



Wheaton Public Library wants to hear your opinions!

Tell us why you use – or don't use – the library, and help us improve to serve you better. This survey may take 5 to 15 minutes to complete and can be returned at the library's circulation desk.

Please return your completed survey no later than Friday, April 25, 2014. Thank you!

Which are your primary reasons for visiting the library? (Please check all that apply.)

- To borrow materials
- To use the computers
- To use the Wi-Fi
- To study, read, or work in a quiet environment
- To attend programs
- To meet with others
- To do research or find information
- To take my children to visit the library
- Other (please specify): _____

Please indicate how strongly you agree or disagree with the following statements.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I find the programs offered through the library to be interesting and relevant.	<input type="checkbox"/>				
I would recommend the library to my neighbors.	<input type="checkbox"/>				
The library's physical facilities meet my needs.	<input type="checkbox"/>				

What barriers or difficulties have you encountered while using the library?

Do you have any suggestions for improving library services?

Please select your age range.

- Under 18 years
- 19 – 24 years
- 25 – 35 years
- 36 – 50 years
- 51 – 64 years
- 65 – 80 years
- 81+ years
- Prefer not to answer

Do you want to share more feedback to help us better serve you? Participate in a small group focus group in May! Focus groups will be conducted during daytime and evening hours. If you are interested, please list your email address and daytime phone number:

Email Address: _____

Daytime Phone Number: _____

Thank you for completing the survey!



2013 City of Wheaton Citizen Satisfaction Survey

Final Draft

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to involve citizens in long-range planning and investment decisions. If you have questions, please call Gary White at 630-260-2190.

THANK YOU!

1. Please rate your overall satisfaction with major categories of services provided by the City of Wheaton on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

Major Categories of City Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Overall quality of police, fire, and ambulance services	5	4	3	2	1	9
B. Overall quality of city water and sewer utilities	5	4	3	2	1	9
C. Overall enforcement of city codes and ordinances	5	4	3	2	1	9
D. Overall quality of customer service you receive from city employees	5	4	3	2	1	9
E. Overall effectiveness of city communication with the public	5	4	3	2	1	9
F. Overall flow of traffic and congestion management	5	4	3	2	1	9
G. How well the City is preparing for the future	5	4	3	2	1	9
H. Maintenance of city streets and sidewalks	5	4	3	2	1	9
I. Management of City finances	5	4	3	2	1	9

2. Which THREE of the Major Categories of City Services do you think should receive the most emphasis from city leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 1 above].

1st: _____ 2nd _____ 3rd _____

3. Several items that may influence your perception of the City of Wheaton are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

Perceptions of the City	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Overall quality of services provided by the City	5	4	3	2	1	9
B. Overall image of the City	5	4	3	2	1	9
C. Overall quality of life in the City	5	4	3	2	1	9
D. Overall quality of your neighborhood	5	4	3	2	1	9
E. Overall feeling of safety in the City	5	4	3	2	1	9
F. The overall value that you receive for your city tax dollars and fees	5	4	3	2	1	9
G. Appearance of residential property in the City	5	4	3	2	1	9
H. Appearance of commercial property in the City	5	4	3	2	1	9

4. How would you rate the City of Wheaton on the items listed below. Please rate each item on a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor."

Ratings of the City	Excellent	Good	Neutral	Below Average	Poor	Don't Know
A. As a place to live	5	4	3	2	1	9
B. As a place to raise children	5	4	3	2	1	9
C.. As a place to work	5	4	3	2	1	9

5. **POLICE, FIRE AND AMBULANCE SERVICES.** Please rate the City of Wheaton on a scale of 1 to 5 where 5 means “Very Satisfied” and 1 means “Very Dissatisfied” with each of the following:

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Police safety education programs	5	4	3	2	1	9
B. Police education programs for the prevention of drug and alcohol abuse	5	4	3	2	1	9
C. Police drug and alcohol enforcement efforts	5	4	3	2	1	9
D. The attitude and behavior of Police Department personnel toward residents	5	4	3	2	1	9
E. The visibility of police in neighborhoods	5	4	3	2	1	9
F. The visibility of police in retail areas	5	4	3	2	1	9
G. The City's efforts to prevent crime	5	4	3	2	1	9
H. How quickly police respond to emergencies	5	4	3	2	1	9
I. Enforcement of local traffic laws	5	4	3	2	1	9
J. Overall quality of local police protection	5	4	3	2	1	9
K. How quickly fire personnel respond to emergencies	5	4	3	2	1	9
L. Quality of the City's fire prevention education programs	5	4	3	2	1	9
M. Overall quality of local fire protection	5	4	3	2	1	9
N. Fire Administration hours of operation	5	4	3	2	1	9
O. How quickly ambulance personnel respond to emergencies	5	4	3	2	1	9
P. Overall quality of local ambulance service	5	4	3	2	1	9
Q. Quality of animal control	5	4	3	2	1	9

6. Which **THREE** of the Police, Fire and Ambulance services do you think should receive the most emphasis from city leaders over the next **TWO** Years? [Write in the letters below using the letters from the list in Question 5 above].

1st: ____ 2nd ____ 3rd ____

7. **SAFETY.** Using a scale of 1 to 5 where “5” means “very safe” and “1” means “very unsafe”, please indicate how safe you feel in the following situations:

How safe do you feel:	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
A. In parks	5	4	3	2	1	9
B. In your neighborhood during the day	5	4	3	2	1	9
C. In your neighborhood at night	5	4	3	2	1	9
D. In commercial and retail areas	5	4	3	2	1	9
E. Overall feeling of safety in Wheaton	5	4	3	2	1	9

8. **PUBLIC WORKS.** For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Maintenance of street signs	5	4	3	2	1	9
B. Maintenance of traffic signals	5	4	3	2	1	9
C. Adequacy of city street lighting	5	4	3	2	1	9
D. Snow removal on major city streets	5	4	3	2	1	9
E. Snow removal on neighborhood streets	5	4	3	2	1	9
F. Overall cleanliness of city streets and other public areas	5	4	3	2	1	9
G. City's parkway tree maintenance and preservation	5	4	3	2	1	9
H. City's response to emerald ash borer infestation	5	4	3	2	1	9

9. Which **THREE** of the **Public Works** items listed above do you think should receive the most emphasis from City leaders over the next **TWO** Years? [Write in the letters below using the letters from Question 8 above].

1st: ____ 2nd ____ 3rd ____

10. **INFRASTRUCTURE.** For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. The reliability of your water service	5	4	3	2	1	9
B. Water pressure in your home	5	4	3	2	1	9
C. City efforts to prevent backups from wastewater in your home	5	4	3	2	1	9
D. Overall value that you receive for water and wastewater utility rates	5	4	3	2	1	9
E. Maintenance of major city streets	5	4	3	2	1	9
F. Maintenance of neighborhood streets	5	4	3	2	1	9
G. Condition of sidewalks	5	4	3	2	1	9
H. Effectiveness of the stormwater runoff/management system	5	4	3	2	1	9

11. Which **THREE** of the **services** listed above do you think should receive the most emphasis from city leaders over the next **TWO** years? [Write in the letters below using the letters from the list in Question 10 above]

1st: ____ 2nd ____ 3rd ____

12. PUBLIC COMMUNICATION AND OUTREACH. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. The availability of information about City programs and services	5	4	3	2	1	9
B. City efforts to keep you informed about local issues	5	4	3	2	1	9
C. The level of public involvement in local decision-making	5	4	3	2	1	9
D. The quality of programming on the City's cable television channel (Channel 10)	5	4	3	2	1	9
E. The quality of the City's online videos	5	4	3	2	1	9
F. The quality of the City's website						
G. Ease of navigating the City's website	5	4	3	2	1	9
H. City efforts to use social media and emerging technology to keep you informed	5	4	3	2	1	9
I. The quality of the City's monthly newsletter	5	4	3	2	1	9
J. City efforts to keep you informed of special studies, projects and initiatives through public meetings	5	4	3	2	1	9

13. Which of the following types of information would you be MOST interested in having the City of Wheaton include in communications, such as the City of Wheaton Newsletter or Email Updates?

- (1) Infrastructure improvements (3) City events (5) City Council actions
 (2) New developments in the City (4) Wheaton history (6) Other (please explain): _____

14. Which of the following are your primary sources of information about City issues, services, and events? (check all that apply)

- (01) The City of Wheaton Newsletter (06) Social media (Twitter, etc.)
 (02) Local newspapers (07) City website
 (03) Television News (08) Online City Videos
 (04) City Cable Channel (09) Email updates (Wheaton Weekly, etc.)
 (05) Local news websites (10) Other: _____

15. Which of the sources of information listed in Question 14 above will you turn to in the event of an emergency (severe weather, community threat, etc.)?

1st: _____ 2nd _____ 3rd _____

16. Have you used the City website?

Yes (go to 16a and 16b) No (go to 17)

16a. Which website services/features on the City website do you use most often?

16b. What additional services/information would you like to see the City of Wheaton include on the City's website?

17. How often do you watch the following cable television access stations?

	Almost Daily	At least Once/Week	Few Times Per Month	A Few Times Per Year	Never
A. City of Wheaton Channel 10/CWC10	5	4	3	2	1
B. Public Access Channel [Channel 17 or 18]	5	4	3	2	1

18. Which of the following types of programs would you like to see on City of Wheaton Channel 10 (CWC10)? (Check all that apply)

- (1) Interviews with City leaders
 (3) Special events/parade coverage
 (5) Updates about legislative priorities
 (2) Media event coverage
 (4) Informational videos about City services
 (6) Other: _____

19. TRANSPORTATION. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Ease of north/south travel in Wheaton	5	4	3	2	1	9
B. Ease of east/west travel in Wheaton	5	4	3	2	1	9
C. Traffic signal timing and coordination on major city streets	5	4	3	2	1	9
D. Traffic conditions in your neighborhood relative to speed and volume	5	4	3	2	1	9
E. Availability of public transportation services in Wheaton	5	4	3	2	1	9
F. The ease of walking or biking in Wheaton	5	4	3	2	1	9
G. Availability of sidewalks in the City	5	4	3	2	1	9
H. Availability of bicycle lanes	5	4	3	2	1	9

20. Which THREE of the services listed above do you think should receive the most emphasis from city leaders over the next TWO years? [Write in the letters below using the letters from the list in Question 19 above]

1st: _____ 2nd _____ 3rd _____

21. CITY CODES AND REGULATIONS. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Enforcing the clean-up of debris on private property	5	4	3	2	1	9
B. Enforcing the mowing and cutting of weeds on private property	5	4	3	2	1	9
C. Enforcing the exterior maintenance of residential property	5	4	3	2	1	9
D. Enforcing the exterior maintenance of business property	5	4	3	2	1	9
E. Enforcing sign regulations	5	4	3	2	1	9
F. Enforcing parking – residential neighborhoods	5	4	3	2	1	9
G. Enforcement of graffiti removal	5	4	3	2	1	9

22. GARBAGE AND RECYCLING SERVICES. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Residential trash collection services	5	4	3	2	1	9
B. Yard waste removal	5	4	3	2	1	9
C. Leaf collection	5	4	3	2	1	9
D. Residential recycling service	5	4	3	2	1	9
E. Removal of large bulky items	5	4	3	2	1	9
F. "Pay-As-You-Throw" garbage sticker program	5	4	3	2	1	9
G. Curbside electronics recycling services	5	4	3	2	1	9
H. Household hazardous waste disposal services (for motor oil, pesticides, etc.)	5	4	3	2	1	9

23. Please rank the City's environmental sustainability initiatives listed below from 1st to 5th, where a rating of "1st" means you

feel the initiative is most important and a rating of "5th" means you feel the initiative is least important. Write the letters that correspond to each of the categories in the spaces provided below.

