



WESTCHESTER PUBLIC LIBRARY

Strategic Plan 2022-2027

Adopted by the
Westchester Public Library Board of Trustees
on

December 9, 2021

Strategic Plan Facilitator:

Pamela Seabolt
Midwest Collaborative for Library Services

This document is available on the
Westchester Public Library website
<https://wpl.lib.in.us>

Table of Contents

Appreciations	3
Executive Summary	5
Overview of the Planning Process	6
Westchester Public Library	8
VISION	
MISSION	
CORE VALUES	
GOALS, OBJECTIVES, STRATEGIES	9
APPENDIX A: Statement of Compliance	14
APPENDIX B: Summary of Community Engagement	16
APPENDIX C: Westchester Public Library Community Survey Report	29
APPENDIX D: Strategic Planning Committee SOAR Analysis	72
APPENDIX E: Organizational Competencies	82
APPENDIX F: Evaluation Plan	84
APPENDIX G: Communication Plan / Financial Resources and Sustainability / Professional Development Strategy / Collaboration	85
APPENDIX H: Technology Replacement Plan	87

Appreciations

The development of this robust, 5-year strategic plan took considerable time and dedicated effort from many people, during a highly unusual year in the midst of a pandemic.

While we all felt the widespread weariness of getting up and showing up to days filled with unknowns on a global scale, each person involved in this project brought to it an attitude of yes, and made the work a shining point over several months.

On behalf of the Westchester Public Library, I offer my sincerest thanks to the Trustees, to every single staff member, and to the community as a whole, for bringing your ideas, wishes, vision and verve to our plan.

As we move forward over the next five years, Library staff will ultimately be the ones to make this plan a reality. Their hard work and dedication to the community is evident daily in all that they do, and I know they will bring the same devotion to the goals inherent in this plan.

I also offer my deep gratitude to the Westchester Public Library Board of Trustees for their unflagging support of the Library, coupled with their support for the in-depth processes we undertook to achieve this plan.

We couldn't have done this work without input from the community, and I am grateful for your feedback. From local leaders who agreed to be interviewed, to the many residents who shared their thoughts by answering our detailed survey: thank you. You support the Library by using the Library, and we're glad to learn the sorts of things that will keep you coming back for more.

Finally, a tremendous thank you to Midwest Collaborative for Library Services, for breaking down an enormous, complex project into palatable pieces that didn't overwhelm, and for daylong retreats that saw much camaraderie and laughter.

Westchester Public Library looks forward to the future as we enhance services for your enjoyment, your growth, and the betterment of the community.

Lisa Stamm, Executive Director

Westchester Public Library Board of Trustees

Abbe Trent, President
Kathryn Cochran, Vice-President
Will Sharp, Secretary
Rondi Wightman, Treasurer
Nicholas Tilden
Michele Corazzo
Heather Augustyn

Strategic Planning Committee

Lisa Stamm
Heather Chaddock
Suzi Chomel
Jessica Bartz
Dan Hatch
Heather Augustyn
Kathryn Cochran

Executive Summary

In order to guide this effort, the Library Board elected to work with consultants from Midwest Collaborative for Library Services to facilitate a strategic planning process that would help to align Westchester Public Library services with the aspirations and needs of the community.

Based on the work of the Harwood Institute for Public Innovation, community members were asked “What kind of community do you want?” and “How might the Library help?”

The Strategic Planning Committee recommended that the Library Board adopt three strategic priority areas for the period of 2022-2027. These strategic priorities are:

EXPAND AND MODIFY SPACE

We will create functional indoor and outdoor spaces.

FOSTER MULTICULTURALISM

We will nurture and strengthen multiculturalism in our community through collaborations and services.

OUTREACH TASK FORCE

We will be present and participate in community events and organizations, and provide services beyond the Library walls.

Overview of the Planning Process

1. The Library Board considered, discussed, and approved the recommendation of the Executive Director to work with consultants from the Midwest Collaborative for Library Services (MCLS) to facilitate the creation of a new strategic plan based on community needs. MCLS, based in Lansing, MI, is a non-profit, member-driven organization whose mission is to facilitate sharing resources and collaborate with other organizations to benefit Indiana and Michigan libraries.

MCLS uses a planning process based on “The Harwood Institute for Public Innovation’s “Turning Outward” approach. “Turning outward” is a process that entails taking steps to better understand communities; changing processes and thinking to make conversations more community-focused; being proactive to community issues; and putting community aspirations first.

2. A seven-person Strategic Planning Committee was assembled, which included representatives from the Library Board and Library Management.
3. At an initial meeting with the MCLS consultants in August 2021, the Strategic Planning Committee brainstormed a list of community leaders to interview. The goal was to identify participants that represented as many groups and stakeholders as possible in the Westchester Public Library (WPL) service area.
4. Strategic Planning Committee members were each assigned several community leaders to interview. Nearly all WPL staff also interviewed each other as part of this process. The interview was based on The Harwood Institute’s “Ask” exercise, which entails asking five simple questions to get to a sense of people’s aspirations for the community, and how the Library might help the community achieve those aspirations.
5. MCLS consultants compiled information from the community conversations with the community leaders, along with the staff interviews, in order to identify themes. This information was used to create a “community narrative” to summarize the public knowledge that was gathered.
6. In addition to the public knowledge, MCLS consultants and Library Administration created and administered a detailed community survey to gather specific Library usage and service information. The information gathered from the community survey was compiled and analyzed.
7. The Strategic Planning Committee met in October 2021 to review the summary of community input. This was followed by the group participating in a Strengths, Opportunities, Aspirations, and Results (SOAR) analysis of the Library, to identify the same. The strengths provided the basis for the development of the Library’s Mission and core values. The aspirations became the basis of the Library’s

Vision, and the opportunities resulted in the identification of the three key strategic priorities.

8. In October 2021, MCLS consultants met to work with a committee of key library staff on the creation of a tactical plan to address the strategic directions that were identified by the Strategic Planning Committee.

The group answered the following questions for each priority:

- “How will people benefit?”
- “How will the community benefit?”
- “What activities might occur?”
- “What will success look like?”
- and “What organizational issues will need to be addressed, including facilities, staffing, policies, technology, and so forth?”

This work created the basis for the development of goals, objectives, and activities that make up the 5-year strategic plan.



WESTCHESTER PUBLIC LIBRARY

VISION

The Westchester Public Library vision is to be the community hub for resources, engagement, and better lives for all.

MISSION

The Westchester Public Library mission is to provide core services that connect and engage all.

CORE VALUES

Integrity

We approach everything with honesty and a sense of responsibility.

Adaptability

We take time to listen, understand, and respond with adaptability and flexibility.

Quality of Life

We see and value everyone as individuals and we welcome all.

Alive & Vibrant

We approach everything we do with energy, passion, responsiveness, and dedication.

Quality, Diverse Offerings

We build a foundation of engagement and connection through diverse services and collections.

KEY STRATEGIC PRIORITIES 2022-2027

1. EXPAND AND MODIFY SPACE

We will create functional indoor and outdoor spaces.

2. FOSTER MULTICULTURALISM

We will nurture and strengthen multiculturalism in our community through collaborations and services.

3. OUTREACH TASK FORCE

We will be present and participate in community events and organizations, and provide services beyond the Library walls.

Strategic Priority 1: Expand and Modify Space

We will create functional indoor and outdoor spaces.

