

Appendix G

Community Feedback Analysis

The Indianapolis Public Library 2024 Facility Assessment Plan • March 2024



Community Engagement & Input Gathering

Community Feedback Analysis

Virtual Survey

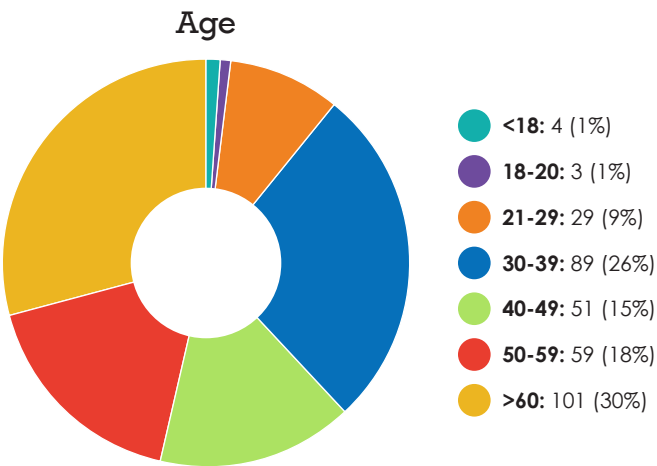
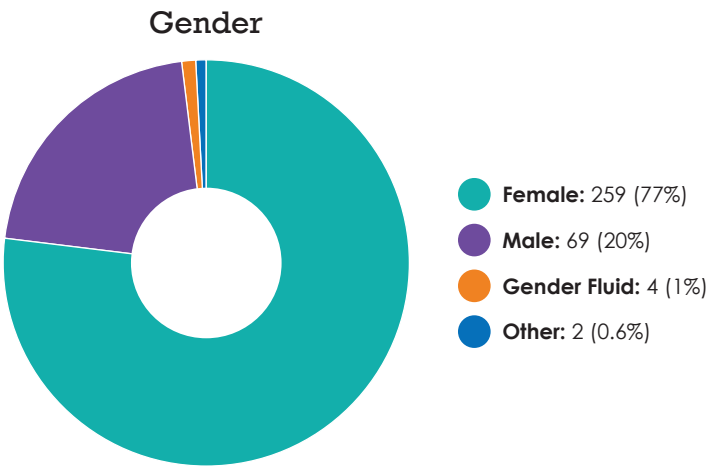
Demographics and Results

Community Engagement & Input Gathering

Survey Results (Virtual)

Respondent Demographics (Virtual)

The following figures show the gender, age, race/ethnicity, highest level of education, and library service area make-up of the survey respondents. Additional information such as how many respondents skipped questions and open-ended responses are displayed next to each corresponding figure. Please see the appendix for Indianapolis demographic statistics.



Out of the 338 survey responses, only four respondents declined to provide their gender.
The two respondents who selected "Other" identify as Genderqueer.

Only two respondents declined to provide their age.
Younger populations were the least frequent to take the survey.

MARION COUNTY
2022 DEMOGRAPHIC
DATA

Male 48%
Female 52%

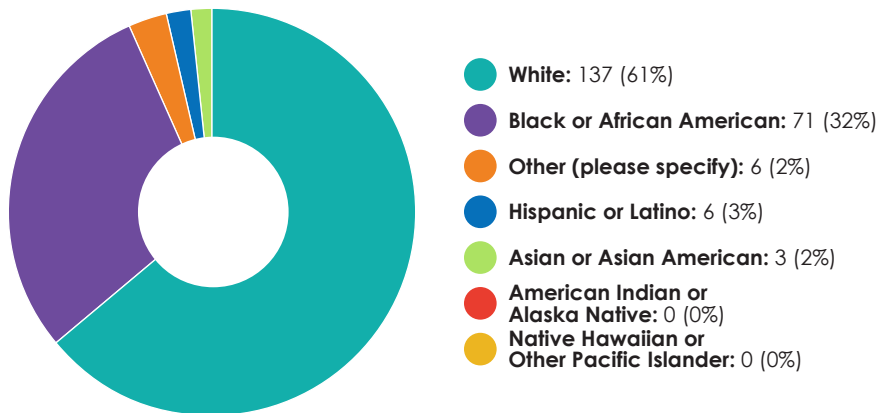
MARION COUNTY
2022 DEMOGRAPHIC
DATA

<18	25.5%	40-49	12.3%
18-20	1.6%	50-59	11.6%
21-29	15.4%	>60	18.6%
30-39	14.9%		

Community Engagement & Input Gathering

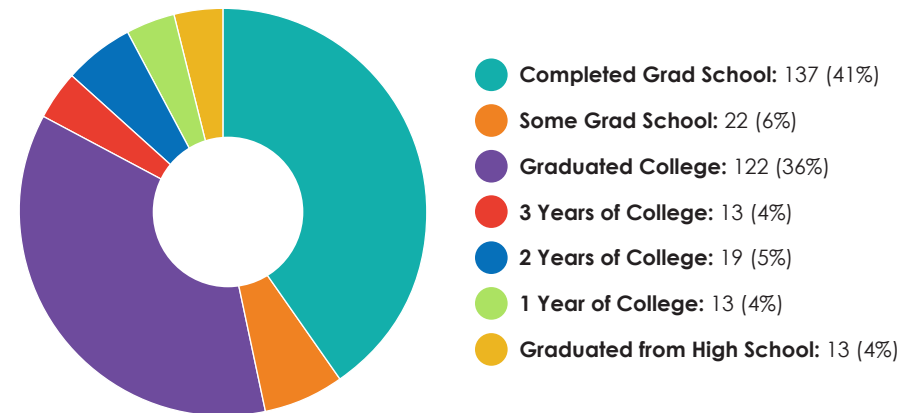
Survey Results (Virtual)

Race and Ethnicity



115 respondents declined to provide their race/ethnicity (including one respondent selecting "Other" and stating "Not your business"). The other five respondents who selected "Other" are multiracial.

Highest Level of Education Completed



Only four respondents declined to provide their highest level of education completed.

MARION COUNTY 2022 DEMOGRAPHIC DATA

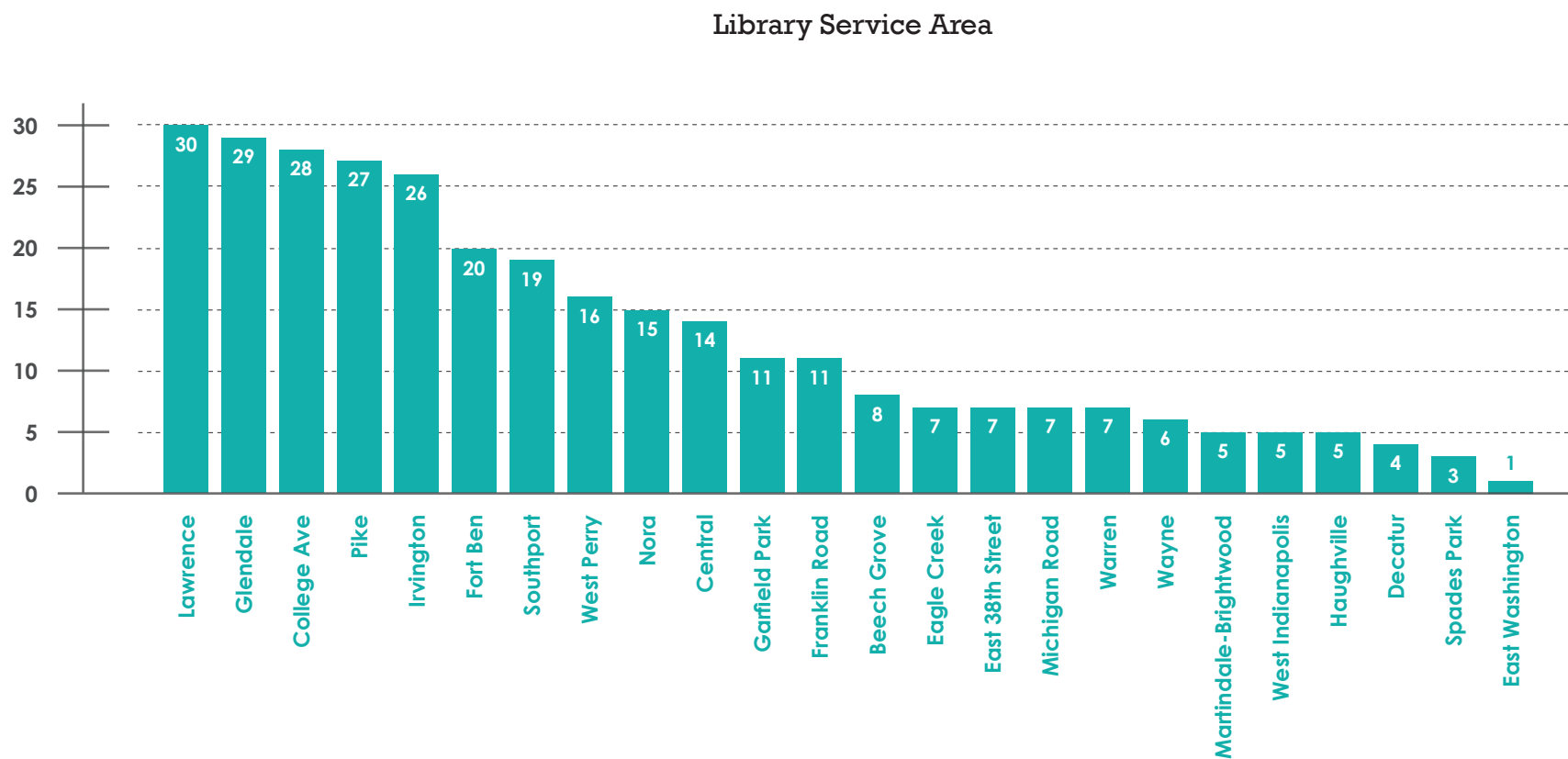
White	56.4%
Black	28.2%
Hispanic	11.1%
Asian	3.9%
American Indian	0.3%
Native Hawaiian	0.01%

Community Engagement & Input Gathering

Survey Results (Virtual)

Respondent Survey Results (Virtual)

Following are visualizations of survey results for each question. Additional information such as how many respondents skipped the question and a summary of open-ended responses are displayed next to each corresponding figure.

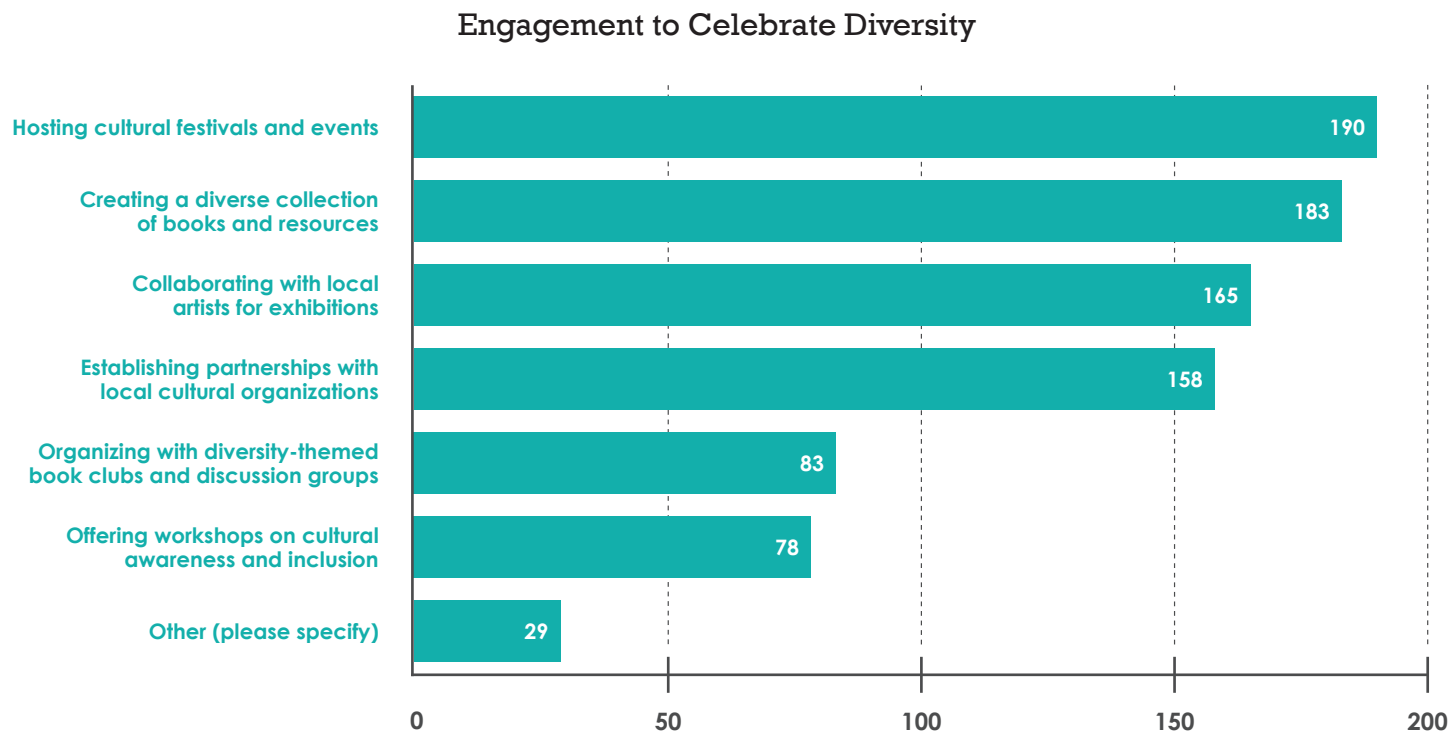


Only two respondents declined to provide which library service area they live in. Five respondents provided information that did not coincide with a single library service area and are therefore not shown. Additionally, 10 respondents indicated they live outside of Marion County and therefore don't live in an IndyPL library service area.

Community Engagement & Input Gathering

Survey Results (Virtual)

Q1. How can the library actively engage with local cultural and artistic communities to celebrate diversity?