- (A) Waste management and recycling
- (B) Sustainable development and infrastructure
(e.g. best practices, building codes)
- (C) Sustainable transportation and mobility
- (D) Renewable resources and energy
- (E) Environmental leadership and education

<u>1st</u>	<u>2nd</u>	<u>3rd</u>	<u>4th</u>	<u>5th</u>
MOST				LEAST
Important				Important

24. Overall, how important do you think it is for the City of Wheaton to invest in initiatives that will help preserve the environment?

- | | | |
|---|---|---|
| <input type="checkbox"/> (5) Very important | <input type="checkbox"/> (3) Somewhat important | <input type="checkbox"/> (1) Not important at all |
| <input type="checkbox"/> (4) Important | <input type="checkbox"/> (2) Not important | <input type="checkbox"/> (9) Don't know |

25. CUSTOMER SERVICE. Have you interacted with (call, on-line service form, or visit) the City with a question, problem, or complaint during the past year?

- (1) Yes [answer Q25a-d] (2) No [go to Q26]

- 25a. [If YES to Q#25] How did you contact the City?**
- (1) By phone
 - (2) Using online service form
 - (3) By email
 - (4) In person

- 25b. [If YES to Q#25] Which Department did you contact most recently?**
- (1) Public Works (street maintenance, water, sewers, forestry)
 - (2) Police
 - (3) Fire
 - (4) Finance
 - (5) Building & Code Enforcement
 - (6) Planning
 - (7) Economic Development
 - (8) Communications
 - (9) Human Resources
 - (10) Engineering
 - (11) Other: _____

25c. [If YES to Q#24] How easy was it to contact the person you needed to reach in the Department you listed in Question 25b?

- | | | |
|--|---|---|
| <input type="checkbox"/> (1) Very Easy | <input type="checkbox"/> (3) Difficult | <input type="checkbox"/> (9) Don't know |
| <input type="checkbox"/> (2) Somewhat Easy | <input type="checkbox"/> (4) Very Difficult | |

25d. [If YES to Q#25] Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never."

	Always	Usually	Sometimes	Seldom	Never	Don't Know
(1) They were courteous and polite	5	4	3	2	1	9
(2) They gave prompt, accurate, and complete answers to questions	5	4	3	2	1	9
(3) They did what they said they would do in a timely manner	5	4	3	2	1	9
(4) They helped you resolve an issue to your satisfaction	5	4	3	2	1	9

26. **LIBRARY SERVICES.** For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

How satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Overall quality of available materials	5	4	3	2	1	9
B.	Overall quality & quantity of programs for children	5	4	3	2	1	9
C.	Overall quality & quantity of programs for teens	5	4	3	2	1	9
D.	Overall quality & quantity of programs for adults	5	4	3	2	1	9
E.	Overall helpfulness of library staff	5	4	3	2	1	9
F.	The quality of reference services	5	4	3	2	1	9
G.	The number of collection items available	5	4	3	2	1	9
H.	The number of DVDs available	5	4	3	2	1	9
I.	The number of recorded books available	5	4	3	2	1	9
J.	The number of e-materials available	5	4	3	2	1	9
K.	Number of public access computers available	5	4	3	2	1	9
L.	Overall quality of city library	5	4	3	2	1	9

27. Which THREE of the services listed above do you think should receive the most emphasis from city leaders over the next TWO years? [Write in the letters below using the letters from the list in Question 26 above]

1st: ____ 2nd ____ 3rd ____

DEMOGRAPHICS

28. Approximately how many years have you lived at your current residence? _____ years

29. Do you own or rent your current residence? ____ (1) Own ____ (2) Rent

30. How many persons in your household (counting yourself) are at your current residence?

Under age 10 ____ Ages 20-34 ____ Ages 55-64 ____
 Ages 10-19 ____ Ages 35-54 ____ Ages 65+ ____

31. Are you or other members of your household of Hispanic or Latino ancestry?

____ (1) Yes ____ (2) No

32. Which of the following best describes your race?

____ (1) African American/Black ____ (4) White
 ____ (2) Asian, Hawaiian or Other Pacific Islander ____ (5) Other
 ____ (3) American Indian or Alaska Native

33. What is your gender? ____ (1) Male ____ (2) Female

34. Do you, or does anyone in your household, have a disability as recognized in the Americans with Disabilities Act?

____ (1) Yes ____ (2) No

This concludes the survey. Thank you for your time!

Please Return Your Completed Survey in the Enclosed Postage Paid Envelope Addressed to:
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed on the sticker to the right will ONLY be used to help identify which areas of the City are having problems with city services. If your address is not correct, please provide the correct information. Thank you.

Library-related results in Community Survey (Results in red)

How Wheaton Compares to Other Communities

The City of Wheaton **rated at or above the national average** in 54 of the 66 areas that were assessed. The areas in which Wheaton rated notably higher than the national average (at least 10% or more above) are listed below:

- Overall quality of City library (+14%)

Satisfaction with Specific City Services

- **Library Services.** Residents were generally satisfied with the overall quality of library services provided. The highest levels of satisfaction with library services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the overall quality of the City library (94%), the overall quality of available materials (93%) and the overall helpfulness of library staff (90%).

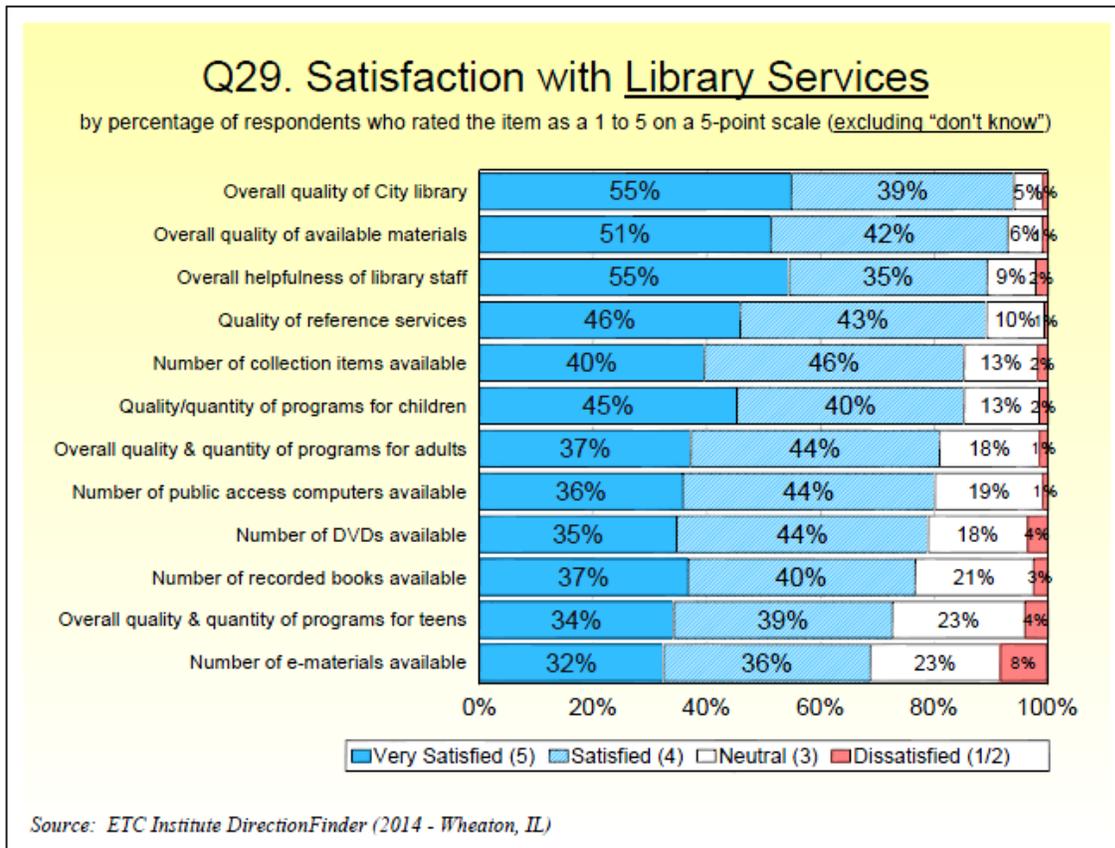
Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in the Section 3 of this report. Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following:

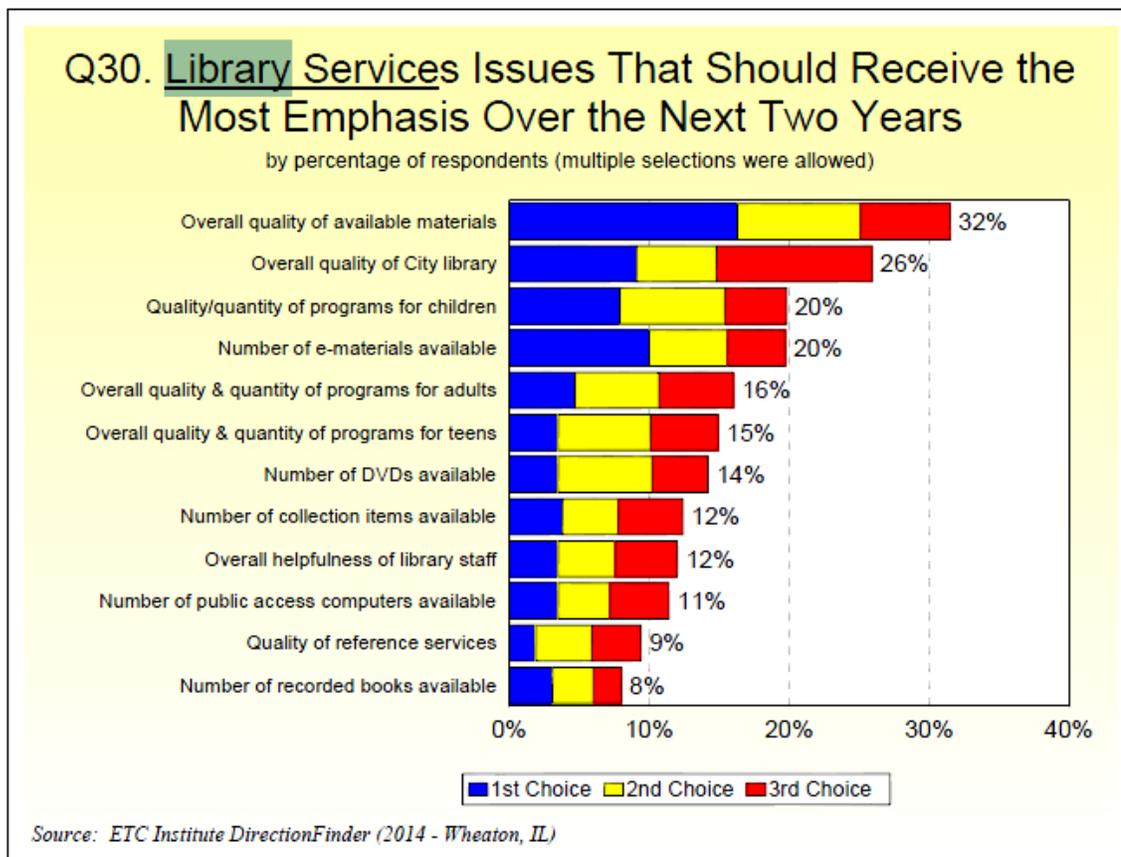
- **Priorities Within Departments/Specific Areas:** The second level of analysis reviewed the importance of and satisfaction of services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department over the next two years are listed on the following page:

