

NEILC Staff Survey Summary
All Libraries

Summer 2006

Compiled by
Nonprofit Wise

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How many years have you been employed by the library?

YEARS EMPLOYED	#	%
0 - 1 years	29	17.1%
1 - 2 years	15	8.8%
2 - 5 years	38	22.4%
5 - 10 years	40	23.5%
10 - 15 years	23	13.5%
15 - 20 years	15	8.8%
20 - 25 years	7	4.1%
25 - 30 years	0	0.0%
30+ years	3	1.8%

YEARS EMPLOYED	#	%
5 - 10 years	40	23.5%
2 - 5 years	38	22.4%
0 - 1 years	29	17.1%
10 - 15 years	23	13.5%
1 - 2 years	15	8.8%
15 - 20 years	15	8.8%
20 - 25 years	7	4.1%
30+ years	3	1.8%
25 - 30 years	0	0.0%

What is your primary area of responsibility? (Check all that apply)

RESPONSIBILITY	#	%
Administration	27	16.0%
Adult Services	37	21.9%
Cataloging/Technical Services	35	20.7%
Children's Services	42	24.9%
Circulation	69	40.8%
Clerical/Bookkeeping/Publicity	22	13.0%
Genealogy	14	8.3%
Other (please specify) *see below	28	16.6%
Page	15	8.9%
Reference	28	16.6%
Technology	19	11.2%
Teen Services	17	10.1%

*Other

- Acquisitions
- assist in cataloging
- assistant bookmobile librarian
- Book orders, and Best Seller List.
- bookkeeper,
- Bookmobile supervisor
- Circulation Desk and Page Supervisor
- Collection Development
- Community Relations
- Community Relations/Marketing
- computer trouble shooter
- Eckhart Public Outreach Service Coordinator
- have worked in circ, adult services, am administrative assistant to the director
- interlibrary loan
- Interlibrary loan
- News and Publication
- ORDERING OF THE BOOKS IN THE 600'S
HEADING A BOOK DISCUSSION GROUP
- Overdue Coordinator
- overdues
- Part time employee - Patron Assistance, shelving, periodically make bulletin boards and signs, process books, repair books
- part time employee-patron assistance, shelving, periodically make bulletin board displays, process books, setup work schedule, library newsletter, help with reference questions, check overdue lists, create flyers for events, provided Microsoft Office classes for patrons
- Part time employee - Patron Assistance, shelving, periodically make bulletin boards and signs, process books, repair books
- press releases and newsletter
- Program Director
- Programming and Outreach
- Supervisor
- Type book orders, and print out bestseller list.

Have you or your library participated in any programs or services sponsored by NEILC?

ANSWER	#	%
Yes	146	85.9%
No	24	14.1%

If yes, please indicate all NEILC sponsored programs or services you or your library participated in. (Check all that apply)

NEILC PROGRAM	#	%
Book Buddies Kits	131	92.3%
Fort Wayne Dance Collective Programs	70	49.3%
Music Programming (K-12)	45	31.7%
Performing Arts Programming (K-12)	45	31.7%
Seven Habits of Highly Effective People Workshop	37	24.6%
Visual Arts Programs (K-12)	37	26.1%
Computer Training for Staff - Microsoft Word	30	21.1%
Customer Service Training	30	21.1%
Computer Training for Staff - Microsoft Excel	27	19.0%
Computer Training for Staff - Introduction to the Internet	23	16.2%
Language Programming (K-12)	23	16.2%
Other (please specify) *see below	20	14.1%
MARC Record Cataloging Workshops	19	13.4%
Young Adult Training Session	15	10.6%
Computer Training for Staff - Microsoft Access	14	9.9%
Computer Training for Staff - Front Page	11	7.7%
Marketing Presentation	8	5.6%
Outcome Based Evaluation Workshop	5	3.5%
Computer Training for Staff - Novell Network	3	2.1%
System Administration Training	3	2.1%

*Other

- Although I'm sure our Library has I really have not been involved therefore am not sure.
- CAN'T REMEMBER ALL OF THEM
- Don't really know what programs we've done through NEILC
- I am not sure what others have taken
- I do not know all of the programs EPL has participated in.
- I do not know which ones.
- I have not participated in any of these, but know other staff have participated in some.

Participation in NEILC programs

- I have taken cataloguing classes through OCLC—I don't know whether NEILC has sponsored those or not.
- I think we have participated in the DEKKO grants for at least the last three years. I wasn't here for all of it so I'm not sure what the programs were called.
- I'm not sure what we've received from NEICL, as this is the first I've ever heard of it. I've known about DEKKO grants, however.
- I'm sure that we have participated in other training, but I am not sure of the others.
- I'm sure there are others I should have listed, but I'm not sure which ones were provided by DEKKO and other outside sources.
- Library did participate, but I did not personally
- Microsoft Publisher
- Not sure who funded MARC
- Other than book buddies, not sure what other programs have been NEILC sponsored.
- probably others as well
- Since I have been employed only for a few weeks, the Book Buddies is the only one I know of so far.
- We have participated in some of the above programs, but I do not know if they were sponsored by NEILC.

Which of these programs were helpful to you or your library and why?

- Again, can't answer.
- All of the above. It can only be a positive enrichment and learning experience for patrons and staff anytime programs are offered of this magnitude.
- All of the programs have been beneficial to our library and the way that we conduct ourselves with our patrons.
- All of the programs that help the young people in our community are helpful to us. This a small community with not a lot for the younger group to do and any program we as a library can come up with is great for everyone involved, now and in the future.
- All of the programs that I participated in were helpful: use of computers, MARC records, children's programming grants, Book Buddies.
- All of them because they helped bring programs to our community.
- All of them were helpful to the library. The focus on children seemed to bring more children and their parents into the library. Most of these people have continue to come and enjoy other programs we have.
- All of them were helpful. The DEKKO grants for the Arts programs helped us to pay for programming that we otherwise would not have been able to afford. The computer training sessions allowed us to learn applicable skills for our library's needs and ways to improve our statistical record keeping. They also provided us with contact information for others in our area who were interested in the same things to benefit our mutual libraries. The Book Buddies Kits are a wonderful addition to our collection as well. I was not very involved in their planning stages but our patrons love using them.
- All of these are helpful within the library. The computer training has been especially helpful to me here in the library and in my daily life. The book buddies kits are a wonderful resource to our local families who visit the library and I believe they help to excite the children who check them out about reading and visiting the library. The Fort Wayne dance collective was a wonderful opportunity for girls or boys to participate in a fine arts program that they probably would not have otherwise had the opportunity for.
- All of these programs were helpful to the library because on our own we would not have been able to offer all of the programming to the patrons or the training for the staff
- All programs were helpful. Always learning something new from each program. New ideas. New views. Different angles.
- ALL THAT I ATTENDED WERE VERY HELPFUL AND USALLY LEARNED NEW THINGS

- All the programs we provide to our community are very helpful, it helps us keep kids motivated and wanting to come to the library.
- All the programs were helpful as they provided information or programs we wouldn't have had the opportunity to utilize otherwise.
- All the programs were helpful, but Book Buddies is most helpful because it reaches the largest amount of people and is still available.
- All were beneficial in different ways.
- All were helpful although I was not involved in them.
- All were helpful and helped offset programming costs.
- All were helpful, but our patrons got the most use out of the book buddies.
- Any cataloging training.
- Book Buddies Kits were very nice - I also think any of the staff development programs are effective and helpful.
- Book Buddies
- Book Buddies are frequently checked out by parents, daycare providers and teachers.
- Book buddies are very educational and well done. The program for children were well attended and a great way to bring them into the library.
- Book Buddies has been helpful in introducing parents of young children to the library and books.
- Book Buddies helped children brought in more people and our own reading programs can be somewhat based on these ideas.
- Book Buddies helps to promote reading to preschool children and train parents to the importance of reading to their children and starting at a young age.
- **BOOK BUDDIES IS A SUPER PROGRAM. MOM'S LEAVE MAKING COMMENTS ABOUT HOW GREAT IT IS AND THE KIDS GET A BOOK AFTER EACH PROGRAM, SO READING IS BEING PROMOTED.**
- Book Buddies Kits - Helpful for preschoolers to prepare them for reading. Provides experiences in preparation for school.
- Book buddies kits are a great early education tool for young patrons MARC Record cataloging workshops help the catalogers acquire job related skills they would not otherwise be aware of
- Book Buddies kits are great supporting tool for literacy but they are very similar to concept kits our library had already put together.

