the Ft Ben branch
More authors publicity (signings)

indie author (Indianapolis author) section
Provide life skills training for community (adult and youth).
For the Fort Ben location, they are in a PRIME spot for having a logical "bridge" of sorts between what is happening at the Civic Plaza and extending it into their book offerings.
Partnering to provide after school tutoring
Offering beverages for sale and more inviting areas to read/relax
I like that the library has books of all types and don't expect other things
Listen to and follow the community feedback on the hiring of CEO.
Having speakers come in and speak on cultural topics.
Though really I defer to those with more experience and connections.
Morning/daytime yoga classes taught by different ethnic instructors.
I'm not interested in this topic because this topic isn't interested in me.
Book blub
Ethnic foods will always attract people. Sharing food provides an opportunity to share ethnic culture, art, dress, and values.
It would be great to see something detailing Native American culture with the Eiteljorg museum.
Incorporate more sacred art with community religious organizations

"Celebrating diversity" is not a legitimate function of a public library.
Meeting the needs of those in need that need help with housing, transportation, food, employment and public programs.
All of the above? A lot of these overlap with each other.
Celebrate ALL diversity INCLUDING those who are in the majority and their heritages
Classes geared towards those in our 30's and are crafty. Like bookmaking for adults. I want to learn how to make books but the class is for teens.
Independent/self-published author events

Q5: What role can the library play in promoting intergenerational and diverse connections and activities? SELECT NO MORE THAN THREE

Sponsor or help sponsor multi-cultural events where transparent dialogue on needs, aspirations, perspectives and opportunities to bridge the gap.
Similar to digital literacy class, maybe have teens/young adults volunteer to discuss technology with adults/seniors who would like to learn about more basic technology or social media.
Make it a safe place for kids. Hearing cursing and parties keeps me from going there.
Get rid of the homeless people that live in the library, so families and elders feel comfortable there.
see below

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You need to maintain *anything* and *everything* you build to a very high standard 100% of the time or it becomes junky quickly. The library should never be junky. It should be 100% clean and welcoming 100% of the time. Start with entry foyers and bathrooms.
Have a Human Library.
Don't hold community listening session on who should be CEO if you're going to ignore the community voices.
Having speakers come in and speak on cultural topics.
Setting up tutoring sessions for students instructed by older people.
Please remember Judeo-Christian ethics re diversity!
I'm not interested in this topic because this topic isn't interested in me.
I like all of the above.
Please do not think that family friendly means hosting LGBTQ events. I have been very disappointed to see gay and trans literature for toddlers and children at the library. Sexual content is not family friendly.
The library needs to remain focused on education. Too much attention is paid on the concept of diversity and not enough on education.
hosting after-hours events - maybe dinners or picnics or appetizers in order for people to meet each other
Librarians should not be acting as social workers.

I'm sure all the family-friendly events are lovely and important, but it would be nice to see something aimed at promoting intergenerational connection that isn't aimed either at small children or people who have no familiarity with technology
I think there are probably other possibilities for workshops and classes beyond what's listed here
Book Club

Q6: How can the library use emerging technologies to enhance accessibility for patrons with disabilities? SELECT NO MORE THAN THREE

N/a
I don't know. Ask people who are disabled.
adapt.... if someone needs something because of a disability, figure out what it is that they need. Not every disability is the same.
see below
No experience or insights here.
Reach out to organizations that represent or advocate for people with disabilities to see what would best meet their needs.
Offering accessible sensory hours and configurable workstations to support neurodiverse access
I don't know

You are asking to prioritize blind, deaf and physically impaired people, one over another. Not cool. Also, no options to address needs of developmentally disabled. This needs deeper and further thought.
Ask people with disabilities what they need
I could not answer this
Unsure
eliminate stinky smells without using masking smells--numerous scents can cause migraines.
None
Working to understand the specific needs of patrons with different disabilities and identifying how to better serve them and remove barriers.
I also think it would be important to offer sign language interpreter for online events and braille.
Nichelle Hayes
not sure
All the options are good!
I don't have any knowledge to help
books on wheelchair-accessible shelves
Not the best person to ask about this
All of the above.
Please remove computers for children.
maintaining easy to find ENL-type texts for people with cognitive disabilities
Why should we only select three? All of these are really important.

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Again, all of these are important. Asking this question is actually asking which disabilities I think it's most important to accommodate, and while that may be the library's current problem to solve due to limited resources, it's also not a question I can really answer.

I don't know enough about this community to have a valid opinion

All of the above!

I don't know. I do not personally know people with these needs.

events that don't require transportation, or are done online to the extent possible, which includes e-books

Q7: What role can the library play in addressing the digital divide within our community and ensuring equitable access to technology? SELECT NO MORE THAN THREE

see below

Look offering 3d printer and service.

Make computer areas comfortable and private. Not just a desk with computers.

Lots of training on AI literacy and how misinformation spreads online

I personally don't know if children's needs for tech training is greater than older's needs and needs of adults who don't use tech in their lives. So collaborating with schools might be useful if the need is greatest for that grade level, but if not, community forums would be wonderful - if they caused change.

Offentimes, the hurdle is transportation TO/ FROM the library.

