Appendix E

Staff Feedback

The Indianapolis Public Library 2024 Facility Assessment Plan • March 2024

The INDIANAPOLIS PUBLIC Library

Appendix E

Staff Survey Responses • Beech Grove Branch

Q1. What are the hot spots in your building? Where do people spend the most time?

- Adult computers **x6**
- Area around service desk **x2**
- Printer/copier area
- Adult books
- Browsing the shelves
- Children's area (browsing, playing games, coloring, etc.)

Q2. What types of spaces would be the most helpful for serving adults?

- More study rooms **x3**
- Only if study rooms can be seen/monitored by staff **x2**
- More computer classes/actually using the training lab **x2**
- Adult section for DVD and books (which we currently have)

Q3. What types of spaces would be the most helpful for serving teens/young adults?

- We have a good teen area now **x2**
- Areas where the noise they create does not echo through the entire building
- Giving them a space to hang out that's more than just two chairs and books, like adding puzzles or small board games
- Dedicated teen section (which we currently have)

Q4. What types of spaces would be the most helpful for serving children?

- None, we already have a great space for them **x2**
- More children's computers
- We have a lot of spaces for children and families
- Heating in the children's area needs to be updated. Sometimes the program room is very cold or very hot to the point of discomfort

Q5. Is there anything about your location that you think would make it more usable or useful?

- Good as is **x3**
- Entryways are awkward, no door openers, all guests must funnel through one narrow RFID gateway to enter the library which creates traffic bottlenecks and obstacles to entry **x3**
- HVAC needs to be replaced **x2**
- Restrooms are too small
- Signage
- Camera coverage is minimal. Cameras need to be added upstairs, downstairs and expanded on the main level.
- More use of resources upstairs

Q6. Is there anything about/within your building that is considered "sacred" to the community and should be preserved?

- The entire building
- This entire building is the cumulative effort of decades of Beech Grove library patrons and community leaders. Due to staffing shortages, we have barely scratched the surface of what is possible in this space. Much of the building remains closed to the public most of the time, when it could actually be used - like the fully-functional tech lab that sits deserted instead of providing workshops and classes for the south side.
- Not sure
- The train car in the children's area
- The quilt
- Our local history room on the second floor which is maintained by the Beech Grove Historical Society

Q7. What types of spaces or furnishings does your building not have enough of for patrons?

- Study and meeting rooms
- Public restrooms are tiny and ugly and hard to find. They are not really very accessible for patrons with mobility challenges. They do not function well, have no ventilation, are drab and featureless, feel dirty even after cleaning, and are generally a sharp contrast to the rest of the building which is mostly nice.

Q8. Do you have the correct number of study rooms for the demand you receive? Are the study rooms in a good location?

- No, not enough **x3**
- No, and no. They are small, there are only 2, they are located far from the desk and are not visible to staff. **x3** (An alien spacecraft could land there and we would never know.)
- Study rooms need to be expanded and relocated **x2**
- Yes, we have the correct number for our demand
- Study rooms are not immediately visible when a patron comes in the door from the lobby, but we have a lot of people who use the rooms

Q9. Which parts of the collection do visitors request/use the most?

- Adult fiction **x5**
- DVD's **x5**
- Mysteries **x2**
- Picture books **x2**
- Juvenile fiction **x2**
- Teen fiction
- Computers
- Graphic novels

Q10. Do you think collections are easy to browse in the current layout? Can visitors easily find what they are looking for? What could be improved?

- This is currently well organized **x5**
- Signage. Collections are easy to browse once people get to the area they are interested in, but we need more signage directing them to the right areas. **x2**
- If we had more shelf space, the bottom shelves would not need to be used. It is difficult for adults to see what is on the bottom shelves
- Yes, collections are well-maintained and well-organized but overhead signage would help a lot. We have no official signage anywhere and patrons have to rely on typed and printed signs created by staff.

Q11. What works well in terms of display/ merchandising collections? What could use improvement?

- The glass display cases are wonderful and well used
- Merchandising is fine. We have lots of display shelving and features. Lots of displays. So many displays. Everything is displayed well.

- Themed/more involved displays work really well, especially in the teen area
- Have a good amount of display space now
- We have several display shelves and tables that we switch out regularly. I often see people looking at displays and taking things off the displays to check out. I have occasionally had people ask if we sell tote bags, which we do not at our branch.

Q12. How has the use of digital collections impacted the use of physical collections?

- Not sure **x2**
- Physical circulation remains robust even as more patrons seem to be adding Libby to their devices/use both **x2**
- Unknown. I do not have access to the kinds of data that would help to answer this question.
- Patrons seem to use everything.
- Not very many people check out CDs anymore
- We still have lots of people who come in for a print book and I often get the comment from patrons "I just want to read while holding the paper book".

Q13. Which features are important to have in a service desk? (i.e., size, mobility, height, views, etc.)

- Easy access to outlets and network points without cords draped everywhere **x2**
- Having full view of the building **x2**
- Mobility
- Barriers to entry by unauthorized people
- Large enough for multiple staff to be on desk
- Comfortable chairs and just a warmer space
- Signage
- More staff stations

- If RFID gates were elsewhere, then both sides of desk could be used
- I wish our desks would raise up so if we wish to stand to help patrons

Q14. Which types of technology do visitors request access to the most?

- Computers **x5**
- Printing/Copy **x3**
- Mobile printing (fortunately, we have that) **x2**
- Fax

Q15. Is there a type of program that you would like to offer but currently do not?

- No **x2**
- N/A
- We offer countless programs of all shapes and sizes. Programming is the tail that wags the dog here. We are considering offering fewer programs with less variety in an attempt to lock in on the programs that the community truly values and shows up for.
- PDA children's programming is great and well-attended, storytime is strong, adult book club is strong, food programs generally do well, and anything beyond that is hit or miss.
- Game nights for teens
- Mobile blood drive

Q16. Are there other materials or services that you wish you could offer but are currently unavailable at your location?

- Not at this time **x2**
- Move the self-checks off the service desk to free-standing islands so we can add another staffed service point.
- This is a big one - Redesign and relocate the RFID gates so hundreds of visitors a day do not have to funnel through one narrow

Staff Survey Responses • Beech Grove Branch

gateway while I keep large, beautiful French doors (that are right there!) closed and locked to the bewilderment of the patrons passing like cattle through a chute one at a time. This is a huge issue that I have raised over and over again for years and nothing has ever been done and everyone acts like this is the first they have ever heard of it.
- The books they show on the Kindle or Amazon only, wish we could get some of those books.

Q17. Do you have any security concerns related to the library building in which you work?

- No **x2**
- Yes. A small handful of staff have to monitor a huge space. There are some good sightlines, but also some completely invisible areas. Staff cannot see entry/exit points. Staff cannot monitor restrooms. Staff cannot see study rooms. Staff cannot see into far back corner behind study rooms. Staff cannot see or monitor downstairs and Community Room. Staff cannot properly monitor upstairs. In fact, staff are busy at the desk and cannot really monitor anything and patrons can kind of sense that.
- Staff are all confined to the service desk with no extra people and no security staff and incomplete camera coverage and are usually outnumbered by the patrons at an extreme ratio that leaves very little backup if something happens.
- There is only one way in and out of the service desk
- Need more camera coverage

Q18. Is there anything about your library site that is a hindrance to visitors? (i.e., parking, availability of drive-up services, drainage, etc.)

- No **x2** (the branch has very easy access)
- Need better ADA accessibility on both doors **x3**
- Entry points are challenging and not equipped with auto door open. Patrons must physically grasp a handle and pull the door towards themselves. Upon entry, patrons find themselves in a featureless lobby area with no signage or arrows or hint as to what to do next. First time visitors are usually at a complete loss.
- It would be nice to have a few automatic doors that handicap patrons or families with strollers could push a button to open. We have ramps and elevators but the doors aren't easily opened for them
- Parking **x2**
- The parking lot we share with the school is adequate in size, our issue is that the school pick up line when school is being released has to snake through the entire parking lot and restricts easy access for a time each school day.

Q19. Which user group(s) do you feel are under-served by the library (if none, reply "none")?

- None **x7**
- We have a very diverse patron group by age, race, interests, income level, etc.

Q20. How can the library solidify its role as a community destination?

- Provide displays of community events
- Advertise more to locals. **x2** (Telling people already in the library or on our mailing list is

great, but this does not reach people who are not already card-holders that use the library. We have no solid plan for attracting NEW visitors to the library.)
- More staff to better accommodate more use of all 3 floors
- No idea

Q21. Any additional comments/suggestions?

- I am proud of our library and the staff we have
- I am always available to discuss more in depth. Some of these concerns seem to be the kind that could be addressed pretty easily so while it is frustrating to continually bring up some of the same things for like, a really long time now, I welcome the opportunity to raise them once again. Thank you!
- None
- To use the upstairs more. Maybe relocate History room downstairs and create a quiet reading room/ computer use area. Would need more staff to accommodate.

How do visitors arrive at your library?
Public Transportation.......................25% or less
Personal Vehicle ....25% or less
Walk or Ride a Bike...................... 50% or more

Q1. What are the hot spots in your building? Where do people spend the most time?

- Computers **x10**
- Fourth floor **x6**
- Sixth floor **x2**
- Public tables **x2**
- Computer lab on first floor **x2**
- Study rooms – Used for gathering or focusing/studying
- Leather chairs in the public spaces
- All over
- Green screen area
- Graphics novels on the third floor
- Most families spend time on 2E
- Fifth floor seating area
- Many people come and spend the day at a computer or table
- Computers on 4th, 5th, and 6th floors
- Floors 3-6

Q2. What types of spaces would be the most helpful for serving adults?

- More study rooms **x4**
- Coffee shop/area to eat inside of the library **x4**
- Quiet spaces for doing work, reading, research **x4**
- Co-working spaces (studying, researching, small collaborative meetings, etc) **x3**
- Comfortable areas with lots of plugs and USB ports **x3**

- Tables **x2**
- Gathering spaces so friend groups can socialize and play board games
- Comfortable theater style seating space between the meeting room and auditorium
- Business center with all-in-one machine
  » Printing and faxing
  » Tax forms
- Easy-to-clean furniture
- Computer lab
- Lighted tables
- Much more homeless outrach/help
- Computers
- Meetings spaces (small and larger) with built-in smart screens, projectors, speakers, etc.
- Social work office for people meeting with social worker/interns to go and get help,
- Each floor is large enough it could have its own quiet space instead of designating all of 6 as the quiet floor. One end of each floor could be designated for quiet space (whichever is furthest from the PACs.
- Digital and media literacy

Q3. What types of spaces would be the most helpful for serving teens/young adults?

- Safe spaces for youth and adults that is separate so they can hangout independently **x5**
- Set up a gaming area wiht actual game consoles and such **x2**
- Study rooms **x2**
- A tech area with new and engaging technology and where there could be computer programs, too. **x2**
- Space where they can focus, study and read

- Same as adults, with comfortable seating and plenty of plugs
- Space now is awesome!
- Collaborative spaces for coffee and conversation
- Easy-to-clean furniture
- Welcoming and comfortable
- Easy to find with signs directing teens
- Clear line of sight for staff to observe activities
- Put comics in there
- Put some actual old-time pinball or arcade games. Have the history of it all.
- Table seating
- Teen restrooms
- An engaging teen space with a dedicated teen librarian in that space during peak teen visiting times
- A room for them to be louder in for games, projects, hanging out so as not to disrupt or disturb others who are browsing or studying/needing quiet space
- Digital and media literacy

Q4. What types of spaces would be the most helpful for serving children?

- Play area with toys, washing station and storage **x5**
- Durable and wipe-able areas **x2**
- The Learning Curve remodel **x2** (Space will be awesome after the remodel!)
- Interactive toy areas **x2**
- Enclosed children's area for safety reasons (to keep them from running to escalators and into elevators, to keep them safely confined in the children's area with guardians and make it harder for them to just wander off) **x2**

Appendix E

Staff Survey Responses • Central Library

- Building design is too large to efficiently staff safely at current staff levels. Need to find ways to have areas where staff is not actively needed (i.e., stacks where there is limited seating/hangout spots)
- Design in an efficient way where patrons are observed with the limited amount of staff
- Clean restrooms and diaper changing stations
- Cart/locker to hold their items (for adults)
- Welcoming, comfortable and engaging
- Reading circles
- Nursing room
- Kid-specific computers
- More open floor plan
- More play area. A slide somewhere inside like the Children's Museum does. Maybe a climbing area.
- Green screen area
- Kids restrooms
- Enclosed play space with age appropriate toys, games, gadgets, art supplies where programs can also be held (one for baby/preschool, one for early childhood, one for middle school age)
- A small cafeteria/snack place to keep food and drinks confined to (not to sell food unless you want to add vending machines). This is for the supervised visitors who spend all day, kids coming after school needing a place to have their snack in a safe place, or families who have kids who need a snack after storytime.
- Safe spaces, doors in all children's areas, adults who are not searching for material be asked to leave children's area. We have had many instances of patrons following or filming children

Q5. Is there anything about your location that you think would make it more usable or useful?

- Ongoing issues with elevators and escalators are troublesome to patrons **x4**
- The Curve remodel **x2**
- Better configured staff space. The layout does not allow for effective department work and space is wasted that could be used for storage
- In public areas, there is a lot of seating and patrons want to sit at adjacent tables and chairs unless they are in groups. Getting away with less seating will allow for more privacy
- An author space that is reservable by groups need a presentation space, performance, area for local authors their own book signing and reading with limited staff oversight
- Meeting/study room that can be configured to a multipurpose room and gathering space
- Accessible USB ports and outlets available without have to open a floor port
- Balancing needs of the community is important like:
  » More seating and tables in the adult section near the reference desk
  » Some adults are reluctant to not be near the staff on some floors because it does not feel safe to them
  » Too many soft chairs that adults camp out in and sleep in
- Escalator access is a concern with wondering children – they think it is an attraction
- Poor visibility on floor which leads to poor behavior and bad situations
- I love Central library! I think it would be nice if each floor had a designated quiet area.

- I also think the shelving available in the Cret could be used more effectively. There are lots of empty/sparse shelves while other collections are so jam packed.
- The book drop on 9th street is also very difficult for staff especially to use and could be more easily identified by patrons. If we had a little house like Glendale with those nice plastic roller bins they have, that would be very helpful. And get rid of the other book drop units that are not and will never again be used.
- I wish there was a restroom on the second floor closer to the St. Clair street entrance.
- Plenty of room to add things at Central. A small license branch or some other health services.
- Lots of space
- More staff roaming children's area to ensure it's safe
- Self checkout kiosk on each floor
- Clean/purified air throughout the building
- Creating a safe atmosphere for patrons and staff

Q6. Is there anything about/within your building that is considered "sacred" to the community and should be preserved?

- The Cret – the classic building and reading room experience **x7**
- CBLC in general **x4**
- The Indianapolis Room **x2**
- Diversity of usable meeting rooms
- Large technology access footprint
- Openness of the Atrium
- Collections
- Study rooms
- ISCR
- Booth Tarkington inspired mural on 6th floor
- The book arch!

- The idea that the library is a safe and welcoming place to be.
- The high ceiling in the atrium
- The Simon reading room space
- No

Q7. What types of spaces or furnishings does your building not have enough of for patrons?

- Study rooms **x3**
- Charging stations with cords **x3**
  » Easy access to phone charging stations
  » Plugs that fit Mac chargers (tables do not fit these chargers because of the lip of the lamp)
- Comfortable chairs in the adult areas **x2**
- Space for adults to make and create independently
- More technology programming spaces where STEAM or tech programs can be presented
- Community spaces to allow for larger groups to meet without a large fee
- Rooms for meeting and studying
- Best furniture is in the Children's and Teen's space
- Better seating options for adults would be beneficial
  » New furniture should have clean and cleaning products in mind
- Adult floors should have outlets by all public computers to allow charging devices
- Automatic hand sanitizer
- Automatic paper towel dispenser in the public restrooms
- Bathrooms for children that feel safe

Q8. Do you have the correct number of study rooms for the demand you receive? Are the study rooms in a good location?

- There are usually enough, but can become limited at peak times **x7**
- Could always use more **x6**
- The locations or poorly placed
- We do not have enough and they are too large. Most of our rooms are used by 1 person at a time so they could be much smaller.
- Soon to be moved
- Staff needs a meeting room and it is not easy to manage here
- Yes and no, it will be good for study rooms to be on second floor. I feel like it's a space that we will never have "enough" of, if that makes sense. It's good to only have a few on four.
- They are convenient on the 4th floor but a little invasive of children's privacy on the 3rd floor

Q9. Which parts of the collection do visitors request/use the most?

- Adult fiction **x10**
- Cookbooks **x4**
- Specialized collection (ISCR, CBLC and Microfilm) **x4**
- Sightseeing/travel **x3**
- J graphic novels and fiction **x2**
- Graphic novels (Manga and Teen) **x2**
- Juvenile picture books **x2**
- DVDs/CDs **x2**
- Adult nonfiction
- Children's materials
- Crafting books
- Legal/small business support
- Graphic novels

- Picture books
- Children's fiction
- Medical
- Music scores

Q10. Do you think collections are easy to browse in the current layout? Can visitors easily find what they are looking for? What could be improved?

- Yes **x8**
- A staff member needs to explain where the specialized collections are since they are challenge to find
- No; the way the shelves wrap make it difficult to find the next letter.
- Patrons are confused on the Dewey Decimal system. Once they are in the right area, they can find things, but knowing what the call number is, often requires a staff member
- Non English patrons have a difficult time since all signage is in English.
- Need wayfinding signage to get to different areas of the building and collections. They need to know where they are heading and where to go when they reach the "end" of a set of shelves
  » Signage hanging from the ceilings at the top of the escalators
- Patrons need to know the terms "Reference book" mean, or be comfortable enough to ask and realize they're incorrect because no signage explains the definition
- This is a large space and staff help patrons navigate this branch
- No, this will be looked at it in the renovation
- I really think all of general fiction and mystery need to be on the 6 floor West side, and Urban/Large type/Sci-fi could be on 6 floor

Appendix E
Staff Survey Responses • Central Library

East. Though, I think audiobooks and sci-fi are flexible in location.
- The layout in the CBLC is very difficult for patrons to use. I almost always have to take them in there to help them find what they are looking for if I'm working in the atrium. I think if part of the Cret balcony was used for CBLC it would help a lot.
- The children's shelves should be taller so spines can be seen
- An updated building guide in elevators that patrons can grab and take that tells what is on each floor and map of the layout. Include highlighted entrance/exits because we get that question a lot from patrons (how do I get out of here, where is St. Clair? Where is front entrance? How do I get to parking garage). Update signage in and around the building. Some still say Indy Reads is located here.
- Yes, for the most part. Biographies is in a weird space. Patrons expect it to be on 6th floor after nonfiction, but it's in a separate space on the 2nd floor.
- Yes. Although, placement of materials in multiple locations can be confusing when patrons seek to locate a specific item.

Q11. What works well in terms of display/merchandising collections? What could use improvement?

- Additional displays are always good **x2**
- Displays aren't visually engaging and there is limited consistency in if it is just random books or if it is newer books or a specialized curated display
- The rolling displays are well labeled, diverse, and eye-catching.
- Some of the display cases seem out of the way or are left empty. Maybe we need less?
- Not used well for discovering new reads
- The carts are very nice
- Curating the collection takes time that staff does not have since it is a large building
- Central is the catch all for everything, collection needs never-ceasing vigilance and attention
- Atrium displays are popular, sometimes sixth and fifth floor wooden carts are popular. Display cases are better for certain topics and not as regular book displays. Can be cumbersome to check out books from there.
- Love our display cases and chrome carts
- Digital signage (8 x 11 or 11 x 17) within the display cases that can be updated by Staff to highlight upcoming exhibits or programs.
- The glass boxes are not very useful for display since the materials are not easily accessed by patrons and they take up a lot of space. Something mounted to the wall might be better where patrons could interact with the materials being displayed.
- Taller shelves for kids books
- The Cret or Simon Reading Room could use a little help I think. It used to make sense how it was organized out there and it's sort of confusing now. Maybe that space could be used differently? Perhaps instead of books, make additional art gallery type space on the walls. We get a lot of inquiries from artists wanting to display their work. The books on display could be displayed in the tower and the tower could have updated marketplaces installed similar to what branches have.

Q12. How has the use of digital collections impacted the use of physical collections?

- Need to reduce music CDs **x3**
- Physical collections are still popular since many books are still not a digitally available, or cannot get digit do to license restrictions.
  » Families like having physical collections
- Divide of "physical books only" and "willing to do both"
- Graphic novels, image heavy books are still more popular as a physical collection
- Patrons are familiar with Libby
- Patrons still check out DVDs
- Patrons don't check out as many DVDs
- Patrons old and young who come into the branch prefer physical collections
- E-resources get heavy use, but when staff offers them to those present (i.e., if there is no paper copy but have an e-book copy) they often decline and say they want a physical copy
- Some physical books are less likely to be checked out, but I still think people gravitate towards popular collections, and less common items like car manuals.
- Microfilm machines are rarely used
- I create QR codes for Digital Indy content and include them along with a relevant display
- I think some people are making the switch to digital collections easily. It's nice to have the option if a patron wants a certain item that is checked out we can offer it in several formats. It may not be their preferred format but they also might discover that digital isn't so bad after all! The biggest collection I hear the most griping about is the CDs being discontinued.

- It has driven up ILL use, some people don't want digital
- It has not

Q13. Which features are important to have in a service desk? (i.e., size, mobility, height, views, etc.)

- Views across the library **x10**
  » Monitoring patrons throughout their stay since they tend to stick around for some time
- Diversity of the desk to serve both staff and patrons with adjustable heights and options for sitting, standing and wheelchair accessibility **x8**
- Good storage for supplies **x2**
- Clear separation/barrier from patrons **x2**
- Configurable and modular
- Large desk so there is room to work on things while at the desk
- Needs to be adaptable to future needs instead of being customized for that time of build
- Customer service facing view, being able to greet patrons as they walk in, and not for safety reason unlike a store or other service industries.
- Fixing the issues in Children's
- Copies of schedules and public calendars
- Mobility for colleagues that might be in wheelchairs, etc…
- Face-out monitors for patrons
- Plastic shield to protect me against virus droplets
- I find a lot of our desks are too high for the chairs so if you're sitting at the desk it's hard to see out and over the computers. I would prefer the chairs to be a little higher or the desks to be a little lower for that reason.

- I DETEST the plexiglass barriers. It's difficult for some patrons to hear, it's hard to pass materials through, etc.
- Sometimes in the atrium the sun coming through the windows reflected off the main tower is BLINDING. I love the light and the sun but when it's directly in your eye it's very difficult to help patrons.
- I do not use one, but I would think views, access to work related tools, and a safe place to fall back in an emergency would be important.
- Enclosed in a way that patrons cannot come behind the desk or up behind staff working
- Panic buttons (would be nice if there was also a security chat on teams where staff at a desk could message security or building systems about concerns/potential incidents in the making so they don't have to call on their vocera/walkie, or step away from desk to not be overheard, this could also alert others in the building to be on the look out for whoever is causing a concern to make sure if they move to another floor that people are aware and prepared).

Q14. Which types of technology do visitors request access to the most?

- Computers **x8**
- Printing/faxing/scanning **x7**
- Video-conference technology spaces
- More private technology spaces such as public PCs on their own tables instead of in a row
- Cricut machines and robotic kit technology spaces without it being too crowded
- Makerspace tech – laser cutters, 3D printing, crafting tech, book making machines, etc.

Patrons see a sign and want this equipment but it is usually unavailable
  » Printing forms (i.e., change to child custody)
- Patrons would like listening/viewing stations using library media in-house
- Catalog computers
- Access to WiFi
- Cell phone chargers
- Flash drives
- Someone mentioned that a self-guiding Central Library Audio Tour device (in different languages) would be a nice feature.
- Patrons often ask at the media desk (3 West) if we have DVD players or even CD players that they can rent. It would be nice to have listening stations. I don't think movie viewing stations would be good but listening stations would be cool.
- Help with email

Q15. Is there a type of program that you would like to offer but currently do not?

- No **x2**
- Long-term career development
- Workforce training
- Makerspace Tech
- Coding/IT
- Computer repair
- Performance arts
- Citizenship classes
- Toastmaster or similar speaking personal skills
- Exercise and fitness programs
- Art and creative classes
- Cooking would be great to have a demonstration kitchen space in the system
- Library of things if there was an easy way to wash things commercially
- Northing that is being stymied by the facility

Appendix E

Staff Survey Responses • Central Library

- PJ story time
- More book clubs
- Sometimes, but that is due more to staffing capacity that we cannot do them
- More digital literacy and media literacy programs
- We need to provide more for patrons who use the library

Q16. Are there other materials or services that you wish you could offer but are currently unavailable at your location?

- Library of things, especially if it could be accessed via lockers **x3**
  » Tools, kitchen items and musical instruments
  » I like the idea of having "things" patrons can take home and use. Be it a tablet, or a blender. Probably not easy to accomplish.
- Makerspace materials
- 3D printing
- Better co-working space for groups
- Easier access and reserve spaces for larger groups (i.e., pre-setup teaching space that staff does not have to further setup with each use). Have these spaces be free or minimally priced for the community
- Language line so staff members can help answer questions for customers who are ELL, it could help explain what is here
- Printing is a consistent issue. Would be great to be able to tell patrons with children what sites for resumes, or if they should not even try unless they head to the lab
- No **x2**
- A partner space that local partners can do some office hours at (I've been seeing where some medical staff/nurses are doing this at some libraries now)

- A real maker's space or office space for those working from home.
- A dedicated space for those working on creating a business would be a great addition. We already have a series related to business. It makes sense to expand that for patrons.

Q17. Do you have any security concerns related to the library building in which you work?

- Patrons violate the behavior policy by smoking, drinking, and using inappropriate language. Since this is usually out of sight it is not addressed and continues to happen **x3**
- We have good security teams **x2**
- This is a large building with a limited line of sight making it feel unsafe working on a for by yourself
- Multiple women have reported being sexually harassed, flashed or assaulted in areas that staff are unable to see
- Difficult to get around, especially if an elevator or escalator are down. This makes it difficult to get to a space without setting off a stairway alarm
- Facility cameras give images that are blurry and pixelated that they are not useful that staff is trying to identify
- Most of the seating needs to be move to provide a better line of site
- Bathrooms constantly and issue
- There should be a security station on each floor near the escalator/elevator
  » A guard does not need to sit here the whole time, just between rotations of the library instead of a random stop
- Sense of safety which is being worked on with new security guards.

- Definitely. Long aisles far from the desk. Patrons drink, sleep, fight, etc. Too many blind spots
- I'd like to know whether installing a (another?) signal amplifier on P2 would effectively increase Wifi signal strength and solve the problem of inadequate signal coverage for staff and patrons. Currently, I can't get a Wifi signal on P2. If there's an emergency, I couldn't even call or text for help.
- Working in the atrium if there is an active shooter would be a death sentence. Otherwise I think Marcus has made a very positive impact and the new security team is doing a great job!
- I am still concerned about patrons going out the doors with items that have not been checked out (stealing them). I have suggested a few times that we have a small walkie talkie at the doors and the closest check-out desks so we can let the guards know if they need to send someone back to us or not. Either that or the guards could have some kind of monitor that shows the status of items passing through.
- I think there are a whole lot of safety concerns, especially at Central. I don't think it's taken seriously enough, and I think someone will end up serious injured before any meaningful changes are made.
- I think our current security arrangement is working well.
- Need more and better cameras
- Yes. Staff recommendations for how they are handled are not always equal. Some offenses don't seem to be taken very seriously while others are given a lot of attention. Not all staff have access to reports

which impacts staff safety if there is a known repeat offender by some staff but not by others.
- Yes
- Violence and drug use is becoming an everyday occurrence at Central. I think we need to have many meetings with Managers, Supervisors and Staff at Central to discuss this as we are on the front lines. Speak to those who actually deal with it on a daily basis. My concern is that it will become so bad patrons will not want to use the Central library if we do not do something right now. I am also concerned for the safety of staff here.
- The door on 9th street leading outside needs to be fixed. It is a safety issue.
- I would like to find options other than the escalators. I am not sure if this would work, but putting in ramps like they have at the Children's Museum would be so much better. We would not have the cost and time of repair for escalators, Ramps would also be safer. Not sure if this is even a possibility but wanted to ask.
- We need to have in-person drills for active shooters

Q18. Is there anything about your library site that is a hindrance to visitors? (i.e., parking, availability of drive-up services, drainage, etc.)

- Parking is an issue since patrons have to pay for the garage **x7**
  » Parents try to rush their children because they do not want to pay. This is a prime example of why patrons do not want to visit this branch

- Only vertical circulations is either a slow elevator or escalator (which are often out of service), need stairs **x4**
- Patrons with mobility issues **x3**
  » Tough time with the size of the building and do not offer any sort of scooters or mobility assistance
  » Who do not drive themselves to access the library. They need to know where to go, around the block to the back entrance. Signage is not helpful and it is a long distance
  » Have trouble accessing single use restrooms, especially if the elevator is down since there is only one elevator
- No **x2**
- Bathroom doors are heavy and large to maneuver
- Elevators/escalators not working
- Entrance and exit gates need attention, both for ease of use and safety. The entire station area was badly designed and needs a major overhaul.
- Public spaces can be overwhelming especially for patrons with neurodivergence and no sort of sensory or other specialized access hours are offered
- The elevator allows access to and from the garden or front street
- Nervous about driving downtown in general
- Outside conveyor does not work at book drop
- Not enough study rooms
- People hanging out in front of 9th street and St. Clair entrance. Not sure if this is a hindrance but it's definitely off-putting to staff (and I imagine patrons) to see people camping outside the windows where the

computer lab is, and using the restroom in the open right in front of those windows.
- The awful smells within the bathrooms, elevators, and other spaces can be noxious! Patrons deserve safe surroundings, clean air, and clean water. This is core to sustainability.

Q19. Which user group(s) do you feel are under-served by the library (if none, reply "none")?

- None **x5**
- Patrons with mobility needs **x2**
  » Especially if the elevator is down. Some of the spaces can ONLY to accessed by this elevator that is regularity broken down
- Spanish speakers
- Visually impaired
- Neurodivergent patrons that find noisier spaces overwhelming
- Young women do not feel safe in our building. I have been told that as the PIC.
- Seniors
- Teens
- Homeless patrons can always be better served
- Perhaps additional programming focused on elderly populations?

Q20. How can the library solidify its role as a community destination?

- Having a quality coffee shop available for patrons who would prefer not to leave the building a walk a block **x2**
- More outreach by central staff to local downtown groups and neighborhood associations to build relationships, invite groups to the library for programs/tours and to discover what resources we have. **x2**

Appendix E

Staff Survey Responses • Central Library

- Limit what is provided and focus on a few things at an exceptional level even if it mean there is less to offer. Have other branches offer different things
- Add additional programs as current scopes are mastered. Do not add so many that service is thin on them and patrons are disappointed and key demographics needs are not met
- Being great in key areas that meet patrons expectations, this will deepen our community connection and build returning patrons and will spread the word and bring others
- Make it easier for external groups to use our space and draw new patrons in
- Have signs in multiple languages to guide non English speaking patrons to books and resources
- Have it be more physically accessible
- Free parking
- Clean and safe branch
- Knowledgeable confident staff
- Be welcoming
- Our building does not feel safe. To patrons or staff
- If you want to help people, then resources must be at hand 24/7, not 10am-close.
- Keep doing what we are doing
- Promotion/advertising
- What we do now is working
- Clean up space outside lab area and fence it in for additional outdoor seating besides just the one garden space. This could also be a great place to put some garden boxes to plant some seed library plants in and enhance programming for seed library at CEN, in addition to marketing that CEN has the seed library

- Outreach to local businesses, schools (what do they need/want from us)
- Marketing to local businesses/schools about what we do offer (or marketing in general to all Marion County about what we can provide)
- More employees
- Continue to be willing to adapt to changes and grow with the community.
- Make it a safe place for patrons and staff

Q21. Any additional comments/suggestions?

- A lot hinges on staff capacity/the library is understaffed x2
- I work in PDA, which is not listed as a location at Central (mandatory question). It also impacts my perspective a bit, I encounter the public a bit, especially at programs, but don't work a public desk.
- Off topic – Staff restrooms are showing their age, the kitchen sink in the staff lounge is the same
- Think about adult space as the branch updates the children's area again. Adults wonder into the children's area for the plastic egg chairs and loungers. Adults want to sit in these space and leads to awkward conversations sometimes
- I think I covered it all. I love my job and Central Library! I think the work we all do is amazing and important and FUN and I appreciate you taking the time to get all of our input!
- I think maintenance is overlooked and will be a major problem in the future. I think basic repairs could be accomplished better in house. I think oversight is severely lacking for repair contractors and cleaning/security services.

- Who is responsible for the IndyPL Sustainability plan?

Staff Survey Responses • College Avenue Branch

How do visitors arrive at your library?
Public Transportation......................25% or less
Personal Vehicle .... 50% or more
Walk or Ride a Bike..........................25% or less

Q1. What are the hot spots in your building? Where do people spend the most time?

- Computer area **x7**
- Kids area **x5**
- Printer/copier
- Quiet room
- Tables in the adult area
- Various table areas around the library
- By the picture books

Q2. What types of spaces would be the most helpful for serving adults?

- Study rooms **x4**
- More seating **x2** - Study and small group seating
- More tables with outlets **x2**
- Quiet areas/niches **x2**
- More cozy sitting areas
- Powered furniture/charging stations
- Meeting rooms
- A dedicated quiet room that people can reserve ahead of time; some patrons often comment on our lack of reservable rooms that other branches have.

Q3. What types of spaces would be the most helpful for serving teens/young adults?

- Powered furniture **x2**
- Expanded teen area with more comfortable chairs and outlets to plug devices into.

Space would also be used as a homework/study area **x2**
- More cozy sitting areas
- Room for group projects (bigger tables)
- Study rooms
- Waiting area
- Social area
- The current one is pretty small compared to the amount of young adults that stop by after school.
- Open seating areas

Q4. What types of spaces would be the most helpful for serving children?

- Kids play area with seating for parents/where children can be observed **x2**
- Our children's area does a good job serving children's needs. **x2**
- A dedicated space with play area and the collection that is sectioned off from other areas with noise absorption **x2**
- Play space
- Space for multiple families, chairs, benches, play areas
- More separate from the computer stations

Q5. Is there anything about your location that you think would make it more usable or useful?

- None
- I notice parents like to socialize with other parents after Children's Storytime and other programs - a social area that would not disturb other patrons.
- More space would be helpful in making our branch usable. It sometimes gets pretty packed, especially after children's storytimes/programs.

- More space for collections (our circulation goes beyond our material capacity; more mobile display
- Clearly designated spaces for materials and patron types (adult, children, teen)
- I like that we have local art from Flava Fresh hung up -- it would be nice to have art displayed year-round.

Q6. Is there anything about/within your building that is considered "sacred" to the community and should be preserved?

- Fish tank **x6**
- Art display area for Flava Fresh exhibit (20 years and counting!) **x2**
- Hinkle ceiling line

Q7. What types of spaces or furnishings does your building not have enough of for patrons?

- Need more tables and chairs for patrons to use to study **x5**
- Study rooms **x2**
- Group study/meeting room **x2**
- Comfy seating for small groups
- Sitting areas
- Furniture that is easy to maneuver
- Shelving for the kids area
- More parking spaces for patrons
- Security cameras with better coverage of the parking lot

Q8. Do you have the correct number of study rooms for the demand you receive? Are the study rooms in a good location?

- There are NO study rooms and we need them **x7**
- This is an existing quiet room, which is in a good location but maybe this area can be divided into two sections **x2**

Appendix E
Staff Survey Responses • College Avenue Branch

- From feedback I've received from patrons they would like to have several individual quiet rooms to conduct their business instead of one that's shared.

Q9. Which parts of the collection do visitors request/use the most?

- Children's collections x3
- Adult fiction
- All of the collections are used fairly equally

Q10. Do you think collections are easy to browse in the current layout? Can visitors easily find what they are looking for? What could be improved?

- Current collections are easy to browse, and visitors can easily find what they're looking for x3
- The collections would be better served if they were placed in clearly dedicated areas where it's easy to tell where one collection ends and the next begins.
- Improving signage could be helpful
- An area to have a couple of easy chairs
- We do not need too many lower shelves it is harder to search for materials. Need extra shelves to expand collections
- Medium level easy
- Improve sight line to open play area from Reference desk, requires lower shelving for JZ, JE, JFiction
- Unfortunately the only way to improve the layout is to move into a bigger building or expand the current one. But for the space we have the displays are nice.

Q11. What works well in terms of display/merchandising collections? What could use improvement?

- The library is in need of more display areas x2
- We really don't have any space for display or merchandising x2
- Out-facing library materials work well
- Bulletin boards needs to be in a better location
- Need extra shelves to expand collections to be able to merchandise collections
- Our display area next to the front doors works well in communicating the programs that we offer for kids. I think we can do better in creating a display area for adults.
- We need many portable display fixtures (mobile carts, etc). Would appreciate the ability to load our branch specific programs on our TV
- We have a lot of display shelves that make it easy to highlight different collections. I do wish we had more in-season displays or ones that are more thematic (compared to the first display you see at Glendale).

Q12. How has the use of digital collections impacted the use of physical collections?

- There hasn't been much difference x2
- Fewer CDs and DVDs on hold
- We get less magazines because the magazines are going online
- Maybe physical paperback romances are checked out less often
- Both collections seem to be used equally
- It's expanded access for many patrons to check out materials. Physical collections are still plentiful because many patrons still check out physical materials.

Q13. Which features are important to have in a service desk? (i.e., size, mobility, height, views, etc.)

- A desk where there are no blind spots to see patrons/view to see around whole branch x4
- Mobility x2
- Standing/sitting desk x2
- Have seating and desks that is ergonomic, not strained
- Chairs that are easy to move around and don't take up much space is a big need, since our circulation area is small as it is.
- Drawers
- Smaller foot print
- The ability to reconfigure easily.
- Plenty of space at work stations

Q14. Which types of technology do visitors request access to the most?

- Computers x3
- Printer/scanner/copier x3
- Faxing x2
- Hot spots
- Phone chargers
- Flash drives
- Mobile printing

Q15. Is there a type of program that you would like to offer but currently do not?

- Adult craft programs art-based clubs x2
- Our meeting rooms area very popular and frequently are too booked for our programming
- I think a computer literacy program would be beneficial here at College Avenue

Q16. Are there other materials or services that you wish you could offer but are currently unavailable at your location?