- BOOK BUDDIES KITS ARE WONDERFUL. IT ALLOWS OUR PATRONS WITH YOUNG CHILDREN TO GET EXCITED ABOUT LEARNING WITH HANDS ON ACTIVITIES ALONG WITH BOOKS. I HAVE 3 PRE-SCHOOL CHILDREN THAT WILL ENJOY THEM AS WELL.
- Book Buddies Kits have been helpful because it provides children with activities that enhance their learning skills and, relate them to a certain book.
- Book Buddies Kits were a great assistance to the kits that we already had. It helped in drawing individuals into the library that knew nothing or very little about what materials and services we had.
- Book Buddies. It is always helpful to receive free resources that our library can utilize and make available for any member of the public.
- Book Buddies. Getting children interested in books and programs.
- Book Buddy kits- Families really enjoy checking them out. Some home school families especially appreciated the magnet tub and the math/science tub.
- Book Buddy Kits have been enjoyed by teachers, parents and children and are constantly checked out. Programs for children such as the Dance Collective with the Wild Things masks were greatly appreciated as well as the lady who came in with clay for several classes, children and adults, and then fired their pieces created a lot of interest. The finales were well received including ones at Botanical Gardens and Science Central creating lots of interest in the library
- Book Buddy Kits, they are such a positive addition to our materials collection, and since they are ongoing, many patrons can take advantage of the opportunity to check them out.
- Book Buddies kits are something that we can use at the library and something that circulates a lot.
- Computer Training
- Computer training - used in all aspects of my job Book Buddies - increased circulation Customer Service Training - improved customer relations at the Circulation Desk
- COMPUTER TRAINING AS I WAS VERY INEXPERIENCED WHEN I WAS HIRED
- Computer Training Classes allowed the staff to learn computer software that they can use in their job.
- Computer training is very helpful.
- CUSTOMER SERVICE TRAINING: TAUGHT HOW TO HANDLE PATRON PROBLEMS MANNERS PATRON INTERVIEWS SELF-CONFIDENCE IN HANDLING PATRONS

- Customer Service workshops and the Word, Excel and other software programs. Customer Service Workshops give us an current information and timely ways of handling problems concerning difficult patrons and situations that may arise. Software programs give staff an opportunity to learn 'hands on' ways of utilizing the various elements of these programs in our day to day work situations.
- Grant money is always good. Our operating budget is cut to the bone and it's difficult coming up with excellent programming without much money.
- Helped get children involved with each other.
- HELPFUL TO ME: MARC RECORD CATALOGING WORKSHOP - BESIDES CATALOGING, I CHECK MARC RECORDS FOR ERRORS. HELPFUL TO THE LIBRARY: BOOK BUDDIES KITS - THESE ARE 'CATCHING ON' WONDERFULLY.
- I don't know
- I don't know the specifics of the programs, but I imagine they were helpful because they took some of the burden off the library staff...
- I don't really know.
- I feel the customer service training has been most helpful at South Whitley, because we needed to be reminded of those things they taught.
- I have only been personally involved in the Book Buddies program, but I think that they are very helpful. The manipulatives and coordinated items in the Book Buddy kits are wonderful tools for parents. I have also used some of them in the Lapsit Storytimes. I think it is great for the kids to have hands-on items that will motivate them to want to read the books. I also believe that these programs have encouraged all of these libraries to work together, which is beneficial beyond these programs as well. I personally did storytelling at Warsaw Library for a Book Buddy session, and got a chance to see how they are using their kits, and how they are promoting them. This in turn, gave us ideas on what to do with ours.
- I imagine the Book Buddies Program was informative to the parents/caregivers who attended.
- I think that the Seven Habits workshop was very helpful, because it helped to expand our focus for the library and how we interact with the community as a whole.
- I think the Book Buddies program is a great program. It has been a helpful program for my own grandchildren. It has also brought many new young families to the library.

- I think the patrons really enjoy the book buddies kits. That is something that we can keep for a long time, and they can keep on enjoying for as long as they last. PLUS, they tell their friends about them.
- I was not involved in the programming
- I'm sure they were helpful, but they occurred before I was hired, so I can't say.
- It's always helpful to know your way around the programs (computer software) you use.
- I've only been here 3 months, so I didn't participate in any presentation.
- MARC because I catalog.
- MARC Record Cataloging Workshops always help to clarify the process. I always bring home some new knowledge
- Most of them were helpful, to one degree or another. The helpfulness of the program depended a lot on the aptitude of the staff attending.
- My children loved coming to the Book Buddies program and I found that although I consider myself a very creative teacher/reader to my children, I went home with many more ideas of how to enhance my book reading and utilize many early literacy techniques with my children. I also have been able to use many of the kits as I do the library Storytime and have seen many parents and children enjoy them as well. The Fort Wayne Dance Collective Program was a delight. Our library made wonderful masks and thoroughly enjoyed participating in the dance Where The Wild Things Are. I think most of the kids that participated in this come in much more often to the library and have continued to participate in other programs. Being able to have these larger programs are always opportunities to bring in children/youth that may not come to the library regularly. They often feel more of a connection after the programs and then feel more comfortable coming in for other programs and reading materials. The computer training is always helpful in my day to day job as I develop printed advertisement, track reading program information, prepare written communication and other office duties.
- Networking with other librarians Sharing of resources
- none
- Not enough experience to comment at this time.
- Publisher was helpful. Signs/fliers look more professional.
- Seven habits - Learning to prioritize for staff Book Buddies - Very helpful to parents and staff Dance Collective - kids loved this one
- Staff Training - Programs through NEILC are so much more relevant to what we do than some of the larger programs that may not be focused enough.

- Teaching patron how to use the card cat. Young Adult Advisory Board- We are just getting started. The teens that are coming are very interested in helping other teens, programs and helping to select fiction books for the teen collection.
- Technology application workshops. They came a time when they were needed and gave us a good foundation to build on our skills and what we can offer patrons.
- The 4-year arts education program brought programs to the library that we otherwise wouldn't have been able to afford. Also encouraged cooperation with other libraries.
- The Book Buddie Kits are great because they allow kids to apply things, such as construction, while reading.
- The Book Buddies help children to learn, hands on.
- The Book Buddies Kits are checked out frequently and are very popular with our families with young children. They are educational, fun, and something new to do at home.
- The Book Buddies tubs have helped reach some families that we may not have otherwise. They also provide a chance for the parent to spend time with their child/children. The Dekko grant for the arts allowed us to have more programs.
- The book buddy kits had the most impact as we have had many patrons benefit directly from this.
- The Book Buddy's kits encouraged the kids to read more. While I was not here for the Fort Wayne Dancer Collective Program, I was told that it did a great job in exposing the kids to the arts.
- The cataloging was helpful to me, personally, as it explained where information is stored and why.
- The children's programs because it brought in more people and patrons who now come to our scheduled events.
- The computer classes because the classes provided the basic information and skills.
- The Fort Wayne Dance Collective brought in new people that we had not seen in other programs. Book Buddies did the same plus added new kits to our existing collection.
- The four year 'arts in the library' grant was incredibly helpful because it provided the funds needed to bring in performers and or plan activities for our summer reading program.

