

**CICERO PUBLIC LIBRARY**

# **COMMUNITY FEEDBACK**

NOVEMBER 2021

# BOARD & STAFF SURVEY

Twenty-two library workers and trustees provided feedback regarding their perspectives on future library service in Cicero. Their responses are included below. Please note that responses are included in the format they were submitted.

Describe the library's role within the Cicero community in one sentence:

- A "third place" where they can spend time without spending money or giving a service
- A focal point in the town that offers a wide range of services and can cater to a wide
- A source of information
- An informational hub.
- Given the diverse needs and geographic dispersion of our patrons, we will continue to improve our existing offerings while seeking new and innovative ways for our community to interact with the library.
- Helps the community providing free tools for education
- Promote and support literacy for all ages. Provide books and other material for the community. Provide information and resources so that Cicero families may thrive.
- Provide access to information and educational programs
- Resource center for books, computers and printing services
- The Cicero library is a safe, secure establishment that offers many services (and resources) for our community
- The library provides all kind of service.
- The library's role is to support and be resourceful to the individuals in our community.
- The role of the library is to offer the community outlets to be more informed and educated
- To ensure the community has access to information.
- To help Ciceronians to access their information needs and to be a community hub.
- To promote literacy and useful daily information to the people and encourage lifelong learning through it's reading materials and resources
- To provide free access of information (educational, resources for families and government assistance, to free entertainment (DVDs, music, etc.) to the community
- To provide its community with academic, economic, and technological resources
- To provide services, materials and information to the Cicero community.
- To serve and encourage individuality
- We just exist

What does the Cicero Public Library do well?

- A clean and quiet place
- Accommodate to the community of Cicero along with the residents of neighboring communities (in Chicago, Berwyn)
- Attending to people needs
- Catering to the Cicero residents and visitors alike.
- I think we try our best to be kind and helpful
- It provides reading materials well
- Keeping materials clean and organized. Providing information, free access to computers and internet.
- Once patrons come in our door, they quickly appreciate what a valuable resource the library is
- Provide a great AV selection
- Provide assistance to the best of our knowledge to our patrons regarding

- information they need and the safety of our patrons and staff
- Provide help to our greatest extent to our patrons
- Provide wifi
- The Cicero library does an excellent job with children's programs and having easy access for the community to come in use library services.
- The Cicero library is safe and clean and accommodating

- The Cicero library provides a safe environment for students to come and study.
- The library does well with assisting the patrons that visit the library
- The library informs the community and offers many activities throughout the year.
- We have a well developed collection
- We provide access. We promote literacy. We help build the community.
- We provide our community with great materials.

How important do you think the following attributes of public library service are to the Cicero community?

	EXTREMELY IMPORTANT	VERY IMPORTANT	MODERATELY IMPORTANT	SLIGHTLY IMPORTANT	NOT AT ALL IMPORTANT
Borrowing physical books	19	3	0	0	0
Borrowing audio/visual materials	16	4	0	1	1
Borrowing other physical materials (e.g., magazines)	10	3	5	2	0
Accessing electronic materials (e.g., e-books, e-audiobooks, databases)	14	4	3	1	0
Taking children/grandchildren to visit	15	3	4	0	0
Attending library programs	12	5	4	1	0
Reading, working, or studying in a quiet environment	12	7	2	0	0
Meeting with others or working collaboratively	10	9	3	0	0
Using computers or other technology	18	4	0	0	0
Using the Wi-Fi	20	2	0	0	0

Fill in the blank:

The library should provide:

- A friendly community center they can visit anytime
- a safe and welcoming environment
- an array of books both hard copy and online
- an updated non-fiction collection
- Books
- Classes
- Equal access to information
- friendly service to all, more meaningful programs, community outreach, and easy access.
- Learning tools for the disabled
- Materials, information, programming, community space, and quiet space
- More adult and teen programming
- More programs for adults and children. Bigger variety of video games.
- More research on resources
- More technology for the changing world
- Resources
- safe
- services
- Tools for people education

The library should serve:

- All communities
- All in the community
- All individuals regardless of race, sex, religion, etc.
- All members of the community
- all people
- All who seek our services
- Cicero and Chicago residents
- coffee/espresso bar during fall/summer
- Everyone, no matter race or gender
- its community and staff
- More of a variety of Spanish books.
- Our community and surrounding neighbors
- the community
- the community
- the community in its entirety and staff to provide these services.
- The general public
- We need to serve and connect people to people
- Young people needs

The library should aim to:

- Be a community hub
- Be more green and outreach more to the community
- bridge the gap between the community and library. Add more effort into marketing and social media.
- Continue providing the necessary materials to enhance a person's life
- educate
- Expand its collection
- Help individuals the best way we can.
- Help the community
- Increase cardholders
- innovate
- Keep up on latest technology
- outreach
- outreach more
- promote more
- Promote passionate learning
- Reach out to those who don't know what we provide
- Solve people's problems
- Support a variety of learning and research styles and welcome a greater diversity of users

## The library should inspire:

- all
- All patrons to exceed their limits
- aspiring authors
- Being a gateway to the community
- children
- Cooperation and community
- Curiosity, expand the young minds to learn/read/imagination
- Going green
- Individuals, youth, and families
- Kids
- lifelong learning and people to continue coming back.
- Readers, writers, students
- The community to think of their library as a helpful neighbor
- The uninformed
- Those looking to learn
- to grow
- young and old minds
- Young people/kids

## The library should empower:

- All ethnicities
- All patrons and staff
- Anyone who wishes to learn and further their knowledge
- Community engagement
- Everyone to improve their minds
- everyone who walks through our doors
- In providing more resources to low-income families
- People in need
- staff
- staff to complete their jobs well while promoting a safe environment for the community to come back.
- The disempowered (low income, disenfranchise, people with accessibility needs)
- The jobless and homeless
- the people
- The spirit of community generosity
- The uneducated and the poor
- The voice of our community, share information and services
- We need to empower people to lead. Library resources and programming need to help patrons develop their leadership skills.
- yes all

Please select your level of agreement with the following statements:

	STRONGLY AGREE	SOMEWHAT AGREE	NEUTRAL	SOMEWHAT DISAGREE	STRONGLY DISAGREE
The library's collection meets the needs of the Cicero community.	6	4	3	7	2
The library's physical space meets the needs of children in the Cicero community.	5	3	3	5	6
The library's physical space meets the needs of teens and young adults in the Cicero community.	5	5	4	4	4
The library's physical space meets the needs of adults in the Cicero community.	6	5	5	3	3
Our community is aware of what the Cicero Public Library has to offer.	2	2	6	7	5
I predict that our community's level of library usage following the COVID-19 pandemic will meet or exceed its level of usage prior to March 2020.	4	3	7	4	4

If you answered "Strongly Disagree" or "Somewhat Disagree," please explain:

- During my time at the front desk many people did not know about our games.
- I believe most of our community is not aware. I hope our FB page encourages people and I strongly suggest employers with FB to share Cicero library's posts.
- I put "Somewhat Disagree" for the first question because I believe we should add more Spanish/bilingual books to our collection since our community is predominantly Latino and Spanish speaking
- Library spaces should support a variety of activities. The library environment should be inviting and comfortable. Library spaces should support technology.
- Many Cicero community members do not know we exist or that we are exclusive to certain people.
- Our books are out of date and won't be weeded. No community outreach.
- Our building is much smaller than other libraries that serve similar sized populations
- Space is too small
- The children's area is smaller than what other libraries provide. Not too many tables, chairs for them, and no play area.
- The library needs more material for Spanish speakers; we do not have enough books in Spanish. The children's department needs a bigger area for kids to play, do crafts, etc.
- There isn't adequate programming space or seating for children. Programming space for adults is also minimal.
- We have a BIG open floor in the center, it echos so there's always noise, the "quiet room" is small and we get people who take up the spots to lounge because of the table

space and outlets and those people either make students move or smell. And the kids section (our biggest demographic) has about 1/3 of space they should have.

- We have a low number of card holders relative to our population size and low program attendance
- We need a better collection of resources to cater our community which is largely Hispanic. Also update our educational

section for our students. The spacing for the children's department and teen does not meet for large groups or programming. We need more space to cater adults for quiet areas of study or interviews and programming.

- We often have to inform patrons that chairs/tables are limited. Library usage might meet its level of usage prior to March 2020 but not exceed it.

## What opportunities do you hope the library has during the next three years?

- All kinds of workshops, cafe, self checkout station
- Expand access, enhance services, optimize resources
- Hopefully the library can keep up with modern technology and use that the library's advantage. Perhaps provide more computers/tablets/laptops for patrons to use, as well as e-books.
- I hope it offers immigration services/info sessions in the future
- I hope the library can provide more resources and more programs for adults
- I hope the library isn't ONLY a building to get information, but also be a place where you can find job opportunities.
- I hope we reach out to the community more and develop stronger partnership with local organization
- More outreach, especially those who don't "like books" or "like reading". Be more welcoming.
- More patrons coming in due to an increase of information we provide to help the community. Increase of materials. More programs for the public.
- More programs for adults, better social media posts, better technology

- More programs for adults, families, and teens/kids
- More programs to get kids involved
- More programs to help the community
- New structure for spacing for better services, children's and adult programming. Enhancements such as self check-out stations and more printers and scanner station
- Opening up a cafe :) and self checkout station.
- Outreach, more community activities, more getting the word out we are here and what we have to offer.
- Partner with the school districts to increase the number of students who have a library card. Increase the number of adult cardholders.
- Programs and materials that suit our community even more.
- Programs/events to bring people together
- STEAM classes for all ages
- To connect with the community. Grow as a staff. Better programming. Staff wellness programs. Community oriented.
- We need like a cafe, so we can drink coffee and read

## What aspect of the Cicero Public Library makes you the most proud?

- Being able to provide a space for patrons where they can read and study. Provide materials, such as books, DVDs, etc. for no cost. Provide computers, printing, fax service for patrons.
- Being able to work with the public and provide services/assistance that can make a difference in someone's life. The challenge is different everyday, "You never know who might walk-in and ask for what"!
- Community service
- First time visitors feel welcomes, safe, and plan to return to visit again.
- Having the opportunity to help someone that may impact their life in the long run
- I like that my job involves helping the community and specifically people in need. Libraries are the last bastion of democracy and we try to be truly egalitarian
- I love my job and what I do. I come to work stress free now.
- I'm proud to be a part of place that does its best to provide as much resources as we can to our community
- It makes me proud to see the diversity within the Board and staff.
- It offers popular books
- Our will to help our patrons
- Patrons frequently express to me how grateful they are for the library and the help that they received here. We are seen as an important resource for information and entertainment.
- Seeing items I handled in the hands of patrons.
- Seeing the changes in staff morale since I have taken over as head of my department.
- The Cicero library is a beautiful place with enough space for patrons to come in and enjoy the library in their own way.
- The entire operation by its director and staff
- the staff
- We are honest and accommodating and friendly
- We are the center of inspiration, discovery, creativity, and collaboration, along with being indispensable to learning, teaching, and lifelong learning
- When someone you help actually gets what they needed help on.
- Working side by side with the director to accomplish a positive growing atmosphere
- Working with each and the director

## Please provide any additional comments:

- Happy to be part of the CPL team
- I love my job.
- My hope is that tons of children participate in the summer reading program and in the next few weeks, more and more patrons will come to the library and utilize our resources. I believe the garden and lawn will be a relaxing, encouraging spot.
- Tech is fantastic now. I look forward to coming to work.
- The Cicero Public Library is the heart of the town where people of all ages, backgrounds, and cultures engage in a lifelong of learning and discovery, while participating in the life of the community
- The library needs much improvement. Internal policies need to be updated and staff need to be picked up. Patron positivity will follow after when people are more passionate about what they do.