Goal 1: Create a comfortable and productive experience for people by providing accessible, safe, and environmentally conscious indoor and outdoor Library spaces

Objectives:

- ▶ Use of indoor and outdoor spaces for Library activities will increase annually
- ▶ Participation in outdoor Library activities will increase annually
- ▶ People will say they can navigate and utilize library spaces with ease
- ▶ Staff will have more comfortable and accessible workspaces

Goal 2: Cultivate the Library as an appealing destination in the community where people can come together to connect, collaborate, engage, learn, and study in flexible and enjoyable spaces

Objectives:

- ▶ People will report using collaborative spaces to meet, work, or study
- ▶ Library visits will increase annually

Goal 3: Develop space to nurture creativity and experiential learning

Objectives:

- ▶ Teen program attendance will increase annually
- ▶ Teens will say they feel welcome
- ▶ People will say they had an enriching library experience

- ▶ People will say they learned something new or had a new experience at the Library

Strategic Priority 2: Foster Multiculturalism

We will nurture and strengthen multiculturalism in our community through collaborations and services.

Goal 1: Enrich people's lives by providing experiences where all feel welcome and included

Objectives:

- ▶ People will say they feel welcome
- ▶ People will say they gained a new perspective or participated in a new experience
- ▶ People will say they found what they needed at the Library and had no barriers to service
- ▶ People will say they had a multicultural experience at the Library they would not have had otherwise

Goal 2: Foster services and spaces that are accessible and adaptable for all demographics and abilities

Objectives:

- ▶ Circulation statistics will increase annually
- ▶ Multi-generational activities will increase annually
- ▶ People will say they see themselves reflected in spaces, services, and resources at the Library

Goal 3: Position the Library as a trusted resource for diverse and reliable information and services

Objectives:

- ▶ People will say the collection is diverse, current, and timely
- ▶ The Library will partner with cultural groups annually
- ▶ People will indicate they were inspired to learn more
- ▶ The Library will provide multicultural programs annually

Strategic Priority 3: Outreach Task Force

We will be present and participate in community events and organizations, and provide services beyond the Library walls.

Goal 1: Expand the presence of the Library into the community

Objectives:

- ▶ Library cardholders will increase annually
- ▶ Library newsletter subscribers will increase annually
- ▶ Outreach staff will attend community events annually
- ▶ People will say that they used a library service or event within the last year

Goal 2: Meet people where they are and increase access to library services and resources

Objectives:

- ▶ The number of Homebound Delivery patrons will increase annually
- ▶ Circulation of digital and physical materials will increase annually

Goal 3: Expand the reach of the Library by creating and fostering partnerships within the community

Objectives:

- ▶ Strategic community partnerships will increase annually
- ▶ Staff will indicate they built a new community connection or partnership within the last year
- ▶ Participation in the Friends of the Library will increase annually

Summary of Community Engagement

Westchester Public Library embarked on a new strategic planning process in August 2021, which included engaging members of the community. This report summarizes the engagement process and resulting themes that were identified. “Community” has been defined as the Westchester Public Library’s service area.

The Library used one-on-one interviews with a wide variety of community residents, community leaders, and Library staff members to identify this information. The interviews were based on the Harwood Institute model of community engagement, which seeks to “Turn Outward” to the community to determine their aspirations, and, in turn, to prioritize services that are in alignment with the true needs of the community.

The members of the Library’s strategic planning committee conducted one-on-one interviews with various community residents and leaders in August 2021. These interviews were opportunities for residents to discuss their aspirations for the community, the concerns they have about reaching those aspirations, and to identify areas where the Library might help the community reach its aspirations. Community residents and leaders were interviewed; additionally, Library staff members interviewed each other, seeking the same information as the interviews from the community.

The notes from the interviews have been summarized in a blended community narrative and public knowledge summary. The community aspirations and community concerns have also been organized in word cloud illustrations. Additionally, information on how the interviewees believe the Library might help the community to reach its aspirations are organized and themed.

Community Narrative

Community members openly shared their aspirations and concerns. The following is a narrative of the information, summarized in a blended form of the Harwood Institute models of the “Community Narrative” and “Public Knowledge Summary.”

NOTE: It is important to recognize that this was written in a specific time frame and context. Locally and nationally, incredible political polarization and division exists, with frustrated people across the community and across the political spectrum. We were in year two of a pandemic that caused disconnection, isolation, and fear for many. These issues came through clearly in the interviews and are important to consider when using the community narrative and public knowledge summary to guide long-term planning.

Westchester Public Library Community Narrative/Public Knowledge Summary

The Westchester Public Library community aspires to be a welcoming, friendly, diverse, and safe community in which everyone feels included, accepted, supported, and respected, with plenty of opportunities for personal enrichment and recreation throughout all stages of life. People want to be fully engaged and connected, and would like to work collaboratively with agencies so that the community can strategically grow with an eye towards future-thinking, while being conscious of accessibility and environmental concerns.

A diverse community where everyone feels welcome and included

Almost everyone interviewed wanted a community that is welcoming, friendly, and safe, with a hometown feel where neighbors could get to know each other, and kids could safely ride their bikes and play outside; many felt they already live in such a community. Along with this theme were the aspirations to live in a diverse community that is inclusive, accepting, supportive, compassionate, and respectful, where everyone feels included and heard, regardless of race, gender, religion, socio-economic status, age, or political stance.

There was acknowledgement that the community has a majority Caucasian population, but there was a true desire for everyone in the community to be open and accepting of all people and that differences would be celebrated. Many, however, expressed deep concerns of division in the community and said that there is still work to be done so that everyone felt safe and accepted, where differing voices, ideas, and opinions are intentionally sought out and heard. Some shared that they felt unwelcome and bullied because “being different is not ok.” Community members shared a strong desire for

everyone to be able to step forward to share thoughts and ideas in a safe way, to be able to come together to listen to all viewpoints equally, and to work together to find solutions.

Many shared that community leadership needed to be truly representative of all voices in the community, because diverse voices are often not intentionally sought out and therefore are “lost,” or not heard equally when making decisions. “Having diversity in leadership will lead to better policies.”

All points of view and beliefs should be heard equally to gain understanding, and everyone deserves to be treated with respect and humanity. There was a strong desire to bring people together in open dialogue and public discourse to help foster a sense of community, and to not shy away from tackling “difficult subjects” such as intolerance.

A community focused on collaborative and transparent future-thinking, strategic growth, and local opportunities

Many interviewed shared that they wanted opportunities that would support the local economy, and that could truly be a “live, work, play” community, where they could meet all their needs without leaving the area. People wanted a thriving downtown and to add businesses that add to the tax base without losing the “small-town feel” that comes with having “big box” or chain stores.

Some shared the community needed more local retail businesses to create “destinations” for the high number of tourists through the area, and others wanted a variety store, such as a drug store or grocery store, in the town’s center to find everyday essentials without having to go outside of town.

Some also felt that more focus and awareness on the arts may also bring in more “art” businesses in town. Some expressed concern over the vacant buildings and houses, and would like to see a plan to address these, as well as creating a solid mix of commercial and residential properties in the community. However, there was a concern about overdevelopment as well, and people wanted to be mindful of this to maintain the natural wildlife habitats in the area.