- The four-year art grant was time-consuming but pushed us to offer more. I think in general working with other libraries offers new ideas and a motivation to 'keep up' with what others are offering. Another ex. of that is Book Buddies. We might have put together a dozen kits but not 20 at once. It was a chance for us to enter the concept kit area in a big, impressive manner.
- The FrontPage training was helpful for us to be able to make changes on our website. Book Buddies Kits do go out a lot and are enjoyed by the kids.
- The MARC programs especially for me because it helps me to catalog materials to the best of my ability and for the library as well as for patrons.
- The ones the staff found most helpful were those on computer programs. This gave them greater confidence in helping patrons working with those programs and in doing their own work on the computer.
- The programs that I am aware of (being part-time I may not realize all of the programs) have been very beneficial. Especially the collective programming for youth such as the Dance Collective and Book Buddies. The ability of the library leaders to attend a seminar by Stephen Covey was phenomenal!
- These classes were beginner classes and too easy. Intermediate staff members need more of a challenge. I learned very little.
- Training in Excel has helped me perform my job more efficiently and with higher confidence.
- Visual Arts because our library did programming on the Camera and how to take pictures and then scrapbooked the pictures. The students loved it. We hope to have another program of this kind soon.
- We are having the Book Buddies for the children which I feel will do a lot for the families we have in this community

What's the next big thing in libraries?

- ?? Distance learning is not new to many libraries, but it would be for ours. It would be good to be able to offer this service.
- Access to all patrons.
- Additional internet services. I think the telecom programs -that can be connected through internet. (at the patrons homes. This could be remote education0
- AS WE ALL KNOW, THE TECHNOLOGY IS EXPLODING IN ALL AREAS OF OUR LIVES. I THINK THAT WE COULD USE MORE HELP ALONG THAT LINE, WITH THOSE OF US WHO ARE IMPAIRED OR AGED AND NEED MORE HELP AND/OR SERVICES TO ENJOY OUR LIBRARIES
- Audio books online
- AV major changes.
- Back to school programs: Storytime, After School Programs for K thru 5th graders & Teen Programs.
- BETTER TECHNOLOGY
- Blogging Roaming Reference Outreach programming
- Bringing back the popularity of reading
- Cell phone booths
- Clueless!
- Computer Training, Programs
- Computer users
- Computers for patron use and DVDs.
- Computers! That would include Blogs, Downloadable Audio Books, etc.
- convenience
- County Wide Systems
- digital audio
- Digital Libraries
- don't know
- Downloadable audio books sounds great.
- DOWNLOADABLE BOOKS
- Downloadable books in mp3 form.

- e-books
- E-BOOKS
- E-BOOKS AUDIO BOOKS ANY CONNECTION TO THE INTERNET COFFEE BARS IN THE LIBRARY ELECTRONIC MOVIES-dvd collection self-check-out
- e-books career development materials for unemployed patrons
- E-Books and Blogs
- Electronic movies
- Even though it has always been part of our mission, literacy and life long learning. Also, our role as a community place will be more and more important.
- Focus on Quality Technology Services. Now we have them in here, lets make them work better, longer, and with less downtime.
- For our library, we hope to getting our catalogue online. (We are in the process of doing this.)
- Grants! There is not enough money in most library budgets to support growing interests of the community. At least one or two staff members need to be able to write and secure grants for his/her system.
- hopefully for us wireless
- I believe that electronic resources are becoming very popular amongst patrons. These electronic resources include audio books, dvds (educational and recreational), cd's, computer games, etc..
- I believe that the wireless internet service is currently the biggest thing for our patrons, but it will be followed by requests for distance learning from schools like Ivy Tech. We have already had a few patrons ask if we had something like this.
- I believe the next big things in libraries will be to increase our internet presence and to reach out more to the teens. In our library, the internet usage continues to rise, and more people are using the online card catalog. I think our websites will be getting more use, and people will continue to do more and more of their research online. Because the teens are very comfortable using computers and are very involved in communicating online, to keep their interest, we should look into blogging, and maybe list new items on our website.
- I heard that some libraries may be getting video games, but I think that It needs to be something more active. Like lazer tagging. It could be a good fundraiser and it would get the kids out and dong more than just sitting there and staring at a T.V.

- I see the need for audio books increasing as our population ages.
- I suppose technical advances which will allow the patron to manage his personal library. This is being done in very large libraries where the patron can request media through the Web, the library staff will pull the requested materials, the patron can then pick them up without ever seeing a 'person' when the materials are taken back the patron checks them in and the cycle starts all over again. I'm not sure that all these changes will be for the better. The speed at which history is being made requires the staff to be up on news and be ready to change the obsolete materials to the viable, pertinent materials.
- I think that it would involve more technology driven programming and library services.
- I think that libraries need to find funding that will allow them to offer one-on-one or small group training sessions on computers for populations that are unfamiliar with computers, such as Elderly or Amish individuals. I'm happy to see the trend toward better services being offered to teens and young adults. Additional staff training in this area is needed. Many libraries seem to be nearing the point where they will need to update their circulation systems if they have not already done so. Information/training sessions offering unbiased information of what is available would be helpful to 'the powers that be' in their decision making process. Lists of contacts that use the different systems and their personal opinions might also be helpful. I've basically given ideas on current trends and ways to facilitate their continuance, rather than the 'next big thing' but I'm not aware of what the next big thing might be. Like most in my profession, I'm just trying to keep up with the current trends, rather than worry about future trends, but I'm glad to see that someone is keeping their eyes open for us. :)
- I think that the library's opportunity to be a big part of early literacy training is huge. It would be necessary to train staff to do this as a part of storytimes and other similar programs. I would personally like to see more opportunities for youth to connect with the arts. It would be wonderful to be able to at least be introduced to opportunities that are available for our children. We have to drive quite a distance for anything of that nature which often prohibits a parent from pursuing those activities. Having the ability to connect with the cultural activities of the larger cities here at the library would encourage more in our community to participate in those activities.
- I wish I could say more books, but I'm sure it will have something to do with the Internet. Maybe wireless.
- I would guess/think that with the way younger people use the internet that being able to check out a book and download it all online would be a possibility. Also, sending newsletters/alerts that new books from favorite authors are in and available.

- I'm not a visionary so I really don't know...
- I'm not really sure
- I'm not sure I can predict, but a community center of information gathering and distribution is my best guess
- I'm not sure, but it will have something to do with technology.
- In our area, it is controlling the 'information age'- computers, DVD's, electronic information. It is also providing practical classes for the public- things they need like ESL, GED, resume writing, job hunting skills, etc.
- Information technology
- Instruction for patrons in the use of computer programs (Microsoft Word, PowerPoint, excel, etc.), digital camera instruction. Lots of learning experiences.
- Interactive displays!!
- Interactive Internet
- Internet Cafe and Bookstore type environments. Less limits on Internet, more inviting atmosphere and easy access to materials and technology
- Internet cafes... wireless access everywhere... more enet items for IPods, Blackberries and other PDA items. Focus on the ever growing teen and young adult segment of the population.
- Just to continue upgrading to new and better technologies to help patrons find what they are looking for, no matter what it is.
- Keeping up with the newest technology, so it can be available to everyone.
- Know idea.
- Libraries will always a source of information for inquiring minds, but now with the Internet becoming such a large part of our lives, I believe that libraries should focus on being a center of opportunity. More classes/programs should be developed for both learning and leisure.
- Making it more than just a place to check out books.
- MAKING SURE PATRONS ARE BEING TAKING CARE OF
- Managing to offer at-home convenience where possible while still motivating patrons to come to the library for other services. Possibly offering more technological opportunities (use of equipment? or higher-tech software?) to the public.
- Many people are interested in our magazines and videos.