- **Library:** number of e-materials available

From Charts and

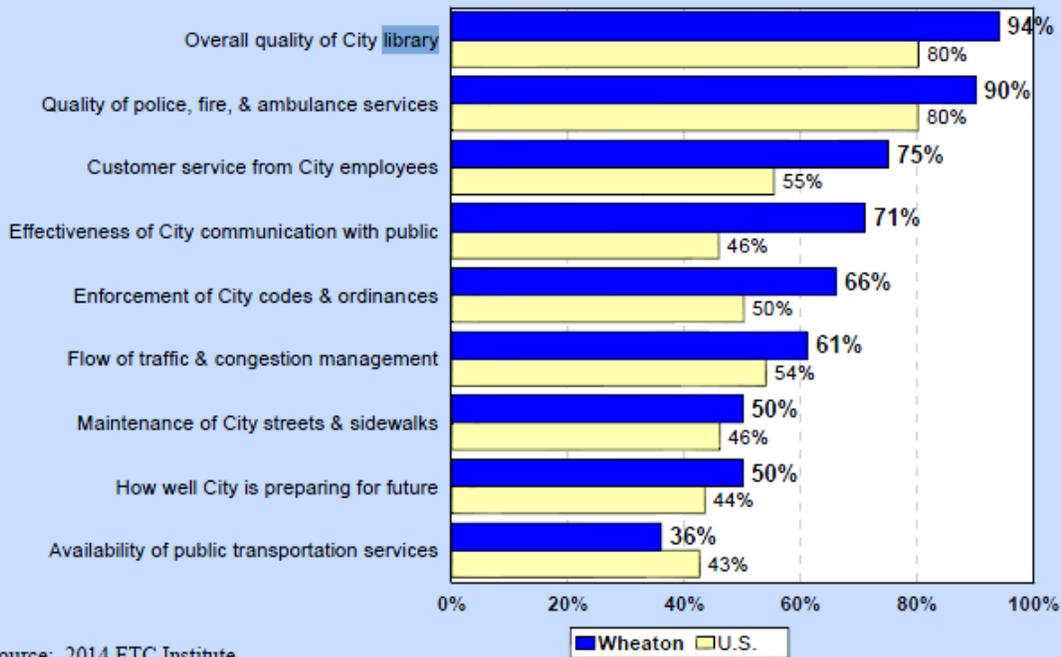


Graphs



Overall Satisfaction with Major Categories of City Services Wheaton vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

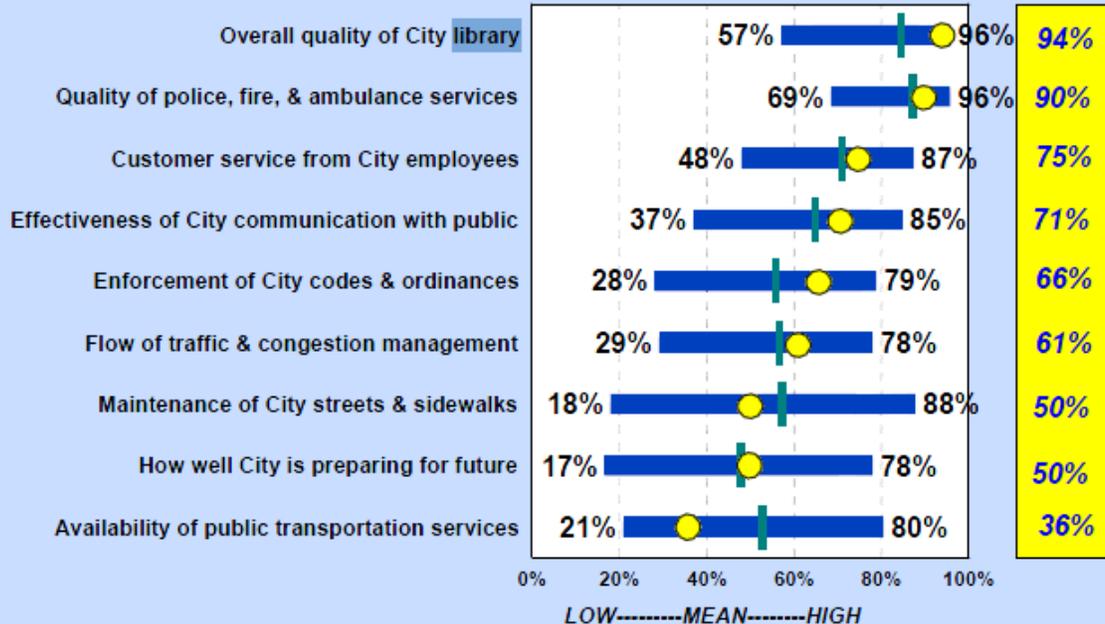


Overall Satisfaction With Major Categories of City Services

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

DirectionFinder Communities with a Population of Less than 150,000

● **Wheaton**



Importance-Satisfaction Rating

City of Wheaton, IL

Library Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Medium Priority (IS < .10)</u>						
Number of e-materials available	20%	4	68%	12	0.0630	1
Overall quality & quantity of programs for teens	15%	6	73%	11	0.0407	2
Overall quality & quantity of programs for adults	16%	5	81%	7	0.0304	3
Number of DVDs available	14%	7	79%	9	0.0298	4
Quality/quantity of programs for children	20%	3	85%	6	0.0291	5
Number of public access computers available	11%	10	80%	8	0.0226	6
Overall quality of available materials	32%	1	93%	2	0.0221	7
Number of recorded books available	8%	12	77%	10	0.0186	8
Number of collection items available	12%	8	86%	5	0.0174	9
Overall quality of City library	26%	2	94%	1	0.0153	10
Overall helpfulness of library staff	12%	9	90%	3	0.0120	11
Quality of reference services	9%	11	89%	4	0.0101	12

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

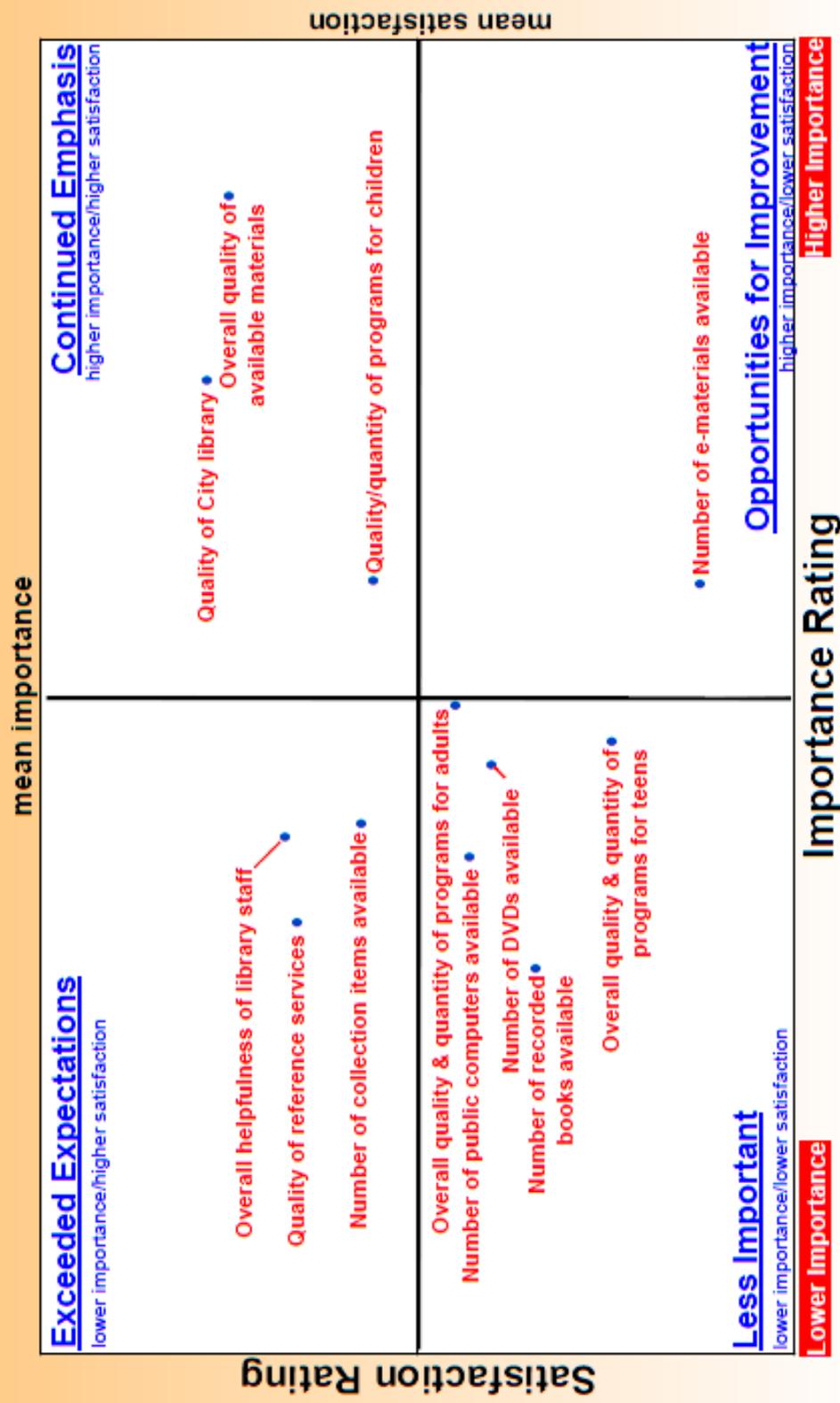
Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

2014 City of Wheaton Citizen Satisfaction Survey Importance-Satisfaction Assessment Matrix

-Library Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2014)
ETC Institute (2014)

Q16. Which of the following types of information would you be MOST interested in having the City of Wheaton include in communications, such as the City of Wheaton Newsletter or Email Updates?

