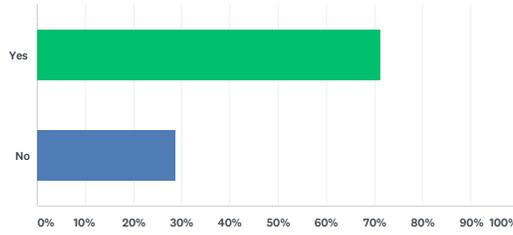


RAILS Public Library Services to the Unserved Survey August 2019

Q1 My library is adjacent to an unserved area(s).

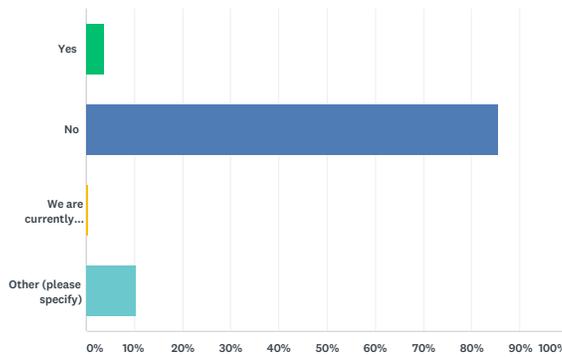
Answered: 238 Skipped: 2



ANSWER CHOICES	RESPONSES
Yes	71.43% 170
No	28.57% 68
TOTAL	238

Q2 Has your library attempted to formally annex an unserved area within the past five years?

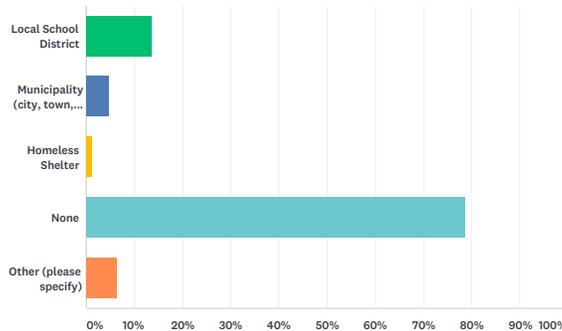
Answered: 235 Skipped: 5



ANSWER CHOICES	RESPONSES
Yes	3.83% 9
No	85.53% 201
We are currently making plans to annex an unserved area	0.43% 1
Other (please specify)	10.21% 24
TOTAL	235

Q4 Has your library entered into an intergovernmental agreement with any of the following to provide library service to the unserved? Check all that apply.

Answered: 229 Skipped: 11



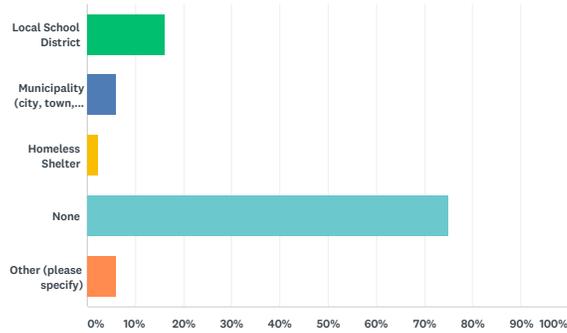
ANSWER CHOICES	RESPONSES
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## RAILS Public Library Services to the Unserved Survey August 2019

Local School District	13.54%	31
Municipality (city, town, village, etc.)	4.80%	11
Homeless Shelter	1.31%	3
None	78.60%	180
Other (please specify)	6.55%	15
Total Respondents: 229		

**Q5 Is your library considering entering into an intergovernmental agreement with any of the following to provide library service to the unserved? Check all that apply.**

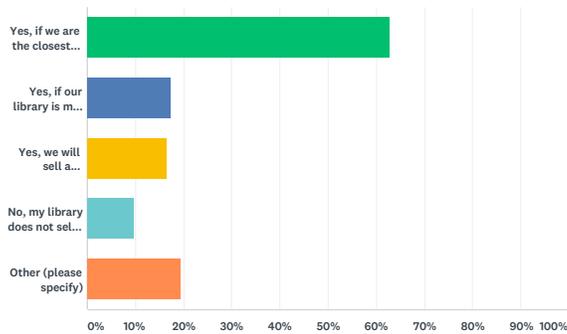
Answered: 216 Skipped: 24



ANSWER CHOICES	RESPONSES
Local School District	16.20% 35
Municipality (city, town, village, etc.)	6.02% 13
Homeless Shelter	2.31% 5
None	75.00% 162
Other (please specify)	6.02% 13
Total Respondents: 216	

**Q7 My library sells nonresident cards to the unserved (check all that apply):**

Answered: 231 Skipped: 9

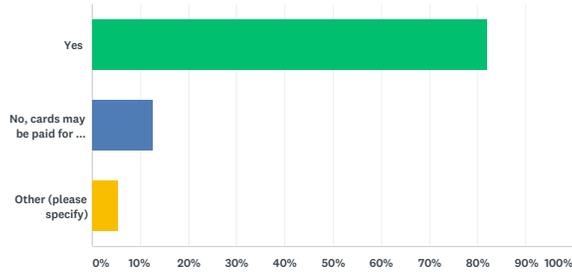


ANSWER CHOICES	RESPONSES
Yes, if we are the closest library to the applicant's principal residence	62.77% 145
Yes, if our library is more convenient to the applicant than the library closest to their residence	17.32% 40
Yes, we will sell a nonresident card to anyone who requests one	16.45% 38
No, my library does not sell nonresident cards	9.52% 22
Other (please specify)	19.48% 45
Total Respondents: 231	

**Q8 Does your library require the nonresident card fee to be paid in full at the time of purchase?**

Answered: 206 Skipped: 34

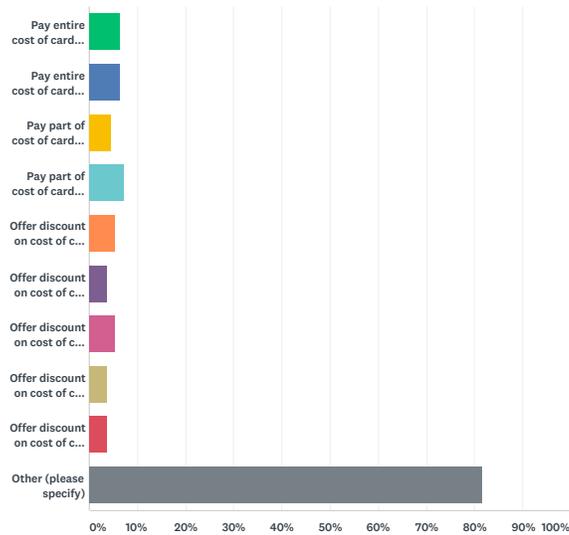
RAILS Public Library Services to the Unserved Survey August 2019