- Marketing ourselves!!! If we don't do something soon, we are going to be in big trouble. We must keep up with changing technologies and be willing to try new things. There isn't much interest in e-books here--I'm not sure why.
- Maybe cappuccino and scones like the bookstores are doing.
- More and more information will be obtained through the computer/internet, and not through books. Librarians will need to be able to help people find info on the internet rather than handing them a book. People will also need to be trained to do this for themselves.
- **MORE COMPUTER MATERIALS**
- more computers with internet access
- More electronic resources... downloadable audiobooks... greater access to library materials via InCat or other ILL resources. For DeKalb County it will be access for all unserved areas.
- More information technology and netlibrary books.
- More space to host services(meetings, classes, etc.) for the community.
- More technology - staff needs to be able to teach patrons how to use more effectively!
- More teen oriented activities. Also, internet resources are becoming one of the most used. I would find it valuable to have a site that teen and children librarians could use and submit crafts, games, and activities under various themes.
- MP3 audio downloads
- Once again, I don't really know.
- on-line services, computer access
- Our patrons seem to be demanding smaller-scale, more customized service. They don't want to participate in 'large group' events and they want services that fit around their schedules.
- Partnership with industry in education and training.
- Patrons will be able to check out material themselves.
- Programming and Community Support
- Programming and community support
- Programming and community support
- Publicity Marketing
- Self CHECK OUT LANES,

- Self checkout by patrons. Cataloging simplification.
- Something to do with computers, probably. More access to computer games.
- Technology
- technology
- Technology
- technology
- Technology, of course.
- The need for more computers for internet access is rising. Many people are turning from books to the internet to do research. As long as they can find scholarly sources, they will tend to refer to the internet rather than seek out books. This is especially true if there are limited books on their area of interest/study.
- The next big thing in libraries is probably expanding the use of technology to provide better patron service such as with RFID. Libraries will grow in their abilities to provide patrons with computer access and computer classes and expand facilities to include more space for public meeting rooms.
- TO BE ABLE TO OFFER LIBRARY SERVICES TO EVERYONE AND TO EDUCATE THEM IN THE MANY SERVICES OUR LIBRARY HAS TO OFFER. IT'S NOT JUST BOOKS!
- VHS becoming smaller selections and DVD'S taking over. . .
- Virtual books in which the stories surround you when you open the book. As you read through each page, it seems as if you are actually living the story.
- Wi-fi
- Wireless
- wireless
- With the internet becoming an important part of our lives, the library has had to evolve. Our programs and fiction collection have become more important. Entertainment materials are also important. We continue to educate our patrons, but our research is often on how to effectively find their resources on line, and which sources they can trust.

What's the best library you've ever visited?

What made it so special?

<ul style="list-style-type: none">• Actually I think North Webster Community Public Library is the best.	<ul style="list-style-type: none">• Primarily, the staff has made this a very friendly library. Listening to patrons wants and needs and acting on those needs has resulted in a very contented patronage, overall. The library is very welcoming not just by staff, but also by the ambience. The colors chosen are very restful, the furniture is very comfortable. All this makes for a very good experience every visit.
<ul style="list-style-type: none">• Allen Co.	<ul style="list-style-type: none">• Large collection, well-trained staff
<ul style="list-style-type: none">• Allen County	<ul style="list-style-type: none">• The services it offers. It is all one library, branches etc. Ours in Columbia City is not because all the townships do not pay into the tax base and we have to charge all but three townships for their library cards. I think this is terrible. We should have one library and two branches. (South Whitley and Churubusco) We are I fear the last of the horse and buggy system.
<ul style="list-style-type: none">• Allen County	<ul style="list-style-type: none">• The size of the genealogy collection
<ul style="list-style-type: none">• Allen County	<ul style="list-style-type: none">• Extensive collection, many branches and genealogy dept.
<ul style="list-style-type: none">• Allen County	<ul style="list-style-type: none">• The size, amount of material, inside decor, children's area
<ul style="list-style-type: none">• Allen County	<ul style="list-style-type: none">• Vast collection Genealogy section
<ul style="list-style-type: none">• ALLEN COUNTY MAIN BRANCH	<ul style="list-style-type: none">• HUGE COLLECTION
<ul style="list-style-type: none">• Allen County P.L.	<ul style="list-style-type: none">• It was remarkable because of its size and resources, especially in genealogy. The size was a bit intimidating, I will admit.
<ul style="list-style-type: none">• Allen County Public Library	<ul style="list-style-type: none">• Easy to navigate around in. Very nice computer lab.
<ul style="list-style-type: none">• Allen County Public Library	<ul style="list-style-type: none">• Their genealogy department is huge.

<ul style="list-style-type: none">• Allen County Public Library	<ul style="list-style-type: none">• All the services that are available to the community.
<ul style="list-style-type: none">• Allen County Public Library - Main Library	<ul style="list-style-type: none">• Wide variety of material and friendly, helpful staff.
<ul style="list-style-type: none">• Allen County Public Library in Fort Wayne, IN	<ul style="list-style-type: none">• The fact that I used its materials in course work and also its outstanding genealogy department.
<ul style="list-style-type: none">• Allen County.	<ul style="list-style-type: none">• Large national genealogy department. Putting money into upgrading facilities.
<ul style="list-style-type: none">• Anderson Library in Anderson, IN.	<ul style="list-style-type: none">• The Anderson Library served the area school system with several bookmobiles, regularly scheduled book collection deliveries to the classrooms and booktalks. They also delivered donated used books to the prisons.
<ul style="list-style-type: none">• Aside from the Newbery or Anchorage, Alaska? I would say Centre Township, St. Joseph Co, IN.	<ul style="list-style-type: none">• The lay out is easy and open, but fun. Atmosphere invites reading. And it is always hopping with patrons.--A real community asset.
<ul style="list-style-type: none">• Bethel College	<ul style="list-style-type: none">• It had basically everything I could think of to look for, plus access to Notre Dame's and St. Mary of the Woods' libraries and the bookshelves moved.
<ul style="list-style-type: none">• Butler Public Library	<ul style="list-style-type: none">• Staff that is friendly and willing to help.
<ul style="list-style-type: none">• Butler Public Library	<ul style="list-style-type: none">• The customer service is excellent. Butler has many book club selections that they willingly loan to other libraries.
<ul style="list-style-type: none">• Carnegie Library of Pittsburgh	<ul style="list-style-type: none">• It was the biggest one I had seen plus my aunt worked there
<ul style="list-style-type: none">• Chicago Library in downtown	<ul style="list-style-type: none">• the amount of materials they had and the atmosphere was great!
<ul style="list-style-type: none">• Crawfordsville, IN	<ul style="list-style-type: none">• The feeling of clean spaciousness and lots of natural light.
<ul style="list-style-type: none">• Decatur Library in Atlanta	<ul style="list-style-type: none">• It was a big library and my daughter-in-law worked there