Population growth in the area was noted, and there was a call for local leadership to bring all voices from the entire local area (Chesterton, Burns Harbor, and Porter City) together so all the communities might work together to benefit each other. People also expressed a need to strategically plan and involve everyone in the community (business owners, local organizations, members of the community), as well as collaborating with those in surrounding areas. Many talked about a need to create a sustainable future for

the community by creating a community redevelopment plan that is more progressive and authentic and looks well into the future (70+ years) to gauge the impact on future generations. There was a call for leadership to create a more progressive community plan.

Concerns were expressed that there isn't enough public education and outreach about local economic growth plans, which leads to misunderstandings and opposition to projects. Many felt that local groups are often competitive with each other and hoard information, rather than working collaboratively and sharing information for the greater good.

A connected community with plenty of opportunities to engage

Many intensely feel the local and national divides, and are craving connection with each other. People shared that it's hard to get to know neighbors because of community growth and would like to see more events and places that not only encourage personal growth, but also encourage interpersonal interactions so they can meet new people, have opportunities for new experiences, and greater understanding of others.

People would also like to take part in opportunities that demonstrate and share social and civic responsibilities, such as becoming volunteer opportunities and learning how to be more engaged in the community and with local leaders.

Some shared that there is a physical divide that has developed in the community as well, with the Highway 49 divide and expanding areas. These physical divisions are causing people to feel disconnected, as well as disconnecting them from ready access to services to meet their needs. Others shared concerns that people were isolated in the community because of their language, cultural, or social background, and therefore may not know how to connect with services or others in the community.

Barriers also exist for some around access to technology or the internet, which causes disconnect from other community members, knowledge of events, or community concerns. There was a strong desire to continue breaking down barriers and to remove gatekeeping so that people can engage and contribute equitably and openly.

Community that supports personal enrichment & recreation

Many of those interviewed shared that the schools and educational opportunities in the community were wonderful, but they also wanted a community that supports opportunities for enrichment, growth, and recreation for people of all ages. Community members wanted plenty of free opportunities to be able to have new experiences and

easy access to learning materials, community information, and local resources. Many also wanted community-wide events such as festivals and parades, and more cultural events, such as for the arts and artistic expression, cultural festivals, food festivals, and cultural performances, and especially events focused on the Hispanic community.

Many expressed a desire for engaging and enriching activities and safe spaces that encouraged enrichment and discourse around difficult topics, or a place where they could ask questions about difficult topics, especially for children. There was a concern that difficult societal topics were not being discussed with children, and people wanted a space for kids to be able to come together to ask questions and to see themselves represented and reflected.

An accessible community

An accessible community was also an aspiration. Many wanted a walkable community, one which included connecting more of the community with sidewalks and creating a more walkable downtown destination. A need to address downtown parking, adding streetlights (especially downtown), and filling in holes in the roads were also expressed as concerns.

A concern about transportation barriers in the community was important because the train doesn't run through town any longer and many people may not have access to a vehicle on a regular basis.

Many indicated the need for increased access to more local businesses to get what people want. Concern was expressed that several local businesses and restaurants close very early and/or are closed on certain weekdays, with the result being that those who work and live in the community (not to mention visitors and tourists) cannot visit those businesses during their select open hours.

An environmentally conscious community with outdoor spaces and activities

Many wanted to live in a community that is environmentally conscious and proactively plans to maintain and preserve the local ecosystem. People wanted to live in a beach community that maintains wooded areas and educates and preserves the lakeshore area and local wildlife habitats.

They also wanted to live in a community that is conscious about local air quality and seeks experts to do environmental testing (for example, from effects of the steel industry) to maintain quality of life.

Having a thriving park system and creating plenty of opportunities for outdoor activities were also important. Leading a downtown beautification effort, creating space for community gardens and outdoor events, and having plenty of walking paths and bike trails available so people did not have to rely on cars to get around were also important. People wanted to be able to maintain a healthy and active lifestyle in their community.

Community Aspirations



Community Concerns

division
opportunities
inaccessible
unkind
lack of diversity
disengaged
civic and social engagement for youth
exclusion
collaboration isolated environment
bullying
imbalanced growth
lack of communication
disconnected
unwelcoming

How Might the Library Help?

Interviewees were asked how the Library might be able to help achieve the community aspirations and address community concerns. Many of the people interviewed felt that the Library is “already doing a great job,” providing needed services, and doing good work in the community.

The responses from the interviews on how the Library might help were compiled and loosely themed, and are listed below. The themes are listed in the order of most mentioned, and some suggestions could fall under more than one category. It’s important to note that these suggestions were often activities or services that the Library already conducts, in addition to ideas for new activities or services.

We want opportunities to connect and engage

People are looking for opportunities to connect and engage, and they trust the Library to be able to bring people together to have important conversations and public discourse. Those interviewed felt strongly that providing these opportunities for the community plays a very important role in education, and wanted to stress that “it’s not political, it’s critical” right now.

Those interviewed see the Library as a trusted source for providing objective discussion space and credible sources of information. The “Library [is] a source of not only information but of belonging and connection.” The Library can leverage a wide range of resources and research capabilities on specific topics that could be used across people’s learning journeys and be promoted as a community resource.

People also see the Library as a trusted institution to provide facilitated lectures and forums, book studies, and panels on different topics, and suggested the possibility of collaborating with community partners and other organizations to come together in conversation around community needs.

They also feel the Library is a trusted organization that could serve as an example in the community to reach out to diverse groups to discover their needs in the community (for example, access to healthcare or learning how to contact the town board), and then advocate for those needs within the community and with community leaders. People feel the Library can help lead future generations to be part of community discussions.

People also see the Library as a partner in promoting community initiatives, services, and information. The Library, through partnerships and awareness of the community, could highlight ways to help raise awareness about issues in the community. One

suggestion was to provide opportunities or education to empower people to speak up and take action, thereby ultimately moving people from complaining into more productive efforts and results.

We want diversity and cultural awareness

People shared in the interviews that the Library should (and does) support cultural awareness and provide culturally diverse activities, performances, and learning experiences, through its own programming and initiatives, and in partnership with other organizations in the community.

The Library could seek out partnerships in community ethnic organizations, and reach out to minority communities. It was suggested that the Library could be, and in many ways already is, a “one-stop cultural center” to provide resources, programs, and cultural experiences for everyone in the community. People also felt the Library could be a place to bring people together to talk about diversity, equity, and inclusion (DEI). People also wanted Library materials, displays, and publicity to continue to reflect diverse groups of people.

We want to be personally enriched and have opportunities for recreation

People in the community want to have a wide variety of enrichment opportunities for all ages, and trust the Library to help fulfill that need. Community members suggested that the Library could partner with the Parks Department or Chamber of Commerce to co-sponsor some events.

Since the Library is limited on space, partnering with organizations and thereby taking events and programs out into the community will provide for more enriching opportunities for all. Community members also have a desire to have more outdoor programs in general and programs in the park from local organizations.

The Library could also expand literacy efforts, and growing the Library’s partnership with Duneland schools was cited as an important collaboration in literacy efforts. Literacy is also more than just books and reading, and people feel the Library also works to and should work to increase media literacy and civic literacy.