ANSWER CHOICES	RESPONSES
Yes	82.04% 169
No, cards may be paid for in installments	12.62% 26
Other (please specify)	5.34% 11
TOTAL	206

Q9 What financial assistance does your library provide to those who have difficulty affording a nonresident card? (check all that apply)

Answered: 109 Skipped: 131

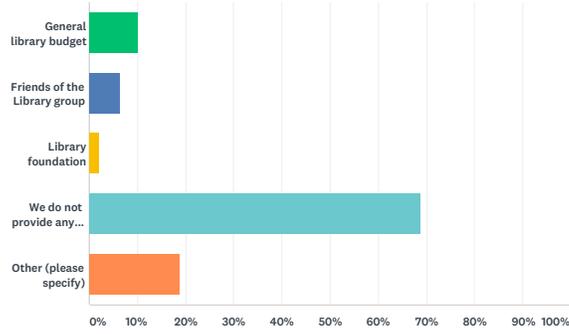


ANSWER CHOICES	RESPONSES
Pay entire cost of card for someone who cannot afford it	6.42% 7
Pay entire cost of card at library director's discretion	6.42% 7
Pay part of cost of card for someone who cannot afford it	4.59% 5
Pay part of cost of card at library director's discretion	7.34% 8
Offer discount on cost of card for seniors	5.50% 6
Offer discount on cost of card for children under school age	3.67% 4
Offer discount on cost of card for K-8 students	5.50% 6
Offer discount on cost of card for high school students	3.67% 4
Offer discount on cost of card for college students	3.67% 4
Other (please specify)	81.65% 89
Total Respondents: 109	

Q10 If your library provides financial assistance to those who have trouble affording a nonresident card, where does the money come from?

Answered: 138 Skipped: 102

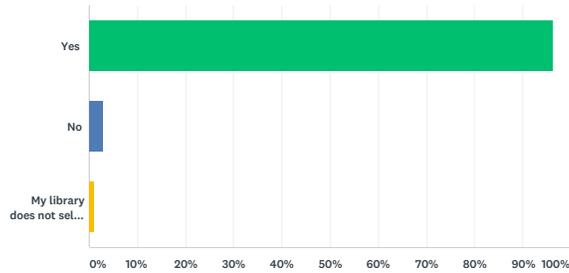
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ANSWER CHOICES	RESPONSES
General library budget	10.14% 14
Friends of the Library group	6.52% 9
Library foundation	2.17% 3
We do not provide any financial assistance	68.84% 95
Other (please specify)	18.84% 26
Total Respondents: 138	

Q11 My library offers the same services to nonresident cardholders as we do to resident cardholders.

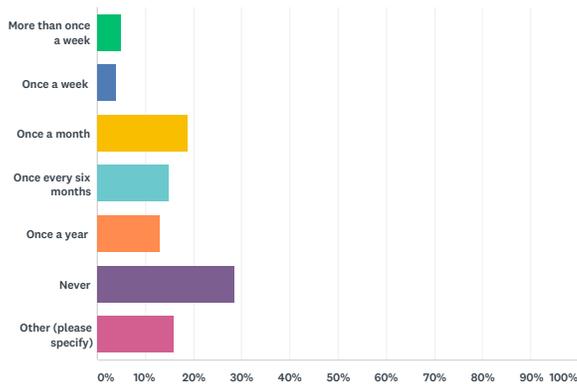
Answered: 207 Skipped: 33



ANSWER CHOICES	RESPONSES
Yes	96.14% 199
No	2.90% 6
My library does not sell nonresident cards.	0.97% 2
TOTAL	207

Q13 How frequently does your library receive complaints from nonresidents about having to purchase a nonresident card?

Answered: 201 Skipped: 39

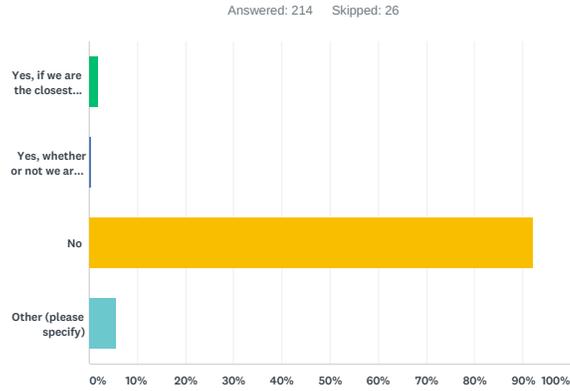


ANSWER CHOICES	RESPONSES
More than once a week	4.98% 10

RAILS Public Library Services to the Unserved Survey August 2019

Once a week	3.98%	8
Once a month	18.91%	38
Once every six months	14.93%	30
Once a year	12.94%	26
Never	28.36%	57
Other (please specify)	15.92%	32
<b>TOTAL</b>		<b>201</b>

Q14 My library offers library cards to all unserved individuals without charging a fee (choose one response):