<ul style="list-style-type: none">• Don't have one. They all have unique things to offer.	<ul style="list-style-type: none">• I have ones that I like, but nothing that makes it my favorite. I tend to love older buildings that keep their wonderful old look when they build on versus others who dump theirs for the next trend.
<ul style="list-style-type: none">• ECKHART PUBLIC LIBRARY	<ul style="list-style-type: none">• THE STAFF
<ul style="list-style-type: none">• ECKHART PUBLIC LIBRARY	<ul style="list-style-type: none">• THE STAFF IS SO FRIENDLY AND HELPFUL
<ul style="list-style-type: none">• Eckhart Public Library and the Library of Congress.	<ul style="list-style-type: none">• Eckhart Public Library because of its staff, programs, collections, modern capabilities, ongoing interest in the communities needs. Library of Congress for the obvious reasons.
<ul style="list-style-type: none">• Fort Wayne Public Library	<ul style="list-style-type: none">• Size and genealogy department
<ul style="list-style-type: none">• Frankfort Public Library in Franfort, Michigan.	<ul style="list-style-type: none">• On a very limited budget, they provide patrons with a variety of programs and service. The staff are friendly and service oriented. Also, they have a great view of the harbor.
<ul style="list-style-type: none">• Fremont Public	<ul style="list-style-type: none">• The close environment
<ul style="list-style-type: none">• FREMONT PUBLIC LIBRARY	<ul style="list-style-type: none">• BY FAR THE FRIENDLIEST MANY PROGRAMS EVERY NEED IS CONSIDERED IMPORTANT AND EVERYTHING IS DONE TO MEET THE PARTICULAR NEED.
<ul style="list-style-type: none">• Fremont Public Library	<ul style="list-style-type: none">• The layout
<ul style="list-style-type: none">• Goshen College	<ul style="list-style-type: none">• I was given lots of personal assistance in finding materials needed.

<ul style="list-style-type: none">• Hard to say, as best can mean so many different things. I was completely in awe of the Library of Congress. I was very impressed by the huge display at the New York Public Library. But, I have loved every library I have ever been a part of, beginning with the Northwest Hills Branch of the Austin Public Library, where I went to story time when I was three, and most recently Milford Library, where I work.	<ul style="list-style-type: none">• The architecture of the library of Congress, as well as the magnitude of the number of items the possess... The building, and the display that covered the entire first floor at the New York Public Library. Warm fuzzy memories of the Austin Library. The people and the attitude that we all have in Milford. Everyone is very helpful and willing to go the extra mile when it is needed.
<ul style="list-style-type: none">• Harold Washington, Chicago Illinois	<ul style="list-style-type: none">• The quantity of materials. They have museum & culture passes for their patrons to use.
<ul style="list-style-type: none">• Huntington County has the best genealogy department I have ever visited. Warsaw has an excellent audio department	<ul style="list-style-type: none">• Huntington's genealogy department is made special by Joan Kieffer and the cross referencing files
<ul style="list-style-type: none">• Huntington or Allen County	<ul style="list-style-type: none">• The environment was inviting, spacious, and well organized. They were both busy and had wonderful visual components in their children's departments and teen areas.
<ul style="list-style-type: none">• I can not pick just one.	<ul style="list-style-type: none">•
<ul style="list-style-type: none">• I don't have a best library visited because I haven't visited many but mostly because the visits were superficial. I was there for a meeting not to see how the library functioned.	<ul style="list-style-type: none">• Fishers: The number of staff and the amount of work space provided for circulation services, to me, correlates with a library's commitment to providing excellent patron services. Electronically integrated meeting room signage was impressive along with the spaciousness of the facility. The layout of the material was easy to negotiate. The staff was friendly and helpful about answering my questions.

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- I don't remember the name of it. It is north of Warsaw. It had been recently built or remodeled within the last few years.
 - The design really blended in with its outdoor surroundings. The seating was warm and inviting. It had comfortable arm chairs near a two sided fireplace. Some of the clay tiles had nature imprints. The paint and fabric were natural outdoor type colors. The windows looked out to trees. It was calming. There was very little signage. What posters and fliers there were were on a central bulletin board. It did not feel like the old style library. I think beams showed and the ceiling maybe was light to medium colored wood? It was a small library.

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- I don't visit other libraries, only go there for meetings or workshops. So, I would have to say the Peabody Public Library.
 - Public Servant attitude

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- I have 2 libraries that I like a lot. The library I work at in Waterloo, Indiana and the Peabody Library in Columbia City even though they tore down the old library that I went to as a child.
 - I like the Waterloo Library because it has still kept a lot of its historical architecture even though it has been remodeled through the years and because it is a small library, you get to know a lot of the patrons better than you would in a bigger library. I like the Peabody because they have taken a great site and improved it with a great building. Patrons can browse the shelves and then stop to look at nature through the big windows. It also has lots of space to have private rooms for meetings and other things which a small library does not have the space for. The Children's department was closed off from the rest of the library, which is nice, so the kids can get rowdy (like they do) and not disturb the rest of the patrons.

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- I have many libraries that I like
 - The special parts of the 'stand out' libraries are the things that make a dynamite first impression on visitors, mainly the decor, cleanliness, and friendliness and professionalism of the staff.

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- I have visited several that have impressed me in different ways.

- What made these libraries stand out in my mind... was everything was easily accessible... front entrance was on street level... displays of periodicals and other types of materials were in nicely worked wooden display racks... each department had separate staff... Children's area was closed off from main areas to allow adult patrons and students quiet to read or study. Friendly interested staff members that really seemed to enjoy what they did.

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- I honestly cannot choose the best library that I have visited. I believe that all libraries are functional and resourceful depending on the population of the city and its environment.

- N/A

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- I like any library but the best ones have great customer service. When you walk in you feel welcome and the staff is friendly and helpful. A beautiful new building is great, but if you don't have great staff, it isn't going to be used to its full potential.

- Friendly service. The library staff really wanted to help me and make sure I left with something I wanted. Enthusiasm for their work and a genuine love of the library business make a huge difference.

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- I like this one.

- Spacious, relaxed atmosphere. The staff do a lot to make this a fun place to be. Easy to find my way around.

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- I LIKED PEABODY IN COLUMBIA CITY

- IT IS SO OPEN AND ALL THE WINDOWS. YOU CAN SIT AND ENJOY THE VIEW WHILE READING. ALSO THE WORK AREAS ARE REALLY NICE.

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- I LIVED IN CARMEL INDIANA FOR SEVERAL YEARS AND THE CARMEL CLAY LIBRARY IS A VERY NICE LIBRARY IS JUST AS NICE AS THE PEABODY PUBLIC LIBRARY

- CLEAN, NEAT, ORGANIZED WELL, STAFF WILLING TO ASSIST IN ANY WAY THEY CAN
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- I love our library right here in South Whitley and have felt that it was a vital part of our community and its growth since moving here 15 years ago. I have appreciated the community support for the library and now anticipate even better changes due to the progressive outlook of our current director and board. The other community library that I enjoy is the Bluffton (Wells County) library mostly because they have terrific creative staff and wonderful planning.

- Our base in our community (community gathering place) is a special quality of our library. Things are 'going on' at our library constantly and it feels comfortable to be there and work with others who desire to see the library be a 'hub' of community learning and activities.

-
- I spent the first 12 years of my life in and out of Liberia, West Africa, and my fondest library memories will always center around the missionary kid school library there.

- Even though it was small, there were plenty of books that I enjoyed reading, and cozy bean-bag chairs to sit in. I also loved the AC, which gave a welcomed relief from Liberia's hot, humid climate.

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- I think all of the following libraries have some amazing programs for their patrons: Carmel Clay, Indianapolis-Marion County, Anderson, Allen County.

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- I visited a library in San Francisco one time on vacation.