# COMMUNITY STAKEHOLDER SURVEY

Seven local community leaders provided feedback regarding their perspectives on future library service in Cicero.

Organizations represented by the community leaders who completed the questionnaire included the following:

- Cicero District 99
- Early Childhood Center/Cicero District 99
- Library Board Member
- Morton College
- Our Lady of Charity School
- Schools
- Town of Cicero

Their responses are included below. Please note that responses are included in the format they were submitted.

## How would you describe the library's role within the Cicero community?

- An extremely important resource for the community. The access to knowledge is a fundamental right to all and the library provides this ability
- I believe it is very important if the resident lives close to the library. The further away the community is the harder it is for people to access it.
- Quiet
- Supportive
- The Cicero Library serves as a great resource for the community to assist children and adults as they are life-long learners. The library assists in the development of the mind.
- The library is a valuable resource not only for studying, learning, and research.. but bridges a gap for lower income residents that may not have access to internet, shelter, and a safe space. The library is a community center.
- To provide resources to residents for any research they need to do, offer enrichment to both children and adults, and to have a wide variety of material representative of diverse cultures and genre.

## What does the Cicero Public Library do well?

- Cicero Public Library offers a variety of programs to residents.
- Provides access to information and development of skills
- Provides access to the underserved in our community
- Staff is friendly.
- Their children's programs seem abundant.
- They are always working to bring in new attractions and other items to draw interest from the community.
- Under new leadership the programing has reflected the needs of children

How important do you think the following attributes of public library service are to the Cicero community?

	EXTREMELY IMPORTANT	VERY IMPORTANT	MODERATELY IMPORTANT	SLIGHTLY IMPORTANT	NOT AT ALL IMPORTANT
Borrowing physical books	2	3	2	0	0
Borrowing audio/visual materials	1	4	2	0	0
Borrowing other physical materials (e.g., magazines)	2	3	2	0	0
Accessing electronic materials (e.g., e-books, e-audiobooks, databases)	4	3	0	0	0
Taking children/grandchildren to visit	5	2	0	0	0
Attending library programs	3	3	1	0	0
Reading, working, or studying in a quiet environment	4	2	1	0	0
Meeting with others or working collaboratively	2	4	1	0	0
Using computers or other technology	3	4	0	0	0
Using the Wi-Fi	5	2	0	0	0

Please select your level of agreement with the following statements:

	STRONGLY AGREE	SOMEWHAT AGREE	NEUTRAL	SOMEWHAT DISAGREE	STRONGLY DISAGREE
The library's collection meets the needs of the Cicero community.	0	4	3	0	0
The library's physical space meets the needs of children in the Cicero community.	1	4	2	0	0
The library's physical space meets the needs of teens and young adults in the Cicero community.	0	5	2	0	0
The library's physical space meets the needs of adults in the Cicero community.	0	6	1	0	0
Our community is aware of what the Cicero Public Library has to offer.	1	3	2	1	0
I predict that our community's level of library usage following the COVID-19 pandemic will meet or exceed its level of usage prior to March 2020.	2	3	2	0	0

What opportunities do you hope the library has during the next three years?

- Can you visit schools?
- Expanded programming for teens, children and seniors.
- In-person events and activities for children.
- More advertising so the community knows everything that goes on there. You have to give people a reason to come. Perhaps serving food, coffee, etc. Like a bookstore. People then come, hang out, read, socialize, etc... The library is not only for children and students.
- More programing offered to the community
- Perhaps satellite or buses for learning opportunities for kids/families who are farther away from the actual building.
- To continue to assist the community to develop life-long learning skills

Please provide any additional comments:

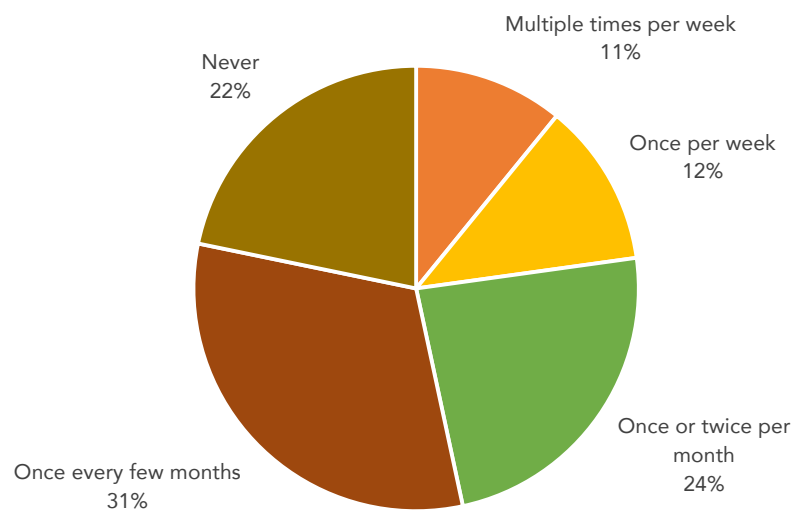
- thank you for doing this... its important to get feedback so you can always improve.
- What services can you (or do you) provide to schools?

# COMMUNITY SURVEY

During 2021, Cicero Public Library sought input from residents regarding the community's public library service. Cicero Public Library received 196 survey responses. The following analysis provides details on the responses provided by Cicero residents.

*Please note: Comments appear as they were submitted.*

Before the COVID-19 pandemic, how often did you visit the Cicero Public Library in person?



Fill in the blank: When I think of the Cicero Public Library, the first thing that comes to mind is:

- A friendly place where I can be left alone to read.
- A place for people of all ages to learn and get into new interests. A safe place for people go gather
- A place where my son could exercise his love for reading.
- Access
- Actividades para los niños y tikets para visitar el zoo o otros lugares para los niños
- Actividades para niños
- Actividades para niños
- Activities
- Activities for the kids
- All the great options they provide
- Alot books to read
- Aprendizaje
- Aprendizaje
- are books
- Ayuda a la comunidad y acceso al conocimiento e intelecto
- Ayudan
- Bad customer service.
- Big facility
- Book research information
- Books
- Books
- Books
- Books
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- Books

- Books
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- books
- Books
- Books
- Books
- Books
- Books
- Books
- Books
- Books and magazines.
- Books for my kids
- Books to read for my kids.
- Books, crafts, quiet space
- Books! Fountain of resources.
- Buena opción
- Caminando sus espacios para buscar un libro
- Childhood, place to find info
- Childrens activity class
- Clean and peaceful
- cold and uninviting
- Community
- Community
- Community sharing knowledge and books!
- Computadoras disponibles
- Dated
- Dated and limited youth programming
- Discounted tickets
- Don't know where it is
- Efficient
- Emergency place to run away from family, friends and noise to fully focus and study for exams
- En contrar informacion que me ayude ami ami hijo
- Entradas Al zoo
- exploring my child's mine
- Family activity
- Far.
- Focus
- Free education, books for kids and resources to help me too
- Friendly reference staff
- Friendly staff.
- Gaming books
- Good books
- good for the community

- Great source of information and knowledge.
- Hablan español
- Hassle
- Having a place my kids can have to read books and get research on school projects.
- How beautiful it is inside!
- I remember way back in the old library when they'd have story reading in the kids section
- I want to visit soon.
- I wish I could afford it.
- Important
- Infectarme de COVID
- Información
- Información
- Information and activities
- It's not promoted enough
- Knowledge
- la seguridad en todos los aspectos
- Las actividades para niños
- Lectura, aprendizaje,
- Leer
- Leer diferentes libros
- Leer libros con mi niño
- Leer libros encontrar una historia nueva
- Libros
- Libros
- Libros
- Libros
- Libros / películas
- Libros estudiar
- Libros interesantes
- Libros y amabilidad
- Libros y tranquilidad
- Libros. Fax
- Location
- Location is not safe
- Los libros
- Los programas que tienen
- Me ayudan
- Mucha información
- Muchas cosas que a prender
- My kids enjoy reading
- My library card is expired!
- Nasty north side of town and tiny ain't got nothing in it safety town area
- Needs more children's books
- New books
- No es buena
- Not child friendly
- Not enough programing
- Nuevo libros, y peliculas
- Nunca

- Old
- outdated
- Peace
- Peace
- peace and quiet
- peaceful
- Peaceful
- Peaceful place.
- Physically small library
- Piece of mind
- Poder ir alas clases de inglés que daban y quitarme la mascarilla y poder abrazas a los profesores que nos daban las clases
- Printing , take my kids to check out a book
- Puedo estar en silencio
- Que es un buen lugar
- Que lo ban a cerrar
- Que puedo encontrar cualquier libro
- Que ya no es ygal desde que empezó el covid 19
- quiet
- Quiet
- Quiet and peace
- Quiet place
- read
- Read
- Read book for kids
- Read books

- Reading
- Recursos
- Relajarme con un buen libro
- Relaxation
- Resources
- Safe place for children to borrow free books.
- Si sera un algo seguro para ir ahora por lo de la pandemia
- Small
- Space to do hw
- Terrible Customer Service
- Terrible service
- The books I like to read
- The small branch on 34th that closed
- They don't have activities for my child like other suburban libraries
- To read books and used the computers.
- Tranquilidad
- Un lugar divertido para llevar a mi hijo. Le gustan mucho los libros.
- Una actividad para niños
- Unlimited resources.
- Unlimited source of books
- Very difficult to obtain an ID from the library
- Welcoming
- Welcoming

## How important are the following attributes of public library service to you?

	EXTREMELY IMPORTANT	VERY IMPORTANT	MODERATELY IMPORTANT	SLIGHTLY IMPORTANT	NOT AT ALL IMPORTANT
Borrowing physical books	105	63	13	8	5
Borrowing DVDs and audio CDs	38	47	33	24	48
Reading or borrowing newspapers and/or magazines	28	41	39	43	43
Accessing electronic materials (e.g., e-books, e-audiobooks, databases)	71	59	38	14	12
Taking children/grandchildren to visit	103	60	14	7	10
Attending library programs	57	63	40	18	14
Reading, working, or studying in a quiet environment	108	51	21	6	7
Meeting with others or working collaboratively	57	69	36	18	14
Using computers or other technology	94	57	17	14	11
Using the Wi-Fi	102	52	18	9	10

