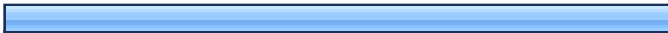








1. What library type do you represent?

		Response Percent	Response Count
Academic		0.0%	0
Public		100.0%	80
School		0.0%	0
Special		0.0%	0
answered question			80
skipped question			0




2. What is your role at your library?

		Response Percent	Response Count
Director		81.3%	65
Staff		7.5%	6
Trustee		11.3%	9
	Other (please specify)		1
answered question			80
skipped question			0

3. What are the three biggest problems facing your library during the coming year?

		Response Percent	Response Count
1		100.0%	78
2		96.2%	75
3		85.9%	67
answered question			78
skipped question			2

4. What are three goals you hope to achieve for your library by the end of 2015?

		Response Percent	Response Count
1		100.0%	77
2		97.4%	75
3		81.8%	63
answered question			77
skipped question			3

5. What is one service that you wished Heartland would offer that it does not offer today?

	Response Count
	67
answered question	67
skipped question	13

6. Please provide any comments on the answers above.

**Response
Count**

28

answered question

28

skipped question

52

Q2. What is your role at your library?

1 Co-Director

Feb 26, 2014 1:53 PM

Q3. What are the three biggest problems facing your library during the coming year?

1

1	financial	Feb 28, 2014 4:13 PM
2	Funding	Feb 28, 2014 11:45 AM
3	The lack of jobs for the area	Feb 28, 2014 10:42 AM
4	the economy	Feb 28, 2014 10:36 AM
5	funding	Feb 28, 2014 9:59 AM
6	Money to purchase reading materials	Feb 27, 2014 5:11 PM
7	Rising costs	Feb 27, 2014 4:10 PM
8	Budget/Money to operate	Feb 27, 2014 4:01 PM
9	Repairing the floors	Feb 27, 2014 1:50 PM
10	Equitable pay for staff for lower turnover	Feb 27, 2014 12:04 PM
11	Funding	Feb 27, 2014 11:54 AM
12	health insurance costs	Feb 27, 2014 11:24 AM
13	building issues - affording repairs, upkeep	Feb 27, 2014 11:00 AM
14	Building repairs/upgrades and funding for them	Feb 27, 2014 10:58 AM
15	Revenue	Feb 27, 2014 10:53 AM
16	expanding our user base	Feb 27, 2014 10:19 AM
17	Not enough students doing research for school more of them play games on the computers and not enough research.	Feb 27, 2014 10:10 AM
18	enough space for all the items we own	Feb 27, 2014 10:02 AM
19	Budget with limited funds.	Feb 27, 2014 9:41 AM
20	Flaws in Polaris' item request module. This needs to be remedied immediately because of the negative effects it has on all phases of IHLS services. Why should local staff have extra work because the program has a major flaw?	Feb 27, 2014 3:49 AM
21	lack of teen participation in programming	Feb 26, 2014 9:28 PM
22	Funding	Feb 26, 2014 9:10 PM
23	funding	Feb 26, 2014 7:41 PM
24	Finances	Feb 26, 2014 6:42 PM
25	Keeping up with New Technology	Feb 26, 2014 6:20 PM

Q3. What are the three biggest problems facing your library during the coming year?

26	Insufficient funding	Feb 26, 2014 6:08 PM
27	Polaris Problems and Issues. A better working database	Feb 26, 2014 5:10 PM
28	Financial	Feb 26, 2014 4:45 PM
29	Board Relations	Feb 26, 2014 4:19 PM
30	paying qualified staff (appropriate wage scale)	Feb 26, 2014 4:10 PM
31	Maintenance of building	Feb 26, 2014 4:05 PM
32	funds for books and activities	Feb 26, 2014 3:55 PM
33	money	Feb 26, 2014 3:54 PM
34	Budget	Feb 26, 2014 3:52 PM
35	Increasing costs	Feb 26, 2014 3:50 PM
36	Money	Feb 26, 2014 3:31 PM
37	proposed raise in the minimum wage	Feb 26, 2014 3:31 PM
38	Declining population in district	Feb 26, 2014 3:30 PM
39	Deteriorating building that might require moving the library and tearing down the existing buildings	Feb 26, 2014 3:29 PM
40	Unknown expenses/minimum wage	Feb 26, 2014 3:25 PM
41	Familiarizing staff and patrons with e-book and e-magazine services	Feb 26, 2014 3:24 PM
42	Balancing our collection to incorporate eResources as well as print	Feb 26, 2014 3:20 PM
43	Funding	Feb 26, 2014 2:59 PM
44	Public relations crisis caused by unfriendly previous librarian.	Feb 26, 2014 2:50 PM
45	Building issues	Feb 26, 2014 2:47 PM
46	Funding	Feb 26, 2014 2:44 PM
47	Increasing work load,,,small staff	Feb 26, 2014 2:43 PM
48	Escalating costs of building maintenance	Feb 26, 2014 2:42 PM
49	Lack of funds.	Feb 26, 2014 2:38 PM
50	New building	Feb 26, 2014 2:33 PM
51	Adequate Funding	Feb 26, 2014 2:32 PM
52	technology	Feb 26, 2014 2:21 PM

Q3. What are the three biggest problems facing your library during the coming year?

53	Finances	Feb 26, 2014 2:20 PM
54	budget	Feb 26, 2014 2:20 PM
55	budget	Feb 26, 2014 2:20 PM
56	Finishing off a construction grant	Feb 26, 2014 2:16 PM
57	Lack of funding	Feb 26, 2014 2:08 PM
58	space (lack of)	Feb 26, 2014 2:07 PM
59	dwindling budget	Feb 26, 2014 2:06 PM
60	decreasing tax revenues	Feb 26, 2014 2:04 PM
61	Building improvements	Feb 26, 2014 1:56 PM
62	Financial Issues.. money, money, money	Feb 26, 2014 1:55 PM
63	Money to pay off our new addition.	Feb 26, 2014 1:53 PM
64	technology	Feb 26, 2014 1:51 PM
65	Building project/ storage of items	Feb 26, 2014 1:35 PM
66	Budget cuts	Feb 26, 2014 1:30 PM
67	Budget	Feb 26, 2014 1:24 PM
68	funding	Feb 26, 2014 1:21 PM
69	getting people to serve on the board and actually do something	Feb 26, 2014 1:21 PM
70	Budget	Feb 26, 2014 1:20 PM
71	Money - lack of	Feb 26, 2014 1:20 PM
72	Budgets / money or lack thereof	Feb 26, 2014 1:16 PM
73	Increasing costs	Feb 26, 2014 1:15 PM
74	Budget	Feb 26, 2014 1:13 PM
75	Reduced funding in budget	Feb 26, 2014 1:11 PM
76	Financial	Feb 26, 2014 1:08 PM
77	budget	Feb 26, 2014 1:07 PM
78	Money	Feb 26, 2014 1:04 PM

Q3. What are the three biggest problems facing your library during the coming year?