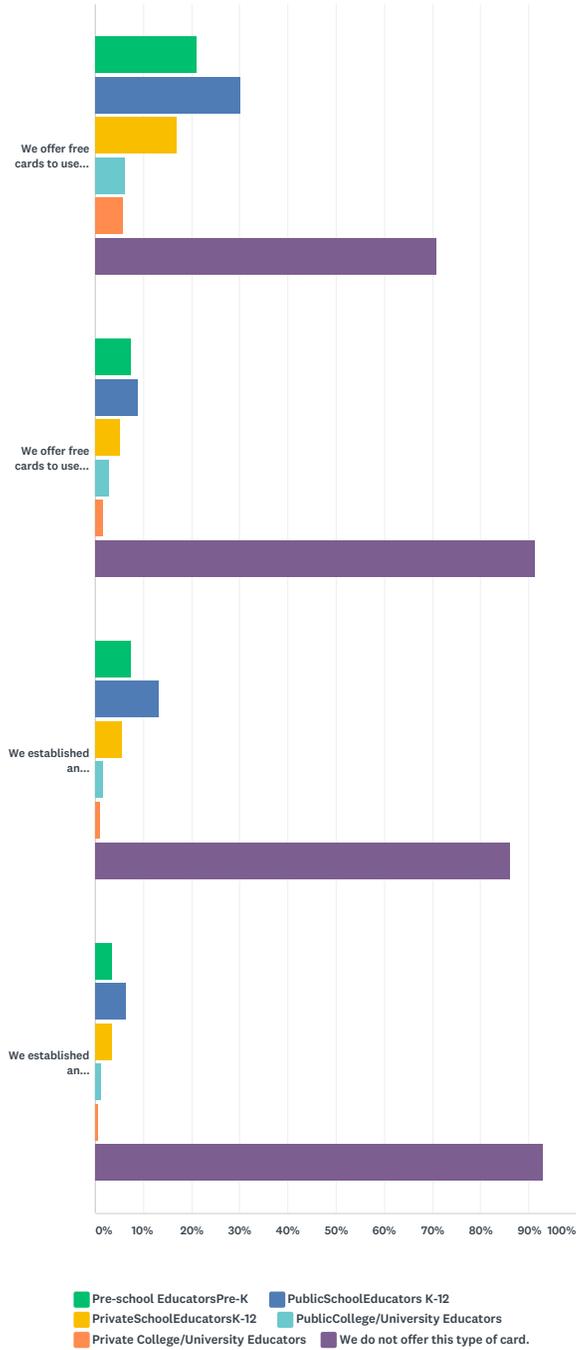


ANSWER CHOICES	RESPONSES
Yes, if we are the closest library to the applicant's principal residence	1.87% 4
Yes, whether or not we are the closest library to the applicant's principal residence	0.47% 1
No	92.06% 197
Other (please specify)	5.61% 12
<b>TOTAL</b>	<b>214</b>

Q15 Please indicate whether your library issues free library cards to educators who live in unserved areas and teach at schools in your library's taxing area.

Answered: 207 Skipped: 33

RAILS Public Library Services to the Unserved Survey August 2019



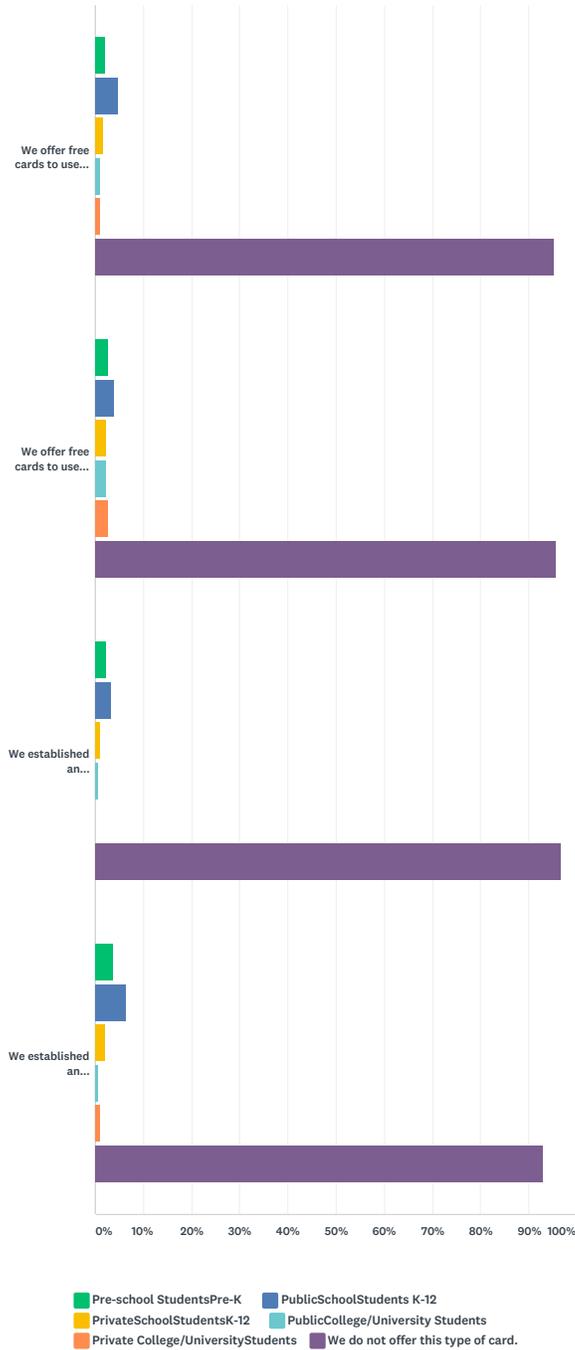
	PRE-SCHOOL EDUCATORS PRE-K	PUBLIC SCHOOL EDUCATORS K-12	PRIVATE SCHOOL EDUCATORS K-12	PUBLIC COLLEGE/UNIVERSITY EDUCATORS	PRIVATE COLLEGE/UNIVERSITY EDUCATORS
We offer free cards to use for classroom purposes only to: (check all that apply)	21.16% 40	30.16% 57	16.93% 32	6.35% 12	0% 0
We offer free cards to use for any purpose to: (check all that apply)	7.60% 13	8.77% 15	5.26% 9	2.92% 5	0% 0
We established an intergovernmental agreement to offer free cards to use for classroom purposes only to: (check all that apply)	7.43% 13	13.14% 23	5.71% 10	1.71% 3	0% 0
We established an intergovernmental agreement to offer free cards to use for any purpose to: (check all that apply)	0% 0	0% 0	0% 0	0% 0	100% 1

RAILS Public Library Services to the Unserved Survey August 2019

We established an intergovernmental agreement to offer free cards to use for any purpose to (check all that apply):	3.53% 6	6.47% 11	3.53% 6	1.18% 2
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Q17 Please indicate whether your library issues free library cards to students who live in unserved areas and attend schools in your library's taxing area.

Answered: 195 Skipped: 45

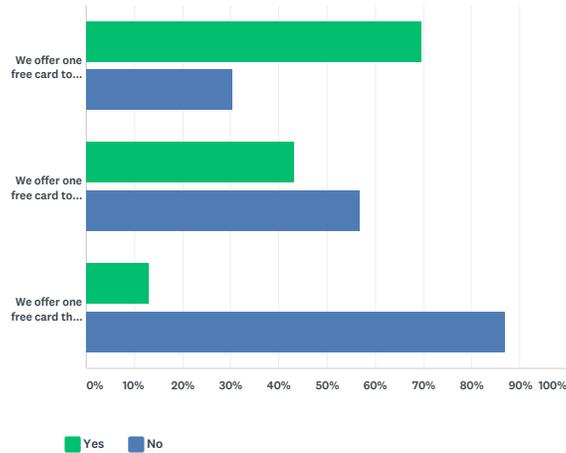


RAILS Public Library Services to the Unserved Survey August 2019

	PRE-SCHOOL STUDENTS PRE-K	PUBLIC SCHOOL STUDENTS K-12	PRIVATE SCHOOL STUDENTS K-12	PUBLIC COLLEGE/UNIVERSITY STUDENTS	PRIVATE COLLEGE/UNIVERSITY STUDENTS
We offer free cards to use for classroom purposes only to: (check all that apply)	2.15% 4	4.84% 9	1.61% 3	1.08% 2	
We offer free cards to use for any purpose to: (check all that apply)	2.78% 5	3.89% 7	2.22% 4	2.22% 4	
We established an intergovernmental agreement to offer free cards to use for classroom purposes only to: (check all that apply)	2.21% 4	3.31% 6	1.10% 2	0.55% 1	
We established an intergovernmental agreement to offer free cards to use for any purpose to: (check all that apply)	3.83% 7	6.56% 12	2.19% 4	0.55% 1	

Q19 Please indicate whether your library issues free cards to businesses in your taxing area.