- Offer patrons free 10 copies per day with a library card when they use the computer.
- Being able to have a balance on a card
- Robots
- A monthly book club
- Homeschooling collection for homeschooled children

Q17. Do you have any security concerns related to the library building in which you work?

- Cannot see the two entrances or the restrooms form any of our service points/the long hallway **x3**
- Patrons sometimes don't always agree with library policies. (i.e. asking for photo ID with proof of address for safety purposes). They become upset.
- We have people that can sit watch us behind our circulation desk. I think it is a security issue
- Not particularly; there used to be issues with dealing suspended patrons but that has died down in recent months.
- Lack of security cameras in the parking lot

Q18. Is there anything about your library site that is a hindrance to visitors? (i.e., parking, availability of drive-up services, drainage, etc.)

- Lack of study and meeting rooms
- Echoing throughout the building
- Parking lot entrance off of College Avenue would be nice
- No

- Library footprint... we have circulation much greater than half of the "Regionals" but not the staffing or materials space
- Limited parking
- Lack of family restroom(s)

Q19. Which user group(s) do you feel are under-served by the library (if none, reply "none")?

- Teens **x3**
- None **x2**
- Homeless patrons

Q20. How can the library solidify its role as a community destination?

- Finding out what programs would best serve the community **x2** - Food, health, rides, etc
- More programming
- I believe that getting more space/ rearranging dedicated spots for particular needs can improve our role in the community.
- More live music groups - our patrons love those and already say we're as much as a social space as library
- College Avenue is a great example of a library as a community destination.

Q21. Any additional comments/suggestions?

- Patrons need help with transportation service to the library - i.e., bus tickets or cab rides
- We need to also improve our internal bookdrops, we need better containers to contain incoming materials that would not be a strain on our backs.
- Love being at COL!

Appendix E

Staff Survey Responses • Decatur Branch

Q1. What are the hot spots in your building? Where do people spend the most time?

- Computers **x8**
- Children's Area **x4**
- Tables around the branch **x2**
- Teen area
- Community Room
- Behind the front desk

Q2. What types of spaces would be the most helpful for serving adults?

- Quiet Areas **x6** - Enclosed quiet areas for patron needs such as interviews, supervised visits, testing, work related tasks, etc.
- Powered furniture **x2**
- Meeting rooms

Q3. What types of spaces would be the most helpful for serving teens/young adults?

- Seating & furniture with power **x4**
- A dedicated teen/young adult space **x3** - Without impacting others, being able to talk, study and play games
- Visibility is important
- This location is right next to a high school, so tables and quiet rooms for after school study and tutoring is a must
- Reading area
- Study rooms

Q4. What types of spaces would be the most helpful for serving children?

- More play spaces **x5**
- Lower shelves **x2**
- Child-sized furniture **x2**
- More shelves **x2** - right now children's collection overflows into the adult non-fiction collection
- A larger, more defined children's area would be nice **x2**
- Seating for child and adult together
- A children's meeting room for visitations
- More display areas

Q5. Is there anything about your location that you think would make it more usable or useful?

- More quiet meeting spaces/study rooms **x4**
- Update the community room- expansion and upgrade **x3**
- Powered furniture **x2**
- Current layout of the library has lots of dead and unusable space due to lots of odd, angled corners
- Another private study room
- Making the "corners" into right angles to get more practical space, which would add footage and enable us to add quiet rooms
- There are a lot of families that come through and quite a few that come in that are visitations
- Make it more good
- More tables
- Kids area that looks like a kids area
- Get rid of angles in offices
- Designated teen area
- Fix or demolish Patio area
- More outlets
- Windows in the Community room doors or make them a Dutch-Door

- A drop-box room that is NOT in the community room

Q6. Is there anything about/within your building that is considered "sacred" to the community and should be preserved?

- The Community Room **x2**
- Display case in the lobby - PLEASE KEEP IT!
- Circulation Desk. Great for patrons and view of the whole library
- The national community landmarks
- The Children's Area
- The Teen Area

Q7. What types of spaces or furnishings does your building not have enough of for patrons?

- Powered furniture/work tables with power **x4**
- Meeting/Study rooms **x3**
- Play space for children **x2**
- Dedicated teen space **x2**
- Tables and chairs - usually get full during after-school hours **x2**
- Low shelves for children
- Furniture that appeals to specific age groups

Q8. Do you have the correct number of study rooms for the demand you receive? Are the study rooms in a good location?

- One existing study room- could use an additional study room **x4**
- Location is alright **x3**
- Need more **x2**
- Two more would be ideal
- Not enough study rooms for demand and the one we have is too small
- Current location of study rooms is right next to circulation desk, so we can often hear

the conversations going on in the meeting room and most-likely vise-versa
- Yes we do
- No. We only have one study room - and it is not enough for demand, nor is it in a particularly great location. The climate control in it and the offices is virtually non-existent (very hot in summers very cold in winter).

Q9. Which parts of the collection do visitors request/use the most?

- DVDs **x5**
- Children's collection **x4**
- Adult fiction **x3**
- Juvenile picture books **x2**
- Teen graphic novels **x2**
- Kids graphic novels **x2**
- Mysteries **x2**
- Juvenile fiction
- JP/JE/JZ
- Fiction Romance
- Non-fiction
- Teen Fiction

Q10. Do you think collections are easy to browse in the current layout? Can visitors easily find what they are looking for? What could be improved?

- The layout is fine/easy to browse **x4**
- In general, the shelving is too tall **x3**
  » Redefining the space with new lower shelving would be ideal.
- The children's collection is laid out oddly, and that has had a domino affect on other collections. **x2**
- Need more space for shelves **x2**
- World Language/Racial Equity collections are not showcased properly

- Children's area needs updating
  » Currently is disorganized and doesn't have an apparent 'flow'
  » Also overflows into the adult collections
- Many of our collections are outgrowing the space we have
- Teens need their own display space (*previously mentioned dedicated teen space!)
- The world language collection should be in a more "neutral" area that is not adult or children's space.
- I think the layout is just fine! The patrons can find what they're looking for just fine and anything they can't find on the shelf, they look it up or ask for help finding it.
- Problem in Teen, too broken up.
- What can be improved: the signage for the kids graphic novels, teen graphic novels and teen books

Q11. What works well in terms of display/merchandising collections? What could use improvement?

- We don't have much space to display collections
- Face-out and small display shelves work well
- There are no good, dedicated spaces for hanging posters for advertising programs.
- Our display shelves are up front and visible.
- There is space on shelves for front facing material.
- We are not able to showcase new materials very well.
- We could use better space for the seed library.
- Display stands always draw the eye. I think they work best when it comes to attracting

attention to materials. I also like the stars that go on the Core Collection.
- The selections
- Our displays are good. Could be better.

Q12. How has the use of digital collections impacted the use of physical collections?

- Digital collections were in higher demand than physical collections due to Covid, but physical collections are coming back.
- While digital collections have taken a toll on many collections over the last few years, Adult Nonfiction has been hit hardest
- Physical are considerably more popular, so I would say there has been little impact.
- Not sure. We still have patrons loyal to print material. Our CD collection is dwindling (deliberately) and no one seems to have noticed. DVD circulation seems steady.
- It's a positive and negative impact. Patrons still use a healthy amount of physical copies, but often people just use the digital source and people check out less and less copies and they end up being blanked and sent to the Book Sale.
- It improves the collections
- Our magazine, CD, and books-on-CD collections have decreased noticeably, and we have more patrons asking about how to checkout/download e-books, e-magazines and e-audio books.

Q13. Which features are important to have in a service desk? (i.e., size, mobility, height, views, etc.)

- Storage! - Drawers and ample counter space **x2**
- Staff should be visible to patrons. - Staff should not have to stand the entire time.

Appendix E

Staff Survey Responses • Decatur Branch

- Circulation desk and reference desk should have their own specific functions
- Should have a low counter for accessibility.
- Taller desk would be nice
- Separating the self-checkout from the service desk would be ideal- currently it is quite bulky and takes up a lot of needed space
- Better secured desks so the patron doesn't come into our space from behind or over the counter
- Size and space
- Self check out need more.
- STORAGE - the more drawers, the better. More desktop space would also be nice for the reference desks.
- For the Circulation Desk, more desk space via moving the self-check stations (the island concept like at CEN, EAG and FBH would be nice) and more drawers/storage.

Q14. Which types of technology do visitors request access to the most?

- Mobile printing **x4**
- Faxing **x3**
- Computers **x3**
- Scanning/scan to email would be very convenient **x2**
- Downloadable materials
- On self checkout screen to make sure patron has all holds. More different language screens.
- E-books and e-audio books

Q15. Is there a type of program that you would like to offer but currently do not?

- Computer classes **x2**
- Computer classes. But that is lack of interest from patrons more than anything.

- Summer servings
- Language classes and reading programs for patrons of all ages

Q16. Are there other materials or services that you wish you could offer but are currently unavailable at your location?

- Programs, but it is often times our Community room is too small
- Scan to email
- Perhaps a larger section of adult comics
- I am not asking for these, but I feel I must mention that we get many requests for notaries, and also tax prep help. I do wish we had a computer assistant full time.
- Language translators

Q17. Do you have any security concerns related to the library building in which you work?

- Safety protocols are not very specific.
- Current automatic sliding doors have created concern lately- they are too close to the children's area, allowing kids to run out into the parking lot easily.
- Updates to safety equipment like fire extinguishers - Fire Department has been out multiple times and still cannot approve the fire extinguishers since they are expired.
- No, although the use of USBs for computers is a considerable security risk. Only a matter of time before malware accidentally gets onto a USB and it is inserted into a public or staff computer. Or until sensitive patron information is left on a USB.
- There aren't any cameras in key places in the library like in the back hall and the front entrance foyer.
- Better lighting in the parking lot at night.

- Our current camera placement does not give enough coverage inside or out; there are numerous blind spots. Also, the video quality is terrible.

Q18. Is there anything about your library site that is a hindrance to visitors? (i.e., parking, availability of drive-up services, drainage, etc.)

- There is no drive-up book drop **x2**
- The entrance can get slippery during the winter time. - The door is older and is difficult to find parts to repair it
- Parking lot is close, making a danger to "runaway" children.
- The parking lot needs to be redone
- We don't have a family restroom.
- The recycle bin had been removed and I think it was taken away after patrons started throwing anything in it, but that's about it.
- Put "No Parking" on drive-up. For fire safety.

Q19. Which user group(s) do you feel are under-served by the library (if none, reply "none")?

- Teens- not enough space/seating/power. **x2**
- ELL groups are not served as well.
- Teen programs would be nice, but there is not enough staffing to engage with the teens as much as we would like.
- Spanish speakers
- We could stand to be more accessibility-friendly, especially the public restrooms

Q20. How can the library solidify its role as a community destination?

- Partner with well established groups - i.e. historical, school slum, civic council and school organizations

- Upgrading our space so we can better serve our patrons can help solidify our presence in the community.
- Keeping technology up-to-date
- Continue to work with the schools as much as possible. Maintain contact with community groups like the civic council and the Goodwin Center.
- I think it already has.
- by welcoming all types of people
- More advertising on TV.
- We could stand to be more accessibility-friendly, especially the public restrooms

Q21. Any additional comments/suggestions?

- The drop box is currently located in the Community Room, so if there is an event going on, we can't get the returns.
- This is an older building (built in the 90s), so there is a running list of updates and comments the librarians working here have
- Get rid of wallpaper.
- Please KEEP the lobby display case and get our decor a little more modern and out of the late 80s/early 90s!

Appendix E

Staff Survey Responses • Eagle Branch

Staff Participation.. 63%

How do visitors arrive at your library?
Public Transportation....................12.5% or less
Personal Vehicle ....75% or less
Walk or Ride a Bike.......................12.5% or less

Q1. What are the hot spots in your building? Where do people spend the most time?

- Computers **x5**
  » Adult area
- Study rooms **x3**
- Printing
- Faxing
- Circulation desk

Q2. What types of spaces would be the most helpful for serving adults?

- Open labs
- More study rooms **x4**
- Computers
- Quiet tables/areas **x2**
- Programming

Q3. What types of spaces would be the most helpful for serving teens/young adults?

- Teens own space
- Computer space
- Open spaces
- Comfortable chairs
- More desk space

Q4. What types of spaces would be the most helpful for serving children?

- Children's own open area/play **x2**
  » Climb
  » Jump
  » Run

- Less toys
  » Turns into a daycare

Q5. Is there anything about your location that you think would make it more usable or useful?

- Currently great location
  » There is a shopping center, bus stop and the community is growing around
- Signage that is more than just English
- Remove the large gap behind the Circulation desk
- More computers in the Children's area
- Signs to notify where things area
- Additional shelves for materials
- No

Q6. Is there anything about/within your building that is considered "sacred" to the community and should be preserved?

- Welcome wall in multiple languages
- Global art
- Book tiles
- No **x3**

Q7. What types of spaces or furnishings does your building not have enough of for patrons?

- More shelving for books and materials
- The JP shelving is well-maintained due to wonderful staff and pages
  » Concept of face-out is more patron friendly - retail setting that needs to routinely maintained
- Another copier/printer would be wonderful
  » The community prints in bulk print jobs and copy jobs
- Scanning has increased
  » A separate scanner would be great
- Tables for groups
- Study rooms **x2**

- Desk and work areas for staff
- The four study rooms and it is still not enough
- Adequate

Q8. Do you have the correct number of study rooms for the demand you receive? Are the study rooms in a good location?

- Yes **x3**
- Could use more (about 2) **x2**
- Signage will help
- Rooms are tucked away with low visibility
- No
- Location is good **x2**
- Sometimes throughout the week, study rooms are all occupied and patrons have to wait for an opening

Q9. Which parts of the collection do visitors request/use the most?

- DVDs **x3**
- Printing
- Study rooms
- Faxing
- Juvenile collection
- Adult reading

Q10. Do you think collections are easy to browse in the current layout? Can visitors easily find what they are looking for? What could be improved?

- The JP shelving is well-maintained due to wonderful staff and pages
  » Concept of face-out is more patron friendly - retail setting that needs to routinely maintained
- Staff area could be laid out more efficiently
- Adult collection is somewhat cramped, could be more spaced out
- Use more space for displays

- Yes
  - » Easy to browse in the current layout
- Issues with shelf space and items need to wait in the back or sent to other branches
- JP books – get ride of the bins

Q11. What works well in terms of display/ merchandising collections? What could use improvement?

- Could use display shelves
- Could use stand alone display cases **x2**
- Currently do not have display spaces **x2**
  - » Only section with traditional shelving
- Would like to have space for displays and displays similar to West Perry
- Do not have a prominent display location
  - » Staff often have to show patrons holiday items they cannot find, only to show them where it is located
- Add large signs or bulletin boards that can be placed near displays for visibility
- JP books – get ride of the bins

Q12. How has the use of digital collections impacted the use of physical collections?

- More patrons are using e-books
  - » There has been an increase in this area
  - » If there is a popular book as a physical copy, hold list gets long so patrons will use e-books
- Not much, patrons use both **x2**

Q13. Which features are important to have in a service desk? (i.e., size, mobility, height, views, etc.)

- Visibility/views **x2**
- Size
- Height
- Different height accessibility

- Welcoming ambiance
- Remove the large gap behind the Circulation desk
- Space for carts
- Storage for security cases and supplies
- More room in general

Q14. Which types of technology do visitors request access to the most?

- Computers **x5**
- Printing/faxing/copying **x4**
  - » New faxing machine is needed
- Directly email documents from a scanner

Q15. Is there a type of program that you would like to offer but currently do not?

- Build your own holiday charcuterie board for adults
- Teens
  - » Trade schools
  - » College and summer jobs
  - » Job fairs
- School enrollment help for immigrants
- More programs for Spanish speakers
- Language classes to learn English at all levels **x2**
- Book Clubs
- Educational classes (fitness/wellness, STEAM, etc…) for the community
- No

Q16. Are there other materials or services that you wish you could offer but are currently unavailable at your location?

- IHA Housing Representative to come out twice a month and help navigate low income housing and local business hiring to set up services for onsite in branch interviews and application

- Unable to keep Chromebooks and hotspots in stock
  - » Items are in high demand
- Patrons being able to fax
- No

Q17. Do you have any security concerns related to the library building in which you work?

- Need a help of a guard during closing **x2**
  - » Other guard was transferred to another branch and never was assigned another
  - » Guard at the Reference desk, desk is open
- Requesting more Northwest IMPD drive through in the parking
- Received death threats to public and staff
  - » Circulation supervisor was physically assault
  - » Management does not do much besides "you aren't budgeted for security"
- There is no emergency exit in the Children's area
- Remove the gap behind the desk
  - » Public can easily access staff spaces
- More barriers to make staff feel secure
- Yes

Q18. Is there anything about your library site that is a hindrance to visitors? (i.e., parking, availability of drive-up services, drainage, etc.)

- Patrons pull into the parking lot fast
  - » Will come off Moller Rd which is a service road
- Sign with hours of operation was removed during Covid since hours constantly changed
  - » Leaving 2 - 4 foot tall poles

Appendix E

Staff Survey Responses • Eagle Branch

» Would like to have a sign back in this location
- Back box is inaccessible for both cars and SUVs
- No x3

Q19. Which user group(s) do you feel are under-served by the library (if none, reply "none")?

- Homeless
- Needing housing
- Patrons with mental health needs
  » Unequipped to provide help
- Security Guard is needed
- Social Worker is needed
- Spanish and ESL
- A staff member that speaks Spanish is not compensated for it
- Staff classes to learn Spanish have been canceled and never rescheduled
- None

Q20. How can the library solidify its role as a community destination?

- Continue doing what is currently being done
- Social Workers are a great addition
- Staff to feel safe so we can give better service
- Continue to be an open space
- Continue to engage with the community and ask questions such as:
  » Service needs
  » Facility improvements
  » Programming needs

Q21. Any additional comments/suggestions?

- Thank you!
- Greater access to temperature control
  » Kitchen and circulation desk get cold

- Community room gets too hot
- Thermostats are non-responsive
- Staff members have to put on sweaters (parkas)

Staff Survey Responses • East 38th Street Branch

Staff Participation...................................... 100%

How do visitors arrive at your library?
Public Transportation.......................25% or less
Personal Vehicle .... 50% or more
Walk or Ride a Bike..........................25% or less

Q1. What are the hot spots in your building? Where do people spend the most time?

- Public Computers **x8**
- Tables/chairs/furniture all around the building **x3** - Adults prefer the tables in the Teen area
- Children's area
- Reference desk
- Leisure/lounge areas

Q2. What types of spaces would be the most helpful for serving adults?

- Study rooms!! **x8**
- PODs for interviews/meetings **x2**
- Computer/lab staffed with CLA's
- General quiet areas away from Teen and Children's area

Q3. What types of spaces would be the most helpful for serving teens/young adults?

- Study Rooms/PODs for homework and college prep **x3**
- Enough adult spaces that we restrict the adults from the current teen area **x2**
- Enclosing the current teen area
- Making it more attractive to teens
- Creative and interactive spaces similar to Pike's new podcast studio
- Dedicated Teen space

Q4. What types of spaces would be the most helpful for serving children?

- Children's is pretty well served in their current space
- Updated furniture and carpet
- Study Rooms/pods for tutoring and supervised visits
- Service Desk – it is removed from rest of branch. It gets wild back there
- Play area
- Computer and printers closer to the Children's area so they can be better supervised
- Youth services

Q5. Is there anything about your location that you think would make it more usable or useful?

- Study rooms! Needed! **x6** - Quiet study
- Clean carpet **x2**
- PODs
- More floorspace - Things look like they were added because there was no other space to put it
- No
- Private meeting rooms
- General updates

Q6. Is there anything about/within your building that is considered "sacred" to the community and should be preserved?

- Talley Theatre/Community room **x4**
- Tree House in the Children's area **x2** - Steve + Donna Purple Tree
- No
- Career Center

Q7. What types of spaces or furnishings does your building not have enough of for patrons?

- Study rooms **x4**

- Pods **x2**
- Tables
- Benches and trash cans near wetlands
- Comfortable chairs and areas to put them
- Printer
- Comfortable and stain proof chairs
- Charging stations
- Different shelving for Juvenile DVDs

Q8. Do you have the correct number of study rooms for the demand you receive? Are the study rooms in a good location?

- We don't have any study rooms, but they are in high demand, people ask for them all the time **x5**
- No **x2**
- Only one small meeting room and it is in huge demand all the time
- Study rooms would be a great addition to the branch

Q9. Which parts of the collection do visitors request/use the most?

- DVDs **x6**
- Children's **x3**
- Urban fiction **x2**
- Bibles/religious items
- Computers
- Fax
- Picture books

Q10. Do you think collections are easy to browse in the current layout? Can visitors easily find what they are looking for? What could be improved?

- Nonfiction shelves are too short for browsing
- DVD shelves also don't feel very accessible
- Higher shelving throughout library **x2**

Staff Survey Responses • East 38th Street Branch

» Maybe the rest of the collection would get more use if DVDs weren't the first thing you see.
- Yes **x5**
- Adult non-fiction would benefit by being transferred to taller shelves
  » This will target older patrons who are not able to bend or squat to get items
- Not always
  » Continuously working on ways to improve and create more space for books. Adding different shelving for Juvenile DVDs

Q11. What works well in terms of display/ merchandising collections? What could use improvement?

- NO to stand-alone displays **x2**
  » Theres no room for staff creativity (i.e., staff designed posters, lettering, signs). Interactive displays are fun to make, but there is no room to do so with stand-alone displays
- Limited space for community and indypl flyers
- All displays look bunched up by the front door, sloppy desperate and unintentional.
- Need display stands that do more than just books and a sign.
  » Would like to add props and unique elements.
- Current displays all work well
- Display case for student artwork
- Additional displays with space would be beneficial
- Shelving for endcaps

Q12. How has the use of digital collections impacted the use of physical collections?

- Haven't noticed a difference **x3**

- A lot of patrons prefer physical materials **x2**
- Music downloads
- Still high in DVD's and Juvenile materials
- Some patrons prefer technology

Q13. Which features are important to have in a service desk? (i.e., size, mobility, height, views, etc.)

- More/better storage (to help with keeping clutter off the work top) **x3**
- Cable management is currently an issue **x2** - I.e., some staff may want the phone on one side of the desk but cannot move it due to cables keeping it locked to the other side of the desk.
- Currently can't use the computer screen ergonomically (at eye level) without blocking the views of the patron(s).
- Modular would be nice, so we can change/ move it as we need
- We need a way to keep patrons from encroaching into the staff area from around the side of the desk
- Updated printer
- Adjustable everything
- Heaters and fans
- A good amount of outlets
- Height for better views throughout the library
- Space for 3 staff personnel with phone and computer access
- Multiple entrance to the desk
- Clear line of site

Q14. Which types of technology do visitors request access to the most?

- Public computers **x6**
- Printing, faxing and scanning **x5**
- Chromebooks **x2**

- Hotspots **x2**
- iTunes
- Charging stations
- Asking for help on personal devices

Q15. Is there a type of program that you would like to offer but currently do not?

- So many - we would love to have as many as possible, however the CAP/Foundation Funding process doesn't allow for programs
- Homework help for adults and seniors continuing education.
- Makerspace area
- Circuit and PC building
- 3D printing
- Mirror auto/bike repair
- No
- Art program for teens and display work to the public
- Dramatic play area for Preschool Children

Q16. Are there other materials or services that you wish you could offer but are currently unavailable at your location?

- Library of Things **x3** - Tool Library
- Study rooms/PODs **x2**
- No
- Additional printer

Q17. Do you have any security concerns related to the library building in which you work?

- Cameras to cover staff parking - Cars have been repeatedly broken into
- High security concerns. Need security coverage for all hours of operation.
- Windows have been shot at because this branch is located in an "attractive nuisance" area - Bullet proof glass

- Lower shelves for better site visibility
- Where can one hide with lower shelves from an active shooter?
- No
- Full-time security guard
- Uncomfortable with the distance of the circulation desk to the front door - Received a threat and shooter followed through and circulation stall was at the most jeopardy
- Parking lot is dark
- There is only one exit from the information desk

Q18. Is there anything about your library site that is a hindrance to visitors? (i.e., parking, availability of drive-up services, drainage, etc.)

- No **x2**
- Front door feels hidden under the awning, and kind of far away from the lot - Doesn't feel very inviting/unwelcoming **x2**
- Currently no drive-up window/drop box **x2**
- Current parking lot has an odd layout - Not lit well - Patrons need to walk around the building to get to the entrance.
- Landscaping is pretty neglected - Lots of weed and trash always
- Uncomfortable chairs and have minimal areas for charging stations.
- Old and rusted bike racks
- Long lobby to walk through
- Exterior construction

Q19. Which user group(s) do you feel are under-served by the library (if none, reply "none")?

- No **x2**
- Our service area is the most impoverished in the city
- Teens

- Seniors
- School age children

Q20. How can the library solidify its role as a community destination?

- Listening to the people (library visitors) that organizations don't often listen to
- Study Rooms/pods
- Shading for the south side of the building. - Patrons complain this area gets hot. - Pages are unable to organize books there.
- Improve everything
- More social workers at all branches - Patrons deal with homelessness, mental health or substance abuse
- Additional meeting space
- Display cabinets
- Community Artwork

Q21. Any additional comments/suggestions?

- Please help us
- Not a fan of the institutional aesthetic. - Layout, Furnishing, Fixtures
- Design feels unwelcoming, including the paint color which causes stress
- Dedicated staff member for Career Center and Digital Literacy programs for the branches (i.e., Technology Learning Specialist or similar position)
- Large discrepancies between Computer assistants and other staff members can offer regarding programs and patron expectations. This would allow the community to receive consistent and specialized help for programs the library blindly promotes
- Quiet Study rooms please!

Appendix E

Staff Survey Responses • East Washington Branch

Staff Participation.. 18%

How do visitors arrive at your library?
Public Transportation........................25% or less
Personal Vehicle ....25% or less
Walk or Ride a Bike .... 50% or more

Q1. What are the hot spots in your building? Where do people spend the most time?

- Tables
- Computers
- Charging stations

Q2. What types of spaces would be the most helpful for serving adults?

- N/A

Q3. What types of spaces would be the most helpful for serving teens/young adults?

- N/A

Q4. What types of spaces would be the most helpful for serving children?

- N/A

Q5. Is there anything about your location that you think would make it more usable or useful?

- N/A

Q6. Is there anything about/within your building that is considered "sacred" to the community and should be preserved?

- N/A

Q7. What types of spaces or furnishings does your building not have enough of for patrons?

- N/A

Q8. Do you have the correct number of study rooms for the demand you receive? Are the study rooms in a good location?

- No
- Location is the best place

Q9. Which parts of the collection do visitors request/use the most?

- Computers

Q10. Do you think collections are easy to browse in the current layout? Can visitors easily find what they are looking for? What could be improved?

- Yes

Q11. What works well in terms of display/merchandising collections? What could use improvement?

- N/A

Q12. How has the use of digital collections impacted the use of physical collections?

- N/A

Q13. Which features are important to have in a service desk? (i.e., size, mobility, height, views, etc.)

- N/A

Q14. Which types of technology do visitors request access to the most?

- N/A

Q15. Is there a type of program that you would like to offer but currently do not?

- N/A

Q16. Are there other materials or services that you wish you could offer but are currently unavailable at your location?

- Hot spots
- Public phones

Q17. Do you have any security concerns related to the library building in which you work?

- Blind spots in our cameras

Q18. Is there anything about your library site that is a hindrance to visitors? (i.e., parking, availability of drive-up services, drainage, etc.)

- N/A

Q19. Which user group(s) do you feel are under-served by the library (if none, reply "none")?

- N/A

Q20. How can the library solidify its role as a community destination?

Q21. Any additional comments/suggestions?

- N/A

Staff Participation...................................... 100%

How do visitors arrive at your library?
Public Transportation....................12.5% or less
Personal Vehicle ....75% or less
Walk or Ride a Bike........................12.5% or less

Q1. What are the hot spots in your building? Where do people spend the most time?

- Children's area **x5**
- Study/meeting rooms **x6**
- Computers **x2**
- Tables/open seating **x4**
- Stacks
- Patrons are everywhere in the library
- All departments are used well
- Seating in Adult section
- Printing

Q2. What types of spaces would be the most helpful for serving adults?

- Quiet reading/study area **x7**
  » Closed off from the Children's area
- Computers **x2**
  » Away from Children's area
- Plethora of tables and seating, etc are utilized well
- Additional study rooms **x2**
- Open seating in adult material area

Q3. What types of spaces would be the most helpful for serving teens/young adults?

- Video game/recreation area
- Study/meeting rooms **x3**
- Reading corners
- Computers
- Designated Teen area **x2**
  » Glass walls to represent their own space

- Community rooms
- Current teen area is great **x3**
  » Furniture, outlets, collection, computers
  » Would like to give them a little privacy, but still keep an eye on them
  » Survey the teens and young adults about the space
- Comfortable reading areas

Q4. What types of spaces would be the most helpful for serving children?

- Removing AWEs for more play area
- Enclosed/semi-closed space **x3**
  • Glass walls/noise dampening **x2**
- Children's area currently echoes throughout the building and disturbed other patrons
- Separate Children's area
- Closed outdoor program area
- Comfort room (staff enjoys there's)
- More room in the Children's area for play – very popular
- Play areas

Q5. Is there anything about your location that you think would make it more usable or useful?

- Removing AWEs for more play area
- Designating a quiet area for adults
- Enclosed children's area to prevent echo **x4**
  » Separate Children's area/separate adult area x2
  » Glass walls to help with noise levels **x2**
- Computer lab for computer classes
- Front door needs to be fixed
- Closed off outdoor program space
- Quiet area/soundproofing for adults **x2**
- Securing the greenhouse in the Children's area to the floor could help with accessibility

  » Children can currently move the structure around with ease
- Study rooms **x2**
- Relocate the public computers farther away from juvenile section
- Shading devices on the windows when the sun is setting

Q6. Is there anything about/within your building that is considered "sacred" to the community and should be preserved?

- Study rooms **x2**
- Fireplace **x2**
- "The Flag"
- The building is too new to determine this
- Heritage Legacy **x2**
- Windows and natural lighting
- Computers
- Printer/fax

Q7. What types of spaces or furnishings does your building not have enough of for patrons?

- Quiet areas **x5**
- Study rooms **x3**
- Study tables
- Enclosed outdoor space
- Reference desk needs to be larger and room for an additional staff member
- An additional copier/printer
- Current number of furnishing is good

Q8. Do you have the correct number of study rooms for the demand you receive? Are the study rooms in a good location?

- Could use more (1 or 2) **x6**
- Usually always full/high demand **x3**
- Location is great **x2**
- Yes – enough study rooms **x4**

Appendix E
Staff Survey Responses • Fort Ben Branch

- Adults use this as a quiet space to get work done
- Tutors have asked to use rooms more frequently than have availability

Q9. Which parts of the collection do visitors request/use the most?

- Picture books x2
- Adult nonfiction
- Adult fiction x4
- Juvenile nonfiction
- Diary of the wimpy kid
- Minecraft
- Business books
- Test prep books
- Cookbooks
- Self-help books
- All adult books
- All children's collections x6
- Large type x2
- Audiobooks (currently have none)
- Religion/self help
- Study rooms
- Printing
- JP

Q10. Do you think collections are easy to browse in the current layout? Can visitors easily find what they are looking for? What could be improved?

- Everything looks good x10
- Could be too early to say
- Easy layout for collections
- Patrons can easily find items
- Slanted shelving outside of periodicals is not needed
- Possibly reorganize graphic novels:
  » Separate comics and file by another method than the authors last name

Q11. What works well in terms of display/merchandising collections? What could use improvement?

- Special collection displays work well x6
  - Along with cake tops x2
  » Continuously replenishing them
- Branch is very open and airy, it invites patrons to walk around freely and have easy access to the materials they are looking for
- Improvement in the kids area since it echoes throughout the building
- Rounds throughout the branch that can be used to highlight collections
- Books on the displays have had great circulation
- A few additional shelve would be useful as well
- Correct the signs on end caps and show ranges

Q12. How has the use of digital collections impacted the use of physical collections?

- Some patrons look for audiobooks
- Digital collection has helped transition away from CD based audio materials
- Both collections are popular x3
- Many patrons still avoid technology and prefer physical materials
- Patrons have requested for physical audiobooks, with varied responses to offer on how to use digital collection
- Many adult fiction readers moved from physical to digital collections (becoming more preferred) x2

Q13. Which features are important to have in a service desk? (i.e., size, mobility, height, views, etc.)

- Visibility x4

- Accessibility
- Mobility
- Feel cramped with the current chairs and height of the desk at the current circulation
- Leg space x3
- Drawers/storage x2
- Easy accessible shelving (reach with ease)
- Privacy for staff
- Enough space for the appropriate number of staff members on a busy day
- Accessibility for staff with mobility aids
- Easy clean surfaces (will not see scuff marks or show dirt)
- Current desk has plenty of room for most of the time
- After school hours/large programs a third monitor for a staff member to be stationed would be ideal. Possibly during summer reading, there will be days that a third station would be useful at the reference desk
- Currently the sun reflects off the desk and makes working at the desk uncomfortable
- Placement in reference in which area is being served
- Height of desk for viewing and patron interaction
- Darker color/sealant for cleaner appearance
- Obvious signage
- Functionality
  » Keyboard and counter that is ergonomically correct
- Sliding chairs

Q14. Which types of technology do visitors request access to the most?

- Printer/copying/faxing x6
- Scanning x2
- Computers x7

» Classes
- Wireless printing
- Mobile internet access point **x2**
- Scanning to email **x2**
- Libby

Q15. Is there a type of program that you would like to offer but currently do not?

- Crafting programs for all ages
- Computer classes **x2**
- 3D printing
- Most programs are offered
  » It is all about having the staff and space. Everything is in high demand
- Programs that are not offered but would like are being played within the next year or so (i.e., maker space, technology classes, etc...)
- Career Center/paid internship job fairs
- Story time on evenings and weekends

Q16. Are there other materials or services that you wish you could offer but are currently unavailable at your location?

- Nontraditional collections
- Computer classes **x2**
- Library of Things
- 3D printing
- Audiobooks **x2**
- Hearing loops
- Music
- No **x2**

Q17. Do you have any security concerns related to the library building in which you work?

- No effective way to strategize or place to hide in an active shooter situation **x2**
- None **x2**

- No great area if there was a tornado **x3**
  » Have a lot of glass that our shelter locations in the building are limited
  » Too many windows
- Missing south security gates **x2**
- Door facing 56th St still does not have an alarm

Q18. Is there anything about your library site that is a hindrance to visitors? (i.e., parking, availability of drive-up services, drainage, etc.)

- No accessibility entrance for south and staff doors
- Drive-in drop box is too high for some vehicles that are not SUVs **x2**
  » The box is loose
  » Elements get inside of the building often
- None **x3**
- Only one entrance that has automatic doors
- Sink in family restroom seems too tall
- After school noise can pose an issue to patrons who want to study
- Noise levels in Children's area for patrons on PCs
- Too many apartment dwellers parking in the branch lot

Q19. Which user group(s) do you feel are under-served by the library (if none, reply "none")?

- Deaf patrons
- None **x4**
- Teens **x2**
  » Not in walking distance of high schools and no reoccurring programming
  » Will attempt to start a Teen Advisory Group to receive input from Teens on how to serve them

Q20. How can the library solidify its role as a community destination?

- Library system as a whole, needs more accessibility
- Needs autism certification
- More outreach and outdoor seating
- Stop closing branches for renovation on the same side of town
- Stop closing branches like Fountain Square and moving them to the suburbs
- Reach out and attend community events
- More accessible options overall
- Develop a more sensory friendly program to build on the reputation as an autism inclusive library
- Continue offering great programming
- Market more to young professionals as a remote work destination
- New branch, getting out footed so once the branch gets out to the public, it will be rooted in the community
- Already is

Q21. Any additional comments/suggestions?

- The design of the building is smart and practical, better accessible layout than most
- Sound control is hands down the hardest challenge
- Learn from design flaws at this branch when updating another branch
- When opening an update branch, a checklist would be useful because this branch was not ready

Appendix E

Staff Survey Responses • Franklin Road Branch

Q1. What are the hot spots in your building? Where do people spend the most time?

- Computers **x3**
- Children's area **x2**
- Study tables by adult fiction area **x2**
- Small study rooms **x2** - Study rooms/tables get busier during the school year
- Magazine reading area
- In the stacks

Q2. What types of spaces would be the most helpful for serving adults?

- Allow for group discussions/louder activities like tutoring. **x3**
- Tables and chairs **x2**
- Study rooms **x2**
- The study area currently is a quiet space, which is still good! Maybe this can mean more tables over by the computer areas?
- Study rooms also get busy and sometimes we have to turn people away
- Computer area
- Book collections

Q3. What types of spaces would be the most helpful for serving teens/young adults?

- Dedicated teen space **x5**
- Teens often hang out in the children's or adult area and generally avoid the study table for fear of being too loud.
- A space that is close to the reference desk, but not too close that teens visiting the library feel like they are being watched.
- Similar to what is at Michigan Road Library

Q4. What types of spaces would be the most helpful for serving children?

- Children's area is too crowded currently, needs more space **x3** - The coloring tables makes the area too crowded.
- Low shelving **x2** - current shelving feels cramped, not great sight lines from the information desk to the back of the Children's area
- Make the tractor (which is noted in the "sacred" responses) bigger to allow for more children to use it at once.
- Make the pond area viewable from inside the building
- Easy Discover-ability
- Appropriate sized children's furniture
- Play spaces - there is a color and puzzle between the shelves. Need more space.

Q5. Is there anything about your location that you think would make it more usable or useful?

- There are two display alcove shelves in the children's area used for junior fiction that get missed by patrons because they are so tucked out of the way due to limited space in the children's area
- The Marketplace area, which is used for adult displays and new books, could be rethought. It is not easy to browse thought.
- Another study room - Ideally separated from the current onces since sound travels easily between them.
- More storage would be useful in the workroom (for seasonal decorations, program materials, and holiday collections). Most of the closets are small so most of our storage is randomly spaced out.
- Better quality and space for Holds for patrons.
- Story Theater for Storytime has dropped in attendance, so it has become make-shift storage and otherwise dead space- this could be repurposed for more staff workroom space.
- An expansion is really the only solution for more space, but rethinking how the spaces are used would also be a good start.
- Better quality/more space for patron holds
- Make the tractor (which is noted in the "sacred" responses) bigger to allow for more children to use it at once. - Maybe add 2 smaller wagons/tractors each with steering wheels.
- Provide more art/coloring areas
- Seating in the window in front of the pond/ clean up the pond area for nicer views
- Sidewalks along Franklin Road would be nice to attract more visitors

Q6. Is there anything about/within your building that is considered "sacred" to the community and should be preserved?