1	handling all of the details of polaris	Feb 28, 2014 4:13 PM
3	Computer technology needs in the community	Feb 28, 2014 10:42 AM
4	choosing the best equipment to serve our community	Feb 28, 2014 10:36 AM
5	staffing	Feb 28, 2014 9:59 AM
6	Money to purchase library supplies	Feb 27, 2014 5:11 PM
7	Need for legal advice	Feb 27, 2014 4:10 PM
8	Engaging a younger generation of library users	Feb 27, 2014 4:01 PM
9	Repairing the ceilings	Feb 27, 2014 1:50 PM
11	Patron participation	Feb 27, 2014 11:54 AM
12	staff stretched very thin	Feb 27, 2014 11:24 AM
13	having enough staff hours to achieve all the things we want to do	Feb 27, 2014 11:00 AM
14	Attendance at children's programming	Feb 27, 2014 10:58 AM
15	Lack of computer technology expertise	Feb 27, 2014 10:53 AM
16	technology	Feb 27, 2014 10:19 AM
17	Not enough seniors come in to use the computers.	Feb 27, 2014 10:10 AM
18	items being lost in delivery	Feb 27, 2014 10:02 AM
19	Raising funds for library	Feb 27, 2014 9:41 AM
20	Lack of communication from IHLS to the staff at member libraries. How in the world are Share's catalogers supposed to know about training sessions, when notifications to ALL catalogers is not initiated from IHLS?	Feb 27, 2014 3:49 AM
21	limited budget	Feb 26, 2014 9:28 PM
22	technology	Feb 26, 2014 9:10 PM
23	technology advancing quickly, computers aging	Feb 26, 2014 7:41 PM
24	Deficit of staff skills, especially regarding technology	Feb 26, 2014 6:42 PM
25	Keeping the Library relevant to the community	Feb 26, 2014 6:20 PM
26	Insufficient funding	Feb 26, 2014 6:08 PM
27	Delivery at noon or later, better labeling and less damage to Delivery items along with standards with consequences	Feb 26, 2014 5:10 PM
28	Space	Feb 26, 2014 4:45 PM

Q3. What are the three biggest problems facing your library during the coming year?

29	Funding	Feb 26, 2014 4:19 PM
30	upgrades to technology	Feb 26, 2014 4:10 PM
31	problem staff member	Feb 26, 2014 4:05 PM
32	outdated computers	Feb 26, 2014 3:55 PM
33	technology	Feb 26, 2014 3:54 PM
34	Ever changing technology	Feb 26, 2014 3:52 PM
35	Hiring a new librarian	Feb 26, 2014 3:50 PM
36	Staff	Feb 26, 2014 3:31 PM
37	adequate bandwidth for online operations/public wi-fi	Feb 26, 2014 3:31 PM
38	Economic woes of community	Feb 26, 2014 3:30 PM
39	Better public utilization of e-resources the library offers	Feb 26, 2014 3:29 PM
40	State requirements a library our size cannot maintain	Feb 26, 2014 3:25 PM
41	Utilizing Polaris to its fullest and keeping part-time staff aware of developments	Feb 26, 2014 3:24 PM
42	Staff training	Feb 26, 2014 3:20 PM
43	Increasing Technology needs	Feb 26, 2014 2:59 PM
44	Truly weeding for the first time in 24 years and automating a collection that has not been properly maintained.	Feb 26, 2014 2:50 PM
45	Assessing community needs	Feb 26, 2014 2:47 PM
46	Keeping up with technology	Feb 26, 2014 2:44 PM
47	Technology Survival	Feb 26, 2014 2:43 PM
48	Adequate compensation for professional staff	Feb 26, 2014 2:42 PM
49	Lack of funds.	Feb 26, 2014 2:38 PM
50	Space issues in current facility which limits collection growth and programming	Feb 26, 2014 2:33 PM
51	Cont. Education for staff & Trustees	Feb 26, 2014 2:32 PM
52	learning all thats new.	Feb 26, 2014 2:21 PM
53	Outside support (system consultant)	Feb 26, 2014 2:20 PM
54	library board lack of involvement	Feb 26, 2014 2:20 PM
55	reduced staffing because of budget	Feb 26, 2014 2:20 PM

Q3. What are the three biggest problems facing your library during the coming year?

56	Repair of the parking lot	Feb 26, 2014 2:16 PM
58	maintaining and expanding Internet presence	Feb 26, 2014 2:07 PM
59	computer technology	Feb 26, 2014 2:06 PM
60	increasing costs - especially medical	Feb 26, 2014 2:04 PM
61	Meeting the needs of technology advances	Feb 26, 2014 1:56 PM
62	Technology updates-- , keeping up with e books, computers (Learning Polaris) , money to pay for it all	Feb 26, 2014 1:55 PM
63	Money to keep up on technology needs.	Feb 26, 2014 1:53 PM
64	space	Feb 26, 2014 1:51 PM
65	Keeping up with technology	Feb 26, 2014 1:35 PM
66	Rising prices on utilities, etc.	Feb 26, 2014 1:30 PM
67	Marketing/Outreach	Feb 26, 2014 1:24 PM
68	upgrading	Feb 26, 2014 1:21 PM
69	aging building	Feb 26, 2014 1:21 PM
70	Technology	Feb 26, 2014 1:20 PM
71	Expenses going up	Feb 26, 2014 1:20 PM
72	public opinion / marketing / outreach	Feb 26, 2014 1:16 PM
73	Decreasing revenues	Feb 26, 2014 1:15 PM
74	Training	Feb 26, 2014 1:13 PM
75	Money for automation costs	Feb 26, 2014 1:11 PM
76	technology	Feb 26, 2014 1:08 PM
77	space	Feb 26, 2014 1:07 PM
78	Deferred Maintainance	Feb 26, 2014 1:04 PM
3		
1	bringing in more active members of the Friends	Feb 28, 2014 4:13 PM
3	Large enough meeting/conference rooms to meet the needs of the public.	Feb 28, 2014 10:42 AM
4	high demand for our meeting areas	Feb 28, 2014 10:36 AM
5	technology	Feb 28, 2014 9:59 AM

Q3. What are the three biggest problems facing your library during the coming year?