Answered: 206 Skipped: 34

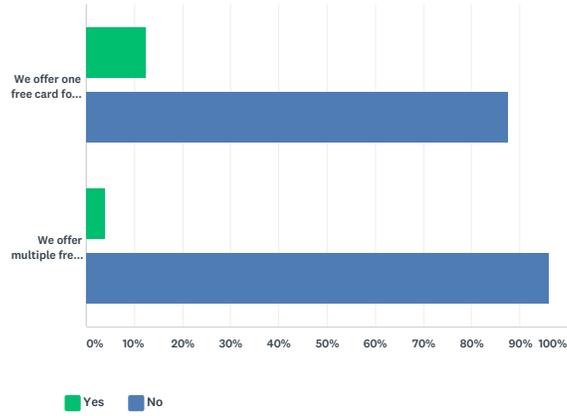


	YES	NO	TOTAL
We offer one free card to an individual or joint owner of taxable property, even if they live in an unserved area	69.61% 142	30.39% 62	204
We offer one free card to an individual or joint renter of taxable property, even if they live in an unserved area	43.09% 81	56.91% 107	188
We offer one free card that any business employee can use, even if they live in an unserved area	12.90% 24	87.10% 162	186

Q21 Please indicate whether your library offers free library cards to individuals who live in unserved areas who work at nonprofit organizations in your taxing area.

Answered: 206 Skipped: 34

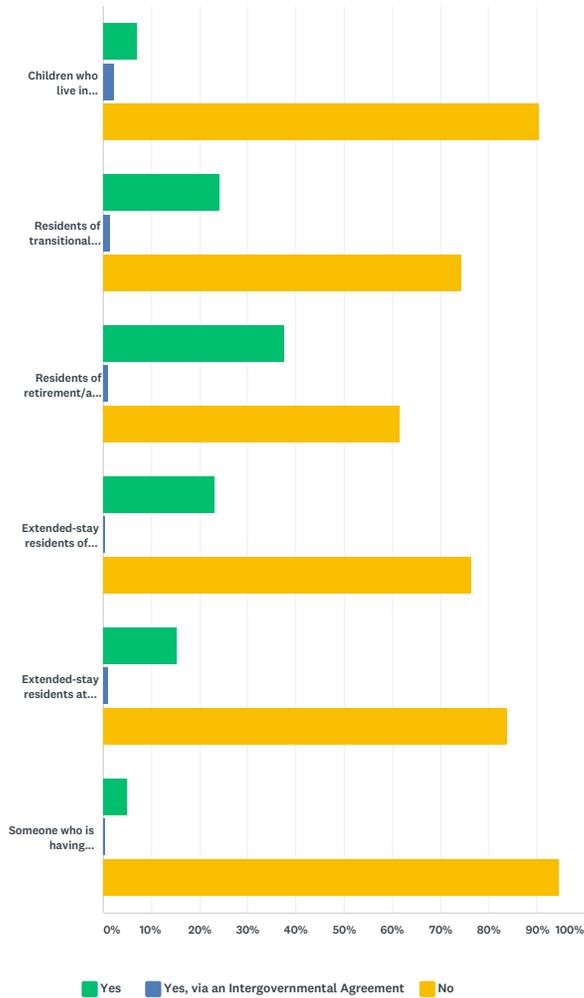
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	YES	NO	TOTAL
We offer one free card for use by one person	12.32% 25	87.68% 178	203
We offer multiple free cards	4.02% 8	95.98% 191	199

Q23 Please indicate whether your library offers free, temporary cards to the following individuals.

Answered: 210 Skipped: 30



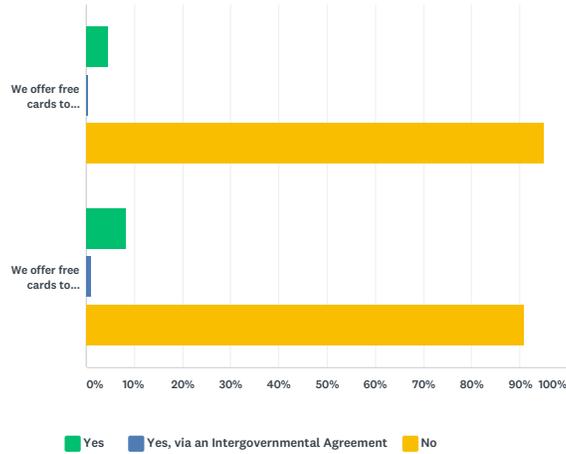
	YES	YES, VIA AN INTERGOVERNMENTAL AGREEMENT	NO	TOTAL
Children who live in unserved areas who wish to participate in my library's summer reading program	7.18% 15	2.39% 5	90.43% 189	209

## RAILS Public Library Services to the Unserved Survey August 2019

Residents of transitional shelters/facilities in my library's taxing area	24.27% 50	1.46% 3	74.27% 153	206
Residents of retirement/assisted living homes in my library's taxing area	37.56% 77	0.98% 2	61.46% 126	205
Extended-stay residents of hotels/motels in my library's taxing area	23.15% 47	0.49% 1	76.35% 155	203
Extended-stay residents at campgrounds in my library's taxing area	15.20% 31	0.98% 2	83.82% 171	204
Someone who is having difficulty affording the cost of a nonresident card	4.95% 10	0.50% 1	94.55% 191	202

**Q25 Please indicate whether your library offers free library cards to individuals who live in unserved areas who work for the city, town, village, or unit of government where your library is located.**

