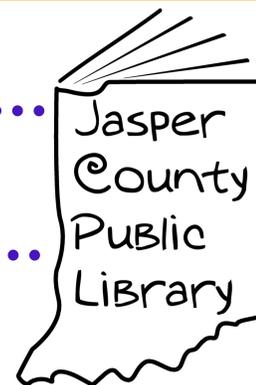


COMMUNITY CONNECTION

INFORM, ENRICH, EMPOWER




**YOU TALKED...
WE LISTENED!**

In 2019 we created and distributed a User/Non User Survey to assess how well we serve our community with our services and programs. 99% of respondents found staff to be friendly and courteous. 98% ranked staff assistance good to excellent. 94% found the layout of library materials good to excellent. 98% indicated that it was easy to check-out materials. We also received high marks (90% or greater) for availability and variety of library materials, overall physical environment, hours of operation, and display areas. One survey comment was particularly affirming, "This library is one of the greatest resources in the community and county." That one made us smile!

We are pleased to know that overall respondents are happy with our staff, buildings, collections, and service. However, we have learned that we need to put more emphasis on marketing some of our services.

Survey results indicate that only 50% of respondents were aware that we offer wifi, color copying/printing, intralibrary loan (between JCPL libraries), outgoing fax service, interlibrary loan (borrowing from other library systems), ebook/audiobook downloads, and genealogy/local history resources. Less than 50% are aware of exam proctoring services, hotspot checkout, and the availability of e-magazines.

Additionally, we need to make our website more user-friendly as nearly 90% found our website easy to navigate but a bit overcrowded and busy. One survey comment struck us, "well, the library looked drab." Two of our libraries are nearly 30 years old. It is time to spruce up our spaces inside and outside.

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CONNECT.....
WITH US

VISIT OUR WEBSITE:
www.myjcpl.org

VISIT US ON
SOCIAL MEDIA



E-BOOK & AUDIO



Rensselaer Library
(219) 866-5881

DeMotte Library
(219) 987-2221

Wheatfield Library
(219) 956-3774

Director:

Patty Stringfellow

JCPL Board of Trustees:

Kevin Kaluf

Natalie Waling

Kristie Housman

Mark Heinig

Janelle Harper

Janet Umlauf

Julie Davidson

As a means to assess community needs we also conducted several community conversations to gather input from constituents and library users. Each conversation was a chance for us to better understand people's aspirations for the community, the concerns they have and what they believe might make a difference in strengthening the community. Our goal was to let people be heard, to look for patterns/themes to reflect the larger community, and find something that we can act upon. We asked – "What kind of community do you want to live in?" We studied the data we received and concluded that people feel unsafe and disconnected. They want to be involved, be engaged, be connected, and feel safe and welcomed. They want to live in a community that is thriving, growing, and offers family-oriented activities, especially outside in nature. Our community is concerned about a lack of resources and opportunity, communication, safety, cleanliness, and volunteerism (how to find volunteers and where to volunteer).

Last year we listened deeply, and now we are acting on expressed needs. In our next library newsletter we will show and tell you how.

JCPL KIDS

Kids are invited to join us for our 'Virtual Story Time' sessions in June! Check our website and facebook page for updates!



Need ideas for crafts and activities? Check out our Pinterest page!



Stay tuned for information on our 'Virtual Summer Reading Program' coming in July!



TAKE ADVANTAGE OF OUR VIRTUAL RESOURCES

We urge our patrons to explore all the digital resources our website has to offer such as ebooks, audiobooks, streaming movies and digital magazines. In an effort to bolster our virtual

services, we have added ebook titles to OverDrive, doubled the number of items you can download through Hoopla, and introduced Tumblebooks- a new resource for our younger patrons to enjoy! Kids can access this collection of animated picture books, read-alongs, graphic novels, quizzes, educational games and more from the comfort and safety of their homes.

We have a fine selection of resources for your research needs. Need to complete a research paper? Start with World Book or browse through thousands of current news items in INSPIRE / Student Research Center / Kids Search. Visit our Student Portal to access these databases and more to tackle any school subject! Having difficulty accessing our digital resources? Let us help! If you would like to access our digital resources but are unable to, please send an email to eparrish@myjcpl.org with your name and phone number. We will get you back on track taking advantage of these great resources. Are you interested in learning more about digital resources, but don't know where to look? Check out <https://my.nicheacademy.com/myjcpl> for helpful tutorials on these and so much more!



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