6	Money to purchase more materials for Summer Reading Program, Story Hour, etc.	Feb 27, 2014 5:11 PM
7	More frequent delivery of ILL items	Feb 27, 2014 4:10 PM
8	Educating my library board and long-range planning	Feb 27, 2014 4:01 PM
9	Rewiring the building	Feb 27, 2014 1:50 PM
11	Technology	Feb 27, 2014 11:54 AM
12	stagnant children's programming	Feb 27, 2014 11:24 AM
13	competing with Amazon and everything else that keeps people from using the library.	Feb 27, 2014 11:00 AM
14	Annexation of district by Decatur/loss of revenue	Feb 27, 2014 10:58 AM
15	Difficulty in obtaining reliable figures for library reports	Feb 27, 2014 10:53 AM
16	getting children to come to the library	Feb 27, 2014 10:19 AM
17	Getting adults to check out books.	Feb 27, 2014 10:10 AM
18	the changing requirements for state per capita grants	Feb 27, 2014 10:02 AM
19	Writing new policy	Feb 27, 2014 9:41 AM
20	Too much top down control from system headquarters. Little concern from IHLS staff about meeting local needs.	Feb 27, 2014 3:49 AM
21	need for renovations	Feb 26, 2014 9:28 PM
22	staff	Feb 26, 2014 9:10 PM
23	internet speed	Feb 26, 2014 7:41 PM
24	Aligning Board, Director, and other staff goals and expectations	Feb 26, 2014 6:42 PM
25	Money - funding the Library	Feb 26, 2014 6:20 PM
26	Insufficient funding	Feb 26, 2014 6:08 PM
27	Good Communication throughout the system. ALL libraries understanding the do's and dont's of being a member of IHLS in all aspects	Feb 26, 2014 5:10 PM
28	Technology	Feb 26, 2014 4:45 PM
29	Member Services	Feb 26, 2014 4:19 PM
30	physical plant renovations	Feb 26, 2014 4:10 PM
31	rearrangement of space	Feb 26, 2014 4:05 PM

Q3. What are the three biggest problems facing your library during the coming year?

32	ways to reach our public	Feb 26, 2014 3:55 PM
34	Staff changes	Feb 26, 2014 3:52 PM
35	getting new equipment	Feb 26, 2014 3:50 PM
36	Technology	Feb 26, 2014 3:31 PM
37	support staff trained in eBook technologies and devices	Feb 26, 2014 3:31 PM
39	Reversing a decline in patrons and circulation	Feb 26, 2014 3:29 PM
40	Being dropped from the state library system	Feb 26, 2014 3:25 PM
41	Knowing how to put ourselves out there in the community (not really my specific job but I think it's a growing problem with us)	Feb 26, 2014 3:24 PM
42	Continuing to meet the community's needs	Feb 26, 2014 3:20 PM
43	Decrease of granting opportunities	Feb 26, 2014 2:59 PM
44	Lack of technology available for patron use, and funding for that need.	Feb 26, 2014 2:50 PM
46	Getting the community to be more active in the library	Feb 26, 2014 2:44 PM
47	Space	Feb 26, 2014 2:43 PM
48	Technology crowding out traditional libraries	Feb 26, 2014 2:42 PM
49	Lack of funds.	Feb 26, 2014 2:38 PM
50	Funding of new building	Feb 26, 2014 2:33 PM
51	Marketing Library to community	Feb 26, 2014 2:32 PM
53	In person staff training	Feb 26, 2014 2:20 PM
54	summer volunteers	Feb 26, 2014 2:20 PM
55	keeping up with technology & ebooks & digital media	Feb 26, 2014 2:20 PM
56	Getting my board off their butts but, hell I have wanted that for for 24 years.	Feb 26, 2014 2:16 PM
58	striking the balance between print & electronic materials	Feb 26, 2014 2:07 PM
59	e-readers	Feb 26, 2014 2:06 PM
62	Public Image -- staying contemporary in our community--	Feb 26, 2014 1:55 PM
63	Money to keep up on or improve upon current services offered to our community	Feb 26, 2014 1:53 PM
64	programing	Feb 26, 2014 1:51 PM
66	Increased needs and demands of patrons	Feb 26, 2014 1:30 PM

Q3. What are the three biggest problems facing your library during the coming year?

67	Low circ numbers due to online content	Feb 26, 2014 1:24 PM
68	going on line	Feb 26, 2014 1:21 PM
69	greater demands placed on smaller libraries with no funding	Feb 26, 2014 1:21 PM
71	Decreasing collection budget	Feb 26, 2014 1:20 PM
72	lack of space / building issues	Feb 26, 2014 1:16 PM
73	Proving our purpose in an online world	Feb 26, 2014 1:15 PM
74	Technology	Feb 26, 2014 1:13 PM
75	Health insurance costs	Feb 26, 2014 1:11 PM
76	Keeping adequate help	Feb 26, 2014 1:08 PM
77	tech	Feb 26, 2014 1:07 PM
78	Money	Feb 26, 2014 1:04 PM

Q4. What are three goals you hope to achieve for your library by the end of 2015?

1

1	fully trained staff	Feb 28, 2014 4:13 PM
2	Keeping the library running on a sound budget	Feb 28, 2014 10:42 AM
3	redesigning young adult area	Feb 28, 2014 10:36 AM
4	increase staff by one	Feb 28, 2014 9:59 AM
5	More computers	Feb 27, 2014 5:11 PM
6	Choose one of the 2 ebook delivery options	Feb 27, 2014 4:10 PM
7	To enlight my library board/city leaders and begin discussions about long range goals	Feb 27, 2014 4:01 PM
8	Fixing th repairs needed on the building	Feb 27, 2014 1:50 PM
9	Library District Status	Feb 27, 2014 12:04 PM
10	one year-round schedule (no winter/summer hours)	Feb 27, 2014 11:24 AM
11	train our new staff members	Feb 27, 2014 11:00 AM
12	Conduct community survey	Feb 27, 2014 10:58 AM
13	Expansion of library facilities	Feb 27, 2014 10:53 AM
14	update computers	Feb 27, 2014 10:19 AM
15	Having students coming to library to do research for a school project.	Feb 27, 2014 10:10 AM
16	Provide the materials for my patrons in a timely fashion	Feb 27, 2014 10:02 AM
17	New fundraising ideas	Feb 27, 2014 9:41 AM
18	Permission to use Z39.50 in cataloging. It never should have been disallowed. A mistake that should be remedied immediately.	Feb 27, 2014 3:49 AM
19	better asistance for patrons with electronic resources	Feb 26, 2014 9:28 PM
20	to be open more hours	Feb 26, 2014 9:10 PM
21	receive more grants	Feb 26, 2014 7:41 PM
22	Update all library policies	Feb 26, 2014 6:42 PM
23	Offer more programming for All Ages	Feb 26, 2014 6:20 PM
24	Find a way to raise \$3000 through fundraising	Feb 26, 2014 6:08 PM
25	Polaris to be working better, and a larger screen font.	Feb 26, 2014 5:10 PM