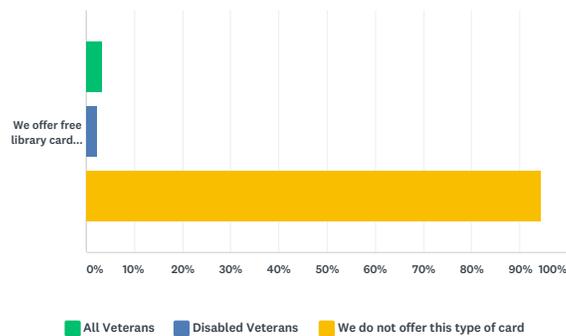
Answered: 206 Skipped: 34



	YES	YES, VIA AN INTERGOVERNMENTAL AGREEMENT	NO	TOTAL
We offer free cards to city/town/village workers to borrow materials relevant to their work only	4.50% 9	0.50% 1	95.00% 190	200
We offer free cards to city/town/village workers to use for any purpose	8.29% 17	0.98% 2	90.73% 186	205

**Q27 Please indicate whether your library offers free library cards to veterans who live in unserved areas.**

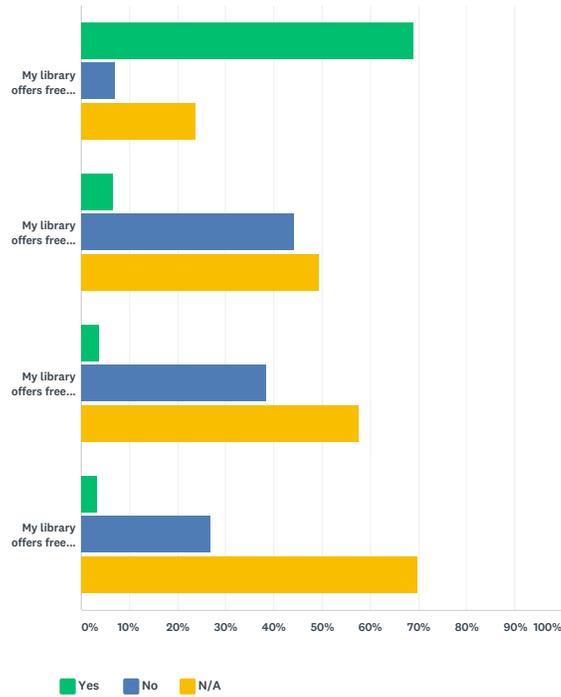
Answered: 210 Skipped: 30



	ALL VETERANS	DISABLED VETERANS	WE DO NOT OFFER THIS TYPE OF CARD	TOTAL RESPONDENTS
We offer free library cards to the following individuals living in unserved areas	3.33% 7	2.38% 5	94.29% 198	210

Q29 Please indicate whether your library offers free library cards to library staff or volunteers who live in unserved areas.

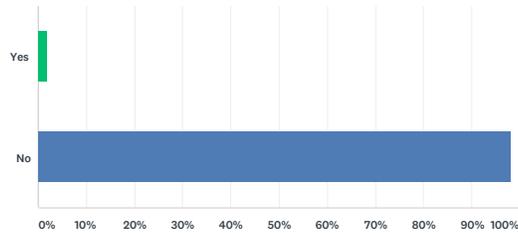
Answered: 213 Skipped: 27



	YES	NO	N/A	TOTAL
My library offers free cards to current library employees who live in unserved areas	69.01% 147	7.04% 15	23.94% 51	213
My library offers free cards to current library volunteers who live in unserved areas	6.64% 14	44.08% 93	49.29% 104	211
My library offers free cards to current Friends of the Library workers who live in unserved areas	3.81% 8	38.57% 81	57.62% 121	210
My library offers free cards to current members of our library foundation who live in unserved areas	3.35% 7	26.79% 56	69.86% 146	209

Q31 Does your library offer free cards to any other individuals/groups of individuals not specified above who live in an unserved area?

Answered: 215 Skipped: 25



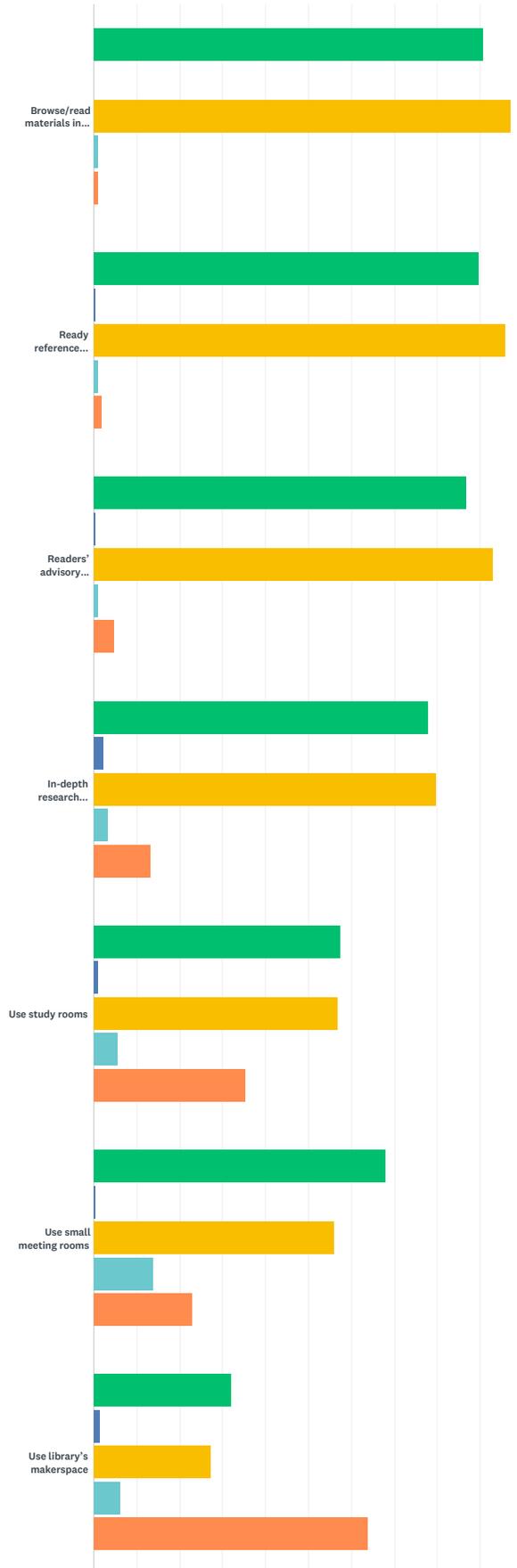
ANSWER CHOICES	RESPONSES
Yes	1.86% 4
No	98.14% 211
TOTAL	215

Q33 Please review the following list of library programs/services and indicate which are available to library card holders and which are available to unserved individuals who do not choose to purchase a