- I guess it was so different from what I usually see. It was well organized, well staffed, very visually appealing with lots of cool tunnels and architectural wonders. There were so many things to do and see, I felt a little bit like I was in Disney World. It was clear they were up on the 'latest' and it was a popular hangout.
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- I was most impressed with the Nappanee Library because of the size of the town compared to the sophistication of the library.

- They were very up to date with their cards etc and a nice variety of movies and books. Much larger than I would have expected for that town.

-
- I will not choose one, the thing I like about most libraries is each tend to have a distinct atmosphere, our differs from Eckhart and from Mishawaka, and Fremont, and Peabody. I am anxious to see the new library in Fort Wayne

- Each has its own special quality

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- I would have to name two, for different reasons. First, would be Mishawaka-Penn Harris, Harris Branch. Second, would be Allen County main branch.

- The Harris branch library is well planned out, and the children's area is wonderful. It doesn't feel libraryish. It has almost a bookstore feel to it. The Allen County branch would be because of their genealogy area. It's the envy of anyone doing research.

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- I would have to say that the Bluffton Wells PL was one of the best libraries I visited recently followed closely by the Warsaw PL.

- The Bluffton Wells PL was so good because it has great publicity and ideas for programming. The staff seemed very friendly and knowledgeable too. The Warsaw library is nice because of its size and openness. Everything just seemed to be very open and cheerful yet it maintained that 'Old yet comfy' feeling of older buildings.

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- If I have to choose I guess I will say Avon.

- That's one of the only one's I've really taken a good look at. I am not familiar with their services to their patrons but from an employee standpoint I liked the way their offices and workrooms were laid out. Other than that I cannot answer this question. I've never been to a library where I've thought, 'WOW, I want to come back.'
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<ul style="list-style-type: none">• IN OUR AREA, I THINK THAT ALLEN COUNTY HAS LED THE WAY AND WILL BE A SPECTACULAR LIBRARY WHEN IT IS RE-OPENED	<ul style="list-style-type: none">• QUANTITY OF MATERIALS, VARIETY OF SERVICES, AND OVERALL EXCELLENT TRAINED STAFF
<ul style="list-style-type: none">• Indy.	<ul style="list-style-type: none">• No response
<ul style="list-style-type: none">• I've been visiting the Allen Co. branches since they are all newly renovated. Bluffton has a good library that I like to visit also and borrow ideas.	<ul style="list-style-type: none">• Waynedale is nicely arranged and decorated. Those are the things I am looking at now. Bluffton has great marketing, enthusiastic staff, and fun programs that get people into the library.
<ul style="list-style-type: none">• I've only been to 6 or 7 libraries in my life. All were nice. Peabody is the nicest.	<ul style="list-style-type: none">• Lots of light, rotating displays, wide range of programming, nice people
<ul style="list-style-type: none">• Kalamazoo Public Library in Kalamazoo, MI	<ul style="list-style-type: none">• I went there all the time as a child, and it was always fun. They had a children's museum upstairs and all kinds of activities. The summer reading programs were always fun too.
<ul style="list-style-type: none">• Kendallville Public Library	<ul style="list-style-type: none">• We have up to date materials and great staff!
<ul style="list-style-type: none">• Library of Congress	<ul style="list-style-type: none">• It's historical significance
<ul style="list-style-type: none">• Library of Congress	<ul style="list-style-type: none">• It is the biggest, most organized library in the nation.
<ul style="list-style-type: none">• Library of Congress	<ul style="list-style-type: none">• Just to imagine the wealth of knowledge held at the library and the atmosphere
<ul style="list-style-type: none">• Library of Congress (national) I lived in North Canton, Ohio, which was recognized as a top library for its size. In the short time I have lived in Angola, I would comment that the Carnegie Library is very user friendly.	<ul style="list-style-type: none">• Its history, architecture (Library of Congress) North Canton - It had a little art museum for local artists, offered many programs. Offered a full range of media services.

<ul style="list-style-type: none"> • Milford Public Library :) That is why I ended up working there. 	<ul style="list-style-type: none"> • The bright colors and stimulating atmosphere in the children's department that made patrons of all ages feel welcome. Most importantly though, the friendly staff who were willing to assist in any way possible, but also happy to leave you alone if you wanted to browse on your own. A wide variety of programs for many different ages and populations were also welcoming and clear, simple brochures explaining services and programs were nice to be able to take home.
<ul style="list-style-type: none"> • Milford Public Library. 	<ul style="list-style-type: none"> • I haven't visited many libraries, and, not being biased, have to say the Milford Library because we are currently updating whatever it is we need to to satisfy the patrons and community. We listen to patrons comments and suggestions.
<ul style="list-style-type: none"> • Mishawaka Public Library - main 	<ul style="list-style-type: none"> • creativity
<ul style="list-style-type: none"> • My Library. Peabody Public Library. 	<ul style="list-style-type: none"> • It has the best programs, the friendliest staff, and a wonderful collection.
<ul style="list-style-type: none"> • New Carlisle 	<ul style="list-style-type: none"> • New and close to a school.
<ul style="list-style-type: none"> • New Carlisle 	<ul style="list-style-type: none"> • It had a homey atmosphere - staff was friendly and helpful
<ul style="list-style-type: none"> • Noble County Public Library (Albion) 	<ul style="list-style-type: none"> • The size, wide range of books, the book clubs, and the children's section
<ul style="list-style-type: none"> • Noble County Public Library (Central) 	<ul style="list-style-type: none"> • the architecture and atmosphere
<ul style="list-style-type: none"> • Noble County Public Library in Albion. Peabody and Fremont are nice also. 	<ul style="list-style-type: none"> • Plenty of room for collection, computer use area, classroom, nice genealogy area and room to expand
<ul style="list-style-type: none"> • Noel-Wein North Star Borough Public Library, Fairbanks, AK 	<ul style="list-style-type: none"> • Layout, quantity and quality of public services. Staff's focus on patron privacy, and ease of use of facility, and emphasis on going out of the library, showing strong community involvement and support.

<ul style="list-style-type: none">• North Webster Community Public Library	<ul style="list-style-type: none">• The people are always smiley and helpful
<ul style="list-style-type: none">• North Webster Public Library	<ul style="list-style-type: none">• It was all new and well-planned, using available space from the old school. It was exciting that they used the existing space. I'm not judging it by the book collection or services, just the general appearance and the friendliness of the staff.
<ul style="list-style-type: none">• Not sure.	<ul style="list-style-type: none">• The staff and the way I am treated when I ask a question make a library special.
<ul style="list-style-type: none">• Notre Dame's Library	<ul style="list-style-type: none">• The size and the variety of Hispanic authors.
<ul style="list-style-type: none">• Of course the Kendallville Public Library :) Seriously, I think that IPFW does a great job.	<ul style="list-style-type: none">• The people have a true love of libraries and helping people. They are there to serve! Reference work is done very well and patrons are never dismissed like they sometimes can be at a public library.
<ul style="list-style-type: none">• Omaha Public Library(Nebraska)	<ul style="list-style-type: none">• Diversity of collection
<ul style="list-style-type: none">• One in Wisconsin.	<ul style="list-style-type: none">• Huge help desk and lots of themed displays like 'college' section, 'job searching' etc.
<ul style="list-style-type: none">• One of my favorites is New Carlisle PL.	<ul style="list-style-type: none">• They have a beautiful new facility which feels very welcoming and it seems to be very user friendly.
<ul style="list-style-type: none">• One of the South Bend branches.	<ul style="list-style-type: none">• They had a coffee stand, and a little cafe. The atmosphere was very cozy with plenty of seating and small areas for reading.
<ul style="list-style-type: none">• Other than our own, Eckhart has a wonderful genealogy department, of course ACPL's is great too. The neatest place I've personally been is Dallas PL.	<ul style="list-style-type: none">• It's enormous size, the quantity of material.
<ul style="list-style-type: none">• Ours	<ul style="list-style-type: none">• Designed for our community's needs
<ul style="list-style-type: none">• Ours	<ul style="list-style-type: none">• Our staff