Tech support for specifically for seniors

I think partnering with organizations and businesses to offer free internet after the library closes and monitored but free access to technology such as computers... basically after Hour satellites for the library.... There are still lots of families without devices or internet in the community that need access after hours. Collaborating with schools for tech programs would be great also

Nichelle Hayes

Offering adequate computer and tech resources for the community.

I'm not interested in this topic because this topic isn't interested in me.

Free Wi-Fi near the buildings, so if you need Wi-Fi you can park nearby if it's after hours

It is not the job of the library to "address the digital divide within our community."

Q8: How can the library foster a sense of belonging and community ownership among its patrons? SELECT NO MORE THAN THREE

Be engaged with individual communities to see how to best support their unique needs and wants.

Make it a safe and clean place. Homeless people who sleep there all day with their trash and cursing and parties make it their community that excludes the rest of us. There need to be rules to respect people.

Enforce rules so people can't stay in the library all day with their music loud and cursing. It isn't comfortable for families

Create a facilitated multi-generational, multi-cultural, multi-technologically capable (from little to advanced tech. experience), multi-ability committee to dream together on world class vision of a wildly engaging Library of the Future (2030) where a sense of belonging and community ownership exceeds even the most successful international models. Select some elements of the dream that are bridges to the future and then form community teams to breathe life into them. Document everything along the way and communicate in conventional and unconventional ways and means to the community and beyond. Keep the dreams alive and dynamic - building on them, letting them evolve into even greater possibilities. Have this and/or other ad hoc team research existing ideal models to help the process along.

Add a coffee counter or café in the library.

see below

See above comments about ongoing maintenance of physical facilities.

Consider evening hours to allow more access to a community space that does not require or expect payment to participate.

Showcasing diverse books, DVDs, and the like on non-Christian/non-American holidays!

Partner with Indygo for people with transportation issues

Welcome all people when they walk through the door and not just a cursory hello. Ask how they might help customers. Really listen. And not to just the shouting voices.

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Instead of ALWAYS focusing on differences, try focusing on similarities. How can we come together as a city, community, neighborhood, if all we are taught is what makes us different? I think one of the greatest gifts the library gives us is the knowledge that we are not alone.
A playground for kids. Possibly an indoors play area.
Highlight truly local authors like Dee Ross of the Ross Foundation.
Enforce rules for courtesy of other patrons.
Partnering with local business, neighborhood groups and schools
Hire diverse staff
Use the book-mobile at local elementary schools
Nichelle Hayes
I'm not interested in this topic because this topic isn't interested in me.
The library needs to stay away from activities, like drag queen story hour's, the pervert the minds of children. The library needs to stop partnering with organizations that will be a conduit for birth control.
Hiring social workers for the downtown library in particular - so many people who need services!
I've noticed that the downtown branch has experienced quite a bit of wear and tear... maybe refurbishing is in order?
Your patron advisory board suggestion from the question below seems a better fit for this question.

Maintain a Quiet, Calm, Distraction and commotion-free environment. Somehow managing the needs of seniors and loud, energetic children. Oh, for the old days of whispering!

Q9: How can the library enhance its support for lifelong learning and personal development, including adult education and skill-building programs? SELECT NO MORE THAN THREE

Loitering
Make it a clean, safe place that can support these activities. Right now, the people there all day long are not interested in learning anything.
ensure there are sufficient tables and chairs in the adult area...
enforce quiet in libraries. Libraries don't seem to be as quiet as I remember from my youth. It is too chaotic and not a good place to study anymore.
see below
Make more time in each day lol. There is not enough time for people to do what they want. If the library is not a "perfect" space to relax and breathe and pursue life goals it will not be used. Make your places perfect.
Partner with community colleges and workforce boards
Hosting classes and events targeted to adults
Fun programs (like book-binding, woodworking, and print-making) available for all ages. I would love to have a chance to learn new skills without fully buying everything

More professional specific books
Unsure
None
Hosting career, jobs and college fairs, including technical jobs and colleges
I have no relevant thoughts on the matter.
Offering more classes for adults
Creating maker spaces for people to try/ teach new skills.
Nichelle Hayes
N/A
Offering a "lending library" for tools needed to learn a new skill, such as drills.
I would like to see a Maker space at one or more library locations with access to options like a 3D printer, embroidery/sewing machines, other specialized equipment, along with workshops and training on how to use them (perhaps in partnership with the Indy Art Center?)
None of these, see below. Resume writing? Go online, check out a book at the library. If you're catering to the lowest common denominator, everyone above will lose interest in you. Try to be a place for every interest.
I would like to know how to use all of the apps associated with the library website
maybe a lecture series? Classes on tech skills?
Collecting Oral histories of patrons who use the library.

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Teach classes or offer workshops on literally anything but technology and career development - what skills could a tech-literate adult with a job build through library programs right now? There's not a lot.

Offering skill building workshops on a vast variety of topics/skills

English as a new language classes

Q10: What perceptions or misconceptions about libraries might be preventing non-patrons from engaging with library services? SELECT NO MORE THAN THREE

Crime outside and harassment by certain patrons allowed to loiter

Additional misconception - Libraries only offer books.

Libraries are only for checking out books, not as community centers with many free resources and classes

N/a

Non patrons don't go because it is filthy and unsafe. It only engages people who want a hang out spot and they are not interested in library activities or materials.