Q4. What are three goals you hope to achieve for your library by the end of 2015?

26	Grant money	Feb 26, 2014 4:45 PM
27	Defined roles for Board Members	Feb 26, 2014 4:19 PM
28	physical plant renovations	Feb 26, 2014 4:10 PM
29	community outreach - life-long learning for adults	Feb 26, 2014 4:05 PM
30	add new members to our library	Feb 26, 2014 3:55 PM
31	update computers	Feb 26, 2014 3:54 PM
32	Update building	Feb 26, 2014 3:52 PM
33	Becoming automated	Feb 26, 2014 3:50 PM
34	Complete remodel of 2nd and 3rd floor	Feb 26, 2014 3:31 PM
35	completion of building improvement projects	Feb 26, 2014 3:31 PM
36	Begin a construction project--building addition	Feb 26, 2014 3:30 PM
37	Increase the number of people using the library & it's services	Feb 26, 2014 3:29 PM
38	Maintaining the library as a viable part of the community	Feb 26, 2014 3:25 PM
39	I would like to see all our staff receive training and become confident using our e-book/audio/magazine services AND common devices.	Feb 26, 2014 3:24 PM
40	Find more sources for staff development to help my staff to provide better public service.	Feb 26, 2014 3:20 PM
41	marketing plan	Feb 26, 2014 3:14 PM
42	I would like to find a long term fundraising outlet.	Feb 26, 2014 2:59 PM
43	To be fully automated as members of SHARE and eRead Illinois.	Feb 26, 2014 2:50 PM
44	Outcome based assessment	Feb 26, 2014 2:47 PM
45	Apply for grants	Feb 26, 2014 2:44 PM
46	Technology Updates	Feb 26, 2014 2:43 PM
47	Marketing and branding campaign for library	Feb 26, 2014 2:42 PM
48	Find one good annual fundraiser.	Feb 26, 2014 2:38 PM
49	Increase use within the community while supporting local activities and projects	Feb 26, 2014 2:33 PM
50	Successful grants	Feb 26, 2014 2:32 PM
51	working with techonolgy, learning.	Feb 26, 2014 2:21 PM

Q4. What are three goals you hope to achieve for your library by the end of 2015?

52	Complete renovation/addition to our library	Feb 26, 2014 2:20 PM
53	finding a way to get board to fund raise	Feb 26, 2014 2:20 PM
54	sustainable budget	Feb 26, 2014 2:20 PM
55	I would hope were a district	Feb 26, 2014 2:16 PM
56	Build the library collection	Feb 26, 2014 2:08 PM
57	secure financing for building expansion	Feb 26, 2014 2:07 PM
58	review and update policies	Feb 26, 2014 2:06 PM
59	fundraising	Feb 26, 2014 2:04 PM
60	Building improvements	Feb 26, 2014 1:56 PM
61	better use of the library by the community as a whole	Feb 26, 2014 1:55 PM
62	Cleaning up our database holdings.	Feb 26, 2014 1:53 PM
63	more programs for various ages	Feb 26, 2014 1:51 PM
64	Keeping up with technology	Feb 26, 2014 1:35 PM
65	Increase in ability to provide better computer services	Feb 26, 2014 1:30 PM
66	higher circ numbers and patron visits	Feb 26, 2014 1:24 PM
67	member of share	Feb 26, 2014 1:21 PM
68	Have a safe building	Feb 26, 2014 1:21 PM
69	More Programs	Feb 26, 2014 1:20 PM
70	Fundraising	Feb 26, 2014 1:20 PM
71	replace computers / printers	Feb 26, 2014 1:16 PM
72	Cut costs	Feb 26, 2014 1:15 PM
73	To be able to catalog materials	Feb 26, 2014 1:13 PM
74	Maintain funding level to keep from cutting hours open	Feb 26, 2014 1:11 PM
75	Improve children's collection	Feb 26, 2014 1:08 PM
76	increase budget	Feb 26, 2014 1:07 PM
77	Successful transfer of ebook system out of overdrive	Feb 26, 2014 1:04 PM

Q4. What are three goals you hope to achieve for your library by the end of 2015?

1	more outreach into the community	Feb 28, 2014 4:13 PM
2	Try to incorporate the needs of our patrons	Feb 28, 2014 10:42 AM
3	painting library walls	Feb 28, 2014 10:36 AM
4	increase budget	Feb 28, 2014 9:59 AM
5	More new books, adult as well as children	Feb 27, 2014 5:11 PM
6	Expand and update our website	Feb 27, 2014 4:10 PM
7	Investigate additional revenue sources	Feb 27, 2014 4:01 PM
8	Joining Polaris	Feb 27, 2014 1:50 PM
9	Successful grant implementation	Feb 27, 2014 12:04 PM
10	revitalized children's programming	Feb 27, 2014 11:24 AM
11	increase foot traffic in the building	Feb 27, 2014 11:00 AM
12	Complete building assessment in preparation for remodel/new building	Feb 27, 2014 10:58 AM
13	Becoming part of 3M Cloud Library	Feb 27, 2014 10:53 AM
14	improve library circulation	Feb 27, 2014 10:19 AM
15	Maybe have a Senior Day.	Feb 27, 2014 10:10 AM
16	provide programs that are well received by my patrons	Feb 27, 2014 10:02 AM
17	Strong Library Policy	Feb 27, 2014 9:41 AM
18	Make optional the use of the cumbersome Connexion module, therefore, the reinstatement of Z39.50.	Feb 27, 2014 3:49 AM
19	renovations	Feb 26, 2014 9:28 PM
21	have more participation at events	Feb 26, 2014 7:41 PM
22	Reconstruct a small parking lot that is in poor condition	Feb 26, 2014 6:42 PM
23	Offer classes for Technology Training - using computers etcera	Feb 26, 2014 6:20 PM
24	Install handicapped doors (grant request in process)	Feb 26, 2014 6:08 PM
25	Earlier Delivery with limited lost and damaged items	Feb 26, 2014 5:10 PM
26	updated technology	Feb 26, 2014 4:45 PM
27	Solid financial planning	Feb 26, 2014 4:19 PM
28	increase programming	Feb 26, 2014 4:10 PM

Q4. What are three goals you hope to achieve for your library by the end of 2015?