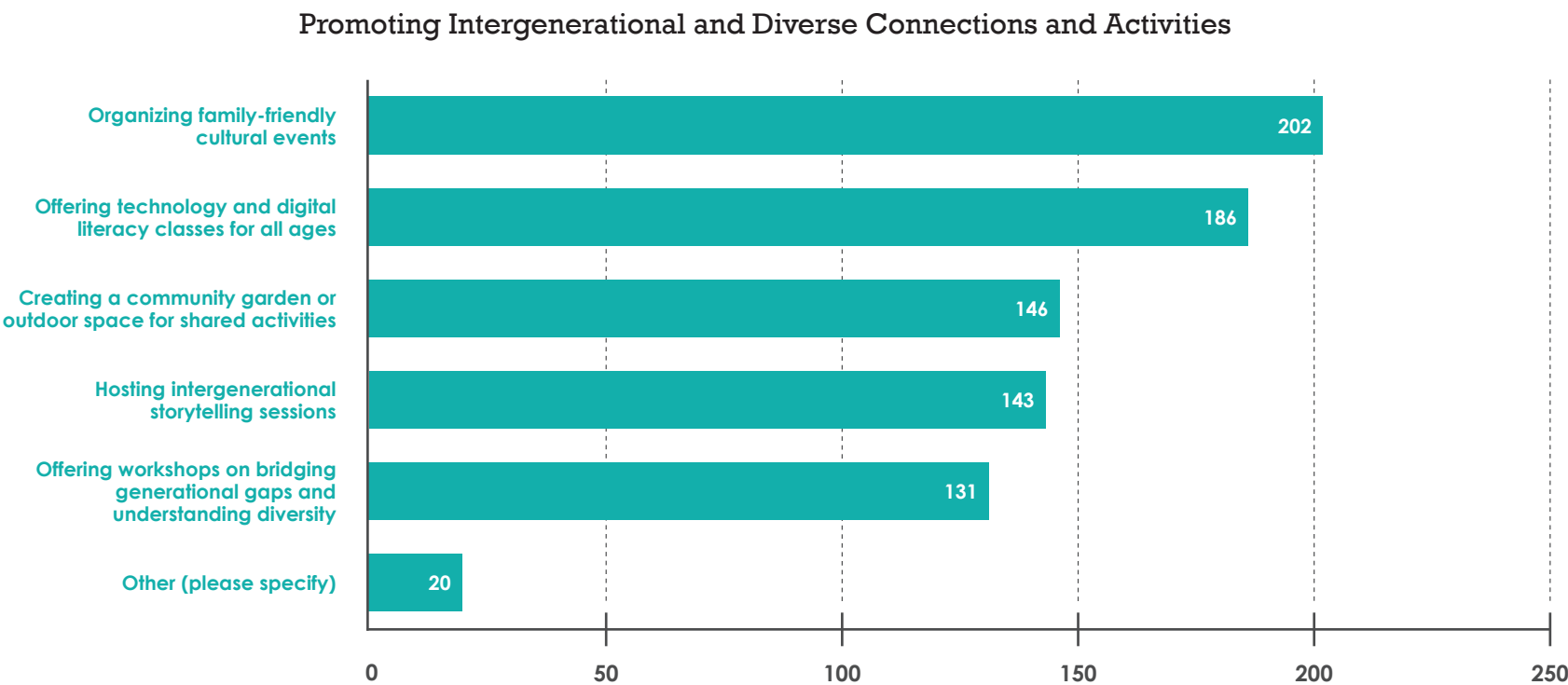


No respondents skipped this question. Hosting cultural events and creating a diverse collection of books and resources are the two most frequent choices representing 21% and 20% of responses, respectively. Other common open-ended responses included: speaker events about cultural topics, ethnic yoga events, ethnic foods events, and ethnic author signing events.

Community Engagement & Input Gathering

Survey Results (Virtual)

Q2. What role can the library play in promoting intergenerational and diverse connections and activities?

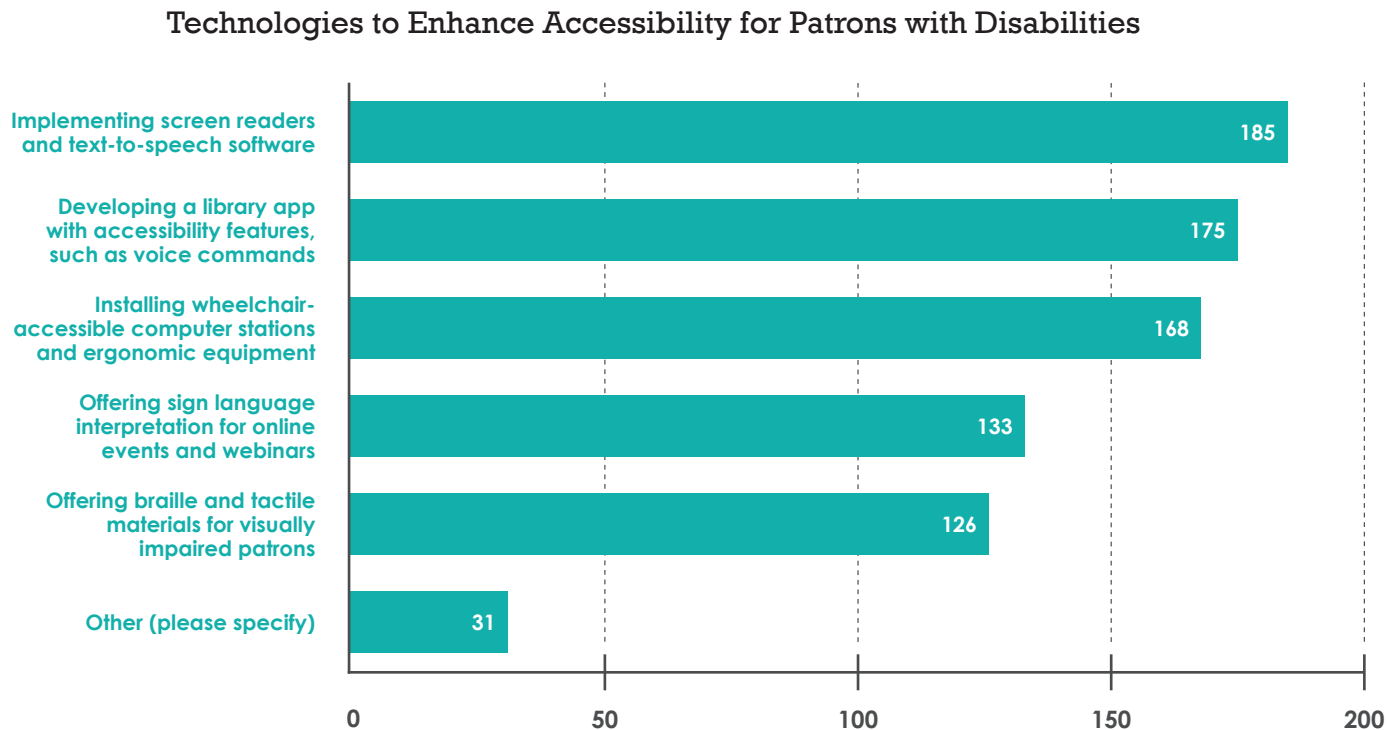


No respondents skipped this question. Organizing family-friendly cultural events and offering technology and digital literacy classes for all ages are the two most common choices representing 24% and 22% of responses, respectively. Other common responses included: hosting events for open dialogue around goals and needs, books clubs, speaker events.

Community Engagement & Input Gathering

Survey Results (Virtual)

Q3. How can the library use emerging technologies to enhance accessibility for patrons with disabilities?

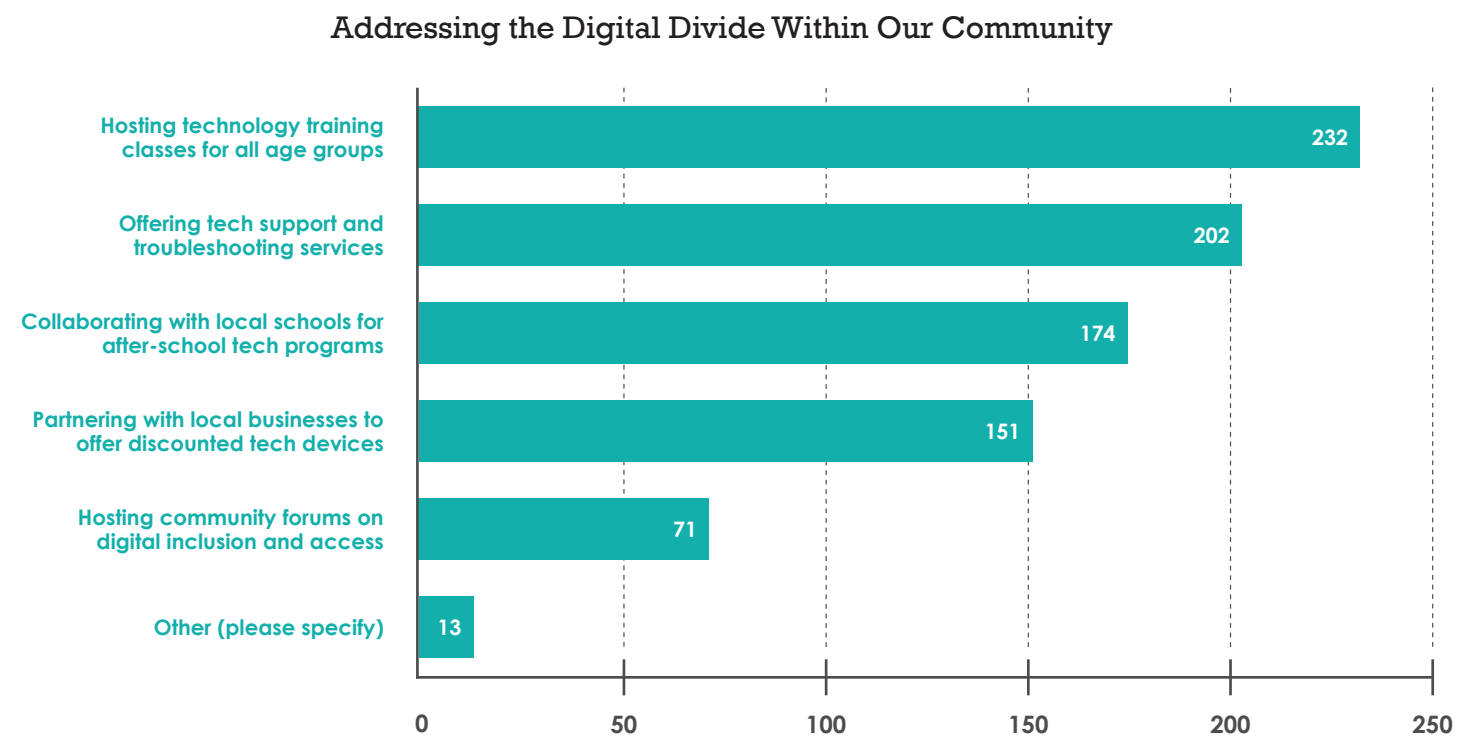


No respondents skipped this question. Implementing screen readers and text-to-text software and developing a library app with accessibility features are the two most frequent selections representing 23% and 21% of responses, respectively. Other comments included: offering accessible sensory hours, reaching out to disability advocacy groups to gather advice, and offering virtual events.

Community Engagement & Input Gathering

Survey Results (Virtual)

Q4. What role can the library play in addressing the digital divide within our community and ensuring equitable access to technology?

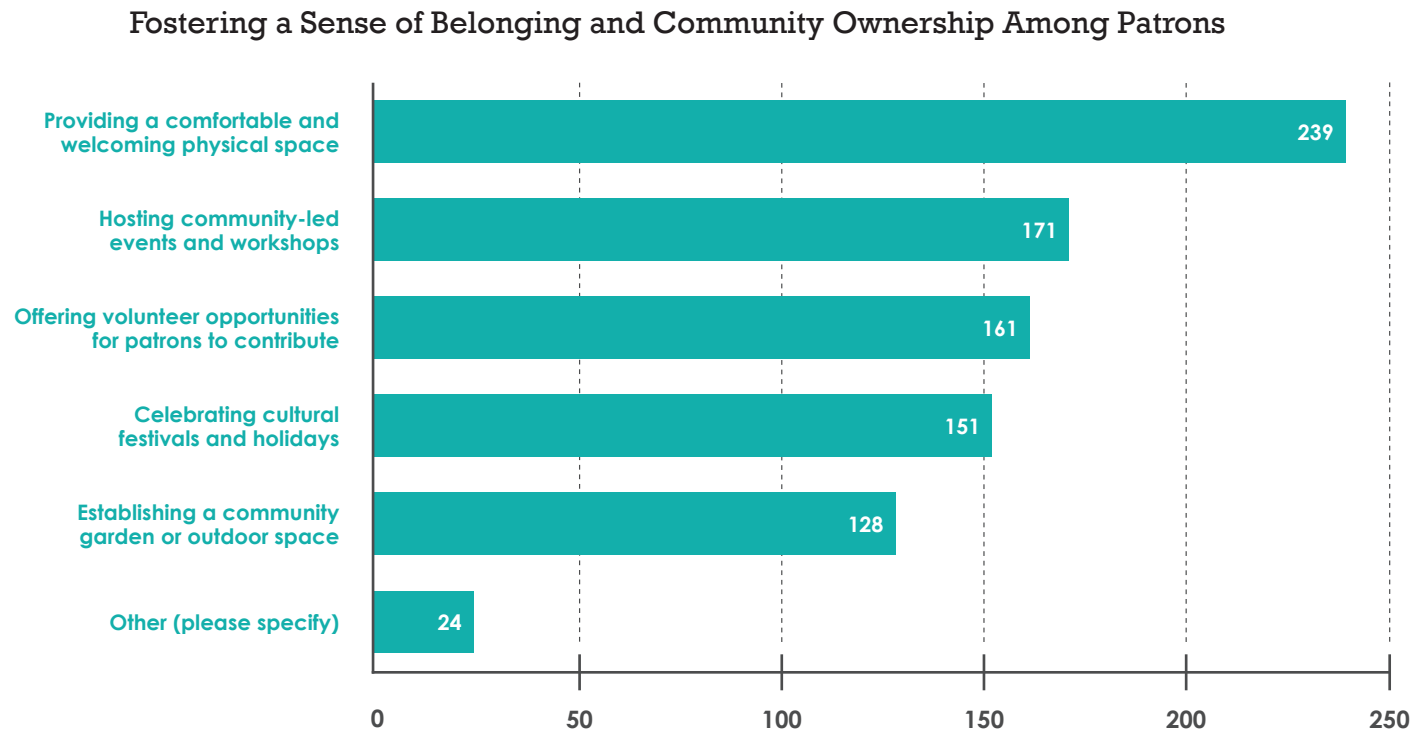


No respondents skipped this question. Hosting technology classes and offering tech support are the two most common responses representing 28% and 24% of responses, respectively. Other responses include: offering 3D printing classes and services and AI literacy and misinformation training.