That the library is comfortable for families. It is not. It is full of homeless people that hang out all day and curse and listen to movies and music loudly.

People do not know what the library has to offer (other than books)

see below

I feel like we have fallen behind the times in what most others offer.

New family is USA don't know that the library is free and some of the same family cannot read and don't know the library has helper on that.

Libraries are exploited by homeless people to the detriment of potential patrons. Not a perception, a fact. The Library is not a homeless gathering place though it certainly is a resource for homeless people. IMCPL does not do a good job of making their facilities welcoming because it is sometimes intimidating to run the gauntlet of homeless people clustering nearby. Yes, serve all. But serve all on a strict set of terms defined by IMCPL. Do not allow homeless to "invade" the sanctity of libraries and surrounds by not adhering to community standards.

People are just unaware

If books that represent marginalized folks become banned, why would we frequent the library (I don't think this is happening with these libraries though).

I think Indy PL does a great job of being inclusive.

I'm an avid library user, so I'm not sure what keeps others away.

I don't think people in general have any idea the broad programs and resources libraries offer and if the library doesn't have what a patron needs, they know where to find it.

Library hours are limited.

don't know of any

Libraries only have books.

Transportation issues

na

Closes early on some day

Worried about fees & getting a card

I lost a book and now I can't borrow any

Libraries come across as militant, unwelcoming places, for anyone whose views may not align with theirs. I find many of the library staff are wonderful, but the focus on all issues/topics radically to the left (especially in the media), leaves many people, myself included, reticent to even come into the library. I'm glad I gave it another chance, but you asked the question and I wanted to answer it honestly.

Libraries aren't welcoming to single seniors.

What's the point of a library if you can't read? (Not how I think but could be a hurdle for others)

I'm amazed how many people do not know about Libby.

Libraries only have books, not other forms of media

Too many unhoused people sleep and spend the day there, loud profanity

Unhoused patrons and safety issues.

The hours don't work well for the working class. They open late and close early.

Libraries charge fees if you're late to return a book or lose it which is hard for people living in poverty

Libraries are a homeless person hang out

Nichelle Hayes

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Library computers don't offer the full range of capabilities a home computer would.
None
N/A
Libraries still implement late fees.
Libraries are not welcoming to ALL people.
Libraries cost too much in taxes.
Nothing! Very welcoming
Maybe the library could visit neighboring venues to show people how easy it is to obtain and use their library cards. The general public is not aware of the options at their neighborhood libraries.
Costs \$\$ to get a card (lots of ignorance re incredible resources).
Our Indianapolis Library doesn't offer modern resources... all of the ideas above could have been done in any century - don't act like you're being modern.
In today's society, libraries just aren't "cool".
1
Libraries are irrelevant for poor or non-readers.
I don't know why everyone doesn't use the library. Its wonderful.
Lack of exposure to libraries; not raised visiting the library refusing
Libraries only serve under the under privileged
The fact that there is sexual content for children at the library will absolutely deter people from using its services.

What I stated before is causing significant problems. You need to stay out of matters that do not educated the children, and instead indoctrinate them. If you stop doing this, then people will come back to the library.
Safety from unruly high school children
Don't know how to use the library for needs other than just finding a book
I myself have found my engagement with the library is dropping, mostly because I can access services electronically. But I still love going to the building! I appreciate that the building is open to all and the care that the downtown branch in particular exhibits to keep patrons safe while welcoming all.
Lack of knowledge about what kinds of resources and services libraries offer beyond books and other media for checkout.
None of the above
Library needs to be accessible in terms of having ample parking and offers plenty of space to sit and read.. With coffee???)
The library should accept the reality that many people have no interest in books, education, and learning.
unaware of all the resources avail...print, media, etc
A surprising number of people just don't know about the services offered by libraries at all. It isn't even that they don't think it's modern, it's that they don't know what it offers at all
Libraries are only for those who love to read all of the time.

Libraries are dirty and where people without homes sleep.
Q-Anon nonsense about them
This isn't a misconception. Libraries have become child care(less) facilities.
Friendliness of library staff has room for improvement.

Q11: What training or resources would help library staff better serve patrons with diverse needs and backgrounds? SELECT NO MORE THAN THREE

N/a
Safety and teach homeless people to respect everyone else.
see below
Staff are there for library services, not social services. Make that clear to patrons. The Library can be a part of a comprehensive supportive social services system, but it needs to be welcoming to *all* patrons and set a clear expectation for behavior. The Library is not an intake center, it is a place of learning, thinking, dreaming, exploring. If patrons are not in the mindset to tap that energy, The Library is not the venue for them. The Library needs to be able to refer patrons to actual social services centers within walking distance.
N/A
This depends on what skills staff already have vs. what skills they may need to develop further. Different staff members may benefit from different trainings or resources.