- Everyone really likes the tractor in the kid's area **x4**
- There are 2 hanging quilts that the manager who opened the building made **x2**
- The pond
- Current storytelling room doors are gorgeous
- Retaining tall ceilings in the adult areas

Staff Survey Responses • Franklin Road Branch

Q7. What types of spaces or furnishings does your building not have enough of for patrons?

- Teen spaces/displays x4 - We do have displays, but they are not in ideal locations.
- More natural light if possible! - Children's area in the back has nice big windows, but the rest of the library feels dim.
- Child-sized furniture
- Study room

Q8. Do you have the correct number of study rooms for the demand you receive? Are the study rooms in a good location?

- One more study room could be useful. x5
- Current study rooms are in a good location **x2**
- They're in a decent location, but sound travels easily between the two rooms

Q9. Which parts of the collection do visitors request/use the most?

- Children's Books **x2**
- Graphic Novels **x2**
- Foreign Language (i.e., Punjabi) **x2**
- Adult Fiction - New Fiction
- Help with kindles/e-treaders with e-books/e-audiobooks.

Q10. Do you think collections are easy to browse in the current layout? Can visitors easily find what they are looking for? What could be improved?

- Children's is hard to browse **x4** - In between the two children's shelves, there is a play space, which can make it difficult to browse the middle of the collection. Better signage could help this issue. Collections area is a bit cramped

- Teen is hard to browse, teens need more space- it backs up to the computers so when the computer area is in use, it can be tight **x2** - Teens fiction and non-fiction are clumped with the adult non-fiction
- Collections are easy to browse **x2**
- Nonfiction is hard to browse
- Adult Foreign Language materials are tucked away in a corner
- Marketplace area is hard to browse

Q11. What works well in terms of display/merchandising collections? What could use improvement?

- Teen displays need improvement
- The Marketplace area is definitely a highlight of the library and works great
- Small display shelves in open areas are good, not displays within the shelves/stacks. - Currently need to use end caps for shelving.
- Marketplace is a waste of space - people don't really sit there and the space could be used for displaying more books.
- Displaying books face-out where they are shelved works pretty good
- Tiered display islands is nice that some of the other branches have. Or small shelves/stands designated specifically for displays that are near the general collection
- The shelves that are being using for special displays in the children's area are actually intended to be for the general collection, which means we are losing shelving space in order to have juvenile displays
- The marketplace needs improvement. It needs different shelving and a different layout so that more books can be displayed face out. The slanted shelves in the marketplace make it difficult to shelve

books. The shelves could be laid out in a way that makes the space more open and eye catching, showing off the displays and drawing people into the space
- Better signage would also help improve this area
- Also, if the alcoves in the marketplace had better shelves, we could do a lot more with displaying books.

Q12. How has the use of digital collections impacted the use of physical collections?

- Books are still in use, but there is less browsing. Using the website to place holds to pick up is common. **x3**
- Less use of the physical collections **x2**
- Families or the elderly typically are the ones browsing collections
- Patrons use digital and physical collections equally.
- Movies/TV DVDs have dropped in circulation due to streaming services
- Patrons still come in asking for physical specific books.

Q13. Which features are important to have in a service desk? (i.e., size, mobility, height, views, etc.)

- Accessibility/Mobility **x4**
- Views to easily see the patron are important - currently service desk has blind spots **x3**
- Decent space for staff resources (workspace, binders, carts, prizes for summer reading, etc.) **x3**
- Sight lines throughout the library are good for security and to see if anyone needs help
- Approachability
- Equitable desk.
- Well-designed with good storage

Appendix E

Staff Survey Responses • Franklin Road Branch

- Low counters between staff and patrons
- Tall counter is good for adults, but not great for kids
- Current desk has lots of lost/wasted space/potential, it is not ideal

Q14. Which types of technology do visitors request access to the most?

- Printing **x3** - Ability to print from your cell phone
- Computers **x3**
- Faxing **x2**

Q15. Is there a type of program that you would like to offer but currently do not?

- Computer classes/programs **x2** - Laptops for this? So we don't use up all of the computer space. Code class for kids
- Sign Language Classes
- English Language Classes
- More programs in general to help draw teens into the library

Q16. Are there other materials or services that you wish you could offer but are currently unavailable at your location?

- Better display options would be great
- The ability for patrons to transfer their home VHS tapes to DVD format
- This location frequently gets asked if we they have a notary, so that would be a helpful service to provide

Q17. Do you have any security concerns related to the library building in which you work?

- The circulation desk has no view of the main entrance **x2** - Sight lines are bad - shelves are too tall

- There's no emergency exit in the children's department
- Both entry doors are automatic, which has 'separated' children from their parents (due to the child exiting the building faster than the parent)
- Automatic doors currently cannot lock to the outside while still allowing remaining library patrons to leave during closing.
- Tall shelving units make it difficult to see through and have a sight line. Short shelves would be nice, but that means more shelves and less areas to sit which are highly used.
- Extra security cameras would be nice
- Mirror balls in the corners of the library for better sights

Q18. Is there anything about your library site that is a hindrance to visitors? (i.e., parking, availability of drive-up services, drainage, etc.)

- Signage directing people to the drive-up drop would be helpful **x2** - People use the fire lane currently to park and use the walk-up book drop because they can't find the drive-up area - Signage that would say "One Way Only" for the drive-up
- Not very walkable to anyone who isn't directly in the neighborhood behind the library
- Franklin road is difficult to turn out onto with a light.
- Speed bumps? People drive fast sometimes in the parking lot where people cross to enter the library

Q19. Which user group(s) do you feel are under-served by the library (if none, reply "none")?

- Teens **x4** - Teens need more programs to keep them engaged rather than on the streets.
- Request "Punjabi" book. Not many in the system

Q20. How can the library solidify its role as a community destination?

- Offer more senior/adult programs **x2** - Continue to offer programs in general
- Continuing to improve outreach
- More spaces to sit for both group and quiet study

Q21. Any additional comments/suggestions?

- New carpet is needed (Badly stained!) **x2**
- Better/more shelving - More shelving for holds

Staff Survey Responses • Garfield Park Branch

Staff Participation.. 67%

How do visitors arrive at your library?
Public Transportation....................12.5% or less
Personal Vehicle ....75% or less
Walk or Ride a Bike ....12.5% or less

Q1. What are the hot spots in your building? Where do people spend the most time?

- Computer lab **x6**
- Tables in the Adult area **x2**
- Outlets near two of the tables that are in demand

Q2. What types of spaces would be the most helpful for serving adults?

- Additional quiet space
- Additional/lounge seating **x2**
- Patrons come in to check out their holds
- Study rooms **x6**
  » Beneficial for social workers and other organizations
- Charging stations
- Additional computers
- Community room **x2**
- Meeting rooms

Q3. What types of spaces would be the most helpful for serving teens/young adults?

- Any space
- Currently ONLY have a teens collection
- No designated space for teens or young adults to lounge, read or complete work
- Study rooms **x3**
  » Projects **x2**
  » Book discussions
  » Teens will benefit from this
- Dedicated teen space **x2**

Q4. What types of spaces would be the most helpful for serving children?

- AWE stations
- Kids table
- Parents look for larger seats/tables to sit with their kids
  » Currently have benches but does not give the parents a chance to work and look over their kids
- Separate space for programming
- Additional play areas **x2**
  » Toys
  » Space for them to play
- Additional seating
- Additional computers
- Study rooms
  » Tutors
  » Visitations
- Community room for programming
- Reading materials
- Space of their own

Q5. Is there anything about your location that you think would make it more usable or useful?

- Community room
- 1 – 2 Study rooms **x4**
  » Patrons will benefit from this
- Soft seating
- More welcoming space
- Only stop in for Holds, no place to spend time
- Additional office for the Circulation supervisor
  » Will help staff to have another area to go for meetings and training
  » Current work room is small and tight, not a lot of space for interviews
- Additional resources for patrons experiencing homelessness

- Patrons who rely on library services
- Coffee urn and microwave for public use
- Low shelving, especially for DVDs and Blu-rays
- Conference room **x2**
  » For staff meetings
- Additional bathroom or two

Q6. Is there anything about/within your building that is considered "sacred" to the community and should be preserved?

- "Green" Library – the garden to keep
  » Branch is located in the park and close to the conservatory
  » Maintain plants so they do not get too tall
  » Benches are in the garden but not well kept. Patrons that utilize it are not always respectful of the space
- Create a narrative so the branch is environmentally friendly and forward thinking
- No **x2**
- Breakroom – Nice to have a staff space for making coffee and food to take a break
- Large computer room
- Would like to have study rooms
- Park to the north side of the building
  » Space and safety issues may not make this possible

Q7. What types of spaces or furnishings does your building not have enough of for patrons?

- Soft seating/reading areas **x3**
  » Chairs taken over by "sleepers"
- Outlets
- Additional tables/chairs **x4**
  » Adult and children's area
  » Patrons will come in later and have no areas to sit, so the staff would pull out extra tables and chairs from storage

Staff Survey Responses • Garfield Park Branch

- Study rooms **x3**
- Community room
- Computers
- Meeting rooms

Q8. Do you have the correct number of study rooms for the demand you receive? Are the study rooms in a good location?

- Currently do not have any/no **x7**
- Get questions daily about study rooms
- Staff is asked multiple times a week and have to send them to other locations

Q9. Which parts of the collection do visitors request/use the most?

- DVD/Blu-ray **x6**
- Holds shelf
- Children's collection **x2**
- Juvenile materials

Q10. Do you think collections are easy to browse in the current layout? Can visitors easily find what they are looking for? What could be improved?

- No
  » Adult collections is behind the public chairs/tables (GN, non-fiction, DVD, fiction and mys) **x2**
  » Feels hidden and not many adults like to browse in this space **x2**
  » Make this space more inviting and move tables throughout the area so patrons do not locate all to one area/patrons feel intimidated **x2**
- Yes **x3**
- Additional signage would help patrons
- Collections are organized and labeled, if a patron is lost, they can always ask staff and they will have no trouble with assistance

Q11. What works well in terms of display/merchandising collections? What could use improvement?

- Not much wall space in the adult and children's area
- Currently have two new display shelves that will hopefully be used to only display materials II
- Wooden book displays are a huge help for merchandising both adult and juvenile collections
- End cap displays would be useful for highlighting books and handouts within non-fiction sections
- New and holiday items are displayed well with nice signage and is organized x2
- It would be nice to have additional displays **x2**
- Very little room for displays
- Large display case
  » Currently only have one small between the front doors
- Displays are decent right now
- Other branches have displays throughout with different themes and they look nice. Would be nice to have that at this branch
  » Would be nice to have other winter holidays or how Christmas is celebrated in other countries in displays
- Face out displays so patrons are temped or intrigued into something new
  » Similar to items close to a checkout counter in a store

Q12. How has the use of digital collections impacted the use of physical collections?

- Help patrons with the Libby accounts
- If the book is not in physical copy, online is recommended.

  » Beneficial for some folks who do not want to go to the branch
- Large number of patrons rely upon physical DVDs
- Digital collections make physical collections less popular with patrons that know technology or have access to it
- This branch is the return center for DVDs and CDs
- Slightly fewer holds
- Greater number of materials residing on shelf in fic, mys, and sci-fi
- Patrons who prefer digital collections have access to what they want
  » Staff will have plenty to keep tracked of without being overwhelmed
- Some patrons prefer physical collections, Covid may have found a convenience in digital collections

Q13. Which features are important to have in a service desk? (i.e., size, mobility, height, views, etc.)

- Visibility/views to the entrance and rest of library **x4**
- Sit/stand option
- Combination desk
- Multiple tasks done at one desk, assist with task if the branch is lower staffed or busy
- Standing height
- Self-checkout is accessible
- Space for mobility
- Higher return box
- Better placement of drawers
- Size and height
- Like the current desk
- Patrons and staff being able to see each other
- Decorations on desk to feel welcoming

- Room to have so tasks can be completed (i.e., library card applications, how to fill out different types of library cards)

Q14. Which types of technology do visitors request access to the most?

- Computers/computer lab **x5**
  » Older patrons use computers
- Mobile printing
- WiFi
- Phone calls **x2**
- Charging units **x2**
  » Had a charging station until it was vandalized
- Hotspots **x4**
- Chromebooks **x4**
- Printer/faxing/copier **x2**
- Libby
- Headphones

Q15. Is there a type of program that you would like to offer but currently do not?

- Yanna's initiative for public phone
- More adult programs to utilize the space and take ownership over the area patrons are disrespectful towards and leave the branch mess, or just hangout throughout the day, come and go as they please without watching their items
- Want space for the public and programming
- Tutoring
- Chair yoga/aerobics for adults
- Adult cooking classes
- Teen book club – have teens read a book every month
  » Might be overwhelmed from school work, they might not want to read
- Help with English assignments, tutoring and discussion groups about their assignments

- A way to determine what a patron would like to see and come to

Q16. Are there other materials or services that you wish you could offer but are currently unavailable at your location?

- All mentioned in the question above
- Headphones to borrow
- Charging cords/station **x2**
- Food
- Request for private rooms
  » Advise patrons to go to Beech Grove
- Access to daily/bi-weekly social services for the unhoused population
- Bike locks
- Access to more social service providers

Q17. Do you have any security concerns related to the library building in which you work?

- Currently working to hire a new LSA since the current have given their 30 day notice over 6 months ago
  » Difficult to work with the person in charge of this position
- Hire someone to work and train LSAs appropriately
- Everyday something is amiss
- The staff rear entrance door does not lock immediately when someone badges in
- Theft is a concern
  » Patrons have had their bikes and phones stolen
  » Patrons will ask staff members to watch their items so they do not get stolen
- No

Q18. Is there anything about your library site that is a hindrance to visitors? (i.e., parking, availability of drive-up services, drainage, etc.)

- Long sidewalk from the parking lot
- Staff entrance is far and hidden in the rear of the building
- Bushes need to be trimmed often, staff does this for safety
- Currently do not have a drive-up drop box
- Drop box opens in the Children's area, so it is locked during the day and open during closed hours
- The site is a small size
- Unhoused hangout in the garden. Patrons do not want to walk past that area
- Drive up book drop would be a great addition
- Depends on the person you are speaking with – respect to all

Q19. Which user group(s) do you feel are under-served by the library (if none, reply "none")?

- Seniors **x3**
  » They do not like seeing the unhoused take over all tables and hangout in the garden. They are afraid
- Teens **x2**
- Younger adults (in their 20s)
- Space plays a large factor as well the narrative of it being unsafe
- Community groups
- Lack of Community room for meetings and programming
- Their are those that are under served or over served but navigating between expectations is often a mine field

Appendix E
Staff Survey Responses • Garfield Park Branch

Q20. How can the library solidify its role as a community destination?

- Continue working hard and within the community **x2**
  » Update services to better the community
- Incorporating the communities feedback is important, but need to be somewhat productive in the changes we want to make
- Eliminate the garden and loitering of the unhoused
- Add private rooms for meetings
- Adding study rooms
- Adding a Community room
- Making it safe and accessible for as many as possible
- Not everyone is the same, what one person see and feels is is safe may not be the same for other people

Q21. Any additional comments/suggestions?

- Greatly appreciate the survey and welcome any discussion with the GPK team and facilities!
- Garfield Park Branch is great, both patrons and staff. The lack of resources to provide to patrons with the services they seek from the library
- Come visit and discuss these issues
- Improve landscaping "in use/available"
- Door locks on public restrooms

Staff Survey Responses • Glendale Branch

Staff Participation..78%

How do visitors arrive at your library?
Public Transportation...................12.5% or less
Personal Vehicle ....75% or less
Walk or Ride a Bike ....12.5% or less

Q1. What are the hot spots in your building? Where do people spend the most time?

- Computers **x9**
- Study room **x3**
- Children's area **x2**
- AWE computers
- Children's story steps
- Browsing stacks

Q2. What types of spaces would be the most helpful for serving adults?

- Study rooms - more! **x9**
- Computer area **x3**
- Reading spaces
- Tables
- Group meeting areas
- Quiet areas with computers
- Quiet spaces
- Computers located in closer proximity to children's/young children's areas
- Powered tables for laptop use

Q3. What types of spaces would be the most helpful for serving teens/young adults?

- Dedicated teen space **x3**
- Comfortable seating **x3**
- Separate from children's area! **x2**
- Computers **x2**
- Tables for group work - clear line of sight with limited access to adult computer areas
- Group activity areas

- Maker lab (3D printing, laser engraving, etc.)
- Fast WiFi
- Study rooms
- Powered Tables for laptop use

Q4. What types of spaces would be the most helpful for serving children?

- Safe play areas **x5**
- Nearby to the computer area for adult caregivers to multitask **x2**
- Interactive/Activity areas **x2**
- Clear line of sight with limited access to adult computer areas.
- Children's book area with fun places to sit
- Outdoor play/programming space & indoor space with cooperative play items like Legos, train table
- Open space that encourages movement
- Books and building/STEM-ish materials within easy reach
- Children's computers
- Reading nooks and comfortable reading chairs

Q5. Is there anything about your location that you think would make it more usable or useful?

- Better accessibility (i.e., functioning elevator) **x3**
- Adequate heating/cooling **x2** - Humidity levels are too high! Bad for books and computers
- Clean floors & fixtures **x2**
- Building is dilapidated and borderline unsafe: Fire alarms/sprinklers are unreliable and go off randomly. Roof has a substantial hole which resulted in a damaged ceiling that is not structurally reassuring **x2**
- Having elevators that work consistently and safely. **x2**

- Gender neutral restrooms
- Would be nice if the landlord contacted us before they work around the building - things are not getting done that need to be fixed.
- 3D printers
- Stairs that are less steep
- Fix water issues

Q6. Is there anything about/within your building that is considered "sacred" to the community and should be preserved?

- The staff - even with the building in its current state, patrons come to this location for the staff's familiarity and helpfulness
- Stained glass details
- Not anymore...they took the penguins to the zoo
- Many families have stated fond memories associated with the large metallic tree near children's nonfiction. SACRED??? Not so sure. Bench that encircles it is rarely used.
- Bear bench

Q7. What types of spaces or furnishings does your building not have enough of for patrons?

- Study room **x4**
- More comfortable seating **x3**
- Computers near the children's area so that caregivers can use the computers and watch kids at the same time - Study rooms are regularly booked.
- Community room
- Spaces with abundant natural lighting
- Powered tables

Appendix E
Staff Survey Responses • Glendale Branch

Q8. Do you have the correct number of study rooms for the demand you receive? Are the study rooms in a good location?

- Could use additional rooms **x6**
- Current location is good **x4**
- Study rooms are regularly booked.

Q9. Which parts of the collection do visitors request/use the most?

- Children's collection **x6**
- Adult fiction **x4**
- DVDs **x3**
- CDs **x2**
- Lifestyle books (i.e. legal books, religion books, health and diet books, financial and investing books)
- Nonfiction
- Juvenile picture books
- Holds
- New Fiction

Q10. Do you think collections are easy to browse in the current layout? Can visitors easily find what they are looking for? What could be improved?

- The library is small, so most things are within a person's line of sight which allows for easy browsing **x4**
- SF (science fiction?) is in a weird spot by itself
- DVDs are awkwardly divided in two areas due to the collection not fitting in its designated spot
- Children's BluRay and NonFiction DVDs are on a spinner that is difficult to keep organized
- Teens need better displays for browsing - Does not have enough room and needs to be separated more.
- Adult Fiction collection is semi-hidden

- World Language books are awkwardly placed (like they were shoved away as an afterthought)
- Signage
- The adult section is a bit convoluted but easy to navigate once you know the layout.
- Signage is pretty good.
- More DVD space/better flow. Slightly wider aisles.

Q11. What works well in terms of display/merchandising collections? What could use improvement?

- Front-facing displays work well **x2**
- Glass display case for ephemera collections on subject like teapots **x2**
- Large octagon displays
- Pillars with modular wire shelving
- Movable A-frames
- We have too many smaller, pillar displays
- We don't have a very attractive community news space - It is only located in the hallway leading to the entrance.
- Front facing slat shelves
- Plenty of display opportunities
- Better lighting

Q12. How has the use of digital collections impacted the use of physical collections?

- Physical collection is still in active use
- We have an older demographic, so many of our patrons don't use/understand e-books
- Have had patrons express their concern about losing the CD collection
- Very divided on those who want physical copies/e-copies
- Reduction in circulation of adult materials
- Less use of traditional books and magazines

- It hasn't. I believe that more people are excited to read when they see how large our collection is everywhere. Physical and digital.
- Depends on the patron

Q13. Which features are important to have in a service desk? (i.e., size, mobility, height, views, etc.)

- Ability to spin the computer screen for patron viewing (or an extra monitor?) **x3**
- Adjustable chairs to accommodate different staff preferences **x3**
- Chairs might be a nice option for patrons as well **x2**
- Decent desk space to sort books & do other work tasks/surface area **x2**
- Size **x2**
- Space behind desk is important as a lot of materials pass through there
- Clear boundaries between patrons and librarians.
- Easy reach to the phone
- Storage for often used items (i.e. 1000 Books items, office supplies, etc.)
- Good views between patron/staff and staff/building
- Clear signage to show that it is a service desk and not just public computers
- Rounded edges on below desk shelving
- Unobstructed view of doorway
- Keyboard tray

Q14. Which types of technology do visitors request access to the most?

- Computers **x7**
- Printer/copier/faxing **x4**
- Filling out online forms and fillable PDF's
- Video conferencing/zoom
- Watching training videos

- Web browsing
- Help with e-readers
- Help with smart phones

Q15. Is there a type of program that you would like to offer but currently do not?

- Board game nights for teens
- A program like what Hamilton east has with ignite studio would be incredible. https://ignite.hepl.lib.in.us/
- Drag queen story time
- Explore the world

Q16. Are there other materials or services that you wish you could offer but are currently unavailable at your location?

- Passes for parks/museums
- Notary service
- Braille books
- Mobile hotspots
- 3D printing

Q17. Do you have any security concerns related to the library building in which you work?

- Many concerns due to the many back hallways and exterior doors that are not always adequately secured by property management **x5** - Someone was recently in the building after-hours and it may have been from traveling through the tunnels of the Glendale Mall
- Public restrooms are only lockable and unlockable from the outside, so someone could get locked into them (including staff, even with a key)
- Gates are difficult to lock/unlock - Even if there is no power to it.

- Elevator is unreliable - Stairs are also not good- they are more so fire stairs which make them very basic and difficult for people with mobility issues to utilize
- Fire alarms go off randomly, but also don't go off when there are actual fires - Also, there is no alarm system to alert fire department/control center/landlord when there is an emergency
- Recent early a.m. FIRE is evidence of concern.
- The false floor is really hard on people's joints - Staff has reported knee problems and one person developing plantar fasciitis
- Yes, staff have no direct access to the building
- People can get into underground tunnels and cause havoc

Q18. Is there anything about your library site that is a hindrance to visitors? (i.e., parking, availability of drive-up services, drainage, etc.)

- Elevator is unreliable - Also not very appealing- the elevator is dirty and opens up to a long empty hallway **x5**
- Entry is dirty and tired looking which discourages visitors **x3**
- Access from the parking lot to our library is too far and difficult for patrons with mobility issues **x2**
- Library is difficult to find within the shopping center **x2**
- Library is not close enough to any bus stops
- It is out of the way and on the second floor
- People sleeping in the lobby
- Not always knowing what to expect
- Water issues

Q19. Which user group(s) do you feel are under-served by the library (if none, reply "none")?

- None **x2**
- Teens - The building is difficult to access without a car - There is no dedicated teen space **x2**
- Older adults - Some of whom are afraid to come out to the library?
- Unhoused; need a social worker on staff

Q20. How can the library solidify its role as a community destination?

- Our new location is essential to filling needs and addressing concerns - this location is a very community-oriented space **x3** - Frustrating because we have to keep having to explain the delay.
- Open our new building!
- Provide services for aspiring makers and engineers that don't have the budget for expensive equipment that can bring their ideas into the world. Courses teaching how to use this equipment can make a huge impact on the community.
- Better bus service
- Welcome all.
- Provide diverse programming and services.
- Celebrate the arts.
- Just being here and letting patrons know we are here for them helps.
- Accessibility stations
- Plenty of spaces to sit alone or in a group with outlets for laptop use
- Outdoor seating
- Inviting community room space

Appendix E

Staff Survey Responses • Glendale Branch

Q21. Any additional comments/suggestions?

- We were originally excited that our new location was on a bus route, and we do have quite a few patrons who use the bus, so we're worried that the new location will no longer be on a bus route.

Staff Survey Responses • Haughville Branch

Staff Participation.. 40%

How do visitors arrive at your library?
Public Transportation.......................25% or less
Personal Vehicle ....25% or less
Walk or Ride a Bike .... 50% or more

Q1. What are the hot spots in your building? Where do people spend the most time?

- Computers **x2**
- Circulation desk

Q2. What types of spaces would be the most helpful for serving adults?

- The current space is efficient
- Printing/faxing
- Would be beneficial having a business center with intuitive printing/faxing/scanning
- Open spaces, high visibility

Q3. What types of spaces would be the most helpful for serving teens/young adults?

- Teens are frequent visitors at this branch
- On their phones
- In a study room
- Would be beneficial having a business center with intuitive printing/faxing/scanning
- Open spaces, high visibility

Q4. What types of spaces would be the most helpful for serving children?

- Adult computers in the Children's area
  » Children enjoy using adult computers
- Open spaces, high visibility

Q5. Is there anything about your location that you think would make it more usable or useful?

- Additional printer – most used item in the building
- Acoustic panels – everything currently echoes
- Shading devices for the morning near the computers
  » Morning sun is blinding

Q6. Is there anything about/within your building that is considered "sacred" to the community and should be preserved?

- Beautiful mural tribute of Haughville neighborhood in the Children's area

Q7. What types of spaces or furnishings does your building not have enough of for patrons?

- Study rooms
- Quiet areas
- Space for tables and chairs for children to eat IndyPark free meals

Q8. Do you have the correct number of study rooms for the demand you receive? Are the study rooms in a good location?

- Pretty good right now **x3**
- An additional study room would be beneficial

Q9. Which parts of the collection do visitors request/use the most?

- Hotspots
- Urban Fic books **x2**
- Adult Non-fiction
- Children's sections
- GN

Q10. Do you think collections are easy to browse in the current layout? Can visitors easily find what they are looking for? What could be improved?

- Yes **x2**
- Location map, layout of the library

Q11. What works well in terms of display/ merchandising collections? What could use improvement?

- Better signage
- Face displays with children's books and other materials for a better way to browse

Q12. How has the use of digital collections impacted the use of physical collections?

- Patrons most use physical collections
- Receive phone calls to renew books even though it can be done online
- Unsure
- Less engagement during the summer reading program, but more access

Q13. Which features are important to have in a service desk? (i.e., size, mobility, height, views, etc.)

- Visibility of the library and patrons **x2**
- Reference and circulation are at one desk, patrons get confused
  » Split reference and circulation to their own desks
- Area for patrons to put down items and write

Appendix E

Staff Survey Responses • Haughville Branch

Q14. Which types of technology do visitors request access to the most?

- Computers **x2**
- Hotspots **x3**
- Printer
- Chromebooks

Q15. Is there a type of program that you would like to offer but currently do not?

- Dungeons and Dragons for adults
- Storywalk!

Q16. Are there other materials or services that you wish you could offer but are currently unavailable at your location?

- Hotspots are the biggest request **x2**
  » Expand this
  » Devices are in high demand at this branch

Q17. Do you have any security concerns related to the library building in which you work?

- LSA is great, staff feels great when she is here
- Yes, because of the community the library serves
- Security cameras do not work properly
- Incidents happen during this time and it is needed for safety of our patrons and staff

Q18. Is there anything about your library site that is a hindrance to visitors? (i.e., parking, availability of drive-up services, drainage, etc.)

- Only have one printer and it is in high demand
- Sunlight on computers in the morning – shading devices would be beneficial
- Acoustics – in need of acoustical panels
- No

Q19. Which user group(s) do you feel are under-served by the library (if none, reply "none")?

- Patrons with disabilities
  » No staff members know ASL

Q20. How can the library solidify its role as a community destination?

- Continue to make connections with community members

Q21. Any additional comments/suggestions?

- N/A

Staff Participation..................................... 100%

How do visitors arrive at your library?
Public Transportation.................................. 0%
Personal Vehicle .... 75% or more
Walk or Ride a Bike.........................25% or less

Q1. What are the hot spots in your building? Where do people spend the most time?

- Computer Lab **x2**
- JP area in addition to books
- Toys for kids and seating area for parents to read to/with their children
- Programming spaces **x3**
- ActivityZone **x2**

Q2. What types of spaces would be the most helpful for serving adults?

- Being in a Children's Museum, collections and spaces are geared mostly toward children
- Have a computer lab which seem adults mostly come for that
- Small space because of the size of the branch **x2**
- Most shelving is face out books – popular with patrons **x2**
- Better seating
  » Chairs are old, showing wear and are fabric
  » Something more streamline, not fabric, durable and easy to clean
- New chairs in the computer lab – current chairs roll

Q3. What types of spaces would be the most helpful for serving teens/young adults?

- See answer to question number 2

Q4. What types of spaces would be the most helpful for serving children?

- Already have:
  » Play areas
  » Kids computers
  » Place to sit and read
- New chairs in the computer lab **x2**
  » Not child friendly. A lot of programming with children is computer based **x2**
  » Adult patrons have issues with the chairs **x2**
- Need a refresh
- Space constraints things that would be great additions like nursing, mother area, quiet room for patrons experiencing sensory overload, etc

Q5. Is there anything about your location that you think would make it more usable or useful?

- Change name or a more clearly establish this location is a branch of the library
- Patrons think it is an "information" area about the museum events/exhibits and ticket pick up
- Update the greenscreen area **x2**
  » Visitors love this, but it is 12 years old and outdated **x2**
- New projector in the computer lab x3
  » Also 12 years old and outdated **x2**
- Add a projector in the program room **x2**
- Improve lighting
  » In the computer lab. Make this separate lighting in the main part of the branch with exception of the JP area
  » In the main area, the can fixtures are not great. As staff replaces bulbs, they seem less bright

Q6. Is there anything about/within your building that is considered "sacred" to the community and should be preserved?

- No **x3**
- Community is more connected with the staff and service than things in the space **x2**
- Computer lab – it is large for the branch size, this is because of the programming
- Programming is large with neighborhood schools, special days (i.e., MLK Day, Juneteenth, etc.)
- Greenscreen/interactive area in JP

Q7. What types of spaces or furnishings does your building not have enough of for patrons?

- More movable book display furnishings **x2**
- Currently have enough, just need to be updated

Q8. Do you have the correct number of study rooms for the demand you receive? Are the study rooms in a good location?

- No **x4**
- Do not have much demand for them **x3**

Q9. Which parts of the collection do visitors request/use the most?

- JP **x2**
- JZ
- Children's collection **x2**
- Graphic Novels
- Items on displays

Appendix E

Staff Survey Responses • InfoZone Branch

Q10. Do you think collections are easy to browse in the current layout? Can visitors easily find what they are looking for? What could be improved?

- Easy to browse in terms of finding interesting materials
- Sometime difficult if a patron is looking for something specific
- Moved collections around to the best locations – patrons have complimented on this **x2**
- Yes
  » Given space constraints, staff worked to make collections flow with ease to materials
  » Visitors are able to find what they are looking for
- Would be beneficial to have shelves that are more child friendly and movable
  » Shelves are tall and in order to make collections fit
  » One top shelf that most children are unable to reach

Q11. What works well in terms of display/merchandising collections? What could use improvement?

- Staff currently put together a great space with eye catching displays
- Patrons compliment the displays, especially how the displays are diverse with authors, characters, etc.
- Face out books **x2**
  » Get checked out the most **x2**
- Very high browser friendly branch and this is what patrons like thanks to the staff **x3**
- Would benefit with additional displays

Q12. How has the use of digital collections impacted the use of physical collections?

- Use of digital collection will reduce the use of physical materials
- Patrons browse through the adult section and mention they like to find display books for checkout on Libby **x3**

Q13. Which features are important to have in a service desk? (i.e., size, mobility, height, views, etc.)

- Proper height
- Proper location
- Views **x3**
  » Affects staff ability to greet patrons and see what is going on around them **x3**
- More streamline/mobile
- Current height is great
- It is large and takes up a lot of space, but great for storage

Q14. Which types of technology do visitors request access to the most?

- Internet access
- Word processing software
- Computers **x2**
- Printers **x2**
- Youth visitors request programming technology **x2**
- Hotspots
- Greenscreen, but no longer works
- Dr. Palacio (Board Member) asked about the green screen when visiting
- Would benefit from another interactive display
- Elizabeth Tarr (YMLS) would be great to work with, has ideas and keeps up with technology

Q15. Is there a type of program that you would like to offer but currently do not?

- No **x4**

Q16. Are there other materials or services that you wish you could offer but are currently unavailable at your location?

- No **x4**
- Space is large, but there is no room to shelve collections
- Hotspots and chromebooks are popular and nice the branch provides access to patrons, carts take up a lot of space in the small workroom

Q17. Do you have any security concerns related to the library building in which you work?

- No **x2**
- In the largest Children's Museum so there are always security concerns **x2**
- Currently have security and access to cameras **x3**

Q18. Is there anything about your library site that is a hindrance to visitors? (i.e., parking, availability of drive-up services, drainage, etc.)

- No **x3**
- Exterior book drop is getting faded

Q19. Which user group(s) do you feel are under-served by the library (if none, reply "none")?

- None **x5**

Q20. How can the library solidify its role as a community destination?

- Welcoming space that patrons feel safe **x2**
- Patrons needs first and not just checking a box **x2**
- Updating the computer lab with new interactive technology where the green screen was

Q21. Any additional comments/suggestions?

- Update out "quote" signs **x2**
  » They are outdated and not inclusive for several reasons **x2**
- Computer lab is dark **x2**
  » Could use some additional lighting. Would help people visually **x2**
- No question about the staff area
  » Would like to find a better way to organize/redesign the space to better fit staff needs
- As with everything else at the Infozone, the space is small

Appendix E

Staff Survey Responses • Irvington Branch

Q1. What are the hot spots in your building? Where do people spend the most time?

- Computers **x7**
- Public Seating **x3**
- Work Tables **x2**
- Seating areas with power
- Printer/copier
- Some lounge and read or check their own personal computers/devices

Q2. What types of spaces would be the most helpful for serving adults?

- More seating **x4**
- Chairs with work surface/charging ports **x3** - USB ports - computer area gets busy just with people wanting to use the ports
- Refreshed and updated furniture - current furniture is incredibly worn **x2**
- Quiet room for phone calls
- Computers
- Study Areas
- Couple more tables and chairs

Q3. What types of spaces would be the most helpful for serving teens/young adults?

- More seating **x3** - Often see teens using adult seating areas
- Refreshed and updated furniture - current furniture is incredibly worn **x2**
- Group Seating
- Individual chairs

- Reading areas
- Better storage for teen zone materials(i.e., board games)
- A couple more table and chairs
- More bookcases/shelves.

Q4. What types of spaces would be the most helpful for serving children?

- More spaces to explore/play spaces **x2**
- Refreshed and updated furniture - current furniture is incredibly worn **x2** - Powered furniture (USB)
- Comfy chairs for lap sitting
- Short tables for coloring and puzzles
- Reading areas
- Play areas
- More bookcases/shelves

Q5. Is there anything about your location that you think would make it more usable or useful?

- Refreshed and updated furniture- current furniture is incredibly worn **x2**
- More signage for both interior and exterior **x2**
- Vaulted ceiling makes it impossible to have interior signage **x2**
- Push-button handicapped access to public restroom doors
- Reworking the Circulation Desk for better flow, more room, and lines of sight.
- Rework the holds area
- Better pathways for flow
- More restrooms

Q6. Is there anything about/within your building that is considered "sacred" to the community and should be preserved?

- DVD collection
- Computers
- Everything

Q7. What types of spaces or furnishings does your building not have enough of for patrons?

- Seating **x3**
- Charging ports **x2**
- Refreshed and updated furniture - current furniture is incredibly worn **x2**
- Study rooms
- Restrooms

Q8. Do you have the correct number of study rooms for the demand you receive? Are the study rooms in a good location?

- We need at least 1 more **x6**
- 2 more would work **x2**

Q9. Which parts of the collection do visitors request/use the most?

- We need better shelving/displays for DVDs **x4**
- Children's space **x3**
- Graphic Novels **x2**
- Adult **x2**
- Large type
- Teen
- CDs
- Better signage at storytime theater
- It used to be DVDs but now books are catching up again, especially kids.

Q10. Do you think collections are easy to browse in the current layout? Can visitors easily find what they are looking for? What could be improved?

- Current signage is bad **x4**
- Children/Teen sections are not labeled at all **x2**
- Yes, collection are easy to browse **x2**
- Hold shelves, copier and blu-rays are difficult to find

- Cathedral ceiling means we cannot hang any signs which would be useful to have
- Better shelving for DVDs

Q11. What works well in terms of display/merchandising collections? What could use improvement?

- We have some free-standing display units that work well for rotating/seasonal displays **x3**
- We need normal vertical shelves (not bins) for the movie collection
- Signage could be improved
- Display areas seem to work well
- New books, but not at floor level

Q12. How has the use of digital collections impacted the use of physical collections?

- DVDs are in high demand **x2**
- The physical collection is still in high demand **x2**
- Our magazines are shrinking fast
- Adult book collection seems most popular
- CD demand has decreased
- DVD collection is growing and do not have the shelving to expand the collection

Q13. Which features are important to have in a service desk? (i.e., size, mobility, height, views, etc.)

- Large work surface **x4**
- Clear view of door and branch **x3**
- Better seating options **x2** - Uniform and ergonomic seating, floor mats, room for optional tall chairs
- Easy access to outgoing boxes and sorting shelves
- Space for personal comfort (i.e. drink, fan)

- Maybe a height adjustable desk? Standing desks seem not ADA friendly (i.e. wheelchair users)
- Better lighting. Current desk lamps don't cover the whole desk AND the space beyond the desk to see current conditions of books & library.
- Better counters for working on computers at Circulation Desk
- More storage behind the desk on essential items.
- Size, height, views and clear wording
- Good flow/foot paths

Q14. Which types of technology do visitors request access to the most?

- Public computers **x4**
- Faxing/copying **x4** - looking forward to a new fax station
- Hotspots **x3**
- Printing (from phones) **x2**

Q15. Is there a type of program that you would like to offer but currently do not?