29	improvement of marketing/public relations	Feb 26, 2014 4:05 PM
30	add new softwear	Feb 26, 2014 3:55 PM
31	increase outreach to teens	Feb 26, 2014 3:54 PM
32	Update equipment	Feb 26, 2014 3:52 PM
33	providing e-books	Feb 26, 2014 3:50 PM
34	A new three year plan	Feb 26, 2014 3:31 PM
35	increased bandwidth for online operations	Feb 26, 2014 3:31 PM
36	Better attendance at teen events	Feb 26, 2014 3:30 PM
37	Consider a referendum to support construction of a new building or occupying the old grade school	Feb 26, 2014 3:29 PM
38	Encouraging the community to see the library as 'go to Place"	Feb 26, 2014 3:25 PM
39	I would like to see staff grow in the area of patron satisfaction.	Feb 26, 2014 3:24 PM
40	Increase the Library's visibility and place in the community.	Feb 26, 2014 3:20 PM
41	more CE for staff	Feb 26, 2014 3:14 PM
42	A new computer	Feb 26, 2014 2:59 PM
43	To bring alienated community members back to our library.	Feb 26, 2014 2:50 PM
44	Increased Community Engagement	Feb 26, 2014 2:47 PM
45	More programs	Feb 26, 2014 2:44 PM
46	Plan in Place to Add on or Revitalize Space	Feb 26, 2014 2:43 PM
47	Increase circulation and other use of the library numbers	Feb 26, 2014 2:42 PM
48	Provide more progams to our patrons.	Feb 26, 2014 2:38 PM
49	Increase access to digital materials	Feb 26, 2014 2:33 PM
50	Keeping budget in the black	Feb 26, 2014 2:32 PM
51	adding services for the patrons	Feb 26, 2014 2:21 PM
52	Customer service	Feb 26, 2014 2:20 PM
54	staffing realignment	Feb 26, 2014 2:20 PM
55	Than maybe I can retire.	Feb 26, 2014 2:16 PM
56	Offer more programs	Feb 26, 2014 2:08 PM

Q4. What are three goals you hope to achieve for your library by the end of 2015?

57	hire an adult services librarian	Feb 26, 2014 2:07 PM
58	become more computer savvy	Feb 26, 2014 2:06 PM
59	increased services- satalite libraries	Feb 26, 2014 2:04 PM
60	Update technology equipment	Feb 26, 2014 1:56 PM
61	continue to include additional programming for all ages	Feb 26, 2014 1:55 PM
62	Realizing ways to best utilize our new library addition to best serve our community.	Feb 26, 2014 1:53 PM
63	weeding of old materials to make more space	Feb 26, 2014 1:51 PM
64	Adding more programs	Feb 26, 2014 1:35 PM
65	Increase in ability to rovide electronic services such as E-books	Feb 26, 2014 1:30 PM
66	homebound outreach	Feb 26, 2014 1:24 PM
67	increase in funds	Feb 26, 2014 1:21 PM
68	find good board members	Feb 26, 2014 1:21 PM
69	Access to more E-Books	Feb 26, 2014 1:20 PM
70	Budgeting on target	Feb 26, 2014 1:20 PM
71	staff training on ebooks and technology	Feb 26, 2014 1:16 PM
72	Have assistance for social services in-house	Feb 26, 2014 1:15 PM
73	Current technology	Feb 26, 2014 1:13 PM
74	Lower health insurance premiums for staff members	Feb 26, 2014 1:11 PM
75	Continue with ebooks	Feb 26, 2014 1:08 PM
76	increase collection	Feb 26, 2014 1:07 PM
77	Increase Fundraising	Feb 26, 2014 1:04 PM
3		
2	Improving the area for youth/teens in the library	Feb 28, 2014 10:42 AM
3	better organization	Feb 28, 2014 10:36 AM
4	install new wireless routers	Feb 28, 2014 9:59 AM
5	Access to EBooks	Feb 27, 2014 5:11 PM
7	Keep the library open and operating	Feb 27, 2014 4:01 PM

Q4. What are three goals you hope to achieve for your library by the end of 2015?

8	Offering e-books	Feb 27, 2014 1:50 PM
10	staff cross-trained on library tasks	Feb 27, 2014 11:24 AM
11	continue to get extra funding from the City	Feb 27, 2014 11:00 AM
12	More adult programming	Feb 27, 2014 10:58 AM
13	Hiring of computer technology expert	Feb 27, 2014 10:53 AM
14	keep up with maintaining the building	Feb 27, 2014 10:19 AM
15	Getting adults and children read more.	Feb 27, 2014 10:10 AM
16	be an active part of the system through ILL and participation	Feb 27, 2014 10:02 AM
18	Clean up misaligned data in our local holdings records as a result of dumping the 4 legacy databases into Share. What a time-consuming mess!! This is additional work on top of our daily work we are paid to do and I don't think it can be completed in 2 years, but at the same time system staff are concerned whether the catalogers are deleting a certain tag or whether "full set" is on the volume line prior to saving an item record. Locally we just want our patrons to have the holdings information so they can find the item they need.	Feb 27, 2014 3:49 AM
19	better staff supervision	Feb 26, 2014 9:28 PM
21	replace the public computers	Feb 26, 2014 7:41 PM
22	Tuck pointing	Feb 26, 2014 6:42 PM
23	Continue to build up the HERRIN HISTORY COLLECTION	Feb 26, 2014 6:20 PM
24	Provide eReader services	Feb 26, 2014 6:08 PM
25	A weeded and inventoried collection	Feb 26, 2014 5:10 PM
26	increase service	Feb 26, 2014 4:45 PM
27	Improved Member Services	Feb 26, 2014 4:19 PM
28	market e-book services	Feb 26, 2014 4:10 PM
29	update of website	Feb 26, 2014 4:05 PM
30	digitalize our library	Feb 26, 2014 3:55 PM
31	digitize microfilm newspapers	Feb 26, 2014 3:54 PM
32	More staff training	Feb 26, 2014 3:52 PM
33	increasing circulation	Feb 26, 2014 3:50 PM
34	A well trained staff	Feb 26, 2014 3:31 PM

Q4. What are three goals you hope to achieve for your library by the end of 2015?