Q16. Types of information would you be most interested in having City include in communications Number Percent

Q16. Other

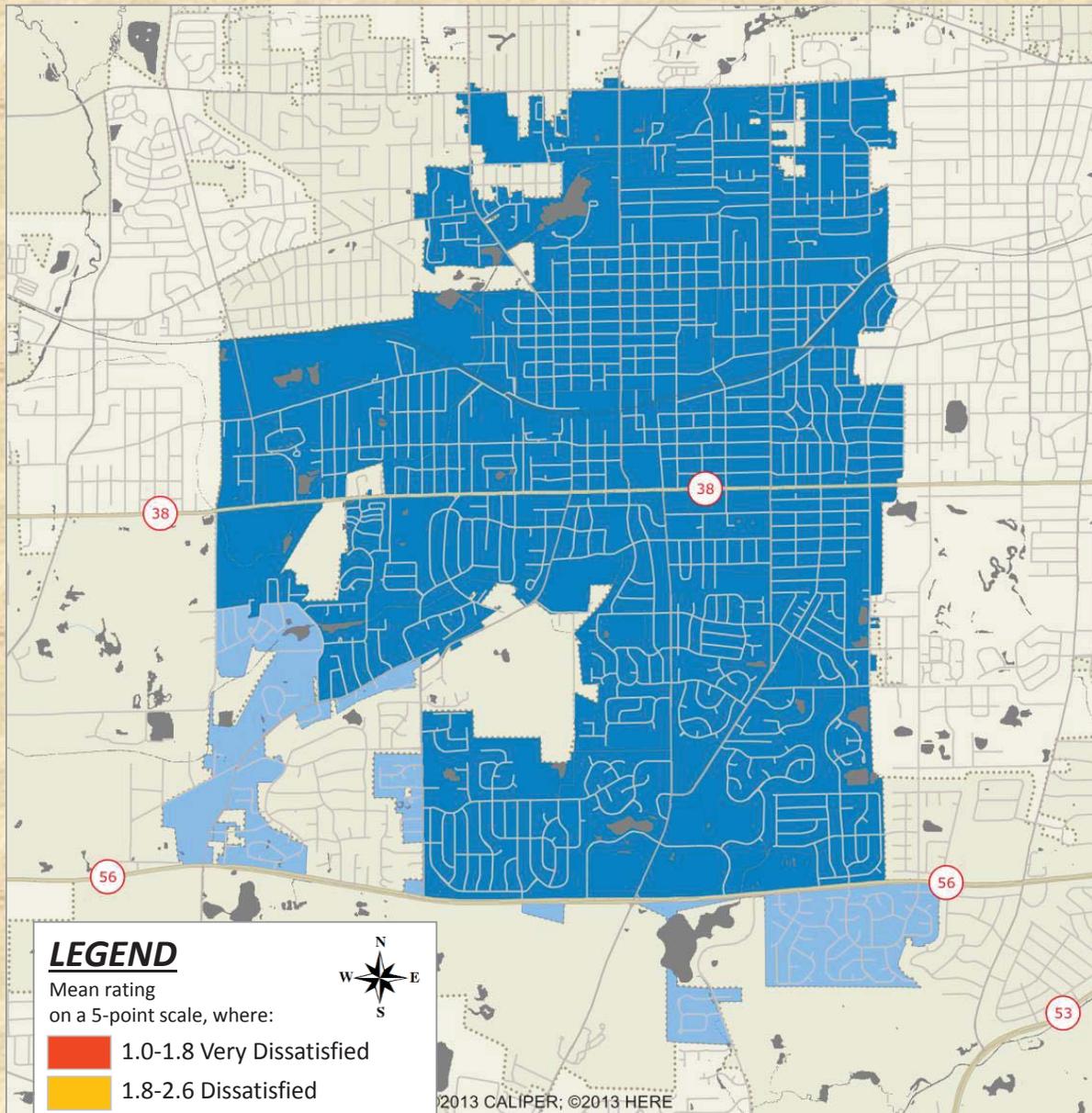
Library events and news 1 2.9 %

Q19b. (If YES to Question 19) What additional services/information would you like to see the City of Wheaton include on the City's website?

Q19b Additional

Events, library events, movies, ...So when I want to do something I can see

Q29a Satisfaction with the quality of available library materials



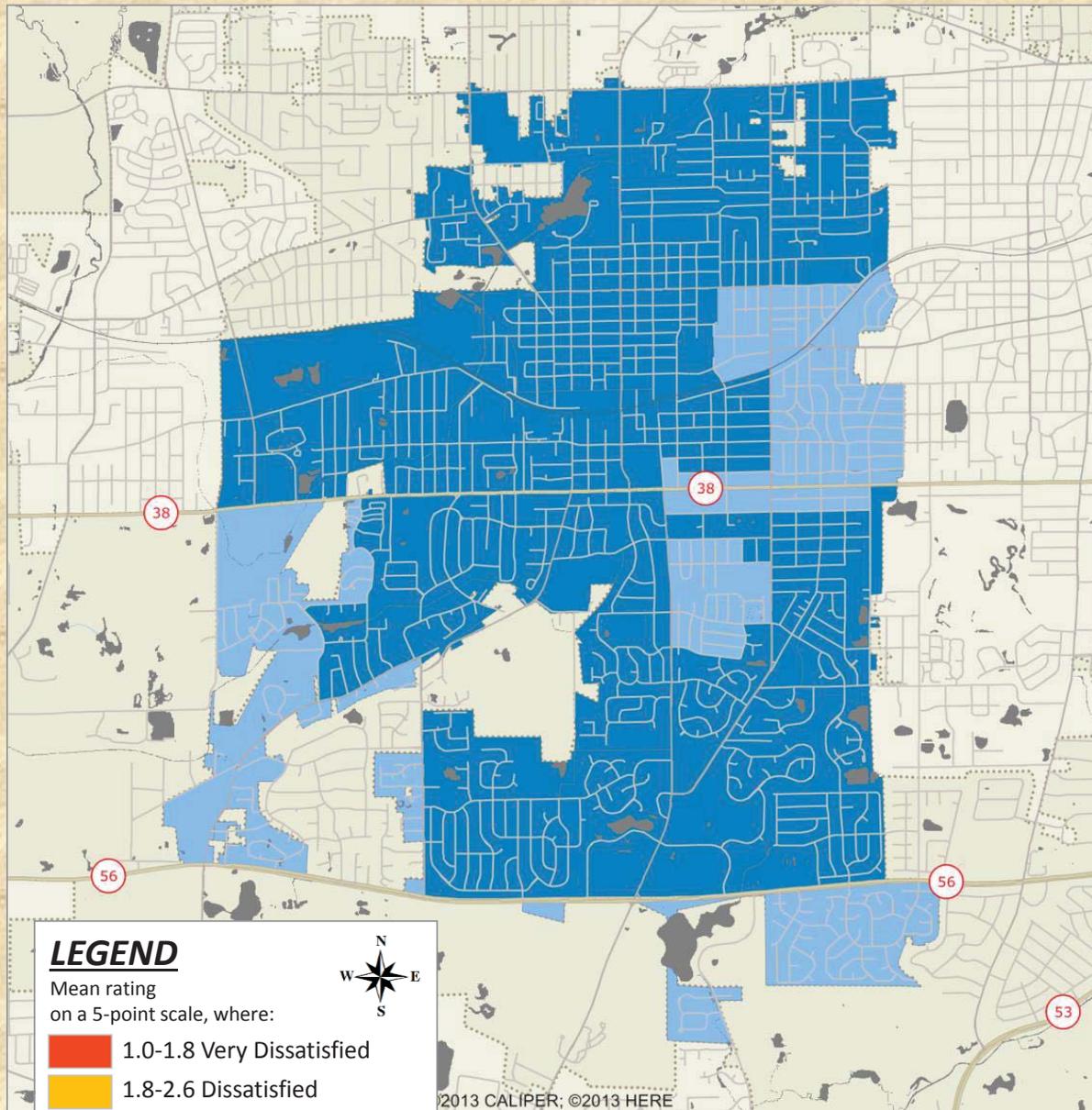
LEGEND
Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2014 City of Wheaton Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

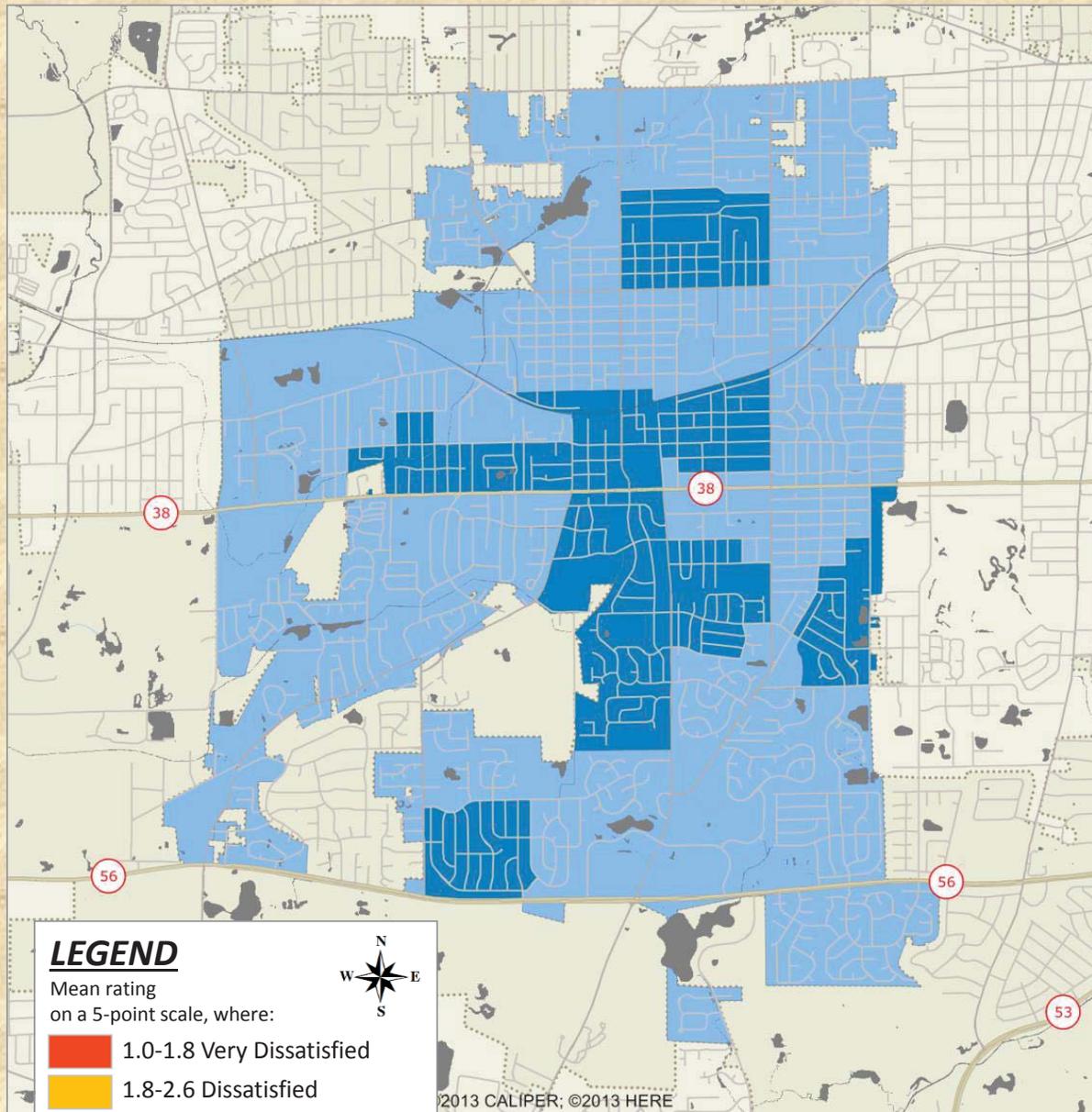
Q29b Satisfaction with quality and quantity of children programs