More Opportunities for Teens and Tweens

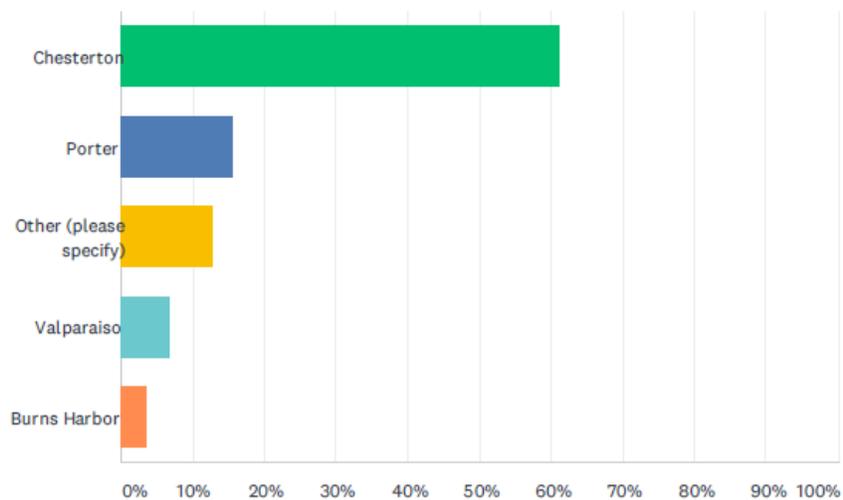
Many people wanted to see more opportunities for teens and tweens both from the community as a whole and at the Library.

More Opportunities for Youth

Many of those interviewed shared there were lots of opportunities for youth at the Library and in the community, but felt that more could always be done to encourage kids to connect and engage.

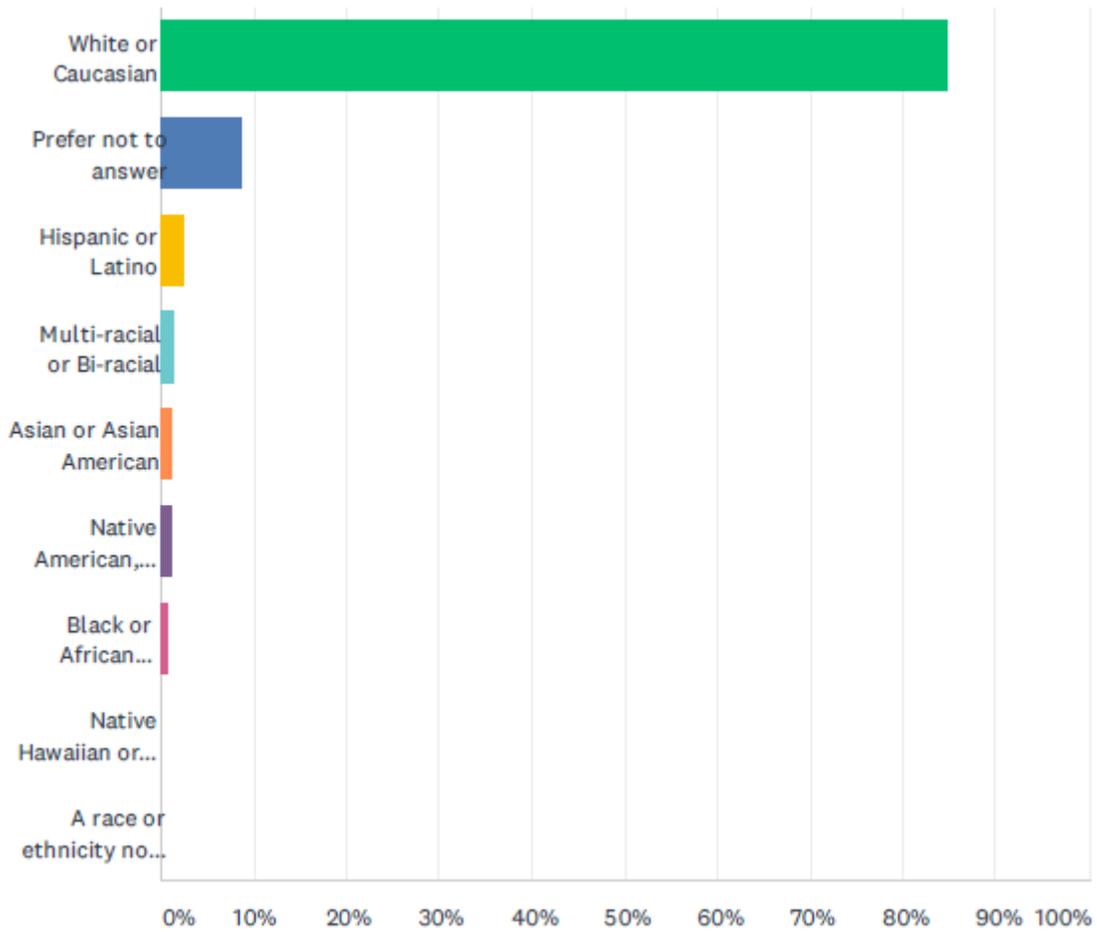
Westchester Public Library Community Survey Report

What town do you live in?



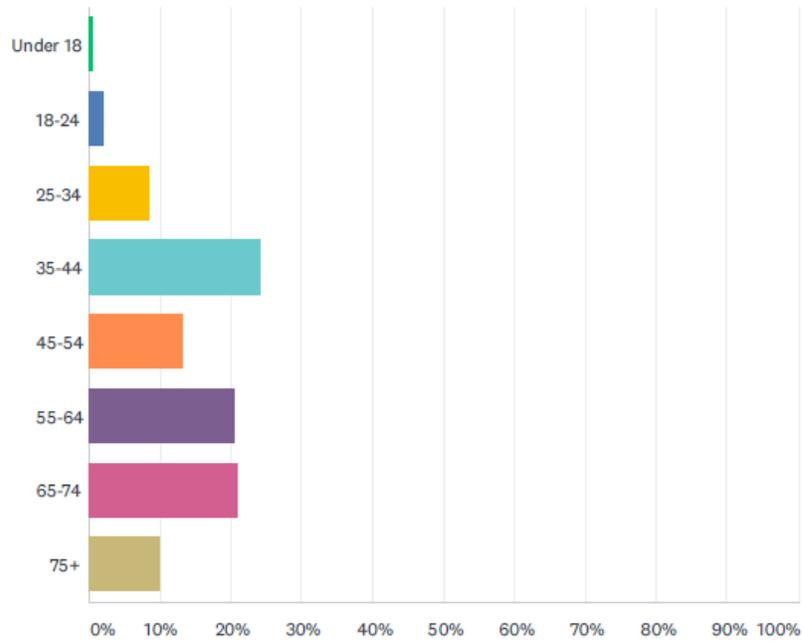
ANSWER CHOICES	RESPONSES	
Chesterton	61.07%	298
Porter	15.78%	77
Other (please specify)	12.70%	62
Valparaiso	6.97%	34
Burns Harbor	3.48%	17
TOTAL		488

Which of the following best describes you?