Community Engagement & Input Gathering

Survey Results (Virtual)

Q5. How can the library foster a sense of belonging and community ownership among its patrons?

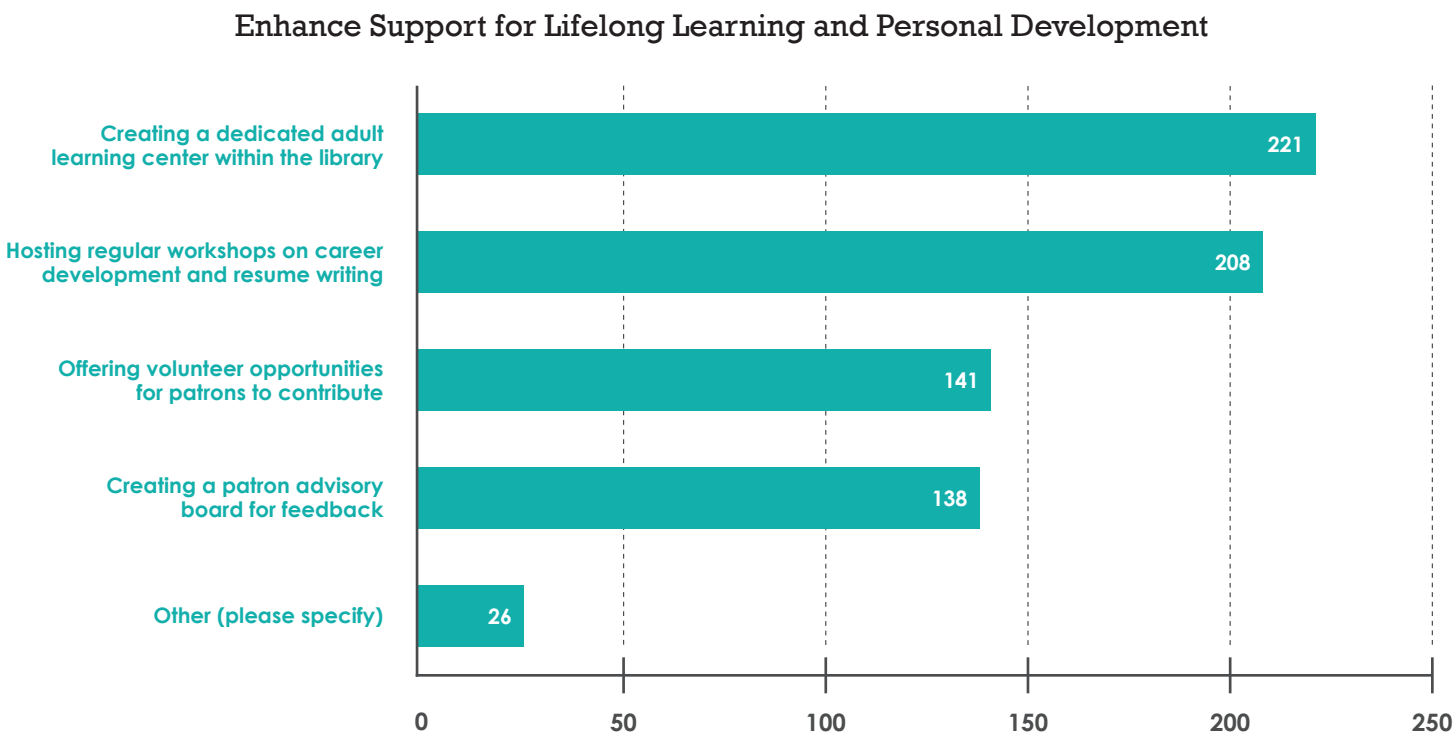


No respondents skipped this question. Providing a comfortable and welcoming space and hosting community-led events and workshops were the two most frequent choices representing 27% and 20% of responses, respectively. Other responses include: enforcing rules to facilitate a comfortable, productive environment and hire social workers as a resource in libraries.

Community Engagement & Input Gathering

Survey Results (Virtual)

Q6. How can the library enhance its support for lifelong learning and personal development, including adult education and skill-building programs?

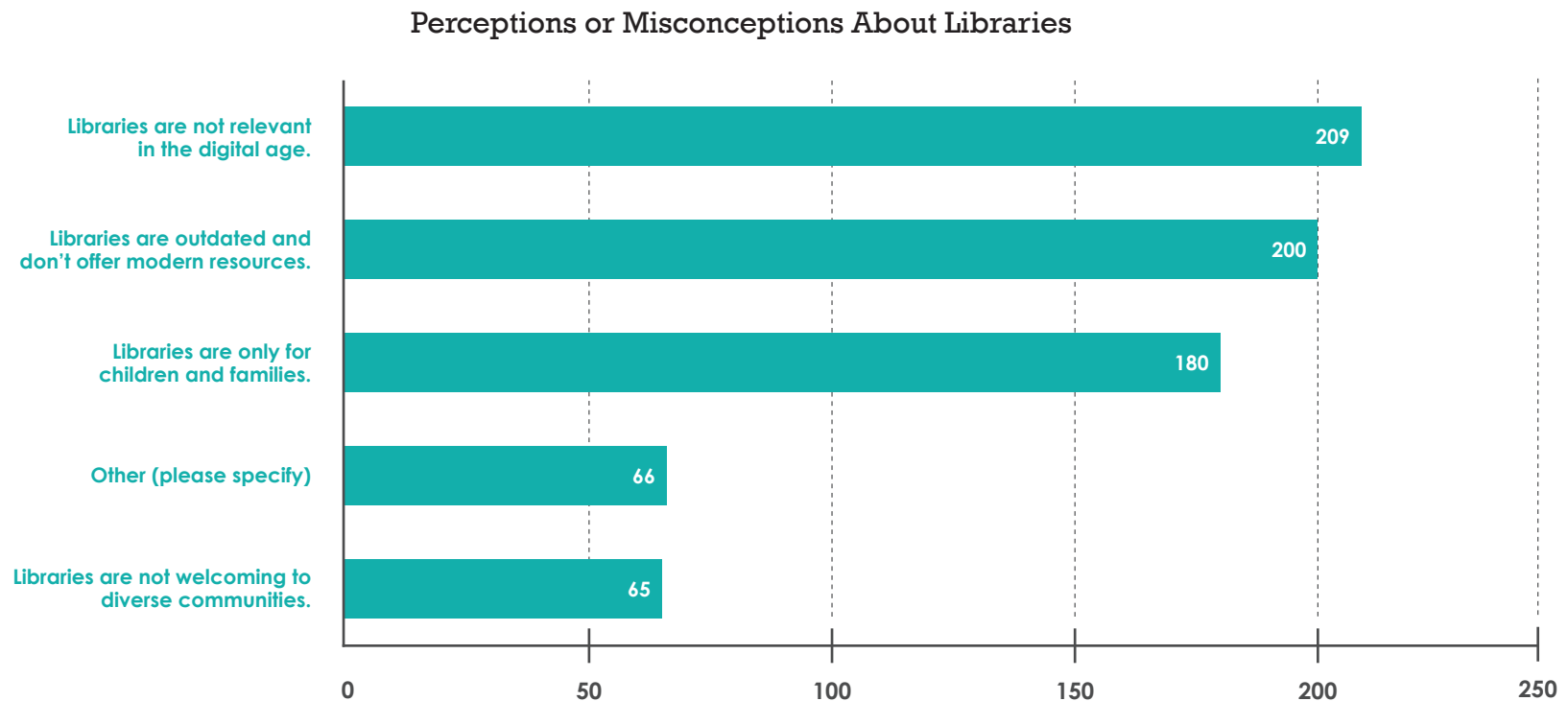


No respondents skipped this question. Creating a dedicated adult learning center and hosting regular career workshops are the two most common choices representing 30% and 28% of responses, respectively. Other responses include: partnering with community colleges and workforce boards, host programs for book-binding, woodworking, and print making, creating maker spaces for people to try and teach new skills, and offering a lending library for tools needed to learn new skills.

Community Engagement & Input Gathering

Survey Results (Virtual)

Q7. What perceptions or misconceptions about libraries might be preventing non-patrons from engaging with library services?

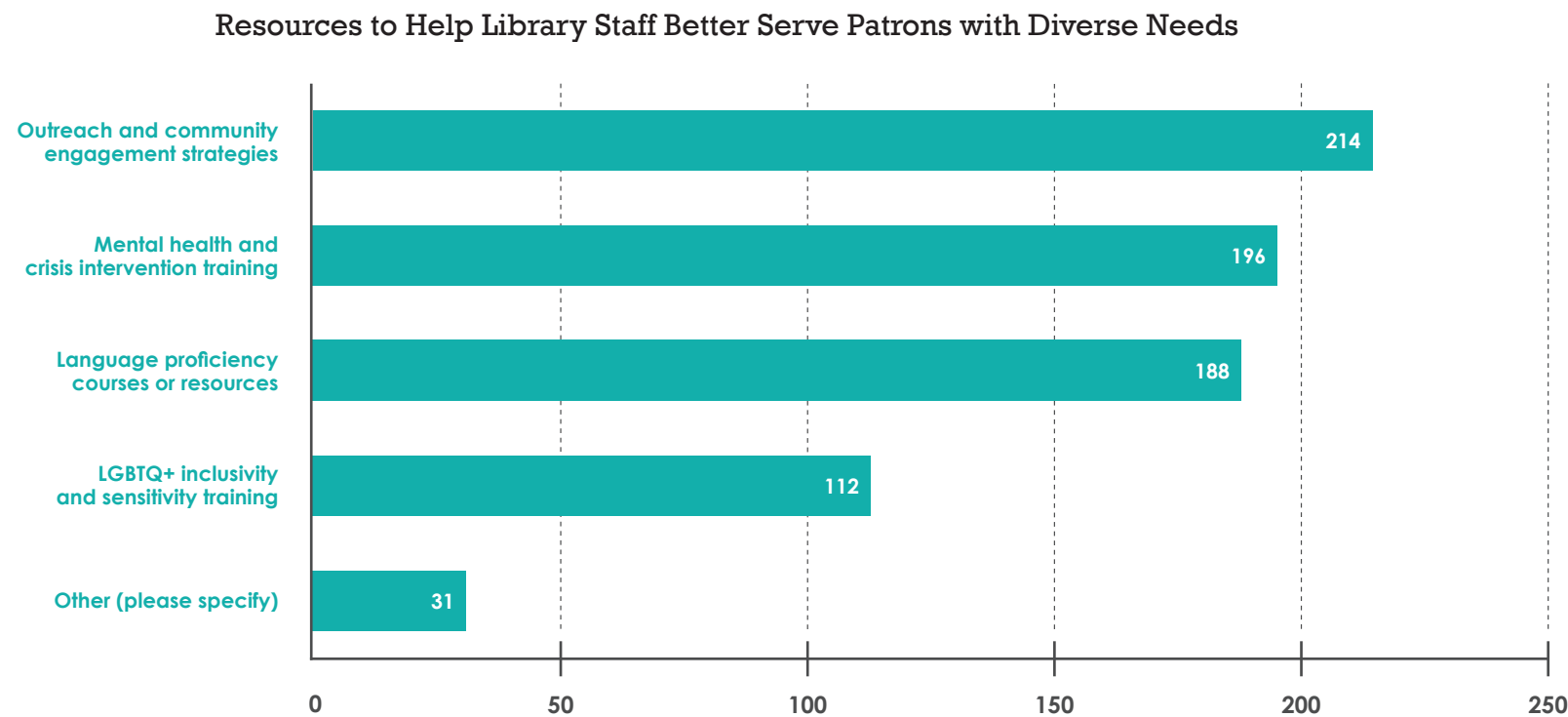


No respondents skipped this question. The two most common misconceptions chosen were not being relevant in the digital age and being outdated. These choices represented 29% and 28% of responses, respectively. Other common comments include: crime and harassment outside and inside some locations, library hours conflicting with work schedules, and new families in the USA don't know the free resources available.

Community Engagement & Input Gathering

Survey Results (Virtual)

Q8. What training or resources would help library staff better serve patrons with diverse needs and backgrounds?

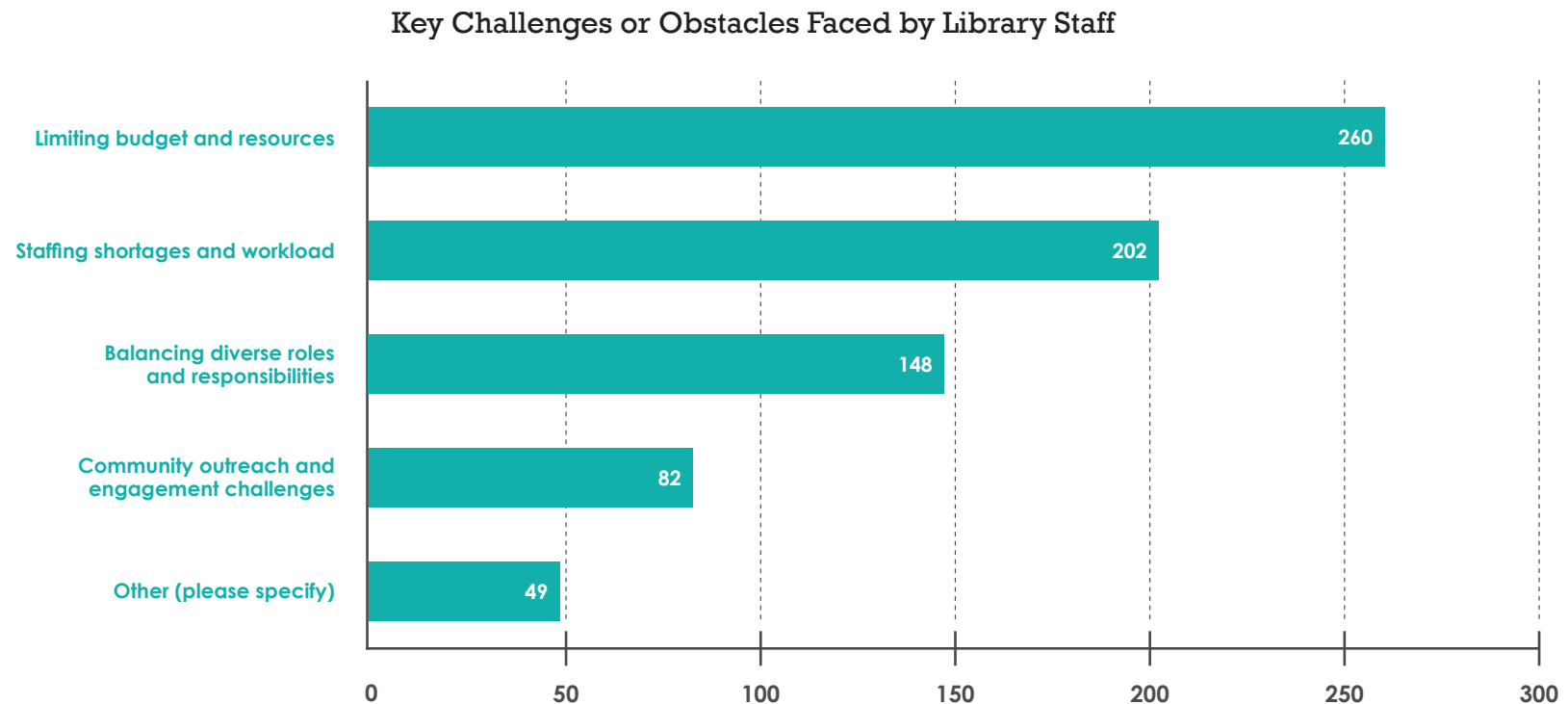


No respondents skipped this question. The two most frequently chose trainings/resources were outreach and community engagement strategies and mental health and crisis intervention training, representing 28% and 26% of responses. Other comments include: physical health literacy, conflict de-escalation strategy, diversity and cultural awareness training, and sign language.

