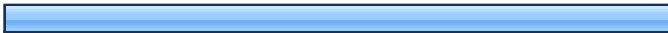






**1. What library type do you represent?**

		Response Percent	Response Count
Academic		0.0%	0
<b>Public</b>		<b>100.0%</b>	<b>9</b>
School		0.0%	0
Special		0.0%	0
<b>answered question</b>			<b>9</b>
<b>skipped question</b>			<b>0</b>




**2. What is your role at your library?**

		Response Percent	Response Count
Director		0.0%	0
Staff		0.0%	0
<b>Trustee</b>		<b>100.0%</b>	<b>9</b>
Other (please specify)			0
<b>answered question</b>			<b>9</b>
<b>skipped question</b>			<b>0</b>

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

		Response Percent	Response Count
1		100.0%	9
2		88.9%	8
3		66.7%	6
answered question			9
skipped question			0

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

		Response Percent	Response Count
1		100.0%	8
2		100.0%	8
3		87.5%	7
answered question			8
skipped question			1

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

	Response Count
	6
answered question	6
skipped question	3

**6. Please provide any comments on the answers above.**

	<b>Response Count</b>
	3
<b>answered question</b>	<b>3</b>
<b>skipped question</b>	<b>6</b>



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

1

1	Funding	Feb 28, 2014 11:45 AM
2	The lack of jobs for the area	Feb 28, 2014 10:42 AM
3	Insufficient funding	Feb 26, 2014 6:08 PM
4	Board Relations	Feb 26, 2014 4:19 PM
5	Maintenance of building	Feb 26, 2014 4:05 PM
6	Declining population in district	Feb 26, 2014 3:30 PM
7	Public relations crisis caused by unfriendly previous librarian.	Feb 26, 2014 2:50 PM
8	Escalating costs of building maintenance	Feb 26, 2014 2:42 PM
9	Budget	Feb 26, 2014 1:20 PM

2

2	Computer technology needs in the community	Feb 28, 2014 10:42 AM
3	Insufficient funding	Feb 26, 2014 6:08 PM
4	Funding	Feb 26, 2014 4:19 PM
5	problem staff member	Feb 26, 2014 4:05 PM
6	Economic woes of community	Feb 26, 2014 3:30 PM
7	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
8	Adequate compensation for professional staff	Feb 26, 2014 2:42 PM
9	Technology	Feb 26, 2014 1:20 PM

3

2	Large enough meeting/conference rooms to meet the needs of the public.	Feb 28, 2014 10:42 AM
3	Insufficient funding	Feb 26, 2014 6:08 PM
4	Member Services	Feb 26, 2014 4:19 PM
5	rearrangement of space	Feb 26, 2014 4:05 PM
7	Lack of technology available for patron use, and funding for that need.	Feb 26, 2014 2:50 PM
8	Technology crowding out traditional libraries	Feb 26, 2014 2:42 PM



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

1

1	Keeping the library running on a sound budget	Feb 28, 2014 10:42 AM
2	Find a way to raise \$3000 through fundraising	Feb 26, 2014 6:08 PM
3	Defined roles for Board Members	Feb 26, 2014 4:19 PM
4	community outreach - life-long learning for adults	Feb 26, 2014 4:05 PM
5	Begin a construction project--building addition	Feb 26, 2014 3:30 PM
6	To be fully automated as members of SHARE and eRead Illinois.	Feb 26, 2014 2:50 PM
7	Marketing and branding campaign for library	Feb 26, 2014 2:42 PM
8	More Programs	Feb 26, 2014 1:20 PM

2

1	Try to incorporate the needs of our patrons	Feb 28, 2014 10:42 AM
2	Install handicapped doors (grant request in process)	Feb 26, 2014 6:08 PM
3	Solid financial planning	Feb 26, 2014 4:19 PM
4	improvement of marketing/public relations	Feb 26, 2014 4:05 PM
5	Better attendance at teen events	Feb 26, 2014 3:30 PM
6	To bring alienated community members back to our library.	Feb 26, 2014 2:50 PM
7	Increase circulation and other use of the library numbers	Feb 26, 2014 2:42 PM
8	Access to more E-Books	Feb 26, 2014 1:20 PM

3

1	Improving the area for youth/teens in the library	Feb 28, 2014 10:42 AM
2	Provide eReader services	Feb 26, 2014 6:08 PM
3	Improved Member Services	Feb 26, 2014 4:19 PM
4	update of website	Feb 26, 2014 4:05 PM
5	Better attendance at children's events	Feb 26, 2014 3:30 PM
6	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
7	Continue relevancy of library to the community	Feb 26, 2014 2:42 PM

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

1	Holding meetings closer to our area so those who need to attend can do so.	Feb 28, 2014 10:42 AM
2	Free eRead Illinois access to small libraries who can't afford it	Feb 26, 2014 6:08 PM
3	?	Feb 26, 2014 4:19 PM
4	consulting	Feb 26, 2014 4:05 PM
5	A consultant or someone to help guide our board of trustees.	Feb 26, 2014 2:50 PM
6	Online training for resources (i.e. media mall, etc.)	Feb 26, 2014 1:20 PM



**Q6. Please provide any comments on the answers above.**

- |   |  |                       |
|---|--|-----------------------|
| 1 | 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 |
| 2 | <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  |
| 3 | 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  |