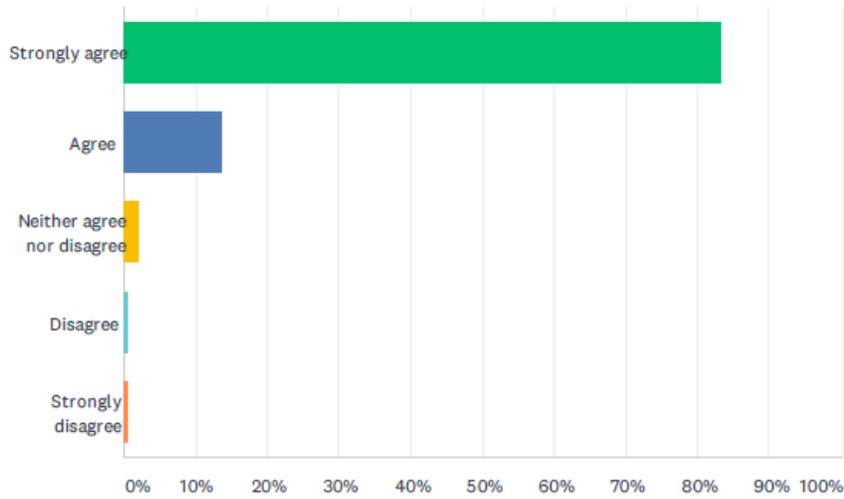
ANSWER CHOICES	RESPONSES	
White or Caucasian	84.77%	412
Prefer not to answer	8.85%	43
Hispanic or Latino	2.47%	12
Multi-racial or Bi-racial	1.44%	7
Asian or Asian American	1.23%	6
Native American, American Indian, or Alaska Native	1.23%	6
Black or African American	0.82%	4
Native Hawaiian or other Pacific Islander	0.21%	1
A race or ethnicity not listed here	0.21%	1
Total Respondents: 486		

What is your age?



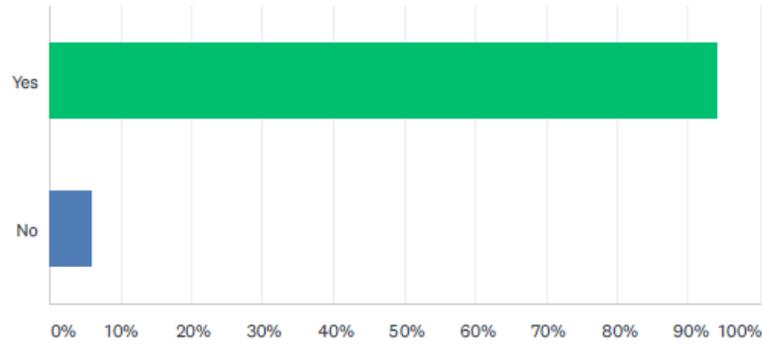
ANSWER CHOICES	RESPONSES
Under 18	0.62% 3
18-24	2.07% 10
25-34	8.49% 41
35-44	24.22% 117
45-54	13.25% 64
55-64	20.50% 99
65-74	20.91% 101
75+	9.94% 48
TOTAL	483

I consider Westchester Public Library to be an important part of the community.



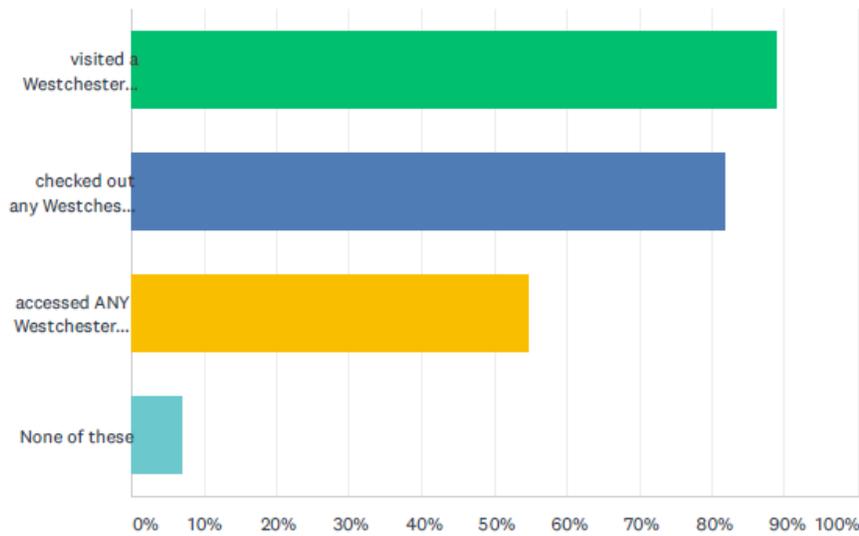
ANSWER CHOICES	RESPONSES	
Strongly agree	83.16%	405
Agree	13.55%	66
Neither agree nor disagree	2.05%	10
Disagree	0.62%	3
Strongly disagree	0.62%	3
TOTAL		487

Do you have a Westchester Public Library card?



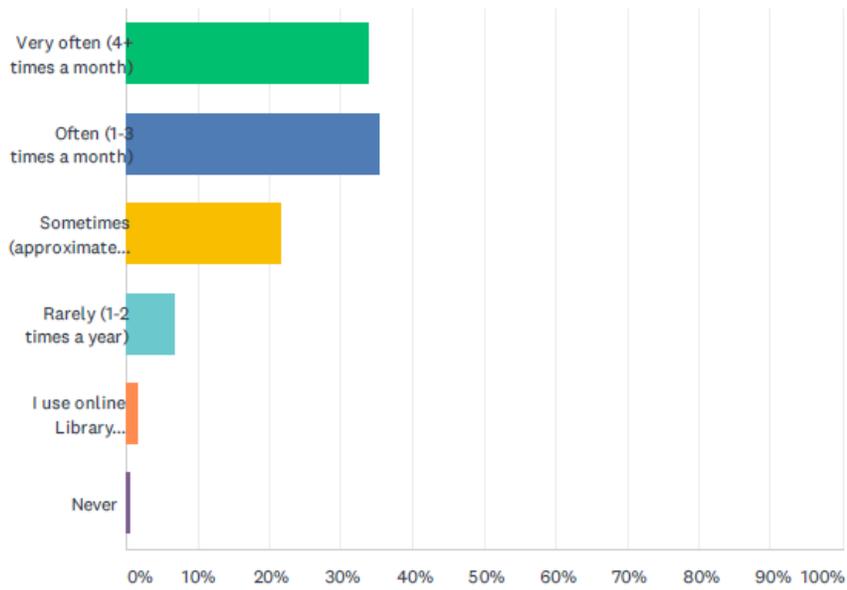
ANSWER CHOICES	RESPONSES	
Yes	94.05%	458
No	5.95%	29
TOTAL		487

Please choose any that apply. In the last 2 years, have you..



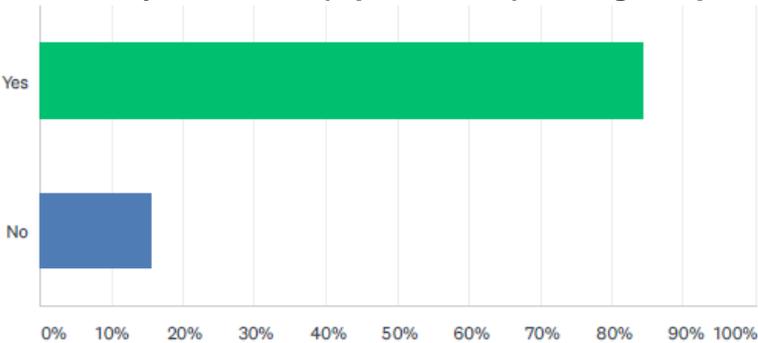
ANSWER CHOICES	RESPONSES	
visited a Westchester Public Library branch?	88.98%	436
checked out any Westchester Public Library materials (including online)?	81.84%	401
accessed ANY Westchester Public Library resources online?	54.90%	269
None of these	7.14%	35
Total Respondents: 490		

How often do you visit the Library?



