

Addison Public Library Community Needs Assessment Survey

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Executive Summary

The Addison Public Library commissioned the Center for Governmental Studies (CGS) at Northern Illinois University to conduct a multi-mode (online, mail) survey of residents. The purpose of the survey was to determine residents' opinions about community needs, the Addison Public Library's importance to the community, their satisfaction with library services and programs, and potential strategic priorities and objectives. A total of 489 surveys were completed.

Key Findings

Household Leisure Activities

- More than one-half of the respondents indicate individuals in their household have streamed TV shows and movies at home through a service like Netflix, Hulu or Amazon Prime (76.2%), read a book, e-book or listened to an audiobook (66.7%), played video games or computer games (57.4%), played board games, card games, or tabletop games (55.3%), went to the movies (54.1%), and spent time doing crafts and hobbies (54.0%) in the last 12 months.

Importance of the Addison Public Library

- Almost all (94.4%) of the respondents believe the Addison Public Library is important to their community, with 78.9% indicating it is very important. Compared with 87.2% of the respondents who think the Addison Public Library is important to their household, with 64.6% indicating it is very important.

Addison Public Library Use

- More than eight out of ten (85.9%) respondents indicate that someone in their household has an Addison Public Library card.
- About eight out of ten (81.4%) respondents report that during the past 12 months, someone in their household has visited the Addison Public Library.
- Those respondents who indicated that no one in their household has visited the Addison Public Library in the past 12 months were asked why not. More than one-half (54.2%) of the respondents state that their household is not aware of what services the Library offers. About one-seventh report their household only uses e-books and other online library content (15.3%) and the Library does not have materials or programs they are interested in (13.6%).
- More than two-fifths (43.3%) of respondents have visited the Library's website.
- Almost all (96.4%) Library user households are satisfied with the Addison Public Library, with 67.2% being very satisfied. Those who indicated they are dissatisfied or very dissatisfied with the Addison Public Library were asked why. The two main reasons given for being dissatisfied with the Library are the limited selection of books and the children being too loud.

- The majority of Library user households use the Addison Public Library to check out materials (78.8%), as a place to study or work by themselves (58.0%), as a place to read (50.5%), and to use the computers, copiers, or printers (49.8%).

Customer Service

- Most Library user households strongly agree that the Addison Public Library staff are knowledgeable (78.9%), respond in a timely manner (78.0%), are friendly (74.1%), are professional in their dealings with them (73.2%), provide quality service (73.1%), are approachable (67.8%), and are interested in them and their needs (66.1%).

Attitudes Towards Addison Public Library

- The respondents were asked how much they agree or disagree with eight statements regarding their/their household members attitudes toward the Addison Public Library. More than eight out of ten respondents agree with each of the statements:
 - I/my household members feel welcome at the Library (95.4%),
 - I/my household members feel comfortable sharing information like name and address with the Library in order to get a library card (94.8%),
 - I/my household members feel safe at the Library (94.5%)
 - I/my household members feel comfortable using the Library (93.5%),
 - I/my household members are be able to communicate with Library staff in a language we are comfortable in (91.8%),
 - The Library staff would treat everyone fairly and equally (88.7%),
 - I/my household members know how to find books and other materials at the Library (85.4%), and
 - I/my household members know how to use the services at the Library (83.1%)

Future Focus and Priorities of the Library

- The top five rated roles and functions the Library should serve or provide in the community are: 1) offer books, periodicals and other materials for the community to use, 2) encourage school-aged children to read, and learn, and create, and 3) encourage preschool children to play, read, and learn, 4) provide access to technology, such as computers, Wi-Fi, and devices, and 5) provide lifelong learning opportunities.
- The top two rated programs or services the Library should provide in the future are more programs to teach adults and children to use digital tools such as computers, smartphones, and apps and more spaces for reading and studying.

Introduction

Background and Purpose

The Addison Public Library commissioned the Center for Governmental Studies (CGS) at Northern Illinois University to conduct a survey of residents to gather their opinions about community needs, the Addison Public Library's importance to the community, their satisfaction with library services and programs, and potential strategic priorities and objectives. A multi-mode (online, mail) survey was administered to a random sample of Addison households. The findings of the survey will be used for planning.

Methodology

Questionnaire

A 36-question survey was developed by CGS and the Addison Public Library staff. The following topics were covered in the questionnaire:

- Household leisure activities,
- Importance of the Addison Public Library,
- Addison Public Library use,
- Library customer service,
- Attitudes towards the Addison Public Library,
- Future focus and priorities of the Library, and
- Access to high-speed internet.

The questionnaire was translated into Spanish. The questionnaire may be found in Appendix A.

Sample

A random sample of 1,900 households within the Village of Addison was provided by the Marketing Systems Group, a survey sampling firm. Additionally, a random sample of 400 Latino residents were provided. These samples included names, mailing addresses, telephone numbers and email addresses.

Pretest

CGS pretested the questionnaire with approximately 20 residents. The pretest was designed to gauge whether the respondents understood the questions being asked and could provide the necessary information.

Data Collection

Each household in the random samples was sent an invitation email with a unique ID code and a link to the survey. This email, and all other survey materials, may be found in Appendix B.

Follow-up communications are important to get responses from as high a proportion of the sample as possible, as harder to reach respondents often have different experiences and responses than easier to reach respondents. Therefore, CGS sent up to six reminder emails to those who did not respond after the initial email. Additionally, a cover letter and hardcopy questionnaire were sent through the mail to those who did not complete the online survey.

Telephone reminder calls were made, by interviewers who spoke both English and Spanish, to those households who did not respond to the online survey or mail survey. The questionnaire was resent by email or mail if the household requested another copy.

Additionally, an email was sent by the school district to parents/guardians with a link to the survey.

The survey was open from April 15, 2020 to August 17, 2020.

A total of 489 completed surveys were received. The margin of error for the survey is +/- 4.3 percentage points at the 95 percent level of confidence.

Data Analysis

The data was weighted on age, gender, race/ethnicity, educational attainment, and annual household income using 5-year estimates from the 2014-2018 American Community Survey. Data weighting on key demographic variables ensures that respondents to the survey are representative of the population of all adults in Addison and that the findings can be generalized to the total adult population.

Chi-square tests were used to test significance between demographic groups.

A Library user household is defined as someone in the household has visited the Addison Public Library **or** visited the Addison Public Library's website during the past 12 months. A Library nonuser household is defined as no one in the household has visited the Addison Public Library **and** no one in the household has visited the Addison Public Library's website during the past 12 months.

Key Findings

Household Leisure Activities

The first survey question addressed what leisure activities individuals in the household have done in the last 12 months.

More than one-half of the respondents indicate individuals in their household have done the following leisure activities in the last 12 months:

- Streamed TV shows and movies at home through a service like Netflix, Hulu or Amazon Prime (76.2%),
- Read a book, e-book or listened to an audiobook (66.7%),
- Played video games or computer games (57.4%),
- Played board games, card games, or tabletop games (55.3%)
- Went to the movies (54.1%), and
- Spent time doing crafts and hobbies (54.0%) (Figure 1).

Those respondents who report individuals in their household read a book, e-book, or listened to an audiobook in the last 12 months were asked how many books they have read or listened to in the last 12 months. The responses range from 1-150 books, with a mean of 19 books.

Those respondents who indicate individuals in their household have spent time doing crafts and hobbies in the last 12 months were asked which crafts or hobbies they spent time doing. Multiple responses were possible. The most common responses are:

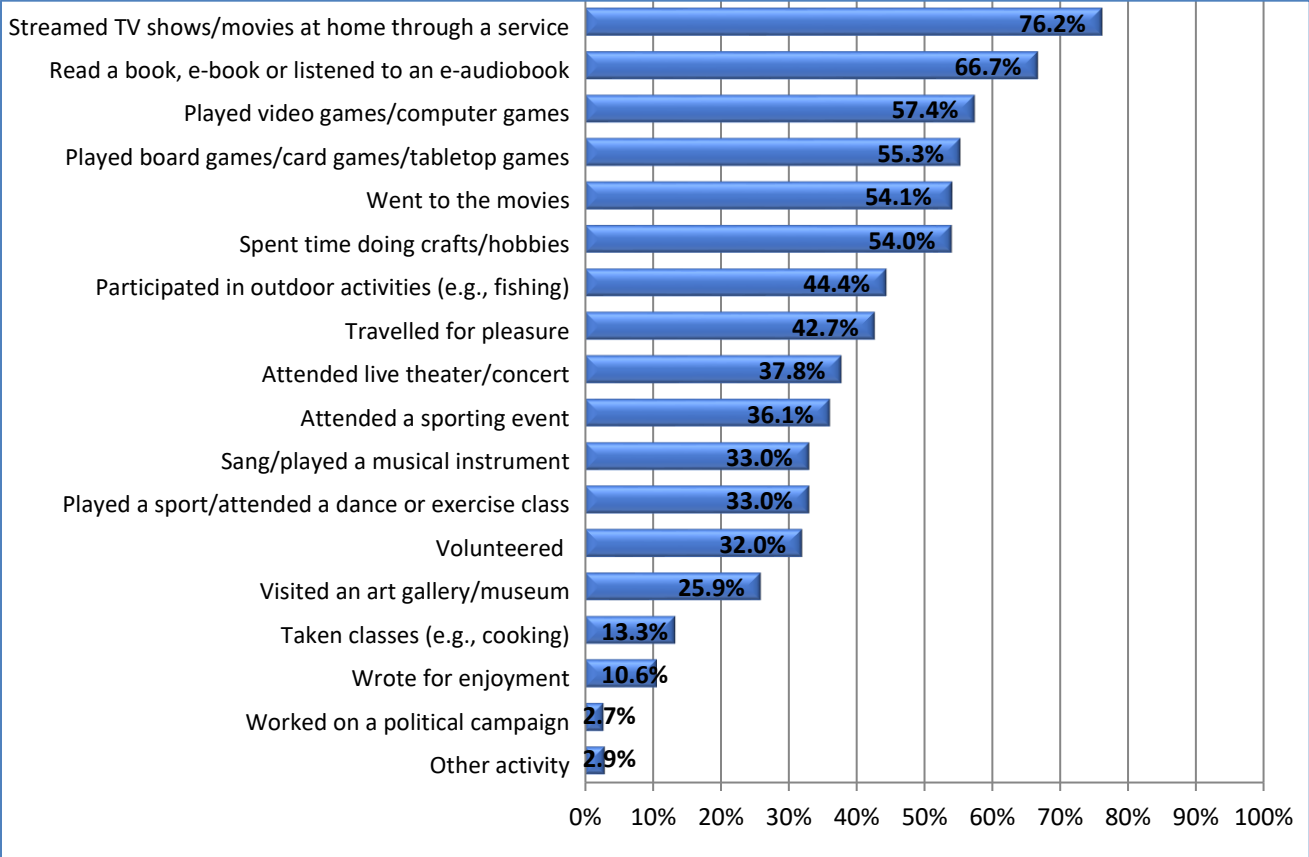
- Painting (18.1%),
- Gardening (16.3%),
- Sewing (12.2%),
- Drawing (9.5%),
- Reading (9.0%),
- Crocheting (8.6%),
- Cooking (8.6%),
- Doing jigsaw puzzles (8.1%),
- Scrapbooking/making photobooks (7.7%),
- Coloring (7.7%),
- Woodworking (6.3%),
- Writing (5.9%),
- Playing sports (5.9%),

- Making holiday/seasonal/special occasion decorations (4.5%),
- Doing arts and crafts with children (4.5%),
- Photography (4.1%),
- Home decorating (3.6%),
- Playing a musical instrument (3.6%),
- Exercising (3.6%),
- Baking (3.2%),
- Knitting (3.2%),
- Walking (3.2%), and
- Home remodeling (3.2%).

The 13.3% of respondents who state individuals in their household have taken classes, such as cooking, photography, or computer use, in the last 12 months were asked whether the classes were in person or online. The majority (55.2%) say the classes were in person, while 44.8% say the classes were online.

Figure 1: Leisure Activities Individuals in the Household Have Done in the Last 12 Months

During the last 12 months, have you or someone in your household ...? (CHECK ALL THAT APPLY)



Demographic Differences

The percentage of respondents who streamed TV shows and movies at home through a service during the last 12 months decreases with increasing age (aged 18-29, 87.5%; aged 30-49, 80.2%; aged 50-64, 72.4%; aged 65+, 62.1%).

Respondents who are aged 18-29 (86.3%) and respondents who are aged 30-49 (69.0%) are more likely than respondents who are aged 50-64 (31.6%) and respondents who are aged 65+ (31.8%) to have played video games or computer games during the last 12 months.

The percentage of respondents who spent time doing crafts and hobbies during the last 12 months decreases with increasing age (aged 18-29, 72.5%; aged 30-49, 52.6%; aged 50-64, 46.7%; aged 65+, 39.4%).