Community Engagement & Input Gathering

Survey Results (Virtual)

Q9. What are the key challenges or obstacles faced by library staff in delivering exceptional services, and how can these be overcome?

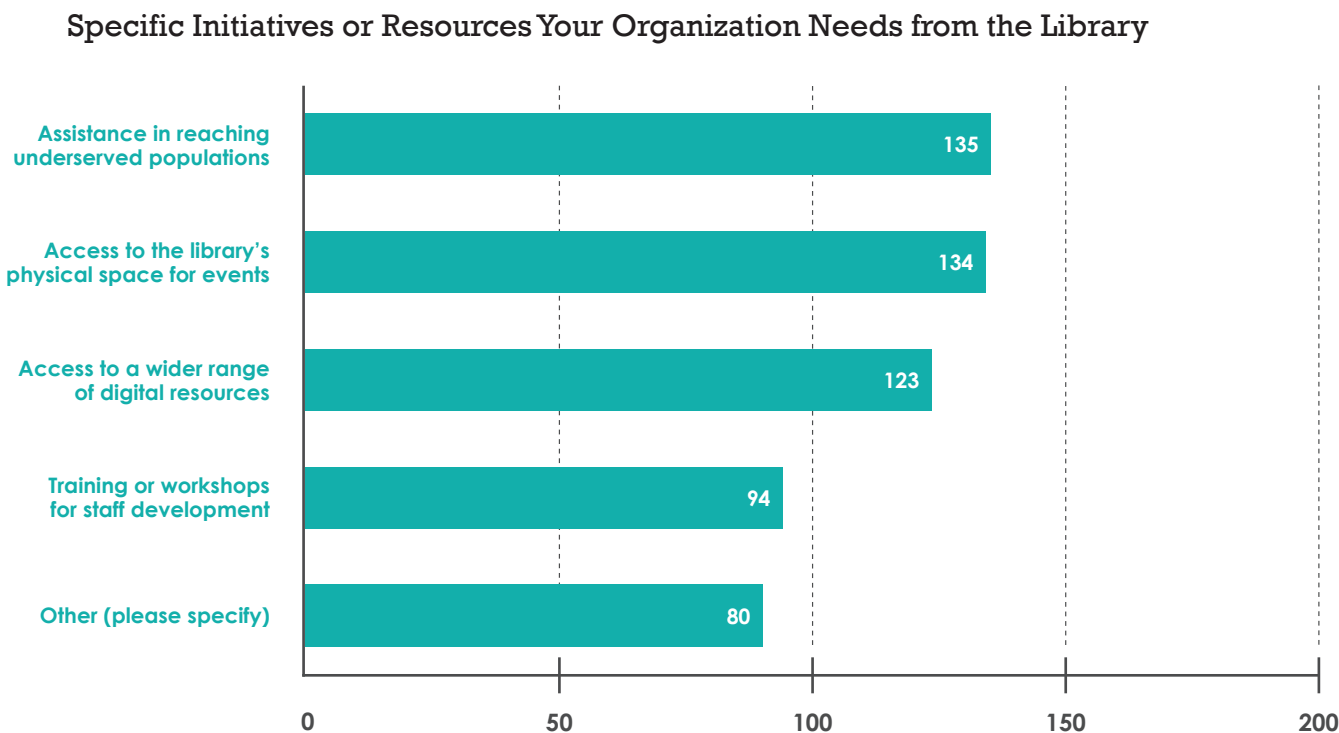


No respondents skipped this question. Limited budget and resources and staffing shortages are the two most common responses representing 35% and 27% of responses, respectively. Other responses include: loitering patrons that are disruptive, language barriers, and additional training to handle social work tasks.

Community Engagement & Input Gathering

Survey Results (Virtual)

Q10. Are there specific initiatives or resources your organization needs from the library to better serve the community?



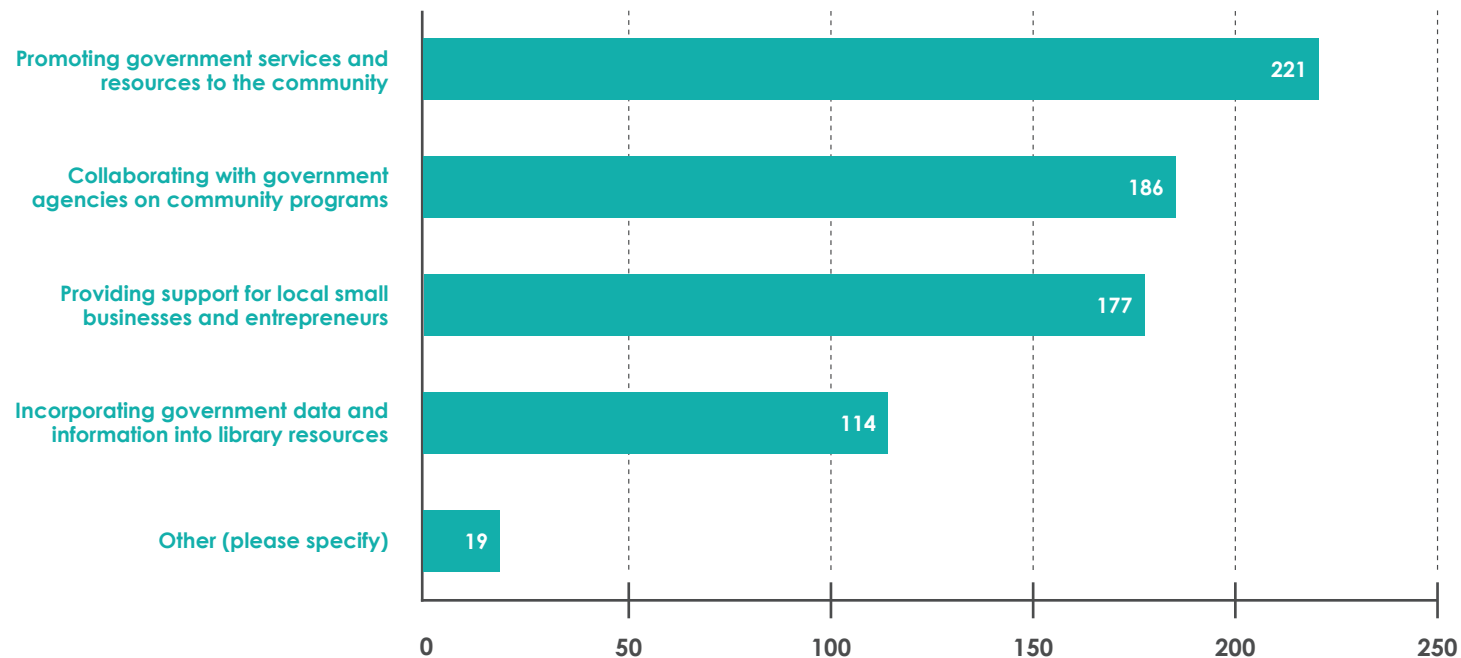
No respondents skipped this question. Assistance in reaching underserved populations and access to the library's physical space for events are the two most common choices representing 24% and 23% of responses, respectively. Other comments include: cross cultural training, language classes and resources, and affordable rental spaces.

Community Engagement & Input Gathering

Survey Results (Virtual)

Q11. In what ways can the library align its goals with broader government strategies for community development and economic growth?

Align Goals with Broader Government Strategies for Community Development and Economic Growth



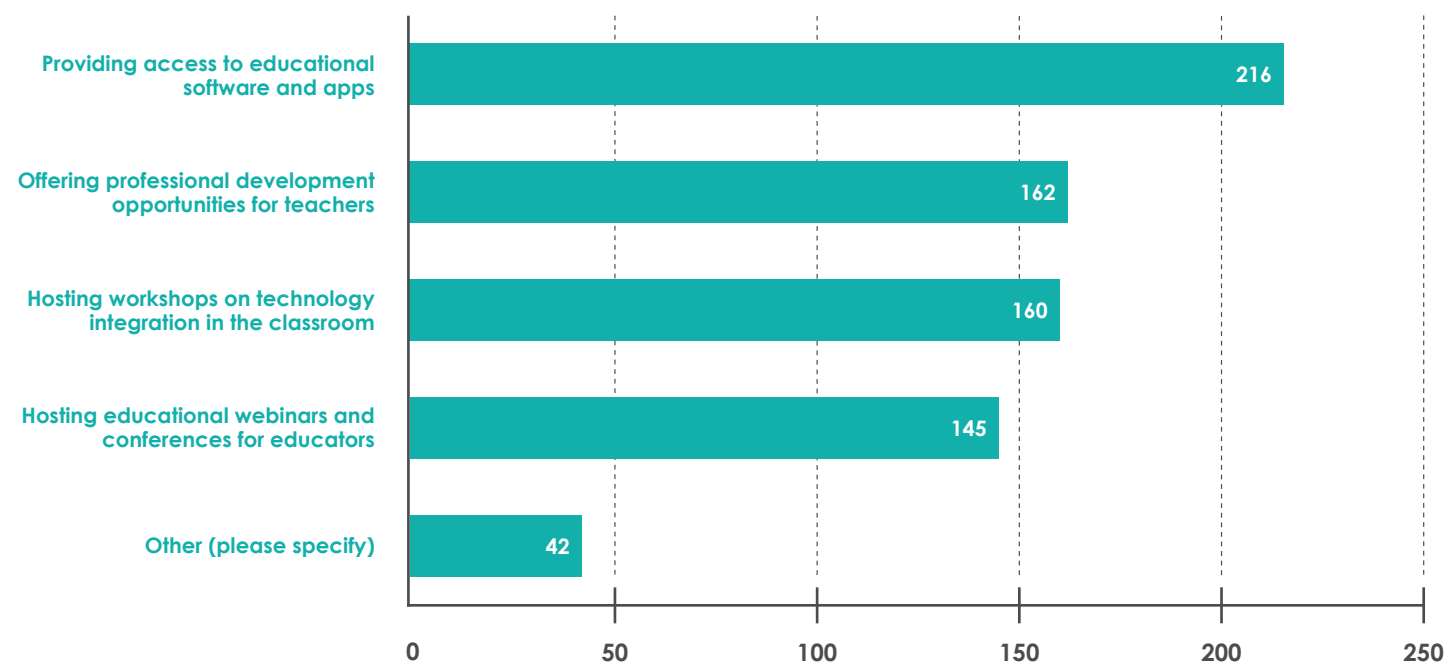
No respondents skipped this question. Promoting government services to the community and collaborating with government agencies are the two most frequent choices representing 31% and 26% of responses, respectively. Other comments include: library branches send representative to community/neighborhood meetings on a regular basis to discuss needs and continue to offer assistance during tax season.

Community Engagement & Input Gathering

Survey Results (Virtual)

Q12. How can the library provide resources and services that support educators in addressing the unique challenges of the 21st-century classroom?

Supporting Educators in Addressing the Unique Challenges of the 21st Century Classroom



No respondents skipped this question. The two most frequent choices represent 30% and 22% of the responses, respectively. Other common comments include: provide easy access to subscription periodicals/newspapers, collaborate with educators and schools to learn their needs, more field trips to the library, AI training, and resources to subsidize resources for teachers (e.g., books, classroom supplies).

Community Engagement & Input Gathering

Survey Results (Virtual)

Q13. Open-ended section for comments and feedback

There were 89 respondents who left an open-ended comment while 249 respondents skipped the question. The following summarizes the open-ended responses.

Community Engagement and Visibility

- Libraries are considered valuable resources, but there's a call for increased visibility and attention from the media.
- Requests for better marketing and promotion of library services within the community.
- Appreciation for the library's public stance on diversity and freedom.

Book Renewals and Collection

- Suggestion to allow people to renew books for a longer period for a fee, especially for popular books during holidays.
- Requests for newer books on the shelves.

Quiet Study Environment

- Desire for the library to maintain a quiet space for studying without having to sign up for a separate closed room.

Facility Upgrades and Safety

- Concerns about the condition of library buildings and safety issues, including the large presence of homeless individuals.
- Concerns about the need for library branches, like Franklin Rd, to be spruced up.

Programs and Events

- Positive feedback on programs and services, especially for homeschooling.
- A retired teacher emphasizes the need for more activities for children in the tech age.

- Requests for more workshops, arts and crafts classes, and a desire for intergenerational gatherings.
- Requests for the library to offer more than just books and DVDs, including tools, maker spaces, and video game rentals.
- Suggestions for partnering with schools to promote field trips to local libraries.

Content Concerns

- Requests to keep certain materials, especially related to sexuality, out of the children's section.

Suggestions for Improvement

- Suggestions for the library to focus on core services, be clear in its mission, and uphold high standards.
- Calls for more support for elders and considerations for the aging population's needs.

Feedback on Survey and Communication

- Some express dissatisfaction with the survey construction and a desire for better communication with local patrons.