2014 City of Wheaton Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

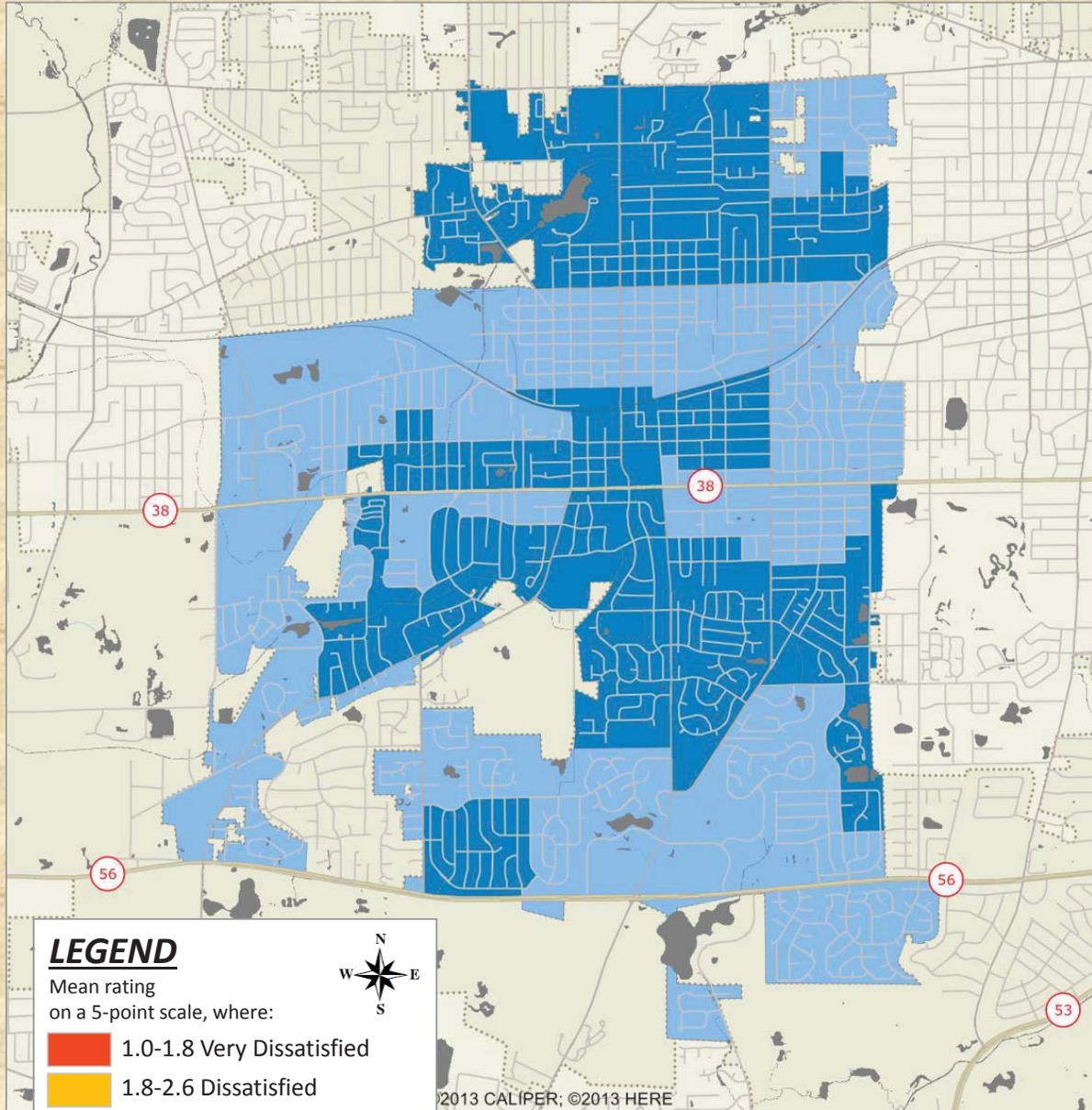
Q29c Satisfaction with quality and quantity of teen programs



2014 City of Wheaton Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

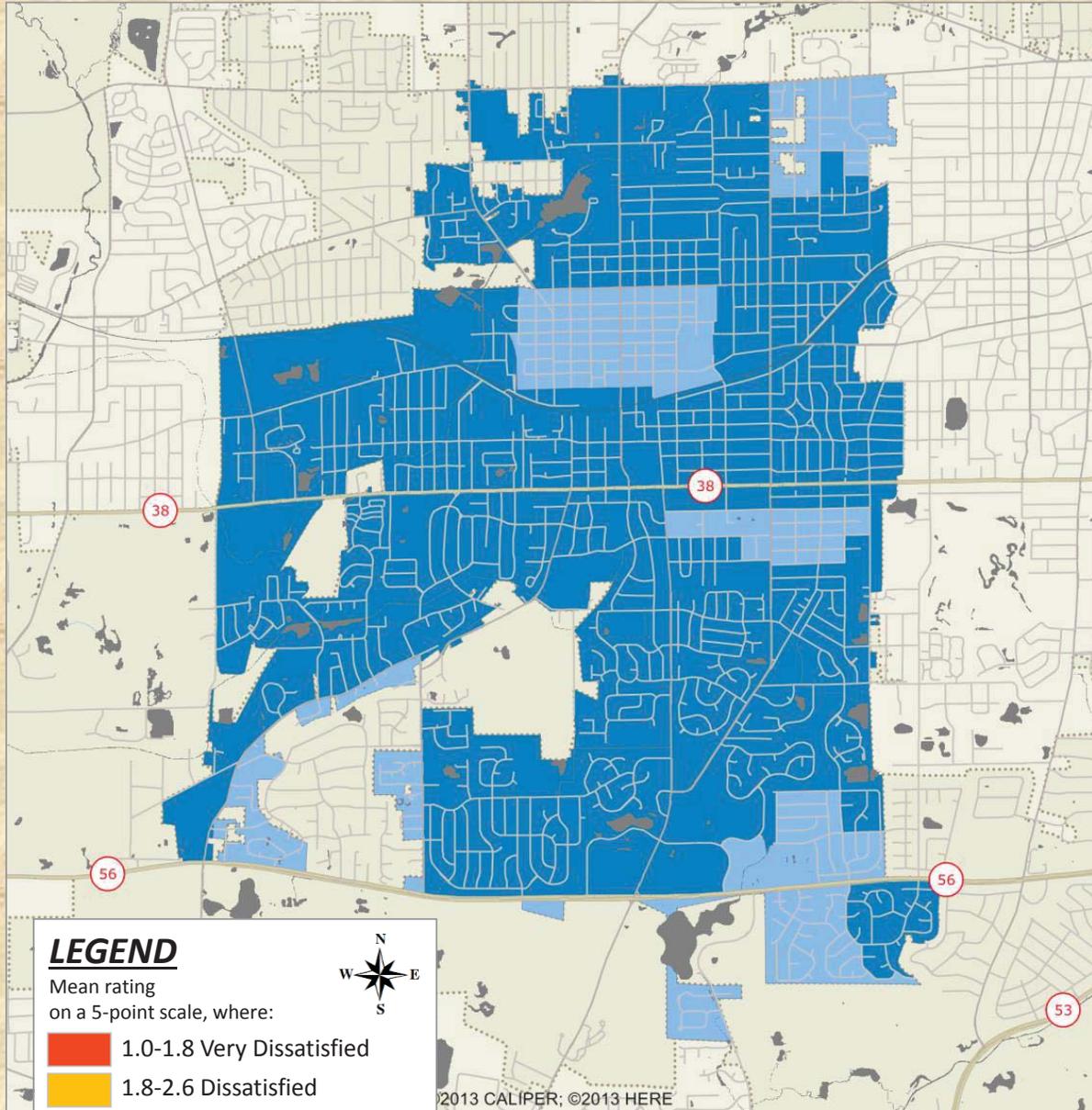
Q29d Satisfaction with quality and quantity of adults programs