Library user households are more likely than Library nonuser households to:

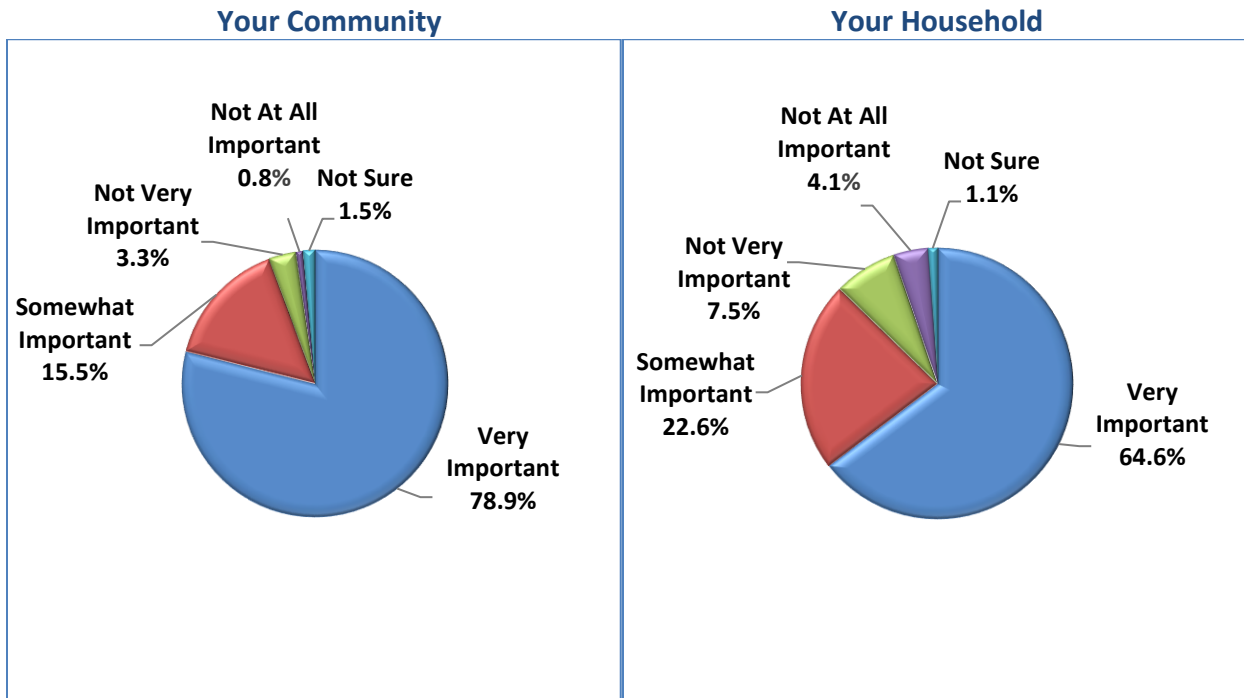
- Have read a book, e-book or listened to an e-audiobook (Library user household, 70.0%; Library nonuser household, 32.1%),
- Played video games or computer games (Library user household, 63.2%; Library nonuser household, 44.4%),
- Played board games, card games, or tabletop games (Library user household, 59.0%; Library nonuser household, 35.7%),
- Went to the movies (Library user household, 57.0%; Library nonuser household, 37.5%), and
- Spent time doing crafts or hobbies (Library user household, 59.9%; Library nonuser household, 19.6%) during the last 12 months.

Importance of the Addison Public Library

The respondents were asked questions about how important the Library is to their community and how important the Library is to their household.

Almost all (94.4%) of the respondents believe the Addison Public Library is important to their community, with 78.9% indicating it is very important. Compared with 87.2% of the respondents who think the Addison Public Library is important to their household, with 64.6% indicating it is very important (Figure 2).

Figure 2: Importance of the Addison Public Library
How important is the Addison Public Library to ...?



Demographic Differences

Library user households (97.3%) are more likely than Library nonuser households (72.7%) to believe the Addison Park Public Library is important to **their community**. Library user households (93.1%) are more likely than Library nonuser households (59.0%) to think the Addison Public Library is important to **their household**.

Those respondents who indicated the Addison Public Library is not very important or not at all important to **their community** were asked why the Library is not important. The most frequently given responses are information can be obtained from the internet (45.5%) and books can be obtained from other sources, such as Amazon and online (18.2%).

Those respondents who indicated the Addison Public Library is not very important or not at all important to **their household** were asked why the Library is not important. The most common responses are they have no need to use the Library (31.1%), they obtain information from the internet (22.2%), they purchase books (13.3%), and they do not have children (11.1%).

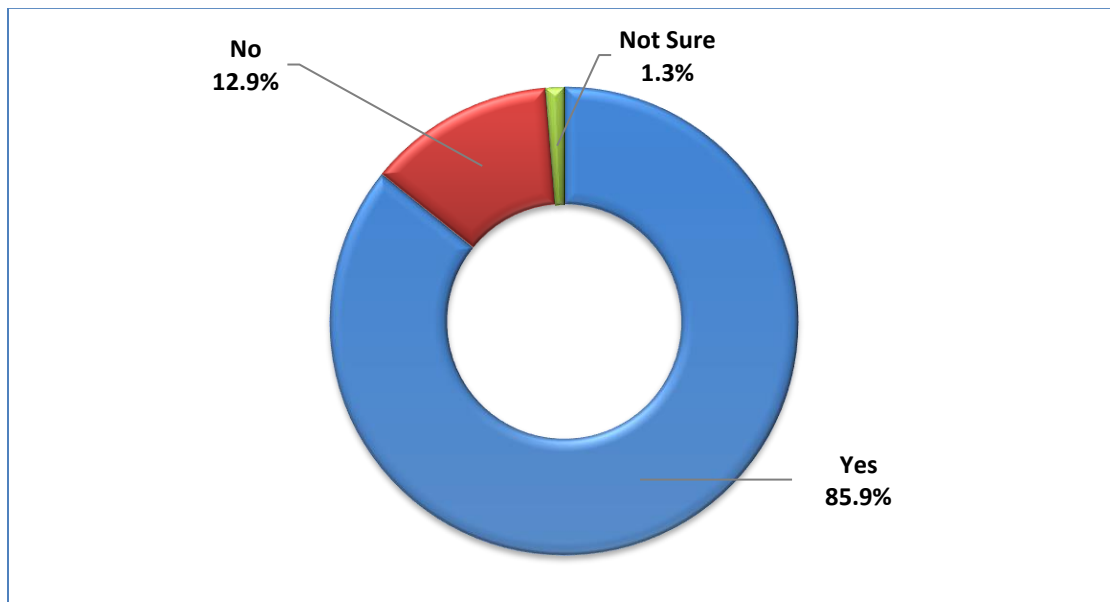
Addison Public Library Use

Next, a set of questions about the household's use of the Addison Public Library were asked. The respondents were asked whether anyone in their household currently has an Addison Public Library card; whether anyone in their household visited the Addison Public Library in the past 12 months; how often people in their household visit the Addison Public Library; and whether anyone in their household used the Library's website in the past 12 months.

More than eight out of ten (85.9%) respondents indicate that someone in their household has an Addison Public Library card (Figure 3).

Figure 3: Have an Addison Public Library Card

Does anyone in your household currently have an Addison Public Library card?



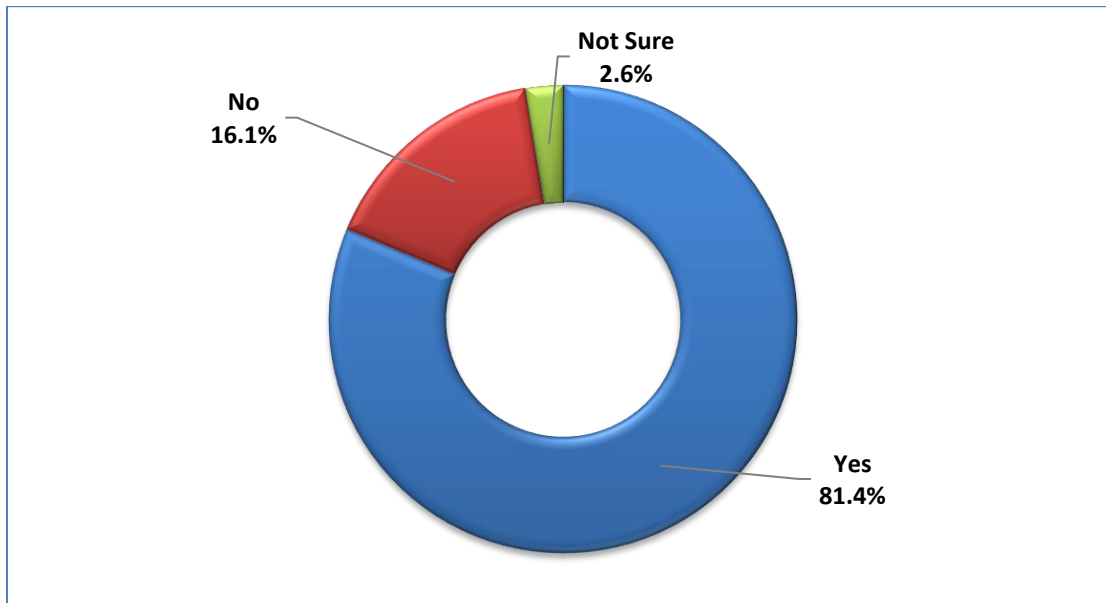
Demographic Differences

Respondents who are aged 18-29 (98.0%) and respondents who are aged 30-49 (93.0%) are more likely than respondents who are aged 50-64 (79.2%) and respondents who are aged 65+ (67.7%) to indicate someone in their household currently has an Addison Public Library card.

About eight out of ten (81.4%) respondents report that during the past 12 months, someone in their household has visited the Addison Public Library (Figure 4).

Figure 4: Visited the Addison Park Public Library During the Past 12 Months

During the past 12 months, has anyone in your household visited the Addison Public Library?



Demographic Differences

Respondents aged 18-29 (94.9%) and respondents aged 30-49 (93.0%) are more likely respondents aged 50-64 (72.0%) and respondents aged 65+ (61.5%) to have visited the Addison Public Library during the past 12 months.

Those respondents who indicated that no one in their household has visited the Addison Public Library in the past 12 months were asked why not. More than one-half (54.2%) of the respondents state that their household is not aware of what services the Library offers. About one-seventh report their household only uses e-books and other online library content (15.3%) and the Library does not have materials or programs they are interested in (13.6%). A total of 32.2% of respondents provide other reasons (Table 1). Other reasons include they have no need to visit the Library (24.1%), they have no time to visit the Library (20.7%), they get books from another source (17.2%), they use the internet (6.9%), and there are no children in the household or their children are grown (6.9%) See Appendix C for verbatim comments.

Table 1: Reasons for Not Visiting the Addison Public Library During the Past 12 Months

Why hasn't anyone in your household visited the Addison Public Library in the past 12 months?
(CHECK ALL THAT APPLY)

Reason	Percent
Not aware of what services the Library offers	54.2
My household only uses e-books and other online library content	15.3
The Library does not have materials or programs we are interested in	13.6
Library hours are not convenient	8.5
Transportation to the Library is challenging	1.7
My household visits libraries other than the Addison Public Library	0.0
Other reasons	32.2

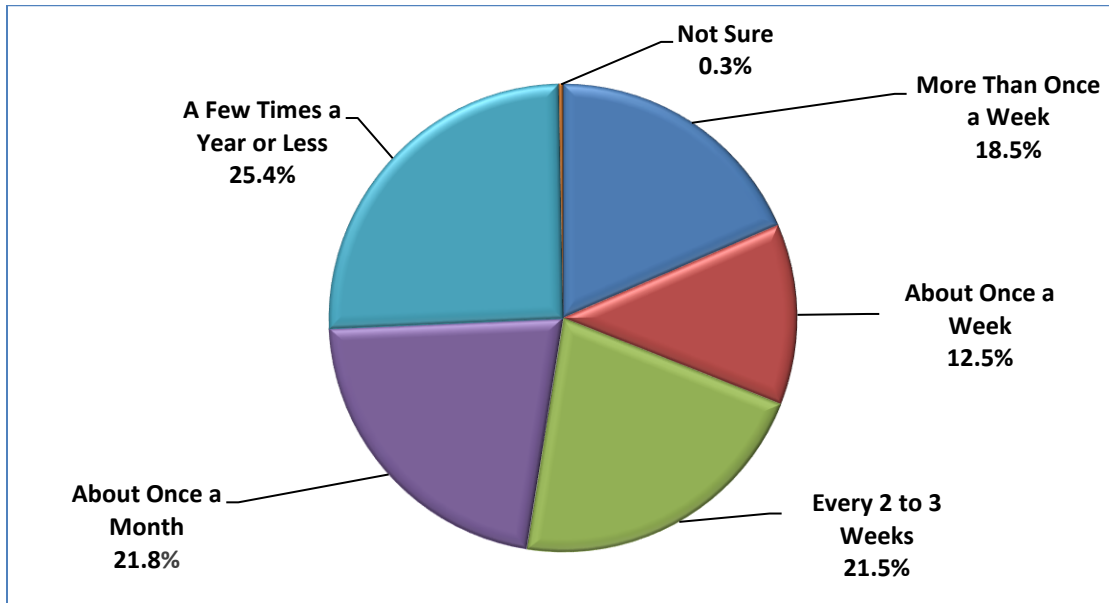
Demographic Differences

Respondents who are 50 years of age or greater (69.8%) are more likely than respondents less than 50 years of age (22.2%) to indicate the reason no one in their household has visited the Addison Public Library in the past 12 months is they are not aware of the services the Library offers.

Those respondents who indicated that someone in their household has visited the Addison Public Library in the past 12 months were asked how frequently they visit the Library. One out of three (31.0%) respondents indicate that people in their household visit the Addison Public Library once a week or more, 43.3% report that people in their household visit the Library once a month or more, 25.4% state that people in their household visit the Library a few times a year or less, and 0.3% are not sure (Figure 5).

Figure 5: Frequency of Visiting the Addison Public Library

During the past 12 months, how often have the people in your household visited the Addison Public Library?