## What does the Cicero Public Library do well?

- A tender a los niños
- Actividades
- Actividades de acuerdo a la temporada
- Activities for kids
- All
- Art activities Events Helpful
- Axeder al espacio para disfrutar la lectura o alo alo que entres
- Buen ambiente para trabajar agosto.
- bueno antes de la pandemia todo era perfecto ahorra todo es cuesta ariba
- Cada día nos brindan mucha ayuda .
- Caters To every audiences' needs. For example, for the new generation having the App for east access as well as keeping in mind of our older audience. Easy access for all.
- Clean
- Curbside pick-up.
- Customer service
- Customer service
- Darle la oportunidad aque tengamos acceso ala biblioteca
- Desconozco los servicios
- dus servicios
- Ease of getting books. I have not had the ability or need to use other services during the pandemic
- efficient check outs
- El acceso y seguridad
- El ambiente tranquilo
- Enseñar y educar
- Es importante para nuestros hijos para inculcarles la lectura
- Everything
- Everything
- Everything it's the best place to go for learning finding books to relax and do homework or any kind of work
- Everything but can improve the children activities. Perhaps use an expert in child development to suggest new strategies and techniques for hands in activities
- Facilita y provee herramientas intelectuales que ayuda a las personas y a la comunidad a crecer y desarrollarse.
- Flexible hours
- Friendly and welcoming
- Get books
- Good collection of DVD's
- Good customer service and helpful knowledgeable staff. Good selection of physical books.
- Great
- Great selection of materials. Great hours of service. Friendly staff.
- Have books 📖
- Have dedicated areas for target groups (example: Teens and children); however, I am a professional looking at obtaining further education and I went yesterday and could not find an isolated place with light. Seating in front would not let me focus.
- Have lots of programs for children
- Haven't been there in a while
- Haven't been in there in years
- Having a variety of books, also I like they read books to kids in Facebook and share how to make different type of crafts for different holidays.
- Having books in stock, making visitors feel welcome.
- Having resources
- Having resources available
- Having stuff there
- He asistido junto con mis hijos a sus eventos como a programas educativos,manuales y recreacionales y todo ha estado perfecto.
- Help my children fine the books they need and suggest similar items
- Help with homework and research
- Helpful and knowledgeable staff. Clean well organized books. Clean and plenty of work space.
- I can't say they do much well, while they do have programs that help, there is a lack of advertising of said programs.
- I have no complaints. They don't stock a lot of the books my daughter reads but they are able to get it for you and communicate with you once they have it
- I like that they have kids/preteens book in a place where they my kids can get to. And they have tables where they are allow to read if they want to. Most of the time we take the books home.
- I love how you found ways to make it work! Thank you for making books and craft available for pick up and curve side pick up



during COVID. I was so happy when this was available for us. Thank you!

- IDK
- It's very clean
- It's very quiet and enjoyable to do work in.
- Keep clean and organized
- Keep the kids safe n help
- Keep the place and environment very neat and clean.
- Keeps organized
- La ayuda que nos brindan y el Job board que tienen
- Las actividades y leer
- Last time I was there 4 years ago the staff was very unfriendly and not trained proper
- Maintain clean and quiet environment
- Maintain organization
- Maintain the Facebook page.
- Maintaining a well organized library, classes, updates, hours, and news.
- Mantiene limpio el lugar
- My experience, helped me find and/or direct to my book
- n/A
- N/a
- Nice and neat
- Nice people
- No clue, last time I was there was in 1988.
- No se
- No se que estrategias tenga
- Nothing that I have seen in the 30+ years I have lived here
- Offer programs for kids.
- Ofrecer ayuda y organizar al tu tipo de taller
- Organiza muy bien los libros que busca uno lo atienden muy bien
- Organización y servicios
- Organizing programs, books, movies. Helping out when we need help.
- Prestar la cd o literatura para leer
- Prestar libros
- Provide a quiet place to do work or get books needed!
- Provide a wide range of resources and quiet time
- Provide all the services people are looking for.
- Provide book requests services. Provide craft bags.
- Provide materials to the town
- Provide the resources to work on school work

- Provide the space to access what a library offers the community
- Provides a clean and safe environment where people can read.
- Que ayudan si uno lo nesecita.
- Que dan mucha información sobre cómo obtener más información
- Que todos tenemos oportunidad para acceder a los recursos que ofrece.
- Si
- Siempre que voy hay libros nuevos.
- Staff is always friendly to me and my children and are always very helpful.
- staff is friendly and helpful
- Super clean and quite
- Sus programas y ayuda para encontrar lo que busco.
- Sus programas y la gente de ay son muy amables
- Sus trabajadores todos son unas buenas personas desde que entras asta que salen te ofrecen los mejores tratos y eso ase ver bien la biblioteca de mi comunidad
- Taking care of customer went they need help.
- Talleres de lectura, manualidades festividades los libros siempre están ordenados y en buen estado tienen los libros más recientes en Español
- Tener libros bilingües para niños.
- Tener muchos programas
- Tener un buen. Servicio al cliente y ser mal les
- The Cicero Public Library is great at accommodating the community. It provides a nice quiet space for people to get work done, and is always kept clean and is remodeled beautifully!
- The day I try to open an ID to get access to the library I couldn't because they ask for so many requirements
- The library is very active in the community and they're taking precautions as the covid situation is getting worse.
- The service is excellent. I so proud of my cicero library.
- The staff has always been very caring and helpful.
- The staff is very knowledgeable in a sense where they are able to answer any questions regarding books.

- There is a lot of space to study both for quiet space and collaborative space.
- They are always so helpful and are able to find whatever book or movie you are looking for.
- They are very helpful
- They are welcoming
- They are well stocked and her new materials often.
- They help a lot of people
- They help you do research and find anything you need, even if it's in another library. They give you the option to go to that library to get it, or have it delivered to the Cicero library.
- Tiene buen personal educados más q nada
- Tiene la ayuda que uno necesita
- Tienen actividades para niños y todos son muy amables y preparados
- Todo
- Todo
- Todo
- Todo
- Todo bien
- Todos hacen un buen trabajo
- USO libros cds y la computadora además de imprimir o sacar copias de algún documento
- Very clean
- When you need help there is always someone to help.
- Yes they do
- Yo creo que la comunidad nesecita más información de los servicios que ofrecen y de las cosas nuevas de tecnología que hay
- You can find books easily and the workers are also great helpers.

If the library has not met your needs, please tell us why. What problems or difficulties have you encountered while using the library, if any?

- A more user friendly way to renew our membership cards.
- A veces la atencion de su staff.
- Before COVID-19 I would go with my son back then when he was a toddler and staff kept telling us he needs to keep it down when he would attempt to read aloud it didn't feel kid friendly
- Bigger variety of books
- Cobran los libros si se pasan de tiempo
- deverian modernisarr un poco mas los libro
- El servicio no está bueno
- En la biblioteca de Cicero no hay programas para niños de pre-school ni pre kinder. Story time en la mayoría de las bibliotecas hay 1-2 días por semana en la mañana para los niños. Esta biblioteca no tiene ningún programa para los niños. Ahora durante covid entiendo que los hayan cancelado pero en el pasado no ha habido. Solo día de movies pero story time? No hay. Es importante que haya ese tipo de programas para las familias.
- Es excelente
- Everything is great.
- Hours for activities for kids (need later hours)
- I don't like that you need a library card and that it has a expiration date.
- I encountered problems obtaining a library card for my kid. I'm 35 and my kid is 12, according to the staff at the desk I was too young to have a kid and was asked to bring my kids birth certificate along with the mothers ID to prove this was my kid. I tried to call a manager to verify if this indeed was common practice, and it took 4 days to get in contact with a manager. Manager explained this was not their standard practice. Went back and again was asked for these docs, even thou I explained to staff that a manager said this was not required. Why does the Cicero library make it so hard to get a library card, and how come it is so difficult to get in touch with a manager??
- I had a reader's advisory question and asked the reference person on desk who told me they were not a librarian and could not recommend anything which is understandable. However, I was asked to come back in 3 hours when a librarian was on desk. My information was not taken done and the librarian could have contacted me instead of me coming back. Also, when

calling the library their is no option for Spanish that is an accessibility issue for many residents in the Cicero community who do not understand English.

Additionally, staff can be condescending and make you feel unwelcome when approaching them or going over library card regulations which make one not want to return.

- I have 2 small children and I don't feel like the children's section is very friendly to them or me as a mom with 2. The books are packed in and stacked so there is no real way to browse. I wish you would display the books better so that they would be inviting to read.
- I haven't been there since I was in third grade
- I think most Cicero resources aren't advertised well enough. Personally, I don't use Facebook often and I've been in Cicero for 10 years now. I recently made a Facebook and have been finding out about all the resources this way. Would be great to have an email newsletter of some sort.
- I would say needing a library card is hard. If you could just come check out the book and leave a debit card on file if you do not return would be much better! Most people get all the resources they need online. I think the library caters to people who don't own a computer at home or do not have a quiet place to meet and study.
- If we need to renew a library card, it would be nice to be able to do it in the SWAN libraries app by using the library bar code to renew. Some of us prefer the digital card in the Swan app because we don't carry our physical card. I was told that if I cannot provide the physical card, I will need to pay for another card in order to renew my card.
- It's ghetto
- its sometimes hard to search for books on the computer
- La biblioteca realiza actividades mas para los niños que para adultos, creo que deberia incorporar mas cultura, mas eventos culturales para los adultos. Abrir espacios para compartir en español.
- Last time I was there 4 years ago the staff was very unfriendly and not trained proper

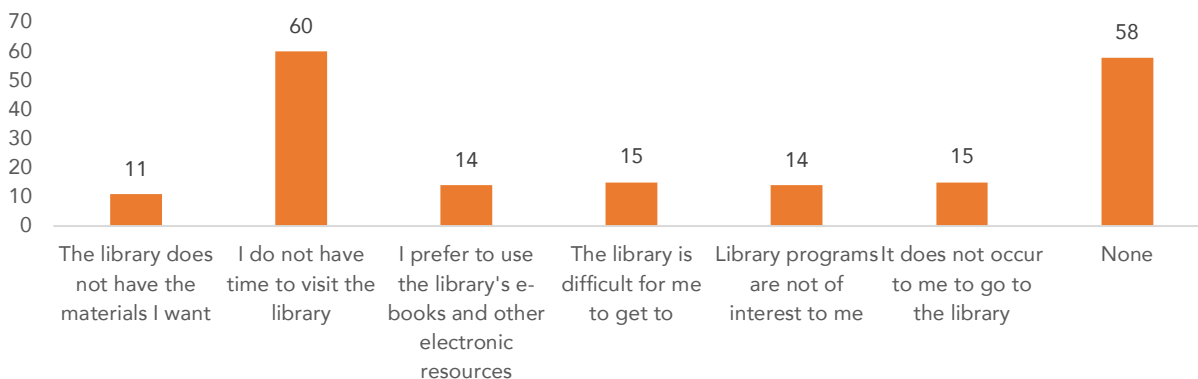
- Más información para los habitantes de la ciudad hay mucha gente q no sabe de los talleres o programas que ofrece la biblioteca.
- Ment my needs
- Mi tiempo no me alcanza para visitar la biblioteca
- N/A
- N/A
- N/A
- N/A
- N/a
- N/A
- N/A
- N/A
- Ninguna
- Ninguna
- Ninguna
- Ninguna
- ninguno
- Ninguno
- Ninguno
- Ninguno
- Ninguno Deverian poner letreros pidiendo q las personas no se yeven las cosas q se le a olvidado a otra
- No not any
- No problems
- No tengo la información de la biblioteca de sus programas de nada
- No tiene fax
- No tiene suficiente equipo para prestar a todas las personas
- None
- None
- None
- none
- Offer ebooks and research info books cook books how to books Consuctiion books Cad books Etc
- Pues no tendríamos libros para que nuestros hijos que puedan leer.
- Satisfecha
- Se necesita más información más publicidad
- Sería bueno que la biblioteca tenga acceso a un canal de YouTube, para promoción y actuación de los programas
- Si
- Si satisfacción
- Some folks are not available at the Cicero facility and we have to wait or drive to Berwyn

- Some programs/events do not have limited person restrictions. I do not feel comfortable going when there is an active virus going around. Also, there should be a rule for employees who have to get tested.
- Some reference staff standoffish, not friendly, almost as if trying to rush things
- Space with light and wider hours. I would suggest having tutors or clubs and advertising at schools. I volunteer for math, I can be reached out at 708-543-8382, my name is Carolina.
- Staff is always rude and unwelcoming.
- The day I try to open an ID to get access to the library I couldn't because they ask for so many requirements
- The library makes it difficult for individuals or groups to be able to use the space. Chicago and other suburban libraries allow individuals and groups to reserve study rooms online without having to prove that we have insurance, IDs or a security deposit. We need more space that allow community members to meet and the library doesn't make it easy for us to use this as the community center that it should be. I also think there should be much more collaboration with other nonprofit organizations and much more outreach to the community. For example, I saw that the library has a small garden now but wouldn't it have been great if that was a wider community wide effort or if you partnered with people in the community who are already doing this? The library right now is not very inviting but it can be! There could be more youth groups, more adult Spanish language groups. I also think the library should do a mural on the west side of the building. A mural project with youth who can collectively decide what to put on there

as opposed to just having library staff decide. I haven't been to any board meetings but I think I want to go and it would be great to have Spanish translation at them for more community members to join.