Community Engagement & Input Gathering

Survey Results (Paper)

Paper Survey Demographics and Results

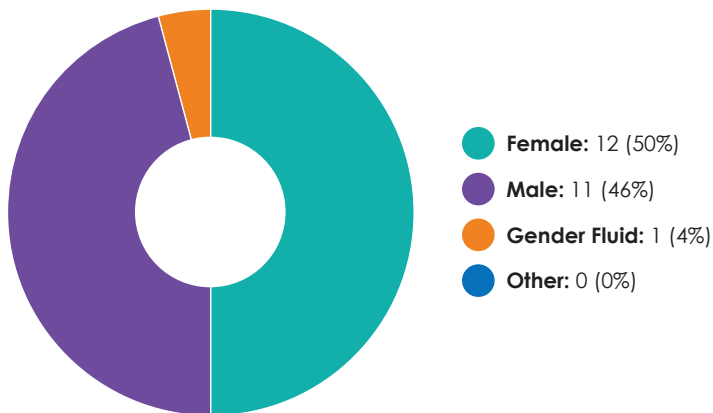
Community Engagement & Input Gathering

Survey Results (Paper)

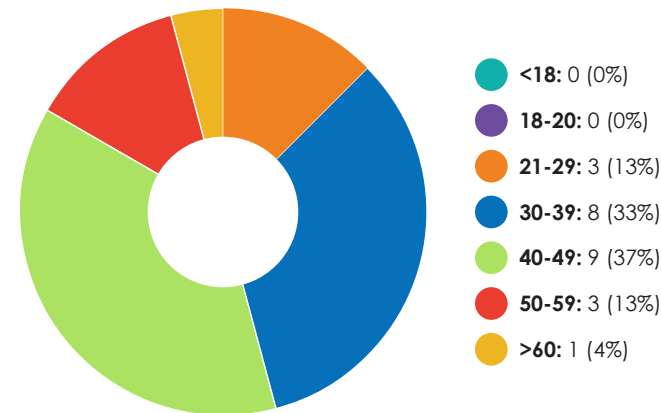
Respondent Demographics (Paper)

The following figures show the gender, age, race/ethnicity, highest level of education, and library service area make-up of the survey respondents. Additional information such as how many respondents skipped questions and open-ended responses are displayed next to each corresponding figure. Please see the appendix for Indianapolis demographic statistics.

Gender



Age



Out of the 24 survey responses, none declined to answer.

No respondents declined to provide their age.

MARION COUNTY
2022
DEMOGRAPHIC
DATA

48% Male
52% Female

25.5% <18
1.6% 18-20
15.4% 21-29
14.9% 30-39

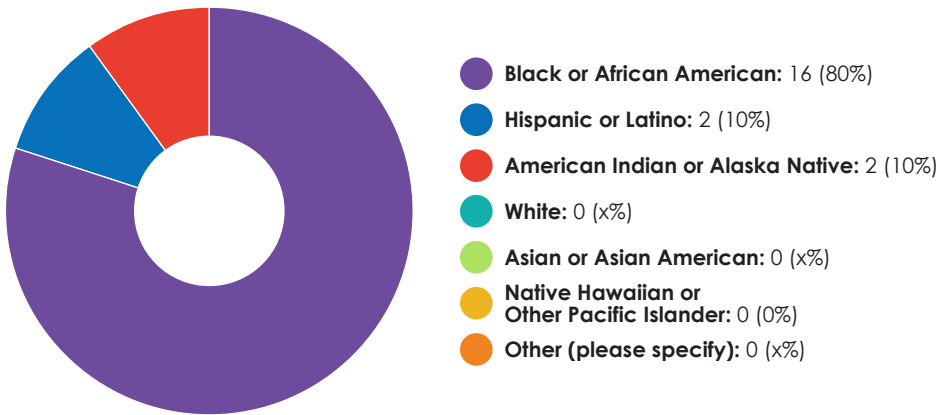
12.3% 40-49
11.6% 50-59
18.6% >60

MARION COUNTY
2022
DEMOGRAPHIC
DATA

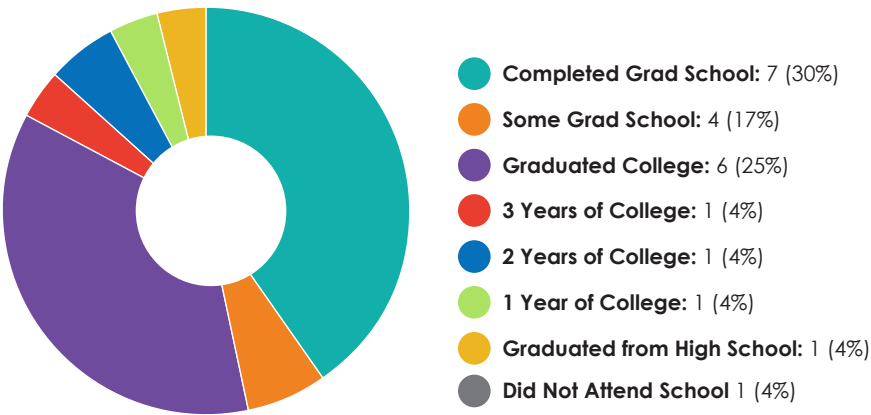
Community Engagement & Input Gathering

Survey Results (Paper)

Race and Ethnicity



Highest Level of Education Completed



Four respondents declined to provide their race/ethnicity.

No respondents declined to provide their highest level of education.

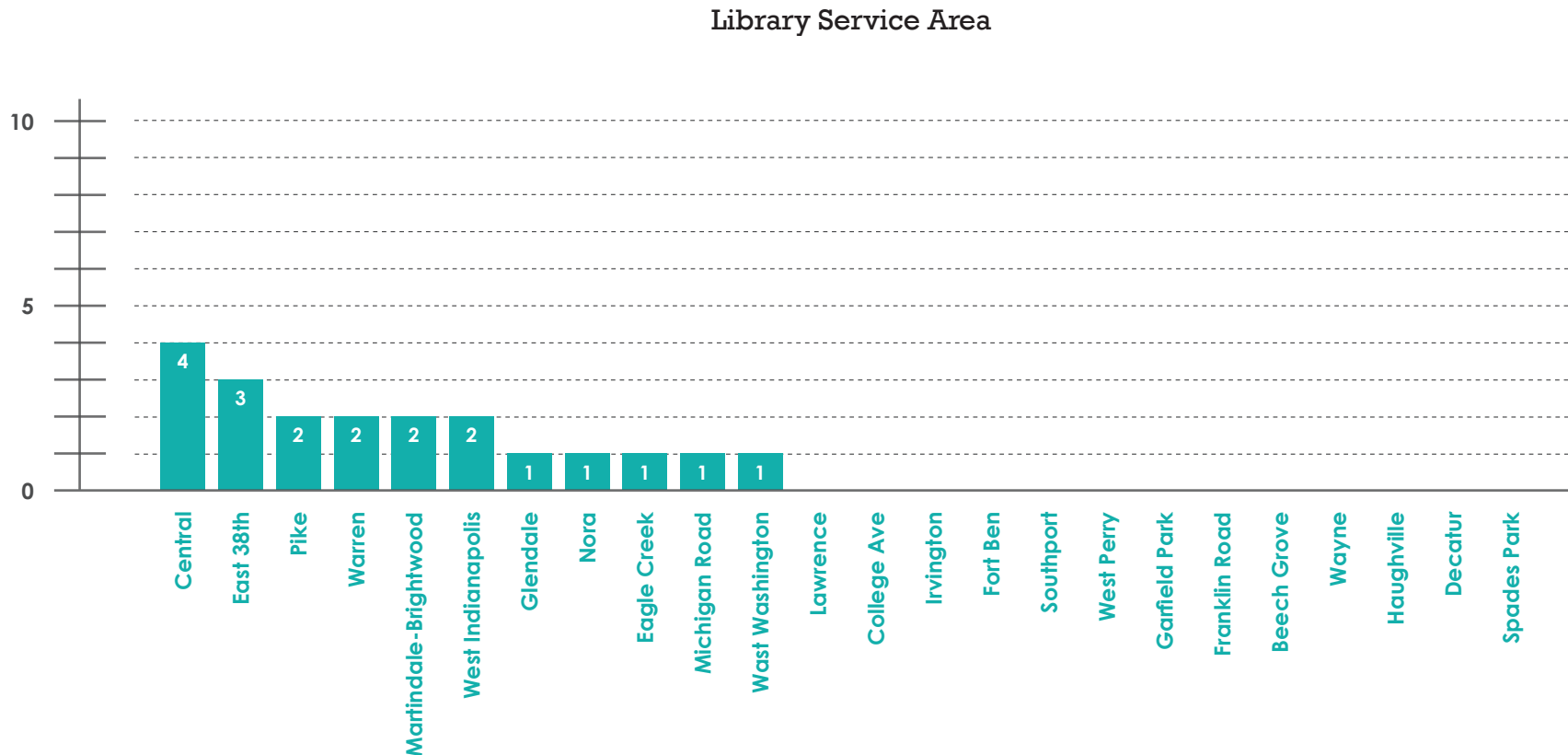
MARION COUNTY 2022 DEMOGRAPHIC DATA	56.4% ... White	
	28.2% ... Black	0.3% Amer. Indian
	11.1% ... Hispanic	0.01% ... Native Hawaiian
	3.9% Asian	

Community Engagement & Input Gathering

Survey Results (Paper)

Respondent Survey Results (Paper)

Following are visualizations of survey results for each question. Additional information such as how many respondents skipped the question and a summary of open-ended responses are displayed next to each corresponding figure.

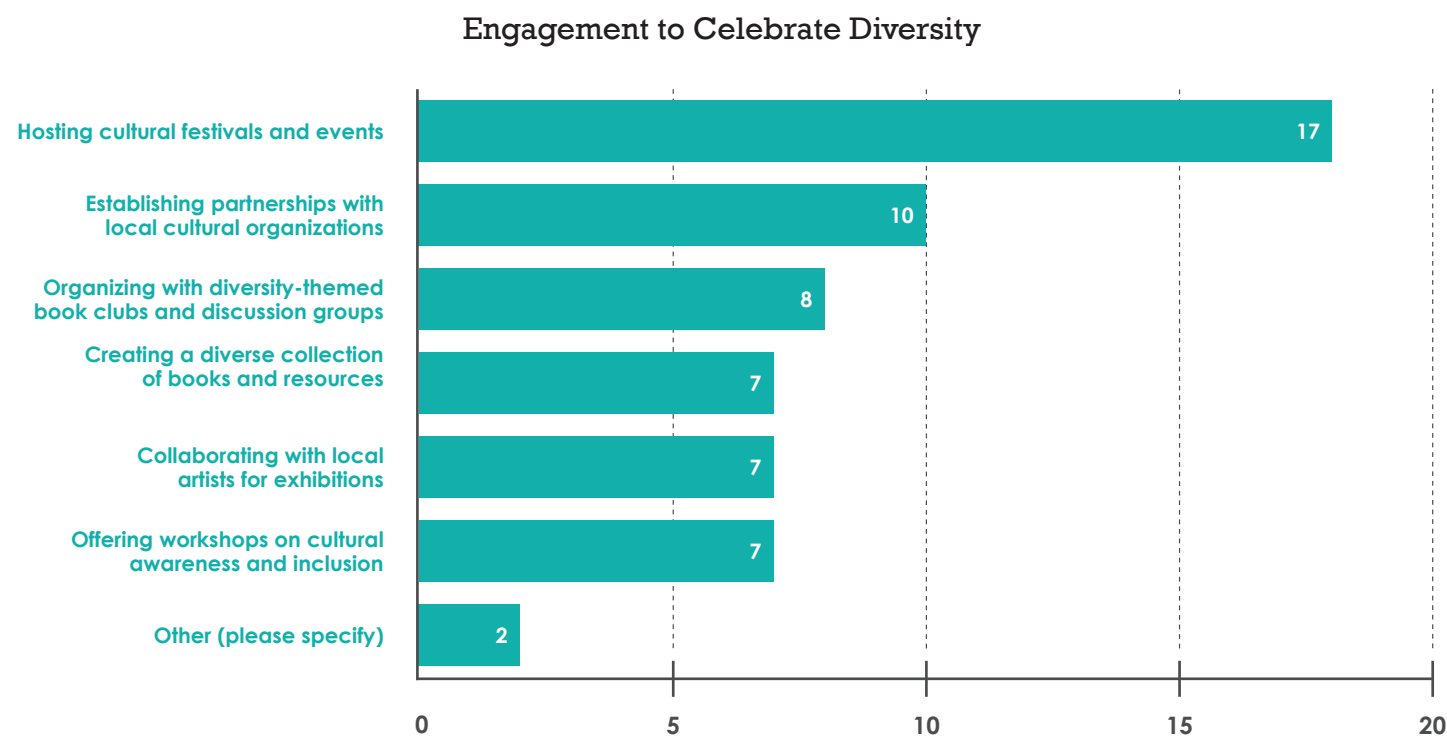


Four respondents provided information that did not coincide with a single library service area and therefore are not shown. Of 20 respondents with valid service areas, 20% use Central, 15% use East 38th, 10% use Pike, and 5% use Glendale.

Community Engagement & Input Gathering

Survey Results (Paper)

Q1. How can the library actively engage with local cultural and artistic communities to celebrate diversity? Select no more than three.