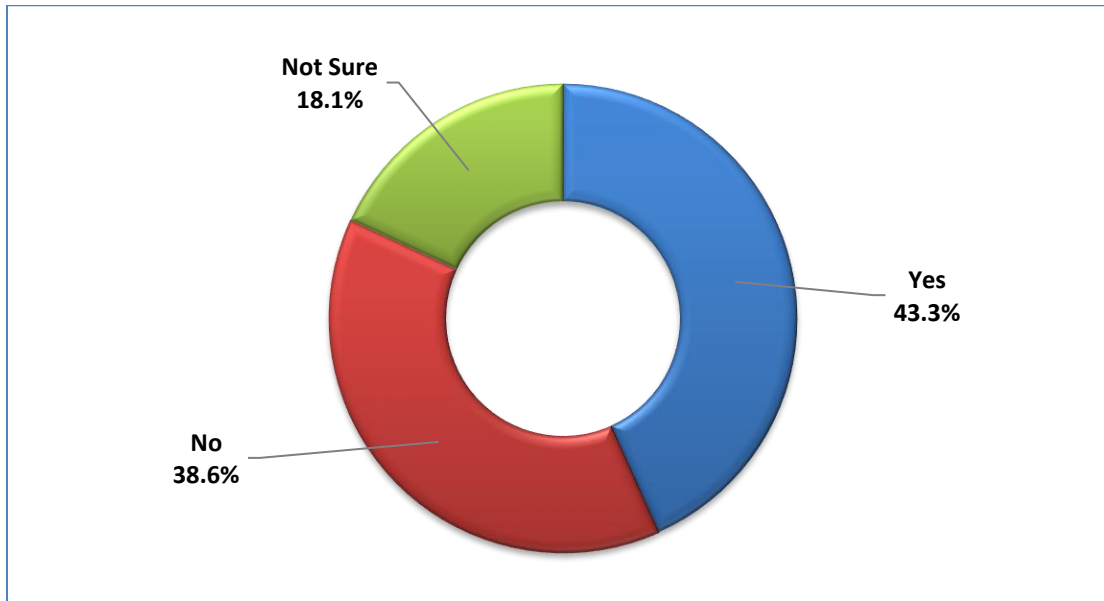
Demographic Differences

No significant differences are found for frequency of visiting the Addison Public Library by respondent’s age, gender, race/ethnicity, educational attainment, annual household income, and neighborhood residence is located.

More than two-fifths (43.3%) of respondents have visited the Library’s website in the past 12 months (Figure 6).

Figure 6: Visited the Library's Website During the Past 12 Months

During the past 12 months, has anyone in your household visited the Addison Public Library's website?



Demographic Differences

Respondents aged 30-49 (58.6%) are most likely to have visited the Addison Public Library's website in the past 12 months, followed by respondents aged 18-29 (40.0%) and respondents aged 50-64 (38.2%). Respondents aged 65+ (24.2%) are least likely to have visited the Addison Public Library's website in the past 12 months.

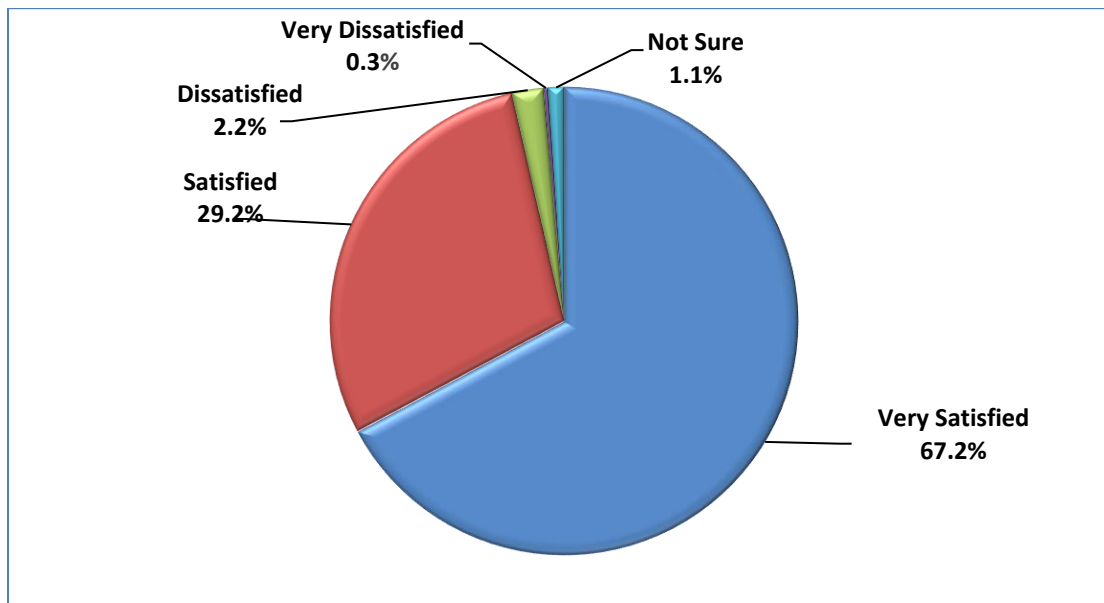
Latino respondents (61.1%) are more likely than White respondents (38.2%) and respondents of other races/ethnicities (28.6%) to have visited the Addison Public Library's website in the past 12 months.

Next, those respondents whose household is a Library user were asked how satisfied or dissatisfied they are with the Addison Public Library, how familiar they are with the special collections, programs, and services offered by the Addison Public Library, for what purposes they use the Library, and what suggestions they have for additions or changes to the Library.

Almost all (96.4%) respondents are satisfied with the Addison Public Library, with 67.2% of respondents being very satisfied (Figure 7).

Figure 7: Satisfaction with the Addison Public Library

Overall, how satisfied or dissatisfied are you with the Addison Public Library?



Demographic Differences

No significant differences are found for satisfaction with the Addison Public Library by respondent's age, gender, race/ethnicity, educational attainment, annual household income, and neighborhood residence is located.

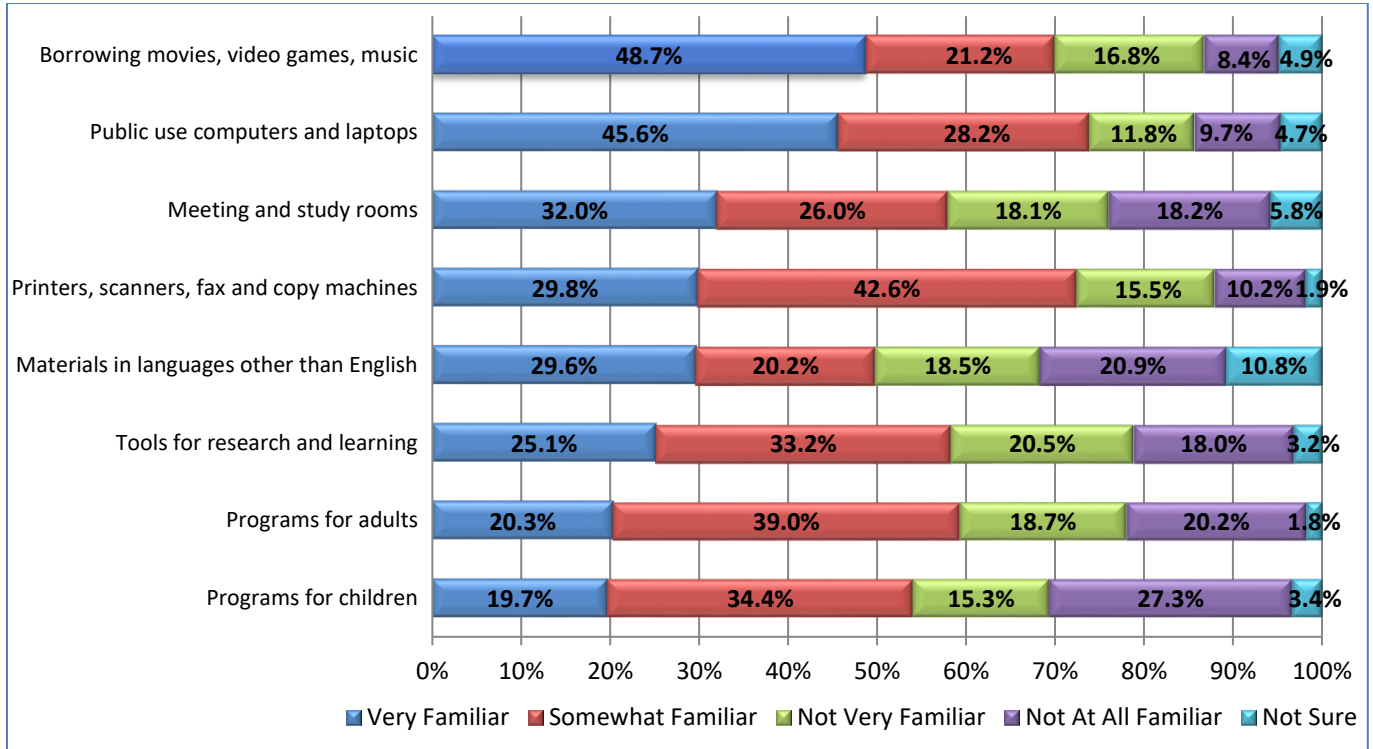
Those respondents who indicated they are dissatisfied or very dissatisfied with the Addison Public Library were asked why. The two main reasons given for being dissatisfied with the Library are the limited selection of books (27.3%) and the children being too loud (18.2%).

One-half or more of respondents are familiar with the following special collections, programs, and services offered by the Addison Public Library:

- Public use computers and laptops (73.8%),
- Printers, scanners, fax and copy machines (72.4%),
- Borrowing movies, video games, music (69.9%),
- Programs for adults (59.3%)
- Tools for research and learning (58.3%),
- Meeting and study rooms (58.0%),
- Programs for children (54.1%), and
- Materials in languages other than English (49.8%) (Figure 8).

Figure 8: Familiarity with Special Collections, Programs, and Services Offered by the Addison Public Library

How familiar are you with the special collections, programs, and services offered by the Addison Public Library?



Demographic Differences

Respondents with annual household incomes of less than \$50,000 (85.3%) are more likely than respondents with annual household incomes of \$50,000 or more (60.6%) to be familiar with the public use computers and laptops offered by the Addison Public Library.

Respondents aged 18-29 (79.7%) and respondents aged 30-49 (60.9%) are more likely than respondents aged 50-64 (32.1%) and aged 65+ (42.5%) to be familiar with the meeting and study rooms offered by the Addison Public Library.

The percentage of respondents familiar with the tools for research and learning offered by the Addison Public Library decreases with increasing age (aged 18-29, 75.7%; aged 30-49, 58.0%; aged 50-64, 42.9%; aged 65+, 36.6%)

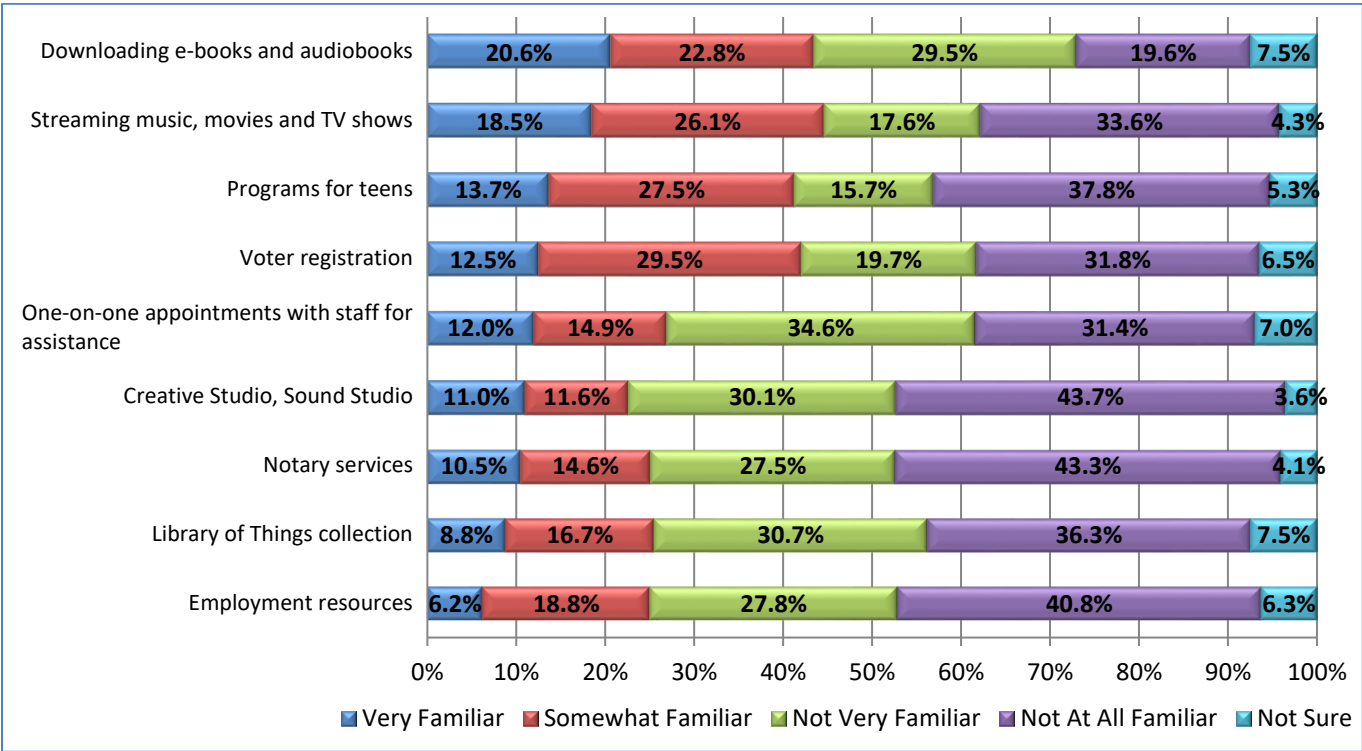
Less than one-half of respondents are familiar with the following special collections, programs, and services offered by the Addison Public Library:

- Streaming music, movies, and TV shows (44.6%),

- Downloading e-books and audiobooks (43.4%),
- Voter registration (42.0%),
- Programs for teens (41.2%),
- One-on-one appointments with staff for assistance with reading, technology, business development, research, and social service referrals (26.9%),
- Library of Things collection (items like camera, tools, etc.) (25.5%),
- Notary services (25.1%),
- Employment resources including one-on-one appointments with an employment coach (25.0%), and
- Creative Studio, Sound Studio (22.6%) (Figure 9).

Figure 9: Familiarity with Special Collections, Programs, and Services Offered by the Addison Public Library

How familiar are you with the special collections, programs, and services offered by the Addison Public Library?



Demographic Differences

Respondents aged 18-29 (50.7%) and respondents aged 30-49 (50.4%) are more likely than respondents aged 50-64 (37.5%) and aged 65+ (20.0%) to be familiar with the streaming of music, movies, and TV shows offered by the Addison Public Library.