- The library meets all my needs
- The only thing that I can think of is the requirement to be super quiet in the children's department
- The printers are always out of order. Anyone should be able to go to the library and print.
- There aren't enough places to charge your belongings and work at the same time.
- They should have Chicago museum cards available
- Todo es excelente
- Todo perfecto al respecto nada negativo
- Un poco de desorganización
- We are not able to go in the library during Covid. Not accessible.
- We are the only library in the metropolitan area that does not promote or have 1000 books before kindergarten. Lego club was limited to Cicero residents/ library card holders only. The youth department is dated and needs to get with the times. Kids want STEAM, Technology, and trending stuff. Crafts are nice, but let's be real, we want kids to tinker and read. Find other ways to engage Cicero Families. Miniature Golf at the library. Youth Book Club, have kids submit a video of a book recommendation. If you have a movie night, have kids make pretend boxcar and treat it like a drive in.
- Yo casi no la visito por el motivo de mi seguridad
- You find everything on internet

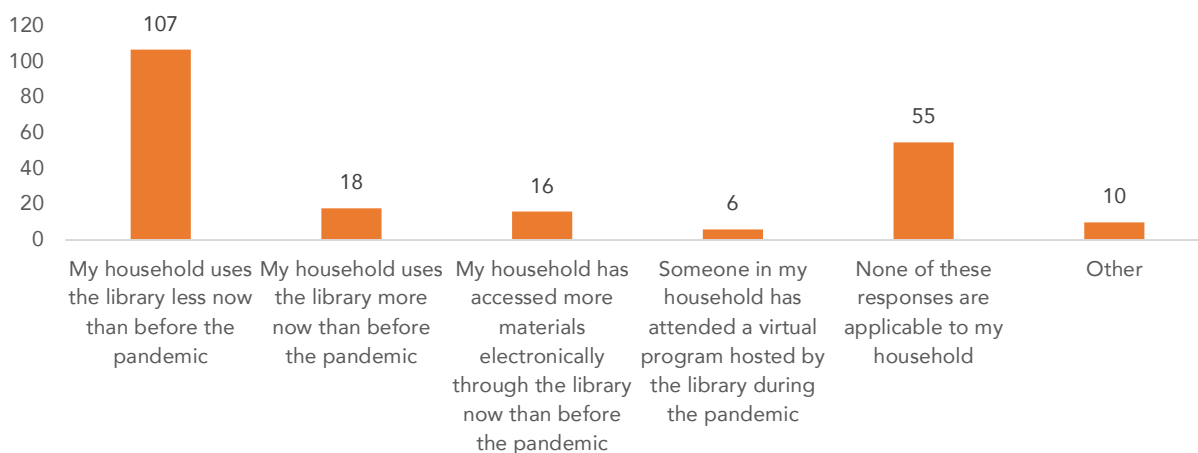
## Which factors reflect why you do not visit the library in person more often, if any?



### Other responses included:

- 2 toddlers who run around
- covid
- Covid
- Covid
- Covid
- COVID-19
- Current library programing is of no interest we visit other libraries because of the librarians and programing .
- Falta de costumbre
- I buy my daughter her books but maybe I will change and go to the free library
- I can find everything I need on the internet, only in rare cases would I need to go to the library for something.
- I think the you need to advertise more to the public about programs for the children and college students
- I think there's space to make the library programs much more open, inviting and reflective of the Latino, spanish-speaking community here.
- Información
- Información de los servicios que ofrecen
- Just haven't had the chance to visit yet.
- La pandemia
- Lack of customer service.
- Last time I was there 4 years ago the staff was very unfriendly and not trained proper
- Money - I cannot afford it.
- My children are in full time school
- Needs to be publicized more on what books are new, new activities, crafting etc
- No esque uno no quiera es para proteger a la lagente mayores
- No estan los programas en persona a los cuales mi hijo asistia.
- No kids programs or toddlers area
- No me tomo el tiempo para visitarla
- No puedo poner nada. Porque siempre encuentro lo que busco.
- No tengo transporte
- Only stayed away due to closure and Covid-19.
- Overdue fees
- por el covid-19
- Por la pandemia
- Porque n se si está abierta todavía al público
- Right now I think it is more because of COVID. But I love visiting the library with my son and checking out materials to read at home.
- Some programs are in the mornings while I work
- Some programs do not reflect well on library because there is overcrowding and I do not feel comfortable going.
- some staff rude
- Stickney is closer
- The hours are not updated in the website. Also the days they close for maintenance
- The terrible customer service
- Time, weekends and vacation timing is short
- Unconstitutional mask mandate
- Waiting time
- We need one on the south side of town

## How has the COVID-19 pandemic changed your household's use of the library?



### Other responses included:

- El COVID
- en mi hogar ya no leen libros
- Haven't gotten a library card
- I use it less because the pandemic caused me to go inside the library
- Masks should be optional.
- No les gusta, no tienen más actualizado
- No tengo carro
- We use it the same

## Describe a time when the library has been most valuable to you.

- 6 years ago, the Library had the book I needed for college and it was a breeze to get it. As of now, I've mostly been using it for discounted tickets.
- Access to the computer and printing have been very helpful.
- Afternoon
- All the time
- Allí encontré el programa de Family Focus que ayudo mucho a mi hijo.
- Always
- As a kid (9/10 years old) I'd get tutoring at the library. The library made a huge impact on me growing up I was lucky that my dad would take me and I had the time of my life reading books. Also it has saved me many times when I didn't have a printer at home and I'm sure many students rely on the library solely for the computers
- Being able to access learning resources and books computer and printer when I have needed to for school or to look for employment.
- Bringing my children to do activities provided by the library and encouraged my children to read books
- Clases de inglés
- Con las reuniones del club de libro en español o eventos culturales en español
- Cuando estuvo en exposicion el libro de mi nino.
- Cuando mi hija leía los cuentos cuando era pequeña
- Cuando mi hijo empezó asistir a las computadoras y leer libros
- Cuando mi hijo ha tenido que tomar asesoramiento de matemáticas con un maestro los fines de semana ellos se reunían ahí.
- Cuando mi niño empezó a leer los libros
- Cuando mis hijos hacían su tarea en grupo con otros compañeros
- Cuando mis hijos necesitaban material de lectura para la escuela
- Cuando mis hijos necesitan información para alguna de sus pasiones

- Cuando mis hijos necesitan algo para que les ayude para la escuela. Van a la biblioteca para encontrar las cosas necesarias.
- Cuando tenía que usar compu y no sabía bien
- Cuando estaba estudiando para obtener mi EGD
- Durante la pandemia recogíamos libros para entretenernos en algo que hacer.
- During middle school , it provided a quiet and safe space for projects for my classmates and I.
- During school and college
- During the pandemic with curbside pick-up.
- En algunas ocasiones ha sido de muy buen uso para mi y mi familia
- en el verano
- En la soledad
- Encontrar nuevos libros de actualidad
- Es importante para la comunidad de Cicero y más para los estudiantes
- Estudiando
- Facilidad para acceder a cualquier tipo de información
- For school
- For studying
- Hasn't been due to the condescending nature of library staff
- I can't think of any, even when I was in school
- I feel like 3-4 years ago we used to go more often
- I had to make a copy for some very important documents, the Cicero library helped me out. Also, the arts and crafts workshop were very fun to attend with my children.
- I have access to printing & computer
- I valuable to me and my family because they have many books my kids enjoy.
- Imprimir Documentos
- In grade school looking for a book. .research
- In my school years
- In the summer
- interlibrary loan
- It continues to be all the time. Kids spend too much time on electronics and I prefer they read paper material and rest their eyes.
- It provides space for working that I can't find in my home because there is no space.
- It was always a great place to study and use the computer. I loved easily placing holds on books.
- Keeping my kids interested. my kids love to reading.. when my kids need to print their schoolwork out.
- La escuela impulsa a los niños a buscar información en la biblioteca y no por internet
- Le ayuda a mi niño a tener más conocimiento de los libros
- Le dieron a mi hija tutorías bueno antes creo que ahora ya no lo tienen
- Library has been valuable to me right now because my son has to be reading for school 20 minutes a day. I love how I am able to borrow actual book and digital book with our library account.
- Libros
- Looking for books
- Los programas que ofrecen
- Mi esposo le gusta mucho leer y siempre nos han ayudado cuando visitamos la biblioteca.
- Mis hijos se distraen en las actividades que hay
- my boys have used the resources at the library since they were 3 years old, they are now 15
- My kids school projects
- My printer wasn't working and I had to print some important materials.
- Ocupaba libros para aprender inglés y me los consiguieron muy rápido
- OTHER librarys have regular storytime , programing , Steam kits , homeschooling resources and connections and meeting rooms available .
- Para el desarrollo de la lectura de mis hijas con libros para sus edades.
- Para enseñar a mi hija la importancia de información
- Para imprimir
- Para imprimir
- Para mi y mi hija asido muy valiosa
- Para que a los niños les motiva se necesita más actualizado
- Por todo lo que tiene es muy importante para el desarrollo de nuestros hijos
- Porque me ayuda a enseñar a mis hijos
- Porque tiene todas las culturas las mejores historias y principal los mejores trabajadores profesionales
- Printing resumes or papers for my children for affordable prices

- Programas y actividades infantiles
- Projects my kids have had for school. I prefer them to do research at a library rather than use internet
- Providing access to books that otherwise would have to be purchased.
- Pues hacía falta poder ir en persona a ver escoger los libros uno mismo porq virtual la verdad n. Llama mucho la atencion
- Que tiene bastante information, lubros, computadoras, WiFi etc...
- Quit time
- Research
- Research for my sons projects
- School
- Story time as a child .
- Studying for an exam
- sus computadkras
- The easy access to your meeting spaces. The ability to access books from other near by libraries.
- The youth services department has always been helpful and made me and my children feel welcome. We appreciate the craft and storytime videos.
- Tiempo de. COVID
- To have a quiet place to work and concentrate. Also us of computer because I didn't have one with the programs need to work.
- To obtain a library card
- To use the computer and printer, scan documents and send faxes
- using computers and printing documents
- Using the computers to e-mail and contact possible future places of work got me hired.
- Uso de fax o computadora.
- Ver la alegria de mi hijo al leer un libro o participar ends manualidades
- Weekends and evenings
- Went I need help in making a copy from the copy mechine.
- When doing a project for my son
- When having to do research for school or my kids need books to read
- When I did not WiFi. I used to apply for a job. My child used for school homework.
- When I need to meet with a group. When I can't find what I am looking for online. I
- When I needed help building a resume
- When I needed to use their computer and printer for important paper work
- When I study for exams
- When I takes my small children.
- When I use to use it for import school papers I had to turn in.
- When I want to take my kids to read
- When I was a student and was constantly writing research papers.
- When I was in college finishing papers.
- When I was in elementary school to get books. I would also go on Saturdays to watch the film being shown
- When i was in high school
- When I was in high school, I used to go almost everyday, since I didn't have a computer or printer.
- When I was younger loved the activities they'd have for us kids and reading time with puppets
- When I went to print something
- When I've been able to use the meeting spaces freely.
- When it kept up with the times. The library is so dull and dark it's depressing. It's not welcoming, it should be colorful and some librarians are more friendlier than others. The YOUTH department needs to be revamped 1000%. The youth are our future.
- When my children needed homework research and books for college
- When my children were young school age
- when my children. are bored and wish to be taken to the library.
- When my kids were little and I use to take them to all the programs here. Now they are big and still take them but just to pick out books.
- When needed peace and quiet
- When needing resources for resources it has saved me a lot of time, anxiety, and money because I easily placed a hold for the books and got instantly informed. The topic was milestones with a child we're raising. Had helped us a ton!
- When they have more programs for children and games.
- Whenever I needed to print or fax an important letter.
- While I was attending school it was very valuable to me.