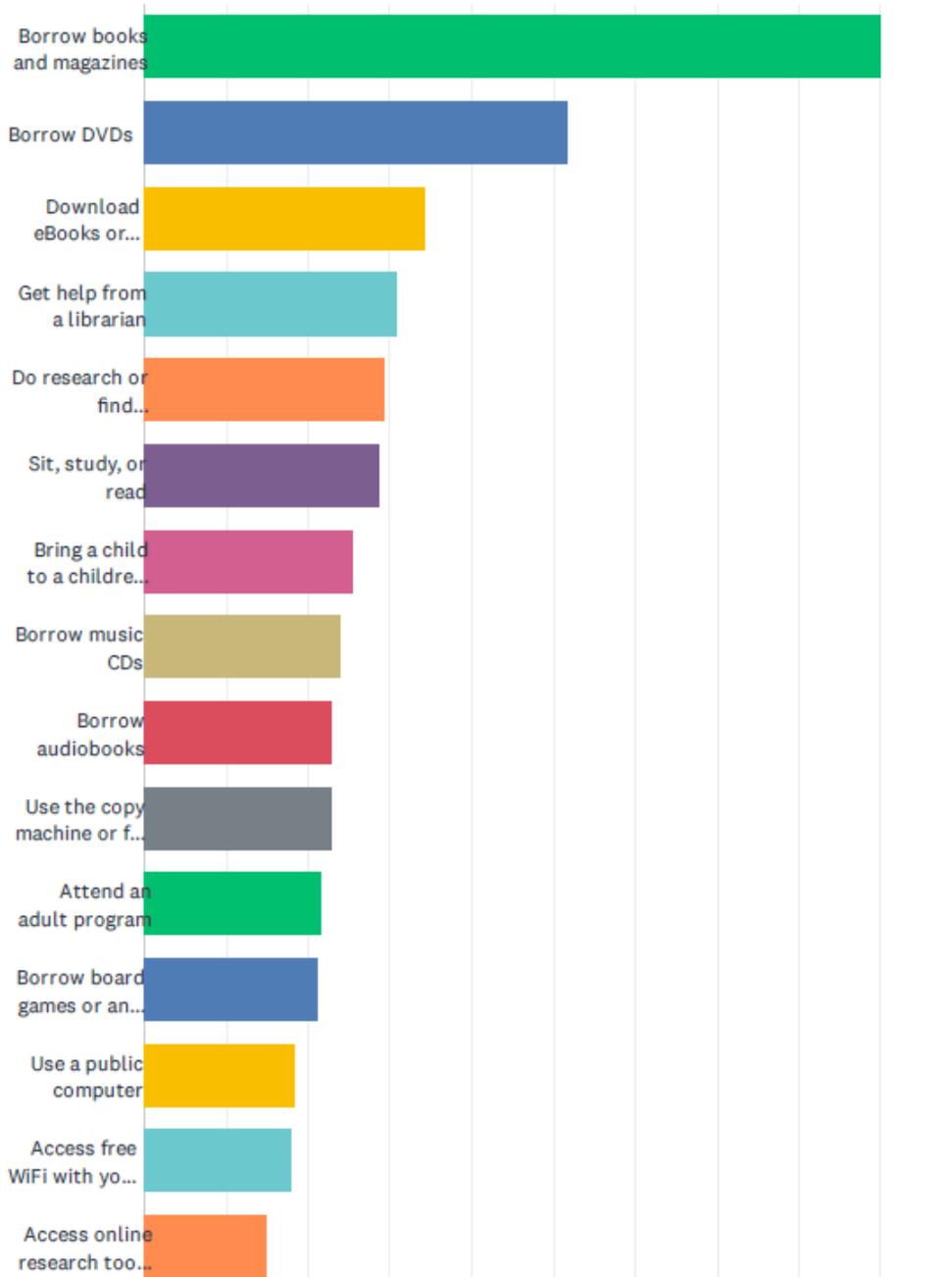
ANSWER CHOICES	RESPONSES	
Very often (4+ times a month)	33.89%	141
Often (1-3 times a month)	35.34%	147
Sometimes (approximately every other month)	21.63%	90
Rarely (1-2 times a year)	6.73%	28
I use online Library resources only	1.68%	7
Never	0.72%	3
TOTAL		416

Have you visited the Library's website (wpl.lib.in.us) during the past year?



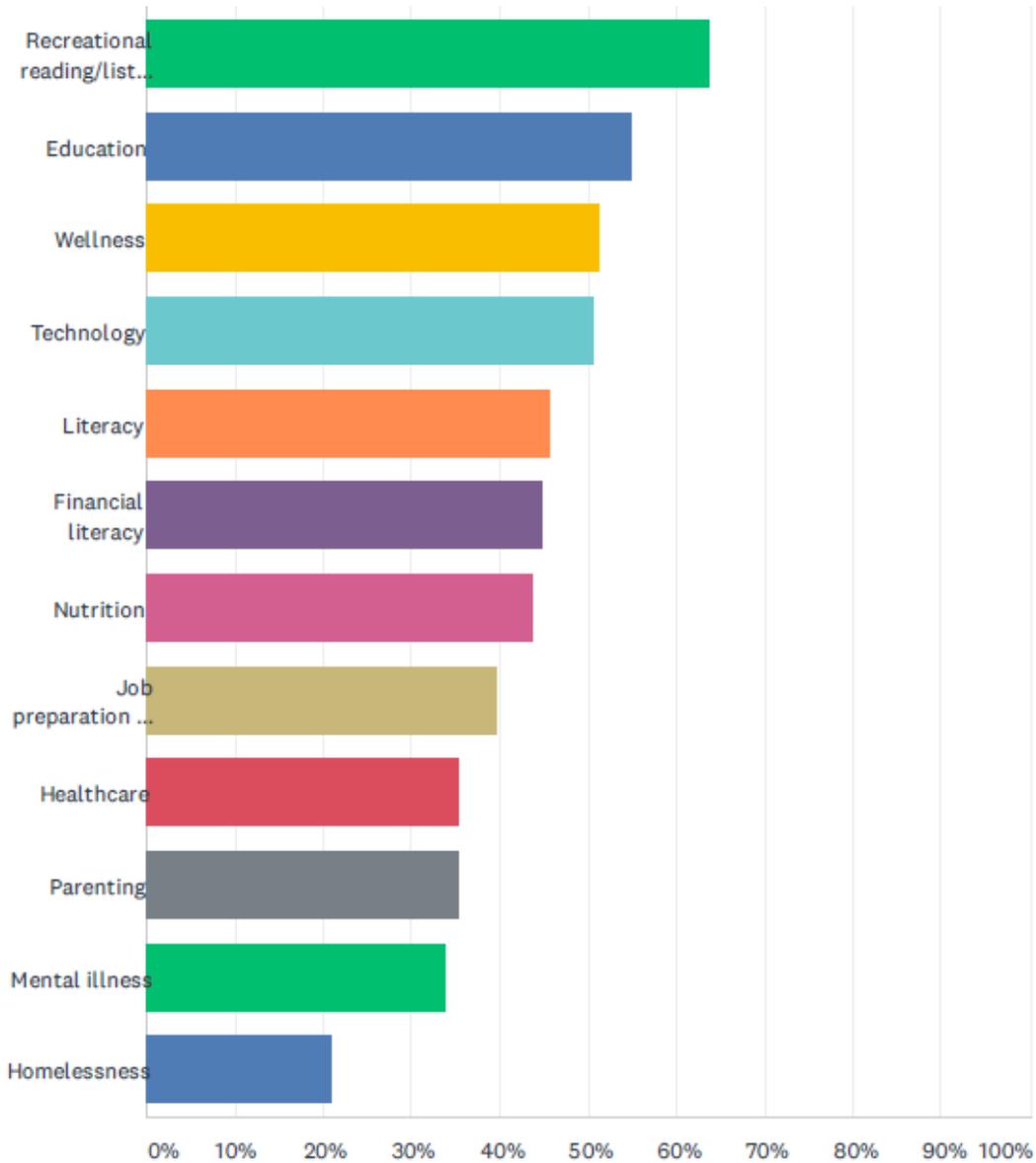
ANSWER CHOICES	RESPONSES	
Yes	84.25%	353
No	15.75%	66
TOTAL		419