Latino respondents (60.6%) and respondents of other races/ethnicities (55.0%) are more likely than White respondents (35.4%) to be familiar with the streaming of music, movies, and TV shows offered by the Addison Public Library.

The majority of respondents use the Addison Public Library to check out materials (78.8%), as a place to study or work by themselves (58.0%), as a place to read (50.5%), and to use the computers, copiers, or printers (49.8%) (Table 2).

Table 2: Purposes for Which Household Uses the Addison Public Library

For which of the following do you and your household use the Addison Public Library? (CHECK ALL THAT APPLY)

Purpose	Percent
Check out materials	78.8
Place to study or work by yourself	58.0
Place to read	50.5
Use the computers, copiers, or printers	49.8
Place to meet-up with people	36.8
Place for your children to play	34.5
Attend a program	32.2
Use books, magazines, and other materials without taking them home	30.3
Get help from staff	26.1
Use the Wi-Fi	25.4
I do not come to the Library	2.6
Other purposes	1.0

Demographic Differences

Respondents aged 18-29 (59.5%) are **less likely** than respondents aged 30-49 (88.3%), aged 50-64 (85.7%), and aged 65+ (72.5%) to use the Addison Public Library to check out materials.

Respondents aged 18-29 (67.6%) are **more likely** than respondents aged 30-49 (36.9%), aged 50-64 (16.1%), and aged 65+ (17.5%) to use the Addison Public Library to meet-up with people.

Respondents aged 18-29 (62.2%) are **more likely** than respondents aged 30-49 (17.1%), aged 50-64 (10.7%), and aged 65+ (2.5%) to use the Addison Public Library for the Wi-Fi.

Latino respondents (73.0%) and respondents of other races/ethnicities (90.5%) are **more likely** than White respondents (29.9%) to use the Addison Public Library as a place to read.

Latino respondents (69.0%) are **more likely** than White respondents (37.8%) and respondents of other races/ethnicities (47.6%) to use the Addison Public Library for the computers, copiers, or printers.

Latino respondents (41.0%) are **more likely** than White respondents (20.7%) and respondents of other races/ethnicities (14.8%) to use the Addison Public Library for the Wi-Fi.

Respondents with annual household incomes of less than \$50,000 (85.3%) are **more likely** than respondents with annual household incomes of \$50,000 or more (28.8%) to use the Addison Public Library for the computers, copiers, or printers.

Several open-ended questions were asked to determine what additions or changes respondents would like to see made to the Addison Public Library. They were asked about additions or changes they would like to see made to the library materials, library events, and library building. They were also asked about services they have seen offered at other libraries that they would like the Addison Public Library to offer.

Almost one-fourth (23.7%) of respondents do not think any additions or changes are needed to the library materials. One-third (34.2%) suggest that the Addison Public Library add more materials, including books, DVDs, audiobooks, and music. A total of 7.0% comment that they would like more materials in languages other than English, 6.1% mention they would like more new/current materials, 3.5% state they would like a greater variety of materials, and 2.6% indicate they would like longer check out time for materials (Table 3) (See Appendix C for verbatim comments).

Table 3: Suggested Additions or Changes to the Library Materials

If you could ask the Addison Public Library to add or change one thing about the library materials, what would it be?

Response	Percent
Add more materials	34.2
Materials in languages other than English	7.0
More new/current materials	6.1
Greater variety of materials	3.5
Longer check out time for materials	2.6
Other additions/changes	19.3
No additions/changes needed	23.7
General comments about materials	3.5

Almost one-fourth (23.1%) of respondents do not think any additions or changes are needed to the library events. The remaining respondents suggest a variety of additions or changes to library events, such as add specific events (14.4%), publicize events more (12.5%), add more events for adults (12.5%), have a greater variety of times events are offered (11.5%), and add more events for children (8.7%) (Table 4) (See Appendix C for verbatim comments).

Table 4: Suggested Additions or Changes to the Library Events

If you could ask the Addison Public Library to add or change one thing about the library events, what would it be?

Response	Percent
Add specific events	14.4
Publicize events more	12.5
More events for adults	12.5
Greater variety of times events are offered	11.5
More events for children	8.7
Add more events	5.8
Other additions/changes	9.6
No additions/changes needed	23.1
General comments about events	1.9

Two-fifths (40.0%) of respondents do not think any additions or changes are needed to the library building. The remaining respondents suggest a variety of additions or changes to the library building. A total of 7.8% of respondents would like to see the noise level reduced, 6.7% think there needs to be a better layout/use of space, 5.6% would like more comfortable/better chairs, 3.3% would like to see improvements made to the drive up book return, 3.3% suggest that the teen area be enclosed, 3.3% would like the library to be more comfortable/cozy, and 3.3% believe more parking is needed (Table 5) (See Appendix C for verbatim comments).

Table 5: Suggested Additions or Changes to Library Building

If you could ask the Addison Public Library to add or change one thing about the library building, what would it be?

Response	Percent
Reduce noise level	7.8
Need better layout/use of space	6.7
More comfortable/better chairs	5.6
Make improvements to drive up book return	3.3
Enclose teen area	3.3
Make library more comfortable/cozy	3.3
More parking	3.3
Other additions/changes	18.9
No additions/changes needed	40.0
General comments about the library building	4.4
Other comments	3.3

The respondents report they have seen the following services offered at other libraries that they would like the Addison Public Library to offer:

- Adult craft classes (4.6%),
- Book clubs (3.1%),
- Free museum/zoo passes (3.1%),
- Computer classes (3.1%),
- Café/coffee bar (2.3%),
- Reading/study clubs for children (2.3%),
- Job search assistance (1.5%),
- Homework assistance (1.5%),
- Language classes (1.5%),
- Things to be checked out (1.5%), and

- Other services (26.2%), such as exercise classes, therapy dog visits for children, tax preparation, and musical events.

One-fourth (24.6%) of respondents indicate that there are no services they have seen offered at other libraries that they would like the Addison Public Library to offer, 10.0% do not know or are not sure, and 6.9% do not visit other libraries or are not familiar with what other libraries offer (See Appendix C for verbatim comments).

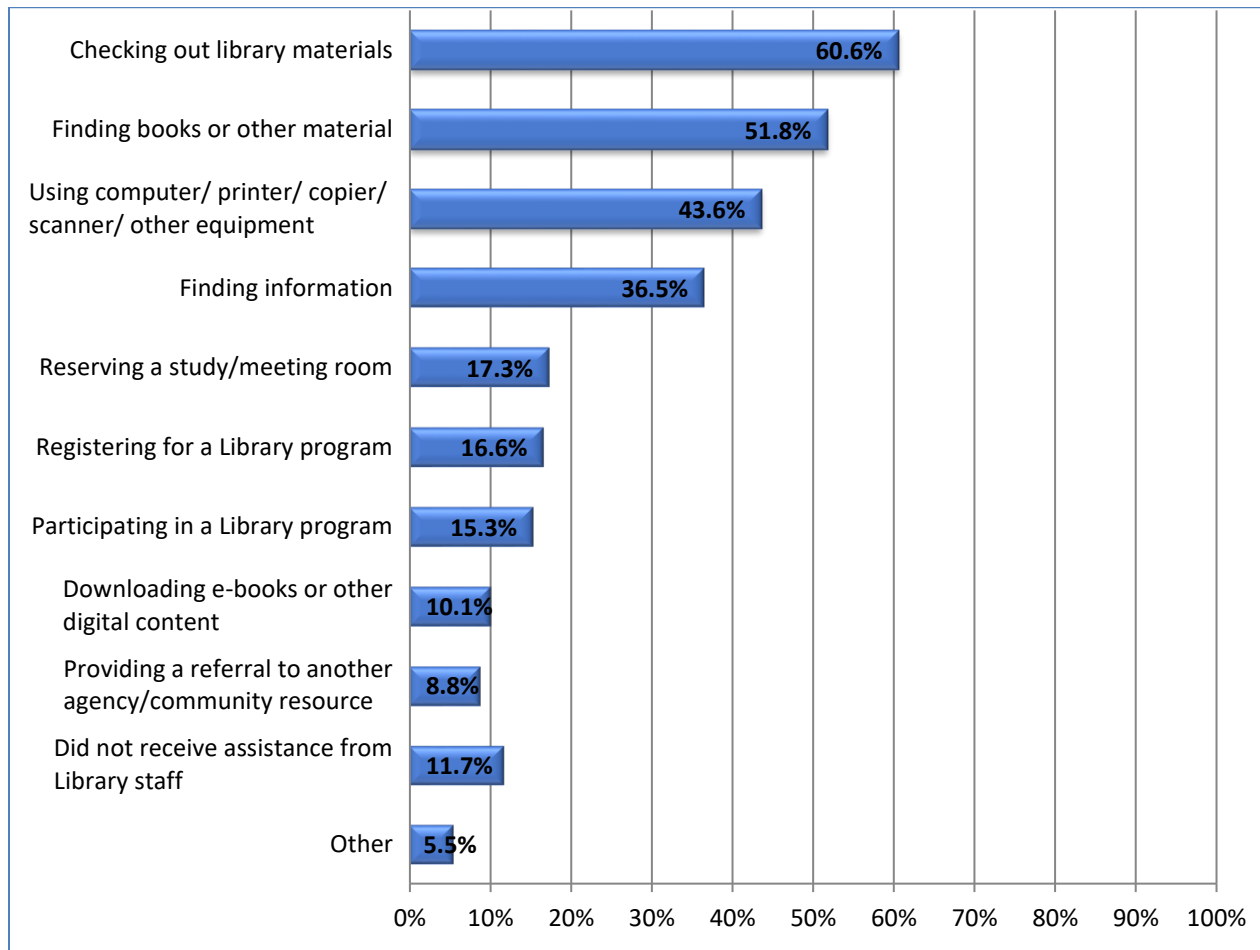
Customer Service

Next, those respondents whose household is a Library user were asked about the customer service they received from the Addison Public Library staff. Respondents were first asked about the type of assistance they have received from Library staff. Then they were asked to rate the Library staff on seven customer satisfaction attributes.

The majority of the respondents have received assistance from Library staff with checking out library materials (60.6%) and finding books or other material (51.8%) in the last 12 months. More than one-third of respondents have received assistance from Library staff with using computer, printer, copier, scanner, or other equipment (43.6%) and finding information (36.5%) (Figure 10).

Figure 10: Type of Assistance Received from Library Staff

In the last 12 months, have Library staff assisted you or someone in your household with ...?
(CHECK ALL THAT APPLY)



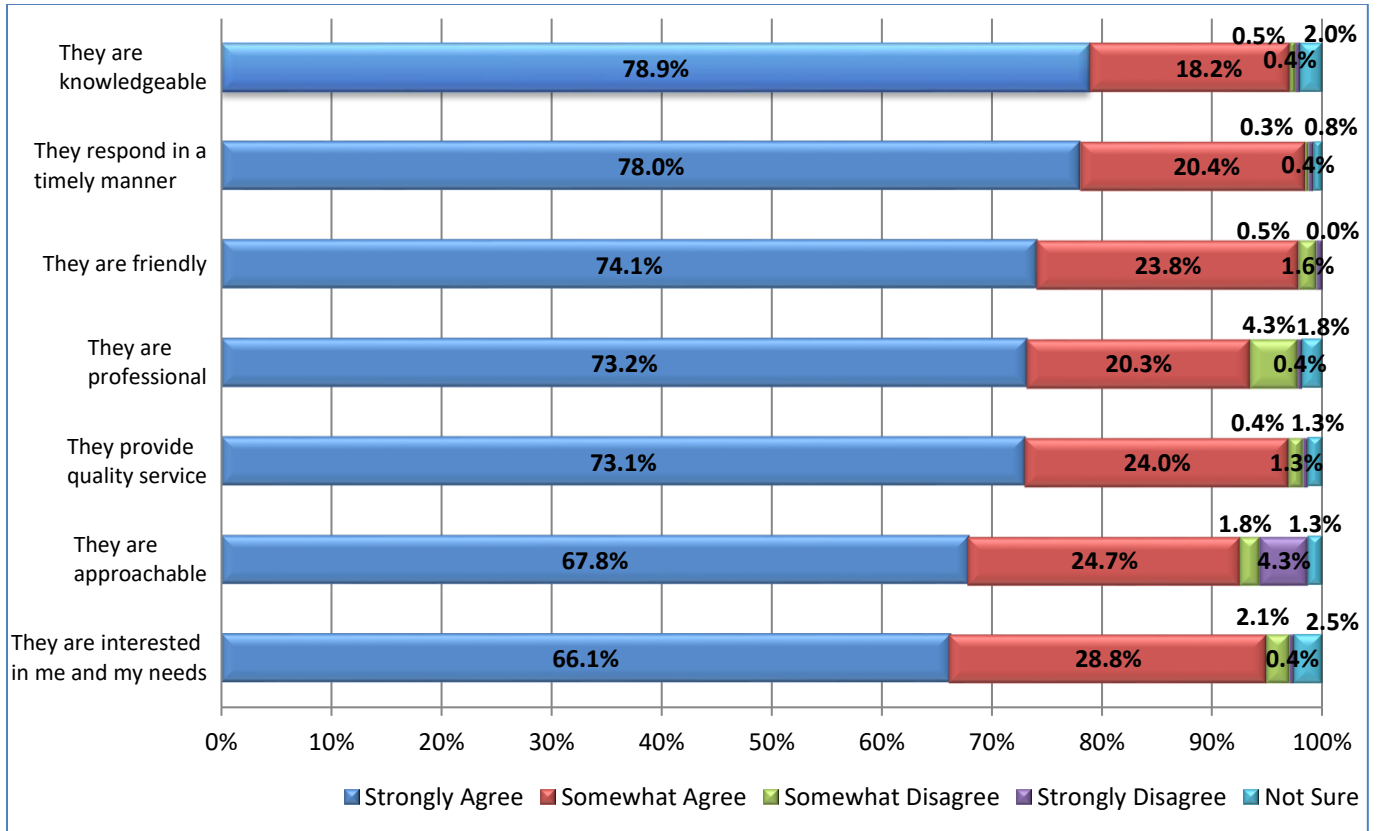
Demographic Differences

Latino respondents (63.0%) are more likely than White respondents (31.1%) and respondents of other races/ethnicities (41.2%) to have received assistance from Library staff with using a computer, printer, copier, scanner or other equipment.