Please select your level of agreement with the following statements:

	STRONGLY AGREE	SOMEWHAT AGREE	NEUTRAL	SOMEWHAT DISAGREE	STRONGLY DISAGREE
The library's collection meets the needs of the Cicero community.	70	40	30	7	7
The library's physical space meets the needs of children in the Cicero community.	75	35	29	10	5
The library's physical space meets the needs of teens and young adults in the Cicero community.	65	35	39	9	5
The library's physical space meets the needs of adults in the Cicero community.	75	34	31	9	5
Our community is aware of what the Cicero Public Library has to offer.	44	24	52	20	15

If you answered "Strongly Disagree" or "Somewhat Disagree" please explain:

- A space for youth should be made.
- Although the library is on Cermak, the street is very car centric and not very pleasing to walk or bike on. This leads to people driving here which means you have to at least have a car to get to the library.
- Creo que falta que mucha gente sepa que ofrecen en la librería
- Creo que ofrece todo lo que necesitamos
- Doesn't cater to minorities... IE anyone who is not hispanic
- Es perfecta
- Espero que si
- Everything is great
- Honestly, if I did not follow the library on Facebook I would have no idea what was going on at the library. Additionally, a lot of the content on social media is in English which is alarming because this is a majority Spanish speaking community with a lot of people having Spanish as a first language. People have no idea what's going on at the library or that there's even programs for kids much more outreach is needed in the

- community and not just schools or events. Actually going and reaching people where they are and making the library more accessible to them like partnering with local community places that are visited often by residents in the community. Even if that means getting a bookmobile, finding new ways to connect.
- I feel like the library could use more space for teens and adults to work the top floor is great for kids but the bottom seating is limited at least that is how I remember it, there's space in Cicero for the library to be extended
- I feel like the library should offer more activities for kids.... and if they do I'm not sure where to look for those activities
- I strongly believe the library should be bigger. Have more desktops available, and a place where everyone can meet.
- I think the library needs to promote more and make events available in the evening

- I think there needs to be more advertising of the services the library offers. I often find out after they occurred.
- Más o menos
- Mucha gente no esta informada.
- N/A
- Necesita más promoción y más programas de diferente índole comunitaria y parental asociado a su contexto social. Más literatura de diferente tópico en español.
- Not everyone is on Facebook. My age demographic is on Instagram and I recently discovered the Cicero Library was on there as well. I think we do a poor job at making all the resources available known for those of us that leverage our email more. I don't think I ever saw a place to write my email down to get updates.
- Only community that attended often knows.
- People don't use it
- Se necesita más información de los servicios, nos la proferían hacer llegar en un flyer por medio de la escuelas or info en el

- canal de cicero o de otra forma para que también se den cuenta las personas que no tienen hijos en la escuela ya tienen programas para adultos
- Send more information home with the kids from school about library programs
- The library does very little in terms of advertising what they do (l.e) to the general public. And excludes members of the community from obtaining a library card by asking for documents such as birth certificates. Lastly, the library staff attitudes turn away a lot of members of the community
- The library itself and the available services are not advertised much.
- The town doesn't seem to advertise the library as much as other town departments
- They need to do more advertising about programs
- We receive information within the Cicero public news and flyers my son's school.

Fill in the blank: If I could choose a topic for a future library program, it would be:

- A book club, or social gatherings based on a book where you dress up like the characters.
- About our Hispanic heritage and how we Hispanics have made a huge impact to this country.
- Actividades más manuales
- Actividades para niños Lego club
- Activities for children and teens
- An adult program highlighting restaurants in Cicero.
- Anything with teen and young youth depression or a place for them to talk
- Aserla más facil
- author visits from younger authors teens might know
- Ayuda a hacer la tarea y que tengan medio de transportación gratis
- Ayuda para la comunidad
- Book reading for young children
- Book signings by famous authors
- Bullying
- Chess club, lego club , reading club
- Clases de Ingles 1 y dos pero en la tarde
- Clases para lecturas
- Coding for children .
- Coding, personal finance, or something more useful for teenagers and young adults. I feel like most programs focus on the 13 and under.
- computer code workshop
- Computer coding, writers club and homework tutors.
- Despeja tu mente
- Educate people about the virus
- el futuro de los jovenes es en la biblioteca leyendo un libro nno en la calle
- Guest authors giving talks on their books
- Harry potter
- Homework program for kids that have a hard time paying attention
- How to be responsible with finances as a Hispanic community.
- How to write a resume, balance a checkbook, things people need in life
- ldk
- Just started really using the library after a long period so I can't really say what programs I would like to see.
- Kids and toddlers programs in the AM
- Kids events
- Kids fun activities

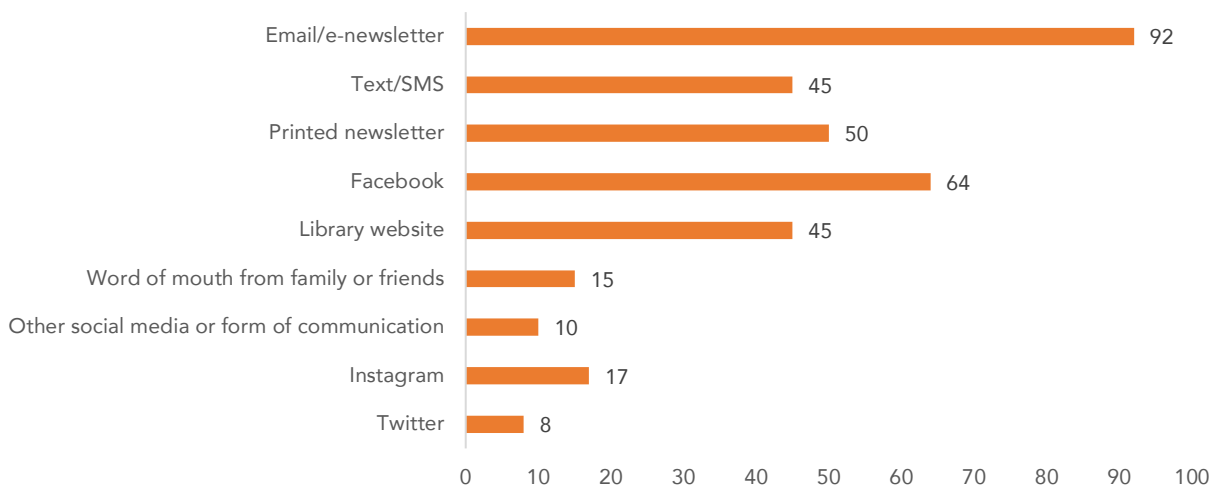
- Kids play time then story time
- Kids program
- Las tecnologías y la educación familiar como también los valores
- Learn to speak Spanish program.
- Learning Spanish
- Leer más
- Más lectura
- Más progrmas
- Más publicidad
- Mental health awareness
- monster trucks
- More than books and reading material...
- Museo
- Museum days
- Musicales
- N/a
- N/A
- N/A
- Na
- No lo sé
- Nose
- Not sure
- Nutricion.
- Presentaciones de música, libros, historias en español
- Preteen book reading program
- Programa para adolescentes
- Programas que incluye papá o mamá con du niño
- Programs for pre-teens
- Programs for toddlers
- Que hicieran programas todos los fines de semana
- Que nos den la oportunidad de tener clases para computación clases de inglés y manualidades para toda la gente
- Racial equality.
- Racial justice in Cicero, the history of this formerly sun-down town and what it is today
- Read to Succeed
- Reading club for teenagers
- Reading groups
- Realidades culturales que afectan a nuestra comunidad.
- Scavenger hunt
- Sería sobre la historia de Estados Unidos y méxico
- Something for day of the dead or other holidays
- Something that teaches teens and adults about finances idk if this is already available it learning about taxes, loans and insurance would be so life changing im 25 now and Barely learning
- Teaching craft classes
- Tener mas actividades para los niños sea
- To make it bigger and 24 hours
- Treating people with respect
- Tutor for elementary and highschool. I have 2 children who when they struggle, there is no help after school
- Urban gardening
- What are the hot jobs out there right now. I had a hard time knowing and I would of wished something like this would of been available.
- Yo escogería la biblioteca librari
- YOUTH DEPARTMENT REVAMP

## Fill in the blank: In the future, I hope the library will...

- Abra un canal por You Toubé y cuente con una App local. Haya más acceso a material religioso.
- Accept book donations
- Attend to the youth department. Yes we love seniors but the town of Cicero does enough for them. The kids of Cicero are clearly neglected with lack of sports programs and extracurricular activities
- Be a great place to go
- be an actually inviting community space
- Be friendly and more welcoming
- Be more accessible to those in the community who may feel uncomfortable walking into the doors of the library.
- be more transparent with its dealings
- Be open on Sundays
- Better precautions as to the pandemic especially during fall and winter. Social distancing, masks, limited events, hand sanitizing stations. More restrictions on employees who get tested. Wait for results before requesting them to go back to work.
- Book contests for children. More children would read if they earn a prize.
- Cater to all people not just Hispanics and actually have a good branch on the south side of town.
- Community involvement
- Continue being great 👍
- Continue to be open and provide resources and services for our community.
- Continue to be open.
- Continue to grow
- Continue to stay open as a valuable resource to the community
- Cuente la historia de Chicago y Cicero
- En el futuro espero q siempre nos den esos servicios
- Expand their dvd/ cd collection a bit more
- Fully open
- Get the ID more easier
- Get the resources it deserves as well as the space
- Have ebook
- Have more career based programs
- Have more children programs in person
- Have more Cicero history
- Have more classes
- Have more programs not only for kids but for teenagers and even adults.
- Have more STEM topics
- Have more user friendly comfortable spaces, evening and wknd programs that attract both toddlers and younger kids
- Have reading groups
- Have renovation
- Have volunteer work again
- I think it's fine the way it is
- I don't know
- Intergraph more in person activities
- Lego club back in person
- Legué a tener clase para adultos en inglés
- Look into the fact that adults in the area can only come after work. This is because the town promotes driving and does not have the appropriate pedestrian/biking infrastructure for children and older residents to get to the library independently.
- Make it easier to renew library cards.
- N/A
- N/A
- Na
- No lo sé
- Nos de más información y nos actualize los cambios o cosas nuevas
- Nueva gente trabajando
- Nunca cambien a sus trabajadores porque eso hace a ser bonita mi biblioteca
- Offer activities at a later time (people who need later hours because of work)
- Offer again the programs for the young children.
- Offer more children activities.
- Offer more kid programs so I can take my children.
- offer more programs for preteen / teen
- Offer museum card check outs
- Offer programs about urban gardening
- Ofrezca más movimiento con eventos en favor de la cultura. No solo leer libros sino ampliar a la visión y expandirse con temas educativos
- Operated by staff with better attitudes, have managers that are actually there, a place of inclusion that handles out library cards without the need of documentation to encourage the community to come