How do you use the Library? (please choose all that apply)



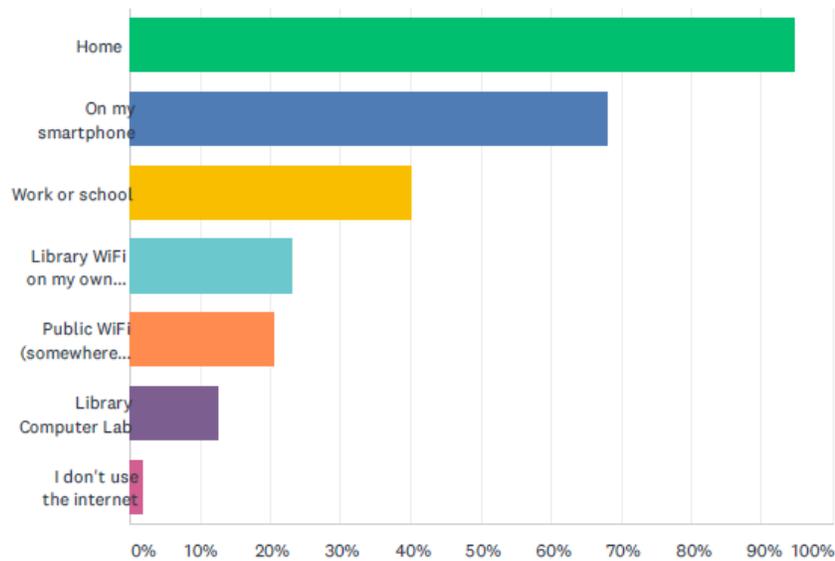
ANSWER CHOICES	RESPONSES	
Borrow books and magazines	89.95%	376
Borrow DVDs	51.67%	216
Download eBooks or eAudiobooks	34.21%	143
Get help from a librarian	30.86%	129
Do research or find information	29.19%	122
Sit, study, or read	28.71%	120
Bring a child to a children's program	25.60%	107
Borrow music CDs	24.16%	101
Borrow audiobooks	22.97%	96
Use the copy machine or fax machine	22.97%	96
Attend an adult program	21.53%	90
Borrow board games or an instrument	21.05%	88
Use a public computer	18.42%	77
Access free WiFi with your own device (computer, smartphone, tablet, etc.)	17.94%	75
Access online research tools and databases	15.07%	63
Download or access eMusic, eMovies, or TV streaming	9.57%	40
Print tax forms or other documents	6.94%	29
Attend computer classes or receive tech help	6.46%	27
Other (please specify)	4.55%	19
Attend a teen program	1.91%	8
Look for a job	1.20%	5
Homebound Delivery	1.20%	5
Total Respondents: 418		

What areas of needs or wants in your community might the Library help address with resources, services, or programs? Please choose all that apply.



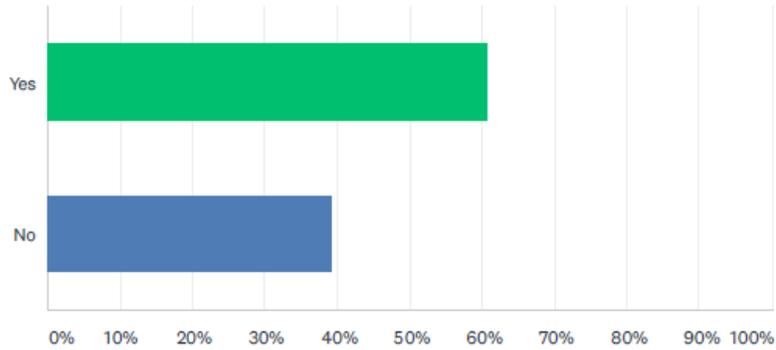
ANSWER CHOICES	RESPONSES	
Recreational reading/listening	63.74%	225
Education	54.96%	194
Wellness	51.27%	181
Technology	50.71%	179
Literacy	45.61%	161
Financial literacy	44.76%	158
Nutrition	43.63%	154
Job preparation & searching	39.66%	140
Healthcare	35.41%	125
Parenting	35.41%	125
Mental illness	33.99%	120
Homelessness	20.96%	74
Total Respondents: 353		

Where do you access the internet? (please choose all that apply)



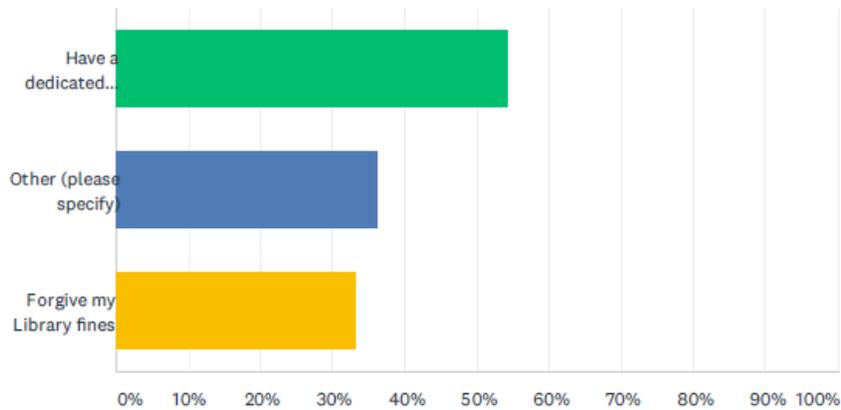
ANSWER CHOICES	RESPONSES	
Home	94.75%	397
On my smartphone	68.02%	285
Work or school	40.10%	168
Library WiFi on my own device	23.15%	97
Public WiFi (somewhere other than the Library)	20.53%	86
Library Computer Lab	12.65%	53
I don't use the internet	1.91%	8
Total Respondents: 419		

Do you read electronic books (eBooks) on a tablet, computer, smartphone, or eReader (such as a Kindle, Nook, etc.)?