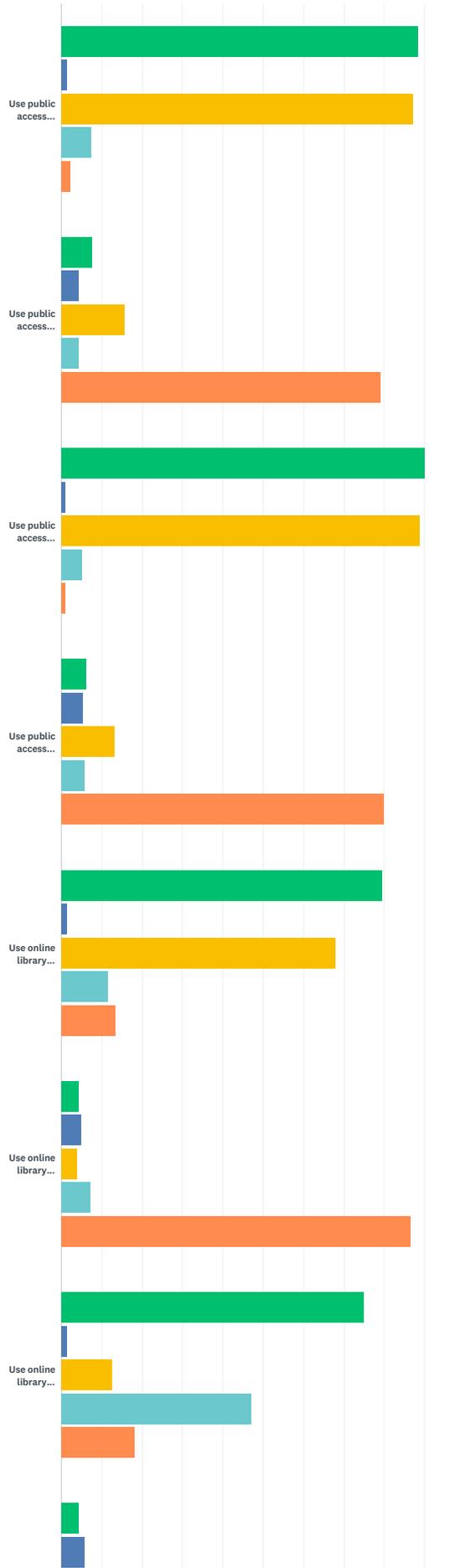
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nonresident card. Choose the N/A (not applicable) option if your library does not offer the program/service.

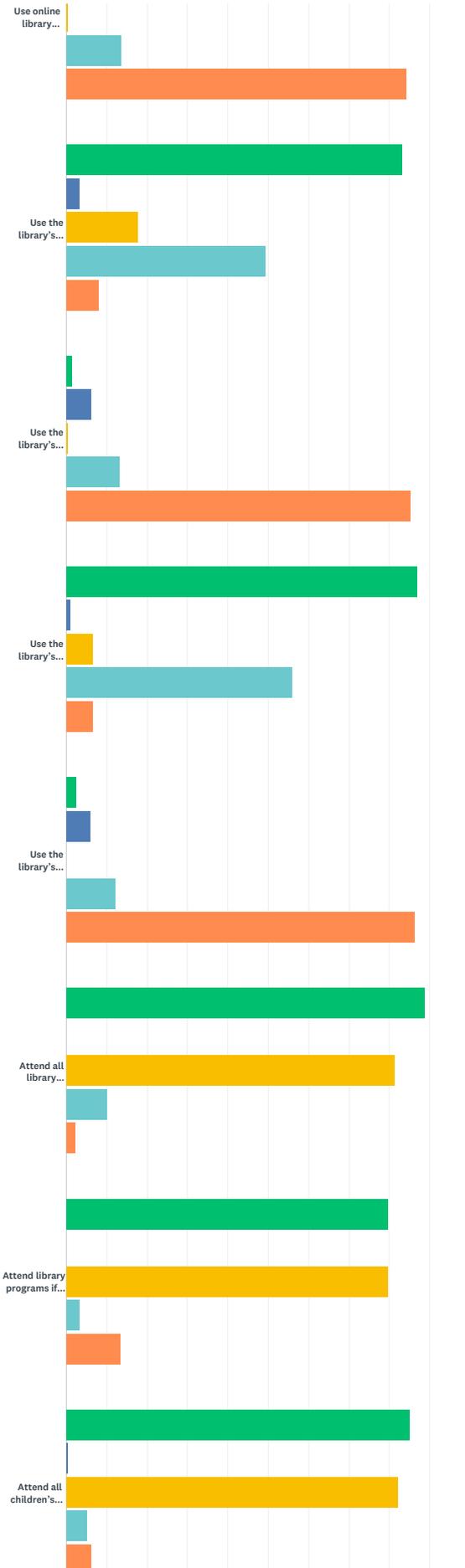
Answered: 212 Skipped: 28



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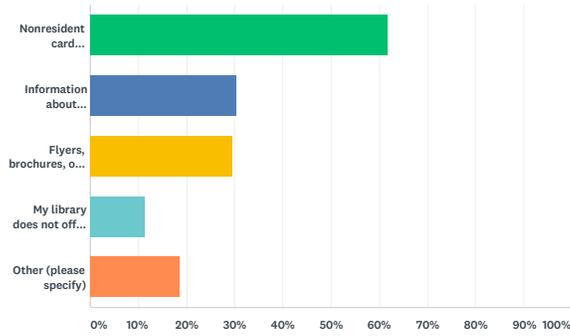


- Available to Library Card Holders
- NOT Available to Library Card Holders
- Available to Unserved Individuals Who Do Not Have a Nonresident Card
- NOT Available to Unserved Individuals Who Do Not Have a Nonresident Card
- N/A