- Organize más talleres que les interese a los jóvenes
- Programs to help kids with learning how to search and look for books on the racks.
- Promote more activities
- Provide more children's services.
- Pueda ayudar con programa de niños con diferentes necesidades especiales
- Pueda hacer más difusión de la información que puedan ofrecer en cuanto a servicios y orientación
- Pueda prestar más libros
- Pueda ser igual que antes de COVID
- Reach out to those who don't know what's available
- Reopen a 2nd location.
- Se actualizo
- Sea como anteriormente lo era con mucjas actividades
- Sea con pura computadora
- Sea más flexible
- Show movies for kids
- still be available to all residents
- Stock more book.
- Su personal interactue mas con los visitantes.
- Tenga charla y actividades para adolescentes.
- Tenga cosas más modernas
- Tenga más libros
- Tenga más libros en español
- Tenga más pases para los niños
- tenga para obras teatreales
- Tenga programas más seguido
- Tenga suficiente material y espacio para muchas personas
- Tenga tutorías y actividades para niños
- Tenga un poco más de libros en español
- traiga nuevos libros
- update their children's books. Some are outdated.
- Vuelva a tener programas presenciales para niños de 11 años en adelante
- Will have story time in the mornings and evenings Arts and crafts educational toys

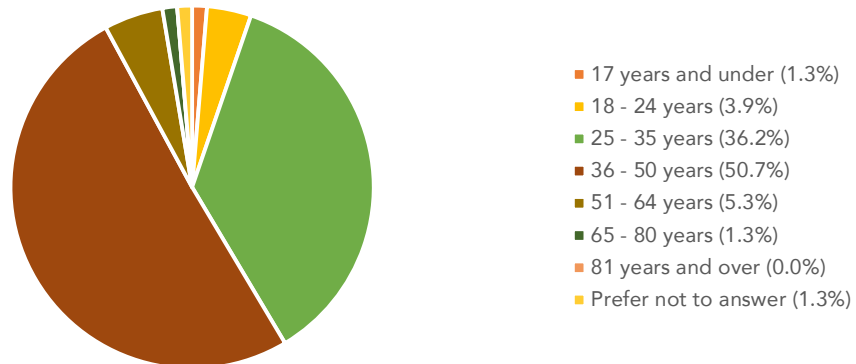
### How would you prefer to receive information about the library in the future?



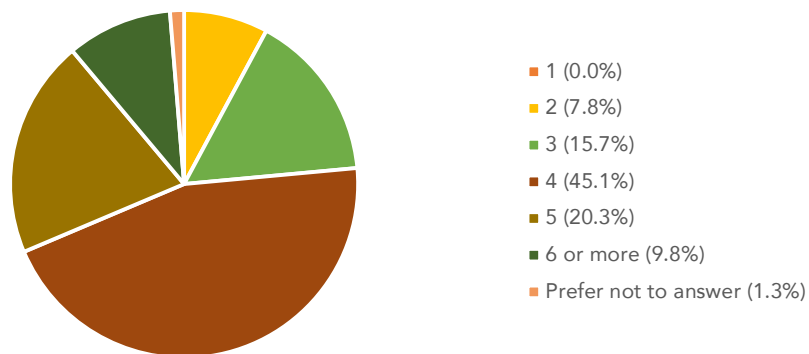
### Other social media or form of communication included:

- Cicero newletter
- En las noticias para que todas las personas sepan
- Flyers at the town hall. If we have them, I've never seen them.
- Por razones de aprendizaje
- Que en las escuelas les enseñen que hay una biblioteca que pueden aprovechar
- Schools
- Text message
- Town of cicero website headliner

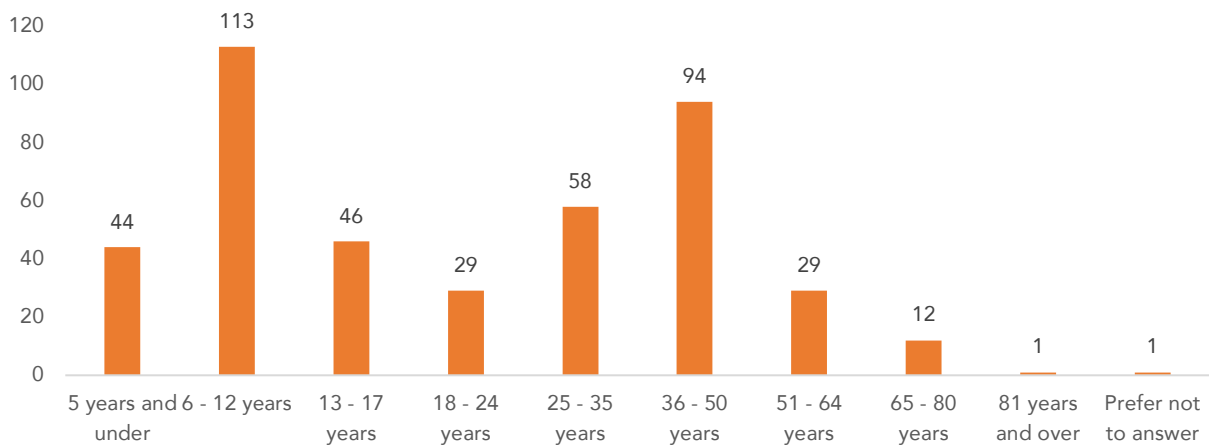
Please select your age range.



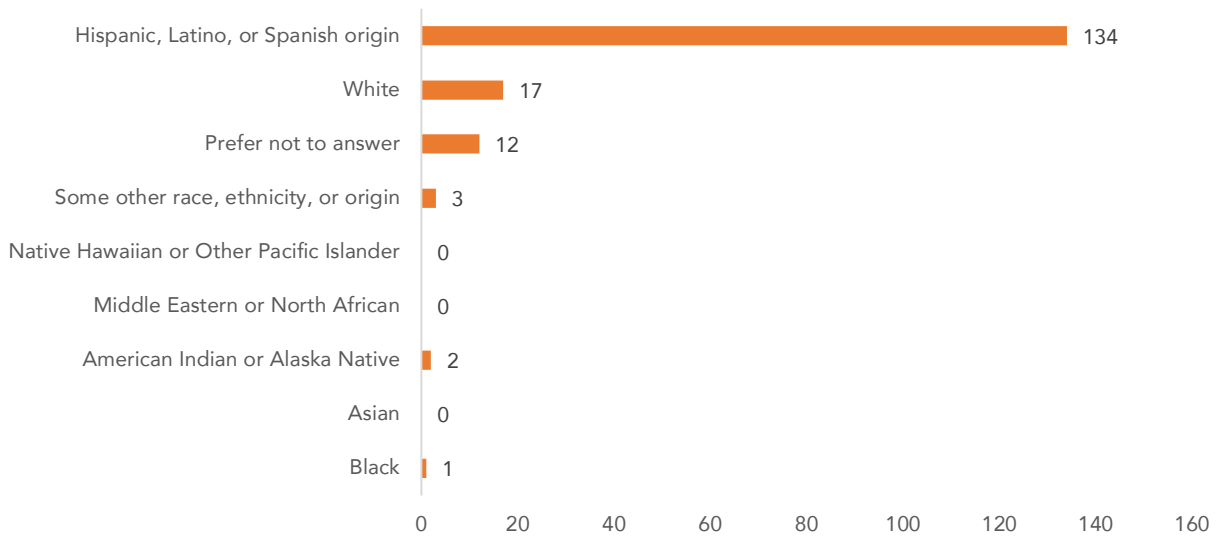
Please select how many people live in your household, including yourself.



Please select the ages of the people in your household, including yourself.



Please select the following categories with which you identify.





# Library Market Analysis

prepared by Sarah Keister Armstrong + Associates  
for Cicero Public Library

November 5, 2021





# TOWN OF CICERO

Overall, Cicero has remained largely stable in total population, age, and racial distribution since 2010 and is projected to remain largely stable through 2026. The town is experiencing small increases in the percentage of residents identifying as Hispanic and in average age.

## POPULATION ESTIMATES BY AGE

Source: Gale Business Demographics Now / Experian Information Solutions

### 2010

Age 0-4	8,184
Age 5-9	8,064
Age 10-14	7,749
Age 15-17	4,356
Age 18-19	2,875
Age 20	1,341
Age 21	1,321
Age 22-24	4,196
Age 25-29	6,911
Age 30-34	6,848
Age 35-39	6,570
Age 40-44	5,624
Age 45-49	4,743
Age 50-54	4,229
Age 55-59	3,391
Age 60-61	1,061
Age 62-64	1,449
Age 65	370
Age 66	372
Age 67-69	921
Age 70-74	1,071
Age 75-79	832
Age 80-84	679
Age 85+	734
Total	83,891

Households	22,101
Mean Age	29.7
Median Age	27.8

### By Percent

Age 0-4	9.8%
Age 5-9	9.6%
Age 10-14	9.2%
Age 15-19	8.6%
Age 20-24	8.2%
Age 25-34	16.4%
Age 35-44	14.5%
Age 45-54	10.7%
Age 55-64	7.0%
Age 65-74	3.3%
Age 75-84	1.8%
Age 85+	0.9%

### 2021

Age 0-4	7,075
Age 5-9	7,345
Age 10-14	7,399
Age 15-17	4,069
Age 18-19	2,169
Age 20	1,098
Age 21	1,181
Age 22-24	3,995
Age 25-29	7,601
Age 30-34	7,004
Age 35-39	6,884
Age 40-44	5,755
Age 45-49	4,881
Age 50-54	4,048
Age 55-59	3,598
Age 60-61	1,281
Age 62-64	1,763
Age 65	479
Age 66	429
Age 67-69	1,233
Age 70-74	1,518
Age 75-79	924
Age 80-84	670
Age 85+	802
Total	83,201

Households	21,922
Mean Age	31.4
Median Age	29.8

### By Percent

Age 0-4	8.5%
Age 5-9	8.8%
Age 10-14	8.9%
Age 15-19	7.5%
Age 20-24	7.5%
Age 25-34	17.6%
Age 35-44	15.2%
Age 45-54	10.7%
Age 55-64	8.0%
Age 65-74	4.4%
Age 75-84	1.9%
Age 85+	1.0%