Respondents with less than a bachelor’s degree (40.0%) are more likely than respondents with a bachelor’s degree or higher (27.1%) to have received assistance from Library staff with finding information.

Most respondents strongly agree that the Addison Public Library staff are knowledgeable (78.9%), respond in a timely manner (78.0%), are friendly (74.1%), are professional in their dealings with them (73.2%), provide quality service (73.1%), are approachable (67.8%), and are interested in them and their needs (66.1%) (Figure 11).

Figure 11: Ratings of Addison Public Library Staff on Customer Satisfaction Attributes
 How much do you agree or disagree with the following statements about the Addison Public Library staff?



Demographic Differences

Latino respondents (67.4%) and respondents of other races/ethnicities (52.9%) are less likely than White respondents (81.5%) to strongly agree the Addison Public Library staff provide quality service.

Latino respondents (57.1%) and respondents of other races/ethnicities (44.4%) are less likely than White respondents (80.8%) to strongly agree the Addison Public Library staff are approachable.

Attitudes Towards Addison Public Library

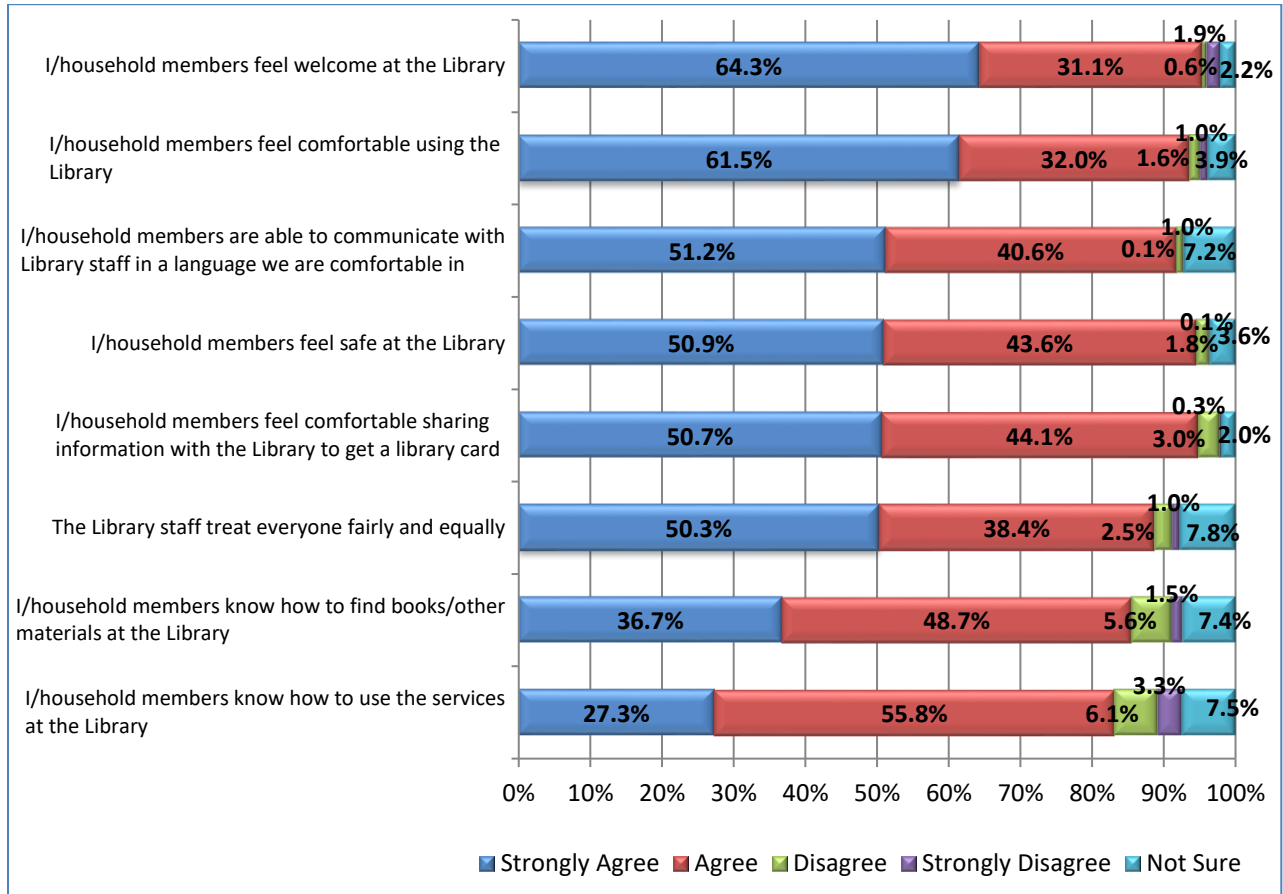
Next, a series of questions regarding attitudes towards the Addison Public Library was asked of all respondents.

The majority (79.5%) of respondents state that their families used libraries when they were growing up and 20.5% of respondents report that their families did not use libraries.

The respondents were asked how much they agree or disagree with eight statements regarding their/their household members attitudes toward the Addison Public Library. More than eight out of ten respondents agree with each of the statements:

- I/my household members feel welcome at the Library (95.4%),
- I/my household members feel comfortable sharing information like name and address with the Library in order to get a library card (94.8%),
- I/my household members feel safe at the Library (94.5%)
- I/my household members feel comfortable using the Library (93.5%),
- I/my household members are be able to communicate with Library staff in a language we are comfortable in (91.8%),
- The Library staff would treat everyone fairly and equally (88.7%),
- I/my household members know how to find books and other materials at the Library (85.4%), and
- I/my household members know how to use the services at the Library (83.1%) (Figure 12).

Figure 12: Attitudes Toward the Addison Public Library
 How much do you agree or disagree with the following statements?



Demographic Differences

Library nonuser households are less likely than Library user households to agree with each of the statements and more likely to indicate they are not sure.

Those respondents who disagreed or strongly disagreed with a statement were asked why. Several respondents comment they do not feel welcome at the Library because of the unsupervised children and the large number of teens after school. They also comment that some of the staff are not friendly and willing to help. A couple of respondents mention that they would not feel comfortable sharing information with the Library to get a Library card because they are uncertain how secure the information would be. About one-half of the respondents who commented indicate they would not feel safe at the Library because of the teens/middle schoolchildren that are inside and outside the Library. Several respondent comment they do not feel comfortable using the Library because of the large number of children/teens who are in the Library after school. All of the respondents who commented that they are not able to communicate with Library staff in a language they are comfortable in mention that there are not

enough Spanish speaking staff. A couple of respondents comment that some Library staff seem to have difficulty dealing with cultural differences. One respondent who identifies with a disability indicates they were not treated fairly and equally by the Library staff. Most respondents report they do not know how to find books and other materials at the Library because they do not know how to use the online catalog and they are not familiar with the layout of the Library. The majority of respondents indicate they do not know how to use the services at the Library because they do not use the Library or they mention they are not aware of the services the Library offers (See Appendix C for verbatim comments).

Future Focus/Priorities

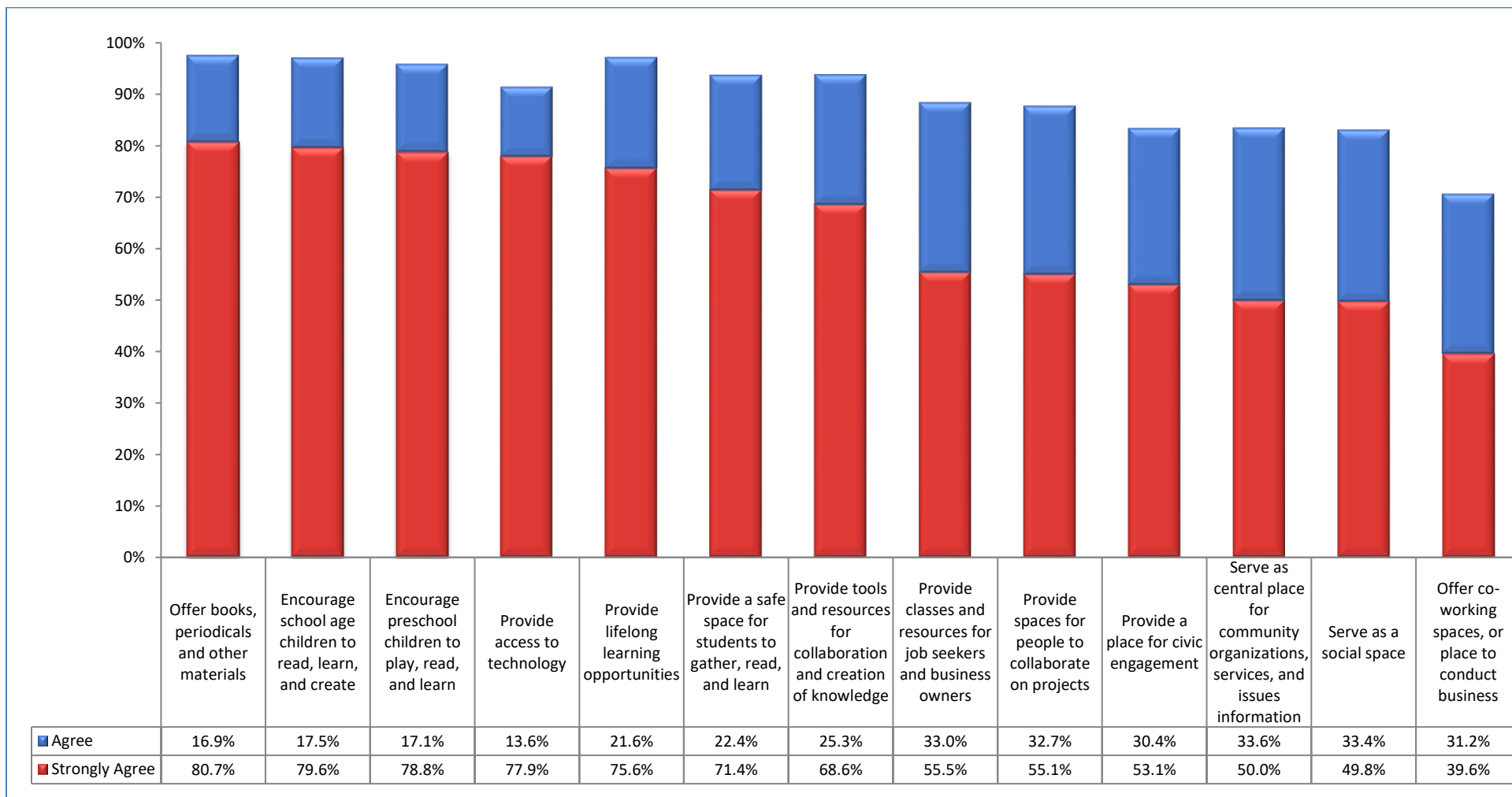
A series of questions were asked about what should be the future focus or priorities for the Addison Public Library, including questions on the roles and functions the Library should serve or provide in the community; programs services, and resources the Library should provide; and personal and educational goals they or someone in their household need help achieving.

The majority of respondents agree that all 13 roles or functions asked about in the survey should be provided by the Addison Public Library. Looking at the percent strongly agree ratings, the top five highest rated roles or functions are: 1) offer books, periodicals and other materials for the community to use, 2) encourage school-aged children to read, and learn, and create, and 3) encourage preschool children to play, read, and learn, 4) provide access to technology, such as computers, Wi-Fi, and devices, and 5) provide lifelong learning opportunities (Figure 13).

Figure 13: Roles or Functions That the Addison Public Library Should Serve or Provide

Libraries can serve many functions in a community. The following is a list of the roles or functions the Addison Public Library might provide. For each one, please indicate if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree that this is a role or function the Addison Public Library should serve within the community.

The Addison Public Library should....?



Demographic Differences

Female respondents are more likely than male respondents to strongly agree that the Addison Public Library should serve as a social space where people from the community can get together (females, 62.8%; males, 36.5%).

Hispanic respondents (96.3%) are more likely than White respondents (74.6%) and respondents of other races/ethnicities (44.2%) to strongly agree that the Addison Public Library should provide access to technology.

Hispanic respondents (82.4%) are more likely than White respondents (66.9%) and respondents of other races/ethnicities (65.1%) to strongly agree that the Addison Public Library should provide a safe space after school for students to gather, read, and learn.

Hispanic respondents (68.8%) are more likely than White respondents (42.4%) and respondents of other races/ethnicities (34.9%) to strongly agree that the Addison Public Library should serve as a central place for information on community organizations, services, and issues.

The percentage of respondents who strongly agree that the Addison Public Library should provide spaces for people to collaborate on work, crafts, hobbies, or projects decreases with increasing age (aged 18-29, 74.7%; aged 30-49, 52.6%; aged 50-64, 47.4%; aged 65+, 42.2%).

The percentages of respondents who strongly agree that the Addison Public Library should provide classes and resources for job seekers and business owners decreases with increasing age (aged 18-29, 70.0%; aged 30-49, 59.4%; aged 50-64, 45.5.4%; aged 65+, 40.0%).

When asked what other roles or functions the Addison Public Library should provide more than one-third (36.2%) of respondents indicate there are no other roles or functions the Library should provide. The three most common roles or functions suggested by respondents are provide programs and events for seniors (8.5%), provide programs and services for individuals with special needs or different abilities (4.3%), and provide services for low-income individuals (3.2%) (See Appendix C for verbatim comments).