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Partnership with healthcare organizations to assist with health literacy needs
I would pick all four. Conflict De-escalation strategy training.
Partnerships with CHIP and homeless shelters.
Outreach strategies are vital. Then you identify individual improvement courses of use to individual librarians, based on their interests and community needs.
Have a picture board for answering questions like they have in hospitals when people are awake but intubated.
None
Diversity and cultural awareness training
Developing a network of volunteers that can fill gaps that may be between staff and their communities
Training in sign language
Are any of these really the library's duty?
Nichelle Hayes
None
I'm not sure I'd agree that the staff need more training. Staff is always resourceful and helpful.
O
I'm not interested in this topic because this topic isn't interested in me.
Cultural competency training
Survey patrons for ideas beyond what is listed here
Do not do LGBTQ activities. I don't see the library doing religious activities. You need to stay away from this.

DEI training
Treat all patrons equally. Do not provide preferential treatment for "patrons with diverse needs and backgrounds."
Your disability stuff might count for this one as well.
Sensitivity training for men, LGBTQ+, etc. about being women....and how suppressed we feel in every day life by society, other genders, ourselves, employers...
Let librarians be librarians! Hire for outreach and community engagement.
Offering programming in different languages in addition to Spanish.
Good luck!

Q12: What are the key challenges or obstacles faced by library staff in delivering exceptional services, and how can these be overcome? SELECT NO MORE THAN THREE

The loitering with patrons with addiction, mental challenges, or Alterior motive for hanging around
I don't know the answer to this but I'm guessing all of the above
I'm not sure what obstacles library staff face.
Homeless hangout and rules aren't enforced.
Not enough security. It doesn't feel safe.
Too much overhead from a government that doesn't understand education
see below
I don't know I'm not on staff.

Libraries are not homeless shelters. This is dangerous for staff and patrons.
Weirdos trying to control what books are in the collection
More Community Rooms that are available to the community.
I think in the current climate of book banning, the community needs to support the library in maintaining diverse books.
Language barriers
Seems like you should ask the staff not patrons
How can I answer this? I am not a staff member so I would only be guessing
Unsure
None
Community leader apathy
State laws that need to be revisited or reviewed.
Due to increased homelessness and mental illness, staff has to deal with situations that they might not be trained for.
Advertisement of events at libraries
The expectation isn't set. Most folks believe it's an easy comfortable job and therefore haven't been to motivated to do their job beyond the bare minimum.
NA
idk
I have no idea what the internal problems are. I don't see problems from my perspective
Nichelle Hayes

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Shortened hours across the branches.
None
N/A
Librarians are asked to do MUCH MORE than their roles would indicate!
Focus on sharing information, not all the stuff mentioned above.
As a patron, I don't know, but I would guess budget and staffing are issues, as well as political climate.
Pressure from groups promoting censorship of materials.
Expectation that library employees do the job of parents by shielding children from "objectionable" material.
Ask your staff. They know the answer to that question. I always find them friendly and helpful.
I visit many branches, and have always found the staff and or volunteers very helpful.
lakh
I think the library does a great job overall.
Stay focused on your core mission and stop getting distracted by diversity equity and inclusion
It seems that library science has evolved - librarians are also job coaches, tech support, social workers, and security personnel in addition to everything they did before. Your work does not go unnoticed or unrecognized.

DO NOT allow those radical idiots with half a brain attempt to remove any books or separate them into special/restrictive areas, that they claim will harm children. They should not be able to control books in public libraries based on their right-wing bias (and stupidity).
The library and its patrons are ill-served by the staff's apparent obsession with an ideologically-driven social justice agenda.
Moral panic leading to the recent surge of censorship and book banning
As I am not library staff, I have no idea.
I'm a patron with no insight into this topic. I would image budgets are strapped, as they are most places.
Offering services voted on by the select involved with the library rather than truly addressing what each community wants
They are not social workers, they are librarians!
I really couldn't say.
Maintaining a robust collection, not funneling older materials to book sales or Better World Books
I don't know of the challenges so I can't comment on this.

Q13: Are there specific initiatives or resources your organization needs from the library to better serve the community? SELECT NO MORE THAN THREE

Cross cultural training!
Not applicable

Spanish Language Classes
English Language classes
N/A
N/a
I just want a clean library to enjoy materials.
Enforce rules and move homeless people along.
N/A
None
No
see below
Prune offerings to be more efficient.
NA
N/a
Getting library cards for my students.
N/a
I don't know
I am not an organization ... not certain how to answer
No
N/a
Unsure
I would love to conduct workshops about bra fit education but renting a space at the library isn't cost effective for doing so.
Re- open on Sunday
None
Not sure
N/A
I am a patron not an organization

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We are asked every day for study rooms for tutoring sessions, supervised family visits, and other social service meetings discussing private information. For many patrons, it is the first question they ask after they walk into the building. Because we don't have study rooms, they've expressed disbelief, disappointment, frustration, and concern. We direct patrons to nearby branches with these facilities, but many have scheduled meetings at our location which cannot be moved. Many will try to find a "private" corner, which is nearly impossible with our layout, and hope to keep people from overhearing them, which is also difficult because of limited space and the way sound travels in our branch. Many patrons are embarrassed to discuss personal and family information out in the open where virtually anyone nearby can hear. It also makes serving patrons who need access to our social work intern or social services in general difficult because of the lack of a private space.

Nichelle Hayes

More updated titles in stock. I often just buy the books I would like to try because I can't check them out at the library.

None

I don't represent an organization

N/A

Meeting rooms you can sign up for.

n/a

I'm unsure how to I answer

not sure

N/A

None I can think of.