<ul style="list-style-type: none">• Ours of course. I have visited library in many locations and experienced alot, ours is the best.	<ul style="list-style-type: none">• The friendly and knowledgeable staff. They make people feel comfortable and not afraid to ask questions.
<ul style="list-style-type: none">• Ours!	<ul style="list-style-type: none">• The staff really works together and is a team - one of our major initiatives. I think on most occasions that really shows through to the patrons, who often drive a good distance to visit our library instead of the one nearest their home.
<ul style="list-style-type: none">• OURS, OF COURSE!!	<ul style="list-style-type: none">• IT HAS A WARM AND WELCOMING ATMOSPHERE. YOU ARE NOT AFRAID TO ASK FOR HELP BECAUSE THERE IS A SMILING FACE TO HELP YOU FIND WHAT YOU'RE LOOKING FOR.
<ul style="list-style-type: none">• Overall, one of the best is the LaVergne Public Library in LaVergne, TN. It had a spectacular children's activity room. In Indiana, one of the best I've visited was the Mishawaka Public Library. Not only did it have a beautiful building but, as I walked around, the staff asked if I needed help no less than six times.	<ul style="list-style-type: none">• Spacious and innovative buildings and friendly staff. See question #8.
<ul style="list-style-type: none">• Peabody	<ul style="list-style-type: none">• Friendly staff, open magazine stacks, building felt welcoming easy to access catalog computers
<ul style="list-style-type: none">• Peabody Public Library	<ul style="list-style-type: none">• The friendly staff
<ul style="list-style-type: none">• Peabody Public Library	<ul style="list-style-type: none">• The atmosphere and services they provide
<ul style="list-style-type: none">• Peabody Public Library	<ul style="list-style-type: none">• The grounds, training facilities, display cases, and space on their shelves.
<ul style="list-style-type: none">• Peabody Public Library	<ul style="list-style-type: none">• It is very open, not cluttered. Very organized
<ul style="list-style-type: none">• Peabody Public Library (Columbia City)	<ul style="list-style-type: none">• the setting, accessibility, layout, signage, meeting room, very updated

<ul style="list-style-type: none">• Peabody, Albion, and Garrett	<ul style="list-style-type: none">• I love the architecture in each of these libraries. Its tough for me to take in what any library offers, because I'm only in libraries as an employee.
<ul style="list-style-type: none">• Peabody.	<ul style="list-style-type: none">• I liked the fact that all public collections/departments were on one floor, and they had a huge basement for public meeting rooms, storage and tech services.
<ul style="list-style-type: none">• Personally, I think our library is the best...bright, open, accessible, friendly, comfortable, and up-to-date in regards to materials and structure!	<ul style="list-style-type: none">• A great group of people to work with, a knowledgeable director, a thoughtful board, and an awesome community that saw the need for our new facility and the contents therein. I believe that our money is managed wisely...which is a very special quality that the community appreciates.
<ul style="list-style-type: none">• Probably a suburban library in Colorado...	<ul style="list-style-type: none">• The number of resources and the beauty of the building and setting were great. The number of patrons that I saw participating in activities was fabulous.
<ul style="list-style-type: none">• PURDUE	<ul style="list-style-type: none">• RESOURCE MATERIAL, THE BUILDING ITSELF, STAFF
<ul style="list-style-type: none">• Saint Joseph County Public Library	<ul style="list-style-type: none">• It seems to be really built around the needs of its patrons.
<ul style="list-style-type: none">• San Francisco Library	<ul style="list-style-type: none">• So large.
<ul style="list-style-type: none">• So far it would have to be Warsaw Community Public Library	<ul style="list-style-type: none">• It was better big
<ul style="list-style-type: none">• Some of the newer libraries, because of the larger size, being able to accommodate the handicap, better parking facilities, having room for patrons who want to study, read, etc., staff having a lunch room.	<ul style="list-style-type: none">• Please see question No. 8.
<ul style="list-style-type: none">• Taylor University Fort Wayne	<ul style="list-style-type: none">• It had a nice area to do homework in.

<ul style="list-style-type: none">• The library at IUPUI	<ul style="list-style-type: none">• Wide variety of reading material, and nice sitting areas to read at. You felt like the library was your home. Also, numerous media/computer areas. You felt like you could get all the info you wanted on anything in one place.
<ul style="list-style-type: none">• The Peabody Library in Columbia City.	<ul style="list-style-type: none">• It has a very large selection of books, and is a quiet place to read and study.
<ul style="list-style-type: none">• The Wells Co Library in Bluffton, IN.	<ul style="list-style-type: none">• It has a very inviting children's department.
<ul style="list-style-type: none">• There was one in Michigan...can't remember the name or town.	<ul style="list-style-type: none">• It was beautiful on the outside and so large inside. Had so much to offer and was very inviting to the public. I make it a habit to visit libraries in towns we stop at when traveling. I just love libraries!
<ul style="list-style-type: none">• This library is one of the best small town libraries I have ever visited, but the Allen County Public Library and its branches are great as well.	<ul style="list-style-type: none">• The Allen County Public library has a great selection and a wonderful genealogy department.
<ul style="list-style-type: none">• University of Notre Dame	<ul style="list-style-type: none">• Very studious atmosphere-yet student friendly
<ul style="list-style-type: none">• Wells Co. Library in Bluffton impressed me.	<ul style="list-style-type: none">• We have attended several impressive programs given there and liked the way the library was set up for our use. It is well decorated and we liked their book displays and the way the rooms were set up
<ul style="list-style-type: none">• Wells County Public Library	<ul style="list-style-type: none">• Well thought out space/wide selection of programming. Large collection of resources
<ul style="list-style-type: none">• Westerville Public Library	<ul style="list-style-type: none">• Had a lot of room and something for every age

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- While our library is beautiful, our space is very limiting. I love the layout of the Peabody Library. Wells County, which is being remodeled, also had a nice flow to it.
 - The layout of the library, the windows to the pond, room for large group meetings in the basement, and the outdoor area for activities (including a quiet read).
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- University libraries have been the best.
 - They have many computers available and a plethora of scholarly book resources. These book resources also include books which contain legitimate information even though they may be 'old and ugly'. Facts do not change. In addition, while it is important to be 'politically correct,' university libraries tend to have a greater amount of balance in the views represented. Controversial views are represented fully from both sides. If libraries, which are intended to be places of study for those searching for answers, cannot fairly represent opposing viewpoints, how will those people ever find their answers if they are not given the opportunity to fully research opposing viewpoints? The negative/tolerated/and oftentimes objectively wrong viewpoint cannot be allowed to dominate the full truth. Truth cannot be determined by mere subjectivity. Rather, people must be given the opportunity to analyze data from opposing viewpoints in order to come to the subjective realization that there is an unwavering objective truth and natural law. Additionally, these libraries seek to be scholarly sources rather than an entertainment industry.
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Please provide any other comments or suggestions you may have.