### 2026 (Projection)

Age 0-4	7,313
Age 5-9	7,148
Age 10-14	6,982
Age 15-17	4,022
Age 18-19	2,083
Age 20	946
Age 21	994
Age 22-24	3,743
Age 25-29	6,988
Age 30-34	7,117
Age 35-39	6,980
Age 40-44	6,253
Age 45-49	5,047
Age 50-54	3,924
Age 55-59	3,383
Age 60-61	1,279
Age 62-64	1,773
Age 65	595
Age 66	555
Age 67-69	1,350
Age 70-74	1,807
Age 75-79	1,252
Age 80-84	771
Age 85+	796
Total	83,101

Households	21,862
Mean Age	32.1
Median Age	30.9

### By Percent

Age 0-4	8.8%
Age 5-9	8.6%
Age 10-14	8.4%
Age 15-19	7.3%
Age 20-24	6.8%
Age 25-34	17.0%
Age 35-44	15.9%
Age 45-54	10.8%
Age 55-64	7.7%
Age 65-74	5.2%
Age 75-84	2.4%
Age 85+	1.0%

## RACE + ETHNICITY Source: Gale Business Demographics Now / Experian Information Solutions

### 2010

Amer. Indian/Eskimo/Aleut	0.8%
Asian	0.6%
Black	3.8%
Hawaiian/Pacific Islander	0.1%
White	52.0%
Other	39.3%
Multi-Race	3.5%

Hispanic Ethnicity	86.6%
Not of Hispanic Ethnicity	13.4%

### Race of Hispanics

<i>Hispanics</i>	72,609
American Indian	0.9%
Asian	0.1%
Black	0.6%
Hawaiian/Pacific Islander	0.0%
White	49.4%
Other	45.2%
Multi-Race	3.7%

### Race of Non Hispanics

<i>Non Hispanics</i>	11,282
American Indian	0.5%
Asian	4.1%
Black	23.8%
Hawaiian/Pacific Islander	0.2%
White	68.2%
Other	0.8%
Multi-Race	2.3%

### 2021

Amer. Indian/Eskimo/Aleut	0.8%
Asian	0.7%
Black	3.4%
Hawaiian/Pacific Islander	0.1%
White	49.8%
Other	41.4%
Multi-Race	3.8%

Hispanic Ethnicity	88.8%
Not of Hispanic Ethnicity	11.2%

### Race of Hispanics

<i>Hispanics</i>	73,908
American Indian	0.8%
Asian	0.1%
Black	0.7%
Hawaiian/Pacific Islander	0.0%
White	47.9%
Other	46.5%
Multi-Race	4.0%

### Race of Non Hispanics

<i>Non Hispanics</i>	9,293
American Indian	0.6%
Asian	6.0%
Black	24.8%
Hawaiian/Pacific Islander	0.2%
White	64.7%
Other	0.9%
Multi-Race	2.8%

### 2026

Amer. Indian/Eskimo/Aleut	0.8%
Asian	0.7%
Black	3.2%
Hawaiian/Pacific Islander	0.0%
White	49.0%
Other	42.2%
Multi-Race	4.0%

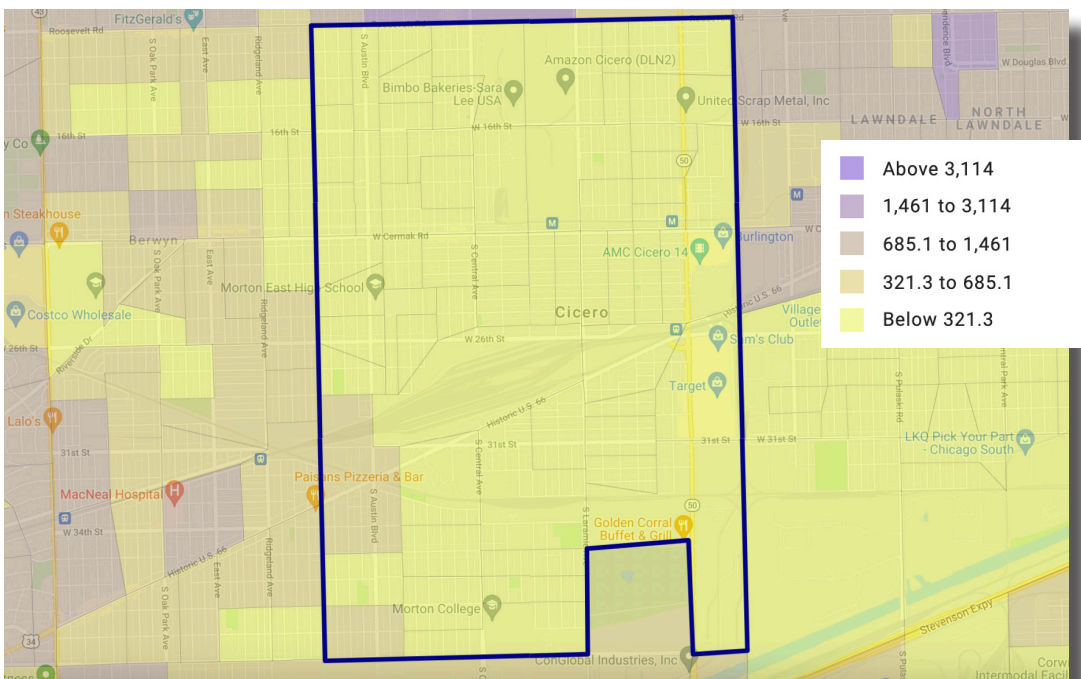
Hispanic Ethnicity	89.8%
Not of Hispanic Ethnicity	10.2%

### Race of Hispanics

<i>Hispanics</i>	74,612
American Indian	0.8%
Asian	0.1%
Black	0.7%
Hawaiian/Pacific Islander	0.0%
White	47.4%
Other	46.9%
Multi-Race	4.1%

### Race of Non Hispanics

<i>Non Hispanics</i>	8,489
American Indian	0.6%
Asian	6.7%
Black	25.6%
Hawaiian/Pacific Islander	0.2%
White	62.7%
Other	1.0%
Multi-Race	3.3%



*Total not Hispanic or Latino population*

## HOUSEHOLD INCOME

Source: Gale Business Demographics Now / Experian Information Solutions

### 2010

\$0 - \$9,999	6.9%
\$10,000 - \$14,999	5.5%
\$15,000 - \$24,999	13.7%
\$25,000 - \$34,999	14.1%
\$35,000 - \$49,999	17.5%
\$50,000 - \$74,999	20.9%
\$75,000 - \$99,999	11.6%
\$100,000 - \$124,999	5.1%
\$125,000 - \$149,999	2.4%
\$150,000+	2.3%
Avg Household Income	\$53,655
Median HH Income	\$43,039
Per Capita Income	\$14,166

### 2021

\$0 - \$9,999	6.3%
\$10,000 - \$14,999	4.4%
\$15,000 - \$24,999	10.3%
\$25,000 - \$34,999	12.2%
\$35,000 - \$49,999	16.9%
\$50,000 - \$74,999	20.7%
\$75,000 - \$99,999	14.7%
\$100,000 - \$124,999	6.7%
\$125,000 - \$149,999	3.8%
\$150,000+	4.1%
Avg Household Income	\$62,390
Median HH Income	\$50,030
Per Capita Income	\$16,470

### 2026

\$0 - \$9,999	5.7%
\$10,000 - \$14,999	4.4%
\$15,000 - \$24,999	9.9%
\$25,000 - \$34,999	11.7%
\$35,000 - \$49,999	16.4%
\$50,000 - \$74,999	19.9%
\$75,000 - \$99,999	15.3%
\$100,000 - \$124,999	7.6%
\$125,000 - \$149,999	4.2%
\$150,000+	4.9%
Avg Household Income	\$65,832
Median HH Income	\$52,148
Per Capita Income	\$17,350

## EDUCATIONAL ATTAINMENT

### 2010

Total Pop. Age 25+	45,805
Grade K - 8	22.4%
Grade 9 - 12	13.5%
High School Graduate	31.5%
Some College	14.7%
Associates Degree	5.4%
Bachelor's Degree	6.2%
Graduate Degree	1.7%
No School Completed	4.5%

### 2021

Total Pop. Age 25+	48,870
Grade K - 8	19.3%
Grade 9 - 12	12.0%
High School Graduate	34.3%
Some College	15.6%
Associates Degree	5.2%
Bachelor's Degree	7.3%
Graduate Degree	1.9%
No School Completed	4.4%

### 2026

Total Pop. Age 25+	49,870
Grade K - 8	19.1%
Grade 9 - 12	12.0%
High School Graduate	34.4%
Some College	15.6%
Associates Degree	5.2%
Bachelor's Degree	7.4%
Graduate Degree	1.9%
No School Completed	4.4%

## TRANSPORTATION

### 2010

0 Vehicles Available	10.1%
1 Vehicle Available	33.7%
2+ Vehicles Available	56.2%
Avg. Vehicles Per HH	1.96

### 2021

0 Vehicles Available	10.2%
1 Vehicle Available	34.9%
2+ Vehicles Available	54.9%
Avg. Vehicles Per HH	1.94

### 2026

0 Vehicles Available	10.2%
1 Vehicle Available	35.0%
2+ Vehicles Available	54.8%
Avg. Vehicles Per HH	1.93

## LANGUAGES SPOKEN AT HOME

For population age 5+

Source: Gale Business Demographics Now / Experian Information Solutions

### 2010

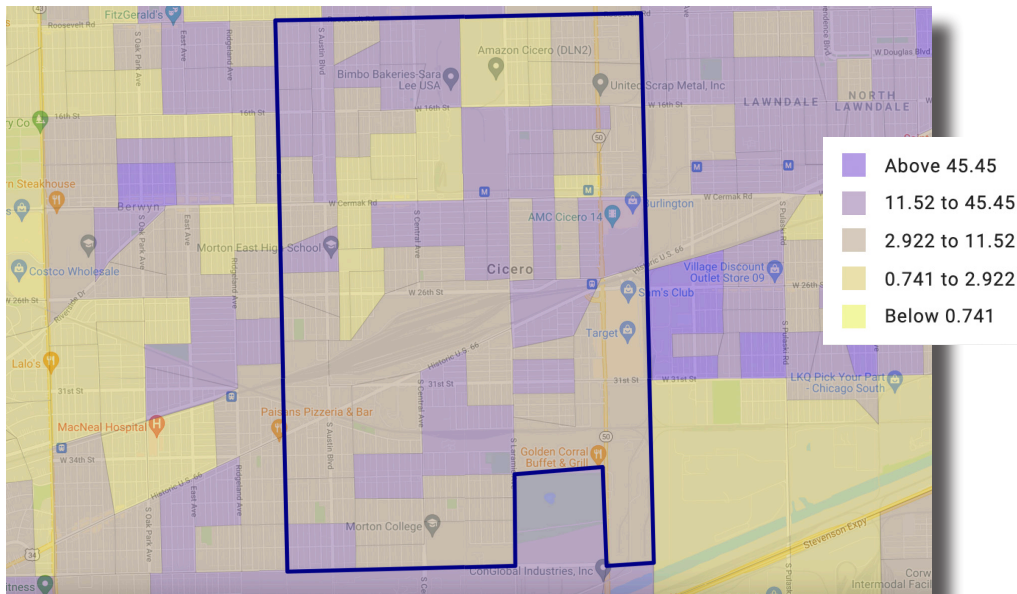
Only English	15,141 (20%)
Spanish / Spanish Creole	58,242 (76.9%)
Other Indo-Europn Lang.	1,635 (2.2%)
Asian/Pacific Island Lang.	453 (0.6%)
Other Language	236 (0.3%)
Total Pop. 5+	75,707