I'm not an organization

My organization uses other resources. It's huge.

I am an individual, not an organization so I don't believe this question applies to me.

None

N/A

N/A

N/A

Look around the major cities and suburbs - they offer vastly different services than you are going for here. Where is the access to modern technology (3d printers, or microprocessors, or AI tools, drones, robots for kids to program, Machine Learning, Quantum Computing, Python Course, information about the dangers of social media?, LoraWan, Affinity groups for people that want to learn 21st century skills.

N/A

None

I'm an individual. None of these apply to me.

NA

none

Free access to the larger rooms

NA

I am an English instructor for Adult Education in Washington Township, and I would love to be able to connect my students with bilingual resources.

I'm not part of an organization

Unsure

ljfsljas

No

This is a tough one and I have no comments

None

Please begin purchasing physical CDs and DVDs again.

None

None

I'm not in an organization.

N/A

Have free snacks for the readers

Not applicable. I am no part of an organization.

The library exists to serve individual patrons, not organizations.

I'm not an organization

N/A

Homeschool workshops again

I'm not an organization

I love that many libraries are equipped with quiet rooms for small meetings. And they're free! I wish all libraries had these rooms available.

I don't know.

not relevant to me

Maintaining integrity of the physical collection

I'm an individual burdened with information management and computer issues.

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N/A
No comment

Q14: In what ways can the library align its goals with broader government strategies for community development and economic growth? SELECT NO MORE THAN THREE

Na
N/a
Support reading needs of community not housing needs.
Provide specific, clear resources to help people who don't know where to look yet, but who want to start or grow a business. Include help with business forms and taxes, etc.
see below
Each library branch should have a representative presence at their respective community or neighborhood organization meetings, every meeting. That is the way IMCPL will understand the issues in their (diverse) communities. That is the beginning of community collaboration. It takes more than listening as well. Train staff in community engagement principles and techniques and pay them well. The fruits of this investment will be plenty, but it has to be done right and done consistently. No shortcuts.
NA
None
Work with nonprofit service organizations
NA

Continue to offer assistance during tax season with tax professionals
I feel many of these are not the duty of the library
Nichelle Hayes
I'm not interested in this topic because this topic isn't interested in me.
Work with Red Cross on its goal of Smoke Alarms in homes in all of our communities
I don't know
Reach the seniors/elderly population on computer technology, to teach them and protect them from scammers, etc.
Relate constructively with the new news operations in Marion County

Q15: How can the library provide resources and services that support educators in addressing the unique challenges of the 21st-century classroom? SELECT NO MORE THAN THREE

I think it already does that
I don't know, I'm not an educator.
N/a
I don't know. Ask the educators.
I have no idea.
Not sure
No opinion
see below

Providing *easy* access to subscription periodicals and newspapers. It is a PITA to access NYT daily, for example, using IMCPL credentials. Why is it impossible to stay logged in to NYT resources e.g. with my Library credentials? Too many hoops.
Work with teachers and schools to see what their needs are and how the library can best help.
Sharing resources either digitally or physically.
Artificial intelligence and how it relates to the public.
More field trips to libraries to showcase the available services and partnerships for cards for students
I don't know
Training/resources on how to incorporate diverse literature in classrooms to combat the fear leading to book bans
I'm not an educator
Workshops for parents
Plan and support class trips to local libraries to learn about resources they offer
None
Letting schools know of the library programs to pass along to families.
Teachers have a lot of time constraints, and also a lot of professional development opportunities. Anything you offer would need to meet some unmet need. I like the idea of collaborating, making it easier for schools to share PD maybe.
Partnering with schools
NA

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I also think offering professional development and educational webinars and conferences to teachers would be beneficial.
I think whatever can be done to promote or show the existing resources that the library already has is very good for teachers. It would be great for teachers to be able to share all the free things the library can offer with their students and parents. This might be a great way to transmit all of the resources the library offers. Great idea!
Nichelle Hayes
n/a - not a teacher
Wow - only for educators? Why not think about what the population will need for the 21st century? Things are changing so fast, you have to educate the populace after they've graduated, not only the kids in school now.
Continue to serve as a space for everyone to be able to access all kinds of books and resources.
Have resources teachers can borrow.
I don't know
Offering programs with no technology. Kindergarteners and even preschoolers are going to school needing tablets and screens.
Resources to help school librarians who are facing book bans/challenges in their classrooms and libraries.
Not an educator.
A question the notion that library resources should be diverted to professional educators.

Connecting with community providers to address the needs of those most in need.
I'm not a teacher, and it seems like this might be a question for them.
Finding ways to help subsidize resources (i.e., books and supplies) while school funds continue to be stripped away by our state government
Including home educators!
Purchase access to more academic databases
I don't know enough about what an educator may need from the library to comment on this. So perhaps it's educating the public on what a teacher may need so we can support teachers.
Host workshops on smart and careful use of technology in classrooms: introducing students to typing and research skills without over relying on laptops or ipads.
Q15: How can the library provide resources and services that support educators in addressing the unique challenges of the 21st-century classroom? SELECT NO MORE THAN THREE
Retired teacher and a grandmother. More activities for children in this new tech age.
Libraries are one of our community's most valuable resources. We just need to be reminded of all that the provide. More visibility, more attention from the media would help this image, in my opinion. I love my libraries.