	AVAILABLE TO LIBRARY CARD HOLDERS	NOT AVAILABLE TO LIBRARY CARD HOLDERS	AVAILABLE TO UNSERVED INDIVIDUALS WHO DO NOT HAVE A NONRESIDENT CARD	NOT AVAILABLE TO UNSERVED INDIVIDUALS WHO DO NOT HAVE A NONRESIDENT CARD	N/A	TOTAL RESPONDENTS
Browse/read materials in library	90.52% 191	0.00% 0	97.16% 205	0.95% 2	0.95% 2	211
Ready reference assistance	89.52% 188	0.48% 1	95.71% 201	0.95% 2	1.90% 4	210
Readers' advisory assistance	86.73% 183	0.47% 1	92.89% 196	0.95% 2	4.74% 10	211
In-depth research assistance	77.73% 164	2.37% 5	79.62% 168	3.32% 7	13.27% 28	211
Use study rooms	57.42% 120	0.96% 2	56.94% 119	5.74% 12	35.41% 74	209
Use small meeting rooms	67.94% 142	0.48% 1	55.98% 117	13.88% 29	22.97% 48	209
Use library's makerspace	31.90% 67	1.43% 3	27.14% 57	6.19% 13	63.81% 134	210
Use public access computers and Microsoft Office applications without cost	88.57% 186	1.43% 3	87.14% 183	7.62% 16	2.38% 5	210
Use public access computers and Microsoft Office applications for a fee	7.80% 16	4.39% 9	15.61% 32	4.39% 9	79.02% 162	205
Use public access computers and the internet without cost	89.95% 188	0.96% 2	89.00% 186	5.26% 11	0.96% 2	209
Use public access computers and the internet for a fee	6.34% 13	5.37% 11	13.17% 27	5.85% 12	80.00% 164	205
Use online library databases (excluding e-books and e-audiobooks) without charge while in the library	79.52% 167	1.43% 3	68.10% 143	11.43% 24	13.33% 28	210
Use online library databases (excluding e-books and e-audiobooks) for a fee while in the library	4.43% 9	4.93% 10	3.94% 8	7.39% 15	86.70% 176	203
Use online library databases (excluding e-books and e-audiobooks) without charge from home	75.00% 156	1.44% 3	12.50% 26	47.12% 98	18.27% 38	208
Use online library databases (excluding e-books and e-audiobooks) for a fee from home	4.39% 9	5.85% 12	0.49% 1	13.66% 28	84.39% 173	205
Use the library's e-resources (e-books, e-audiobooks, etc.) without charge while in the library	83.25% 174	3.35% 7	17.70% 37	49.28% 103	8.13% 17	209
Use the library's e-resources (e-books, e-audiobooks, etc.) for a fee while in the library	1.47% 3	6.37% 13	0.49% 1	13.24% 27	85.29% 174	204
Use the library's e-resources (e-books, e-audiobooks, etc.) without charge from home	87.08% 182	0.96% 2	6.70% 14	55.98% 117	6.70% 14	209
Use the library's e-resources (e-books, e-audiobooks, etc.) for a fee from home	2.51% 5	6.03% 12	0.00% 0	12.06% 24	86.43% 172	199
Attend all library programs	89.00% 186	0.00% 0	81.34% 170	10.05% 21	2.39% 5	209
Attend library programs if space permits	79.80% 162	0.00% 0	79.80% 162	3.45% 7	13.30% 27	203
Attend all children's programs (storytimes, etc.) if space permits	85.17% 178	0.48% 1	82.30% 172	5.26% 11	6.22% 13	209

**Q35 How does your library publicize the availability of nonresident cards for unserved individuals? (Check all that apply)**

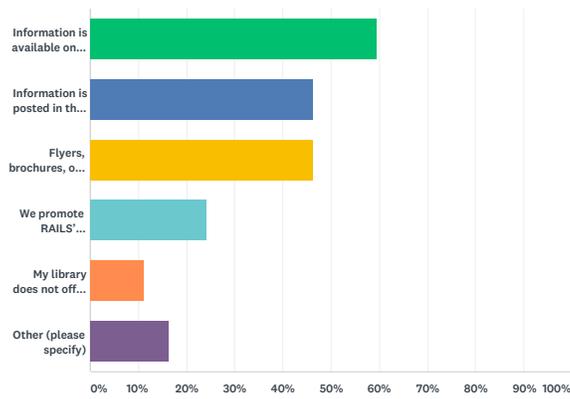
Answered: 204 Skipped: 36



ANSWER CHOICES	PERCENTAGE	RESPONSES
Nonresident card information is available on the library website	61.76%	126
Information about nonresident cards is posted in the library	30.39%	62
Flyers, brochures, or other written material are available in the library for unserved individuals to take	29.41%	60
My library does not offer nonresident cards	11.27%	23
Other (please specify)	18.63%	38
Total Respondents: 204		

**Q36 How does your library promote services that are available to unserved individuals who do not purchase a nonresident card?**

Answered: 190 Skipped: 50

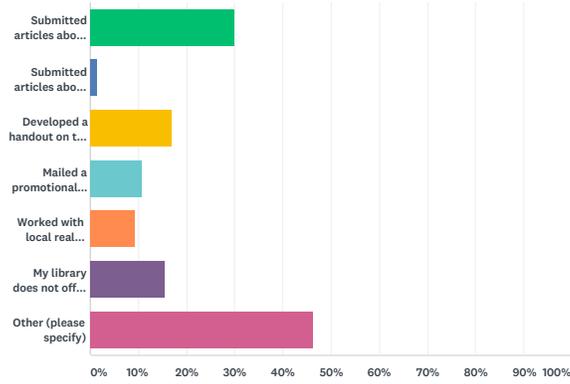


ANSWER CHOICES	PERCENTAGE	RESPONSES
Information is available on the library website	59.47%	113
Information is posted in the library	46.32%	88
Flyers, brochures, or other written material are available in the library	46.32%	88
We promote RAILS' BiblioBoard services as being available to anyone in the state of Illinois, whether or not they have a library card	24.21%	46
My library does not offer nonresident cards	11.05%	21
Other (please specify)	16.32%	31
Total Respondents: 190		

**Q37 What outreach strategies has your library tried to promote the value of library service to unserved individuals or areas? (Check all that apply.)**