- Craft program **x2** - programs have dropped off mostly due to short staffing
- Teen book club
- Teen Zone (Under staffed for this)
- Computer Classes

Q16. Are there other materials or services that you wish you could offer but are currently unavailable at your location?

- The seed library was popular this year, but we did not offer this **x2**
- Scanning/faxing on printer/copier **x2**
- Board games to check out

Q17. Do you have any security concerns related to the library building in which you work?

- Yes, we have very aggressive patrons on the regular, with mental health issues, and we desperately need security **x4** - children/teens being inappropriately approached by adults, weed smells coming from restrooms, drinking on property
- Security guard is a must **x3**
- Security cameras for views outside of library - Washington Street is the only outdoor area you can see from the inside **x3**
- The lobby and restrooms are removed from everything, so we can't tell when there are issues

Q18. Is there anything about your library site that is a hindrance to visitors? (i.e., parking, availability of drive-up services, drainage, etc.)

- Staff could use steps rather than the ramp that is currently accessing the back door (gets slippery in the winter).
- Handicapped restroom would be good for patrons
- Drop off is only accessible if you exit your car
- Steep driveway in the back is difficult for staff (a railing would be nice)
- Parking could be better
- Poor signage
- Refreshed and updated furniture- current furniture is incredibly worn

Q19. Which user group(s) do you feel are under-served by the library (if none, reply "none")?

- Older Adults
- Teens need more space- gets busier as it gets colder during the year and after school

Appendix E

Staff Survey Responses • Irvington Branch

Q20. How can the library solidify its role as a community destination?

- Easier access to meeting spaces, for various group sizes
- Library currently does very well with this community. We have organizations here using meeting spaces and other library resources. It is also walkable for lots of patrons
- Since we're in a historical community we already do a good job of this, but a few more family programs in our auditorium, (concerts, lectures, workshops, etc.), would be useful and well attended - with enough advertisement.

Q21. Any additional comments/suggestions?

- Refreshed and updated (upholstered) furniture- current furniture is incredibly worn **x3**
- Public restroom upgrade- current is dark and cold, and nothing really works well
- Library is in need of basic things- i.e. Two spindles for TP in the bathrooms
- Better Storage
- Better Signage
- New circulation desk
- I love this community, love this branch, and we're a big part of it all.

Staff Survey Responses • Lawrence Branch

Staff Participation...................................... 73%

How do visitors arrive at your library?
Public Transportation.......................25% or less
Personal Vehicle .... 75% or more
Walk or Ride a Bike...................................... 0%

Q1. What are the hot spots in your building? Where do people spend the most time?

- Computers **x7**
- Adult tables and seating **x6**
- Children's play area **x3**
  » AWE stations
- Picking up holds
- Reference
- Collections
- Study rooms

Q2. What types of spaces would be the most helpful for serving adults?

- Study rooms **x4**
- Tables and chairs **x2**
  » Ranging from 4-6 chairs
- Public computers **x2**
- Private rooms for use of personal computers for online meetings
- Soundproofed spaces
- About 3:40, our branch gets a large amount of teenagers from the high school waiting to be picked up, leaving our adult patrons with nowhere to sit. They avoid coming to the library from 3-4:40
- Computer area to keep their kids corralled while in a quiet area
- A seating area that is separate from the Teens

Q3. What types of spaces would be the most helpful for serving teens/young adults?

- Large enclosed teen space **x7**
  » To be able to lounge and talk
- Tables and chairs **x3**
  » "Chill spaces"
- After school Teens come into the library and sit all over the adult area
- Dedicated exterior space
- After school hours, teens gather in the larger open space where bench seating is available out of the community room and market area. Noise in the weekday hour is often disruptive to other patrons. Teens will also gather in the entry vestibule
- An area "sectioning off" is implemented Teen Zone a few days each week helps with activity and noise containment which takes the Community room and dedicated staff area
- Lobby area
- Study rooms
- A separate Teen Area with seating and PCs

Q4. What types of spaces would be the most helpful for serving children?

- Separate children's area/closed off **x3**
  » Play/toy materials **x4**
- Shelving for facing books out
- Low shelving for easier access
- Larger play area
  » Something to climb
- Children's area is good
- Teens from the school will take over the children's area and talk loudly, curse around the young children. When parents ask them to refrain or quiet down, they simply blow them off

- Dedicated online search computer for parents and older children
- Story time/reading areas
- Interactive area for bigger kids to build and craft. There is already a space for little kids
- A card catalog computer in the children's area, a checkout station and return box in the children's area

Q5. Is there anything about your location that you think would make it more usable or useful?

- Quieter study rooms and staff spaces. Difficult to find a quiet area in the library since everything is open and ceiling are high, noise carries **x3**
  » Soundproofing
  » Poorly designed. Patrons complain about the noise issue while in the rooms tutoring, job interviews, and staff meetings and all they want is peace
- Bottle filler **x2**
- More tables and chairs
- Staff restrooms
- Exterior door from the Children's section for the fenced in area that is not used
- Better signage. Library has been making their own signage. It would be nice to get signs like new branches have
  » Shelf signs
  » Hours sign close to the sidewalk by the front door
- Convex mirrors in any area of the building where people can hide. Teens are everywhere in the library after school and would like to keep an eye on them.
- Parking lot could use a pickup lane for LN. We have tried to stop the parents for picking up kids here but has not worked. This

Appendix E

Staff Survey Responses • Lawrence Branch

happens in the afternoon and blocks traffic in the right lane.
   » Improved parking
- Another way to exit the lot or an additional lane would be nice
- Locks for the study room doors are located at the bottom, making it awkward and painful to unlock in front of our patrons
- Second indoor return slot
- Computer area in the children's area to access the catalog (this is requested often)
- Signage for the return slot. This is asked about multiple times a day
- Larger Community room. Often times during the summer, we turn patrons away during reading programs because it reached capacity
- Lower shelves for kids. Easy readers and picture books are too high for kids
- Making the "marketplace" a Teen Zone and converting one of the public PCs in the children's area to a card catalog computer

Q6. Is there anything about/within your building that is considered "sacred" to the community and should be preserved?

- Story tree and shelf that holds our board books – only thing we kept after the renovation x3
- N/A x2
- "Pooh Corner" in the Children's space x2
- Children's furniture is cute
- Display case in the vestibule

Q7. What types of spaces or furnishings does your building not have enough of for patrons?

- All existing furnishings fit x2
- More furniture for teens after school x2

- Teen spaces x2
- Additional space in the Community room
- Children's side needs a OPAC
- More seating for our patrons
- Desk chairs for our workroom since during the renovation they ordered too few. We were promised them and have never received them
- Overhang covering for the drive up box since materials and sorter belt get wet
- A quiet area for adults away from the teens

Q8. Do you have the correct number of study rooms for the demand you receive? Are the study rooms in a good location?

- Number of rooms is correct x5
- The amount is correct, but the middle room is noisy. They are poorly designed so you are able to hear everything people in the other study rooms say and struggle to get work done x3
- Location is good x3
- More study rooms would be great x2
- The numbering is strange going left to right it is "3,2,1"
- Furnishings in the study rooms do not feel adequate
- Study room 2 does not have a large enough table for working and patrons ask for a different room

Q9. Which parts of the collection do visitors request/use the most?

- Picture books for children x5
- Adult Fiction x4
- DVDs x2
- Print books
- Audiobooks/CDs

- Several patrons homeschool their kids so they often request kids' books on various subjects
- Graphic novels
- Manga
- Romance novels (Colleen Hoover from tiktok)
   » Can be difficult to find since there is no section for them
- Large type books
- JZ
- J Fiction
- Adult Mystery
- Chapter books
- Character-specific children's books

Q10. Do you think collections are easy to browse in the current layout? Can visitors easily find what they are looking for? What could be improved?

- Too much Non-Fiction
   » Currently cutting back
- Eliminate bottom shelving – easier access
- Children's books are out of reach
- New signage is needed. We have been creating our own signs. Nicer signs like Demco would be great. Shelf signs would be awesome too
- Kris Gould has done a great job weeding materials and removing them from the bottom shelves
- Signs at the on the top shelf that mark the beginning of each section, also on the side of the aisles
- What can be confusing is that we had to separate our teen and adult graphic novel so they are on opposite sides of the adult side

- Not enough room for book holds. We need to bring stacks behind the circulation desk due to the limited space we have to shelve holds
- Freeing up CD space for additional books is recommended
- Layout is sufficient
- Shelves for children's picture books and early readers are too tall for kids
- The graphic novels and manga areas are easier to browse than my previous branch.
- An area for Character Books in the children's area could be helpful.
- Separating children's graphic novels into age ranges (ie Z, E, Fic) would be hepful.

Q11. What works well in terms of display/ merchandising collections? What could use improvement?

- Displays at the front entry are great, they grab patrons attention as they walk in and out **x4**
- Posters for display work well
- Relocating Juvenile books near their collection
- Display tables for merchandising collection works well
- New shelving to highlight the World Language Collection should be located in the middle of the branch
- Having additional book storage so that displays could be centrally located in the Marketplace
- Books "fly off" the book display next to the "traffic" pattern in the library
- Holiday section is tucked away and do not see a way to fix it
- The displays seem to be very popular

Q12. How has the use of digital collections impacted the use of physical collections?

- Both collections are used heavily **x2**
- Some patrons are upset about losing audiobook CDs, CDs and DVDs/phased out. They use Libby instead causing more empty shelving **x2**
- Small amount for Children's collections
- A lot of use of physical collection
- The reference section is too large
- Patrons come in with kindles so they can learn how to use E-books
- Occasionally receive complaints that there are not enough new books in our collection
  » This led to somewhat of an increase use of wowbrary and hold lines
- Access to digital collections is more quickly and easily meaning physical collections will decrease. Libraries will always remain important because people need face-to-face interaction
- Both kids and parents want physical collections
- Haven't seen an impact in the time that I have been here

Q13. Which features are important to have in a service desk? (i.e., size, mobility, height, views, etc.)

- Views **x5**
- Height **x3**
- Options to stand or sit while working **x2**
- Accessibility **x2**
- Swivel computer to should patrons images of the book they are interested in
- Current desk works well
- Counter space between patrons and staff to interact
- Adjustable seating

- Larger size of the overall desk
- Low
- More than one station per service desk for collaboration with colleagues.
- Having a view of the collection and seating areas is important.
- Having a place to hang flyers with relevant information is also important

Q14. Which types of technology do visitors request access to the most?

- Printer/copier **x5**
- Computers **x5**
- Wi-Fi hotspots **x2**
- Mobile printing
- Headphones
- Phone chargers
- Flash drives to print
- Learn how to use Kindles for E-books
- Card catalog
- AWE computers

Q15. Is there a type of program that you would like to offer but currently do not?

- STEM for preschoolers
- Virtual reality classes/experiences for teens, only issue the teens are poorly behaved that staff can't guarantee their safety while using that technology, or if the headsets could be kept in good condition
- Programming for seniors that is not technologically based
- Storytime for working families
- STEAM programs to help with the digital divide and more for homeschoolers

Appendix E

Staff Survey Responses • Lawrence Branch

Q16. Are there other materials or services that you wish you could offer but are currently unavailable at your location?

- More opportunities for educational play
- Toys, play areas, etc.
- Free headphones for patrons needing to use our assistive technology
- Lend out ipads/laptops for program use
- Board games for checkout would be a nice addition

Q17. Do you have any security concerns related to the library building in which you work?

- Teens from the high school present many security issues
- Kids like to hide outside of the building during the school day
- The teens that come from Lawrence North are often the ones with behavior issues. They have no respect for us or our property. They have set fires next to the building, used the quiet rooms for illegal use and using hot hair tools, frequently lock the public restroom doors/do illegal acts in the family bathroom, clog the plumbing, fought each other to the point of police/ambulance services, threaten violence on each other and us, have broken in/attempted to break into the back of the building, break the vending machine on a weekly basis despite attempts to stop them, leave garbage all over, and disturb other patrons
- Parents clog the parking lot from 3:00-4:30 every weekday, to the point that regular patrons have stopped visiting (NL)
- Notice a drop off June – August do to ill-behave parents and children

- Concerned about the possibility of a child bringing a gun to the library, especially if they receive discipline they do not like. I believe that is so likely that sometimes I refrain from trying to quell bad behavior
- The fencing around the library has no gates or openings, so in the event of an active shooter, anyone that leaves through the emergency exit in the children's area would have to walk around the entire building (including the front entrance) to get away. This is the closest exit to some staff and not sure what the safest option would be to get away from the building

Q18. Is there anything about your library site that is a hindrance to visitors? (i.e., parking, availability of drive-up services, drainage, etc.)

- When school lets out, cars are backed up (LN pick up) in the parking lot making it difficult for patrons to enter and exit **x5**
- The parking isn't great, especially since adults (especially senior citizens) have to walk all the way through the library to get to the adult collection.

Q19. Which user group(s) do you feel are under-served by the library (if none, reply "none")?

- Teens/Middle schoolers **x2**
- English language learners
- Disabled patrons – autism service is amazing at Fort Ben. This is needed at this branch
- Older patrons and being able to cater to them other than technology

Q20. How can the library solidify its role as a community destination?

- Community outreach **x2**
  » Patrons come into the library not knowing what they offer
- Continue to offer free programming
- Creating spaces that are warm, and inviting for visitors
- Area that patrons feel like spending time in the afternoon
- This branch is doing its part by keeping up signage about career services, food access and equal access to our technology
- Continued links with schools
- Provide enough resources
- Provide a good environment
- Provide high quality services
- Currently doing a great job
- Let people know about the services the library offers
- I think the programs, staff and collections are wonderful and the community is very appreciative. The layout of the library itself is the biggest hindrance.

Q21. Any additional comments/suggestions?

- N/A
- Indy PL is amazing and happy to be part of it
- Door to the breakroom. 2/3 of a wall separating our work room from the library. This combined with the lack of a door to our break room means that we can hear/smell the microwave while I'm on desk and care hear patrons checking out while others are on break. There is no peace.
- The way the sound carries into the back employee area and the layout of that area make it difficult for coworkers to collaborate or complete work

Staff Survey Responses • Library Service Center

Staff Participation.. 30%

How do visitors arrive at your library?
Public Transportation....................12.5% or less
Personal Vehicle ....75% or less
Walk or Ride a Bike.......................12.5% or less

Q1. What are the hot spots in your building? Where do people spend the most time?

- Offices **x17**
- The bookstore **x8**
- Meeting rooms **x3**
- Outreach department is used for meetings **x2**
- Room 226 **x2**
- Bookmobile **x2**
- Breakroom **x2**
- 1st floor in CMSA **x2**
- Training Room
- Indy library store
- Second floor LSC
- IT area
- Workroom

Q2. What types of spaces would be the most helpful for serving adults?

- Book sale **x4**
  » Bigger area for the Book Store. Seem to need more storage and working/sorting space as well as more space for the book sale events themselves. It is frequently jam packed with patrons. More room makes it easier to browse.
- More meeting rooms **x2**
- New bookmobiles **x2**
- An updated volunteer area for the store. Maybe reconfigured with an eating counter instead of the big table in the middle.

- Currently well-supported with the space dedicated to them.
- Offices, cubicles, and workrooms
- Potentially having a printer available on the bookmobile might be useful to us so we can either print and give them information or they can mobile print their papers. We would have to work out a payment option for that service.
- It could be nice if we had a printing kiosk or something in the entry. I think that's what we get asked about the most when people stop by thinking it's a library.
- I'd like to see LSC open to the public again. The locked doors are a barrier to patrons who need to know that we are not open to the public. I also think we need better signage if we remain locked.
- Would like lighter furniture for 226 - maybe a wood floor instead of carpeting

Q3. What types of spaces would be the most helpful for serving teens/young adults?

- New bookmobiles **x2**
  » Making space for teens to sit down on the bookmobile and browse is always helpful. Having an awning or something outside of it would help us to extend our space outside of the vehicle.
- Book Sale **x2**
  » Bigger and more friendly browsing/shopping area for teen items in the Book Store.
  » More dedicated space for fiction and nonfiction YA books would be wonderful!
- I'd love to see four computers in the LSC lobby for public use. We have lots of teens/young adults who come in because they just want a computer or to charge their phones.

- Offices, cubicles, and workrooms

Q4. What types of spaces would be the most helpful for serving children?

- New bookmobiles **x2**
- Book Sale
  » A reading nook for kids and parents to rest and review their purchases
  » I'd love to see some lower shelves in the booksale for displaying children's books.
  » Bigger and more friendly browsing/shopping area for kids items in the Book Store.
- Offices, cubicles, and workrooms
- Outreach
- Making space for kids to sit down on the bookmobile and browse is always helpful. Be sure to have shelves low enough where they can reach them. Having an awning or something outside of it would help us to extend our space outside of the vehicle.

Q5. Is there anything about your location that you think would make it more usable or useful?

- More office space/we could really use more space to have more offices with closed doors **x2**
- A green roof. Put solar power on the upper roof, but make the roof seen out of second floor windows green with plants friendly to pollinators. **x2**
- We're very cramped in Outreach and Communications since Volunteer Services moved into our department. **x2**
- Upgrading the cubicles, furniture, lighting and ventilation **x2**
- Outreach needs more shelving for our collections and staff space (i.e. more cubicles)

Appendix E
Staff Survey Responses • Library Service Center

- The staff lounge is HUGE. Shrink it and add offices for Volunteer Resources.
- Could use another small meeting room in the collection area. Also it would be nice if we could have the microwave/fridge with sink, instead of having them separate
- Wish that there was an automatic open function for the locked doors from the lobby into the staff area. I'm regularly moving materials in and out of the building through that door and it's often tricky to open the door and move the cart through it at the same time.
- Additional storage space for department materials and equipment. A lot of the materials we work with are being stored in working spaces such as an office or inside the cubicle making work spaces feel cluttered. Also, automatic door openers for doors between public spaces and staff only spaces.
- A coffee machine for folks who are here for training. There's a small closet kitchen space in 226 that might serve to hold a Keurig if people brought their own K-cups. I don't like the environmental impact of the K-cups, but it would be convenient for guests.
- It would be nice to have Communications separated from Outreach and Volunteer services and to have our own space.
- We really do not use the 2nd floor of LSC to its full benefit. The lunch room and the large meeting room, as well as the training lab, are empty the majority of the time.
- I do think some outdoor improvements would also improve morale. I'd love a rooftop garden/ place to eat lunch.

- More upstairs space - we're running out of space downstairs
- It would also be nice to have a small gym that could be used by all library employees.
- We need cubicles/desks for our staff.
- Ensuring stink smell from drains don't happen as often would be wonderful.
- Maybe a radon test both above and below the raised floors in the IT area are at or below dangerous levels of radon just in case or knowing when it was done last and the numbers then.
- More garage space for our vehicles so we can load and unload easier
- Fully Accessible bathrooms
- More space for sorting, delivery staging, book sale staging, vehicle storage, combined space for Special Collections staff
- A larger staff break room and kitchen in CMSA on the first floor. Or somewhere not in CMSA on the 1st floor but equally close to other 1st floor departments who could make use of it. Multiple refrigerators and microwaves specifically for the CMSA break room. The microwave is frequently in use for long durations, especially during the lunch hour and it would be wonderful to not wait 20 minutes for the microwave line to free up
- With all of the bed bug issues CMSA has dealt with in the last several years, I wish we could replace the carpeting with some kind of hard flooring that also helps dampen sound compared to the rest of the flooring on the 1st floor. I worked at IUPUI's main library about 10 years ago when they replaced the flooring in high traffic areas with a different material to reduce noise, and it worked really well. I don't remember

what kind of flooring it was, but I've thought that would be nice to have in CMSA.
- All break areas desperately need a refresh, both in CMSA and in LSC in general. The CMSA "breakroom" is tiny, and really only meant to house a fridge, microwave, and coffeemaker, but it also has makeshift storage. It would be nice if it could be remodeled as a little kitchenette with cabinets (high and low), the same appliances as now, as well as a sink.
- The LSC break room on the 2nd floor has not been updated since the building has opened in the early 90s, and it has the same uncomfortable furniture from then. I don't think it needs a huge overhaul, maybe a coat of paint and new seating to make it a bit more welcoming.
- And speaking of seating - the chairs in the LSC 226 meeting room are also similarly dated and highly uncomfortable. New seating for that room would be well worth the investment since we have a lot of meetings with outside partners in that room.
- Since LSC doesn't have a basement, we are told that the designated area is in the hallway towards IT. This isn't ideal because it's small and doesn't have ventilation when it's closed off. The bathrooms on the first floor I think are additional designated areas, but can't fit many people, either. Could something be done so that our emergency locations have safe ventilation?
- CMSA and Shipping & Receiving could also benefit from automatic doors being installed to help with moving carts, totes, etc.
- Mile markers for walking around the building on breaks

- Our volunteers being able to get into the LSC with their badges would be helpful.

Q6. Is there anything about/within your building that is considered "sacred" to the community and should be preserved?

- None **x13**
- The ginkgo trees **x2**
- Book sale **x2**
- The lunchroom is for general use and should be upgraded and preserved.
- Atrium
- Everything

Q7. What types of spaces or furnishings does your building not have enough of for patrons?

- N/A **x10**
- Meeting rooms for staff **x2**
  » Meeting space reservations are done by someone not in LSC, and there's no way to see the schedule. A lot of my meetings with outside people/groups happen fairly quickly (we're in communication and we need to meet within a week), and I never know which rooms, other than the CMSA conference room is available. Now the CMSA conference room is my go-to and usually works perfectly, but sometimes it ends up being a bigger group than I think it'll be or whatever other reason last minute and there's no way to adjust since you don't know if the room will be occupied in an hour. There are so many meeting spaces in LSC that it's silly that it ever feels like we have no where to meet. I've done meetings in the break room because I don't feel like I have access to anywhere else.
- Shelving **x2**

- Seating during book sale and or bad weather **x2**
- Storage space
- Chairs in 226 aren't very comfortable, but that might make chairs heavier.
- It would be good to have ALL bathroom stalls with ADA-compliant toilets and grab bars.
- Printer kiosk (if possible) but maybe just having a quick use computer in the lobby might be nice too
- Space in the bookstore
- Book displays and bookends

Q8. Do you have the correct number of study rooms for the demand you receive? Are the study rooms in a good location?

- None or N/A **x20**
- Yes **x2**
- It would be great to have more small work rooms for participating in video/zoom meetings or virtual conferences that are more private. It is sometimes difficult to do a virtual presentation in our cubicles with outside noise and multiple other virtual meetings going on around us. Or even just to reserve for some quiet work time when we need to focus. I like to dream big!

Q9. Which parts of the collection do visitors request/use the most?

- N/A **x14**
- The book sale **x4**
- Outreach needs more shelf space for our 'Bunny Bag' collection and the soon-to-be housed 'Playaway" collection
- Nonfiction hardbacks
- Bookmobile
- Books and movies

- In outreach we circulate mostly children's materials, so picture books. We also see a lot of kids without library cards so we have a large unprocessed collection, including preselected totes of books that we need space to store.

Q10. Do you think collections are easy to browse in the current layout? Can visitors easily find what they are looking for? What could be improved?

- N/A **x16**
- Need more space **x3**
  » Given the volume of books we receive, some shelves of the Booksale are packed too tight. It's difficult to balance having enough books on the shelves with making sections look pretty.
  » Bookstore needs more room for the sales and work and storage prior to the sales.
  » Some of our collection space is a bit difficult to navigate because we have to store things in stacks. We kind of have to cram all of our collection into a pretty small space.
  » Would love to have fewer shelves and would like them to be less high.
- The bookstore is easy to browse **x3**
- It would be cool if the book store "display" in the LSC lobby had official shelving and signage instead of a tired cart.
- The shelves are organized well but the guardrail/ramp on the Bookmobiles is a barrier to entry for people who use scooters and wheelchairs.

Q11. What works well in terms of display/merchandising collections? What could use improvement?

Staff Survey Responses • Library Service Center

- N/A **x15**
- More display units of various kinds in the bookstore. Displays sell books. **x2**
- Movable would be ideal
- Displaying individual books to break up large collections has been helpful. Encouraging our volunteers to utilize book displays has been an ongoing effort.
- Update LSC wall postings
- The atrium/front entrance would be a great place to display history of the library and related items.
- It might be nice if we had a display space or bulletin board at the front of our building that showcased upcoming programs. Something more noticeable than the current poster stand.
- We need better signage, indicating that this is not a public building

Q12. How has the use of digital collections impacted the use of physical collections?

- N/A **x16**
- Our audiobooks in particular do not sell as well as they used to with the increased use of Libby.
- Here we have not seen much of an impact. We service many patrons who may not have access to the technology needed for the digital collections.
- I'm not sure 100% but think digital has helped many patrons that have had transportation issues getting library content otherwise.
- Our patrons do not use digital collections. The pivot to not purchasing audiobooks on CD and music CDs has lessened the collection that our patrons have the ability to use. It has not been good for our patrons.

- It seems to make a lot of folks happy to have the convenience of not needing to pick up physical materials at a branch.
- Digital collections impacted the carbon footprint of visitors coming to libraries and the reduction in physical books being printed.

Q13. Which features are important to have in a service desk? (i.e., size, mobility, height, views, etc.)

- N/A **x15**
- Size ergonomics **x2**
- Mobility and comfort for our volunteers who are working 4-5 hour shifts.
- Height
- Functionality and space to place materials. The desk should not require staff to have their back to patrons who are entering. That way patrons can be greeted immediately
- Views
- Efficient use of space/reliable HVAC
- There have been rumors about a speaker so the front desk person can talk to the person who is asking to be let in. It might also help them if there was a camera that made it easier for them to see when/who is approaching the door.

Q14. Which types of technology do visitors request access to the most?

- N/A **x15**
- Wi-fi **x3**
  » Being a mobile library we get requests for the hotspots. We usually direct them to the nearest branch that lends them.
- Computers **x3**
  » Occasionally a patron mistaken LSC as a library and request to use the computer.

  » Visitors request computer and charger access.
- Projectors for large meeting rooms
- Senior technology help
- Booksale or an actual library

Q15. Is there a type of program that you would like to offer but currently do not?

- N/A **X17**
- In-person group intern orientations and monthly group meetings
- I'd love for the library store to be open all of the time. This would not work with the current layout, which requires extra guards in the LSC lobby.
- I know we partner with schools, wasn't sure if other Marion County facilities such as Marion County Jail, Women's prisons or the alike which may be applicable could benefit from some our IndyPL's partnering services we provide like we do with the school library systems.
- I would like to offer more opportunities for us to interact with people outside the bookmobile at our community stops. I think it draws people's attention more toward it. Since they can't really see into the bookmobile except for the doors they can't really see what is inside. Sometimes when we are inside they aren't sure if they are able to enter.
- More frequent, less intense, access

Q16. Are there other materials or services that you wish you could offer but are currently unavailable at your location?

- N/A **x15**
- Wish the front doors weren't locked during business hours

- There has been a request for administrative volunteers in HR and VR. However, there's no where for them to sit, get organized, or "call home".
- A pickup option for local amazon/ebay/online customers
- I wish we could offer library cards to minors without a parent/guardian with them. Maybe have something with more restrictions or something on it.
- New audiobooks on CD and new music CDs
- Electric car charging stations
- I'd love for us to be more open to the public.
- COFFEE

Q17. Do you have any security concerns related to the library building in which you work?

- None **x8**
- It is not necessary to have the front doors locked during business hours anymore **x3**
  » I'd really like our doors to be unlocked but then the security guards to be more alert and awake at the front desk. Mary and Jackie are wonderful but the other guards truly are not great. I wouldn't mind having a card reader to get into the Comms/Outreach area and then to have the lobby open.
- Yes **x2**
- Entrances into the shipping and supply areas should be monitored as gate on Illinois Street are open at all times with non-staff passing through to Meridian Street frequently. **x2**
- Mostly when getting the gates closed at night, but that has been getting better.
- An announcement when the LSC is closing. My office is deep in IT and I have been "locked in" to LSC twice when working late.

I called 4111 and everything was fine (I was able to disarm and rearm the alarm) but it was a bit jarring.
- The unlocked doors entering CMSA
- Right now the front desk person has to open the door in order to find out what anyone wants, which defeats the purpose of keeping the door locked.
- Will the badge reader for CMSA entry doors be replaced soon as well as the readers in SHP that leads into CMSA?
- Building is now locked at all times and requires badge access
- My only issue is the very occasional times I have to work late nights. This doesn't occur very often anymore. The lot used to be secured. The JJ gate seems to be open all the time now.
- We do not have active shooter procedures for the Bookmobiles. What do we do if children are on board? Adults?
- I do sometimes wonder what would happen if we had an incident while we were out in the community. We do not have any cameras or anything so if someone were to come in with a weapon or do something violent we would not have any record of it on video.
- I have always thought it was curious that you have to swipe into to the CMSA/IT doors but you do not have to swipe in to Communications/Outreach. Why is that?
- Would like to increase security of CMSA area, for people coming from the public area and the garage. Staff are busy working at their computers and don't pay attention to strangers/visitors that find their way in the staff work area.

- I wish we had/used an intercom system to relay important information/announcements in LSC (for short notice things like storm warnings or security issues, etc.), instead of relying on email and word of mouth.
- Entrances to the collection management area should be secured and used with badges. Staff in the area are mostly engrossed in work at all times. Collections should be protected by knowing who's entering or leaving the area.
- The barbed wire behind the dumping area has been cut for the past 4 years which means persons are sneaking into the premises.
- If we open to the public, more doors should require badge entry during those hours
- During our sales, we have had visitors wander upstairs at the LSC. Since blocking off the stairwell with a partition, this has not been a problem (yet).

Q18. Is there anything about your library site that is a hindrance to visitors? (i.e., parking, availability of drive-up services, drainage, etc.)

- None **x11**
- The locked front doors during business hours **x5**
- I wish we could get the city to repave 24th Street/drainage issue **x2**
- Lack of signage on the street
- We have a Meridian Street address but no actual access from Meridian Street
- Volunteers have to ring the bell to enter. That's not very friendly for folks who are giving their time (roughly 200 hrs a year).
- We are often mistaken for a branch. Perhaps we could come up with better signage.

Appendix E

Staff Survey Responses • Library Service Center

- LSC seems pretty accessible. The bookmobiles can be difficult if a patron is in a wheelchair or has a walker. It's pretty narrow and the ramp can be hard to navigate.
- More often than not, at least one Bookmobile is out of service (if not both). When they are in service, people who use wheelchairs and scooters are not able to browse our collections
- Parking is only an issue during booksales.
- Parking lot has minor drainage issues.
- Our building is frankly not very handicapped accessible. The bathrooms are narrow, everything is designed for someone who is standing, and the handicapped doors are not wide. The LSC parking lot could be repaved.

Q19. Which user group(s) do you feel are under-served by the library (if none, reply "none")?

- N/A **x20**
- Teens **x3**
  - » But only because they have this idea that the bookmobile is only for younger kids
- Maybe just incarcerated folks if that's even possible, but based on what little to none I work with that public patron's personally to get a feel for visitor's from an LSC perspective, I'm not 100% here.

Q20. How can the library solidify its role as a community destination?

- None/unknown **x8**
- Be more welcoming
- Better ADA compliance and accessibility
- Demonstrated safety; engaging programs matched to service area interests/needs;

customer focused service; inform the community that "we're open and here for you"
- Continue to expand programs and available materials (outside of those related to books) to the community. For example, I love the seed library!
- Reassess policies and procedures guiding public uses and concerns.
- Have the booksale area be more welcoming with furniture, shelving and cart refresh to replace the hand-me-down items they currently have.
- Work to communicate what we do to populations that are not already library users.
- Just keep providing the materials and services people in the community need.
- Outreach, marketing, and communications are good ways to help.
- Continue doing surveys like this one, asking for input from all, and listening.
- Ensuring it's easy to access via personal and public transportation, having plenty of seating and meeting space, and providing services that encourage folks to show up and utilize the space.
- Be truly welcoming to all.
- Continue to make available content for all ages, genders, races, etc.

Q21. Any additional comments/suggestions?

- CMSA **x4**
- Thanks for being awesome, Facilities!
- I know this survey is about patrons, but is there about staff?
- Shared system
- The LSC is not a public building. It houses offices, shipping and receiving, bookmobile and outreach services, and technical

services, both materials and IT. I work in CMSA which was historically called Technical Services.
- Thanks for doing this!
- The radon testing stuff and foul odor smells we deal with in IT from time to time and rectify those are the main things from my IT perspective.
- My answers are about both the bookmobile and LSC so hopefully they all make sense. With our location being out in the community it's hard to answer some of the questions.
- Please also consider a large storage area for future Library of Things collection objects.
- CMSA; The temperature in CMSA is either freezing cold or boiling hot. There doesn't seem to be an in-between. I am not one who can work from home, so I am in CMSA everyday, and it's incredibly uncomfortable to sit here most days. A cleaner carpet in CMSA would be useful as well. The carpet is so saturated with dirt that in many spots, it's a dark brown color instead of the blue/green color it should be. Constantly breathing in dirt and dust in the air is bad enough. I can only imagine how filthy the water would be if we ever actually cleaned these carpets. Even when we're told the carpets are being/ have been cleaned, no actual cleaning is noticeable. The last time we were told they cleaned the carpets overnight, the floors were still covered in paper scraps and other various detritus the following morning.
- Thank you for all you do to support our facilities and other essential services and details. We appreciate you!
- LSC is the only Library location that has not been slated for a renovation. There have been mold problems in CMSA and

other parts of the building for years. And it's always baffled me that the 1st floor restrooms are much smaller than the 2nd floor ones, even though there are more departments and staff members on the 1st floor.

• The lighting that was installed throughout the building right before the pandemic is super harsh, even with the dimmers and covers that people have used to reduce that industrial stark effect. If there are ever any plans made to renovate LSC, it would be nice if these issues could be taken into consideration.

• I hope that I can be helpful outside of this survey

• I would love to see more advertising for the library store on WFYI, the local news, local paper, or in local cafes and coffee shops.

Appendix E
Staff Survey Responses • Martindale-Brightwood Branch

Staff Participation.. 79%

How do visitors arrive at your library?
Public Transportation.......................25% or less
Personal Vehicle .... 50% or more
Walk or Ride a Bike..........................25% or less

Q1. What are the hot spots in your building? Q1. What are the hot spots in your building? Where do people spend the most time?

- Computers **x5**
- Study rooms **x2**
- Computers in the Children's area
- Printing
- Circulation desk
- Open areas
  » Using personal devices

Q2. What types of spaces would be the most helpful for serving adults?

- Designated help for specific tasks (i.e unemployment, ss, etc)
- Second reference desk
- Additional computers in the back near the Children's area would be helpful for patrons with kids
- A clear marked reference desk that is closer to the adult computers to help answer reference questions. or move computers to be closer to reference desk
- There is only have reference desk and it is out of the way in the children's section which is difficult for some of our elderly patrons who have to mobility disabilities and for the large number of patrons who need assistance with computers and printing
- Public was in mind, adults have plenty of space

Q3. What types of spaces would be the most helpful for serving teens/young adults?

- After school activities
- Teen specific programming
- More shelving for the teens
- Currently have a teen area with facing tables for games
- Currently have student desks with ports and outlets

Q4. What types of spaces would be the most helpful for serving children?

- Fun activities!
- Children's area is good
- Patrons with kids need to be more attentive by not letting them run around the branch unattended
- More shelving
  » Constantly running out of room to shelve juvenile materials
- JP shelving could be better utilized to have normal spine face shelving instead of forward facing
  » This will save room and be much easier to find JPs and keep them in order
- Currently layout has plenty of seating for kids, table and chair sets, lego table and a play area

Q5. Is there anything about your location that you think would make it more usable or useful?

- Relocate the computers away from the circulation desk area and closer to the reference desk **x2**
  » This would reroute a lot of computer assistance questions to the reference librarian and away from the circulation staff so that more focus can be put on circulation duties/more general patron assistance
- The outdoor area that is sorely underused
- Second reference desk
- Additional computers in the back near the Children's area would be helpful for patrons with kids
- Scan station and also to have more space for displays
- Too much open seating throughout the library that is not utilize
- Would like to make displays where patrons can grab and go get items they see on display
  » Only have locked glass displays
- Parts of the carpet is light green with visible stains. If carpet was changed to a dark grey, stains would be less visible
- There is green carpet in the first study room, and that is the busiest because it is the only one with a door
  » Green carpet is in the Children's area and in the staff area near the kitchen
- Changing the grey color walls in the Children's area to a less boring color
- No area for senior patrons since MCHD Covid nurses are in this location
- Have a health service hub for health service and relocated out of the senior area

Q6. Is there anything about/within your building that is considered "sacred" to the community and should be preserved?

- Photo mural near the front entry **x2**
- The art by local artists
- Story Lion
  » Has been relocated throughout several branches during renovations
- Patrons enjoy the way it is

Staff Survey Responses • Martindale-Brightwood Branch

- Possibly relocated the public computers to the rear reference desk
  » This will take over teen area – do not want this
- Senior room
  » Honoring seniors who helped acquire the new building

Q7. What types of spaces or furnishings does your building not have enough of for patrons?

- Computers **x2**
- Hangout spaces
- Another reference desk by the adult computers
- Study rooms with doors
- Display furniture
- Currently have enough furniture

Q8. Do you have the correct number of study rooms for the demand you receive? Are the study rooms in a good location?

- Study rooms are in high demand, more would be preferred **x3**
- Yes **x3**
- Would like to have doors on study rooms 2 and 3 **x3**
- Good location **x2**

Q9. Which parts of the collection do visitors request/use the most?

- Urban Fiction **x6**
- DVDs **x4**
- Adult nonfiction **x2**
- JP **x2**
- Board books

Q10. Do you think collections are easy to browse in the current layout? Can visitors easily find what they are looking for? What could be improved?

- Yes **x4**
- Picture books in the back need new shelving since the current shelves are not user friendly
- JP layout could use an improvement to make browsing and shelving easier
- Put the Juvenile and Teen world language books in those Juvenile and Teen areas instead of having them separate near the adult collection. Not integrated with the English items, keeping them separate by language so patrons can find them easily
- Circulation desk is not located well
  » Patrons have to be directed through stacks by a staff member

Q11. What works well in terms of display/ merchandising collections? What could use improvement?

- Merchandise and its accessibility are fine **x2**
- Improvement is not needed
- We are lacking in having any displays for librarians to make for patrons to just grab and go. Only glass displays
- We have a table in front of the circulation desk that is used for display, and a small table near our holds shelf that is used for display, otherwise displays either go behind glass cabinets or on reference desk.
- Fireplace is inoperable since branch has been opening, it is used as a seasonal decoration display area
- Display furniture

Q12. How has the use of digital collections impacted the use of physical collections?