Allow people to renew books for longer for a price. Popular books come out & whether you don't order enough or what but sometimes 21 days isn't enough, especially during holidays
Wishing the library great success. We need you!
If possible, I think the library could try to be more present and visible in their individual communities as a supporter and promoting what the library has to offer.
This survey was a heavy lift
More self taught books on arithmetic fractions and trigonometry with access in the U.S.P.S. if this can easily be streamed lined with little difficulty.
Much of what you are asking about, the library already does.
Franklin Rd Branch library is starting to really show some wear on the outside of the library as are many of the other libraries. Time to spend some money on sprucing up, please.
I don't mind children and families using the library, but I still need to be able to count on the library being a space that offers quiet for studying, focusing, etc. without having to sign up for time in a separate closed room. I NEVER see a librarian ask a noisy patron to be quiet, and I think they should do so if applicable.
Artificial intelligence and how it relates to the public.

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Q16: Please use the space below to share any other feedback.

Retired teacher and a grandmother. More activities for children in this new tech age.
Libraries are one of our community's most valuable resources. We just need to be reminded of all that they provide. More visibility, more attention from the media would help this image, in my opinion. I love my libraries.
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The library is a source for information and resources. That is the main job of a library. I appreciate the effort of the library to welcome and include those from other countries IN MODERATION, but lately, the Southport library especially is starting to feel like an immigration service. Between English classes, the immigrants who are often roaming around in the parking lot, and all kinds of cultural workshops, I'm starting to wonder if we've lost the focus of what a library is. Question #13 above is perfect example of this.
The library holdings are impressive but I do not go to it because I am unwelcome. It is only for homeless people with nowhere to go. They don't care about the library materials and services. They only sleep and party.
The library is full of homeless people with piles of stuff, food, cursing, music, and movies. It isn't comfortable or safe.
I'm longing for a coffee shop/"third space" feeling at our local library branch.
Love our library and the services it offers. Convenient location, small size, ease of access. We have also enjoyed the experience of going to the main library downtown (I LOVE the building!, the history, the size); kids could spend hours there, but several times recently, they've been approached inside by a strange person (one time library staff kindly asked the man not to loiter in the kids books section), so, sadly, we have stopped going to this location.
There is a lot of woke ideology weaved into this survey. I would challenge the Library Board to focus on the basics... LITERACY. Spend your tax dollars on programs that enhance reading, writing, and speaking ENGLISH. I can't tell you how many people I come across who can barely form a complete sentence or express a thought... either written or spoken. It's tragic.

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The Library has tons of potential to become a defacto world-class amenity in the communities it serves. To do this, IMCPL needs to focus it's services, focus on quality, focus on fostering a high-minded atmosphere in and around the facilities. The Library is not a make-work program, not a social service provider or intake center. It is a place that strives to create the right physical and social atmosphere (bright, clean, inclusive, militantly intolerant of inappropriate behavior) so that it becomes a place known for upholding high standards. This may alienate some individuals and groups. Striving to model the best of humanity should be a goal, and sometimes that means ushering individuals to other service providers so that the atmosphere of "world-class library" is maintained. Again, it's a place of aspiration, exploration, advancement...not a rests stop on a highway of mediocrity. The Library can not and should not be all things to all people. It is not a place of radical inclusivity, of meeting people where they are, it is a tool for people that have a focused goal. No, our society and indeed our City does not do enough to be inclusive of marginalized and poor people. However, the Library should be a place of dignity for all *that choose to embrace dignity in their own lives.* The facilities have an important role to play in providing a venue for people who are motivated, not people who are slouching along. Harsh, perhaps but we already have enough places in Indy that aspire only to mediocrity. They Library needs to inspire greatness by being great *and* redirecting folks that need services the Library doesn't provide. As an aside, what does the condition of many Indy Parks' bathrooms say about how Indy Parks feels about its patrons? Not much of you ask me. Inspire greatness by being great. The Library should figure out what it wants to be great at. Board or committee may not have the will or vision to define what greatness is unfortunately. Be laser focused and do the hard work and take the heat. Be very thoughtful and very clear in framing and carrying out your mission. The Library is currently too sloppy.

We love our local library and consider it our biggest helper in homeschooling our children! Very rarely does the library not have a book we need and we consistently have over 100 checked-out books in our home. We also love the creative programs/classes offered but the don't often fit into our schedule unfortunately.

I love the library

I have children and we LOVE the library and its resources. We use Libby all the time as well. My only recommendation would be to enlarge the Franklin Road kid play area! Thanks for all you do!!

I really only use the library as an affordable source of books, so don't lose sight of collection development while working on other initiatives.

Love the library, love the idea of free access to knowledge, partnerships between traditional public schools and public libraries can only help a community to thrive

I love the library's services but feel they could be better marketed or promoted within the community. I personally would love to see a library app.

Please keep LGBTQ or any material regarding sexuality out of the childrens section. It is very inappropriate to have books about sexuality where children pick out their books. Please find a more appropriate section for them.

Good step that there are no fines.