2014 City of Wheaton Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

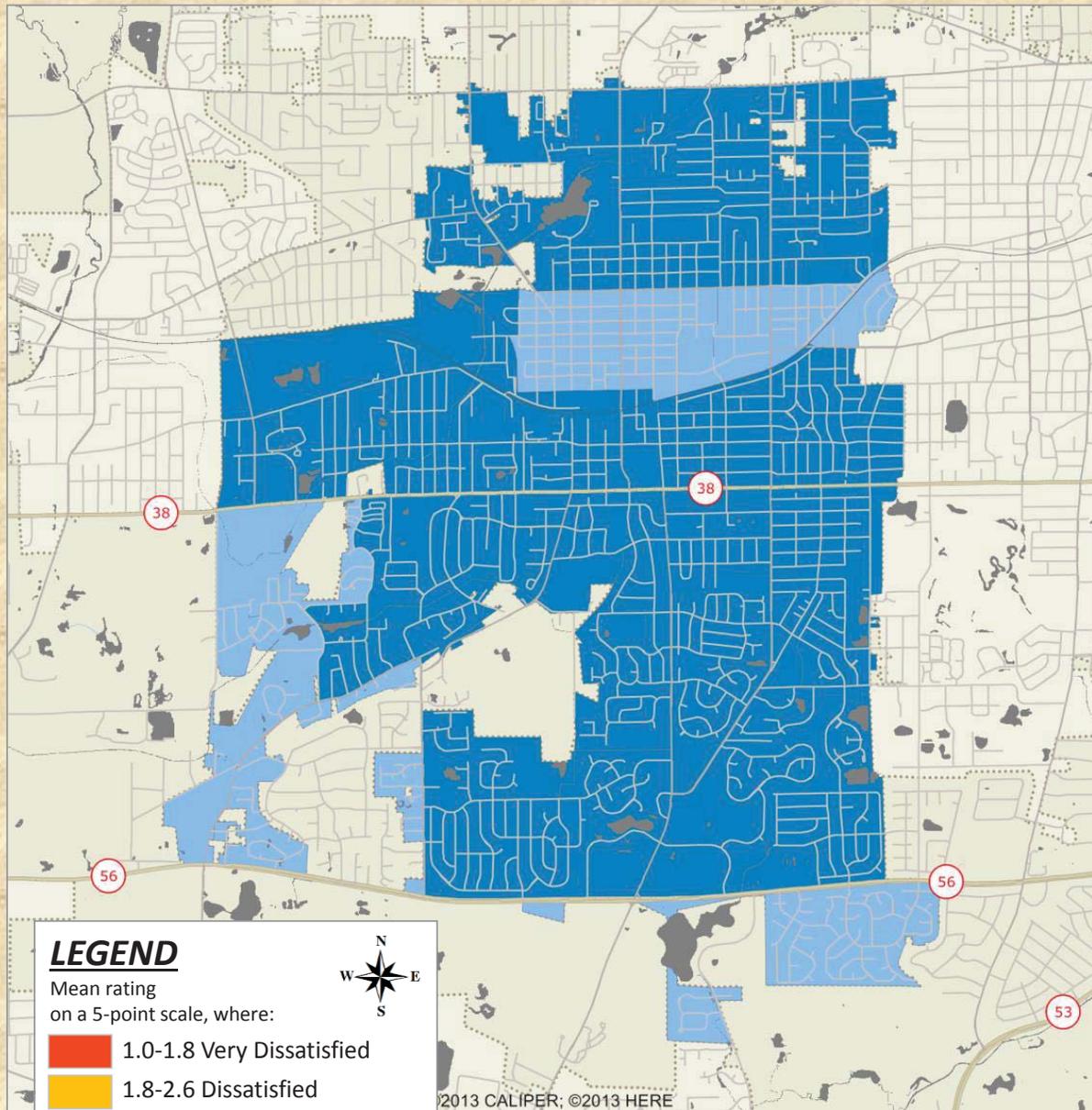
Q29e Satisfaction with the overall helpfulness of library staff



2014 City of Wheaton Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

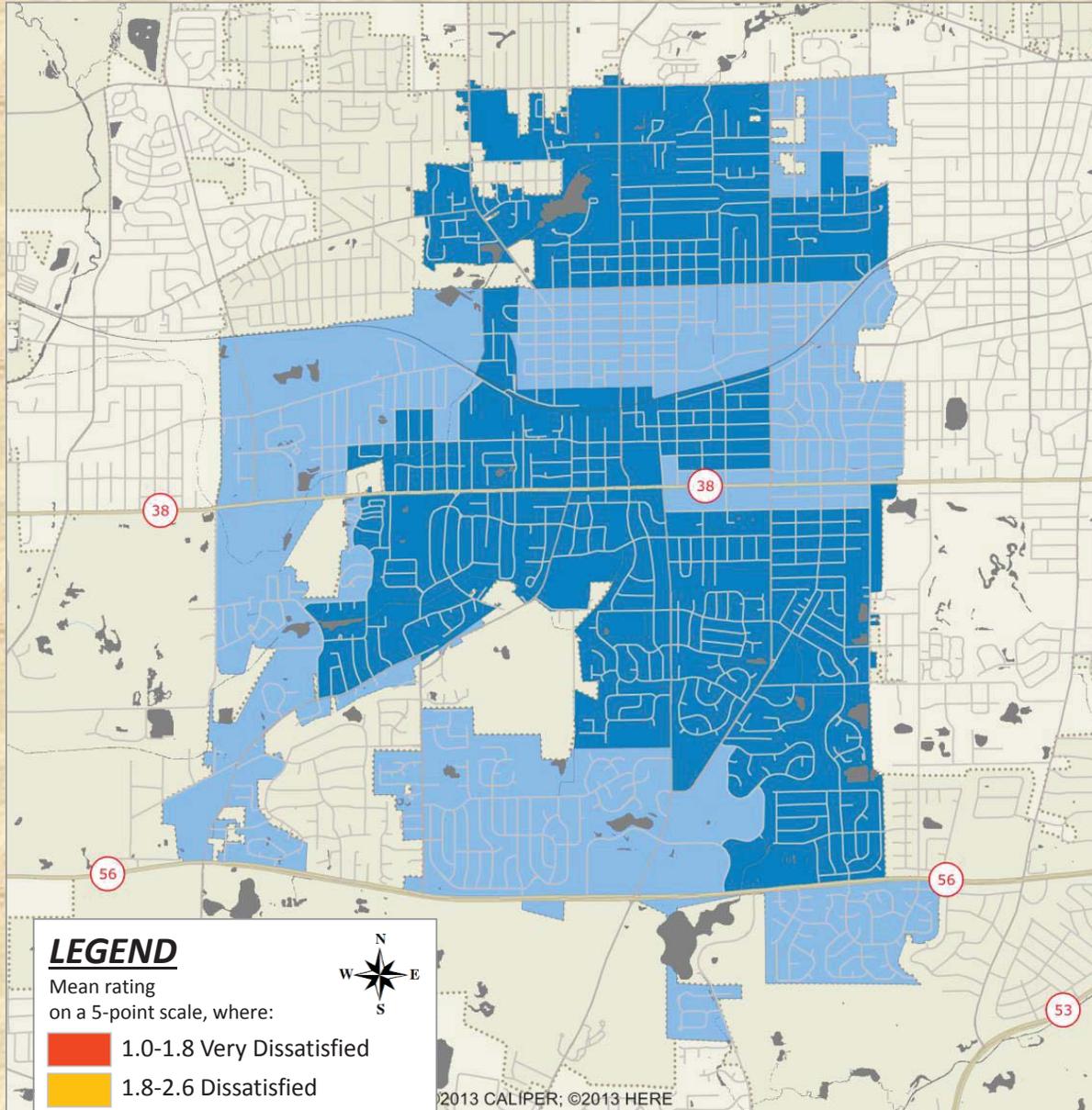
Q29f Satisfaction with the quality of library reference services



2014 City of Wheaton Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

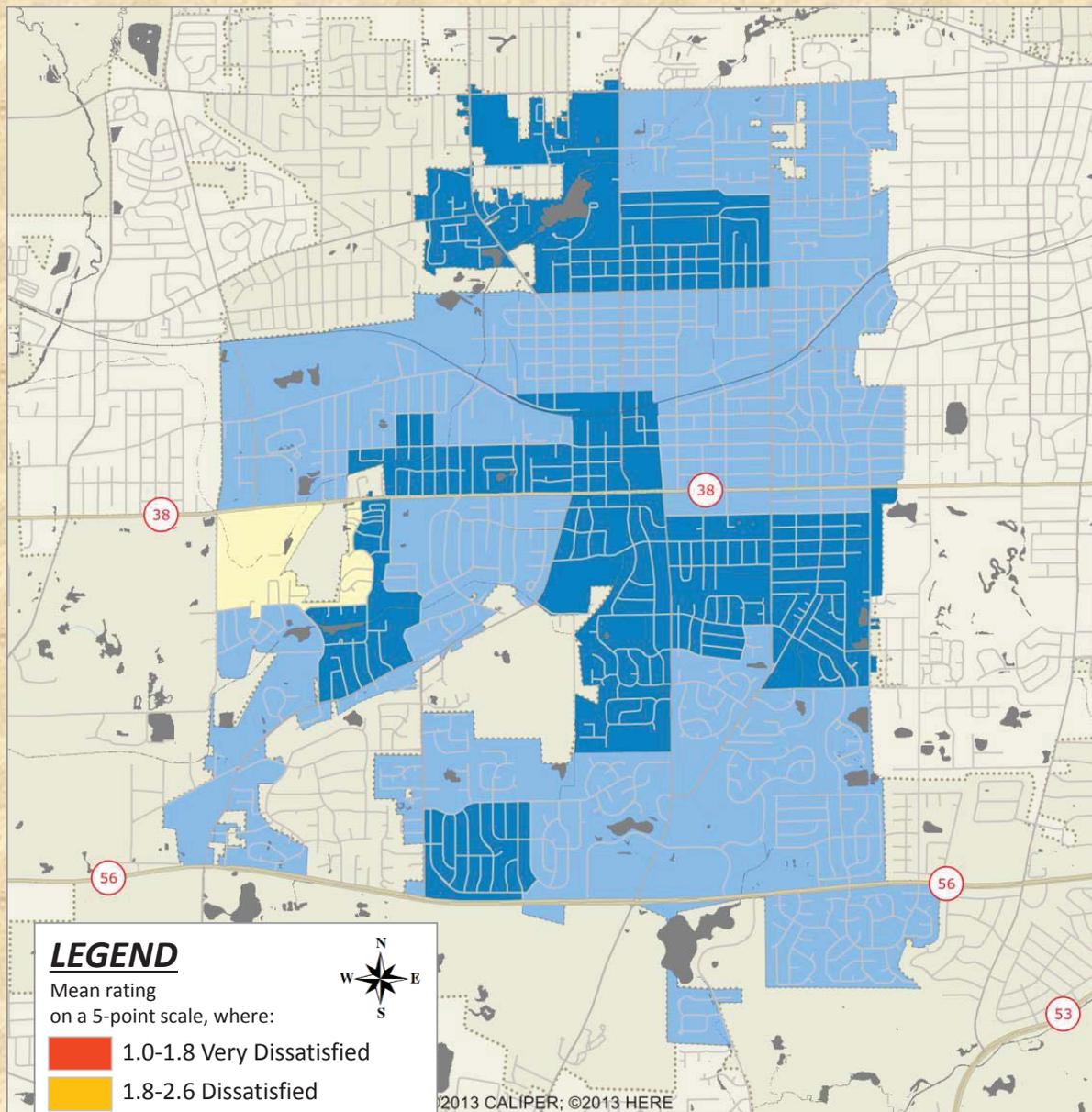
Q29g Satisfaction with the number of collection items available