- Not much of an impact **x4**
- Majority of the circulation is physical material **x3**
- Have rarely been asked to use Libby

Q13. Which features are important to have in a service desk? (i.e., size, mobility, height, views, etc.)

- Visibility **x2**
- Size
- Staffing
- Resources on hand
- Use more shelving under the desk in the corners of the east side
- Sometimes it can feel very crowded when working on a cart to be checked in. There is no place for the cart that is not in the way for a drawer that is frequently used
- Height
- Make desk visible

Q14. Which types of technology do visitors request access to the most?

- Computers **x4**
- Mobile printing **x3**
- Hotspots **x2**
- Faxing/printing/scanning **x2**
- Charging cords
- Occasionally a phone
- Chromebooks

Q15. Is there a type of program that you would like to offer but currently do not?

- Tax help
- No
- More technology class

Appendix E

Staff Survey Responses • Martindale-Brightwood Branch

» Offered some in the past and they didn't gain as much popularity but if they were advertised more and happened more consistently, this might help
• Food pantry

Q16. Are there other materials or services that you wish you could offer but are currently unavailable at your location?

• Public telephone would be useful
  » Occasionally, patrons will need to make a call that do not have a phone. They are normally turned away, but sometimes staff will let use the circulation desk phone
• Additional hotspots and Chromebooks
• Scanner station
• Paws to read

Q17. Do you have any security concerns related to the library building in which you work?

• We need more cameras inside the branch **x3**
  » There have been multiple shootings at the gas station across the street and the library is full of windows (natural light is a plust). We have blinds but in the instance of a security threat and have to go on lockdown, there is no easy way to close the blinds because they have to manually be closed. It would be nice to have electric blinds and can be closed at once with a switch
  » Running continuously
• Not enough security if something bad were to happen

Q18. Is there anything about your library site that is a hindrance to visitors? (i.e., parking, availability of drive-up services, drainage, etc.)

• The primary parking lot have two entrances that can be blocked by a single vehicle
• The parking spaces are tight
  » Difficult if a patron has a child to buckle up
  » Have any difficulty getting in and out of a vehicle in our main parking lot
• Exterior patio door has no handles
  » Unable to get back into the library unless patrons walk around to the entrance

Q19. Which user group(s) do you feel are under-served by the library (if none, reply "none")?

• Patrons coming in to use study rooms expect quiet
  » Only one study room has a door
• Could also uses more resources when it comes to helping patrons with more legal questions like taxes, social security. In the past they had a program at Lawrence called, Ask a Lawyer and it would be helpful to have more programs like this because staff does not have the knowledge or the legality to be able to tell a patron how to fill out their forms

Q20. How can the library solidify its role as a community destination?

• More community based events **x2**
  » Block parties
  » Offering space for community organizations
• With all answers above
• More advertising of services

» Staff does not get notified about events till last minute
» Patrons are not aware do to lack of printed promotional material

Q21. Any additional comments/suggestions?

• It would be nice to have picnic tables in the outside courtyard area for programs in the warmer months. Also to have the grounds out there to be all concrete instead of a mix of both. More tall plants on the outside of the courtyard to make the area more private and welcoming.
• There are a lot of building supplies left over in the riser room, it would be helpful to have those items taken out so there is more room for supplies and all of the holiday collection we keep stored at the branch.
• Larger staff table for breaks

Staff Survey Responses • Michigan Road Branch

Q1. What are the hot spots in your building? Where do people spend the most time?

- Study rooms **x4**
- Children's room **x2**
- Public computers **x2**
- Children's: - Soft steps furniture, AWE computers, the tunnel
- Reading nooks
- Quiet Room
- Tables throughout building

Q2. What types of spaces would be the most helpful for serving adults?

- We have space for serving adults.
- More computers, that area has gotten crowded since Pike and Nora closed

Q3. What types of spaces would be the most helpful for serving teens/young adults?

- Comfortable furniture **x2**
- Computers **x2**
- Inviting space separate from the children's and adult areas
- Privacy so teens don't feel like they are being watched all the time
- Access to charging ports/power
- Plenty of shelving for graphic novels/manga

Q4. What types of spaces would be the most helpful for serving children?

- An obvious children's space

- Space for activities to keep kids stimulated
- Child-sized shelves
- Comfortable seating for both children and adults
- Children enjoy running around and being loud in their designated children's room.
- They might also enjoy if there were more built-in toys like bead mazes.

Q5. Is there anything about your location that you think would make it more usable or useful?

- Wall surfaces we could temporarily stick things to
- Community room tables with durable wheel locks
- Wider space at the copier signage
- If we had a few more computers, or even two public printers, it would definitely ease the burden of our busier times.
- We seem to have an adequate amount of seating for people who come to study or read.
- More staff workspace
- More staff

Q6. Is there anything about/within your building that is considered "sacred" to the community and should be preserved?

- The tunnel in the children's room
- The wood from trees that were on the land
- None that I can think of
- Nothing is sacred, everything is permitted

Q7. What types of spaces or furnishings does your building not have enough of for patrons?

- More space for the teen area would be nice, to allow for more comfortable seating
- We could maybe use a few more computers

- Another catalog computer more conveniently located for adults would be nice

Q8. Do you have the correct number of study rooms for the demand you receive? Are the study rooms in a good location?

- Yes, and they are very popular **x3**
- We have a good number, even though there are occasionally times we have to turn people away because they are busy

Q9. Which parts of the collection do visitors request/use the most?

- Juvenile picture books **x2**
- Adult fiction **x2**
- DVD's **x2**
- New materials
- Juvenile fiction
- Mystery
- Adult Nonfiction

Q10. Do you think collections are easy to browse in the current layout? Can visitors easily find what they are looking for? What could be improved?

- Collection is easy to browse **x2**
- Signage **x2**
- The only issue is the children's picture book shelving- it can be challenging to keep in order and have sections that are close to the ground. The bin sections are easy to browse though.
- I wish the holds pickup could be closer to the front door.
- It could be easier to browse with some ceiling-hung signage. But then, most things in the branch need big ceiling-hung signage.

Appendix E

Staff Survey Responses • Michigan Road Branch

Q11. What works well in terms of display/merchandising collections? What could use improvement?

- Double-sided metal shelves that we have on wheels in the children's and teen areas work well because they have face-out adjustable shelving
- Many of our shelves are completely full. Sometimes our pages can't re-shelve items because the shelf can't fit even one more book. The librarians follow recommendations for dead and grubby removal. It would be better for visual appeal and merchandising if there was more breathing room.
- Our monthly topical displays do well for circulation.

Q12. How has the use of digital collections impacted the use of physical collections?

- CD media is being phased out **x3**
- We no longer have some collections (like teen books on CD) or have some collections that have shrunk in size (music CDs, magazines, reference collections). This gives us more space for other things
- Audiobooks on CD don't circulate very much anymore.

Q13. Which features are important to have in a service desk? (i.e., size, mobility, height, views, etc.)

- The desk should be in a highly visible area both for patrons to see the desk and for workers to watch and observe patrons. **x2**
- Visibility and clear signage
- Partially enclosed reference desk (at least 2 sides)

- Enough space on the desk to place work not being done on the computer (folders, paper, books)
- Easy access and location
- I also think physical security is an important part of the desk layout. Ideally it should be protected on multiple sides so people don't come up from behind and get in the worker's personal space.
- Drawer handles that don't stick out, organizers, space for not just the library paraphernalia but also the library staff, RFID pads that work

Q14. Which types of technology do visitors request access to the most?

- Public computers **x2**
- Scanning **x2**
- USBs
- Printer/Copier
- Mobile printing
- Faxing

Q15. Is there a type of program that you would like to offer but currently do not?

- People constantly ask for computer classes but we don't have the dedicated staff to teach it or the space to constantly teach in.

Q16. Are there other materials or services that you wish you could offer but are currently unavailable at your location?

- I wish we offered hotspots and Chromebooks here

Q17. Do you have any security concerns related to the library building in which you work?

- Not anything specific, just general concerns about the possibility of an active shooter
- None
- Nothing major - while a security guard or off-duty police officer would be nice, it's really not necessary right now

Q18. Is there anything about your library site that is a hindrance to visitors? (i.e., parking, availability of drive-up services, drainage, etc.)

- Not anything specific, just general concerns about the possibility of an active shooter
- Patrons say they wish the holds were closer to the door. It can be a long way to walk for people with mobility issues.

Q19. Which user group(s) do you feel are under-served by the library (if none, reply "none")?

- It's hard for us to serve non-English speakers here. To my knowledge we don't have any bilingual members of staff. I am looking forward to the translation hotline implementation.

Q20. How can the library solidify its role as a community destination?

- Continue to seek the input of the public on their needs and desires while holding strong on our mission to provide materials and services to all in the community.
- I think we already do a pretty good job. One area of improvement could be to offer more adult programs.
- Offer large scale digital literacy

Q21. Any additional comments/suggestions?

• There is a specific shelf in the adult nonfiction section that is dimly lit and hard to browse. I have considered asking about lighting solutions for that area.

Appendix E

Staff Survey Responses • Nora Branch

Q1. What are the hot spots in your building? Where do people spend the most time?

- Computers **x11**
- Tables throughout the building with their own computer **x5**
- Tables in the periodicals and teen sections x3
- Children's area **x2**
- Browsing through the books **x2**
- Browsing the JP section
- Tables in J Fiction

Q2. What types of spaces would be the most helpful for serving adults?

- Private study rooms **x8**
- Computers **x2**
- Program/Meeting rooms **x2**
- Private computer areas **x2**
- Displays
- Places to work independently and in small groups
- Places to read as well as work
- Quiet spaces
- Places to charge a phone or Laptop
- Tables that are perhaps a bit bigger than what we have

Q3. What types of spaces would be the most helpful for serving teens/young adults?

- Study rooms **x3**
- Area dedicated to them **x3**
  » Visible to the staff desks
- Areas to sit **x2**
- Tables/chairs for meeting and reading **x2**
- Spaces to do homework **x2**
- Private rooms with games
- Charging stations
- Lounge area with some privacy
- Gathering space
- A more secluded area, away from the area for the younger kids

Q4. What types of spaces would be the most helpful for serving children?

- Interactive spaces **x5**
  » So that self-guided play and storytelling is clearly encouraged, but without staff having to constantly clean up the area or the toys being taken home by young patrons, accidentally or no. Also clearly labeled, with imagery, collection areas. Signage that has animals on it for the 599s, ex.
- A play area with a table **x2**
- Some noise separation
- Clean carpets (typical maintenance)
- Places for caregivers to keep an eye on children
- Cute children's areas that spark imagination
- Areas where kids can read/be read to
  » Glass partition between the kids area and the rest of the library to quell noise and allow the kids to have more fun
- Story areas
- Private tutoring rooms
- Children's area
- very similar to what we have now
- Children's areas that have interactive games, toys, computers, and children friendly seating

Q5. Is there anything about your location that you think would make it more usable or useful?

- Private rooms/tutoring rooms **x3**
- A renovation
- Clean carpets
- Drive up drop box
- Play area
- Well, I'm pretty sure we're getting study rooms. It just depends on what comes out of the renovation
- Maybe more outside seating
- Quiet spaces for all (not just study rooms)
- Better use of space, more for disabled patrons
- It is being renovated so not sure how it will be in the new building
- Study rooms and outlets
- If there were an entrance from 86th st, so that patrons who walk or use the bus don't have to go all the way around on a very thin and crumbled sidewalk on Guilfrod, I think a lot of patrons would feel more welcomed into the space.

Q6. Is there anything about/within your building that is considered "sacred" to the community and should be preserved?

- Our plants **x2**
- The Nora community is active and has made donations to the library over the years. There is the Hudnut tree
- The Throne
- Bench in the children's area
- Computer areas
- Not that I am aware of
- Items that are a result of community contribution
- Pictures

- The fact that Nora has a branch directly in their area is the only thing that really matters.

Q7. What types of spaces or furnishings does your building not have enough of for patrons?

- Private/study rooms **x6**
- Tables with access to power **x2**
- Accessible outlets and study rooms **x2**
- Spaces that support sensory differences
- Toys
- Seating for young children
- Chairs for reading
- Quiet spaces
- Flexible seating
- Smaller community room
- Meeting rooms
- The printer/copier often has a line; a second would be useful
- More lounge furniture for the teens
- Comfortable seating for various patrons' needs

Q8. Do you have the correct number of study rooms for the demand you receive? Are the study rooms in a good location?

- No **x9** - This will be addressed in the renovation
- Not yet **x5** (will have them in renovation)

Q9. Which parts of the collection do visitors request/use the most?

- Adult fiction **x5**
- Children's materials **x4**
- DVDs **x4**
- New books **x3**
- Mystery **x2**
- Juvenile Nonfiction
- Large print books
- Picture books

- Favorite authors or subject matter
- Unsure
- JZ

Q10. Do you think collections are easy to browse in the current layout? Can visitors easily find what they are looking for? What could be improved?

- Yes **x3**
  » Or they ask for help
- We need improved signage **x2**
- Genre-specific areas like historical fiction, romance, and horror could be improved
- We are getting requests for more large print items throughout the collection (adult, teen, and juvenile)
- I think the layout works, except sometimes people are confused where our nonfiction DVDs are located
- No, they always ask
- Larger signs to indicate fiction, nonfiction, etc.
- I believe the layout fits the patrons needs and is quite easy to access
- Some areas are a little cramped. It would be better if we had more control over our own collection
- I find it easy to locate items in the current Nora layout. However, I am non-disabled and neurotypical, there certainly could be issues that don't apply to me but make the layout difficult for others. But, Nora is being renovated with accessibility and ease of use in mind for the layout.

Q11. What works well in terms of display/merchandising collections? What could use improvement?

- The New Book sections are always very popular **x2**
- Theme of the month
- Face-out displays work well
- We need collections that are easy to find, especially by those who might not feel comfortable asking for assistance
- Displays by the Circulation are popular
- More displays in the adult areas would be great
- Stand alone display furniture works well
- Large interior display cabinets (as they have at Fort Ben)
- Signage and large displays work well in the library. I don't really see a need for improvement on those. Maybe more displays would be beneficial and eye catching to patrons.
- Displays that are more vertically oriented allows us to put more items on a display, and take up less room. Also, putting out displays with other items, such as coloring sheets, info on library programs, community events, etc, helps draw attention to the display
- Signage anchored to the ceiling is useful.
- Character books all together
- Our "pyramid" style display fixture in the juvenile area is really great, and there are a couple of small features that work well, but in general, I would like more fixtures so we can have a pride display, a racial equity display (we had a fixture but it was not stable enough to be brought with us after renovation), etc. year round.
- Really do not know

Appendix E

Staff Survey Responses • Nora Branch

Q12. How has the use of digital collections impacted the use of physical collections?

- Digital collections has lessened us of physical collections - Some older patrons prefer the digital collection $x2$
- We still circulate many DVDs, CDs and books
- It hasn't really. Our patrons tend to prefer physical copies
- Fewer books
- I feel like it's easier for everyone to have more access to certain materials. If there isn't a physical copy of a material the patron is looking for, instead of having to wait, most of the time they can have access to it digitally.
- We get many patrons, especially aged 60+, request help setting up Libby or other streaming services for our collection. Nora is an area where many still have a strong attachment to physical collections and are sad to see them cut back.

Q13. Which features are important to have in a service desk? (i.e., size, mobility, height, views, etc.)

- Views of the front door $x2$
- Views of the children/teen areas $x2$
- Height adjustable $x2$
- Plenty of work space and counter space $x2$
- A clean barrier is helpful
- View of the entire branch
- Ergonomics
- Screens on arms and screens that can be shown to patrons
- Accessibility for patrons and staff
- Two points of entry so staff can't be blocked
- Designing a desk so staff can't be approached from behind (no sneaking up on staff)
- Cabinets/storage

- Space to work so the circulation workers aren't crowded together, bumping chairs all the time
- Enough space between 'stations' so staff have enough room to work on projects or assist patrons.
- Moveable spaces so staff don't have to sit for the entirety of their desk shift.
- Ability to see into all spaces between the circulation and reference desks, without patrons being able to see into staff space behind the desk and in the workrooms. IMPORTANT: some sort of physical barrier, built into the space permanently, to keep patrons from going behind the desk/entering staff's spaces. There needs to be a clear division between staff space and patron space so that staff feel safe. Too many patrons feel way too comfortable just automatically standing behind staff, without being invited, while staff is working on a request/question/interaction.

Q14. Which types of technology do visitors request access to the most?

- The printer/faxing machine $x9$
- Computers $x8$
- Requests for scanning $x2$
- Outlets
- Electronic Books
- There are many requests to use the computers, printers, and copiers at the library. Out of all of them, computer access is the most important and most requested in the library.

Q15. Is there a type of program that you would like to offer but currently do not?

- Programs for seniors $x2$ - Classes for phones and computers
- Regular programs for elementary through high school students $x2$
  » Outside of what PDA offers. Package programs are amazing and offer so much we can't plan at the branch level, but they are, understandably, infrequent. More programs were possible in our old space and they will be in our new space post-renovation, but some staff were resistant to the idea, making it difficult for individual librarians to make them happen.
- Teen programs
- We get asked about English conversation circle a lot
- Movie nights
- Genealogy
- More sign language programs should be offered. Even story time in sign language would be something that the library could implement into their programs.
- More outreach to teachers and retirement homes to highlight services available at the library and through partnerships.

Q16. Are there other materials or services that you wish you could offer but are currently unavailable at your location?

- A puzzle and board game lending library would be nice $x2$
- More for the visually impaired $x2$
- We are often asked about notaries
- Hygiene kits
- Movie nights
- Genealogy
- Study rooms

- Don't know
- Job Centers
- A social worker intern, if not at Nora, then at least somewhere on the Northside (GLD, FBH, MIC) so we can get patrons help. MCAT is a good service but they are still connected to police and patrons may not know the difference. If they are behaving in a way that genuinely threatens staff and patron safety and health, that's one thing, but I worry it seems, to patrons, that sometimes we're calling the police simply for them being unhoused or having a mental health crisis. I know Yanna and her interns are doing their best and logistically it's really hard to get more social workers to the branches, but it can be difficult in a branch that is so far from Central to get patrons help they need.

Q17. Do you have any security concerns related to the library building in which you work?

- None **x3**
- Emergency exits **x2**
  » Some concerns about the building layout specifically (lack of emergency exits on all sides, only one point of entry/exit for some areas), but they are mostly being addressed by the renovation.
- Patrons have easy access to staff areas- this will be taken care of during the renovations.
- Cameras- Nora doesn't have good coverage of the building or parking lot with cameras.
- The east end of the parking lot doesn't have good visibility and people like to hang out there
- The renovations are addressing the lack of emergency exit in the children's section

- Always. Vantage points, an electronic ability to lock the second set of glass entry doors, safety rooms (no windows and with a heavy steel door and lock. A large staff bathroom could function as this)
- No door out of children's area
- No door on the west side of the building. Many problems with electric, fixtures, plumbing. Security.
- Some sort of physical barrier, built into the space permanently, to keep patrons from going behind the desk/entering staff's spaces. There needs to be a clear division between staff space and patron space so that staff feel safe. Too many patrons feel way too comfortable just automatically standing behind staff, without being invited, while staff is working on a request/question/interaction.
- Yes

Q18. Is there anything about your library site that is a hindrance to visitors? (i.e., parking, availability of drive-up services, drainage, etc.)

- We do not yet have a drive-up book drop **x4**
- Drive-up book drop **x4**
- The northeast corner of the parking lot floods **x2**
- The sidewalk from the bus stop is narrow
- Concrete paths around the building are cracking
- Handicapped parking space is too far from the door.
- The outside drop box is far from the curb, but this is being addressed in renovation
- In a year we will have drive-up book drop but makes sure it doesn't leak (one of Fort Ben's leaks on the interior when it rains)

- The sidewalk on Guilford Ave, which is how patrons who come in from 86th st (so everyone who rides the bus) is crumbly and thin. I doubt it is ADA compliant. I believe this issue came up during renovation meetings and it was declared not a part of IndyPL's property, but if we could collaborate with Nora Community Council to expand that section of the sidewalk, it would really improve patron (and staff) safety and access.
- No

Q19. Which user group(s) do you feel are under-served by the library (if none, reply "none")?

- None **x4**
- Teens **x2**
- Elementary through High school aged kids
- Lower income. There are a lot of programs (ex: lunch during the summer for school aged kids) that are done in the locations south of 40th street, but not as many on the northern side of town.
- Those with severe mental issues and the homeless. There is no social worker on hand here.
- Older patrons that are not really mobile
- Patrons who do not speak English either at all or proficiently. I'm excited about how the new language line will work, but we must make sure all staff who work with patrons have mandatory training on how to use that in patron interactions.

Appendix E

Staff Survey Responses • Nora Branch

Q20. How can the library solidify its role as a community destination?

- More school outreach
- The renovation will address a lot of our concerns
- We will need to ensure easy access from the bus stop to the front door
- More community events and celebrations
- More community activities and not just for children. (For example, AARP and tax help) Also, movie nights!
- Providing more programs for ages other than 0-5. Prioritizing patron and staff safety.
- More and more accessible meeting spaces.
- Creating spaces and programs that may increase interactions among the patrons
- More outreach, make ourselves more visible
- Not sure

Q21. Any additional comments/suggestions?

- We are excited to see our new building!
- Landscaping needs work - Piles of sticks and weeds in the parking lot - Bushes need trimming - Parking lot needs repaving
- The skylights leak sometimes
- The plumbing gets backed up occasionally
- I wish we could have cartoons playing for the kids when they visit. Something that runs on a loop during the day and can be changed weekly.
- Many of the issues with Nora's physical space are being addressed by the renovation, which is great. With that said, I hope another survey will be conducted once we've had time to adapt to the new space and are able to see the shortcomings in it.

Staff Participation 56%

How do visitors arrive at your library?
Public Transportation .... 12.5% or less
Personal Vehicle .... 75% or less
Walk or Ride a Bike .... 12.5% or less

Q1. What are the hot spots in your building? Where do people spend the most time?

- Computers **x7**
- Tables for gathering/working **x3**
- Printer/scanner
- Community room
- Study rooms
- Collections
- Adult area

Q2. What types of spaces would be the most helpful for serving adults?

- Quiet areas **x2**
- More tables, places to gather
- Their own separate computers away from teens
- Informal reading areas
- Spaces with accommodations for adults with personal laptops

Q3. What types of spaces would be the most helpful for serving teens/young adults?

- A space where they can be loud but not disruptive **x3**
- Teen-specific computers **x3**
- Gaming space
- Separate spaces fro adults and teens (the teens tend to overrun the amount of space)
- A glassed in area with sound proofing
- A large space with many tables and chairs

Q4. What types of spaces would be the most helpful for serving children?

- Computers specifically for kids **x2**
- More space for kids to sit and play **x2**
- Low shelving
- A glassed in area with sound proofing
- Open areas with comfy chairs
- Spaces with toys and learning computers

Q5. Is there anything about your location that you think would make it more usable or useful?

- Would be hard to list it all, frankly.
- An extra security guard would be nice.
- Remodeling should take care of most issues
- Drive-up book drop would be nice
- N/A

Q6. Is there anything about/within your building that is considered "sacred" to the community and should be preserved?

- Absolutely the fish tank **x2**
- No **x2**
- Pike history collection
- 2 quilts made for Pike

Q7. What types of spaces or furnishings does your building not have enough of for patrons?

- We are overrun with teens in the afternoons and literally there are zero unused chairs.
- Study tables
- Spaces for children and their parents to sit together
- Meeting rooms
- Spaces with charging stations for a wide variety of electronic devices

Q8. Do you have the correct number of study rooms for the demand you receive? Are the study rooms in a good location?

- Since the teens take over the study rooms, an extra 2-3 would be helpful. **x4**
- No and no **x2**
- No we would need at least two more

Q9. Which parts of the collection do visitors request/use the most?

- DVD's **x5**
- Children's books **x2**
- Adult books **x2**
- Newspapers
- Juvenile fiction
- New books section
- Nonfiction collection

Q10. Do you think collections are easy to browse in the current layout? Can visitors easily find what they are looking for? What could be improved?

- Yes **x3**
- The J Z's and J E's are not the easiest to browse through but it works well enough.
- The YA and adult collections are confusingly laid out
- Many are too low for older people

Q11. What works well in terms of display/ merchandising collections? What could use improvement?

- More display areas are needed **x2**
- I think less bulletin board displays and more physical displays would work better
- Separate display for homeschool families

Appendix E

Staff Survey Responses • Pike Branch

Q12. How has the use of digital collections impacted the use of physical collections?

- Fewer books are checked out
- Seems about the same
- Less use of hard copy items
- Many of our patrons still prefer physical collections and will only use digital if they can not find physical versions of their request.

Q13. Which features are important to have in a service desk? (i.e., size, mobility, height, views, etc.)

- Good sightlines/visibility **x4**
- Visibility, size, having the desk kind of closed off from patrons, the desk shouldn't be so high since we do have a lot of families come in and a high desk could be intimidating to small children
- Ability to see the entry is key
- Counter space
- Accessibility
- Enough space to have supplies and display

Q14. Which types of technology do visitors request access to the most?

- Computers **x4**
- Scanning station/EZ scan station **x2**
- Printer **x2**
- Access to WiFi
- Downloadable items
- Charging stations

Q15. Is there a type of program that you would like to offer but currently do not?

- Honestly with the requirements of having 2 staff members present at all Juvenile and YA programming it makes it hard to advise that we do more without having more Public Service staff assigned to the branch.

Q16. Are there other materials or services that you wish you could offer but are currently unavailable at your location?

- More world language speakers
- Podcast room

Q17. Do you have any security concerns related to the library building in which you work?

- Since we have such an influx of teens and they can be rowdy and borderline disruptive. We don't have a lot of staff to be continuously looking at potential disruptive teens, a good security officer who can create relationships and rapport with the teens to help with them would allow reference and circulation to put their time and attention to other places. **x2**
- Especially since we have had some security concerns regarding guns/weapons, having a security guard to assist and support us would be so helpful **x2**
- Inadequate security overall
- Terrible security cameras
- When Teens are in the building we need a space for them and better sight lines
- More outside lighting is needed
- I would like more visibility for the branch as a whole. right now, there are a lot of spaces where people can disappear into

Q18. Is there anything about your library site that is a hindrance to visitors? (i.e., parking, availability of drive-up services, drainage, etc.)

- The parking lot is full of potholes/needs to be repaired **x2**

- When the high school lets out it's basically impossible for patrons to come and go between 2:30 and, say, 2:45.
- No drive-up book drop

Q19. Which user group(s) do you feel are under-served by the library (if none, reply "none")?

- None **x3**
- Homebound

Q20. How can the library solidify its role as a community destination?

- Find better ways to serve our teen patrons without alienating everyone else.
- Not sure
- Make it accessible and user friendly to all

Q21. Any additional comments/suggestions?

- More visibility

Staff Participation.......................................53%

How do visitors arrive at your library?
Public Transportation......................25% or less
Personal Vehicle .... 50% or more
Walk or Ride a Bike.........................25% or less

Q1. What are the hot spots in your building? Where do people spend the most time?

- Computers **x7**
- Study desks/room **x4**
- Children's area **x2**
- The main room has the most traffic from patrons
- Staff is divided between service points and staff room
- Holds shelf

Q2. What types of spaces would be the most helpful for serving adults?

- More enclosed study rooms (noise & privacy safe) **x8**
- Ceilings for study rooms **x4**
- Enclosed computer lab **x2**
- More private work areas **x2**
- Quiet reading areas

Q3. What types of spaces would be the most helpful for serving teens/young adults?

- Enclosed teen space/handout **x5** - Currently the sound from the teen area travels throughout the library
- Teen study room **x3** - Preferred with ceilings
- Teen computer area
- Good seating options (like West Perry)

Q4. What types of spaces would be the most helpful for serving children?

- Spaces where children can explore/make noise and it isn't impeding on the rest of the library **x6**
- Interactive spaces **x5**
- Glass enclosed children's area **x2**
- Nearby to computer area so parents can utilize computers while children are safely playing in enclosed (but visible) space
- A community room for programming and lots of storage (like West Perry)
- Haaving some means for parents to use a computer while entertaining small children close at hand would be ideal

Q5. Is there anything about your location that you think would make it more usable or useful?

- Ceiling on study rooms **x5**
- More sound proofing **x3**
- More storage space for chairs/larger community room **x2**
- More in need of maintenance and upkeep- i.e., carpets need updating, plumbing breaks frequently, A/C is spotty during the summer
- More upgraded study rooms in general
- Bigger staff break room
- Staff bathroom that is more private, is CLEAN, and suitably sized for an adult
- Comfortable seating in the adult magazine area
- Namely the sound design in the building
- Repairs/updates on the space to solve our rodent issues

Q6. Is there anything about/within your building that is considered "sacred" to the community and should be preserved?

- No **x6**

Q7. What types of spaces or furnishings does your building not have enough of for patrons?

- Study rooms with ceilings **x6**
- Sound travels very easily in the current library **x3**
- Bigger children's area would be wonderful **x2** - Interactive spaces
- Quiet zones **x2**
- We have lots of spaces to sit and charge, but a lot of it is due for an upgrade (i.e., wobbly tables)
- Larger table spaces for groups of more than 2-4
- Adult and Teen seating seem adequate.
- Quiet/teen spaces
- We do get regular walk-ins turned away from study rooms due to being filled up, so more options would also be good. We also generally have a lack of floor space for the amount of use/needs we have.

Q8. Do you have the correct number of study rooms for the demand you receive? Are the study rooms in a good location?

- We have a good number of study rooms **x6**
- The current study rooms could use a full enclosure, for privacy and noise issues **x4**
- We could use an additional study room **x3**
- Occasionally have to turn people away **x2**
- Ceilings! **x2** - Often get complaints about noise levels
- Location is okay **x2**
- Patrons need private meeting spaces, not always necessarily private study spaces
- Study rooms could be relocated

Appendix E

Staff Survey Responses • Southport Branch

Q9. Which parts of the collection do visitors request/use the most?

- Adult Fiction **x5** - Mystery
- AV is still borrowed, but a little less now **x5**
- Children's **x4**
- DVDs **x4**
- Patrons may browse more if we had more interesting display units
- JP, JZ
- Music
- School age reading books
- Biographies
- Good books for starting English at all ages
- Hot topic fiction and nonfiction books for teens and adults
- Computer use
- Self-help and bettering
- True crime
- History

Q10. Do you think collections are easy to browse in the current layout? Can visitors easily find what they are looking for? What could be improved?

- We haven't had any complaints, so we think it is easy to use/browse **x5**
- Can be hard if the shelves are extra packed **x2**
- The collection might be better served by more displays **x2**
- Occasionally get requests like urban fiction or romance novels, that could benefit from being shelved together
- The sectioning of the age groups is very good, collections findable by easy landmarks in the room

Q11. What works well in terms of display/merchandising collections? What could use improvement?

- New item/collection displays are well-used here **x4**
- More bookshop-style displays may help us highlight and push special areas of the collection **x3**
- Face-out displays are good **x2**
- As an improvement, we may just want more great display space **x2**
- More shelving in this area could be beneficial.
- Freestanding displays
- Well laid out on display spaces and locations, could use an update on the maintenance of the marketplace wall: the shelves are coming apart.

Q12. How has the use of digital collections impacted the use of physical collections?

- It has led to a decline in raw numbers **x2**
- Ebooks have picked up since COVID, but overall people are still borrowing **x2**
- Also, as older patrons stop visiting/utilizing the library, digital collections will probably grow
- More streaming means less borrowing of CDs and DVDs
- Partly digital collections, partly COVID, and partly the opening of the WPR Branch have all led to a decline in circulation
- It works in tandem with it, providing an alternative way to access materials when otherwise unavailable or inconvenient. Some patrons take advantage of that, but many will turn down a chance to have something instantly digitally in favor of waiting for/giving up on a physical copy.

Q13. Which features are important to have in a service desk? (i.e., size, mobility, height, views, etc.)

- Height-adjustable to help serve all patrons **x3**
- Counter space for staff collection work and brochure display **x3**
- The height of the current service desk is ideal for our branch **x2**
- Good views of the library **x2**
- Safety - sometimes the service desk is the only thing standing between the staff and an angry and potentially dangerous patron.
- Mobility
- Currently the drawers at our reference desk aren't attached so the unit can tilt if more than one draw is open at a time
- Clear view of the computer screens and children's area are crucial, followed by the study area and front desk. Some means to see all corners is ideal. The service desk is rather high. Work space and computer stations for 3+ works is best, given we have 2 assigned and still need a 3rd to jump in from time to time with their own access.

Q14. Which types of technology do visitors request access to the most?

- Computers (but we have no shortage of those currently) **x8**
- Mobile printing/scanning/faxing **x5** - **Our OLD fax machine works WAY better than the new one we got, so please don't take the old one away!
- Mobile hotspots
- Wifi access for conference calls (zoom, teams, etc...)

Q15. Is there a type of program that you would like to offer but currently do not?

- Mobile lab for computer classes (as long as someone wants to teach) **x2** - Editing PDF workshop
- Maybe an additional space for drop-in or pop-up storytimes if we had a larger, more enclosed children's space
- Chair aerobics year-round instead of just a few weeks a year
- Currently aiming to add a regular crafting program
- There is high interest in one-on-one consultations for financial advice and retirement of various types. It may be good to solidify an ongoing partnership.

Q16. Are there other materials or services that you wish you could offer but are currently unavailable at your location?

- Soundproofed study rooms **x2**
- Civic services - i.e., voter registration kiosks
- Tutoring
- Notary service (We have gotten requests)
- Library of thinks would be great to expand into
- Would be interested in lending games as well

Q17. Do you have any security concerns related to the library building in which you work?

- More cameras facing key areas that are always on, better cover range/recording for multiple days at a time **x4**
- Bushes/foliage that is easy to maintain so cameras can be utilized better outside of the library too

- Incidents are not frequent, but response time from authorities is quite slow when it comes up. Our inside door tag locks have been broken for months now, leading to us having disrupted access to our staff room and offices.

Q18. Is there anything about your library site that is a hindrance to visitors? (i.e., parking, availability of drive-up services, drainage, etc.)

- Cut back foliage around the library for safety (we've had lurkers by the garbage) **x3**
- Patrons have commented on the grounds (i.e., cracks in the sidewalk/parking lot, weeds/overgrown foliage around building/train tracks) **x3**
- Drive-up book return would be nice **x2**
- Turning left out of the lot isn't fun, but the tracks prevent traffic lights
- Drive-up drop box might be nice for patrons, but our lot isn't designed for one and (some) staff wouldn't really like it.
- Currently, temperature is controlled by downtown which is not good and often leaves patrons/staff freezing even in the summer
- We have been having reoccurring issues with our plumbing tied to line connected to our building, causing restroom issues and once a full building shut down. The community room temperature control is very erratic with bad effects on program satisfaction.

Q19. Which user group(s) do you feel are under-served by the library (if none, reply "none")?

- Teens **x3** - Less of a facilities issue and more of a methodology issue

- Immigrant populations who haven't discovered what the library has the offer
- It would be great if we could swap out some of our assigned Spanish materials in the World Language collection for more Burmese, Swahili, and French fiction to provide access to our community. More learning English materials that are not on audio CDs would also be great. We also generally have fewer options for community support in the area vs the central branches, so any means to connect our patrons to resources are always appreciated.

Q20. How can the library solidify its role as a community destination?

- Have a space for groups/meetings/programs for all age groups **x2**
- Create more free-form spaces without specific uses. - Empty rooms are not exciting to design, however, they give more opportunity for future growth/new programs/adapting to community needs
- Any new spaces/designs/programs need to have proper budgeting, as maintenance is a long-term issue that rarely seems to get resolved
- Keep connections with local schools
- Be visible at community events
- Partner with local organizations
- Remaining vigilant and proactive with means to provide resources to all of our patrons, and make all of them as welcome and comfortable in our space as possible.

Appendix E

Staff Survey Responses • Southport Branch

Q21. Any additional comments/suggestions?

- Need more attention to landscaping
- Study room ceilings are a must!! - This is very badly needed.
- Carpets have stains that never go away, so replacing that would be ideal
- Additional staff restroom?
- Our current staff break room is very tiny
- Sorter currently gets jammed up on days that we're closed

Staff Participation.....................................67%
How do visitors arrive at your library?
Public Transportation...................................0%
Personal Vehicle 50%
Walk or Ride a Bike...................................50%

Q1. What are the hot spots in your building? Where do people spend the most time?

- Tables **x3**
- Computer **x3**
- This branch is a single room library
- Comfy chairs
- Chairs in the back

Q2. What types of spaces would be the most helpful for serving adults?

- Private areas for meetings/study rooms **x3**
- Tables for working
- Comfortable seating for reading newspaper and fiction
- Additional parking but this will not happen at this small of a branch

Q3. What types of spaces would be the most helpful for serving teens/young adults?

- Dedicated space for teens and teen programming **x2**
- Space to study after school
- More parking
- Study rooms
- Area for reading

Q4. What types of spaces would be the most helpful for serving children?

- Play area near adult computers for parents who are trying to work and keep children in site
- Study rooms
- Play area

Q5. Is there anything about your location that you think would make it more usable or useful?

- An additional restroom would be great but probably unlikely **x2**
- Privacy areas or study rooms **x2**
- Space is small so major improvements are hard to come by compared to other branches.
- Tables
- Parking
- This branch is physically small so options are limited
- Larger elevator

Q6. Is there anything about/within your building that is considered "sacred" to the community and should be preserved?

- Most of the building is in the community **x3**
  » Built in 1912 and has always been a library. Bricks on our building, losing some on front and back stairs
  » Carnegie library, overall aesthetics

Q7. What types of spaces or furnishings does your building not have enough of for patrons?

- More room for study and relaxing
- Table and chairs
- Bathrooms
- Parking
- Quiet study/meeting space

Q8. Do you have the correct number of study rooms for the demand you receive? Are the study rooms in a good location?

- Currently do not have any study rooms

- Patrons ask for them, but knowing the limitations of the building, it is unlikely to happen
- One great auditorium and patrons are always asking for a study room here

Q9. Which parts of the collection do visitors request/use the most?

- Children's area and books **x3**
- Adult non-fiction **x2**

Q10. Do you think collections are easy to browse in the current layout? Can visitors easily find what they are looking for? What could be improved?

- Easy to browse **x3**
- Would like better lighting for teen, urban fiction, racial equity collection
- New signage for everywhere
- Could always use additional room

Q11. What works well in terms of display/merchandising collections? What could use improvement?

- Would prefer another display table or two **x2**
- Staff does a good job of using the display room that is there

Q12. How has the use of digital collections impacted the use of physical collections?