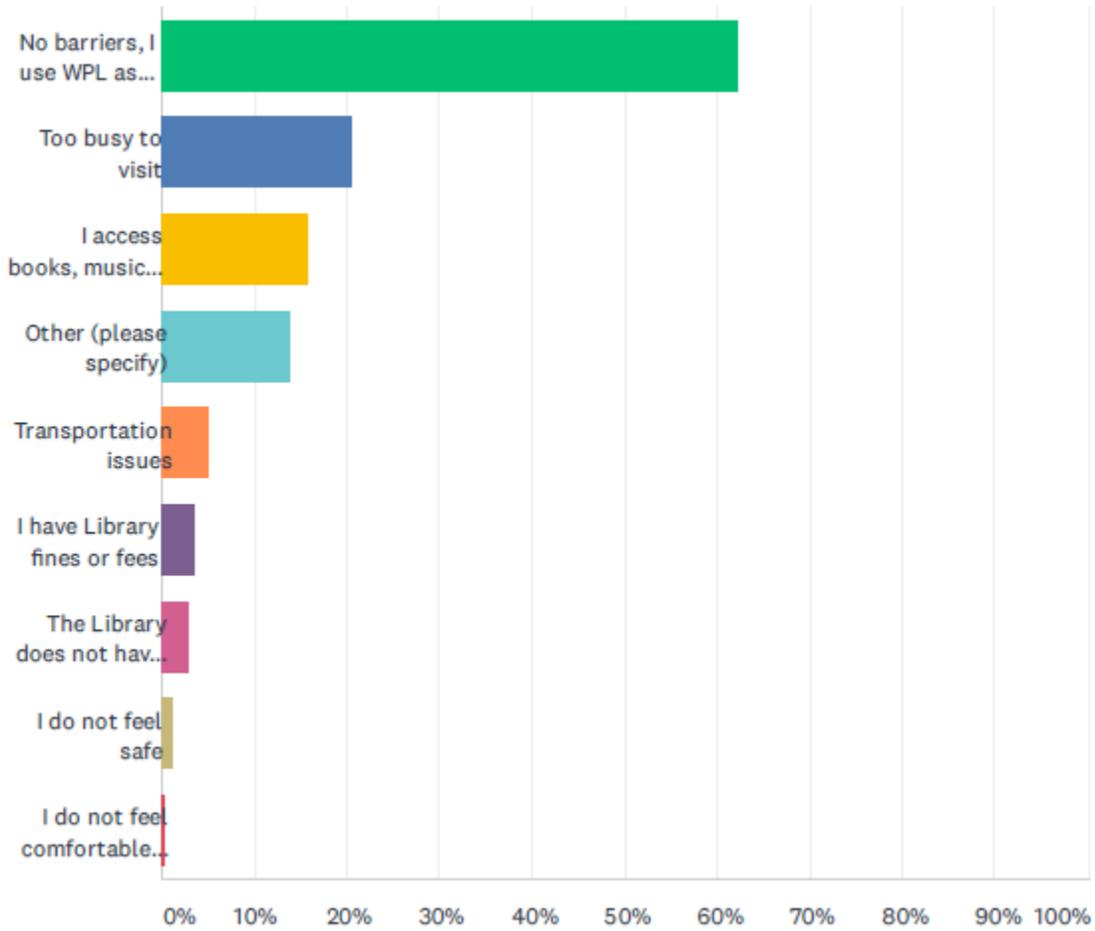
ANSWER CHOICES	RESPONSES	
Yes	60.76%	257
No	39.24%	166
TOTAL		423

Would the following options make you more likely to use the Library? (please choose all that apply)



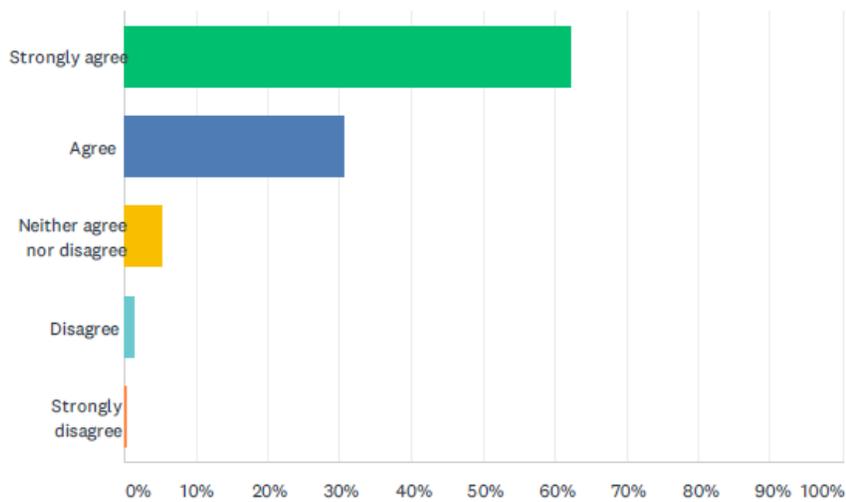
ANSWER CHOICES	RESPONSES	
Have a dedicated food/beverage area	54.48%	152
Other (please specify)	36.20%	101
Forgive my Library fines	33.33%	93
Total Respondents: 279		

What barriers limit your use of Library resources and programs? (please choose all that apply)



ANSWER CHOICES	RESPONSES	
No barriers, I use WPL as often and in all the ways I want	62.09%	249
Too busy to visit	20.45%	82
I access books, music, movies, and other materials in other ways	15.96%	64
Other (please specify)	13.72%	55
Transportation issues	4.99%	20
I have Library fines or fees	3.49%	14
The Library does not have items of interest	2.99%	12
I do not feel safe	1.25%	5
I do not feel comfortable sharing personal information required for a Library card	0.50%	2
Total Respondents: 401		

Overall, I am satisfied with the services provided by Westchester Public Library.



ANSWER CHOICES	RESPONSES	
Strongly agree	62.35%	265
Agree	30.59%	130
Neither agree nor disagree	5.18%	22
Disagree	1.41%	6
Strongly disagree	0.47%	2
TOTAL		425

Community appreciations for Westchester Public Library

- Great workers and always nice, especially kids' programs
- Helpful staff
- Your staff is great – friendly, pleasing, helpful, kind
- Grateful for the library as-is
- You do a great job
- Enjoyed the library for many years
- Extremely happy with the library
- Perfect as-is
- Love my library
- Awesome during Covid lockdown & the workers are all so helpful
- Very satisfied
- Westchester library is the best, staff is exceptional, keep up the good work
- You do a wonderful job
- Truly a wonderful Library
- Keep doing the great job you're doing
- Keep doing what you do
- Library is very good
- Love it just the way it is

- You guys are excellent
- Friendly and welcoming
- You are outstanding
- Our library is exceptional – thank you for making it an open, friendly space
- Our library is great
- Thank you
- Librarians are so nice
- You are amazing
- You are awesome already
- Bring such valued & indispensable services to our community
- We are lucky to have our Library
- You have so many amazing programs
- You're doing a fine job
- Thank you for your service & dedication to our community.
- Love the library here – librarians are friendly
- Great services with the homebound program
- Love the drive up, pick up in place due to COVID
- Appreciation to the staff
- All your resources are extremely useful
- Moved services online for many people
- Great for after school
- Take home crafts
- Movies in the park
- They bring the community together especially during COVID, it cost us nothing. They adapted and still brought us services.
- Book sale amazing for those who can't afford books.
- Appreciates if they don't have a book, will order it
- Well-organized AV department
- One of the best libraries I've ever seen, very friendly, let us know how we can support you!
- Little kids' groups at library are amazing
- Kindness and message of your staff, the books you promote create a safe place for everyone
- You're already doing a great job
- You do a fabulous job of going out to schools to talk about summer reading
- The Library does a good job of educating
- Provides services that benefit disadvantaged constituencies
- We have a high-functioning Library – I love it – it is excellent.
- There are a ton of great programs for kids and moms, STEM, storytelling, Legos, book clubs, computer literacy
- I love the library
- Collections do a good job of representing diversity
- Everyone is welcome
- I take pride in our Library system