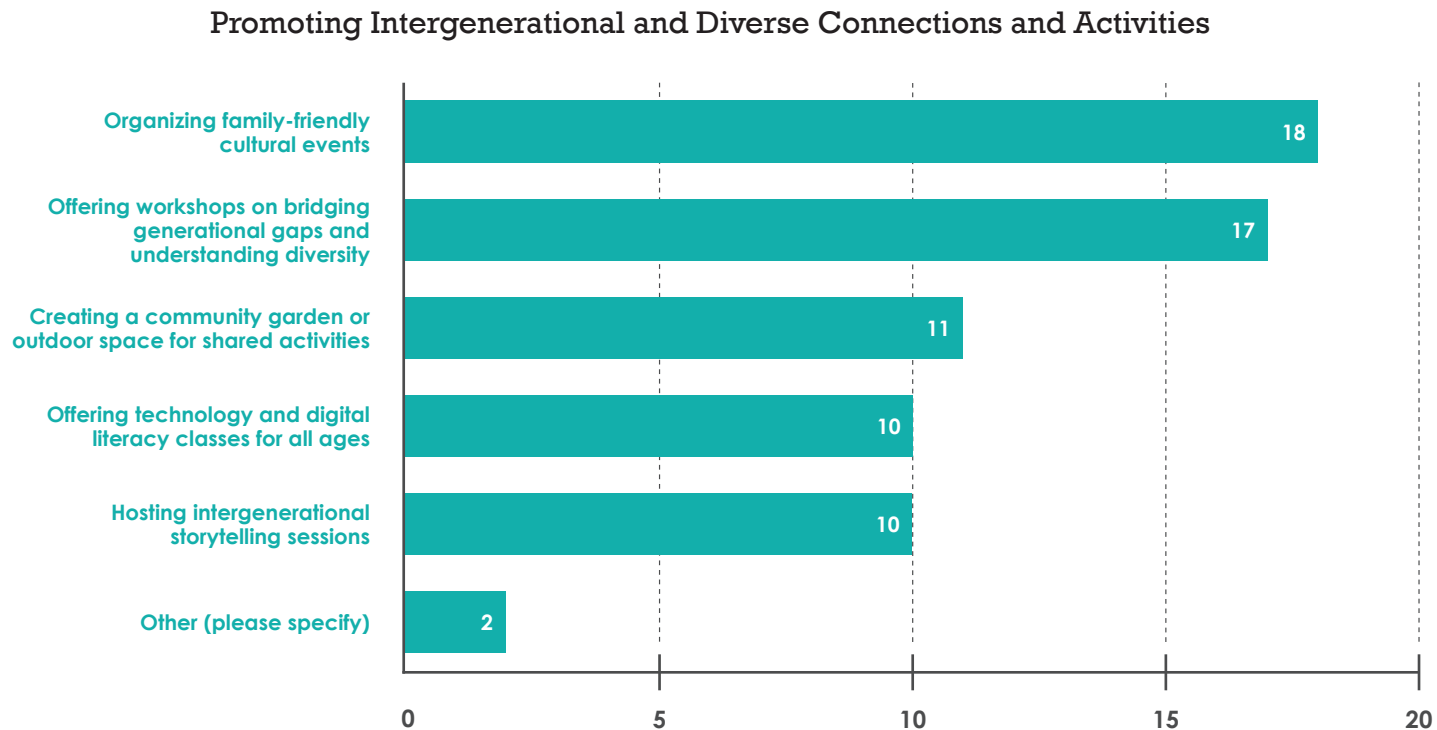


Two respondents skipped this question. Hosting cultural events and establishing partnerships with local cultural organizations are the two most frequent choices representing 40% and 24% of responses, respectively. Note that hosting cultural events was also the most common response among virtual respondents.

Community Engagement & Input Gathering

Survey Results (Paper)

Q2. What role can the library play in promoting intergenerational and diverse connections and activities? Select no more than three.

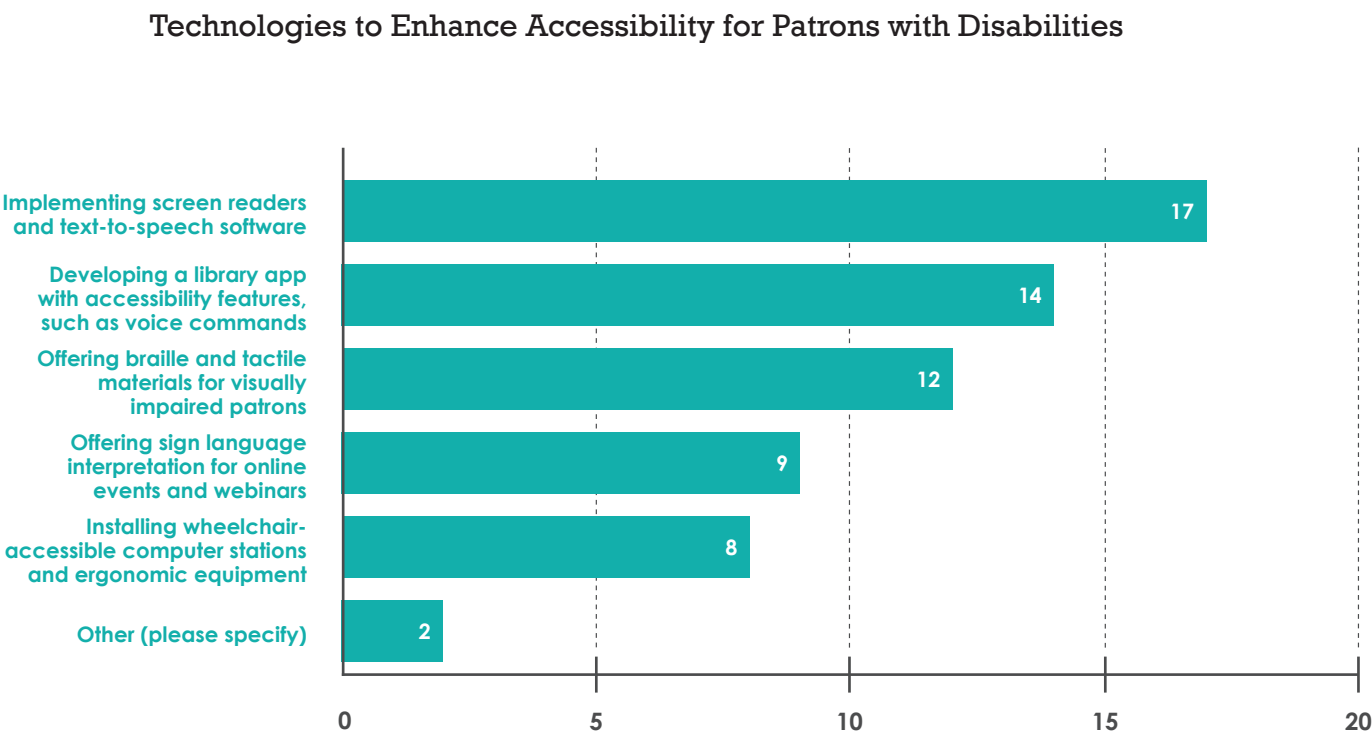


No respondents skipped this question. Organizing family-friendly cultural events and offering technology and digital literacy classes for all ages are the two most common choices representing 24% and 22% of responses, respectively. Other common responses included: hosting events for open dialogue around goals and needs, books clubs, speaker events.

Community Engagement & Input Gathering

Survey Results (Paper)

Q3. How can the library use emerging technologies to enhance accessibility for patrons with disabilities? Select no more than three.

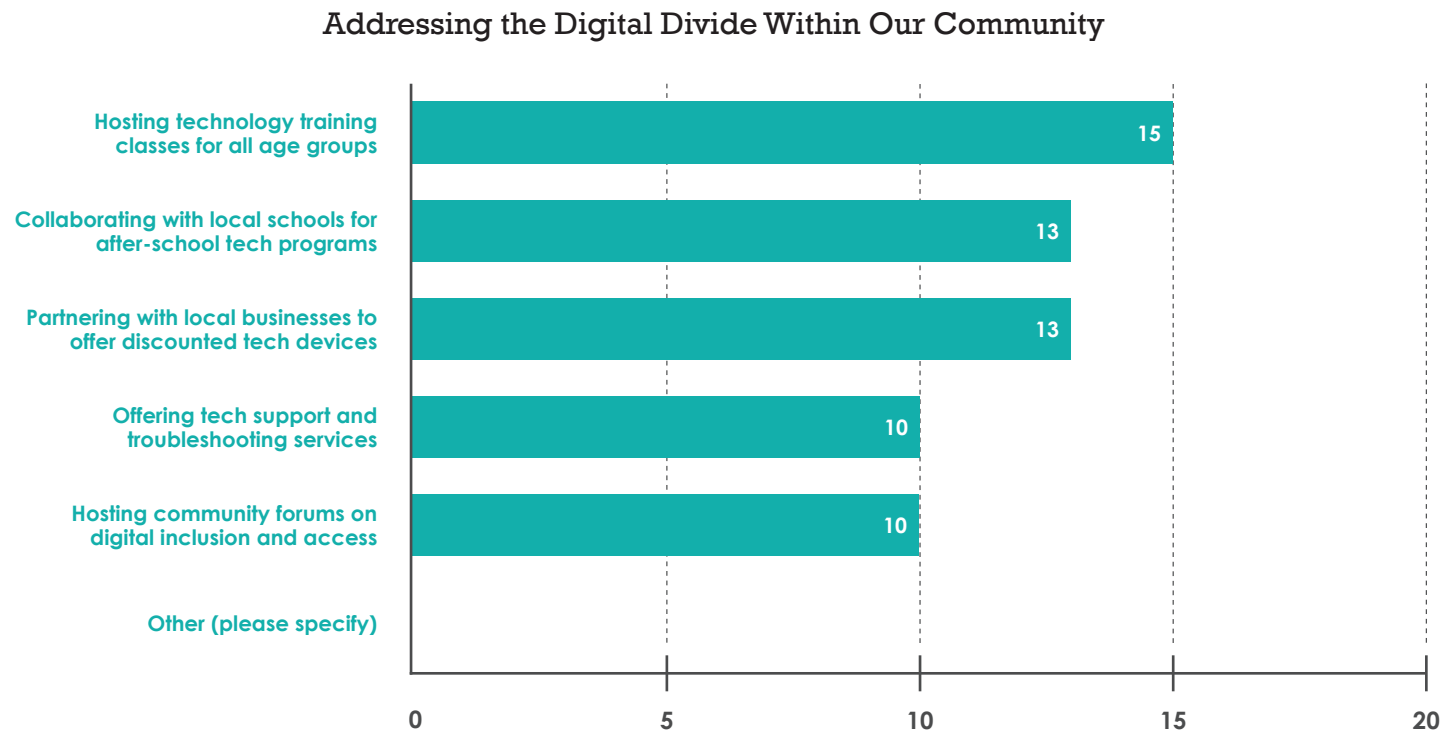


One respondent skipped this question. Implementing screen readers and text-to-text software and developing a library app with accessibility features are the two most frequent choices representing 27% and 23% of responses, respectively. Note that implementing screen readers and text-to-text software and developing a library app with accessibility features were also the two most common response among virtual respondents. The two other comments were “Spanish, French, Creole” and “videography, music, filmography.”

Community Engagement & Input Gathering

Survey Results (Paper)

Q4. What role can the library play in addressing the digital divide within our community and ensuring equitable access to technology? Select no more than three.

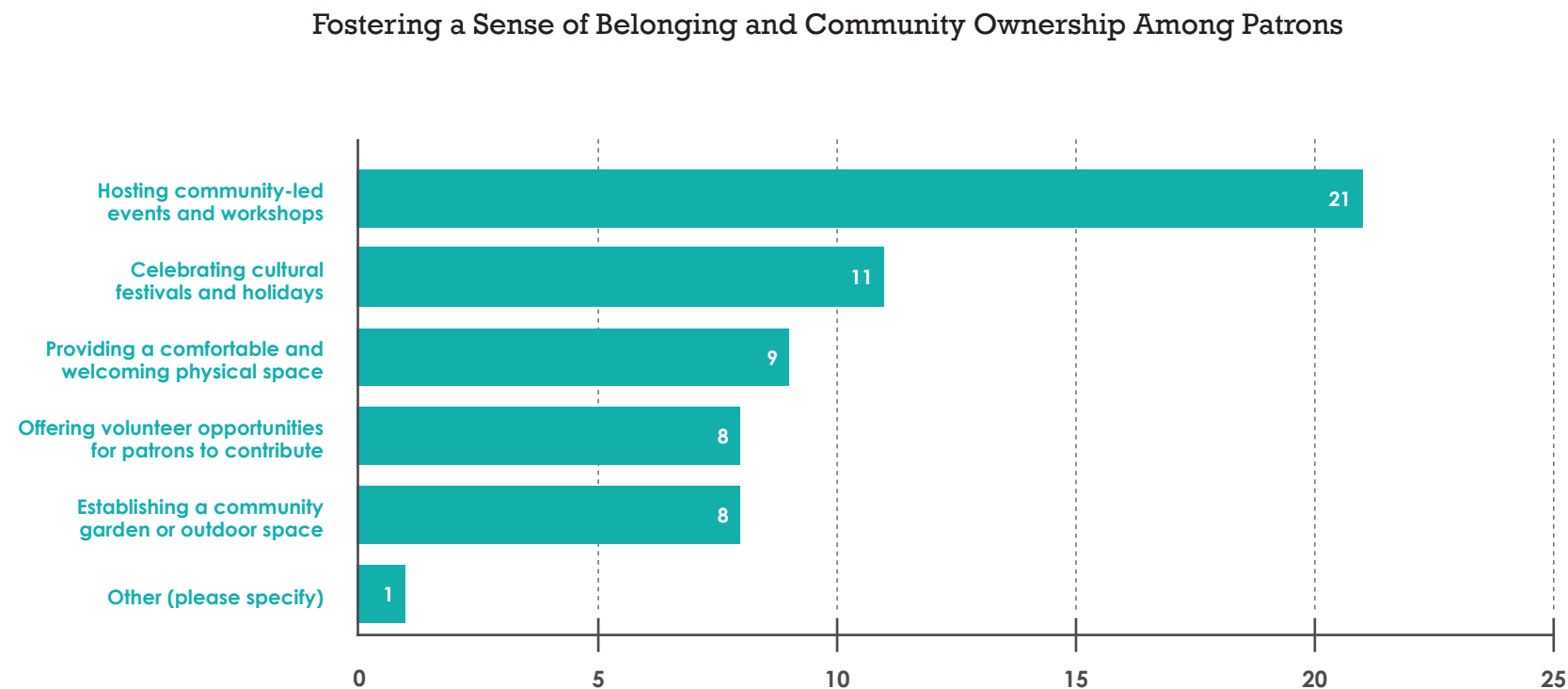


No respondents skipped this question. Hosting technology classes and collaborating with local schools are the two most frequent choices representing 25% and 21% of responses, respectively. Note that hosting technology classes was also the most common response among virtual respondents.

Community Engagement & Input Gathering

Survey Results (Paper)

Q5. How can the library foster a sense of belonging and community ownership among its patrons? Select no more than three.