Answered: 130 Skipped: 110

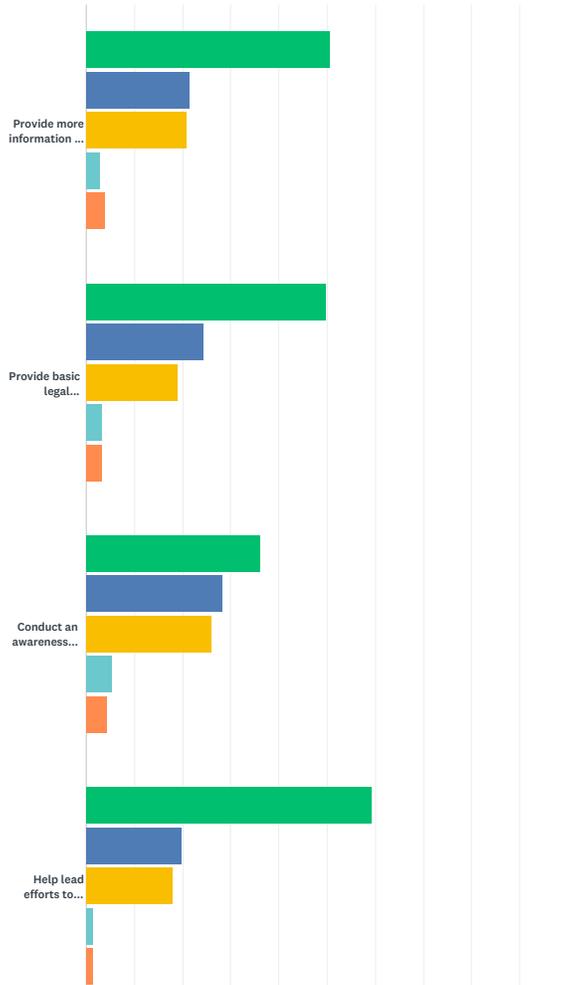
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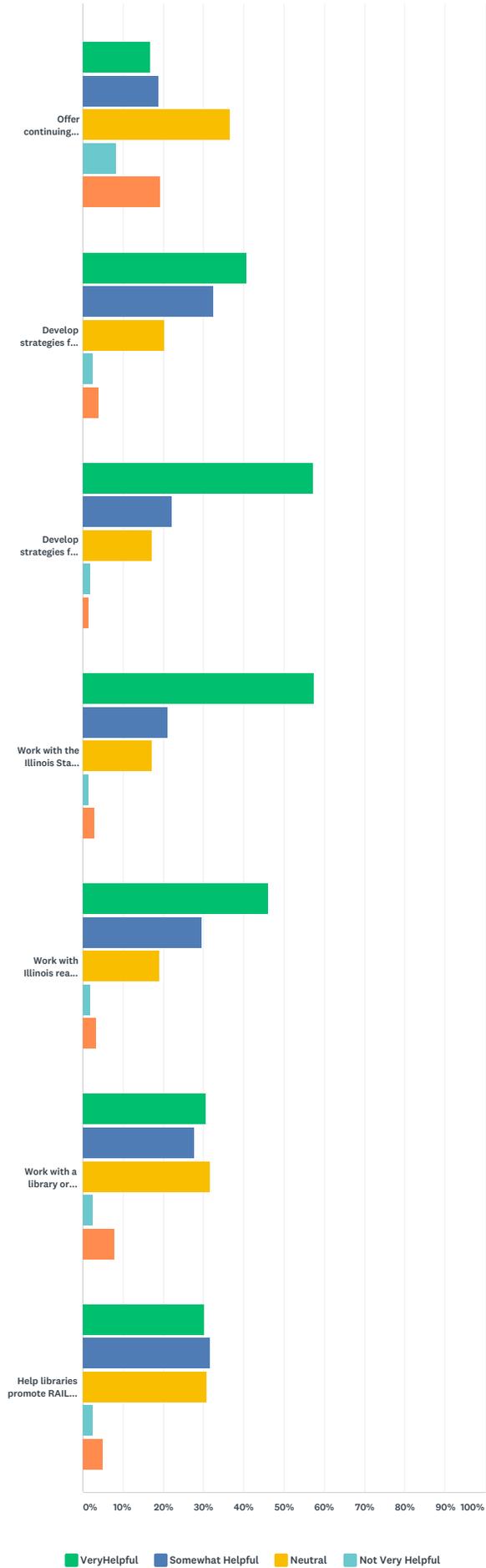
ANSWER CHOICES	RESPONSES
Submitted articles about the value of library service to newspapers distributed in unserved areas	30.00% 39
Submitted articles about the value of public library service to college/university library newsletters	1.54% 2
Developed a handout on the return of investment (ROI) on our nonresident fee, and all of the programs/services available for that fee.	16.92% 22
Mailed a promotional piece (postcard, etc.) targeting unserved individuals and promoting the value of library service	10.77% 14
Worked with local real estate agents to include information about library programs/services in the information they provide for prospective home buyers in our area	9.23% 12
My library does not offer nonresident cards	15.38% 20
Other (please specify)	46.15% 60
Total Respondents: 130	

Q38 RAILS plans to use the results from this survey to engage in activities to help our libraries with the challenges they face related to serving the unserved. Please indicate how helpful it would be for your library for RAILS to undertake each of the activities listed below.

Answered: 207 Skipped: 33



RAILS Public Library Services to the Unserved Survey August 2019



## RAILS Public Library Services to the Unserved Survey August 2019

■ Not At All Helpful

	VERY HELPFUL	SOMEWHAT HELPFUL	NEUTRAL	NOT VERY HELPFUL	NOT AT ALL HELPFUL	TOTAL
Provide more information on intergovernmental agreements	50.73% 104	21.46% 44	20.98% 43	2.93% 6	3.90% 8	205
Provide basic legal assistance on how to establish an intergovernmental agreement	49.76% 102	24.39% 50	19.02% 39	3.41% 7	3.41% 7	205
Conduct an awareness campaign aimed at school districts where an intergovernmental agreement would help them extend public library service to unserved students	36.10% 74	28.29% 58	25.85% 53	5.37% 11	4.39% 9	205
Help lead efforts to achieve universal library service in Illinois	59.22% 122	19.90% 41	17.96% 37	1.46% 3	1.46% 3	206
Offer continuing education/consulting on becoming a library district	16.83% 34	18.81% 38	36.63% 74	8.42% 17	19.31% 39	202
Develop strategies for promoting the value of library service to the unserved and share them with libraries	40.89% 83	32.51% 66	20.20% 41	2.46% 5	3.94% 8	203
Develop strategies for promoting the value of universal library service to legislators	57.14% 116	22.17% 45	17.24% 35	1.97% 4	1.48% 3	203
Work with the Illinois State Library, Illinois Library Association, and other stakeholders to plan for legislative action to mandate tax-supported public library service	57.35% 117	21.08% 43	17.16% 35	1.47% 3	2.94% 6	204
Work with Illinois real estate associations to require disclosure on whether or not public library service is included for residential real estate	46.08% 94	29.41% 60	19.12% 39	1.96% 4	3.43% 7	204
Work with a library or libraries with a high number of unserved to plan a beta project to provide library services for the unserved to see if it makes an impact on them wanting to be a district	30.54% 62	27.59% 56	31.53% 64	2.46% 5	7.88% 16	203
Help libraries promote RAILS' BiblioBoard offerings that are available to anyone in Illinois, whether or not they have a library card	30.20% 61	31.68% 64	30.69% 62	2.48% 5	4.95% 10	202