2014 City of Wheaton Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

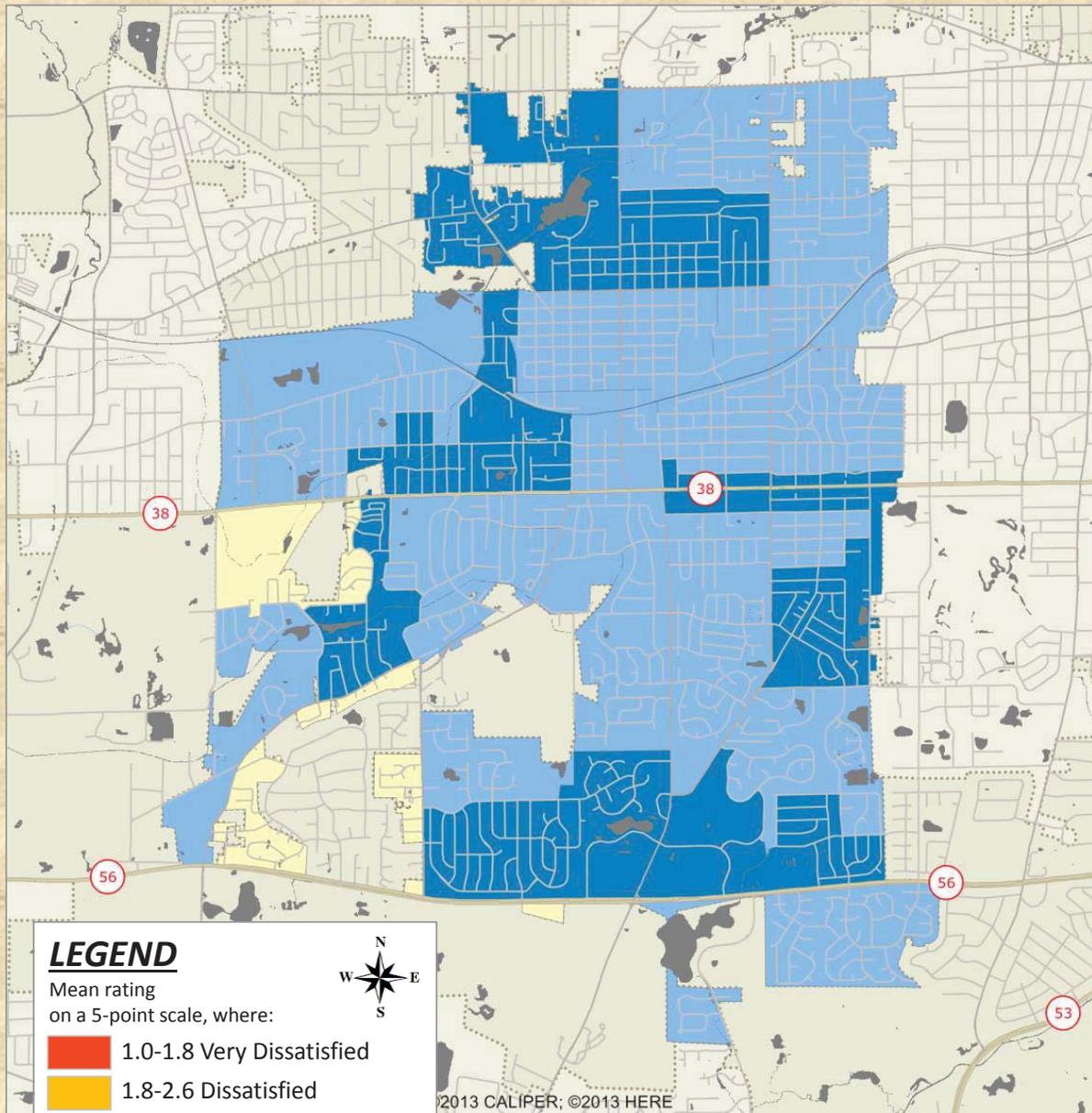
Q29h Satisfaction with the number of DVDs available



2014 City of Wheaton Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

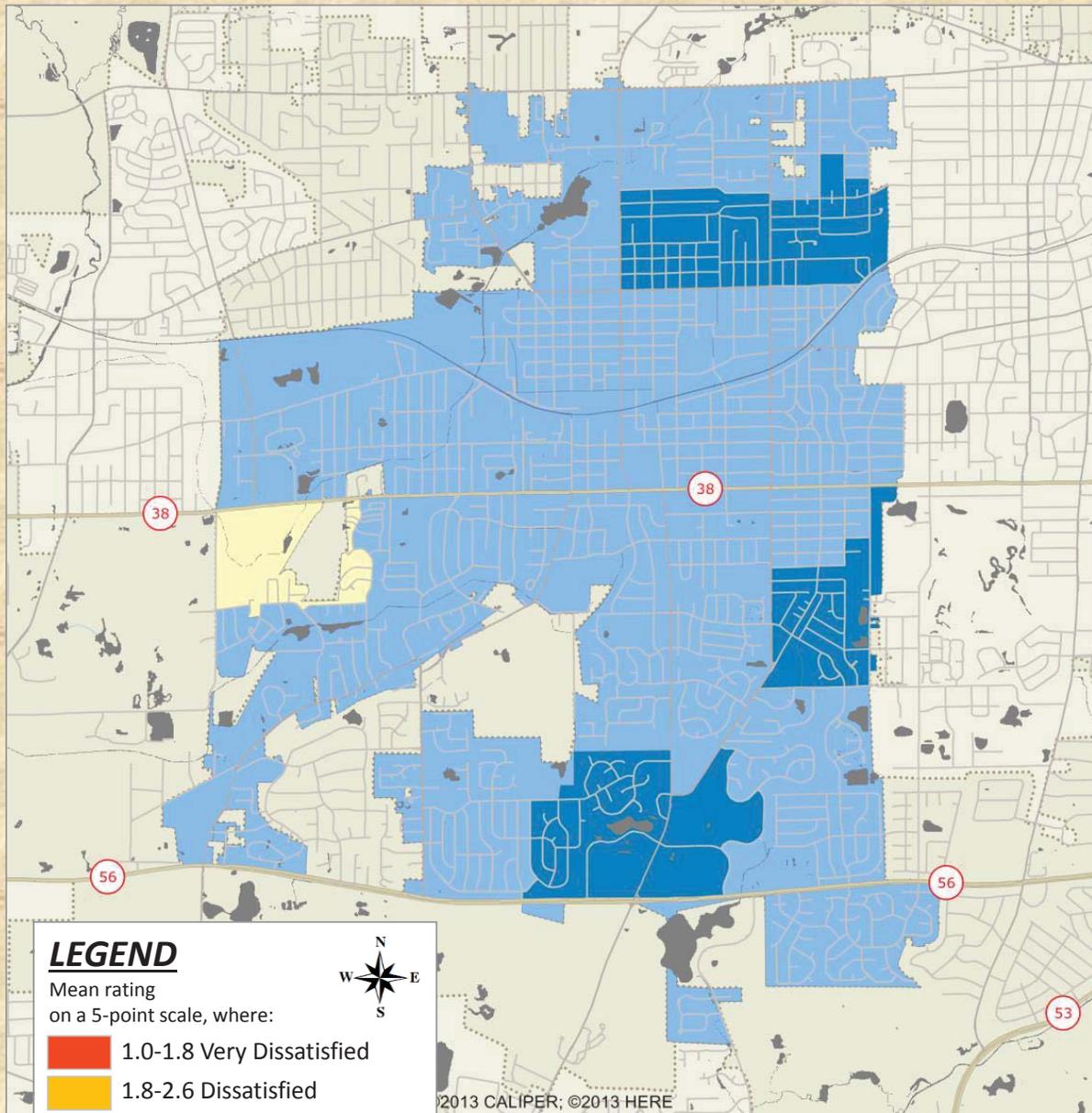
Q29i Satisfaction with number of recorded books available



2014 City of Wheaton Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

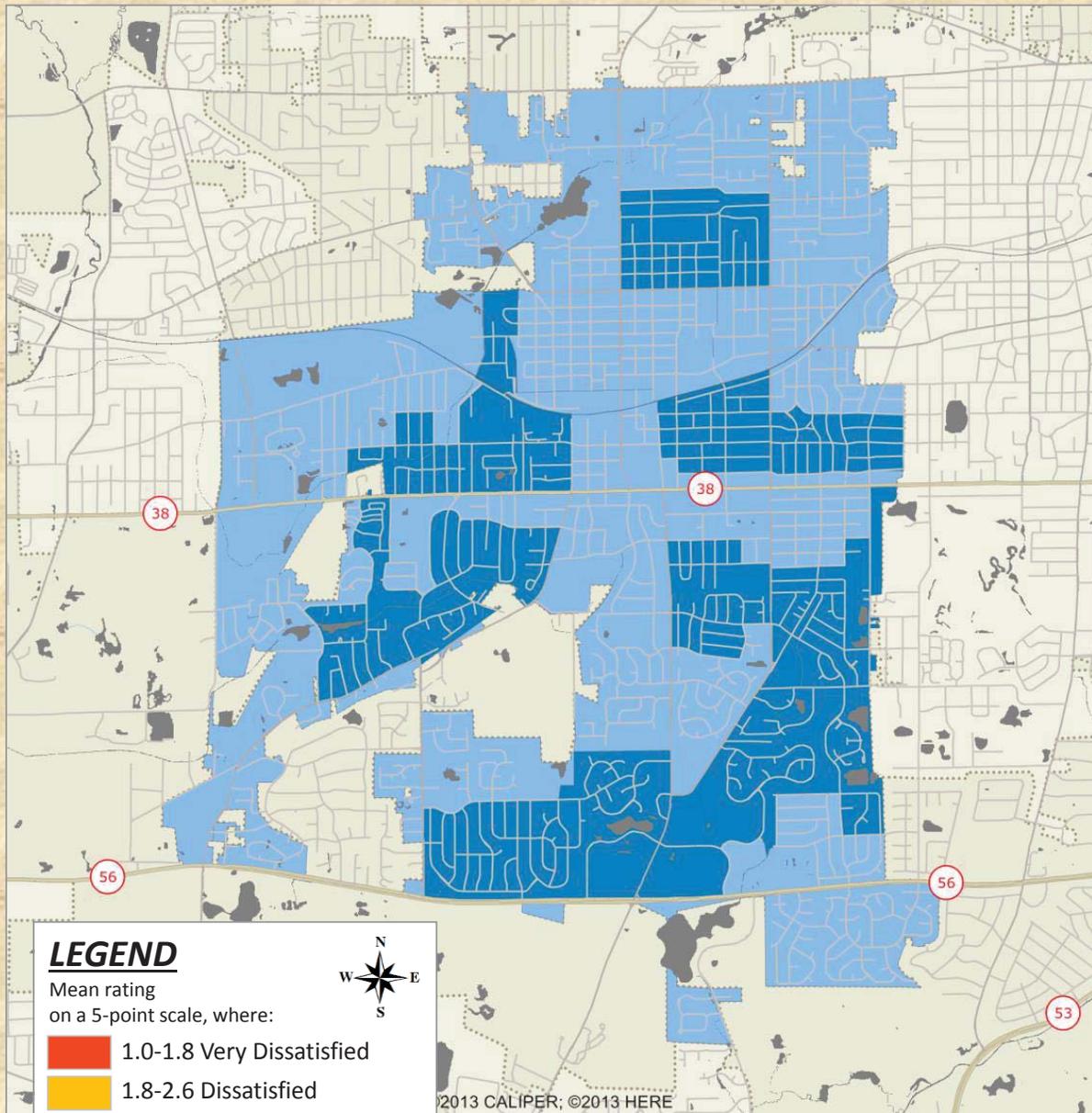
Q29j Satisfaction with number of e-materials available