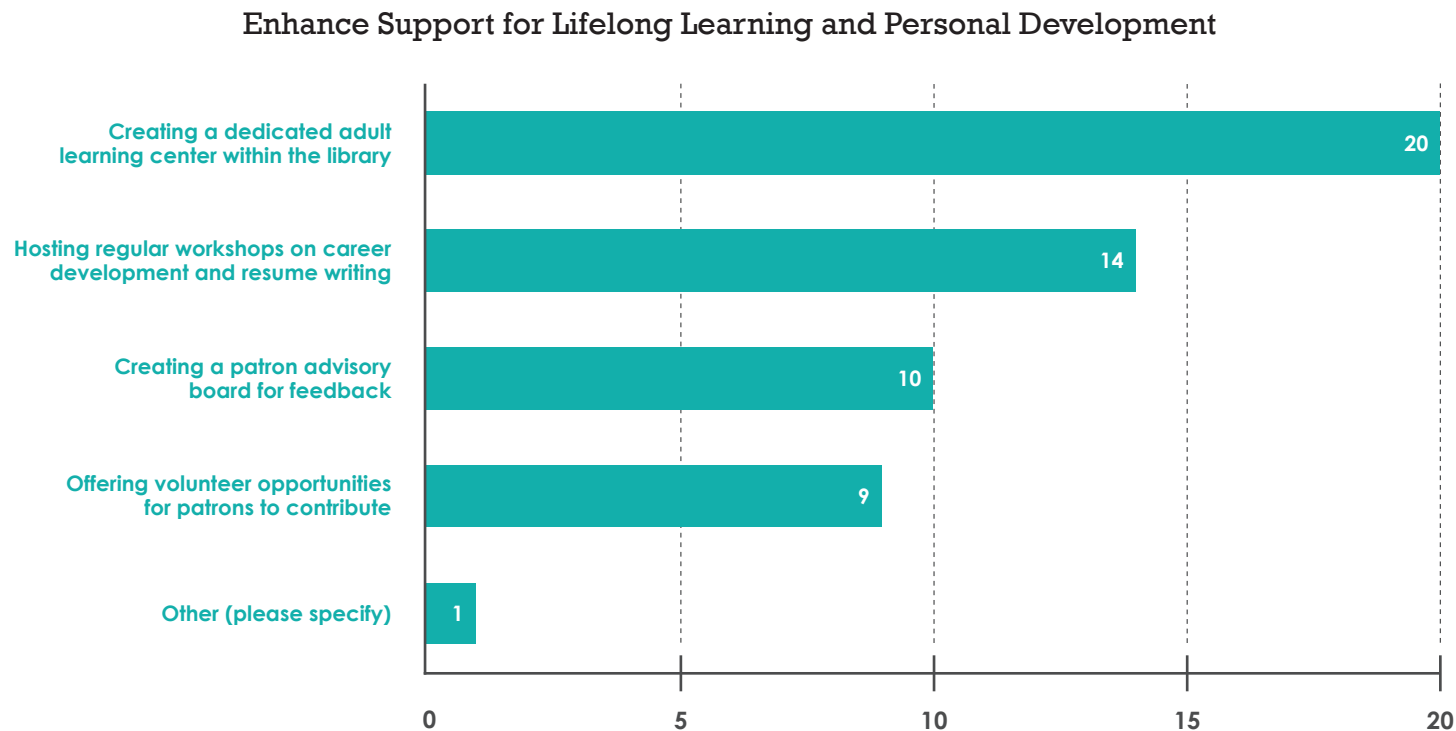


No respondents skipped this question. Hosting community-led events and workshops and celebrating cultural festivals and holidays are the two most frequent choices representing 36% and 19% of responses, respectively. Note that hosting community-led events was the second most common response among virtual respondents.

Community Engagement & Input Gathering

Survey Results (Paper)

Q6. How can the library enhance its support for lifelong learning and personal development, including adult education and skill-building programs? Select no more than three.

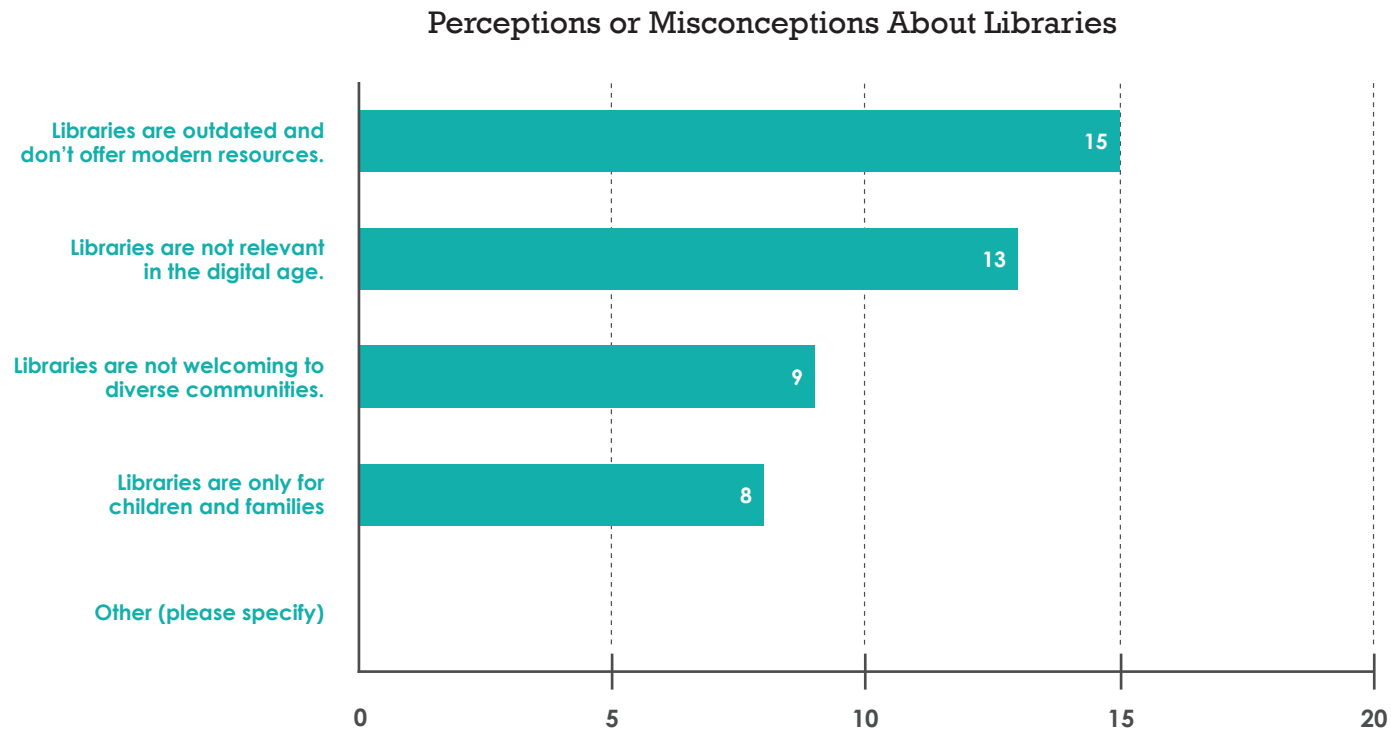


One respondent skipped this question. Creating a dedicated adult learning center and hosting regular career workshops are the two most frequent choices representing 37% and 26% of responses, respectively. Note that those were also the most common response among virtual respondents. The other comment was "classroom space onsite."

Community Engagement & Input Gathering

Survey Results (Paper)

Q7. What perceptions or misconceptions about libraries might be preventing non-patrons from engaging with library services? Select no more than three.

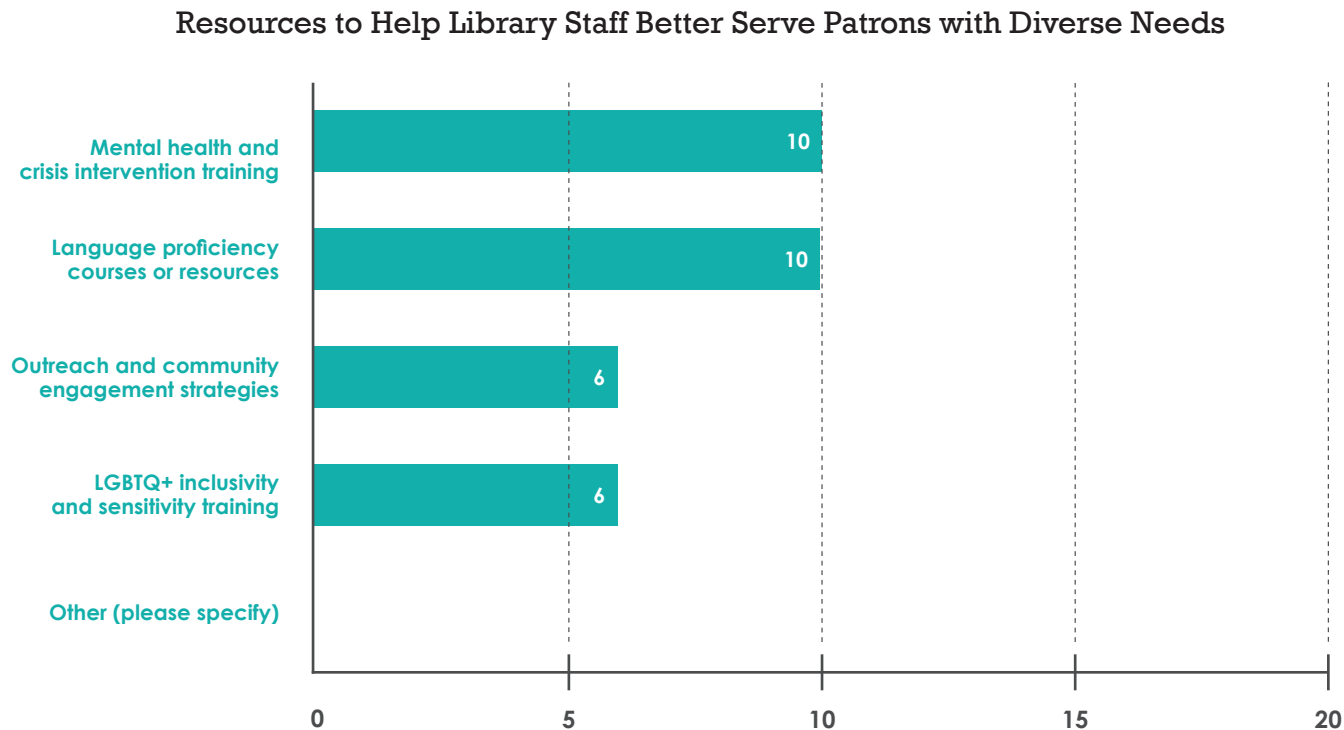


13 respondents skipped this question which could be due to being on the last page and/or time constraints. The two most common misconceptions chosen were being outdated and not being relevant in the digital age. These choices represented 33% and 29% of responses, respectively. Note that these two misconceptions were also the two most common choices among virtual respondents.

Community Engagement & Input Gathering

Survey Results (Paper)

Q8. What training or resources would help library staff better serve patrons with diverse needs and backgrounds? Select no more than three.

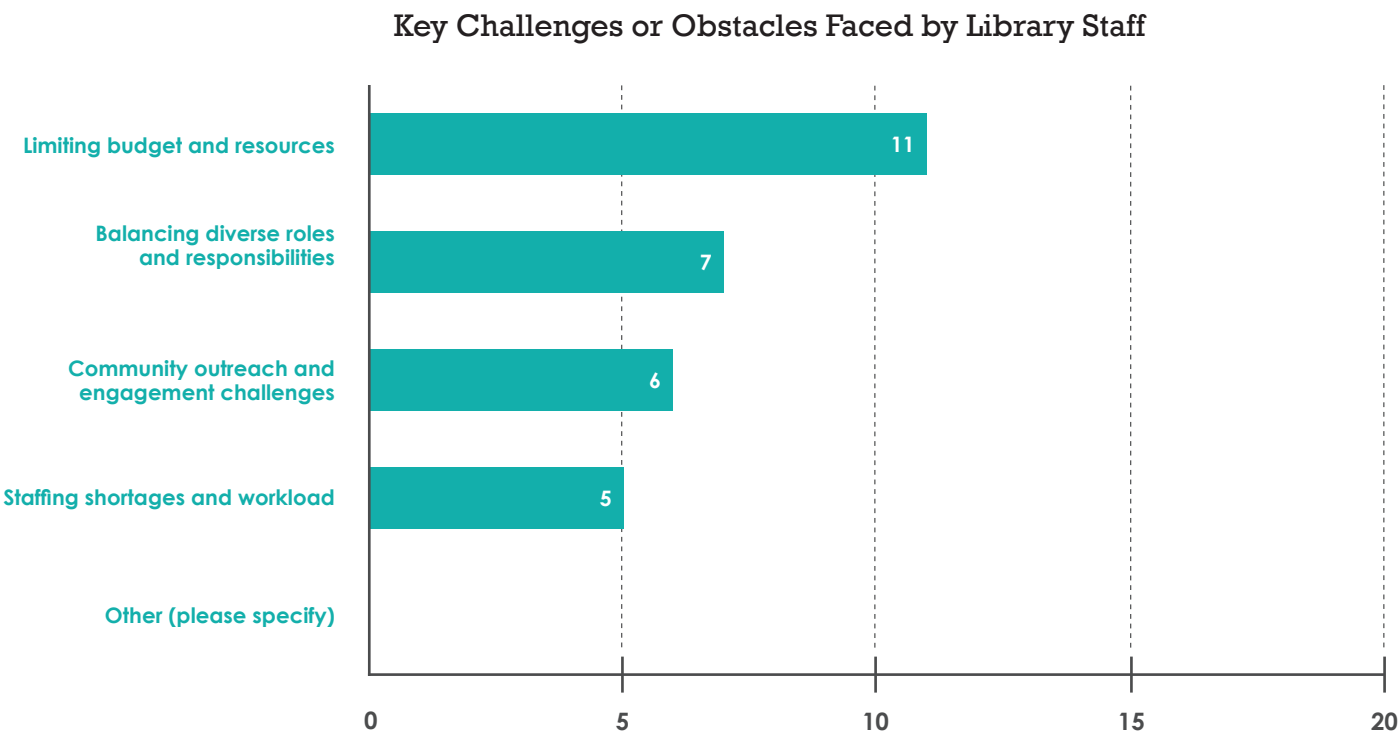


13 respondents skipped this question which could be due to being on the last page and/or time constraints. The two most frequently chose trainings/resources were mental health and crisis intervention training and language proficiency courses or resources, representing 31% and 31% of responses. Note that mental health and crisis intervention training was the second most common choice among virtual respondents.

Community Engagement & Input Gathering

Survey Results (Paper)

Q9. What are the key challenges or obstacles faced by library staff in delivering exceptional services, and how can these be overcome? Select no more than three.