The respondents were told to imagine that the Addison Public Library could provide them with any program, service, or digital resource, regardless of cost or source. Then they were asked, "If this were possible, in what sort of program, service or resource would you be interested?" The respondents would be interested in a wide variety of programs, services, and resources. The most common responses are craft or hobby classes (11.9%), computer software classes (8.8%), technology classes (5.7%), and language learning classes (5.0%) (Table 6) (See Appendix C for verbatim comments).

Table 6: Program, Service, or Resource Would Like Addison Public Library to Provide

Imagine that the Addison Public Library could provide you with any program, service, or digital resource, regardless of cost or source. If this were possible, in what sort of program, service or resource would you be interested? (MULTIPLE RESPONSES POSSIBLE)

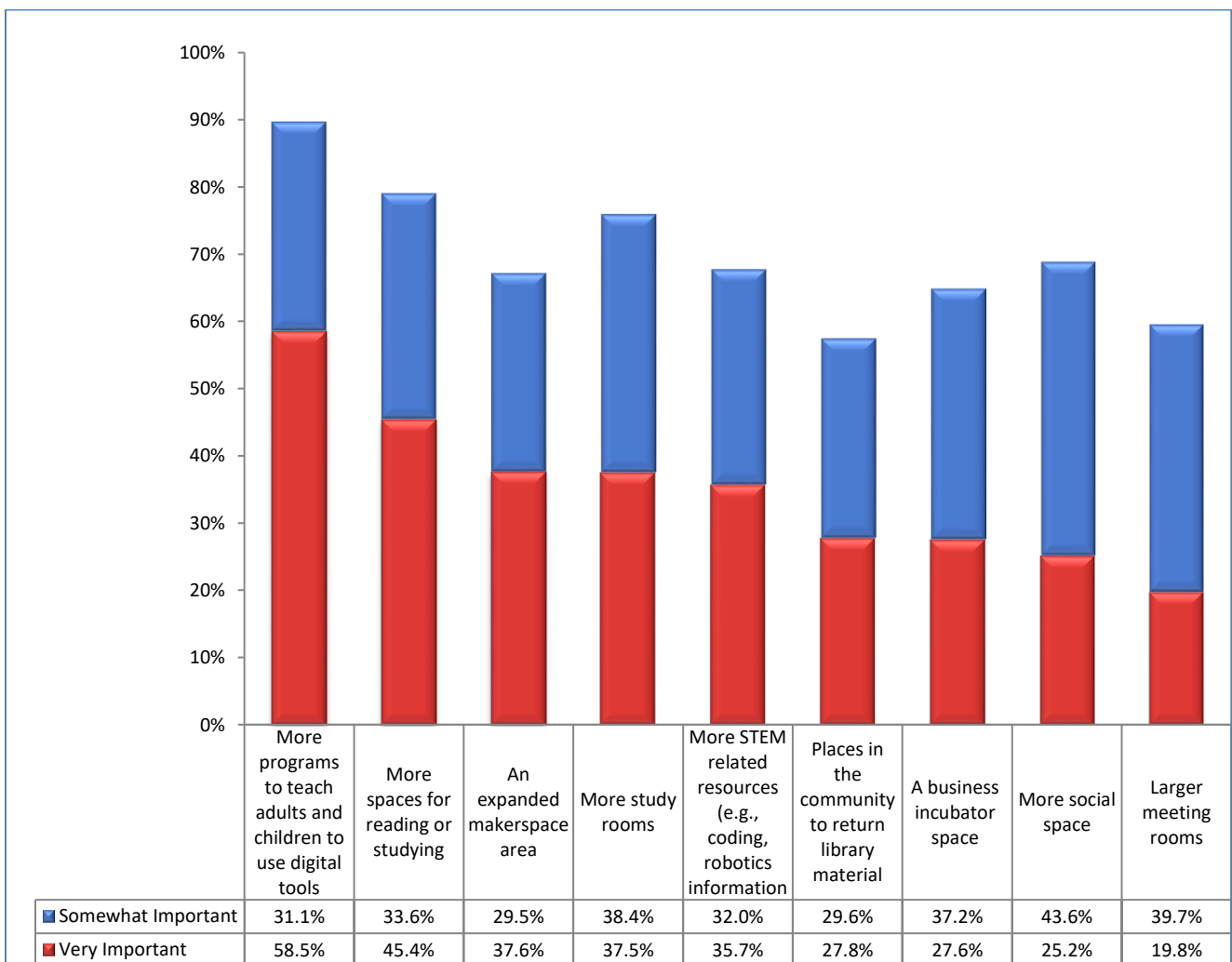
Program, Service, or Resource	Percent
Craft/hobby classes	11.9
Computer software classes	8.8
Technology classes	5.7
Language learning classes	5.0
More materials (both digital and non-digital)	3.8
3D printing	3.8
Programs for seniors	3.8
Programs for children	2.5
Financial assistance services/classes	2.5
Employment services	2.5
Health/mental health programs	2.5
Guest speakers	2.5
Music lessons	2.5
Certification/continuing education programs/materials	2.5
Programs for special needs individuals	1.3
Programs for low income individuals	1.3
Citizenship classes	1.3
Legal services	1.3
Entertainment/musical/theatrical programs	1.3
Genealogy services	1.3
Music center	1.3
Equipment to digitize VHS tapes/photographs	1.3
Downloading TV shows/movies	1.3
Online services/classes	1.3
Other programs, services, or resources	19.5
None/nothing	17.0
Don't know/not sure	10.7
Other comments	3.1

The respondents were told that in the future, it might be possible for the Library to expand or add new programs and services. Then they were given a list of several of these possible programs and services and asked to indicate how important it is to them and their household that the Library offer the program or service.

The majority of respondents report it is important to them and their household that the Addison Public Library offer all 9 programs or services asked about in the survey. Looking at the percent very important ratings, the top highest rated program or service is more programs to teach adults and children to use digital tools such as computers, smartphones, and apps, followed by more spaces for reading and studying (Figure 14).

Figure 14: Importance of the Addison Public Library Offering the Program or Service

In the future, it may be possible for the Library to expand or add new programs and services. Below is a list of several of these possible programs and services. For each please indicate how important it is to you and your household that the Library offer the program or service.



Demographic Differences

Respondents who live in Neighborhood 4 (74.3%) and respondents who live in on Neighborhood 3 (69.5%) are more likely than respondents who live in Neighborhood 1 (55.1%) and respondents who live in Neighborhood 2 (37.1%) to think it is important to have places in the community other than the Library building to return Library material (Refer to map in questionnaire in Appendix A).

Respondents aged 18-29 (83.6%) and respondents aged 30-49 (74.7%) are more likely than respondents aged 50-64 (50.7%) and aged 65+ (51.5%) to indicate it is important that the Library offer an expanded makerspace area.

The percentage of respondents who believe it is important that the Library offer more STEM related resources decreases with increasing age (aged 18-29, 92.4%; aged 30-49, 71.3%; aged 50-64, 61.8%; aged 65+, 43.9%).

Library users are more likely than library nonuser to rate each of the programs or services important.

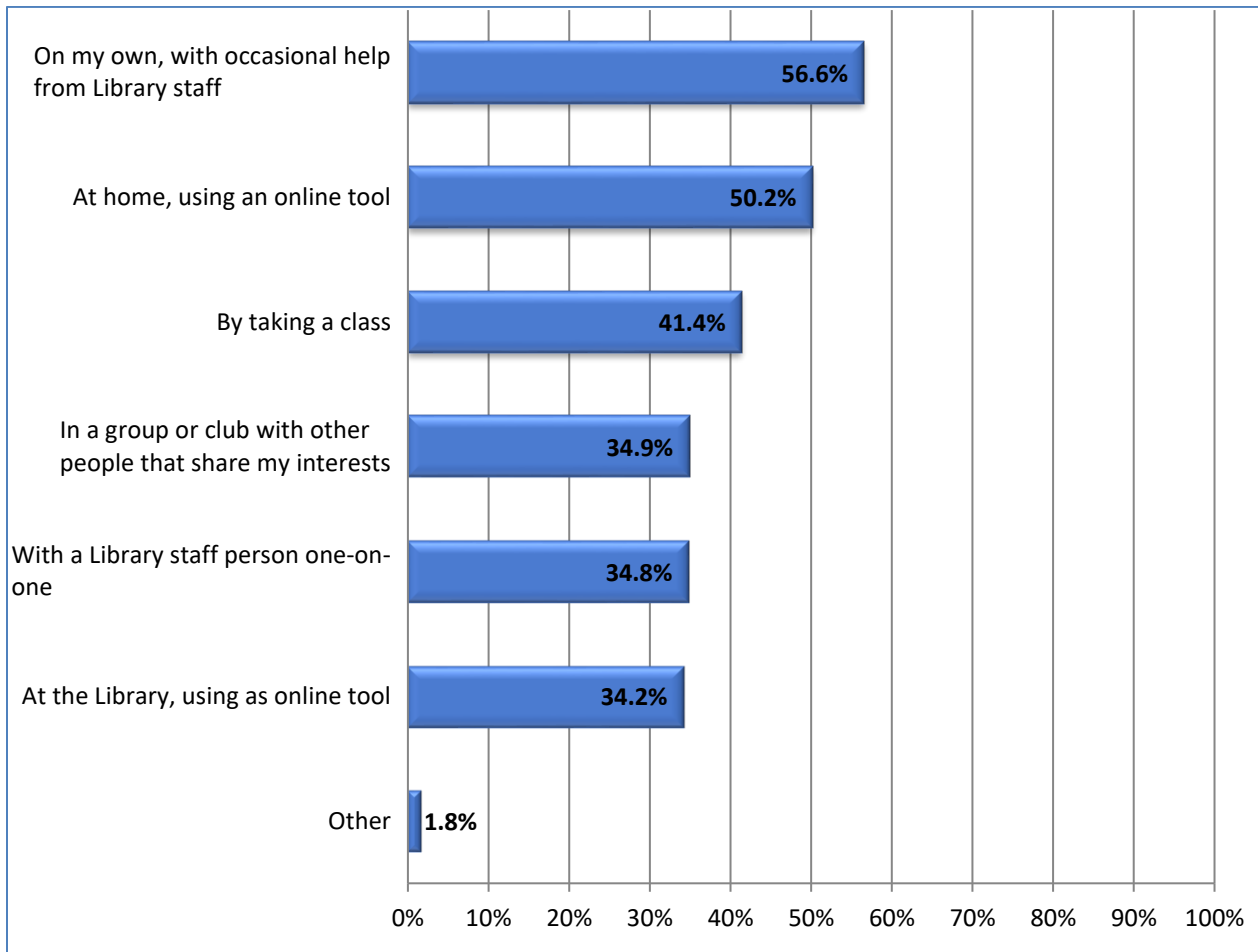
The respondents mention that they need help achieving the following goals in their personal life:

- Learn computer/technology skills (8.0%),
- Find a job/career (8.0%),
- Financial security (7.3%),
- Educational goals (6.6%),
- Learn a language (6.6%),
- Retirement (5.8%),
- Career development (3.5%),
- Read more (3.5%),
- Have a healthy life style (3.5%),
- Weight loss (3.5%),
- Personal development (3.5%),
- Being a good parent (2.9%),
- Start/run a business (2.2%),
- Better organizational skills (2.2%),
- Time management (1.5%), and
- Sell/buy a home (1.2%) (See Appendix C for verbatim comments).

The majority of respondents would most prefer to receive help from the Library on their own, with occasional assistance from Library staff (56.6%), followed by at home, using an online tool (50.2%) and by taking a class (41.4%) (Figure 15).

Figure 15: How Most Prefer to Receive Help From the Library

How would you most prefer to receive help from the Library? (CHECK ALL THAT APPLY)



Demographic Differences

Respondents aged 18-29 (81.3%) are more likely than respondents aged 30-49 (50.9%), respondents aged 50-64 (39.5%), and respondents aged 65+ (34.8%) to prefer receiving help from the Library at home, using an online tool.

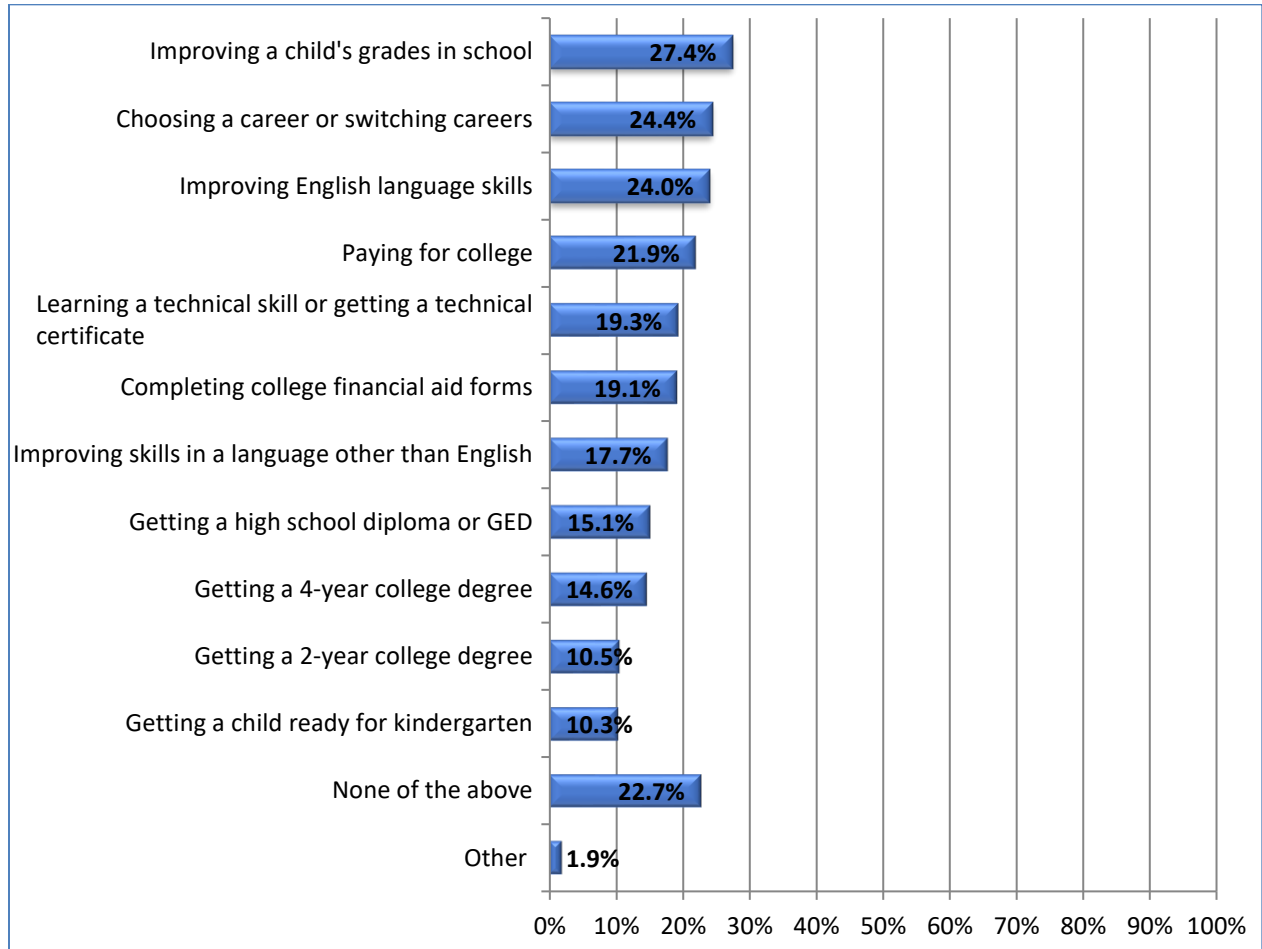
Females (54.7%) are more likely than males (31.0%) to prefer receiving help from the Library by taking a class.