35	more money appropriated to the library materials budget	Feb 26, 2014 3:31 PM
36	Better attendance at children's events	Feb 26, 2014 3:30 PM
37	Financing increased salaries if minimum wage is raised	Feb 26, 2014 3:29 PM
38	Promoting other library aspects besides computer use	Feb 26, 2014 3:25 PM
40	Provide additional services, e.g., more computer classes.	Feb 26, 2014 3:20 PM
41	outreach and promotion to the community	Feb 26, 2014 3:14 PM
42	Wi-Fi access	Feb 26, 2014 2:59 PM
43	To offer more than one computer for public use, and truly establish our library as a community technology center.	Feb 26, 2014 2:50 PM
44	Providing more programs with applicable outcomes (ex. FASFA, Learning about Affordable Health Care, Debt Management, etc.)	Feb 26, 2014 2:47 PM
45	Increase interest in the library	Feb 26, 2014 2:44 PM
47	Continue relevancy of library to the community	Feb 26, 2014 2:42 PM
48	Get a friends group.	Feb 26, 2014 2:38 PM
49	Provide more supports to educational organizations	Feb 26, 2014 2:33 PM
50	Increase Library Awareness within the community	Feb 26, 2014 2:32 PM
52	Public computer training	Feb 26, 2014 2:20 PM
54	evaluating ebook/digital media for future	Feb 26, 2014 2:20 PM
56	Serve the under served population	Feb 26, 2014 2:08 PM
57	have regularly scheduled computer classes	Feb 26, 2014 2:07 PM
58	more knowledge on how to help patrons with ebooks	Feb 26, 2014 2:06 PM
61	update library surroundings	Feb 26, 2014 1:55 PM
62	Have in place a plan for fundraising to pay off the debt for our new addition.	Feb 26, 2014 1:53 PM
63	upgrade computers	Feb 26, 2014 1:51 PM
65	Increase in ability to provide more training in computer and job skills for patrons	Feb 26, 2014 1:30 PM
66	Friends group	Feb 26, 2014 1:24 PM
67	more community & volunteer interaction	Feb 26, 2014 1:21 PM
68	have better finances	Feb 26, 2014 1:21 PM

Q4. What are three goals you hope to achieve for your library by the end of 2015?

70	More financial help fromt the city	Feb 26, 2014 1:20 PM
71	building assessment for new building	Feb 26, 2014 1:16 PM
72	Building remodel	Feb 26, 2014 1:15 PM
73	Increase hours	Feb 26, 2014 1:13 PM
74	Find more funding for materials in different formats	Feb 26, 2014 1:11 PM
75	Grow the library	Feb 26, 2014 1:08 PM
76	increased space	Feb 26, 2014 1:07 PM
77	Start a new disaster and 5 year plan	Feb 26, 2014 1:04 PM

Q5. What is one service that you wished Heartland would offer that it does not offer today?

1	a much better system of communication	Feb 28, 2014 4:13 PM
2	Holding meetings closer to our area so those who need to attend can do so.	Feb 28, 2014 10:42 AM
3	more consulting services	Feb 28, 2014 10:36 AM
4	Erate class	Feb 28, 2014 9:59 AM
5	More books accessible	Feb 27, 2014 5:11 PM
6	Consulting/legal advice	Feb 27, 2014 4:10 PM
7	Consulting	Feb 27, 2014 4:01 PM
8	Consultant for HR issues	Feb 27, 2014 12:04 PM
9	Consulting	Feb 27, 2014 11:54 AM
10	consulting	Feb 27, 2014 11:24 AM
11	Consulting	Feb 27, 2014 11:00 AM
12	Consulting	Feb 27, 2014 10:58 AM
13	Assistance with computer problems, including viruses.	Feb 27, 2014 10:53 AM
14	one designated person to talk to if having a problem or need an answer to a question	Feb 27, 2014 10:19 AM
15	I can't think of one.	Feb 27, 2014 10:10 AM
16	an easier way to tell which system staff member handles what issue. Clear demarcation of duties of the staff	Feb 27, 2014 10:02 AM
17	Erate workshop	Feb 27, 2014 9:41 AM
18	Consultant services	Feb 27, 2014 3:49 AM
19	strict membership requirements and adherence to SHARE rules	Feb 26, 2014 9:28 PM
20	To help write grants	Feb 26, 2014 9:10 PM
21	a cheaper e-magazine service	Feb 26, 2014 7:41 PM
22	The consultants are missed.	Feb 26, 2014 6:42 PM
23	Tech support for Patrons - answer questions	Feb 26, 2014 6:20 PM
24	Free eRead Illinois access to small libraries who can't afford it	Feb 26, 2014 6:08 PM
25	Continue to offer the e-rate class	Feb 26, 2014 5:10 PM
26	Consulting	Feb 26, 2014 4:45 PM

Q5. What is one service that you wished Heartland would offer that it does not offer today?