Thank you to the library for continuing to be a powerful force for diversity and freedom. Please stand strong against the censorship movement we are seeing across the nation. Thank you for being a safety net for our most vulnerable populations. A special thank you to the teams that organize the concerts at the library, the graphic novel book club, and the Ft Ben neurodiversity certification. Our family is very thankful to have such a wonderful library system. And we always receive excellent service from library staff—thank you!

A newsletter for the local patrons to keep updated about the local branch.

I love my library but I wish the book collection included more books that were shorter! I don't always have the time or attention to read a 400 page book. Having novellas and short story collections makes reading more enjoyable.

Access to and celebration of all kinds of stories/topics at the library, especially ones some groups are trying to ban, is SO appreciated and valued.

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I reiterate: your understanding of disability needs appears, on the surface, insufficient to even develop appropriate questions. Please dig deeper. ALSO: as an elder with aging in place challenges, I believe the library could and should add this population's needs to its interests in establishing a broader, inclusive environment. For example, the Irvington Branch used to have lots of programming for the community springing from local events and interests, but no longer does so. These kinds of events are great for elders as well as younger people. Crafting circles are wonderful for that, so are even book clubs - all gone away. The conference room could host weekly chair exercises, perhaps in collaboration with Silver Sneakers. Why aren't their workshops on understanding Medicare? It's REALLY complicated. That could be in collaboration with SHIPS.
I love the library! Recently I've started going more and getting more involved. I love the programs offered and the events. I want to see more workshops for any and all ages. I attended a "teen" bookbinding event (despite being in my 20s) and it was so cool! I want more of those!
This survey seems to be haphazardly constructed
I'm happy to be contacted if you need more info regarding my answers nichole.naprstek@gmail.com
The public library system is a gem! This survey highlights, though, a problem in our age - organizations trying to be all things to all people. Be a public library alone!
Central has the reputation of not being family friendly and general rules for respecting others need to be enforced
N/A
I feel the library does a great job with the variety of programming offered. There's always a program we can attend. Also kudos to the library staff who assist people who need help with printing, saving, or completing forms for their personal use. I've seen them be so kind and patience.
NA
Essential Library services include: Ask-a-Librarian; providing a safe physical space for youth; Adult literacy programs.

Thanks for asking
.
I love the library and promote it often because many adults are not aware of all the digital resources available.
I think libraries are great community resources. I believe we should find ways of improving them and not discarding them.
Partner with schools to reopen their libraries- there are a few that don't have a functioning library or staff to run the space.
Partner with schools to have classroom to have field trips to their local library. There are students that have never been and don't understand how they work and the information provided.
None
I don't want the library to become an institution that tries to fix social problems. It should be a source of information and a resource where someone might go to find out more info but I don't think that it is the library's role to actually provide the actual services. I would like to see more promotion of everything you have to offer currently. People still don't know you can get into the consumer reports website for free! I am sure there are so many things that are available that are never accessed by 90% of the patrons. You need to promote what you have before adding a ton of new services. It is overload!
This form is a sham. Stop asking for community feedback if you're not going to follow it.
I would like to see the library update its collection more often. I mainly stopped going there because DVDs and CDs are so scratched up because they are unplayable, and the titles I want are not in stock. I often buy the books I want to try because I can't check them out at the library.
I quit going to Central Library because of the emphasis on black/lbgta everywhere. When we walked in my son said Gee I thought this was supposed to be for everyone. The art collections in the front have also become dismal. Nice building though. Someone must have a lot of hate for white people.

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I'd like more events/content at the Spades Park branch.
Hosting or sponsoring workshops for Medicare or healthcare enrollment.
The library is kind of scary for people who haven't been since they were kids. Its overwhelming
I love the library system in Indianapolis. You all do a great job.
Love the online library access.
I love the library, but as an older, comfortably off white woman, I am not the best person to answer these questions. I would be happy to support whatever the younger and more diverse people think would be best. As long as the library continues to offer books - print as well as ebooks!
Compared to other major city libraries, Indianapolis is severely lacking in non-literature check-outs, such as tool libraries or maker spaces, equipment, and passes to local museums. There are many people above the SNAP income level that still can't afford the cultural arts.
If there are opportunities for me to show my support for diverse collections/fight against the recent efforts to ban books, I'd like to hear about them
I used to take my children (ages 11 and 9) to Lawrence Library often, and we would check out 30 or more books at a time. They loved it! However, we stopped earlier this year because I received two letters in as many months saying I had returned a book that was damaged and I needed to pay for it. In both cases, the books were popular children's books that were already worn upon checkout, yet somehow the onus was on me to show they had not been damaged in my possession. I don't believe enough attention is put into making sure items are not damaged before they are reshelfed. This created a lot of anxiety for me, and it seemed my only solution was to stop checking out many books at once. I only check out a handful of books at a time now and carefully assess each one for damage before leaving the library with them. I don't think I should have to do this, and my children have been disappointed many times that we can no longer check out many books.