### 2021

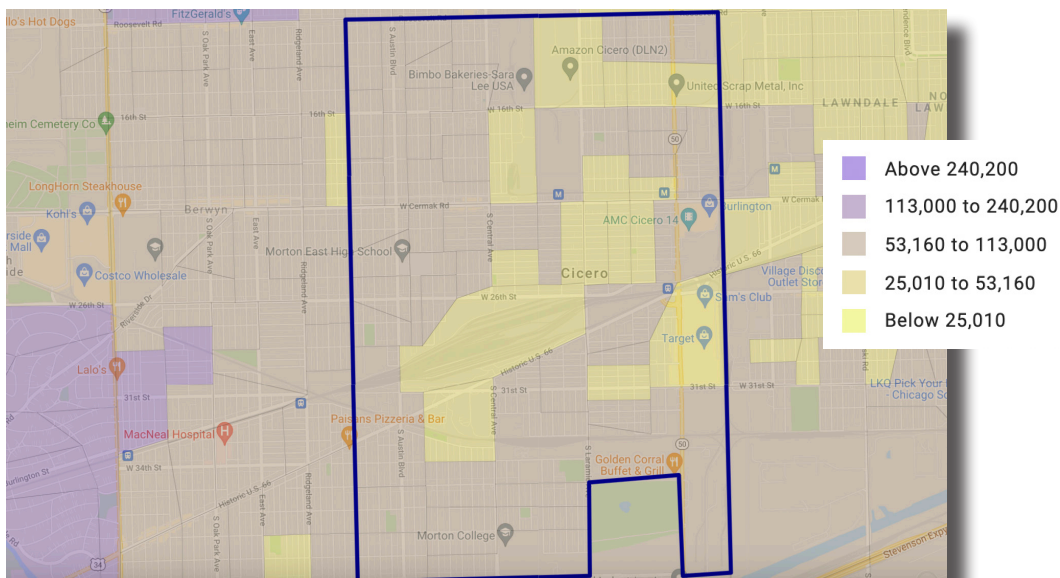
Only English	13,498 (17.7%)
Spanish / Spanish Creole	61,085 (80.2%)
Other Indo-Europn Lang.	967 (1.3%)
Asian/Pacific Island Lang.	428 (0.6%)
Other Language	148 (0.2%)
Total Pop. 5+	76,126

### 2026

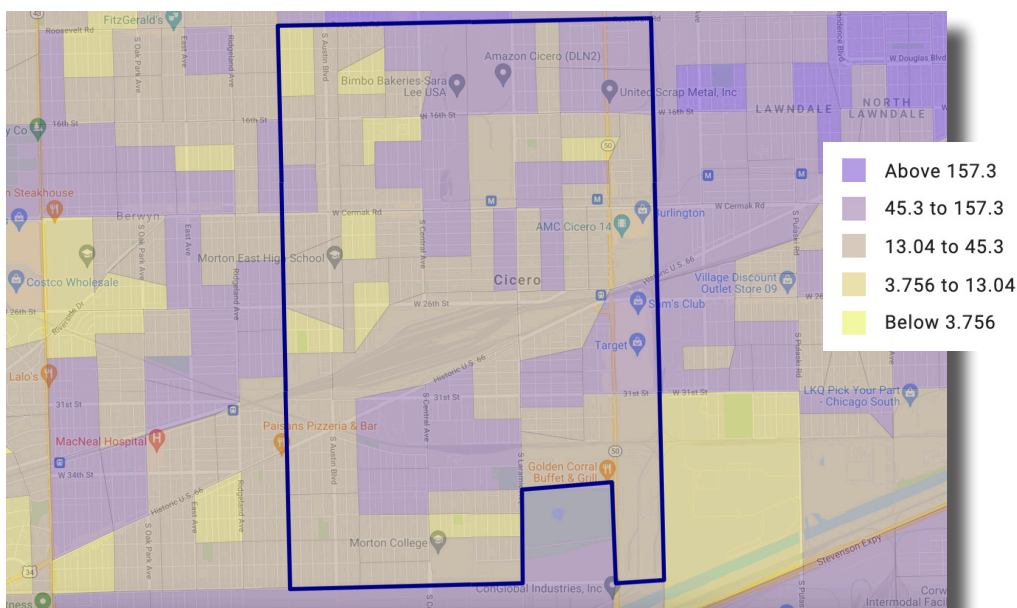
Only English	13,313 (17.6%)
Spanish or Spanish Creole	60,972 (80.5%)
Other Indo-Europn Lang.	926 (1.2%)
Asian/Pacific Island Lang.	430 (0.6%)
Other Language	147 (0.2%)
Total Pop. 5+	75,788



*Households with Public Assistance*



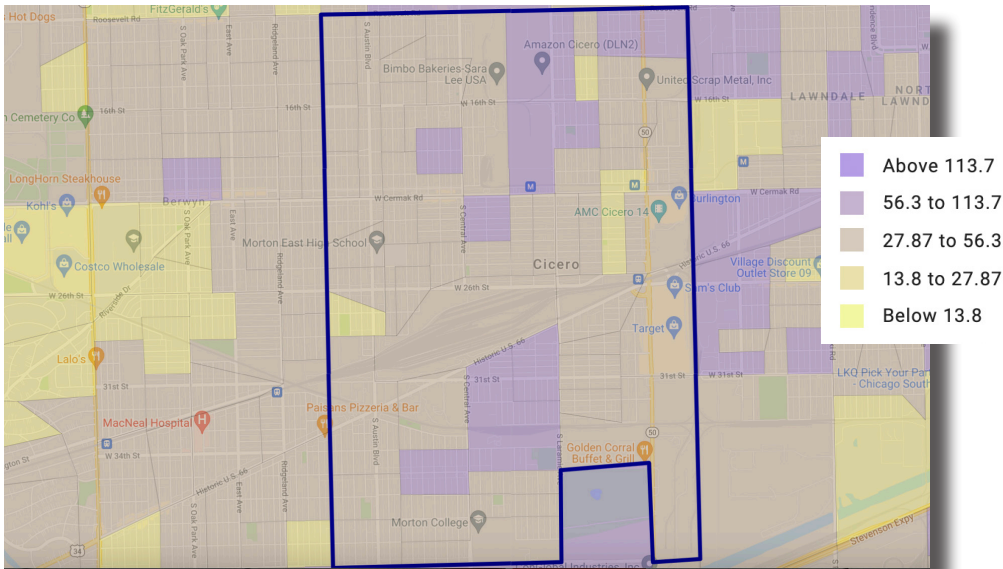
*Average (mean) Household Income*



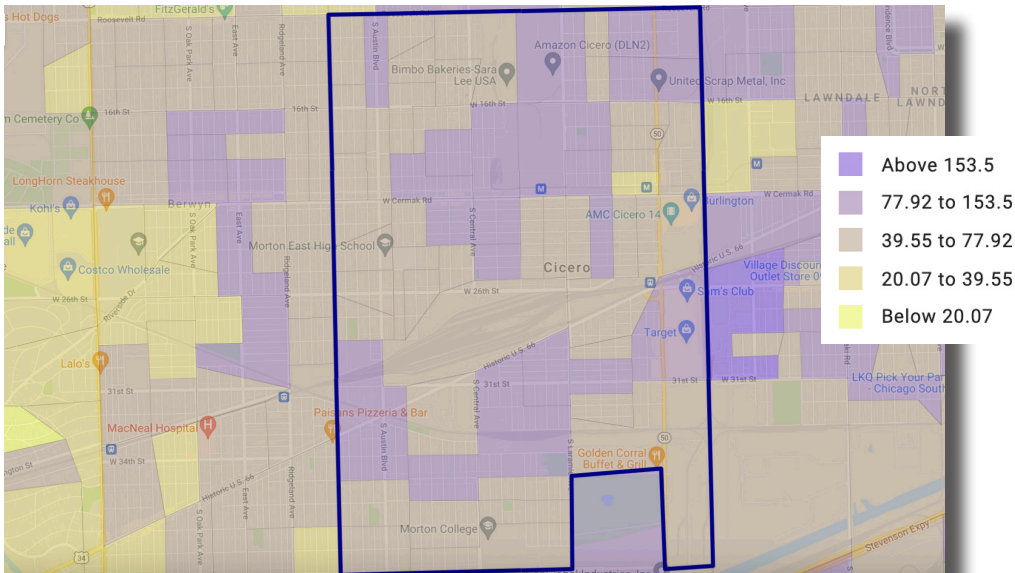
*Households with No Vehicle Available*

Source: Gale Business Demographics  
Now / Experian Information Solutions

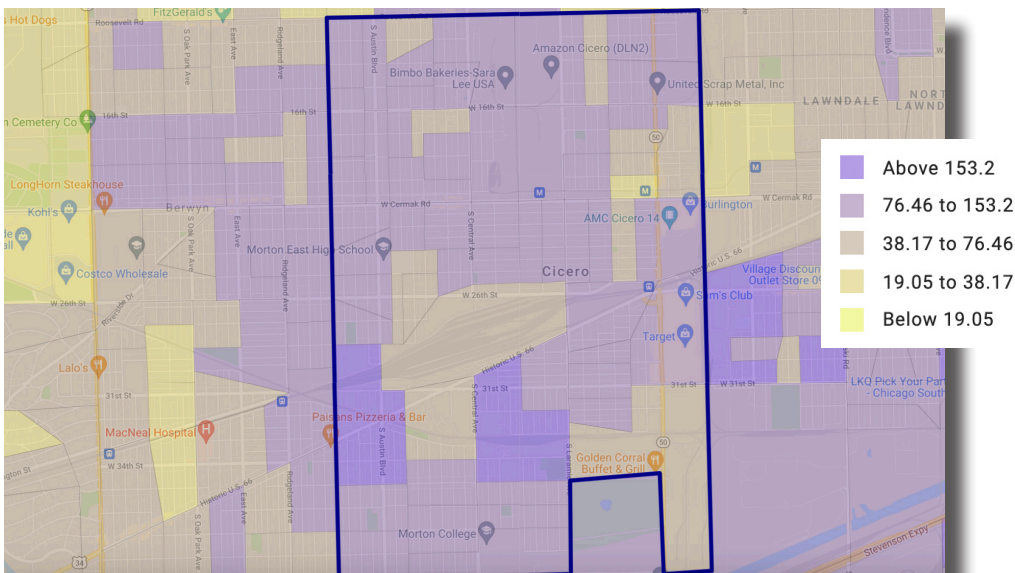




**Households:  
Presence of Children  
Ages 2-5**



**Households:  
Presence of Children  
Ages 6-11**



**Households:  
Presence of Children  
Ages 12-17**

## MARKET SIZE

Source: Gale Business Demographics Now / Experian Information Solutions

MARKET	2021	2026
Audio CDs/Records/Tapes	\$56,306	\$63,737
Audio streaming/downloading	\$371,552	\$415,342
Books not thru Book Clubs	\$821,321	\$811,891
Books thru Book Clubs	\$14,203	\$13,549
Digital Book Readers	\$386,454	\$371,569
Magazines	\$269,697	\$266,210
Newspapers	\$501,484	\$498,845
Video cassettes/tapes/discs	\$282,139	\$335,052
Video rental/download/streaming	\$1,392,614	\$1,582,973
Total Reading	\$1,995,824	\$1,964,766
Total	<b>\$4,095,770</b>	<b>\$4,359,168</b>