27	?	Feb 26, 2014 4:19 PM
28	consultation services/ in-person training at individual libraries	Feb 26, 2014 4:10 PM
29	consulting	Feb 26, 2014 4:05 PM
30	consulting	Feb 26, 2014 3:54 PM
31	consulting services	Feb 26, 2014 3:52 PM
32	Not sure	Feb 26, 2014 3:31 PM
33	consulting on legal issues	Feb 26, 2014 3:31 PM
34	?	Feb 26, 2014 3:29 PM
35	Making it possible for the small rural library with limited resources to once again easily be able to acquire resources from other libraries	Feb 26, 2014 3:25 PM
36	Maybe IHLS already offers this and I don't hear about it, but I guess I would love to be able to schedule someone come and do a conference just for our staff on some technology we need help with.	Feb 26, 2014 3:24 PM
37	Staff development, not just training (as on how to use aspects of Polaris). I mean offerings to help develop staff and offer opportunities to grow in our job areas.	Feb 26, 2014 3:20 PM
38	CE - that is non-SHARE related	Feb 26, 2014 3:14 PM
39	Increased Consulting on Days and Dates/grant info/technology help	Feb 26, 2014 2:59 PM
40	A consultant or someone to help guide our board of trustees.	Feb 26, 2014 2:50 PM
41	Consulting	Feb 26, 2014 2:47 PM
42	I can't think of any.	Feb 26, 2014 2:38 PM
43	Staff training and development workshops	Feb 26, 2014 2:33 PM
44	Consulting	Feb 26, 2014 2:32 PM
45	I liked the sit together and talk about what your Library needed or problems.	Feb 26, 2014 2:21 PM
46	consultant	Feb 26, 2014 2:20 PM
47	not sure	Feb 26, 2014 2:20 PM
48	none--keep costs down	Feb 26, 2014 2:20 PM
49	I would like to see help given to smaller libraries maybe someone could just go work with them for a day see their troubles.	Feb 26, 2014 2:16 PM
50	Consulting services	Feb 26, 2014 2:08 PM

Q5. What is one service that you wished Heartland would offer that it does not offer today?

51	facilitate a blog for programs and programming (adult, teen & juvenile)	Feb 26, 2014 2:07 PM
52	someone who knows the laws-labor,osha,state, etc.	Feb 26, 2014 2:06 PM
53	CE classes	Feb 26, 2014 1:56 PM
54	direct consulting-- like the bat phone when I need a quick question answered regarding library law for example.	Feb 26, 2014 1:55 PM
55	Free original cataloging for up to 10 items other than the current offer for local history items.	Feb 26, 2014 1:53 PM
56	Heartland offers all the programming we need. Thank you.	Feb 26, 2014 1:51 PM
57	Consultants/ advisors to groups like SWAYS etc.	Feb 26, 2014 1:35 PM
58	Consulting assistance on grant applications	Feb 26, 2014 1:30 PM
59	More Consulting/Continuing Education	Feb 26, 2014 1:24 PM
60	Consultant to answer public library issues	Feb 26, 2014 1:21 PM
61	can not think of anything.	Feb 26, 2014 1:21 PM
62	Online training for resources (i.e. media mall, etc.)	Feb 26, 2014 1:20 PM
63	CONSULTING!!	Feb 26, 2014 1:16 PM
64	I would like IHLS to focus on it's primary service of Delivery.	Feb 26, 2014 1:15 PM
65	Consulting	Feb 26, 2014 1:13 PM
66	Digitization Services-local history items, etc.	Feb 26, 2014 1:11 PM
67	Helping boards transistion between director, new state laws, etc.	Feb 26, 2014 1:04 PM

Q6. Please provide any comments on the answers above.

1	Send out a once a month communication that tells us briefly what is occurring at IHLS. Current grants available. Deadlines that should be met. Do this in straight forward language. Also do better preparation for your webinars i.e. equipment	Feb 28, 2014 4:13 PM
2	The inter-library loan system is starting to fail. Some libraries are not sending out materials when it has been requested. Heartland needs to jump on this issue before it becomes a crisis.	Feb 28, 2014 11:45 AM
3	We have been very pleased with all aspects of Heartland. We appreciate everything that is done for our small community. Our library is one of our most valuable assets.	Feb 27, 2014 5:11 PM
4	By consulting, I mean that I miss being able to call someone (who I know) able to make suggestions and talk through an issue (not just automation). The exchange lists are very helpful and very much appreciated, but sometimes the library needs advice that I really don't want posted on a forum, or Facebook, or sent as a mass email.	Feb 27, 2014 11:24 AM
5	Our library recently had viruses on two of its computers. It is difficult for us to afford to pay for a computer technology person.	Feb 27, 2014 10:53 AM
6	IHLS staff appear to be so far removed from the actual, day-to-day needs and workings of public and school libraries, yet they impose all kinds of stringent rules onto local staff followed by threats of denying services. Headquarter staff should take a few weeks, shadow real frontline school and public librarians to see what they must accomplish for their taxpayers. IHLS needs a listserv for ALL catalogers, so information is sought by IHLS about our needs, rather than the current procedure of force-feeding to the few attending staff a lot of cataloging information that is irrelevant to local needs. IHLS needs to take advantage of local professional group meetings to train and seek input rather than scheduling additional meetings = the need for consultant services. Who can drop everything to attend a virtual meeting? No one except, apparently, system staff. More emphasis on local needs and less emphasis on what the system needs are; after all, frontline staff must serve their taxpayers first. If only 1 person attends the chat sessions, if only 55 catalogers (and some of these are from system offices) attend a Tuesday training, the system staff should question why local staffs are not attending in greater numbers and figure out what the local staff needs are and how to meet those needs. This survey is the first time any input has been sought from local library staff. Thank you for seeking input about local concerns. Now what is going to happen with our comments? Suggestion - compile and share these responses with all local staff at all of the member libraries; seek comments on the concerns raised; then take action to meet member needs.	Feb 27, 2014 3:49 AM
7	I have been so please with Illinois Heartland. They have been so kind, patient and hard working while our library made the conversion to Polaris. Thank you!	Feb 26, 2014 7:41 PM
8	The consultant services are sorely missed. Much of the communication issues that seem to plague the system now did not exist in the days of consultants.	Feb 26, 2014 6:42 PM
9	We are getting more and more questions from patrons about how to use their devices for the Overdrive and 3M Ebook programs.	Feb 26, 2014 6:20 PM

Q6. Please provide any comments on the answers above.