- A lot of services offered by NEILC seem to be duplicated by other library organizations. While it has offered much needed services in the past, I personally wonder if efforts would be better spent coordinating/merging with other existing groups, such as INCOLSA or NICCL, at the same time expanding the services offered by those organizations, and reducing administrative overhead and effort, thereby allowing that time to be spent more on actual projects, events, etc.
- Cultural grants are not a big hit with the community. Businesses and librarians like them but patrons show little interest, perhaps due to desensitization. This sounds biased, however, attendance numbers have fallen based on cultural programs. The interest isn't there....
- Despite the growth in technology used in the library we most of the people coming into our library are still checking out books.
- For a small library, I believe that our library is great! We are service oriented and aim to order items that are according to our community's interests. Our staff is friendly toward the public and each other. We are like a family, not just people working
- I don't feel I have enough background to give suggestions on the Angola library at this time. I found the personnel very helpful and friendly (when I first moved here and came in to get my library card). The atmosphere in the library is inviting and restful. It opens its doors for classes, and groups which gives it a community center feeling I think is important. The computers for adults and children are used extensively - a sign of the times I think.
- I ENJOY MY OWN LIBRARY IT IS VERY NICE FOR ALL THE RULES WE HAD TO FOLLOW BECAUSE OF OUR HISTORICAL SIDE.
- I liked the fact that I could participate in this survey somewhat anonymously right from my desk without having to travel to a meeting which could have taken most of my day. Time is valuable to all of us in the library world and this is one way to make good use of it.
- I love Eckhart for everything they provide to their patrons and staff. Just wish we had more space to do everything we would like to do!
- I think it's great that libraries are starting to work together and share resources and ideas.
- I think that for a community our size, and for only being in operation for a few years, I think that we are off to a great start in our new location. Our patrons haven't had a lot of experience with programming, so I think that they don't know what's possible, so they don't think to ask for anything.
- I think that service is very important, as personal service is the one thing that

makes it more helpful to use the library, than the internet or any other source where there is no real person.

- I think the ability of the NEILC to coordinate grant opportunities will benefit all...
- I would like to see a greater amount of Spanish books.
- I would suggest putting more emphasis on adult programming as well, and more ongoing programs, and opportunities for patrons.
- In case this is the last spot in the survey to add this, I think we all need to work on marketing, customer service, and breaking free of old concepts of what a library should be. I would like training for all staff on this as well as training for children's librarians and other staff on early literacy and programming.
- Is there some way to make the use of new technology & the training to use it more equitable for all libraries? The smaller libraries are at a distinct disadvantage in this area.
- It is also important to distribute books on specific topics across all libraries in the same system. Many people do not want to wait on a book in transit. This is especially true if they have procrastinated on a project. While this cannot be helped, having materials evenly distributed throughout all the libraries would benefit a greater number of the public.
- Libraries are a valuable asset to the community in the same way school and hospitals are. We need to find a way to market ourselves more successfully, and lobby for universal library service.
- Libraries are important to everyone and we need to try and make them available to everyone no matter where they live or their income. It would be a great asset then to the whole community.
- Libraries are no longer the shh! and sit down concept. They are driven to help students, senior adults with computers, etc.
- Libraries working together are able to accomplish much more than working in isolation but staff need to be willing to commit time and energy.
- Medical insurance should be available to all library employees with library paying a significant part of the premium. All libraries should be part of a group plan. Even if employees had to pay the premium at least a group plan would be available. The size of the library and the number of employees participating should be irrelevant. Small libraries should not be discriminated against.
- Most school systems have good libraries, so they wouldn't need the local library to make deliveries. But, I wonder if book deliveries to prisons would help lessen some of the problems prisons have with the inmates.
- NEILC has been one of the best things ever to happen in North-east Indiana. We would not have been able to provide some of the services we do without it.

- No comment.
- none
- Re: things for children's departments--actual working children's librarians should be in on the planning of this. They know best what they can use.
- The first thing that sticks out to me about the North Webster Library is how personable all the other staff are. They make me and the patrons feel so comfortable and accepted, and I think this has a huge effect on the people who come here. In my opinion, this is the most important facet of any library.
- We need to consolidate all of the libraries in Whitley County.
- We need to do whatever we can to provide library service to everyone in the state. We need to get our state representatives, etc. to create a bill that everyone will have library services. I know taxes are an issue, especially in the farming community, but we all eventually pay school taxes and do not have kids attending school or other taxes that we have no control over.
- Would like to see new materials processed in a CONSISTENTLY, timely manner. The majority of the time it is done quickly, but this is not consistent. Also, would like to see some of our library functions less centralized. With everything for the 'branches' being done at the main library, the needs of the branch patrons are not always met.



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The North East Indiana Library Consortium (NEILC)

• Survey Introduction

Formed in 1997, the NorthEast Indiana Library Consortium (NEILC) consists of eighteen public libraries from DeKalb, Kosciusko, La Grange, Noble, Steuben and Whitley counties. Over the years, NEILC libraries have partnered together to empower staff and sponsor unique children's programming. Through collaboration and generous contributions from the Dekko Foundation, member libraries have been able to achieve much more than they ever could on their own.

In an effort to serve you and your library better in the future, NEILC is embarking on a long-range planning process. As part of this effort, information is being collected from the staff of each NEILC library.

All survey results will be kept anonymous. However, after the long range planning process is complete, each individual library will be given the data compiled from its own staff.

Please take a few moments to share your thoughts and opinions about the various programs and services NIELC has provided you or your library.

NorthEast Indiana Library Consortium

• Survey

1. Please indicate the library you work for:

- Bell Memorial Public Library (Mentone)
- Butler Public Library
- Carnegie Public Library of Steuben County
- Churubusco Public Library
- Eckhart Public Library (Auburn)
- Fremont Public Library
- Garrett Public Library
- Kendallville Public Library
- LaGrange County Public Library
- Ligonier Public Library
- Milford Public Library
- Noble County Public Library
- North Webster Community Public Library
- Peabody Public Library (Columbia City)
- Pierceton & Washington Township Public Library
- South Whitely – Cleveland Township Public Library
- Syracuse – Turkey Creek Public Library Public Library
- Warsaw Community Public Library
- Waterloo – Grant Township Public Library

2. How many years have you been employed by the library?

- | | |
|--------|---------|
| 0 - 1 | 10 - 15 |
| 1 - 2 | 15 - 20 |
| 2 - 3 | 20 - 25 |
| 3 - 5 | 25 - 30 |
| 5 - 10 | 30+ |

3. What is your primary area of responsibility?

(Check all that apply)

- | | |
|--------------------------------|---------------|
| Administration | Genealogy |
| Adult Services | Reference |
| Cataloging/Technical Services | Teen Services |
| Children's Services | Technology |
| Circulation | Other |
| Clerical/Bookkeeping/Publicity | |

4. Have you or your library participated in any programs or services sponsored by NEILC.

Yes

No (If no, please skip to question #7)

5. If yes, please indicate all NEILC sponsored programs or services you or your library participated in. (Check all that apply)

Book Buddies Kits
Computer Training for Staff - Front Page
Computer Training for Staff - Introduction to the Internet
Computer Training for Staff - Microsoft Access
Computer Training for Staff - Microsoft Excel
Computer Training for Staff - Microsoft Word
Computer Training for Staff - Novell Network
Customer Service Training
Fort Wayne Dance Collective Programs
Language Programming (K-12)
MARC Record Cataloging Workshops
Marketing Presentation
Music Programming (K-12)
Outcome Based Evaluation Workshop
Performing Arts Programming (K-12)
Seven Habits of Highly Effective People Workshop
System Administration Training
Visual Arts Programs (K-12)
Young Adult Training Session

6. Which of these programs were helpful to you or your library and why?

7. What's the next big thing in libraries?

8. What's the best library you've ever visited?

9. What made it so special?

10. Please provide any other comments or suggestions you may have.

Thank you for your response. Your participation in this survey will assist NEILC in continuing to provide library programs and services to you, your library and your community.