- Not really **x2**
- Greatly. A lot patrons are using digital collections

Q13. Which features are important to have in a service desk? (i.e., size, mobility, height, views, etc.)

- Service desk is part of the history of the building

Appendix E

Staff Survey Responses • Spades Park Branch

- Not ergonomically friendly
- Would prefer it organized in a way that computers and keyboards are arranged for a healthier access
- Information that patrons need
- Not too much information around or on the desk so that it is cluttered
- Mobility
- Adjustable desk
- Visible
- Anything that patrons need
- More space behind the service desk, two people are too crowded

Q14. Which types of technology do visitors request access to the most?

- Printing/copying **x3**
- Hotspots **x2**
- Help with computers
- Patrons are renewing their cards often so they can continue the use of the library
- Mobile printing
- Faxing
- Scanning
- Public computers

Q15. Is there a type of program that you would like to offer but currently do not?

- Art programs for adults
- Wellness programs, especially yoga
- More programs in the upcoming year
- Most programs are covered

Q16. Are there other materials or services that you wish you could offer but are currently unavailable at your location?

- Would like to eliminate the World Language collections because of lack of space and circulation
- Study rooms

Q17. Do you have any security concerns related to the library building in which you work?

- There is no elevator to the basement, making it difficult for someone to access in case of a tornado
- Doors take a minute to lock and unlock, could cause an issue in case of an emergency
- Yes, Everywhere

Q18. Is there anything about your library site that is a hindrance to visitors? (i.e., parking, availability of drive-up services, drainage, etc.)

- Sidewalk between the handicap parking and elevator is starting to become uneven between the expansion joints
- Parking, out of our control
- Bus route
- Small elevator and steep stairs into the entrance of the library

Q19. Which user group(s) do you feel are under-served by the library (if none, reply "none")?

- We have a large Latino community that is represented in those coming into the branch

Q20. How can the library solidify its role as a community destination?

- Continue focusing working with community groups and be part of the neighborhood **x2**
- Work to ensure staff feels safe and supported
- Provide funds for programs that allow patrons to come together and do fun events, not just educational
- Being there for patrons
- Helping with computer and printing (wonderful solidify)

Q21. Any additional comments/suggestions?

- Thank you!
- We are a physically small location and most things mentioned are not simply doable, but they are things that are noticed

Staff Participation.. 50%

How do visitors arrive at your library?
Public Transportation.......................25% or less
Personal Vehicle .... 50% or more
Walk or Ride a Bike.........................25% or less

Q1. What are the hot spots in your building? Where do people spend the most time?

- Computer lab **x5** - Printer/copier/scanner
- Children's area **x2** - Picture book area
- Information/reference desk
- Tabled common areas
- Seating (75)
- Community Room

Q2. What types of spaces would be the most helpful for serving adults?

- Study rooms **x7** - For things like tutoring, supervised family visits, and online interviews
- Quiet areas **x2**
- Computers **x2**
- Comfortable seating

Q3. What types of spaces would be the most helpful for serving teens/young adults?

- Dedicated teen space **x4**
- Enclosed teen space **x2**
- We need to expand this area, as space is limited for programs. **x2** - M-F we host 75-80 students per day from Warren Central High School & other schools
- Comfortable seating **x2**
- More study rooms **x2**
- Something similar to Hancock County Library – separate room with storefront for supervision
- Easier access to the community room

- More collection space

Q4. What types of spaces would be the most helpful for serving children?

- Expand this area **x4**
- Space for story time and literacy programs **x2**
- Play/Toy area **x2**
- In full view of adults **x2** - This space should accommodate caregivers, sound proof
- Creative crafts, movement spaces, soundproofing, maybe the children's area could be extended out into the green space in front of the library
- More collection space
- Carpeted
- Storage
- Colorful
- What we have currently is great - a semi-enclosed space with books, AWE computers specially for children, and life skills-type toys.

Q5. Is there anything about your location that you think would make it more usable or useful?

- More private study rooms **x3**
- Split the large, single study room into multiple rooms **x2** - Maybe there can be a movable divider added to this room to create a more flexible space?
- Facility upgrades to LED lighting, attractive shelving, and displays to modernize the library- the last renovation was in 1974 **x2**
- Add a kitchenette to the community room
- The community room is the most under-utilized space at this branch. - A staffing solution needs to be put in place so that 2 employees are ready to monitor the room when it is being used. Outside of the usual protocols for using the room for teen/

children's programming, the room should always be open to the public if a group shows up and wishes to use the space.
- Add outdoor seating/picnic area
- Private work areas for staff
- More computers/a computer lab - A second printer
- More storage
- Extending the space for more shelving
- Rolling display units for books
- Maintenance fixes like removing the plastic that has been lodged in the outlet for over a year

Q6. Is there anything about/within your building that is considered "sacred" to the community and should be preserved?

- Children's (play) area **x3**
- Community Room **x2**
- Study room
- There area several large trees surrounding the property that patrons use for shade- all are important and used frequently, especially the one near our current entrance! Please try to preserve these

Q7. What types of spaces or furnishings does your building not have enough of for patrons?

- Comfortable seating **x6** - For teens visiting after school (~2-5pm) **x2** - We only have seating for 75 in the library
- Private/quiet areas **x2**
- Small meeting space (of groups of 2-12)
- Expand both the children's and teen's areas
- Kitchenette in the community room (only seating for 75)
- We don't have the space for more furniture
- Computers - Computer station needs more accessible outlets

Staff Survey Responses • Warren Branch

- Youth services material and storage space
- Vending machines could definitely be popular, however we are not sure we want to go there
- The furniture needs a refresh - we have several vinyl-covered chairs that are almost completely worn through. Wood replacements may last longer?

Q8. Do you have the correct number of study rooms for the demand you receive? Are the study rooms in a good location?

- We only have one large study room, and it is in high demand **x5**
- The location is good **x5** - Except in the afternoons (after school) when teenagers sit outside of the study room and create noise for the patrons inside the room
- We need an additional study room **x4** - Or more (2-3) **x2**
- Many patrons use the tables in the library or go to another library altogether

Q9. Which parts of the collection do visitors request/use the most?

- DVDS/CDS **x5**
- Children's books **x5**
- Adult Fiction **x3**
- Adult Nonfiction **x3**
- Computers **x2**
- Urban Fiction **x2**
- New Materials **x2**
- Juvenile books **x2**
- Financial help books
- Newspapers
- Mystery - Biographies
- CDs and audiobooks are declining in use

Q10. Do you think collections are easy to browse in the current layout? Can visitors easily find what they are looking for? What could be improved?

- Collections are easy to navigate (it has been organized and moved around in recent years to make it more useable) **x3**
- Collections are in a good location, but our shelves are overflowing and we don't have the room to expand. **x2**
- Spanish and Haitian Creole population is significant here **x2**
- World language collection in particular has overgrown its space, but there is nowhere to move it to
- More flexible display spaces would be nice (i.e., rolling display)
- Overflow of collection is a collection management issue
- Need more space for youth collections (juvenile and teen)
- The lowest level of the adult shelves is too close to the ground, which is uncomfortable for adults (children are fine)

Q11. What works well in terms of display/merchandising collections? What could use improvement?

- We have to use collection shelving currently to create display space **x2** - Having the displays in our common areas definitely helps move collections
- Mobile displays would improve marketing to our patrons **x2** - This would make it easier to do themed displays and highlight community partner tables
- More juvenile and children's displays **x2** - We need taller shelves in the juvenile areas - the bottom shelves are too low to the ground

- Adult collection doesn't have a designated display space
- Our shelves are also overflowing, so we can't face books out currently to spark interest in patrons browsing
- We need to modernize our display areas
- Glassed-in displays, like the other branches, look nice

Q12. How has the use of digital collections impacted the use of physical collections?

- Ebook use doesn't seem to have affected physical book checkout much **x4**
- We have decreased shelving for books to accommodate audio-visual materials, including CDs and DVDs **x2** - Digital has killed the music CD collection, but ours still gets plenty of rotation
- Physical audiobooks are not as in demand, though they are still used
- Post-COVID, we have seen increased usage of online resources - We have a population who are becoming users via phone and they rely on our public Wi-Fi to conduct business
- Patrons have switched to streaming these - Magazines, music CDs and books on CDs

Q13. Which features are important to have in a service desk? (i.e., size, mobility, height, views, etc.)

- Sizing and good lines of sight **x3**
- Ergonomic, movable computer screens (for sharing the screen with patrons) **x2**
- Taller desk with the ability to stand is preferable for comfort as well as privacy **x2**
- Highly visible
- The current Warren service desk has one station that faces sideways (away from the others) so patrons can easily see the

computer screen when they shouldn't, and the staff member sitting at that station has to be slightly turned at all times to interact with the patrons.
- Handicap accessible
- User-friendly for staff
- Near the computers
- The ability to enter and exit quickly (preferably with added room for a book cart) is important

Q14. Which types of technology do visitors request access to the most?

- Mobile printing **x5**
- Computers **x5** - Computers with access to webcam/microphone, preferably in a private space for interviews, auditions, tutoring, etc.
- All in one fax/copy machine **x4** - 2 of these would be ideal **x2**
- Hotspots **x2**
- Chromebooks **x2**
- We do have enough Chromebooks/hotspots for the demand we have
- We have an Accessibility Station, but patrons also ask for a CD drive for transferring old work files. (Maybe a portable at each branch?)

Q15. Is there a type of program that you would like to offer but currently do not?

- More computer classes, but we don't have a computer lab or laptops to use. **x5** - Current computer class requires patrons to bring their own device. If we had about 20 laptops at the library, we could easily hose these classes in the Community Room
- Ongoing reading program for grade school students

Q16. Are there other materials or services that you wish you could offer but are currently unavailable at your location?

- Collection for the Haitian/Creole and Nigerian population
- Immigrant and social services programs
- The Far East area is dependent on many services offered by the city and supported by non-profit organizations, churches, and other agencies
- More toys in the children's area, as well as a dramatic play area
- Computer stations with a playpen for younger children who have adults on the computers
- A sink would be useful in the Community Room, for Healthy Eating programs and Teen art programs
- Computer classes would be great, but patrons do not seem enthusiastic about it

Q17. Do you have any security concerns related to the library building in which you work?

- Staff entrance is private and tight, sometimes patrons hang out in the little alcove and it can feel unsafe to enter the building alone **x2** - Staff door also sticks sometimes
- The current camera quality is very grainy and only covers a few areas of the building - The grey/blind spots allow for kids to do drug deals and other illegal acts
- The front door periodically decides not to latch during changes in seasons - This has allowed people to walk in after closing when the doors have been locked, but the lock screws have loosened enough that the lock won't hold up against a decent push. We

have to triple-check the lock from both sides because of this
- We need a line-of-sight range - We have installed mirrors for this, and do currently have cameras
- Merging homeless, students, and senior citizens can be difficult and we want to be inclusive and protect patrons and staff from negative influences that often impact our services.
- Having an officer present during after-school hours with teens, from 2 pm-5 pm - Because we have so many teens visiting the library after school, they often overtake the building, creating supervision issues.
- Windows do not seem the most secure

Q18. Is there anything about your library site that is a hindrance to visitors? (i.e., parking, availability of drive-up services, drainage, etc.)

- Current drive-through drop box is difficult for people to access unless they get out of their vehicle **x2**
- Lack of proper outdoor seating leads to teenagers blocking the entrance by sitting on the ground - This can be intimidating to other patrons visiting
- The parking lot needs some repairs - Weeds and trash pick up, more signage? Patrons keep walking into the front windows. Also, people park in the drive-through book drop frequently
- Patrons have requested a restroom towards the back of the building
- It would be nice if we had a closeable gate between the library parking lot and the back entrance to the high school. This would not keep out pedestrians but might help keep our parking lot from being overtaken during

Appendix E
Staff Survey Responses • Warren Branch

high school events like homecoming and graduation

Q19. Which user group(s) do you feel are under-served by the library (if none, reply "none")?

- Teenagers/Middle school students x4
- Seniors
- Children
- Haitian Creole, Nigerian population
- Remote workers/interviewees
- All of the above could use more access to study rooms!

Q20. How can the library solidify its role as a community destination?

- More programming **x2** - For functional and educational/informational perks
- More access to technology **x2** - We have print,copy,scan, and fax but it is in high demand so two would be nice
- More quiet study rooms for those wanting a quieter library experience **x2**
- More comfortable seating (So patrons will stay longer)
- Improve the cleanliness of the building
- It already does
- Continue to work on behavioral issues on weekday afternoons (our current managers and security officer are doing an excellent job with this!)
- Study rooms are a must- patrons have literally gotten in fist fights over our single study room. It is huge and could easily be broken into at least 3 small study rooms

Q21. Any additional comments/suggestions?

- Parking lot could be improved with signage and directional signs
- LED lighting updates would be nice - the current dated fluorescent lights cause migraines and other neurological issues for the staff
- Our constantly crashing HVAC system will be addressed in November, but the lighting and electrical audit would be my next recommendation. The current wiring is very faulty and has not been upgraded since the building was built in the 50s. - We only had the giant (floor cleaner?) outlets covered last year for safety, but it might be worth checking to see if our power is functional and up to the current standards, along with the lighting

Staff Survey Responses • Wayne Branch

Staff Participation... 100%

How do visitors arrive at your library?
Public Transportation........................25% or less
Personal Vehicle .... 50% or more
Walk or Ride a Bike..........................25% or less

Q1. What are the hot spots in your building? Where do people spend the most time?

- Public computers **x15**
- Adult Area **x2**
- Study tables **x2**
- Lounge areas
- Study rooms
- Juvenile area

Q2. What types of spaces would be the most helpful for serving adults?

- More study rooms **x8**
- Public computers **x5**
- Tables with power **x3**
- Seating **x2**
- Service desks
- Scanning and printing from phone
- Reading areas with small tables and chairs that are powered
- More study tables if there is room for them
- They have all the space we can give them now. They seem to like how they can plug in and find quiet spots to work or study.
- More tech support out of the way of book browsing
- Maybe an additional accessibility computer? Though the one we have is usually free

Q3. What types of spaces would be the most helpful for serving teens/young adults?

- Study rooms for test prep, tutoring and proctoring **x4**
- Their own space where teens could just be themselves **x6**
- Public computers **x3**
- Separate teen area **x3**
  - » As it stands, teen patrons have a single dedicated wall for materials, and when it comes to sitting they must choose between juvenile or adult areas.
  - » The same types of spaces that adults need
- Seating **x2**
- Headphones
- One of the tables in the adult area (closest to the teen collection) was supposed to be reserved for teens/young adults, but it gets used by more than just teens (first come/first served)
- Most teens just come to pick up materials, then leave
- A place that makes them feel comfortable and separate from the adults. Currently, they are lumped together with the adults, but we really have no room to give them their own space to craft or be unique in their own space. We usually have to point out where their books are or walk them directly to them. We need to make a bigger splash with the age group, but there isn't any room.
- Maker space
- More quiet independent space to work

Q4. What types of spaces would be the most helpful for serving children?

- Computers/AWE stations **x3**
- Play/tactile area **x2**
- More shelving for books **x2**
- Children's reference desk
- Family computers area
- Comfortable chairs
- Community room for programs
- Area for supervised visits
- Public computer area near children's play space (with power & USB plugs)
- Before we renovated, we had to send away or discard over 10,000 books from our collection, about half of which were juvenile books. Shelves are now shorter and hold far fewer books than before
- More space in the whole area and a reference desk farther in the space/easier to see.
- A warm inviting room, perhaps with its own storytime room/space just for that purpose.
- Right now, the children are settled in a great space!
- More room between shelves to run around
- I don't know if I can think of anything, but that doesn't mean there isn't a need for something else.
- Designated storytime area and play area
- Maker space

Q5. Is there anything about your location that you think would make it more usable or useful?

- Sound damping in the juvenile/circulation area **x2** - This is the first area you walk into at this location and gets busy/loud and difficult to engage in conversations with people who come to the circulation desk for help

Appendix E

Staff Survey Responses • Wayne Branch

- Sidewalk updates will happen 2024-2025 via Girls School Road, possibly adding a bridge by the tracks, completely changing the entrance. **x2**
- Relocated the circulation desk back to the marketplace
- World Languages wall should be moved so patrons have visibility to the adult side instead of coming in and not knowing where the adult area is.
- Drive-up Drop-Box
- We use every inch of space we have. Even though we were renovated, we could still use more room
- More study rooms, we have many patrons requesting them
- Space heaters when its cold outside
- Maybe a third study room

Q6. Is there anything about/within your building that is considered "sacred" to the community and should be preserved?

- Not that I can think of **x3**
- Our Community room - this room is in high demand! **x2**
- Ben Davis High School yearbooks! **x2**
- We were renovated in 2020 and the train on the children's side was sacred. We have a revised version of it.

Q7. What types of spaces or furnishings does your building not have enough of for patrons?

- Study Rooms – only have two and get a lot of requests **x4**
- We could use one more public computer area on the adult side - We "lost" one station when we received the accessibility station - Some adults use the children's area

computers and then complain about the sound levels
- Staff space at circulation desk
- Juvenile Reference desk need to be separate from circulation desk - Patrons do not see staff at the at the end of the desk.
- Study tables/chairs
- Places to display things. We shrunk our collection, but we still have a shortage of places to display things or store things.
- It would be nice to have actual shelving for juvenile new books. Right now we have 2 display carts, where one side has shelving deep enough to hold books and the other side can only display the books. With these types of carts we cannot hold a lot of books, which means that we only hold the really recent new books.
- We could use more goofy reading nooks. As it stands we have one or two sick reading cubbies for kids and I think we could expand that to teens and adults. Just go nuts with it.

Q8. Do you have the correct number of study rooms for the demand you receive? Are the study rooms in a good location?

- In a good location **x8**
- Could use two more **x6**
- At the moment, we have the number we need **x5**
- Our study rooms are in great shape **x2**
- The study rooms are in a great location for the adult staff. If we had one more room, that would be great but the two that we have now are adequate and well-used.
- We only have 2 and they are always being used.

- They are in high demand, especially around final test taking time
- Another one wouldn't hurt
- We have only two but they're in a good spot and I've never heard of any complaint about them being full

Q9. Which parts of the collection do visitors request/use the most?

- DVDs **x6**
- Adult fiction **x5**
- All three collections - Adult, Teen and Children's **x3**
- Juvenile fiction **x3**
- Juvenile picture books **x3**
- Adult nonfiction **x3**
- Graphic Novels **x2**
- Adult CDs
- Mysteries
- Teen fiction
- Early Readers
- Children's collections
- Books

Q10. Do you think collections are easy to browse in the current layout? Can visitors easily find what they are looking for? What could be improved?

- Yes, the collections are easy to browse **x11**
- Once we received our wall signage, patrons have found it easier to find the different collections. **x2**
- Reference and/or clerical staff, and sometimes pages, occasionally have to help out if a patron cannot find an item (not bad though)
- Better visibility for certain collections

- What we will eventually need is more space for the World Language collection if it continues to grow as it has, however.
- Our regular patrons have definitely gotten used to the layout and our new patrons learn quickly, but our Librarians are great at directing.
- We have had a few patrons asking about where our CD collection has moved to since we have scaled down on the amount of CD's our branch has.
- May need another catalog computer
- Will eventually need more space
- Yes, most collections are easy to access, but nonfiction organization numbers aren't super thoroughly labeled, we get the most patrons unfamiliar with the sorting asking where certain subjects are found

Q11. What works well in terms of display/merchandising collections? What could use improvement?

- We do use wire face-out displays for books and other materials **x2**
- Displays may change based on topic, season, upcoming programming, etc. **x2** Activity wall inside of the front entrance
- We also pull together shelf/wall displays, as well as new book and stand-alone displays
- No room for a lobby display after the renovation
- Put posters on bulletin board near the entry on front of desk in adult, teen and juvenile
- Could use more shelf space in general
- Our display unit for adults is quite adequate in size and is front and center in the adult area.

- Smaller displays we put on carts, so that aspect could perhaps be improved upon-- but the carts do work.
- At the moment we couldn't change the layout much, given our size.
- It would be nice to have placards signs that can be shelved with the books that indicate what letter of the alphabet or sections of the Dewey decimal system, or even what subject for the kids. Like, at the beginning of the Fiction section you can see a placard with the letter A, then you can see one with the letter B for where the B's start. It would help patrons be able to find items more easily.
- Large displays by the entrance
- New-ish items on display. Popular titles when it's the books for sale.
- Our weekly changes keep the displays fresh
- For the most part adult and children displays work well. However merchandising is woefully inadequate. Which has me recalling why the 150th IndyPL anniversary was not better marketed toward the public, patrons and staff
- Plenty of display space
- Having things out in the open without requiring assistance to access reference materials
- Couldn't say

Q12. How has the use of digital collections impacted the use of physical collections?

- We have a large percentage of patrons who use the digital collections **x2**
- Some use both, 50/50 **x2**
- Some are dedicated to physical copies **x2**
- Our reference area is only one section now, whereas it used to take up many, many

sections. But the information in books can quickly become outdated or superseded, and digital formats can be quickly updated.
- The use of digital collections may have impacted the use of the physical collection some, but we still have several regular patrons that prefer holding a book to read. Also, parents that read to their children or kids that have projects. Also, we have several home-schooling families.
- Fewer people coming into the building to check out books
- More patrons are excited to know that we have something available to them in digital format, but in turn rather have the physical copy as well in our system.
- Less frequent use of our Ben Davis yearbook collection
- If I were to guess, I'd say digital collections has mostly enhanced the discovery of physical collections.
- It seems older patrons prefer book and e-books while younger want to use their phone.
- Both are used
- Couldn't say
- Relatively unsure, but having access to placing holds online has helped cut down on patrons asking where specific titles are or being unavailable at our branch

Q13. Which features are important to have in a service desk? (i.e., size, mobility, height, views, etc.)

- Desk space for working at their station. **x8** - Currently they adjusted the table by widening the drop box desk and skimping on the clerical station. - Space for staff and patrons to put materials on desk

Appendix E

Staff Survey Responses • Wayne Branch

- Views/visibility through the space **x6**
- Visibility between staff desks (circulation, adult, juvenile) **x3**
- Mobility, so all patrons can be helped **x2**
- Desk height- staff often have to use tall chairs to put items that they have checked in as there is no other place to park them until they can be moved to the shelving cart - Staff could swivel to put items on the carts but that could cause physical injury
- If the Circulation desk were moved back in the "green room" and Juvenile Reference staff had their own desks (for two!) where Circulation is now, we would get rid of the issues with noise at the Circulation desk, plus allow the staff and patrons more "elbow-room" to do what they need to do. Also, Juvenile librarians would have more visibility with patrons who walk in the door.
- It is very important to see over the monitor so a patron doesn't feel that the staff member is hidden behind their computer screen; this seems very unwelcoming. It's also important to have adequately-sized surfaces available so that real work can be done at the desk and also in the workroom.
- The desk is cramped at one end, then has an enormous space for the book drop in the middle, and ends with the children's reference desk attached at the end. Let's begin with the short desk on the end. It is supposed to be handicap accessible to do check-out and card applications, but there is no room for any of it due to the fact that one of the self-checkouts also needs to sit on the end. By the time you have all of that on the short expanse you hardly have space to fill out an application or check in books. Then the next set of circulation desks,

have more counter space but not close to equal. They're separated by the book drop that's a huge square and bigger than it needs to be for the bin that catches the books underneath. We could've used the space elsewhere and the drawers inside it that hold the cash box have broken multiple times. We were supposed to put out our 3rd self-checkout, but where would we put it that people wouldn't be on top of each other.
- Lastly, the children's reference desk being attached to the circulation desk is problematic in itself. The desk faces the window, and we constantly have to distinguish that it's the reference desk. Putting up a blue divider between the end of the circulation desk and the beginning of the reference desk didn't work like they thought it would.
- The desk might look nice, but it feels very open, probably because it is. We have to babysit kids to keep them from running behind us they escape from their parents. We have no door to separate us from the section. Kids can walk behind our desks and sometimes they wander and like to look at things.
- Above us is an open ceiling and we face the children's area. When we are on the phone or a patron stands in front of us talking and a kid is screaming behind them, we can't hear anything they are saying. Everything floats above us and gets lost in the ceiling. Not to mention so does the heat.
- Accessibility
- Out of the way of foot traffic

- Space for multiple patrons to interact without having to wait or crowd
- Our catalogue computers are at the far end of the public computers, both back to back, both standing computers; I worry that it might be more convenient to have one on either end of the computer area, and also to have one lower, so as to be more accessible to patrons using wheelchairs.
- Our circulation desk is built in such a way that it has two seats that put library assistants at eye level with most adult-height standing patrons and one lowered to waist level; while both are fine for assisting patrons, I've noticed the circulation desk at waist level is often overlooked, despite being just as visibly placed as the other two, perhaps because the library assistant sitting in that chair can be hidden at some angles from view by their computer. I don't know a clear solution to the latter, but I would suggest a large neon sign suspended from the ceiling that points down.
- It would be nice to have the option to stand at my desk

Q14. Which types of technology do visitors request access to the most?

- Computers **x8**
- Printing/Copier **x8**
- Hotspots - These are new, but already are missing or broken **x2**
- Wi-fi access **x3**
- Printing from their phones is the most common request **x3**
- Fax
- Headphones
- Cameras on PCs
- CD-ROM drives

Q15. Is there a type of program that you would like to offer but currently do not?

- Not at the moment. We create CAPs and most that require funding are paid for with what little unrestricted gift funds we have.
- Bilingual learning for children and adults
- Adult patrons really seem to like music (of all types) and arts/crafts programs. More of these offerings would be wonderful!
- How to do certain tasks i.e. change tire, 'adulting' programing.
- Educating the public on the climate breakdown and informing them about what they can do via sustainability to improve community health and the local environment.
- Maybe STEM
- A COVID-conscious film screening. Where harder to access films (culturally important but perhaps harder to access, like foreign films) are shown freely to the public on a projector (streamed on Kanopy) in an environment that prioritizes accessibility and safety to immunocompromised people and those who cinema experiences are riskier for their health.
- Not that I can think of
- N/A

Q16. Are there other materials or services that you wish you could offer but are currently unavailable at your location?

- We thought we would be part of a system-wide menstruation station but, now that it's up to branches to purchase the needed items for it, we simply don't have the branch funds for it.
- Checking out video games
- Access to 3-D printers

- Tutoring for children in reading, writing and math
- People do occasionally ask about Braille materials at the branches.
- We need charging stations that come with different cell phone charging chords. That's one thing patrons ask for the most.
- Adobe suite package
- Offering the teaching of Spanish or another foreign language to English speaking persons.
- Perhaps just some insights might be beneficial.
- Maker space
- Hotspots. I don't know the solution to the current issue of them never being returned. Perhaps we could program the next batch (if we ever get more) to emit a horrific shrill noise a couple days after the return date (since this is my most realistic suggestion so far, please note: Don't actually do this), or maybe program them to grow robotic spider legs and chase after the patron's feet (do this instead).
- Somebody once asked me about paper lamination

Q17. Do you have any security concerns related to the library building in which you work?

- Not enough cameras **x5**
- We do need security cameras in several places throughout the adult area, especially at the public computers and the parts of the room that we cannot see from the reference desk (like the periodical area). **x5**
- Our emergency exit doors are not alarmed, which means that anyone can let people in from inside the building without any of us knowing. **x3** These doors are also glass, which means that anyone can look in, or try and break the glass in order to get in. This could allow for a (potentially armed) patron to enter the building unknown to staff.
- Need better pictures from cameras **x2**
- We have no clear line of sight from any of the service desks. **x2**
- Nope **x2**
- In the process of getting alarms on exterior doors.
- The large tree located by staff parking needs to be either trimmed or removed completely- a few of our staff members were mugged/threatened
- Cameras are blurry at best and only at the employee door and HVAC area
- We need cameras in the adult area, where many of the altercations happen:
  » Adults viewing sensitive material with minors sitting around (said adult then tried to fight the 16yo who reported him)
  » Woman claimed she was injured and no staff would come to her help - 6'4" man who stood over the manager and demanded that he talk with the "man" in charge - These are all situations where there is no way for the library to defend its side without video proof
- We have fire security doors that aren't operational.
- We cannot see down every row of the Children's side from the Circulation desk and there aren't enough cameras to cover it. The lighting has improved, but there is still no way to see any of the back corners of the library without physically walking back there every time.

Appendix E

Staff Survey Responses • Wayne Branch

- We need line of sight with each other from desk to desk throughout the library. For instance, the clerks at the circulation desk should be able to see the librarians at the reference desk. This is for safety and work reasons. We should know if they need assistance and vice versa.
- Also, Line of sight down the front walk from the circulation desk. This is for safety reasons, so we can see what's coming before they enter. We have none of this.
- More security lighting on our back sidewalk would be nice in the winter. We have one light that is coming on by the door we leave out. It does not shine all the way down the sidewalk.

Q18. Is there anything about your library site that is a hindrance to visitors? (i.e., parking, availability of drive-up services, drainage, etc.)

- We were supposed to have a drive-up drop-box, however we didn't end up having the funds at the time. Granted, this was during the peak of the pandemic when costs of supplies skyrocketed **x3**
- A long walk from the parking lot to the front entrance.
- Flooding/poor drainage at the rear of the parking lot.
- Main parking is hidden from the road, making parking isolated and leading to security issues.
- Patrons hang out in the parking lot since it is hidden, causing concern amongst staff entering and exiting the back door of the building
- Drainage. Southwest corner frequently floods as ditches on south and west sides need cleaned out and graded.

- Our branch/parking lot is not as visible from the street as we would like
- Turning in/out when the train is going by
- Not very much rain shelter walking up to the front doors
- The way the parking lot is set up leaves too much of a gap between disability spots and the branch entrance, but alas.
- No trash cans that aren't in the restrooms or outside the building

Q19. Which user group(s) do you feel are under-served by the library (if none, reply "none")?

- None **x5**
- Patrons with mobility issues **x2**
- Those who are differently-abled and intellectually-disabled, perhaps--though the accessibility stations are wonderful and make the branches much more welcoming!
- Tough question, but perhaps more so our non-English speaking persons
- Not Sure
- Disabled patrons. I think the layout is mostly fine for access of wheelchairs or crutches, but there are a few things like the computers that I've mentioned.
- I wish the library did more to make safe space for immunocompromised individuals: offering and encouraging effective masking again (kiosks at front desks that offer N95 and KN95 masks, for example), improved filtration systems that can effectively remove viral aerosols from the air, rather than leaving

Q20. How can the library solidify its role as a community destination?

- Communications can highlight each of our branch locations just like with brand-new buildings such as the Franklin Heights Branch **x2** - Since we opened during the height of the pandemic, the grand opening was not so publicized, and many people didn't even know that there were renovations that had been done
- Mobile app which will draw in visibility for the branch, both physical and online.
- By encouraging more groups to meet here and by having more presentations by important authors, performers, artists, local politicians, etc.
- Continue to improve, evolve, and implement.
- Community outreach
- Keep spreading the word about events and programs we are having to get more people in.
- Already solidified, branch manager aggressively markets
- Perhaps more directed advertising, and offering a greater diversity of promotional merchandise.
- Maybe offer more job search and immigration services
- It already has. That's just what libraries are known for to me

Q21. Any additional comments/suggestions?

- Mostly just cleaning/maintenance issues - it is handled through the "facility dude" however, it doesn't get taken care of in any timely manner. We have had cleaning crew quotes, but nothing has been done

in regard to our stained and destroyed carpet.

- Many years ago when a 360 study was done, the recommendation was to build a new branch, possibly on the same grounds/back of the parking lot, because the branch needed space for all the new needs, larger collection, more computers, programming area, community room for both patrons and staff, etc. So it was a surprise to learn that the branch would be renovated in 6 months, fixing long-needed HVAC issues, but not adding much additional space to the building. We still need to pour hot water in drains to deal with sewer gas, we don't have wall space for display/marketing, the circulation/juvenile area is loud and often congested, we lost visibility of each other from one service desk to another, and we lost public visibility at the juvenile reference desk (and even lost one desk). We've made do, adding a community room table at the end of the juvenile area (separated from Circulation by one little blue Plexiglas partition that no one but staff sees). We eventually asked for and received a desktop PC for the second juvenile librarian and just got a scanner. However, this "desk" mostly faces the window/side wall of the room, not the front of the branch. It's almost like the juvenile desk is an afterthought. In short, there are some changes that still need to be made for both patron and staff, but probably cannot happen without a new building.
- Thank you very much for sending out this survey!

- Well, not at this time. Thanks for asking the questions!

Appendix E

Staff Survey Responses • West Indianapolis Branch

Staff Participation......................................33%

How do visitors arrive at your library?
Public Transportation.......................25% or less
Personal Vehicle ....25% or less
Walk or Ride a Bike......................50% or more

Q1. What are the hot spots in your building? Where do people spend the most time?

- Public space **x2**
- Sitting in the comfortable chairs

Q2. What types of spaces would be the most helpful for serving adults?

- Private study rooms - Need two smaller ones for tutoring . social work visits and one large one for family social work visits **2x**
- Larger community room for programs and meeting

Q3. What types of spaces would be the most helpful for serving teens/young adults?

- Private study rooms for tutoring
- Larger community room for programs
- Dedicated computer area

Q4. What types of spaces would be the most helpful for serving children?

- Private study rooms for visits with social workers/family visits **x2**
- A tiled area with tables for meal service
- Larger community room for programs

Q5. Is there anything about your location that you think would make it more usable or useful?

- More space! West Indy has no storage space and very little staff area

- Branch Manager needs their own office
- Study Rooms
- Space to expand the collection
- Expand the staff area - Staff restroom can become a noise issue

Q6. Is there anything about/within your building that is considered "sacred" to the community and should be preserved?

- There are a few items from the original Carnegie Library that it would be nice to keep if possible (clock and bookcase)
- Charging station
- Blue sky ceiling

Q7. What types of spaces or furnishings does your building not have enough of for patrons?

- Study rooms **x2**
- Better seating for patents/children reading together
- Teen space
- Restrooms

Q8. Do you have the correct number of study rooms for the demand you receive? Are the study rooms in a good location?

- We have zero study rooms and are in desperate need of several study rooms **x2**
- Sometime will allow patrons to use the community room since they are saying sensitive information

Q9. Which parts of the collection do visitors request/use the most?

- Movies/DVDs

Q10. Do you think collections are easy to browse in the current layout? Can visitors easily find what they are looking for? What could be improved?

- Need more space for everything **x2**
- Some items are hidden in corners or behind computers

Q11. What works well in terms of display/merchandising collections? What could use improvement?

- The big display case at the entrance is great, however the glass doors are huge and heavy
- Display space near the checkout so patrons can see items when they are waiting

Q12. How has the use of digital collections impacted the use of physical collections?

- Very few of our patrons use digital resources, so there has been no impact
- A lot of patrons checkout DVDs since they can't afford streaming services
- Most are uninterested in using digital collections such as Kanopy due to the lack of Internet at home

Q13. Which features are important to have in a service desk? (i.e., size, mobility, height, views, etc.)

- Good views
- Security
- A larger desk - between reference and circulation, there is not enough space to do work

Staff Survey Responses • West Indianapolis Branch

Q14. Which types of technology do visitors request access to the most?

- Public Computers **x2**
- Hotspots **x2**
- Faxing
- Chromebooks

Q15. Is there a type of program that you would like to offer but currently do not?

- Any program that requires a lot of space
- Large computer classes in a dedicated space
- Would like a large Community room to host events (job fairs, etc…)

Q16. Are there other materials or services that you wish you could offer but are currently unavailable at your location?

- Private spaces for social work visits and intake interviews
- Free faxing

Q17. Do you have any security concerns related to the library building in which you work?

- Everything is from the 1980s, so yes. The stove and oven, in particular, are a big concern.
- The stall in the restroom makes it difficult to check on patrons - Illegal events happening
- Security cameras to not completely cover the exterior of the building

Q18. Is there anything about your library site that is a hindrance to visitors? (i.e., parking, availability of drive-up services, drainage, etc.)

- The street (Kappes) is in very bad repair and it is hard for older patrons/those in wheelchairs to get here

- Parking is shared with Mary Rigg Neighborhood Center, and it can be hard to find a spot some days.
- The sidewalk facing Kappes is uneven and a tripping hazard for anyone walking by the building
- The low profile and dark brick of the building are hard to see from the street
- Outside signage is not easy to see
- Lack of private rooms - Turn down patrons since there are none, patrons will leave
- Total size of the building and collections

Q19. Which user group(s) do you feel are under-served by the library (if none, reply "none")?

- All of them
- Spanish speakers - There is not enough room to increase the collection to reflect what patrons are interested in checking out

Q20. How can the library solidify its role as a community destination?

- West Indy branch needs to be expanded and updated to better serve residents. West Indy has always been an overlooked and neglected neighborhood, it would be nice for IndyPL to show its commitment to West Indy patrons by providing them the same atmosphere and services other neighborhoods have been given.
- Show that you care about those patrons who are in poverty, experiencing homelessness, addiction, etc. in our low-income neighborhoods, regardless if it fits the projected image you are trying to convey to the public. In order to serve all of Indianapolis, you might have to show a side of things that you don't normally want to put

on Facebook or the website. Representation of these groups matter. Not every event and patron will look picture perfect. Renovations and money should not just go to fund the up and coming White neighborhoods. Step away from being a brand and be a community home instead.

Q21. Any additional comments/suggestions?

- Thank you for the survey! We have felt unheard/ignored for years.
- Continue asking for feedback (staff and patrons)
- Continue visiting branches
- Meet the public

Appendix E

Staff Survey Responses • West Perry Branch

Q1. What are the hot spots in your building? Where do people spend the most time?

- Study rooms **x8**
- Study tables with plugs **x7**
- Children's area **x7**
- Computers **x4**
- Adult side
- Booths
- Teen room
- Tables throughout

Q2. What types of spaces would be the most helpful for serving adults?

- Quiet study areas/tables **x5**
- Study rooms **x3**
- Computers **x2**
- Community room
- Small group study areas
- Quiet "private" areas for small groups to meet, study, and work. Not in a large open space, but closed off enough to feel private. Our booth tables are popular for this reason.
- A conversation area
- A meeting room that is private for anonymous groups like AA
- Creative space

Q3. What types of spaces would be the most helpful for serving teens/young adults?

- Study areas/tables **x3**
- Lounge area/variety of seating **x2**

- Teens area
- Teens like spaces for computer working and studying, but also small recreation areas. We have a puzzle/gaming table for teens that is well enjoyed.
- Study rooms
- Conversation area
- Creative space
- Collaborative spaces where groups can meet/study
- Gaming systems
- Computers

Q4. What types of spaces would be the most helpful for serving children?