Latino respondents (58.3%) are most likely to prefer receiving help from the Library by taking a class, followed by White respondents (38.2%) and then respondents of other races/ethnicities (18.6%).

More than one-fourth (27.4%) of the respondents need help with improving a child’s grades in school. More than one-fifth of respondents need help with choosing a career or switching careers (24.4%), improving English language skills (24.0%), and paying for college (21.9%) (Figure 16).

Figure 16: Educational Goals Household Members Need Help With

With which of the following educational goals do you or someone in your household need help?
(CHECK ALL THAT APPLY)



Demographic Differences

Respondents less than 50 years of age (41.3%) are more likely than respondents 50 years of age or greater (12.0%) to need help improving a child’s grades in school.

Respondents who indicate the primary language spoken in their household is a language other than English (53.7%) are more likely than respondents who indicate the primary language spoken in there household is English (3.7%) to need help improving English language skills.

Respondents with annual household incomes of less than \$50,000 (42.6%) are more likely than respondents with annual household incomes of \$50,000 or more (10.8%) to need help learning a technical skill or getting a technical certificate.

Latino respondents (49.1%) are more likely than White respondents (20.4%) and respondents of other races/ethnicities (14.3%) to need help getting a high school diploma or GED.

Next, two open-ended questions about the Village of Addison were asked. The respondents were asked what do they hope Addison will be like in five years and what unmet community needs do they think the Addison Public Library could help meet.

The respondents comment that they hope Addison will be a safe/safer place to live (17.7%), a thriving/vibrant community (14.9%), a diverse/inclusive community (13.8%), have the best library (7.2%), be a good community to live/be a community people want to move to (6.6%), and have good/better schools in five years (Table 7) (See Appendix C for verbatim comments).

Table 7: What Hope Addison Will Be Like in Five Years

What do you hope Addison will be like in five years? (MULTIPLE RESPONSES POSSIBLE)

Response	Percent
Safe/safer place to live	17.7
Thriving/vibrant community	14.9
Diverse/inclusive community	13.8
Best library	7.2
Good community to live/be a community people want to move to	6.6
Good/better schools	6.1
Better than it is now	5.0
The same as it is now	5.0
Better Park District	4.4
Friendly community	3.9
Lower taxes	3.9
Family oriented community	2.7
More/better quality services	2.7
More/better restaurants	2.7
More access to resources for those in need	2.2
More close-knit community	2.2
Peaceful/quiet community	2.2
Attractive/more attractive Village	2.2
Clean/cleaner community	2.2
More entertainment/things to do	2.2
Educated/more educated community	2.2
Have a downtown area	1.7
Higher property values	1.7
More community events	1.7

Response	Percent
More employment opportunities	1.7
Healthy community	1.1
Higher income residents	1.1
No low income housing	1.1
Other	16.0
Don't know	7.2

When asked, “What unmet community needs do you think the Addison Public Library could help meet?” the respondents comment that the Addison Public Library could help the community embrace diversity and equity (5.1%), find a place for children to hang out (5.1%), better educate children (5.1%), provide ESL classes (4.3%), and provide employment and business services (4.3%). Almost one-half of the respondents report that there are no unmet community needs (23.1%), organizations other than the Library should address the unmet needs (2.6%), the Library has already addressed the unmet needs (2.6%), or they do not know (19.7%) (Table 8) (See Appendix C for verbatim comments).

Table 8: What Unmet Community Needs Could the Library Help Meet

What unmet community needs do you think the Addison Public Library could help meet?
(MULTIPLE RESPONSES POSSIBLE)

Unmet Needs	Percent
Embrace diversity and equity	5.1
Find a place for children to hang out	5.1
Better educate children	5.1
Provide ESL classes	4.3
Provide employment and business services	4.3
Provide services for low income individuals	3.4
Address environmental sustainability	2.6
Provide technology services	2.6
Build an Art/Music Center	2.6
Provide civics education	1.7
Provide services for seniors	1.7
Provide services for immigrants	1.7
Provide coronavirus services	1.7
Other unmet needs	11.1
None	23.1

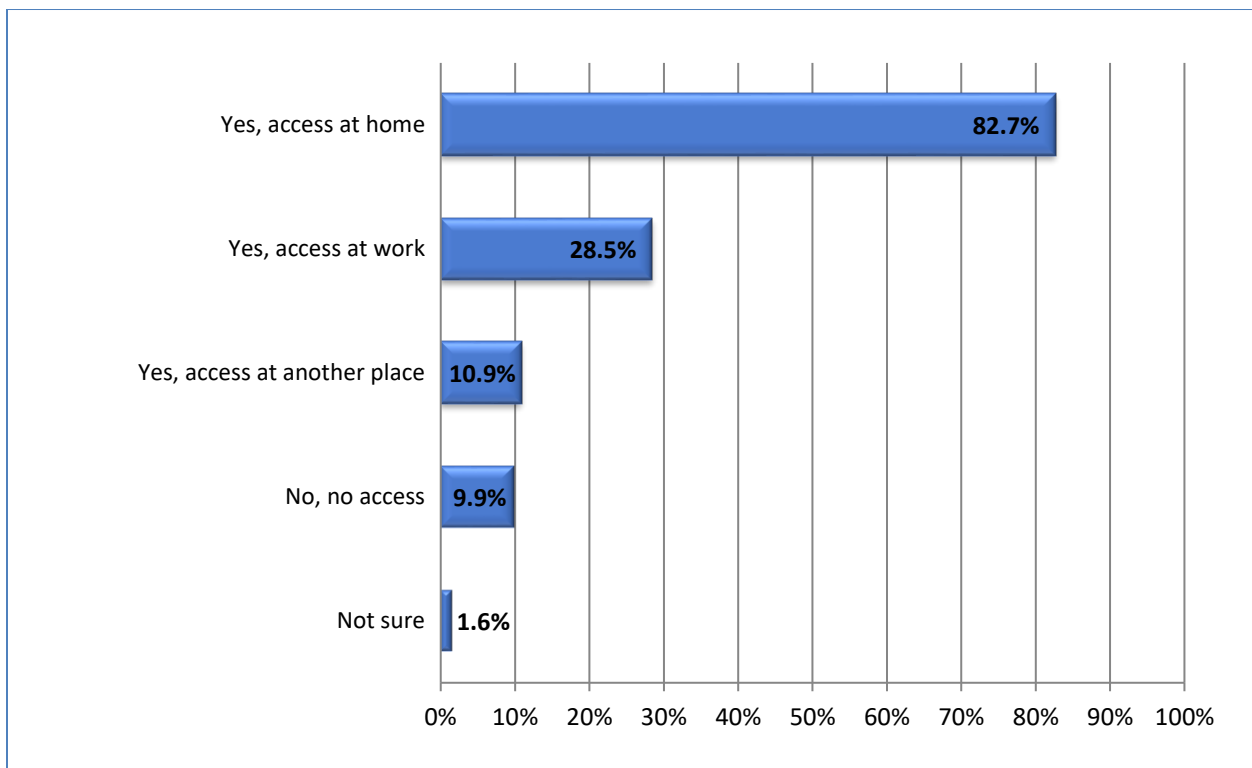
Unmet Needs	Percent
Organizations other than the Library should address unmet needs	2.6
Library has addressed the unmet needs	2.6
Don't know/unsure	19.7
Other comments	9.4

Access to High-Speed Internet

The respondents were asked about whether and at which locations they have high-speed internet access.

Almost nine out of ten (88.5%) respondents have high-speed internet access, other than access at the Addison Public Library. Most (82.7%) have high-speed internet access at home. More than one-fourth (28.5%) have high-speed internet access at work and 10.9% have access at another place (Figure 17). The most frequent other places are at school, everywhere via smartphone, at a coffee shop or a restaurant, and at a friend's or relative's home.

Figure 17: Whether and At Which Locations They Have High-Speed Internet Access
 Do you have high-speed internet access, other than access at the Addison Public Library?
 (CHECK ALL THAT APPLY)



Demographic Differences

Respondents aged 30-49 (98.3%) are most likely to have high-speed internet access, followed by respondents aged 50-64 (88.2%). Respondents aged 65+ (81.3%) and aged 18-29 (80.0%) are least likely to have high-speed internet access.

Latino respondents (84.3%) and respondents of other races/ethnicities (79.1%) are less likely than White respondents (94.2%) to have high-speed internet access.

Respondents with annual household incomes of less than \$50,000 (78.2%) are less likely than respondents with annual household incomes of \$50,000 or more (96.9%) to have high-speed internet access.

Library nonuser households (80.3%) are less likely than Library user households (90.2%) to have high-speed internet access.

Characteristics of Respondents and Their Households

The final set of questions asked about the characteristics of the respondent and their household.

The table below summarizes the characteristics of the survey respondents and their households.

Table 9: Characteristics of Respondents and Their Households

Characteristic	Percent
<u>Respondent's Gender Identity</u>	
Male	49.2
Female	49.5
Another Gender	0.0
Prefer Not to Answer	1.3
<u>Respondent's Age</u>	
18-29	22.8
30-49	33.2
50-64	21.9
65+	18.8
Prefer Not to Answer	3.2

Characteristic	Percent
<u>Respondent's Race/Ethnicity</u>	
Asian	10.1
Black	1.0
Hispanic or Latino	30.8
Native American or Alaska Native	0.1
Native Hawaiian or Pacific Islander	0.1
White	54.5
Another Race	0.1
Two or More Races	1.0
Prefer Not to Answer	2.3
<u>Respondent's Educational Attainment</u>	
Less Than a High School Degree	20.4
High School Graduate or GED	27.9
Trade School/Some College/Associate's Degree	23.7
College Graduate	15.7
Some Graduate Study, No Degree	0.8
Graduate Degree	6.8
Prefer Not to Answer	4.7
<u>Neighborhood Residence is Located</u>	
1	42.3
2	18.2
3	13.3
4	26.2
<u>Annual Household Income</u>	
Less Than \$15,000	9.4
\$15,000 to Under \$25,000	9.3
\$25,000 to Under \$35,000	6.3
\$35,000 to Under \$50,000	5.9
\$50,000 to Under \$75,000	14.5
\$75,000 to Under \$100,000	11.1
\$100,000 or More	29.9
Not Sure	4.9
Prefer Not to Answer	8.6
<u>Primary Language Spoken in Household</u>	
English	63.8
Spanish	24.2
Polish	3.6
Other	8.4
<u>Household Library User/Nonuser</u>	
User	84.7
Non-User	15.3

Conclusions and Recommendations

The respondents perceive the Addison Public Library to be important to their community and household. They believe it is especially important to the community that the Library offers books, periodicals and other materials to use, encourages school-aged children to read, and learn, and create, encourages preschool children to play, read, and learn, provides access to technology, such as computers, Wi-Fi, and devices, and provides lifelong learning opportunities. The respondents specifically see a role for the Library in assisting with educational goals and providing programs to teach digital tool use.

Overall, the majority of respondents are satisfied with the Addison Public Library. They comment that they like the books and materials, the programs and events, the customer service provided by the staff, and the facility/building. However, they do not like the noise level and the number of children in the Library after school. Most respondents believe the Library should provide a safe space for students to gather. The Library should consider increasing the number of quiet study and reading spaces and/or enclosing the teen area to address the respondents concern that the Library is too noisy. Other solutions for addressing the noise and the number of children in the Library after school should also be examined.

The majority of respondent do crafts and hobbies in their free time and are interested in attending classes and events offered by the Library. The Addison Public Library should consider providing more classes and events related to hobbies and crafts, such as painting, gardening, sewing, crocheting, and cooking.

Most respondents indicate they stream TV shows and movies through a service, as well as use other digital materials and resources. Many respondents are not aware of the digital materials and resources the Library offers and they should be communicated more widely.

Library nonuser households perceive the Library as a place for books and information. They do not see a need for the Library because they get their books from other sources and their information from the internet. They tend not to be aware of the other programs and services the Library offers. Communication to all residents about how the Library offers much more than just books and information is needed.

Appendix A: Questionnaire

COMMUNITY NEEDS ASSESSMENT SURVEY

This survey will include questions about the Addison Public Library's importance to the community, your satisfaction with library services and programs, and potential future strategic priorities.