I really don't get why we can't have the modern services of libraries in the suburbs. I've been told that's "not our demographic" - what does that even mean, that Indianapolis citizens are too dumb to understand these tools/skills? Or we're too poor to use these skills? Are the smart people just supposed move out?
N/A
Ultimately, the individual must desire to "improve, inform and educate" themselves. I believe the Library is doing a pretty good job of providing materials and programs to assist in that. Always room for growth.
I have seen wonderful changes in the Indianapolis Metropolitan Library. I do believe some of the unserved and overworked communities would appreciate having a local library in their community. The library could offer opportunities for technology purposes and internet services.
I LOVE the library and use it often! From my perspective, you do a great job and I appreciate it!
N/A
I love our libraries - more people should use them!
Bring back the cafe
I love the library. I would like more arts and crafts classes.
We love our library staff at Glendale! The elementary age programming was so great across the branches through the summer, but now there is very little. I would love to see more homeschool programming and interesting workshops and experiences for kids throughout the week.
I love the Indianapolis libraries. If you're looking for inspiring to further improve, I recommend visiting the Greenwood, Indiana library. They are extraordinary!
I wish you didn't require answer to all questions. How do I know what the library's greatest challenges are?

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I wish the library had more than just books and DVDs. I've heard of libraries that have 3d printers, tool rentals, and video games rental. I feel like the libraries focus is on developing marketable profitable skills but I think it would achieve that goal better if libraries aimed to be a place for communities to have fun. For example don't just teach carpentry, but also let patrons borrow tools to work on their own projects they enjoy. Similarly events that allow the community to meet and mingle in a fun atmosphere would foster relationship that might be more impactful to a person career than any training session could be.

Perhaps the library should be thinking about the increase of the homeschooling population. There are so many stay at home parents/ homeschool parents who are looking for technology free programs and to teach their children that the library can be an enjoyable experience. Perhaps a way to teach all ages how to look for a book in the library or themed programs that feature the many books that can be checked out from the library.

Thanx for seeking input from our communities.

I really love the idea of intergenerational gatherings of any type. There is a lot of ageism going on right now.

Offer some workshops on searching genealogy/family histories, working with the various ancestry software.

I have always loved going to the library, taking my children, and now taking my grandchildren.

This survey contains many undefined terms, e.g., "diverse communities," "underserved populations," and "digital resources." Moreover, it is sadly indicative of the library's current direction that none of the 16 questions contains the word "book."

The debacle of the CEO transition in recent years could have been handled better. Please listen to your employees and to the community when they warn of injustice.

I would love to participate in more workshops, events, and volunteer opportunities at my local branch (West Perry) or even nearby branches, but I work full time and most events are held between 10-5pm M-F. I would love to see more library activities offered on evenings and weekends so working adults can still engage and participate with their local branches, instead of feeling like afterthoughts!

I cannot tell you the number of times my heart has broken when I see the program of my dreams pop up on an email - some new skill to learn or engaging activity to do - and it's for kids or teens. Consistently. I don't think I've attended a single library program in the two years I've had a card, and not because I don't want to! I check the newsletters every time they come and stay up to date on the offerings, desperately hoping that this time will be different, this time there will be something of interest... but all the interesting programs are for kids and teens. (Almost - there are a few interesting ones coming up I'm going to try to go to. A light in the darkness, truly.) I'm not alone in this - I have several friends who would probably come to library programs if there were anything like the teen programs (bookbinding, woodworking, D&D, etc) aimed at college-age kids available at my branch of the library (central).

None

Some women like me, mid 30's, married, no biological kids, step-mom, we feel overlooked, underappreciated, and very tired....can we have classes or events that help women feel empowered, and to remind ourselves we are still here....and not forgotten or overlooked.

Appreciate all that you do!

My selection of only three options in any of these categories was wholly arbitrary; the truth is I think that they all sound like things that ought to be done.

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Look, I think it's great that you want to expand the library's reach and make it more relevant. Better/longer hours would be a good first start. More new books and magazines on the shelves would be good too. Making libraries quiet again and a place to study or work would be nice. I miss hanging out in a library, but there's no point in browsing the stacks if all the books are outdated and there's no point in trying to work with all of the noise. I get more out of the library at my co-working space than I do IMCPL.

I know we live in a time where LGBTQ is prevalent and I understand you as an establishment cannot please everyone, but I stand firm in my convictions that it is not the library's place to feature and draw so much attention to this topic in the children's area. You have lost and will continue to lose patrons if this doesn't change. Not saying you have to remove every book (although I personally believe you should), but to have them so prevalent in the children's area is inappropriate. It is really the only sticking point I have with the library. I love coming and bringing my children. Thank you for taking the time to read this.

I do not use the physical library space much myself (though I am glad to have the printing option as a backup) but I am so very grateful for access through the Libby App. I think more people need to know about it.

Thank you.

I am generally very happy with the offerings and especially resistance to book-banners. But being disabled, I wish there were more on-line and ebook offerings so I didn't have to travel (or miss it when paratransit is late).

I need a better online experience, with ready access to our nation's vast resources actually accessible through libraries. I long for quiet libraries, where children did not run and scream. Staff has done me very well. I'm impressed with my Irvington staff. Staff downtown Central are very good -- among the clamor and disruption of its gymnasium atmosphere. Staff is okay. It's patrons that need training.

The library needs an update. New carpet and paint would help. Updated furniture would be nice. The library NEEDS quiet study rooms. A quiet study room would fit nicely where the treehouse is right now.