- Interactive play spaces **x7**
- Community room
- Children's area
- Play areas with sound dampening either in floors or walls.
- Sensory stations
- Shelves that children can easily access
- Spaces where children and their families can read and play together
- Storytime
- Green screen area

Q5. Is there anything about your location that you think would make it more usable or useful?

- Situated near public transportation
- Building more sidewalks
- If study rooms could be made more
- A place for staff to do focused work without distractions
- I think it would be useful for patrons if we had a bus stop in this area, but that's obviously not in our control!
- More community board space/program advertisement space

- A mural in the teen area painted by a local artist helping to set the teen area apart

Q6. Is there anything about/within your building that is considered "sacred" to the community and should be preserved?

- Study rooms/small group study **x3**
- I'm not sure if we're old enough for this, maybe the fireplace? **x3**
  » Love them!
- Leaf entry into the children's room
- Outdoor seating
- Native plant garden space - many members of the community have worked together to build it and add to it
- The view along the woods. Patrons love sitting and working along there to watch nature.
- Meeting rooms

Q7. What types of spaces or furnishings does your building not have enough of for patrons?

- Small laptop desks (use another 8-10)
- Adult seating in the children's area
- None
- Some of our chairs drag super loudly on our floors, so maybe pads for the chair legs?
- Also, a patron once commented that having a movable stool or seat in the stacks might help elderly folks who can't be on their feet very long while browsing.
- Integrated adult/children seating in juvenile area
- Private meeting rooms

Q8. Do you have the correct number of study rooms for the demand you receive? Are the study rooms in a good location?

- Current 4 rooms are adequate with other study spaces **x4**
- Sometimes demand exceeds space x4
- Location is good **x3**
- Yes **x2**
- In demand
- We could always use more, but 4 have worked out very well in our 3 years of service.
- I think so. Sometimes the demand gets higher than capacity in the afternoons or finals seasons, but it's usually sufficient.
- Don't want any fewer than 4

Q9. Which parts of the collection do visitors request/use the most?

- Kids books **x5**
- Adult fiction **x4**
- Graphic novels **x3**
- New books **x2**
- DVDs **x2**
- Mystery **x2**
- Cookbooks **x2**
- Adult nonfiction **x2**
- Juvenile picture books
- Teen fiction
- Libby content
- Equity collection
- Large type books

Q10. Do you think collections are easy to browse in the current layout? Can visitors easily find what they are looking for? What could be improved?

- Yes **x9**
- Signage within the shelves might make it easier to browse. **x3**

- Very low shelving in children's room
- Yes and no. We are large and open with no ceiling signage for patrons to use to find materials. The aisles are all marked, but without asking for help the patrons have to wander to find the right section they're looking for.
- I think we are pretty easily browsable. I suppose overhead signs might be easier to see, but would take away from the lovely open air look of our branch.
- Very intuitive and easy to browse with our current layout
- Staff help when needed

Q11. What works well in terms of display/merchandising collections? What could use improvement?

- All of our display tables are in constant rotation with book displays. Patrons consistently comment on the different subjects and select books from them often. **x2**
  » Wish there was an enclosed display case for displaying valuable items
  » Displays are great but could use more easels - Just got 200 new ones, could use another 200 plus
- The amount of display tables here at WPR have helped with circulating much of the collection. The Graphic novels in the Kid's area are the first thing kids see when they come in, it helps circulate those very well.
- Our "wedding cakes" and cube displays where they're able to roll and move are perfect for displays. They give enough space to create dynamic displays and can be personalized for the particular collection being shown off.

- More enticing displays for suggested reeding, book clubs

Q12. How has the use of digital collections impacted the use of physical collections?

- Less non-fiction
- Learning language books
- Audiobook and documentary DVD usage has decreased noticeably
- I personally interact with more physical material patrons than e-book using patrons.
- There is a significant demand for digital. However, there's still a demand for physical. Occasionally, a patron (usually what one would think of as retirement age or older) comments that we don't have many books.
- People still say they like the "real thing" or like holding a "real book"
- The digital collection is always nice for those that want that as an option. But there are still those who enjoy holding a book in hand and turning those pages. BUT if they can't get a real book we can offer them an e-book if they can get it quicker as an alternative.

Q13. Which features are important to have in a service desk? (i.e., size, mobility, height, views, etc.)

- Signage/brochure holders **x2**
- No access for public to walk through or behind
- Bright and visible with good signage ("?" sign confuses patrons)
- Information portals make grabbing important info easier
- One single desk! Our reference desk is split into two and patrons confuse it all the time for a walk-through desk, or don't even acknowledge the second desk as being a

Appendix E

Staff Survey Responses • West Perry Branch

service desk at all, regardless of whether or not an employee is sitting there.
- For staff, enough space for chairs without running into each other.
- A phone and supplies that are easily reachable from all stations.
- Public facing desk/desk facing the high traffic spaces; plenty of space for working on projects and displaying flyers for the public
- The kick stool for kids is used a lot
- I think height is important so we can be seen and we can see our patrons. And size as well too accommodate an ample staff to help meet the needs of patrons. I believe we can be as mobile as necessary without taking the desk with us.

Q14. Which types of technology do visitors request access to the most?

- Public computer help **x6**
- Libby help **x3**
- Printing/copier **x3**
- Library catalog
- More streaming content
- Patrons generally want to print from their phones and laptops.

Q15. Is there a type of program that you would like to offer but currently do not?

- More craft programs for adults **x2**
- Tai Chi – patrons have asked for more mindfulness activities like yoga
- Many patrons have asked for museum passes year-round. Not sure if that counts
- Any artistic or community-based programs
- Maybe something Manga/Anime related
- Sustainability program/initiative - sessions that teach sustainability in different areas of life

(examples: eco-shopping/thrifting, mending clothes, impact of sustainability)
- Story telling
- Book clubs
- Literacy for non English speakers
- Parenting classes for the ADHD child

Q16. Are there other materials or services that you wish you could offer but are currently unavailable at your location?

- Ability to scan straight to email
- Anything related to a Library of Things
- Conversation circles for non English speakers

Q17. Do you have any security concerns related to the library building in which you work?

- No/none **x6**
- Open access to the back by patrons
- No emergency exits in Community and teen room
- SWAT team professionals have identified that the lack of sight line to the parking lot to see the public approaching is a risk
- Yes, IMPD has even said that we are a huge danger in the event of an active shooter situation because: we can't see the parking lot, the exits are far apart, the building is "a fishbowl", the open-concept makes it nearly impossible to hide.
- No exit in community room
- Part of the reference desk faces away from the front door

Q18. Is there anything about your library site that is a hindrance to visitors? (i.e., parking, availability of drive-up services, drainage, etc.)

- No
- Hard to walk to

- Workroom being open to the service desk causes a lot of noise to come out into the branch
- This location is not on the bus line
- We have a lot of bird strikes on our numerous windows, resulting in dead birds on our grounds. Sad/bad for the birds, staff, and any patrons who would see it. It would be good if we could get window film or use other methods to mitigate this.
- I think there's a drainage issue in the parking lot that's been reported. I'm not sure if it's been fixed.

Q19. Which user group(s) do you feel are under-served by the library (if none, reply "none")?

- None **x2**
- Those without transportation
- Young adults
- I feel like we are pretty mindful of who we serve overall.
- Unhoused. We've had a few people come in, and when they did some staff didn't know how to handle them.

Q20. How can the library solidify its role as a community destination?

- It already is. More and more of the same services and programs
- Advertise our programming and services to the public more
- Engaging in community-building efforts
- Maybe even more outreach events?
- Offer a wide variety of programming - creative/entertainment programming as well as informational classes
- This library is extensively used

- Marketing. Put our programs on the news, in the paper, in the free papers, everywhere. Tiktok..All social media. Making a talking point.

Q21. Any additional comments/suggestions?

- Birds keep crashing into our north-facing windows and dying. It's not ideal.
- I think we're doing good as a company but there's so much we do that people don't know about so we could be doing better.

Appendix E
Discussion Notes • Area Resource Managers and Other Staff

John Helling Chief Public Services Officer

What do you see as the primary goals for optimal public service?

- The goal of having human beings in the branch with patrons is to facilitate our mission, which speaking generally is to provide access to information and ideas.
- We should be product experts - in the same sense as if you walk into an Apple store, you expect the human beings in there to be able to talk to you about Apple products, help you figure out which product meets your needs, explain how the different products are different from each other, etc.

Are there things you would do differently in terms of public service at the newer branches? Are there things that you think should become a system-wide standard for future building projects?

- As we've been remodeling buildings in the last ~7 years or so, one of our goals has been to consolidate service points in the buildings so that they can be run with as small of a number of staff as possible. This should certainly continue.
- I also think buildings need to make patrons feel a certain way - it should be a tiny bit of awe that this building is something in their community that they can use every day. It should not be boring/boxy/bland.
- I think the building itself can help us achieve the "vibe" that we want patrons to have when they come in, which is that the library is simply a desirable place to be.

Do you think that all of the branches need to equally respond to all users, or that some of the locations could be focused on their more prevalent users (i.e., families, technology training, social work support)

- This is an age-old library question. Do we focus on the patrons we already have, or do we focus on spreading the library message and creating new patrons?

- I think our current level of staffing almost forces us to focus on the patrons we have, since we can't really send people out of the building incredibly often to do outreach. I also think it's mildly disrespectful to the patrons you already have if you aren't meeting 100% of their needs yet you are focused on building new audiences.
- So to directly answer the question, I think it makes sense for libraries to focus on the patrons they are naturally attracting - whether that is families, or students, or people in need of social services.

Do you think that self-service should be promoted?

- Yes. I think there's a sizable audience of folks who prefer to interact with the world in this way. Plus, it only gives us more time to focus on the patrons who do want a bit of a personal touch.

What are your thoughts on Automated Materials Handling at the branches? Should it be implemented in locations where the volume of items circulated is high?

- In most cases I'm not sure they are worth the expense unless the branch sees a very high (such as pre-pandemic) level of physical circulation.
- If we do use them, we need to design the whole building around them so that all book drops feed into the AMH. If we can't, then we will have to have someone manually scanning books into the sorter, which defeats the whole purpose.

Are staff encouraged to roam? Are they doing focused work at the service desk?

- We have not dived into roaming, but that is not for philosophical reasons - we just haven't ever addressed it.
- Staff do carry out other work at the desk, which is not ideal from a customer service point of view, but it's part of our reality with current staffing levels.

John Helling Chief Public Services Officer

What do you think is working well/needs improvement with the two primary service models we have seen? (Central desk with cross-trained staff versus the 2-desk model) Would it make sense to use a two-desk model that still promotes cross-training? What about using a centralized desk with mobile service desks available for support during busy times?

- This is a thorny question for labor relations reasons. If we begin to blur roles, the union could have something to say.

- But taking that out of the equation, I think cross-training wherever possible makes perfect sense. Patrons do not know (or care) who is which position in the library, they simply stop anyone with a lanyard to ask for questions, as they should be able to.

- Many smaller branches have no choice but to cross-train and become generalists because they only have one desk.

What types of material displays do you think are most effective? How could these be better integrated into collection areas?

- Not sure I am answering this as intended, but face-out displays are the best.

- Or if this question is about the theme of the display - I don't think we have any idea if (for example) a theme about a specific time of year does any better than when a librarian pulls together a display on some random topic ("space" or "dinosaurs" or "poetry" or whatever).

Appendix E
Discussion Notes • Area Resource Managers and Other Staff

Deb Lambert Chief Collection Management Officer

What can we do to improve the functionality of the collection management departments at LSC? Considerations include: size of the space (too small/too large), need for additional/fewer work stations, need for meeting rooms, need for additional or different storage, need for reconfiguration, other adjacencies/location of department, etc.

- Shipping and processing are both hands-on moving materials
- Cataloging mostly is using computers
- Selections has a need for storage
- Special collections - would like to have the whole team together
- Digital archives handles physical items that have been donated to the library, not library materials. There have archival requirements for these items. Workspace for sorting, and security for items are both needed
- Storage and review space is needed for large collection donations of up to 7,000 items.
- Encyclopedia Team primarily works remotely but some are in LSC
- Acquisition needs storage
- Cataloging also needs storage but has a good amount of staff work space
- Book club kits are stored at CMSA, coordinated by the fiction selector
- Processing there is a need for additional storage, work space, computers. This space was expanded in 2015 to 18 workstations but every few years they reconfigure to add staff
- There are seasonal fluctuations in the publishing industry making fall the biggest season and creating tight work stations from November through February.
- The holiday collection is now stored off-site. 40 skids of totes. Would prefer to have storage closer to LSC.

- CMSA supply storage needs more space. They house labels, RFID tags, DVD cases, and share cage space with purchasing.
- Need storage space for new collection launches on shelves so that it can all be pushed out at the same time

Acquisitions/Collection Development

- Janet needs more space for collection storage and review
- Emily and Book Club Kits

Cataloging

- Much of this department's work has gone online.

Processing

- Seasonal fluctuations of the publishing industry creates tight workspaces at times (especially Dec – Feb)
- Special labeling projects
- Shared System backlogs
- Book Club in a Kit storage
- Library of Things collection processing and storage will most likely need space
- Holiday collection storage space has recently been freed up.
  - » It has allowed for storage space for carts that are used for ODCs and other peak times.
  - » It has created space for the overflowing Book club in a kit storage
  - » Some free floor space is used for stacks of totes
- CMSA supply storage space is undersized

Deb Lambert Chief Collection Management Officer

Shipping and Receiving

Needs significantly more space – in the same general space of the garage and the box room, we are currently juggling the following:

- New incoming shipments of collection materials, supplies deliveries, furniture and equipment, summer reading giveaways, annual holiday collection skids
- Outgoing recycling
- Outgoing furniture and equipment to the auction
- Incoming weeded materials for the book sale
- Incoming book sale donations
- Outgoing book sale items
- Daily operations movement of intra-library delivery totes for holds and new materials going to branches
- The mail sorting area is crowded into a walkway
- Vehicles
- Skids of surplus supplies that don't fit in the supply cages
- Staging for closed and new library locations

Special Projects

- New collection launches require storage space (e.g. playaways, Quick reads, Braille)
- Large collection donations require storage and review space (ex. CGL, Mari Evans, etc.)

Functionality/Layout of the AMH System

- Current limitation of x bins creates the need for us to do 3-4 different sorts
- Would like to expand to allow 2 sorts

- The sorter is under-sized due to the shared system. Doubling the size of the sorter would allow staff to handle the capacity of use.
- Needs to be flexible for adding/dropping school locations

Impact of bringing on the remaining IPS schools

- School System already wants to add another location to the original 27, which puts us over capacity
- Just adding 9 locations of the 27 have increased the workload of managing totes

Are there other departments that we are missing from the above list and could also benefit from improvement?

- Shared System offices, within CMSA and Shared System workflow within CMSA (processing, cataloging & routing of totes through S/R)
- CMSA Encyclopedia offices are on the 2nd floor. Ideally, it would be best to have Digital Indy and Encyclopedia offices together for a better collaborative environment for these teams. As well as a space for the ISCR librarian.
- CMSA Digital Indy Offices are patched together, undersized and they could use their own meeting/sorting area, as well as a secure area for storage of non-library documents and materials.
- Outreach – book sale, bookmobiles, outreach collection
- Outreach should be evaluated for capacity and located closer to the book sale because it is coordinated by Outreach staff and delivered by shipping/receiving.
- The garage needs to be able to house the bookmobiles and provide space for staging. There have been catalytic converter thefts on library materials that are parked outside.

Appendix E

Discussion Notes • Area Resource Managers and Other Staff

Deb Lambert **Chief Collection Management Officer**

Automated Materials Handling

What are your thoughts on AMH systems at the branches? Should they be implemented in locations where the volume of items circulated is above a certain benchmark? Or do you think staff find them to be more of a nuisance than helpful?

- I believe the RIGHT AMH systems are valuable to the branches, if they are easy to operate and have little downtime. I do not believe that is the case for the existing sorters. I believe that we should plan for upgrades/changes to a new brand.
- Yes, some locations that do not have them would benefit from an AMH.
- I DO think staff find them a nuisance, but that is due to the poor quality of the PV Supa equipment.

What is the status of the AMH system at Central Library?

- There is a need to get the right sorter here, can become a much better process. It could be a valuable technology if they had the right system.
- The sorter was installed in 2007 and have not had the best maintenance for it. The interior conveyor works well but the exterior conveyor (through the parking garage) has a lot of issues. Maybe remove this conveyor and replace the exterior book drops and find a better cart solution for staff to empty the drops more easily.

Collections at Central Library

Are there things you would do differently with how public collections are organized or do you think it is working well?

- They could be weeded better.
- We need to upgrade music CD shelving to regular shelving.
- Some branches have old children's shelving that is outdated and problematic.

What about special collections?

- I believe we should have an Indiana section in each branch's non-fiction section but have not had time to implement it.
- We are running out of room in the ISCR and would like to increase the height of some ranges.
- The ISCR compact storage room is in very poor condition due to the sorter conveyor going through the room creating a dusty, dirty environment. The conveyor needs to be cordoned off from the rest of the room, but still provide access to the conveyor for repairs and maintenance.

What do you think about increasing collection storage/compact shelving to reduce the size of collections available for public browsing? (we are trying to find spaces to lower shelving heights)

- Compact shelving is not a good solution for public spaces. It is prone to breakdown, and completely blocks access to the collection.
- Creating a closed compact storage floor would have significant labor implications and reduces browsing opportunities for patrons. Browsing is significant way patrons use our collections.
- We know other large library systems have an off-site collection storage ("remote storage") location, but that adds labor costs to maintain, pick and ship.
- FYI - We have a process for moving older (>3 years) last copy items from branches to Central Library, allowing branches to have newer collections, while Central has more storage space. These items become assigned to CEN, and boomerang back to CEN when they are returned to branches.
- When we've had branches with reduced collection size due to renovation and reduction of shelf size, we've seen significant drops in circulation. (Southport in particular). Unfortunately, that goes against the library's strategic plan to increase circulation.

Deb Lambert Chief Collection Management Officer

Collections at the Branches

What is your opinion of collection equity? Do you think the branch collections are well aligned with their users?

- Branch collections morph organically. The floating nature of the collection can drastically change a branch's collection. We do collection analysis on ad hoc basis. However, we are developing an annual collection analysis process, to help branches rebalance annually.
- New position to train and provide regular touch-points on weeding, balancing, realigning, collection analysis and balance.
- CollectionHQ and diversity analysis

How are collections sized for the buildings?

- Increasingly oversized, due to less aggressive weeding.
- Adult – 35%-45%, AV – 10%-18%, Children's – 40% - 50%, Teen – 5%
- Growing world language collection – up to 10%

Are there any outliers from this methodology? (i.e., locations with a lot of readers versus others with lower material circulation or locations that see higher circulation of children's books versus adult or teen collections)

- Central Library and Infozone's collections are outliers. Infozone is primarily a children's collection to support the Children's Museum. Spades Park has size issues.
- Hold placers & higher checkouts vs. browsers & lower checkouts (EWA, E38, HVL, MAR, WIN). Causes items to float away, which is why we created a hybrid floating/assigned collection.
- Net gain/return branches vs. net loss branches

How frequently are collections weeded? What are the criteria used?

- Monthly schedule using collectionHQ
- Plan to do collection analysis with branches on a regular basis and visiting in person to help demonstrate targeted weeding with evidence instead of anecdotal observations
- The teen collection is more lightly weeded in order to maintain a viable teen collection.

Are there timelines for phasing out any collections?

- The sunset of the music CD collection began in 2019. We stopped purchasing new music CDs in 2021. We are removing the collection through attrition, with some locations moving their collection out sooner than others. Renovated branches are reopening with no music CD shelving/collections. Central Library will be the last library to hold music CDs, anticipating another 5 years.
- The sunset of the audiobook collection is starting – this year is the last year we will purchase audiobooks as we transition to Playaways. The audiobook collection is smaller, will become stale and will probably be weeded sooner than the music CDs. However, no special shelving will need to be changed. Teen audiobook collections are being disbanded in 2024.

Is there a timeline for introducing any new collections?

- The library is introducing 3 new formats/collections in 2024: Playaway audiobooks, Braille books and Quick Reads for adult literacy. (aka Hi-Lo books).
- The library is exploring children's Launchpad tablets and Library of Things in 2024, for possible new collections in 2025. Space for Library of Things will be a large element of the research phase. It will most likely need significant space. Therefore, any space gains we get from the music CD sunset will most likely be taken by the LoT.

Appendix E

Discussion Notes • Area Resource Managers and Other Staff

Deb Lambert Chief Collection Management Officer

- The library has been growing its world language collection since 2021, actively collecting 20+ languages. Languages are assigned fore each branch, depending on the languages spoken in the community.

- We are introducing new collection signage.

Are there any locations where you could see a reduction in some of the physical collections because digital use is high for those items at that specific location?

- There is no consistent correlation that e-checkouts are causing physical item checkouts to drop.

- High circulating physical branches have consistently been high circulating e-checkout branches too. Conversely, low circ branches are also low e-circ branches.

- E-circulation increased consistently across the board during the pandemic and continues to increase with that year being a new baseline, whereas physical circulation has been fluctuating inconsistently across all branches.

- Online registration for e-material users defaults to Central so some of the user stats are skewed.

Appendix E

Discussion Notes • Area Resource Managers and Other Staff

M. McKenzie **Strategic Planning and Assessment Officer**

Do you think that Central Library is responding well to the needs of its community? If not, what could be improved?

- Changes at central have been happening over the past 8 years
- Not as much computer lab use as there used to be
- Pre-pandemic there was heavier study room use, especially by business people
- Where should computer support be located now? There is not as much in-depth targeted help as personal connectivity support because the program helped spread access to the internet.
- People coming in for tech help were looking for assistance with Photoshop, Canva, etc. these were more in-depth sessions that take more time
- It would make sense to move the lab to where most of the public computers are located. Staff would be dealing with security concerns more than being separated, but it would be helpful.
- Sundays now see the heaviest computer use
- Maker space does get used for programming but is problematic because it is not secure so equipment has be set up and taken down in the current configuration.
  » Staffing is also an issue now because librarians offer programming
  » Digital creativity is more popular in the branches so they offer those programs there instead
  » Proximity of the maker space to the back door is also a problem.

What do you think are important user data metrics for understanding how the buildings are being used?

- There is imperfect data for things like door counts because of the condition of some of the counters. There is a plan to replace these counters in the near future. This is crucial information.

- We are lucky to have reliable 2020 data now and are using the service area population instead of the door counts for per capita information.
- % of active card holders - tracks number of residents and number who are registered to a branch
- Computer and Wi-Fi use are number served
- Also track reference questions asked/answered (have it broken out by branch). This is also imperfect because self-reported but it gives a good baseline. Especially questions by door count.
- Staffing levels can be shown by door count or per capita (paired with reference question data)
  » Staffing levels are currently being reviewed by administration with a focus on floaters.
- Circulation at the branch level
- Number of physical collection items in the building
- May be tricky because of hybrid floating collection
- Programs - number offered, number offered by category, and door count/per capita use.
  » Attendance is not a good factor because many programs are not registration-based
- Summer reading program participation by branch and age category

Anything else that you think is important for us to be aware of

- The state has published a digital equity plan that is being reviewed to assess how the Library aligns with that.

Appendix E
Discussion Notes • Area Resource Managers and Other Staff

Robin Kelley Central Adult Services Manager

How well does the building respond to service area needs? (On a scale from 1-5 with 1 being the worst and 5 being the best)

- Day to day its about a 4.
- Biggest issue is security on floors 4-6. Need at least 2 staff members there on each floor. The layout of the tower has a lot of staff and desk issues and those staff do phone reference on top of everything else.
- Doing big programming more than collection management. No public service staff in the historic building, have to go the atrium info desk. Put para-professionals there
- Curve will have 1 person at each of the 3 desks. Atrium circulation desk, circulation desk on 3 west (AV area - will keep in renovation and have social workers in this area too), re-shelving room downstairs

What are your goals for the renovation of the 2nd floor into the Teen area and Media collections? How would you like to repurpose space in media as the CD's decrease?

- Media - yes needed study rooms and they will have a code number to access the rooms. Have cut back on collection there
- CD's are shrinking and DVD's too. Branches send last chance copies to Central, hold for 10 years before they are phased out. Possibly sooner. No date for DVD reduction.
- Teen - 2 narrow entrances. Graphic novels will be outside of the teen area so that adults can access them too. Existing meeting rooms will remain here and are not part of the teen area (will be separated by a hallway). Office for supervisors here with 3 work stations but none are teen librarians. They would end up on the 3rd floor. May need to rotate them around.

What are your goals for the renovation of the 3rd floor into the Children's area?

- Will have doors to discourage adults.
- Switching to unisex restrooms with stalls inside and sinks outside. Stalls will go floor to ceiling which is a security concern. These are not going to be visible to the reference desk. A family restroom will be at the end and a lactation room also.

Where would you like to locate a future Library of Things? What do you envision being in this collection?

- Have a study going on to determine what kinds of things should be in this. Have a seed library so may go along a gardening route.
- May be located in Media as CD's and DVD's phase out but don't have a timeline for this yet.

If you could start fresh, how would you organize the staff offices and workstations on the 1st and 2nd floors?

- Some children's staff are okay with the move, some are less so. Will have a staff workroom and repurpose the current location into a collaborative project room.
- More push back to move staff because even with dungeon vibe, can collaborate and have their own computer and spacious desk areas.
- Lot of crossover between teams, mostly in the west tea room
- Computer lab staff are now part of PDA
- Bringing in social workers and interns
- Pages like to be loud and close to re-shelving area where they can spread out. They are back where they were by Brandy's staff, but need their own space.
- Interns bring their own laptop and need a place to put them too.

Discussion Notes • Area Resource Managers and Other Staff

Robin Kelley Central Adult Services Manager

- Need furniture storage space for events.
- Trying to hire Central director in coming months.

Would you distribute public service staff differently on the public floors of the library or is the way you have it now working well? Are staff encouraged to roam or do certain spaces need to be in line of sight from the service desk?

- Movement is difficult through the building and lots of time is lost just getting around.
- Collection maintenance room is used to evaluate damaged materials and weeding. Clerical staff handle it in those rooms. Yes, would like to keep one of these rooms on each floor. Will also keep supplies and sensitive materials in there.
- Escalators are good for patrons who are claustrophobic.
- Fiction is on the 6th floor because of the views and its naturally a quieter floor. Good place for readers. Most of the reference is on the 4th floor.
- Staff used to roam when they had 3 people at the desk, 1 would roam every 10 minutes. Now with 2 staff they stay at the desk for phone calls. Getting security lined up to walk the floors.

What are the top priorities for improving the 4th, 5th, and 6th floors? Could these be more focused floors like the 2nd and 3rd levels?

- Did ask for a tech floor in the past but was turned down
- Eliminate 4 west - no monitoring there
- Computer use is high on Sundays/weekends but seeing less use over all. Spread out stations are good. Some like quiet, some like noise.
- Computer lab reducing hours and help available. Now more advanced software use questions
- Train patrons at the branches

- Have been reducing 1 on 1 help
- Moving assistive tech to the 4th floor
- Need to monitor: hearing impaired room, telehealth room, space for online interviews
- Business 101 mini-lab on 4th floor
- Focused by subjects - 4th floor is popular nonfiction and computers, can get intense with frustrated patrons
- 5th floor - regulars at computers, moving periodicals to 5 in the back corner, have microfilm there now

Has there been an exploration of installing compact shelving to house needed items that do not need to be accessible to the public for browsing? A collection storage area?

- Have compact shelving on first floor - electrical issues and sometimes it doesn't work. Had problems from the start in 2007.
- This is now part of Indy Special Collections Room, need more space for archives. All are controlled by CMSA.

Is there anything unilaterally impacting the building as a whole that needs to be addressed?

- Used to have more students with laptops using the building but this has really decreased with the increase in unhoused, not sober, and sleeping visitors instead. Uninviting atmosphere. Need to re-examine the role of Central in the community.
- Lack of quality cameras, incident rate is going up and can't get good enough photos to identify the perpetrator. Images are passed around at security meetings each morning.
- Have mentally ill patrons with nowhere else to go, some have anger issues. Only have 1 social worker, refer them, but they don't go
- Constant barrage on front line staff.

Appendix E

Discussion Notes • Area Resource Managers and Other Staff

Robin Kelley **Central Adult Services Manager**

- There are no laws against bringing guns into the library and have an escalation of vandalism and violence in the area
- Escalator repair issues - always a long time frame to get them working again.
- Need a better way/stairs to exit the building to the garage after events.

Discussion Notes • Area Resource Managers and Other Staff

Marianne Kruppa Area Resource Manager (E38, FBH, FRA, IRV, LAW, MAR, SPK, WAR)

How well do the buildings respond to service area needs? (On a scale from 1-5 with 1 being the worst and 5 being the best)

- 3.5 overall
- E38 - Tries it best
- FBG - Doing okay
- FRA - Very family heavy
- IRV - Successful with middle schools
- LAW - after school crowd
- MAR - Doing okay, could use more staff because the neighborhood wants to have staff involved
- SPK - Least usable functionally and accessibility issues
- WAR - Doing okay, have a high school contingent here too but better than before

What are your initial impressions of the Fort Ben Branch?

- Used a lot, children are loud when in the library - only complaint so far. Patrons want a glass wall around the children's area
- Study rooms are always full and the community room will be too
- Lots of great outreach
- Filling big need in the community
- Green brick stands out nicely
- Good visibility from the road
- Re-use authority

What, if anything, would you have done differently with the Martindale-Brightwood Branch?

- The double desk is unnecessary but need view into children's area, the garden went rough (it is enclosed and unused), intentions are lost to history

- Only 1 dedicated children's librarian here, could potentially rotate 5 people on the desk
- Computer Lab is used for programs, job center, and have laptops to set up in community room for larger tech programs
- Teen and children's area computers are used by adults
- Parking lot is a little awkward
- Quirks that let you know it was built during the pandemic

What would your goals be for renovating the Franklin Road Branch?

- Modernizing it! Was a building in a field and is now a building in a thriving community
- Families are growing up, have lots of teens
- Could update the computer area
- Not sure if an addition is needed, but maybe
- BYOD, need for access to power for devices
- Need to repair study rooms
- Older mystery readers
- Families

What would your goals be for renovating the Irvington Branch?

- Have the computer stations in front of the reference desk, instead of behind it like they are now.
- Larger community room
- Actual study room(s)
- Relocate Holds
- The whole circulation area needs an update
- Reference desk is awesome
- Adults gravitate to teen area seating

Appendix E
Discussion Notes • Area Resource Managers and Other Staff

Marianne Kruppa Area Resource Manager (E38, FBH, FRA, IRV, LAW, MAR, SPK, WAR)

- Would be nice to have distinction between areas
- Space for old guys to sit and chat
- Lower shelves
- Bring natural light into the middle of the space
- Might skew a little older with kids, teens, and adults
- Little kid and middle kid distinction is needed

What are priorities for improving the Warren, Lawrence, Spades Park, and East 38th Street Branches?

- SPK - needs more display furniture, anything with whees
- WAR - the remodel has held up well but teens hang out across from the teen area by the reference desk in stead of in the teen area.
- E38 - this branch is beacon in the neighborhood, a community resource hub, needs study rooms for quiet study, supervised visits, and need to have their big teen area used by teens, not adults
- LAW - some way to allow after hours access to the community room. Like the remodel here more than the one at WAY. Hate that staff workroom walls can't go all the way up to the ceiling and voices, smells, etc. cross between public and staff areas.

Do all of your buildings need to equally respond to all users, or could there be focused services at some locations? (i.e., larger children's area focus, technology training focus, meeting space focus, etc.)

- Yes for tailoring to the community like at E38th Street where all of the computers are used and the collection is tailored to what the community wants
- LAW needs more room for holds and large print collections moved closer to the entry
- IRV needs a focus that nods to its community and gives it an identity

- FRA could be functionally better and getting rid of media shelves will help
- Have a baseline equity of service but then build on niche things specific to each neighborhood

Is there anything unilaterally impacting all of your locations that needs to be addressed?

- Prevalence of mental illness, safety nets have not been reestablished since pandemic and things are getting worse.
- Landscaping/maintenance of outdoor space
- They want to see higher circulation rates

Elizabeth Schoettle Area Resource Manager (DEC, EAG, HVL, MIC, WAY, WIN, WPR)

How well do the buildings respond to service area needs? (on a scale from 1-5 with 1 being the worst and 5 being the best)

- Do fairly well in response to service area needs
- HVL gets a lot of last minute requests for the meeting room
- WIN - the new manager is still adjusting, they do good outreach at the schools and with community organizations
- It can be hard for the small staff at smaller branches to pivot to accommodate community events without a lot of notice
- Many locations host annual events and have good community partners
- There are some crossover events that WPR might share with SOU

What, if anything, would you have done differently with the West Perry Branch? 2021

- Would not have put in an AMH sorter, its not needed. The "V" on the sorter just doesn't work. Its not as big of a drop as MIC so it works a little better.
- Added more study rooms, they are always busy
- Add an ARM office at either WPR, EAG, or MIC. There will be one at PIK after renovation but otherwise the ARM shares with the circulation supervisor. EAG would have made the most sense because its centrally located.

What, if anything, would you have done differently with the Michigan Road Branch? 2018

- There is no need for an AMH sorter here. It creates more work and takes up a ton of space in a tiny staff work area. Restricts ability to accommodate more people.
- Neither WPR or MIC are open on Sundays so when staff come in Monday mornings, they are cleaning up books from the sorter.

What, if anything, would you have done differently with the Eagle Branch? 2019

- Don't need to put in an AMH sorter here which is a good thing because the sorter room is far away from the staff workroom in the far corner of the building.
- More study rooms are needed. There is a big demand for them. Get a lot of medical/nursing students and people helping new immigrants with paperwork.
- Would have made the back corner of the staff area more functional rather than a big open storage room. Added workstation and 2 staff computers back there. 4 workstations would be better. Good for web meetings and there is still potential to do that.
- Get some noise from the drive-up book drop but its not often used.
- The breakroom is kind of small, may need a differently shaped table in there to make it easier for more people to use the space together.

What, if anything, would you have done differently with the Wayne Branch? 2020

- Least favorite layout, dysfunctional. The marketplace should not be in the middle, maybe located somewhere else.
- Like having circulation right at the door.
- The two collection wings are so separate that needed to add space for the children's librarian at the circulation desk instead of having them at the reference desk.
- The community room is a little small for the size of the branch.
- Not enough study rooms
- Should be a "regional" size branch

Appendix E
Discussion Notes • Area Resource Managers and Other Staff

Elizabeth Schoettle Area Resource Manager (DEC, EAG, HVL, MIC, WAY, WIN, WPR)

What are your goals for the renovation of the Pike Branch?

- Create better sight lines for staff and patrons
- Greeted by staff at entry
- Open up the space, make it more inviting
- The branch has been renovated a bunch of times before but this should make it more cohesive
- Amount of space is fine
- Have a staff meeting room in the back like planned for Nora
- People have seen the new branches and want more/bigger windows at PIK. Trying to lighten it up with less dark wood and dark brick.
- Get lots of teens after school and want to give them their own space. Might use glass sliding doors.
- Increased number of study rooms.

What would your goals be for renovating the Decatur Branch? Do you think an expansion should be considered?

- The shape is funky. Expansion is needed not because of use, but to make it more functional and get rid of the triangular shapes inside. Squares and rectangles create more usable space.
- Outdoor area outside of the manager's office is not used. Even the manager's office is a funky shape.
- Need a larger children's area. Would like this to be separated like at WPR or MIC
- Have the marketplace in the middle like at EAG
- Check with branch manager on study room use and needs

What would your goals be for renovating the West Indy Branch? Do you think an expansion should be considered?

- The branch is too small.
- Really needs study rooms, have social worker on staff, need space for them that is visible.
- The community room is small, dank, and without windows. Someone who recently booked it was so disappointed that the library refunded their rental fee.
- Vestibule is large and creates wasted space
- Don't want to have multiple floors because its a staffing challenge
- Not sure there is another location available nearby to build new. A lot of people walk here. There might not be much available land. Patrons from this area wouldn't walk to HVL if WIN was closed. Don't want to cross the railroad tracks.
- Need is high in this area, really a neighborhood branch.

What are top priorities for improving the Haughville Branch? The Board mentioned that patrons are slow to return to this branch, have you noticed a change in the users since the library reopened after the pandemic?

- Skeptical of pre-pandemic door counts, the counters are notoriously inaccurate and don't think there is an issue here with patrons coming back.
- The children's area is too small and behind where staff sit
- Spaces are not used to their potential in the current layout
- This is a long space with a big service desk only in the front
- Have hidden corners and are working on getting more cameras. This was built at a time when some of the better tech wasn't available yet.

Elizabeth Schoettle Area Resource Manager (DEC, EAG, HVL, MIC, WAY, WIN, WPR)

Do all of your buildings need to equally respond to all users, or could there be focused services at some locations? (i.e., larger children's area focus, technology training focus, meeting space focus, etc.)

- Don't think every building should be the same. Have too many PC's at WPR and want to move them to MIC or WAY. MIC, HVL, WAY, EAG all have high computer use.

- PIK has patrons who bring their own devices

- Have room for more computers at EAG, should have more for when PIK is closed for renovation.

- WPR and FRA had to add more storytime programs because of increased amount of young families and home schoolers

- WIN is toeing the line between the function of a library and the function of a social services agency.

- Should look at how collections are turning over at these branches.

- Have the opportunity to set trends as the largest library system in the state. Would like to have the flexibility to try out different things and if they don't work, adjust again. There are some people who are stuck in "we have always done it this way" mindset.

Is there anything unilaterally impacting all of your locations that needs to be addressed?

- Staff safety concerns are different at every branch

- Security assistant is needed at MIC, EAG, and PIK only needs it for teens during the school year

- EAG has incidents because its right off of E.38th Street. There are patrons here that are teetering on the edge of homelessness, some living in their cars. Sense of desperation comes across. Makes staff feel better to have a security person.

Appendix E

Discussion Notes • Area Resource Managers and Other Staff

Peggy Wehr   Area Resource Manager (BGR, COL, EWA, GAR, GLD, IFZ, NOR, SOU)

How well do the buildings respond to service area needs? (On a scale from 1-5 with 1 being the worst and 5 being the best)

- Around 2.5 overall
- BGR lacks study rooms (both are used at the same time)
- COL has window film coming off the windows at the top and would like more shelving
- EWA needs more shelves
- GPK has not place for people to work, needs more seating, the same people monopolize the tables
- SOU has sound issues throughout the space, needs a new ceiling
- Big branches - meeting rooms are often booked for events, HOA meetings, etc.
- Building temperatures are not reliable across buildings
- It is heard to measure use at BGR because of the multiple entries

What are your goals for the new Glendale Branch?