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|----|--|----------------------|
| 10 | <p>Question 3. Insufficient Funding: Our tax levy of \$18,692.43 this FY and per capita grant of \$1225.99 will just barely cover the costs of 2 part time employees (whose hours total 27 per week); an internet based catalog service (not your's, it's too expensive for us); the OCLC fee, treasurer's bonding, and a few other recurrent expenses. We've supplemented our tax income with about \$7,000 from fines, earnings, fundraising, non-tax payer memberships, and donations. And, our budget will only get worse next year with the expected loss of about \$2000 in fundraising income. If it weren't for the Village of Homer paying our utilities, telephone, and insurance costs, we would be up the proverbial creek without a paddle. As it is, we have very little money left that can be used to add to our collection or expand programming. Our underpaid librarians haven't received an increase in two years, but absolutely deserve one. Of course, this later situation may HAVE to change should the \$10 minimum wage become law. But I'm not sure where we'll get the money. As a community library, we can only tax property within the Village limits of Homer, an area of just ONE square mile. However, because we are the ONLY library within Heritage School District, our service area, by law, encompasses all of that District, an area of 133 square miles! Currently, a serviced, but non-tax paying household, must pay the Homer Library \$35 for the privilege of using our library—an amount equal to the average tax collected from Village households. This membership is voluntary—a choice that is not available to Village residents. Promoting memberships, and marketing to families that require them, is costly. It's an expense our budget simply cannot support. Furthermore, the solution to our income shortcomings is NOT expanding our taxing authority into the other towns and townships in our service area via referendum. These are struggling villages and rural farm areas. The farmers would fight a referendum tooth and nail and the villages are poor enough that they could foreseeably reject a referendum too. Even our Board of Trustees does not fully support an expansion of our taxing authority; some own farm ground, some are ultra-conservative, while others feel the negative publicity would adversely impact our effectiveness. Equally of concern is that, although we have a facility that's large enough to support the area we serve, it is owned by the Village of Homer. A successful referendum would very likely result in a loss of financial support from the Village (see above) and undoubtedly prompt a requirement that we pay to lease the property from them. However, there is a way these problems could be solved: The State of Illinois could pass a law requiring those households that are within the service area of a small library, but who are not being taxed for the use of that library, to pay a tax equal to the average tax levied on the households that are being taxed. With IHLS support, this is an idea that would alleviate much of the financial burden on some of the small libraries that populate downstate Illinois and are members of the IHLS family. With additional funding, small libraries could afford full access to IHLS services, increasing YOUR income as well as ours!</p> | Feb 26, 2014 6:08 PM |
| 11 | <p>We have been on Polaris almost a year and went thru an upgrade yet many of the old problems are still there. This is very frustrating for my staff that have to deal with or work around the numerous quirks that are still in the system and won't be "fixed" for who knows how long. While it is a better database than dynix it does not work as well as we were led to believe and when you use it on a daily basis it is very frustrating. We are still dealing with a mass mess of records that did not transfer properly, no name attached to a lost item etc.</p> | Feb 26, 2014 5:10 PM |
| 12 | n/a | Feb 26, 2014 4:10 PM |

Q6. Please provide any comments on the answers above.

13	I have repeatedly stated each time I am asked that the state library system is defeating the purpose for which it was originally created. I recognize that budget constraints, the financial condition of the state of Illinois have caused many if not all of the problems, but in the end the doors will slam shut on the small rural library and we will once again be isolated. The clock is going backward.	Feb 26, 2014 3:25 PM
14	I'm not a director, I'm a cataloger, but I end up spending a lot of my time troubleshooting at the front desk for staff that is doing their best but doesn't have a lot of tech savvy, plus many are only part-time and don't run into things like putting Zinio apps on tablets, or advanced item searching in Polaris, often enough to get comfortable with the processes. I understand that some classes are offered at Edwardsville, but that's almost a 45 minute drive for us and we can't all take the classes together, bouncing ideas off each other or jogging each other's memories about issues that have come up at our location. My director and I are on the same page about staff needing more training but I honestly feel like an all-day in-house seminar by a couple of IHLS staff (morning spent on e-resources like Overdrive, Zinio, 3M, afternoon on more advanced Polaris issues) would be invaluable. If this were even an option, I would love to know about it and I think all our staff would be interested.	Feb 26, 2014 3:24 PM
15	Since the Decatur office closed, it seems that there are less opportunities for those libraries in the former RPLS. I hope that our voices are still heard. Thank you for your openness to hear our concerns.	Feb 26, 2014 3:14 PM
16	I know everything changes, but I am still grappling with the System changes. This is a very small library with a disappearing safety net.	Feb 26, 2014 2:59 PM
17	While the Heartland and ISL staff have been very helpful and the resources offered have been great, I see a need for more resources to guide trustees in their role. The ones available through ISL/Administrative Ready Reference are very helpful, yet there are situations where having someone come speak to your board might be more effective than expecting each trustee to read a bunch of material. A trustee training session for new trustees would be a helpful addition.	Feb 26, 2014 2:50 PM
18	Many grants are matching and we have a small budget. Finding the time to do the grants is also tough. We have a small community that have so many things to do that the library is not on their top of the list of things to do. They do help donate towards events but would like to get more interest going as time permits.	Feb 26, 2014 2:44 PM
19	Our old system provided outstanding support services, from consulting to staff development. Our library literally would not exist without the help and guidance provided by staff from the old RPLS.	Feb 26, 2014 2:33 PM
20	Biggest problem is budget and no chance of it changing at all.	Feb 26, 2014 2:20 PM
21	I have been in this business for 40+ years and if I had started out in a small public library believe me I would have dug ditches for a living. As it is this will be my last library and thank heavens I have some good memories from here but not like the wonderful memories from being at the state library, stl university, St. Louis Pub. and LCLS	Feb 26, 2014 2:16 PM
22	Small libraries are great places to be-- not just the huge libraries -- we are	Feb 26, 2014 1:55 PM

Q6. Please provide any comments on the answers above.

important too,, plus you have to remember to think like a smaller place when referring to smaller communities,, less budget, less staff but we still have big accomplishments as well.

23	Consultants used to keep us apprised of upcoming events and about political situations facing libraries that we could become involved in I miss that.	Feb 26, 2014 1:35 PM
24	We really appreciated the assistance of consultants like Charm when writing grants. So often just the word selection and phrasing makes a big difference in whether or not a grant is awarded. It really helped to have their input.	Feb 26, 2014 1:30 PM
25	I miss someone being there to answer my questions, big or small. I miss someone knowing the issues a small library faces, and offering assistance. I miss training and information sessions on current practices, programs, and information I need, like LCLS used to do before. We need training on new stuff, and refresher courses on old stuff.	Feb 26, 2014 1:16 PM
26	IHLS needs to improve delivery. ILL is the main reason for IHLS's existence. SHARE membership helps IHLS coordinate delivery. If IHLS does not support SHARE they will see membership drop which will make delivery more difficult.	Feb 26, 2014 1:15 PM
27	I hate to be redundant but funding is at the root of most of the issues that our library has right now.	Feb 26, 2014 1:11 PM
28	I worry about the percentage of system funding that goes towards staffing. After the Share meeting in which they shared the price of Share and the 78% of the budget that goes to wages, benefits, and taxes seems quite high.	Feb 26, 2014 1:04 PM