2014 City of Wheaton Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q29k Satisfaction with number of public access computers



LEGEND
Mean rating
on a 5-point scale, where:

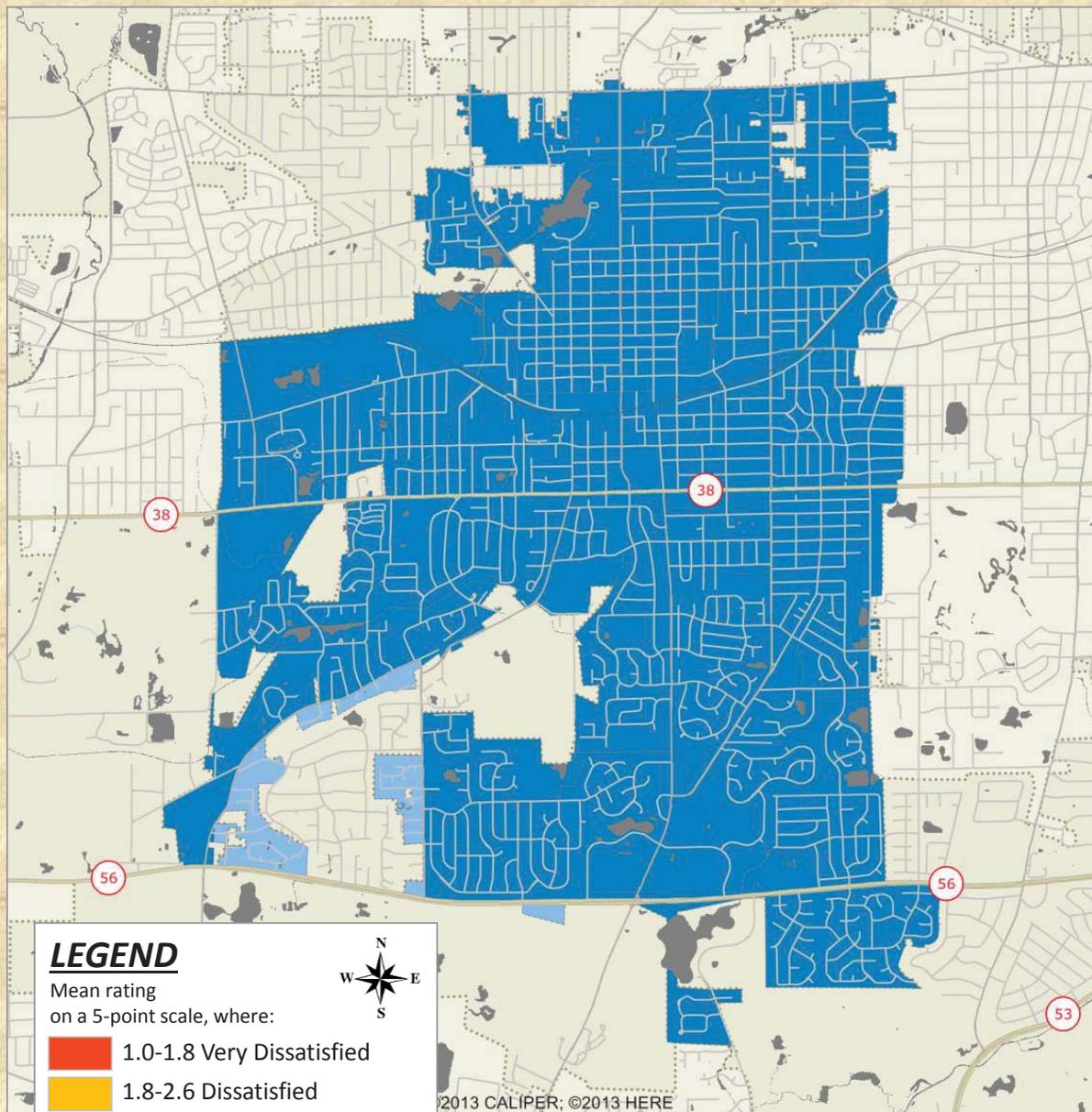
Red	1.0-1.8 Very Dissatisfied
Orange	1.8-2.6 Dissatisfied
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
White with cross-hatch	Other (no responses)

North arrow: N, S, E, W

2014 City of Wheaton Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q291 Satisfaction with the overall quality of the City library



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2014 City of Wheaton Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q29. LIBRARY SERVICES. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=683)

	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know</u>
Q29a. Overall quality of available materials	44.8%	36.4%	5.3%	0.6%	0.3%	12.7%
Q29b. Overall quality & quantity of programs for children	28.9%	25.5%	8.4%	0.9%	0.1%	36.2%
Q29c. Overall quality & quantity of programs for teens	17.6%	19.8%	11.9%	1.6%	0.4%	48.7%
Q29d. Overall quality & quantity of programs for adults	28.3%	33.3%	13.4%	0.9%	0.1%	24.0%
Q29e. Overall helpfulness of library staff	47.5%	30.4%	7.4%	1.5%	0.4%	12.8%
Q29f. Quality of reference services	36.1%	34.2%	8.0%	0.3%	0.1%	21.4%
Q29g. Number of collection items available	30.5%	35.2%	10.0%	1.2%	0.1%	23.0%
Q29h. Number of DVDs available	26.1%	33.3%	13.1%	2.1%	0.6%	24.9%
Q29i. Number of recorded books available	23.9%	26.1%	13.6%	1.2%	0.4%	34.8%
Q29j. Number of e-materials available	19.3%	21.7%	13.6%	4.3%	0.6%	40.5%
Q29k. Number of public access computers available	24.0%	29.8%	12.8%	0.4%	0.1%	32.8%
Q29l. Overall quality of City library	47.9%	34.2%	4.4%	0.6%	0.1%	12.7%

Q29. LIBRARY SERVICES. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "don't know")

(N=683)

	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>
Q29a. Overall quality of available materials	51.3%	41.7%	6.1%	0.7%	0.3%
Q29b. Overall quality & quantity of programs for children	45.3%	40.0%	13.2%	1.4%	0.2%
Q29c. Overall quality & quantity of programs for teens	34.2%	38.5%	23.3%	3.2%	0.9%
Q29d. Overall quality & quantity of programs for adults	37.2%	43.8%	17.6%	1.2%	0.2%
Q29e. Overall helpfulness of library staff	54.5%	34.9%	8.5%	1.7%	0.5%
Q29f. Quality of reference services	45.9%	43.4%	10.1%	0.4%	0.2%
Q29g. Number of collection items available	39.6%	45.7%	13.0%	1.5%	0.2%
Q29h. Number of DVDs available	34.7%	44.3%	17.5%	2.7%	0.8%
Q29i. Number of recorded books available	36.7%	40.0%	20.8%	1.8%	0.7%
Q29j. Number of e-materials available	32.4%	36.4%	22.9%	7.2%	1.0%
Q29k. Number of public access computers available	35.8%	44.4%	19.0%	0.7%	0.2%
Q29l. Overall quality of City library	54.9%	39.2%	5.1%	0.7%	0.2%

Q30. Which THREE of the services listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q30.</u>	<u>1st choice</u>	<u>Number Percent</u>
Overall quality of available materials	111	16.3 %
Overall quality & quantity of programs for children	54	7.9 %
Overall quality & quantity of programs for teens	24	3.5 %
Overall quality & quantity of programs for adults	32	4.7 %
Overall helpfulness of library staff	24	3.5 %
Quality of reference services	13	1.9 %
Number of collection items available	26	3.8 %
Number of DVDs available	24	3.5 %
Number of recorded books available	21	3.1 %
Number of e-materials available	68	10.0 %
Number of public access computers available	24	3.5 %
Overall quality of City library	62	9.1 %
<u>None chosen</u>	<u>200</u>	<u>29.3 %</u>
Total	683	100.0 %

Q30. Which THREE of the services listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q30.</u>	<u>2nd choice</u>	<u>Number Percent</u>
Overall quality of available materials	60	8.8 %
Overall quality & quantity of programs for children	51	7.5 %
Overall quality & quantity of programs for teens	45	6.6 %
Overall quality & quantity of programs for adults	41	6.0 %
Overall helpfulness of library staff	28	4.1 %
Quality of reference services	27	4.0 %
Number of collection items available	27	4.0 %
Number of DVDs available	46	6.7 %
Number of recorded books available	20	2.9 %
Number of e-materials available	38	5.6 %
Number of public access computers available	25	3.7 %
Overall quality of City library	39	5.7 %
<u>None chosen</u>	<u>236</u>	<u>34.6 %</u>
Total	683	100.0 %

Q30. Which THREE of the services listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q30.</u>	<u>3rd choice</u>	<u>Number Percent</u>
Overall quality of available materials	44	6.4 %
Overall quality & quantity of programs for children	30	4.4 %
Overall quality & quantity of programs for teens	33	4.8 %
Overall quality & quantity of programs for adults	36	5.3 %
Overall helpfulness of library staff	30	4.4 %
Quality of reference services	24	3.5 %
Number of collection items available	32	4.7 %
Number of DVDs available	27	4.0 %
Number of recorded books available	14	2.0 %
Number of e-materials available	28	4.1 %
Number of public access computers available	29	4.2 %
Overall quality of City library	76	11.1 %
<u>None chosen</u>	<u>80</u>	<u>41.0 %</u>
Total	683	100.0 %

Q30. Which THREE of the services listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (Sum of Top 3 Choices)

<u>Q30.</u>	<u>Sum of Top 3 Choices</u>	<u>Number Percent</u>
Overall quality of available materials	215	31.5 %
Overall quality & quantity of programs for children	135	19.8 %
Overall quality & quantity of programs for teens	102	14.9 %

Q30. (cont'd)

Q30.

Overall quality & quantity of programs for adults

Overall helpfulness of library staff

Quality of reference services

Number of collection items available

Number of DVDs available

Number of recorded books available

Number of e-materials available

Number of public access computers available

Overall quality of City library

None chosen

Total 1550

Sum of Top 3 Choices

Number Percent

109

16.0 %

82

12.0 %

64

9.4 %

85

12.4 %

97

14.2 %

55

8.1 %

134

19.6 %

78

11.4 %

177

25.9 %

21731.8 %