- Have everything on one floor
- A brighter space
- Have a variety of meeting/study spaces
- Outdoor space for storytime/seating
- Encourage people to come in who don't know its there
- Increase traffic, card holders, circulation, etc.
- Overall update from old building where had issues with gates, elevators, doors, etc.

What are your goals for a renovated Nora Branch?

- Ergonomically good for staff and patrons
- Older crowd here, offer a sound system for hearing impaired

- All of the above mentioned items for GLD
- Have Holds right up front
- Access to power for device charging
- More natural light in the space
- Lower shelving
- Have room to store holiday collections on site in the back

What are the top priorities for improving public space at the other locations?

- GPK needs a meeting room, cleaning is an issue, and need for new flooring - where should carpet be used versus LVT

What are the top priorities for improving staff workspace at the other locations?

- Want a standing desk option for staff - they are getting this at Nora
- Room in the back for staff meetings/training
- More work space and better flow at GPK
- Same need at Info Zone
- EWA - okay being together
- BGR - the back of house area is huge and could be used for other things
- There is a plan to reconfigure COL with furniture from old GLD

What do you think is working/not working with the different service models at your locations? (i.e., single desk with cross training at BGR & EWA versus 2 desk model at the other locations)

- Its better to be working together and cross-training
- Talk about doing that at other locations

Peggy Wehr Area Resource Manager (BGR, COL, EWA, GAR, GLD, IFZ, NOR, SOU)

- Can be more difficult for reference staff to be comfortable with the circulation process

Do all of the buildings need to equally respond to all users, or could there be focused services at some locations? (i.e., larger children's area focus, technology training focus, meeting space focus, etc.)

- The computer lab at GPK serves its purpose, not all of the locations are able to get all oft eh services offered
- Everyone wants to do children's programs
- EWA does that now and allocates space as needed
- Don't always know what people are coming in for
- Could use flexible shelving that can be removed if not needed and replaced with seating or other things as needed

Is there anything unilaterally impacting all of your locations that needs to be addressed?

- Safety issues in general
- Maintenance of grounds so there are no hiding places
- At Info Zone a lot is out of their control

Appendix E
Discussion Notes • Branch Managers and Staff

Branch Function Notes

- Population has become more transitory over time with more renters over homeowners
- Good use of both Print and E-books
- Computer use and printing have increased
- Increase in Hispanic and African American patrons
- Do not allow shot guns in the library but give out gun locks for free.
- Hotspots are in demand, had 18, but are now down to 3, they just don't come back.
- Have a small staff here but it has grown slowly over time.
- All work happens at the Circulation desk.
    » 2 self-checks at circulation desk
- Have the most single desk cross trained staff in the system
- Check door counts - have a high volume of use with the fewest staff.
    » College Ave Branch has huge circulation numbers
    » Eagle Branch – Good staff w/high volume of use too
- Building, patrons, and staff need to be symbiotic.
- Small study rooms are well used but they don't like the location of these rooms and don't want more.

Building Notes

- Lower level built in 1952
    » Library is on a hill providing ground level entry
    » Wall coverings are everywhere
    » Not renovated
- Community room is well used
    » Remodeled in 2015
    » 250 People came through the doors the day before
- Conference Room/Small meeting room have been out of service but can be put back in service.
- Main Floor
    » Built in 1985 with 2002 expansion
    » High ceiling is dark, no up lighting
    » Keep the single stall restroom near program room locked
    » Small program room functions as craft room also
- Abandoned Café is now just open, unused space
- Upgraded water fountain
- Retrofitted existing tables to add power. Added floor box at the study area in last renovation.
- A/V is a high circulating collection with DVD Movies and TV series.

- Train Car – Need lighting added, and has dial a story.
    » Perimeter train track with motorized train along soffit
- Access to foyer is limited
- Security gates are too narrow at the Nanowall - making entry to the library space difficult
- Mezzanine - 2002 Expansion
- Technology training room
    • Staff Training and Genealogy Group use
- Historical Society - Run by library volunteers
- Board room with full kitchen
- Elevator can be locked out by floor level for security and restricting unsupervised access to other floors.

Robin Kelley Central Adult Services Manager
Brandi Winston Central Services Manager

- Needs café
- New carpet
- 2007 renovation
- Tower sunlight caused heat in atrium metal cladding
- High shelving
- "Books of last resort" last copy of everything
- Library of things is in planning stage
- Use a hybrid floating collection in the system
- 80 schools also have access to collection
- Elevators are loud and escalators break down a lot
- Atrium leaks

Manager's Row
- Both sorters' conveyors are broken
- Single pane windows are broken and leak
- Temperature issues in offices
- Carpet is dirty in the lower level
- Time Capsule
- Metal window degradation
- One entry/exit both inboard
- Sewer gas smell
- At capacity of people that can fit here
- Need more counters for IT staff
- No security cameras and public can get in

Staff Lounge
- Nicest ever! Very large
- Some flooding in restroom areas
- Use Spacesaver compact shelving
- Have a nice catering kitchen

Computer Lab
- Bad HVAC: noise, no airflow, possibly a bad fan

Immigrant Welcome Center
- Not public
- Additional office space might be needed
- Space near here used by staff as meeting space

Garage
- Broken access equipment
- Puddling
- Badge on wrong side of gate door
- Trash room -very humid
- Shutdown AMH conveyor
- Insulation dropping

1st Floor
- Rats and mice
- Need a sink
- Separate circuit at mezzanine
- Noise separation between offices

Curve staff (Children's)
- Need another door
- Moving up to Curve space

6th Floor
- Stairs? Replace escalator? Upgrade plan
- Broken blinds - automatic - in special collection room
- Temp and humidity controlled from book room
- Access into window displays from archive room
- Study tables look worn and need replacement
- LED lights are on shelves no overhead lights

5th Floor
- Microfilm is in a dark camera spot

4th Floor
- Social Worker's office is moving to the 2nd floor in the Curve renovation

3rd Floor
- Teen is moving to second floor
- Children's area is moving to third floor
- Periodicals are moving down and have lighting from shelving

2nd Floor
- Center for Black Literature and Culture

Appendix E
Discussion Notes • Branch Managers and Staff

Chase Martin **Branch Manager, College Avenue**

- Health Department vaccination clinic was open 4 days a week
    - » Run by the Marion County Health Department
    - » The spaces was a café
    - » One of 2 branches with this type of clinic in the library
- FLAVA Flesh Art Display – art partnership and competition
- 2-desk model - One desk would be sufficient
    - » 3 staff at circulation with 2 adjacent self-checks, 2 at the reference desk with an open 3rd station
- Kitchen not used often (staff don't use)
- They have a puzzle swap program
- Other program room used for children's groups, summer reading, prize room
- Fish mural
- Have a new children's librarian
    - » Lots of young families here
- The space is loud and lack acoustical treatments
- Right amount of computers
    - » 4 AWE stations

- Enough collection but could use more nonfiction
    - » Can take 3-4 days to get things from LSC
- There are no small study rooms
    - » Would prefer a few small study rooms in lieu of 1 large quiet reading room
- Meeting room used 2-3 times a week
- Will be receiving some furniture from Glendale once the new location opens
- Nice staff break room
- Have good storage behind the circulation desk
- No overhead cabinets in the offices
    - » Not enough storage or shelving
- Could use more desk space in the workroom
- Workroom is warm/has temperature control issues throughout the space

Patrons returning to the library post-pandemic
- Found other ways to access materials and information
- E-books
- Different habits
- There is some after-hours use of the community room

Doriene Smither Branch Manager, Decatur

- Community Room
  » The book drop box is in here!
  » Non-orthogonal walls create oddly shaped rooms
  » Storage room
  » Mold issues have been fixed
  » Sink disconnected
  » Door into children's area – good
- No family restroom
- Likes self check on main service point
- Copier conflict with drop box in service point
- Too many switches
- Corner cabinet doors can't open
- 3 parts: adults
- Not good AC in study rooms
- Doriene's office could be smaller
- Patio is run down, there is no path , and it is close to the road, loud
- Computers - we have an okay number, 2 are short format
- Could use more Teens!

- Children's collection looks the same as adult
  » Circulation Supervisor and Children's librarian share an office
  » Separate offices for them would be great and can be anywhere
- 2 AWE's are okay
- TeleStory doesn't work
- Roof people were here 2 weeks ago

Patrons returning to the library post-pandemic

- Got out of habit of everything
- E-books, audio books
- Can do some stuff on there own
- Software more user friendly
- Like online shopping
- Curbside
- Help for computers -"library we're in"
- Would like to accept donor money for the children's area to make look like a children's area with fun furniture, and an entry
  » Give own identity

Building Problems/Wish List

- Need a new fire alarm panel
- Public bathrooms are not ADA accessible, including having doorknobs instead of push doors. The staff bathroom is not, either.
- No family bathroom
- Dropbox only accessible through meeting room, which can difficult when meeting room is in use.
- Seperate storage in community room for tables/chairs and programming supplies
- No heating/AC in the study room or offices
- Need outlets/tables with power for patrons
- The community room and study room could accommodate more if the rooms were squared off/possibly add a second study room. We would have more usable space in general!
- The Emergency Exit door in the community room is very hard to open. Could be dangerous if evacuation was necessary.
- Too many light switches!
- Outside patio space is completely unusable
- Wallpaper is torn and peeling or dirty all around the building (it's probably original to the building)
- Lack of usable wall outlets in staff area

Appendix E

Discussion Notes • Branch Managers and Staff

Doriene Smither Branch Manager, Decatur

- Many cabinets in staff work room are misaligned/broken
- Carpet is stained/needs to be replaced in many parts of the building
- Tile around the desk is loud, and potentially a slip and fall hazard. Should be replaced with carpet.
- Would like a better-defined Teen area with more line-of-sight visibility/neighboring Decatur High School
- Circulation desk needs tons of work. Many drawers are broken, counters are old and worn. Lots of wasted space. Lack of functional workspace due to computers/ self-checkouts/etc.
- Would like to see self-checkout stations moved away from the circulation workstations to allow more space.
- The reference desk also lacks workspace. A new reference desk layout including taller desks and a more defined area would make the desk more noticeable to patrons.
- Cabinetry and sink in community room need to be replaced.
- Sliding entrance doors are so old that it is hard to find parts for when they malfunction. Young children can easily get past these doors which lead straight out to a busy parking lot.

- Doors to the community room should have a window or a half door (for visibility but not allow toddlers to leave during programs.
- Possibly relocating the offices during renovation to allow for expansion of children's area and teen space.

- Handicapped ramp
- Condition of the roof

Bethany Allison Branch Manager, Eagle Branch

- Likes self checks on service point
- Teen area is popular
- Story time is frequently held in the program room
- Good with number of AWE stations
- Bucket shelving - staff don't like it but kids do
- Acoustically the space is okay
- Teens - don't get so many but the space is used by adults
- Holds are kept on the floor
- Patrons from Pike and Nora may come here when they are closed for renovation
- Community room is heavily used
- Likes the service point
- Have added tables
- Computers are well used, the library is open on Sundays. Have19 stations with 2 in the children's area
  » Seem like the right number of computers
- Have a print release station
- Second Printer would be helpful, often helping with immigration papers
- Getting a stand alone scanner
- Study rooms are well used

- No outdoor space
  » Could be nice to have an outdoor space
- The Reference desk is near checkout, it would be nice to have a service desk closer to the children's area
- No AMH sorter here, ambivalent about having one, the noise
- Good Staff area
  » Like the cart nooks
- Like the large storage room with deep shelving
  » Opens right into the program room
  » Couple of rooms
  » Sorter room
- Amount of parking is okay

Patrons returning to the library post-pandemic
- Electronic materials have became easier to use
- Social services are available here
- Small homeless population in the area
- Most patrons drive here

Appendix E
Discussion Notes • Branch Managers and Staff

Naomi Konja Branch Manager, East 38th Street Branch

- Triangular space is challenging
- Stained carpet throughout
- High ceiling height makes lighting difficult to change
- No shades – heat box – damaged books
  - » Shades are much needed
- Need study rooms
  - » 2 would be great
  - » Family study room
- A/C unit
- Desks are outdated
  - » But size and location are good
- More than enough computers
  - » Updated computers and scanners
  - » Have a creativity station
- Lots of seniors use this branch
  - » DVDs are in high demand
- Good security cameras
- Money is starting to come back into the community
- Not a lot of soft seating
- Adding Bus line with stop near library
- Need more display opportunities

- Demographics of the area
  - » 77% African American
  - » Hispanic Growing
  - » 5% Caucasian
  - » Elderly heavy
- Summer Reading Program
- Community Pantry Partnership store food in kitchen to supply users
- Wetlands nature walk is unfinished - like a boardwalk
- High crime area
- Poor sight lines from staff exit
- Cubicles would be nice in the workroom
- Love stove in kitchen
- Wall-covering has issues everywhere, is dated and should be removed/replaced
- The janitor's closet has a drainage issue and smell
- Community room was recently updated and is waiting for a white board and new fridge
- Vestibule is a hot box in July and stinks
  - » No A/C or airflow
  - » Unit heater only for sprinkler

- Circulation Desk
  - » Has 2 self-checkouts
  - » 2 staff stations, need 3
  - » Faxing happens here
  - » The desk is outdated
  - » Add tote storage to this area
- Children's Area
  - » Could use a refresh
  - » Story time area has good flooring
- Along curtain wall north of adult would be a good study room location

Patrons returning to the library post-pandemic

- Not quite like it was in 2019 but climbing steadily each year

Josh Crain Branch Manager, East Washington Branch
Peggy Wehr Area Resource Manager

- Wall Base: not well adhered cover not even along wall.
- Hydraulic Alarm issue
  » System was full of used needles from patrons flushing needles
  » Engineers thinks it could be from parking lot or storm sewer
- Community room
  » Original tin ceiling
  » Flooded during COVID
  » Groups often set up in here, it is well used.
- Program room
  » Doors misaligned and don't close properly, must be slammed to close.
  » Used by groups
  » Older African American Men/Good News Ministry Shelter
  » Some Families
  » A few home-schoolers
  » Polytechnic high school nearby
- At the service desk:
  » Fax/print
  » 3 Staff Stations 2 always on desk
- Keep elevator lobby light on all night
- Weird Lighting schedule in office
- Wall AC unit not ducted to anything

- Building is considered a safe place
- Adult seating is often full – could use some more
- Children's Area
  » Activity wall - want to make it taller and expand along wall
  » Relocate the tack board to a prominent wall
  » 2 AWE stations – not well used
  » Table power is not stable - tends to be damaged and falling apart in some spots
- Study room is well used
- One study room is used as a staff office
- Computer area sees high use

Appendix E

Discussion Notes • Branch Managers and Staff

Stephen Mckenzie Circulation Supervisor, Fort Ben Branch

- There is a column in the way of the circulation desk - bad
- Sound proofing works pretty well but travels if there are lots of children in the branch
- Loves study rooms and lots of them
- Loves tile wall in adult
- Window film dots on windows appreciated
- Could use more cameras
- Not as many teens as at Haughville
- People love children's area
  » Lots of kids with are here with their parents after school
  » 6 AWE stations in the Children's area
  » Climb on Roof of playhouse
- Raised access floor has a HVAC pressure issue
- We have enough computers - they don't fill up
  » 10% average amount of use
- Outdoor space - would like a secured space for outdoor storytime
- Security gates - need some at street side vestibule
- Lockable cabinets needed in public space

- Circulation desk
  » Not good storage and poor knee space
  » Need back counter at circulation desk
  » Fax drawer bad
  » Usability nightmare
  » Poorly designed circulation desk
  » No knee space
- Security concerns - places to hide
  » Not a lot of locking doors
- No drop box walls/enclosure
- Staff workroom
  » Adjustable height desks
  » Foot closers
  » Handicap access button at staff door
- No showers

Patrons returning to the library post-pandemic

- Older patrons may have passed away
- Habit that is forced when young and going to school but may have been lost with newer generation who weren't in school because of th pandemic
- Streaming/e-books
- Pre-pandemic users may not be the e-book users
- Increased internet access
- Not sure why teens didn't come back
  » Many now have Chromebooks

Jill Wetnight Branch Manager, Franklin Road Branch

- Community Room well used (125 people)
  » Kitchen is a good size
  » Animal program was very popular and needed overflow
  » Good program attendance in general
- Summer reading is very popular
- In the Marketplace – the bottom shelves are too low
- Circulation Desk
  » Have 4 self-checkout stations and 2 staff stations
  » Holds are near desk
  » Some returns process happens at desk.
- Finishes are aged, there have been some updates but more needed
- Sound transfers between the two study rooms
- Don't have a lot of space for new materials, will move some collections to where the reduced CD/DVD shelving is
- Have acoustics issues with vaulted space
- Users
  » Getting close to pre-COVID numbers
  » Kids involved in sports, clubs, and library
  » A lot of young families
  » A lot of homeschooling
  » Still building homes in the area
  » Senior living community is nearby
  » Having a growing toddler program
- Faxing 2-3 times a day
  » Scanning is the same
- The pond bank is eroding
- Would like a bigger teen section
  » A defined teen space
  » Not much identity for teen space now
- Computers are well-spaced, patrons like the spacing. Have a good amount and don't need more.
- Information desk only has one way out
- No HVAC with study rooms
- Children's area
  » 5 AWE stations
  » Story telling room is now too small for children's programs and is instead used for web meetings

Patrons returning to the library post-pandemic

- Marked improvement in 2023 of people coming back into the library.

Appendix E
Discussion Notes • Branch Managers and Staff

Alexandria Moore Branch Manager, Garfield Park Branch

- Vestibule
  - » Heavy doors
  - » Button assist - both doors open at same time - Slower moving people can get trapped.
- Book drop goes into children's area
  - » Have to lock it during open hours
- Have a good number of AWE stations
- Slate roof leaks in children's area
- Would like to have more face out picture book display.
- Don't like "bucket" type of shelving for children's books
- Random display boards - not in right place
- Have an outdoor garden space but it is not used because some of the unhoused will set up there
- Teen
  - » higher circulating material
  - » Not a lot of teens
- Adult collection
  - » Not as much browsing - come in and pick up holds and check out.
- Neighborhood display - good but glass shelves are shaky
- Makeshift face-out displays at the end of some shelving runs
- Removing CDs will add some space

- High DVD Circulation
- Some power poles near table seating provide power and Ethernet connections
- No small study rooms
- Charging challenges - phones have been stolen while charging
- Table seating area makes browsing nearby shelves hard if its crowded
- No program/community room
- "Dead" row outside of computer space
- Right number of computers - have 15 in the computer room
- Circulation and reference at a combined service desk
  - » Service Point - Storage cubbies
  - » Like self-checkout stations on counter - but okay if they move
  - » Like supply storage behind service desk
- Back of house
  - » Staff restroom has some slow draining
  - » Tight cart space - high mounted shelving
  - » Not a lot of prep area in workroom
  - » Branch Manager's office is very tight - storage too
  - » Staff area gets cold.
- Only one soft seat! On purpose

- Perceived to be a long walk from the parking lot for older patrons or those with disabilities
- Perception of the building not being safe (Drugs/Violence)
- Some patrons don't feel safe returning books here
- There is a rule about the front door of the library building facing the main road

Patrons returning to the library post-pandemic

- E-books
- People are used to staying home
- Picking up holds
- Different services
- Perception change
  - » Being closed – lifeline vs. inconvenience
  - » SS info, unemployment info, and needed help.
- Not having a community room here
- Not having study rooms

Monica Taboada Branch Manager, Haughville Branch

- Community Room
  » Regular use during library hours
  » Gets hot during power outages
  » Storage of tables and chairs in riser room off community room
- Big echoes in main space
- Staff Space
  » Good - have 2 open staff use computer stations
  » One drain that smells - pour water down to help it
  » Librarians share computer in one office
- Circulation desk
  » Like self-checks on the service point
  » 4 computers at service point
- Children's area
  » Blind spot behind the service desk
  » Like different shelving for children's collections
  » Using CD display
  » Have 5 AWE stations - good amount
- Study rooms are well used - maybe more would be used
- Fireplace seating area
- Have 18 computers - its the right number
- Have sun glare at service point
- More storage - a room!

- Noise (the building is wide open) not a large problem
- Not that many teens - no school very close
- Outdoor area would be nice

Patrons returning to the library post-pandemic
- People were less likely to go out
  » Used to being at home
  » Germs, etc.

Appendix E

Discussion Notes • Branch Managers and Staff

Staci Terrell Branch Manager, InfoZone

- Have been in the museum since 2000
- Full service library branch
  » Only one in nation that is inside of a children's museum
- Work with nearby schools - Butler lab school
  » Faculty come here
  » Tech leaning
  » Preschool comes in once a week
- Herron Prep, a k-5 just opened up nearby
- Partner with Museum for joint programming
- Lots of programming!
- Off-site story walk - was once a priority

Adam Todd Branch Manager, Irvington Branch

- Community Room
  - » Used every day
  - » Could be bigger (another community room would be helpful)
  - » School Programs and have teens in daily
- Not enough soft seating
- Lots of wasted space
- Lots of elderly and young families with children
- Foyer is not in sight line
- Noise is amplified through the high ceiling area
- Sawtooth circulation desk is not functional
- New reference desk works well but doesn't face PC's
- Computers are too cramped and have no oversight
- Teen zone is small and not well defined
  - » Can get anywhere from 30-50 kids in the afternoons
- Highest PC per capita use
- Need more bike racks
- Bus Stop nearby and mostly a heavy residential area
- Rent the parking lot from the neighboring church but maintenance is done by the library

- Coffee area was turned into a study room
  - » Need more small study rooms (and designed to be study rooms)
- Soft seating in children's area is most comfortable and tends to attract adult without kids
- Storytelling room has weird acoustics
- Need more workstations for staff in workroom
- Slope at staff entrance bad in winter no stair/rail
- Adult area
  - » Need more soft-seating
  - » Need study tables with power
  - » Lower shelves

Patrons returning to the library post-pandemic

- Close to pre-pandemic use numbers
  - » Highest reference numbers (Walk-in, not calls)
  - » Browsing in-person
  - » Copy-Print is in high demand (post COVID)
  - » Remote print available

Appendix E
Discussion Notes • Branch Managers and Staff

Rhonda Oliver **Branch Manager, Lawrence Branch**

- Water from the gutter is leaking into the vestibule
  - » There is also a roof leak in this area
- ADA push buttons at entry doors need adjustments
- Have insect issues
- 3 AWE stations is enough - If they had more space, they would add one more
- Shelving layout – improve collection flow
- Self checkout in children's area would be nice
- Teens come in every day
  - » Parents with pick-up and drop-off kids in the library parking lot
  - » This blocks access for patrons trying to exit the parking lot
- Tuesday and Thursday Teen Zone
- Ceiling amplifies sound of teens
- Reduce CDs and replace with world language materials
- 3 Self-checkout stations at circulation desk - don't mind having these on the desk.
- 1 Self-checkout station on the adult reference desk
- Lack of storage in the building
- Restroom flooring is always dirty

- Study Rooms
  - » New in 2020, used to be mechanical room, kitchen and branch manager
  - » Not quiet
  - » Locks are too low
- Dirty carpets!
- Have enough computers
- Dim Lighting
- Drains have been okay after the renovation
- AMH Sorter breaks down a lot
  - » Always have a staff person dedicated to it
  - » Staff have to check on it over holidays.
  - » Spring-loaded bin don't work
- Staff share work stations
- "Desk Schedule" - 2 on, 2 off
- The 3rd place – Library/Community Center

Patrons returning to the library post-pandemic
- Erroneous assumption - everything can be done online
- Not aware of services - Third Place!
- Tell story!
- Wifi access still needed in libraries.
- Chromebooks - Trouble

Adam Parsons Chief Operational Services Officer, Library Services Center

- Digital Indy
- Encyclopedia of Indy - being digitized
  - » Moving to History Museum
- Corrections
- High school collections
- Multiple sorts take time - extend runs or reconfigure for more sort destinations
- Outreach
  - » Visits each branch each day
  - » 2 book mobiles
  - » Adding a pod for another staff workspace
- Renovation is needed at this building
- Communications department

2nd Floor
- Library Foundation - separate group - fundraising
- Staff lounge - large
- Building needs to expand, at best for shipping and receiving

Appendix E

Discussion Notes • Branch Managers and Staff

Theresa Coleman Branch Manager, Martindale-Brightwood Branch

- Community room
  - » A lot of usage
  - » Good storage and sink
  - » Lock on door is broken
- Staff area
  - » No Page area
  - » Empty carts
  - » Delivery efficient
  - » Storage area used as breakroom and office
- Restroom locks do not work well
- Vestibule inner door is malfunctioning
- Senior area is used as Health Center for vaccines
- Fireplace is not working and has a water issue
- Print, fax, and computers get highest use
- Least used door is the street entry nearest to the circulation desk
- Small study/meeting rooms are well used
  - » Not having a door is an issue
- Too much seating
- Built in bench seating is too restrictive
- Good window shades (wish they were motorized)

- Lot of young families and elderly patrons
  - » Not too many in-between those ages
- Collection is right-sized
- Patio door – has no handle
- Cameras
  - » Fishbowl camera in adult collection need better image.
  - » West parking camera not working yet.

Priscilla Bell Branch Manager, Michigan Road Branch

- Marketplace - new and popular materials
- Likes self-checkout stations on service point counter facing out
- Combined reference/circulation desk with the children's librarian there too
- Separate Teen Zone and have a teen advisory board
  » Have enough workspace
  » Have enough seating
- Meeting Room is heavily used - during library hours only
  » Library functions get 1st booking
  » They can get around 50+ for story time programs
- Children's area
  » Works well
  » AWE stations are in the back
  » All furniture has been put back out
- Computer Area
  » Have 16 computer stations and all are used
  » Accessibility station is available
  » Chairs - don't roll
- Business Center is congested
- CD's - gone in the next few years
- Have 7 study rooms: 6,4,2 - one study room for staff
  » 2-person study rooms are well used
- Quiet Zone
  » People love the chairs
- Table made from wood on site
- 5 bin sorter - works
- Lockers/hooks work well
- Parking - now have enough with extra available

Patrons returning to the library post-pandemic

- Do see usage lulls
- Still not comfortable with public spaces
- E-books were discovered by many during the pandemic

Appendix E
Discussion Notes • Branch Managers and Staff

Public Services Librarian, Nora Branch

- Plumbing issues
  » Backs up (specially for Men's)
  » Some floor drains.
- Ceiling Leaks
  » Rains and AC roof top units
  » Roof
- Slab leaking at addition
- Parking lot - overgrown growth on creek bank
- When creek floods, parking lot floods
- No sorter in renovation - not really needed
- Older population in the area - have good book circulation
  » Large nonfiction collection
- Reference staff don't like having an open desk
- Possible new layout will create a smaller circulation workroom
- "Well-oiled machine"
- 3 staff at circulation desk
- Power access is bad and should be resolved in renovation
- Too many computer stations
- Not too many teens
- Young families - have a lot coming in
- Also see increased amount of Burmese and other immigrants

- Need a better children's area
  » Collection heavy
  » Care room doesn't have a sink

Patrons returning to the library post-pandemic
- E-book use
- Curbside pickup is still available
- Door counts are going up

Christopher Hogsett Branch Manager, Pike Branch

- Sight lines don't work
- Noise from teens bounces throughout the space
- Lower shelving
- Accessibility issues
- Would love gender neutral restrooms
- Have poor water pressure
- Getting more programming space
- Building is used for early voting
- DVD usage is high here but others may not check these out anymore in favor of streaming services
  » TV series on DVD are popular
- Computers are still used - getting more in the renovation
- Will have a new teen area
- Will have parking spots for new parents
- Teens have a 3 strike rule
- Hours of heavy teen use : 2:30/athletes/ weather dependent
- Outdoor program space - story time would be great to offer outside
- Will add self checkout stations, not attached to service point
- Morale is up
- Gates are no longer needed

Erin

- ADA counter height
- Sight lines
- Intake - book happy
- Gates are not needed, would have to reconfigure a lot

Patrons returning to the library post-pandemic

- Libraries are under attack
- Online use

Appendix E
Discussion Notes • Branch Managers and Staff

Fiona Duke **Branch Manager, Southport Branch**

- AMH – 7 bin sorter
- Staff space - was okay until the sorter was installed, now its too tight
  - » Office for Circulation and Page supervisor
  - » Tight staff space
  - » Small break room
- Train tracks – noise issues
- Teens - afternoon and evening
  - » Not close to school so not a large population
- Would like a larger Children's area - may need an addition
  - » 5 AWE stations is okay
- Stained carpets
  - » From slab below
  - » Possible humidity issues
- Study room - have noise issues because there are no ceilings
- Furniture
- Computers - right number - open on Sundays
- Reference Desk - Large
- Children's area
  - » Tightly packed books
  - » Make space for collection and interactive pieces

- Teen area needs
  - » More shelving
  - » Custom built units
  - » Big chairs take up a lot of space
  - » 2 types - to study (tables)
  - » Hanging art - tricky
  - » Not large rush - right before dinner
- Central Seating area - not really used - high stools - couch used a bit
- Few roof leaks above the Children's area
- Community room
  - » More storage, larger closet
- AC- regulation - zone issues
- High immigrant population in the area
  - » Big users
  - » Spanish, Burmese, and Afghan
- Refugee appointments nearby
- Plumbing - pipes - noises
  - » Sewer smell in staff restroom when you wash your hands
  - » Staff restroom toilet -replace!
  - » Dim Lighting under clouds at Service Point
- Staff conference room
- DVDs on spinners
- Board books - too many to display

- Would like landscaping redone
- Not crazy for outdoor areas because of local unhoused population
- Staff like eating outside

Patrons returning to the library post-pandemic
- People got used to online access.
- Parents may be working from home, so they don't have to be in a place like the library.
- West Perry opened
- Found other ways of doing things
  - » Streaming
- Digital collection

Carrie Genovese Branch Manager, Spades Park Branch

- 2022 LED lighting update
- Door Hardware issue at front door (it doesn't always lock)
- Another public restroom would be helpful
- Deliveries are received at the circulation desk
- DVD usage is high
- Have 5 Computer stations
- Computers and books see equal use
- Seeing growing use from young families
- Rise in Children at children's program
  » From 6-7 to 15-20
  » 50 at summer reading
  » Covid babies - socialization
- More usage 2022-2023
- More young families
- Not many teens
- Carpet is failing, trip hazard
- Need tack board in children's for display
- Have tin ceilings
- Community room
  » Well used
  » Storage room - Staff only small away room not well used
- Staff are needed to operate the elevator
- No self checkout stations

- Shared service desk with 2 circulation stations and reference function too
- Staff space for 3 staff
- 2 AWE stations in the children's area
- Door off stair is always latched
- 1996 was the last renovation

Patrons returning to the library post-pandemic

- Children's program increase
- Computer use increase
- No small study rooms is a drawback

Appendix E
Discussion Notes • Branch Managers and Staff

Connie Scott Branch Manager, Warren Branch
Linda Kopernak Circulation Supervisor, Warren Branch

- Not enough parking - people park all over
- Space in front can't be used for outdoor programs because its too close to the street
- Need signage for book drop - arrows, etc.
  » One way
  » No parking
- Handicap Parking space in staff parking area
- On bus line
- Doors held open in good weather
- Could use signage for gender neutral restroom
- Circulation signage needed at desk
- Like the shelf check at desk with ADA height. Very interested in a kiosk for other self checkout stations
- Meeting Room works well - could use a kitchenette
- Good, powered tables and soft seating
- Nice to have proper shelving in children's closet
- Lobby used for community "pop-up" tables
- Lights are not bright enough
- Carpet color changes by type of area (Adult area shows dirt others look fine)
- Get 75-80 students from 2:30-5:00 after school
- DVDs are still popular

- See immigrants who are Mexican, Honduran, Guatemalan, Haitian, and Nigerian
- Would like to make the teen area more welcoming
- Have a lot of tutors and family visits
- Computer Area - 15 stations is enough but some days they are more heavily used
- Maybe add an outdoor space off of children's area
- Need a higher children's desk for storage
- Have AWE stations, could use more. Other stations for older than preschool children would be helpful
- Storytime for pre-K is well attended and could grow, needs more space.
- Top 5 tier for children's outreach program (need for it in the area)
- Maybe expand the building for more children's space
- Summer Reading - whole daycare classrooms will come in!
- Children's collection is packed!
- Acoustic issue with children's area noise
- Fort Ben - Determining the dividing line
- Quiet Study - no air flow, hot!
- Need small study rooms!
- Make quiet study room into smaller rooms
- Windows are old - can be opened with Allen wrench - Can't close them

  » 50 years old
- Bad window in staff area
- Staff need more space
  » Need two more computer spaces
- Children's staff are in a shared office
- No enclosure for book return
- No discussion for drive up window
- Fix door stop in restroom - exhaust fan needed in staff restroom
- Delivery sidewalk slope is too steep
  » Slippery
- Kids sometimes hide in this area
- Heating and cooling center in power outages
- Community center function
- High poverty level
- Printing/fax
  » High use and low cost
- Checkout Chromebooks and hot spots (high demand)
- Not sprinkled
- Need cameras everywhere
- Have WiFi in parking lot

Patrons returning to the library post-pandemic
- Streaming
- This branch pretty high usage
- Don't expect to get back to "normal" use
- Curbside pick-up

Melinda Mullican Branch Manager, Wayne Branch

- Community Room - Love it
- Study Rooms - could use more
- Bouncing noise from main service point
  » Sun bakes the checkout area (need window film)
- Multi-ethnic neighborhood
- Hard ceiling - "live" spaces in wings
- Enough computers for current use
- Big tables are popular
- Have 4 senior living places nearby
- Truck drives use this branch too
- Interest in outdoor spaces
  » "Lunch bus" - read to kids when eating
- Number of AWE stations is okay
- Packed children's area collection
- Children's area
  » No climbing
  » Blind spot
- Staff area is right-sized
- Connection with power company
- Underground cable issues
- Plumbing
  » Drain in drop box room closed off
  » Restrooms, etc.
  » Sewer gases

  » No trap primer
  » Despite pouring water into drains
- No AMH - cost during renovation was too much

Patrons returning to the library post-pandemic
- "End of the world as we know it and …"
- Some people still don't know its open
- Curbside pickup is available
- Can access things online
- Don't have a storytime room
- Need relief places for people with autism

Follow-Up Discussion

Do you think that the branch meets community needs? Are there any areas where you think the renovation fell short?
- We see enough circulation for 3 self checkout stations
- A couple more study rooms would help
- Population has been steady but is changing. Wayne schools represent 84 different countries and 74 different languages. The branch pushes World Languages for adults and kids. Largest groups are Spanish-speaking and patrons from Nigeria.
- There are needs for autistic patrons, adults, kids, and in between.

- Could use 1-2 more computers (have 20 now)
- Like having AWE stations near adult computers for family use
- Like open area for family visits
- If expanding, a storytime room would be helpful with children's library materials. Also a nursing room and a quiet room for autistic kids would be helpful.
- Need a drive-up book drop
- A drive-up service window would be used but the book drop is more important so that patrons don't have to walk alone in the dark.
- Would consider looking at a sorter if had a new building but it would be tough now with the current configuration
- Have patrons in motorized wheelchairs
- There is an interest in pick-up lockers here to accommodate late shift workers in the community.
- There is heavy print use, averaging $20 per print job.

Do you feel it is the right size?
- The size of the community room is good and the sound dampening is working well.
- Giving up collection space to add study rooms would not fly with patrons.

Appendix E

Discussion Notes • Branch Managers and Staff

Melinda Mullican Branch Manager, Wayne Branch

- Don't have the room to space out computer stations and provide needed seating.
- Having space issues with Pike being closed for renovation.

Should some spaces be reconsidered?

- Open to reconfiguration of the children's area to fit a staff desk there. Now using a table from the meeting room as the children's service desk.

Was expansion or a new building considered at the time of renovation?

- Yes there is a need for a new building
- There is room at the far end of the parking lot to build new and remain in operation. (A study was conducted)
- The building would be less isolated from the road

Anything else we should know?

- Girls School Road is set to get an upgrade in 2025 and there is discussion of possibly ramping over the train tracks.
- Look at the Wayne Township Schools stats.

Darren Stewart Branch Manager, West Indianapolis Branch

- Not enough space in children's area
  » Don't like the bucket shelves
- Local Spanish Language speaking population
- Social worker - improvised visits
  » Need study rooms!
- Computers are always used 9+5
- Carpet stains
- 5 computer station table is tight at perimeter shelving
- One shared desk for circulation and reference with holds kept behind the desk
- So tight in the staff desk area
- Break room area is close to the bathroom and hear sounds
  » Can only eat one at a time
- Have 7 staff total with 3-4 on any given day
- More shelving is needed overall
- High homeless population in the area
- Turn WiFi off at night
- Other social services: partner with Indy Parks for meals after school
  » Shalom Health
  » Set up at tables - other groups too
  » Takes away from patron space
- Charging/access to power is needed

- Bathrooms - only have two and they are often clogged
  » Not enough
- Community Room
  » Storage area is needed
  » Hygiene Kits, little free library
  » Tables and chairs
  » Book carts
- Network closet – storage is full here too
- Leaking fireplace
- Ceiling mural is loved
- No carpet
- Security switch – use a stick to operate it
- Nook for hiding in the vestibule

Patrons returning to the library post-pandemic
- Got used to them not being open
- E-books
- DVDs checkouts are still strong

Appendix E
Discussion Notes • Branch Managers and Staff

Lindsay Haddix Branch Manager, West Perry Branch

- Mildew/wet smell
- Raised access floor can be loud when kids run around
- Community Room
  » Good size
- Issues with birds, they fly into the glass and build nests in the screen
- Dual reference desks
  » Only the one side is used
- Love the leaf tunnel into the children's area
- Likes comfort room (add sink) and family restroom
- Door from Children's area to patio is kept locked
- Occupancy sensors in Study rooms
- Don't like the bucket shelving (low shelf) in children's area
- Call a story
- Teen bench – can't see the other side of it
- Info board on TV would be nice on the mural wall
- Computers – have a good amount
- Canopy on shelves
- More hold lockers (almost full sometimes)
- Book Drop is at a weird height

- Only have 4 computers in staff workroom which can be hard for staff and could use one more
- Pandemic?
- Maintenance area is very small

Patrons returning to the library post-pandemic
- People are more cautious – not going out as much
- E-book use
- May not be aware that we are up and running
- Some people haven't discovered the new building yet
- Generally seeing an increase in use