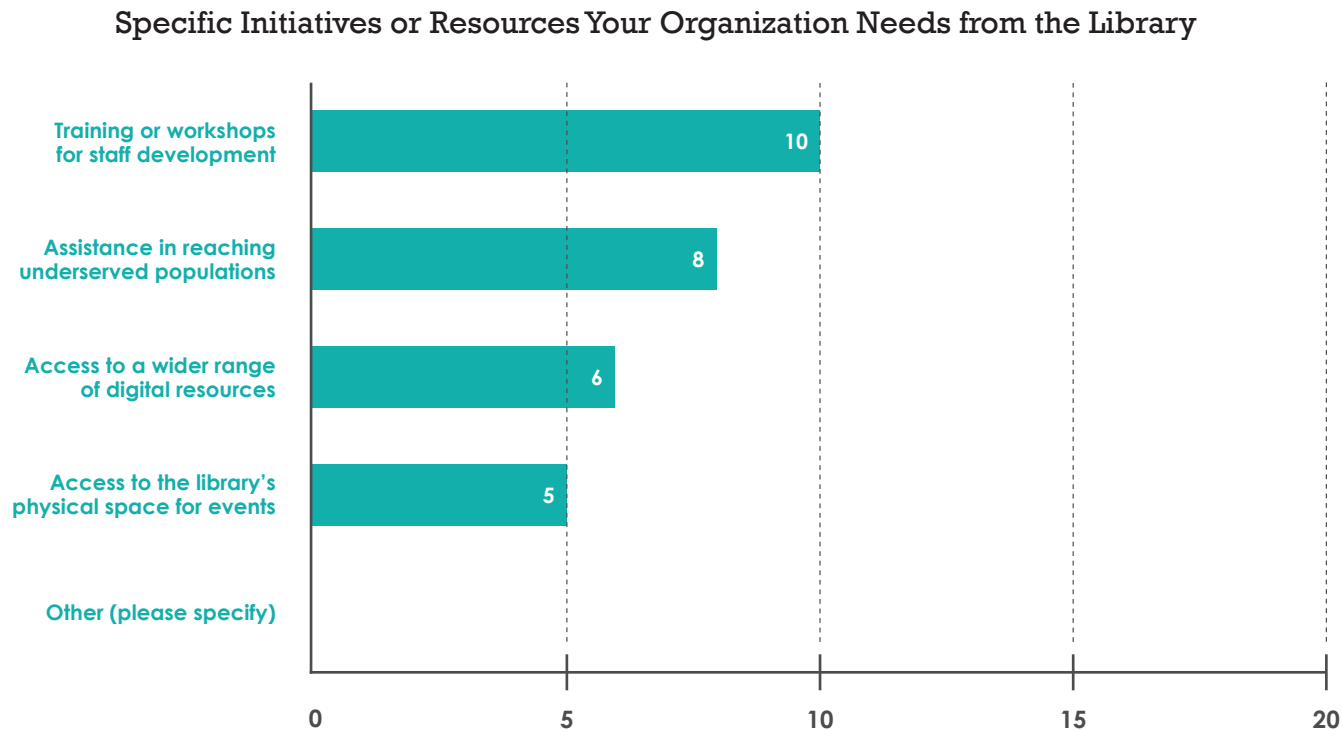


13 respondents skipped this question which could be due to being on the last page and/or time constraints. Limited budget and resources and balancing diverse roles and responsibilities are the two most common responses representing 38% and 24% of responses, respectively. Note that limited budget and resources was also the most common choice among virtual respondents.

Community Engagement & Input Gathering

Survey Results (Paper)

Q10. Are there specific initiatives or resources your organization needs from the library to better serve the community?



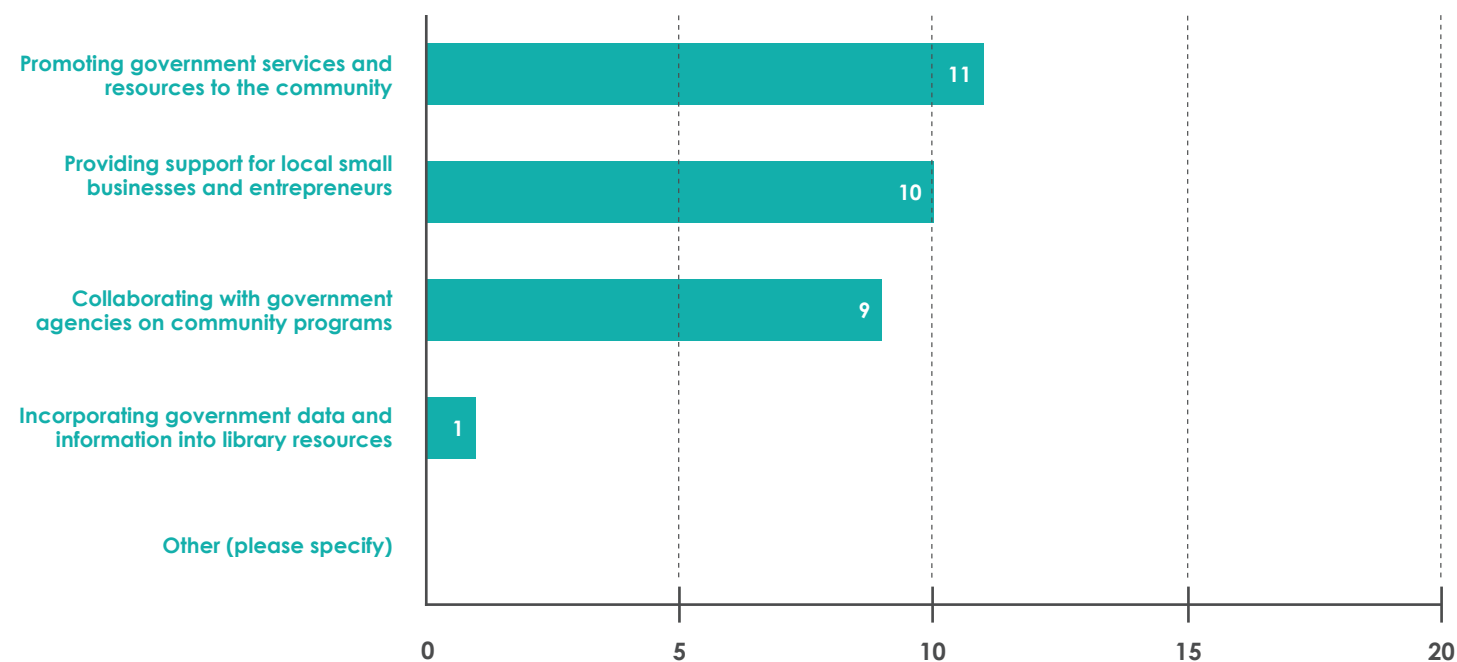
13 respondents skipped this question which could be due to being on the last page and/or time constraints. Training or workshops for staff development and assistance in reaching underserved populations are the two most common choices representing 34% and 28% of responses, respectively. Note that Assistance in reaching underserved populations was the most common choice among virtual respondents.

Community Engagement & Input Gathering

Survey Results (Paper)

Q11. In what ways can the library align its goals with broader government strategies for community development and economic growth? Select no more than three.

Align Goals with Broader Government Strategies for Community Development and Economic Growth



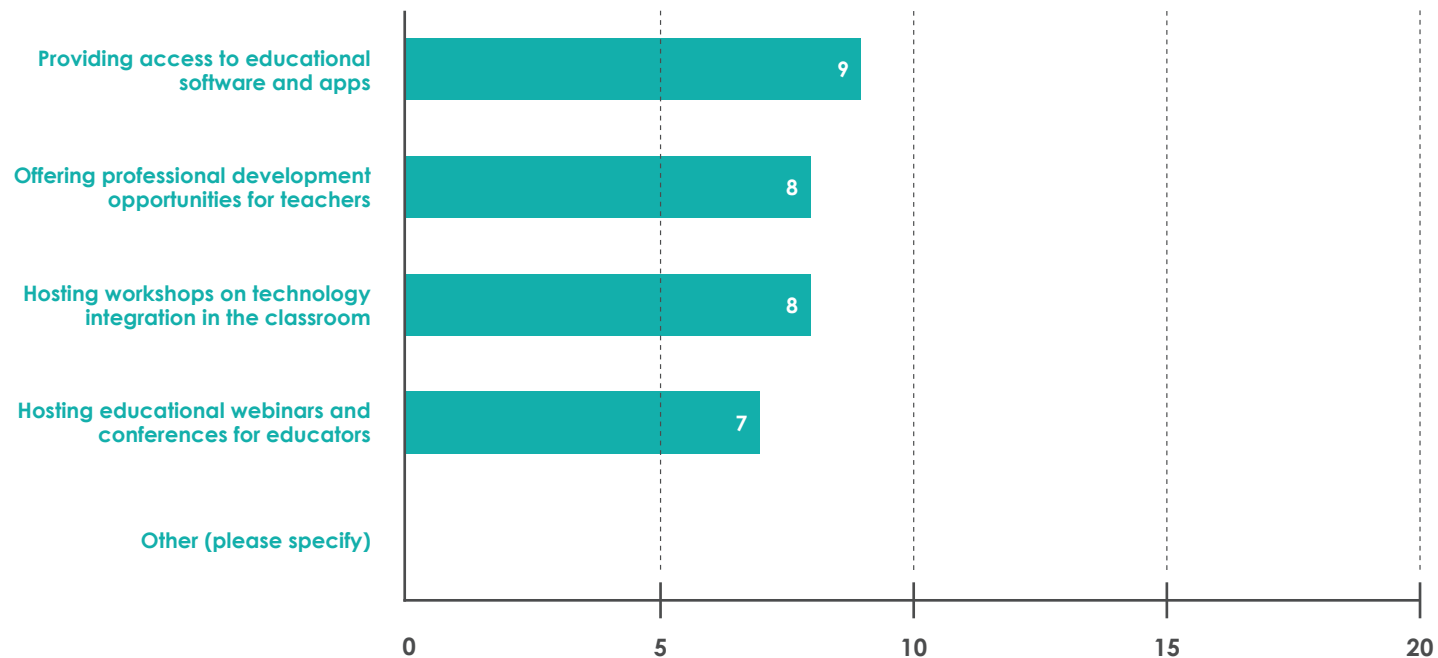
13 respondents skipped this question which could be due to being on the last page and/or time constraints. Promoting government services to the community and providing support for small businesses are the two most frequent choices representing 35% and 32% of responses, respectively. Note that promoting government services to the community was also the most common choice among virtual survey respondents.

Community Engagement & Input Gathering

Survey Results (Paper)

Q12. How can the library provide resources and services that support educators in addressing the unique challenges of the 21st-century classroom? Select no more than three.

Supporting Educators in Addressing the Unique Challenges of the 21st Century Classroom



13 respondents skipped this question which could be due to being on the last page and/or time constraints. Providing access to educational software and offering professional development opportunities are the two most frequent choices representing 28% and 25% of responses, respectively. Note that these are also the two most common choices among virtual respondents.

Community Engagement & Input Gathering

Survey Results (Paper)

Q13. Please use the space below to share any other feedback.

Only one respondent left additional comments: "To meet the needs of those who served at the library, there is a critical need for meeting space for those doing case management support".

Community Engagement & Input Gathering

Discussion Notes

Discussion Notes

In-Person Community Events
and Virtual Employee Event

Community Engagement & Input Gathering

Discussion Notes

In-Person Community Events

Notes were taken by Engaging Solutions staff to capture important points during open discussion at the in-person events.

Community Engagement

- Resume/career center
- Representative attend neighborhood meetings
- Case management service spaces
- Provide mobile services (bring to homes)
- Tutoring

Inclusivity

- Language translators
- Hiring diverse staff
- Wheelchair accessible
- Autistic (quiet spaces)
- Welcoming space for all
- Cultural events

Defining Modern

- Portable workstations with chargers
- Chat GPT
- Accessible coworking spaces
- Technology for students
- Community artist spaces

Challenges

- Upkeep of spaces
- Figuring out disparities
- Outdoor lighting
- Community art galleries

Virtual Employee Event

On January 8, 2024, Engaging Solutions hosted a virtual meeting with library employees from Noon to 1:00 PM with 11 attendees. This served as an opportunity for library staff to verbally share feedback based on four questions asked.

Q1. What training or resources would help library staff better serve patrons with diverse needs and backgrounds?

Suggestions:

- In-person training opportunities (e.g., the unhoused population roundtable was a useful experience for staff to understand their needs).
- There is sufficient online training, but make sure the trainings cater to both auditory and visual learners (e.g., captioning).

Challenges:

- How to help mentally ill patrons experiencing difficulties.
- Training for interacting with teens and children.
- How to best serve technically challenged patrons (e.g., when to teach them or do the task for them).

Q2. How can the library foster a culture of innovation among its staff to continuously improve services?

Suggestions:

- Support from administration: access to conventions/conferences, memberships to Black Caucus American Library Association (BCALA) and REFORMA (promoting library information and resources to Hispanic and Latino population).
- More emphasis on innovation (instead of just training): open discussions and evaluations to share ideas.
- Guidance on how to take reporting and apply it to make improvements.

Community Engagement & Input Gathering

Discussion Notes

Q3. What are the key challenges or obstacles faced by library staff in delivering exceptional services, and how can these be overcome?

Suggestions:

- Upgrading intranet: consistent communication on where to find policy, procedures, and other information. Ownership and subject matter experts for areas in the intranet.
- Onboarding resources for each branch: resource guides and quick overview would build confidence in staff when interacting with patrons.
- Intentional information capturing, sharing, and evaluation: staff are asked about ideas of improvement, they submit their input but don't hear back and nothing is changed.

Q4. How can the library support staff in maintaining a positive work-life balance to ensure their well-being and effectiveness?

Suggestions:

- Hire more staff.
- Consistency in branch manager execution of attendance and other policies (e.g., some managers count calling in sick as a no-call-no-show while others count it as an unexcused absence).
- Paid lunch break.
- Understand and acknowledge differences between internal department staff vs. public facing external staff when creating policy and providing support.
 - » Harder for external staff to have sick days.
 - » External staff deal with tumultuous/disordered behavior from patrons that can cause staff to struggle with their mental health.
 - » More compassion for external staff: library gives staff training, but the library doesn't use that training themselves to support

external staff with their mental health challenges as a result of working with the public.

- » Increase support (e.g., mental health days) and staffing based on number of incidents and not just number of patrons.
- Consistency in sharing and reviewing incident reports and policy.