1. Do you live in Addison?

Yes

No

Not sure

IF YOU ANSWERED "NO" OR "NOT SURE" TO QUESTION 1 PLEASE DO NOT ANSWER THE REST OF THE QUESTIONS. FOR THIS SURVEY, WE NEED TO HEAR FROM PEOPLE WHO LIVE IN ADDISON. THANK YOU FOR YOUR TIME.

I. Household Leisure Activities

First, please tell us a little about what you and your household do in your spare time.

2. During the last 12 months, have you or someone in your household...? **(CHECK ALL THAT APPLY)**

Attended live theater or a concert

Visited an art gallery or museum

Attended a sporting event

Went to the movies

Streamed TV shows and movies at home through a service like Netflix, Hulu, or Amazon Prime

Read a book, e-book or listened to an e-audiobook

How many books have you read or listened to in the last 12 months? _____

Sang or played a musical instrument

Spent time doing crafts or hobbies

Which ones? _____

Wrote for enjoyment

Worked on a political campaign

Taken classes, for instance, classes in cooking, photography, computer use
Were the classes in-person or online?

In-person

Online

Travelled for pleasure

Played board games, card games, or tabletop games

Played video games or computer games

Played a sport or attended a dance or exercise class

Participated in outdoor activities such as fishing, camping, hiking

Volunteered

Other (PLEASE SPECIFY) _____

II. Importance of the Addison Public Library

The next questions are about the your opinions of how important the Addison Public Library is to your community and you and your household.

3. How important is the Addison Public Library to **your community**?

Very important

Somewhat important

Not very important

Not at all important → Why is the Library not important? _____

Not sure

4. How important is the Addison Public Library to **you and your household**?

- Very important
- Somewhat important
- Not very important
- Not at all important
- Not sure

Why is the Library not important? _____

III. Library Use

Next, please tell us about your household's use of the Addison Public Library. Please think about everyone who lives with you when you answer these questions.

5. Does anyone in your household currently have an Addison Public Library card?

- Yes
- No
- Not sure

6. During the past 12 months, has anyone in your household visited the Addison Public Library?

- Yes **[GO TO QUESTION 8]**
- Not sure **[GO TO QUESTION 9]**
- No **[GO TO QUESTION 7]**

7. Why hasn't anyone in your household visited the Addison Public Library in the past 12 months? **(CHECK ALL THAT APPLY)**

- My household only uses e-books and other online library content
- The Library does not have materials or programs we are interested in
- Not aware of what services the Library offers
- Library hours are not convenient
- Library location is not convenient
- Transportation to the Library is challenging
- My household visits libraries other than the Addison Public Library
- Other reason (PLEASE SPECIFY) _____

GO TO QUESTION 9

8. During the past 12 months, how often have the people in your household visited the Addison Public Library?

- More than once a week
- About once a week
- Every 2 to 3 weeks
- About once a month
- A few times a year or less
- Not sure

9. During the past 12 months, has anyone in your household visited the Addison Public Library's website?

- Yes
- No
- Not sure

IF YOU ANSWERED "YES" TO QUESTION 6 OR "YES" TO QUESTION 9 THEN ANSWER QUESTIONS 10-16. OTHERWISE GO TO QUESTION 17.

10. Overall, how satisfied or dissatisfied are you with the Addison Public Library?

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied
- Not sure

Why are you dissatisfied? _____

11. How familiar are you with the special collections, programs, and services offered by the Addison Public Library?

	Very Familiar	Somewhat Familiar	Not Very Familiar	Not At All Familiar	Not Sure
Employment resources including one-on-one appointments with an employment coach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Downloading e-books and audiobooks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Streaming music, movies and TV shows	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Materials in languages other than English	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Borrowing movies, video games, music	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meeting and study rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Creative Studio, Sound Studio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Printers, scanners, fax and copy machines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public use computers and laptops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library of Things collection (items like camera, tools, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tools for research and learning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Programs for adults	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Programs for teens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Programs for children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
One-on-one appointments with staff for assistance with reading, technology, business development, research, and social service referrals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Notary services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Voter registration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Immigration services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. For which of the following do you and your household use the Addison Public Library? **(CHECK ALL THAT APPLY)**

- | | |
|--|---|
| <input type="checkbox"/> Place to meet-up with people | <input type="checkbox"/> Place for your children to play |
| <input type="checkbox"/> Place to read | <input type="checkbox"/> Use books, magazines, and other materials without taking them home |
| <input type="checkbox"/> Place to study or work by yourself | <input type="checkbox"/> Get help from staff |
| <input type="checkbox"/> Attend a program | <input type="checkbox"/> I do not come to the Library |
| <input type="checkbox"/> Use the computers, copiers, or printers | <input type="checkbox"/> Other (PLEASE SPECIFY) _____ |
| <input type="checkbox"/> Use the Wi-Fi | |
| <input type="checkbox"/> Check out materials | |

13. If you could ask the Addison Public Library to add or change one thing about each of the following, what would it be?

- Library materials (books, DVDs, etc.) _____
- Library events _____
- Library building (layout and furniture) _____

14. What services have you seen offered at other libraries that you would like the Addison Public Library to offer?

IV. Customer Service

15. In the last 12 months, have Library staff assisted you or someone in your household with ...? **(CHECK ALL THAT APPLY)**

- Checking out library materials
- Using a computer, printer, copier, scanner, or other equipment
- Finding books or other material
- Downloading e-books or other digital content
- Finding information
- Registering for a Library program
- Participating in a Library program
- Reserving a study or meeting room
- Providing a referral to another agency or community resource
- I did not receive assistance from Library staff
- Other (PLEASE SPECIFY) _____

16. How much do you agree or disagree with the following statements about the Addison Public Library staff?

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Not Sure
They are professional in their dealings with me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They are friendly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They are interested in me and my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They are knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They provide quality service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They respond in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They are approachable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

V. Library Attitudes

The next questions ask about how you and your household feel about using the library.

17. When you were growing up, do you recall anyone else in your family using public libraries, or is that something no one in your family did?

- Family used libraries
- Family did not use libraries

18. Please answer the following question to the best of your knowledge of the Addison Park Public Library. Even if you don't use the Library, please answer based on **what you know or have heard about it**.
 How much do you agree or disagree with each of the following statements? If you disagree or strongly disagree with a statement, please indicate why.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Sure
I/my household members feel welcome at the Library. Why do you disagree or strongly disagree? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I/my household members feel comfortable using the Library. Why do you disagree or strongly disagree? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library staff treat everyone fairly and equally. Why do you disagree or strongly disagree? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I/my household members know how to find books and other materials at the Library. Why do you disagree or strongly disagree? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I/my household members know how to use the services at the Library. Why do you disagree or strongly disagree? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I/my household members feel comfortable sharing information like name and address with the Library in order to get a library card. Why do you disagree or strongly disagree? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I/my household members are able to communicate with Library staff in a language we are comfortable in. Why do you disagree or strongly disagree? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I/my household members feel safe at the library. Why do you disagree or strongly disagree? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

VI. Future Focus/Priorities

19. Libraries can serve many functions in a community. The following is a list of the roles or functions the Addison Public Library might provide. For each one, please indicate if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree that this is a role or function the Addison Public Library should serve within the community.

The Addison Public Library should....?

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Not Sure
Serve as a social space where people from the community can get together	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide lifelong learning opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Encourage preschool children to play, read, and learn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Offer books, periodicals, and other materials for the community to use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide tools and resources for collaboration and creation of knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Serve as a central place for information on community organizations, services, and issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide classes and resources for job seekers and business owners	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Offer co-working space, or place to conduct business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide access to technology, such as computers, Wi-Fi, and devices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide spaces for people to collaborate on work, crafts, hobbies, or projects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Encourage school age children to read, learn, and create	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide a safe space after school for students to gather, read, and learn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide a place for civic engagement where the community can learn what is going on locally and nationally, and can hear other's views	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20. Are there any other roles or functions the Addison Public Library should provide?

21. Imagine that the Addison Public Library could provide you with any program, service, or digital resource, regardless of cost or source. If this were possible, in what sort of program, service or resource would you be interested?

22. In the future, it may be possible for the Library to expand or add new programs and services.

Below is a list of several of these possible programs and services. For each please indicate how important it is to you and your household that the Library offer the program or service.

	Very Important	Somewhat Important	Not Very Important	Not At All Important	Not Sure
Places in the community, other than the Library building, to return library materials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An expanded makerspace area with tools and equipment to make or build projects, such as 3-D printers and laser cutters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A business incubator space to support entrepreneurs and local businesses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More STEM related resources, such as information on coding, videogame development, or robotics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More programs to teach adults and children to use digital tools such as computers, smartphones, and apps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More social space for collaboration and play	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More study rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Larger meeting rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More spaces for reading or studying	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (PLEASE SPECIFY) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23. What goals in your personal life do you need help achieving?

24. How would you most prefer to receive help from the Library? **(CHECK ALL THAT APPLY)**

- By taking a class
- At home, using an online tool
- At the Library, using an online tool
- In a group or club with other people that share my interests
- With a Library staff person one-on-one
- On my own, with occasional help from Library staff
- Other (PLEASE SPECIFY) _____

25. With which of the following educational goals do you or someone in your household need help? **(CHECK ALL THAT APPLY)**

- Getting a child ready for Kindergarten
- Improving a child's grades in school
- Getting a high school diploma or GED
- Getting a 2-year college degree
- Getting a 4-year college degree
- Paying for college
- Completing college financial aid forms
- Learning a technical skill or getting a technical certificate
- Choosing a career or switching careers
- Improving English language skills
- Improving skills in a language other than English
- None of the above
- Other (PLEASE SPECIFY) _____

26. What do you hope Addison will be like in 5 years?

27. What unmet community needs do you think the Addison Public Library could help meet?

VII. Technology

We would like to know more about access to technology and information in your household.

28. Do you have high-speed internet access, other than access at the Addison Public Library? **(CHECK ALL THAT APPLY)**

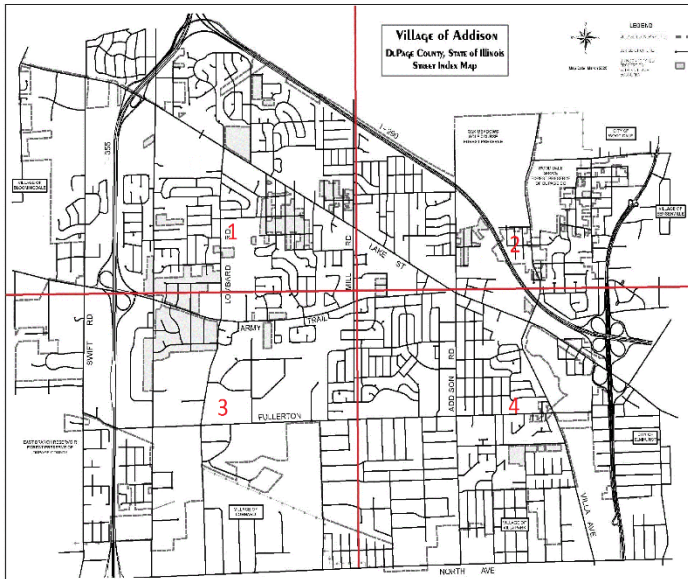
- Yes, at home
- Yes, at another place
- No
- Yes, at work
- (PLEASE SPECIFY) _____
- Not sure

VIII. Demographics

Finally, we would like to know about you and your household. The Addison Public Library works to provide services equitably in the community, and all information in this section will help us make sure our data is representative of everyone in Addison.

First, please tell us about your household.

29. Please select the number on the map that represents the neighborhood where you live.



- 1
- 2
- 3
- 4

30. What is the primary language spoken in your home? _____

31. What other languages, is any, are spoke in your home? _____

32. Please consider all sources of income, before taxes, for everyone living with you in 2019. What was your 2019 annual household income?

- | | | |
|---|--|---|
| <input type="checkbox"/> Less than \$15,000 | <input type="checkbox"/> \$35,000 to under \$50,000 | <input type="checkbox"/> \$100,000 to more |
| <input type="checkbox"/> \$15,000 to under \$25,000 | <input type="checkbox"/> \$50,000 to under \$75,000 | <input type="checkbox"/> Not sure |
| <input type="checkbox"/> \$25,000 to under \$35,000 | <input type="checkbox"/> \$75,000 to under \$100,000 | <input type="checkbox"/> Prefer not to answer |

Now, we would like to know more about you.

33. What is your gender?

- | | |
|---------------------------------|---|
| <input type="checkbox"/> Male | <input type="checkbox"/> Other (PLEASE SPECIFY) _____ |
| <input type="checkbox"/> Female | <input type="checkbox"/> Prefer not to answer |

34. What is your age?

- | | |
|--------------------------------|---|
| <input type="checkbox"/> 18-29 | <input type="checkbox"/> 65+ |
| <input type="checkbox"/> 30-49 | <input type="checkbox"/> Prefer not to answer |
| <input type="checkbox"/> 50-64 | |

35. What is the highest level of education you have completed?

- | | |
|--|--|
| <input type="checkbox"/> Less than a high school degree | <input type="checkbox"/> Some graduate study, no degree |
| <input type="checkbox"/> High school graduate or GED | <input type="checkbox"/> Graduate degree (Master's, Ph.D., MD, JD) |
| <input type="checkbox"/> Trade school, some college, or associate's degree | <input type="checkbox"/> Prefer not to answer |
| <input type="checkbox"/> College graduate | |

36. Are you...? **(CHECK ALL THAT APPLY)**

- | | |
|--|--|
| <input type="checkbox"/> Asian | <input type="checkbox"/> White |
| <input type="checkbox"/> Black | <input type="checkbox"/> Another race (PLEASE SPECIFY) _____ |
| <input type="checkbox"/> Hispanic or Latino | <input type="checkbox"/> Prefer not to answer |
| <input type="checkbox"/> Native American or Alaska Native | |
| <input type="checkbox"/> Native Hawaiian or Pacific Islander | |

Thank you for sharing your thoughts with us today.

PLEASE RETURN YOUR COMPLETED SURVEY IN THE POSTAGE-PAID ENVELOPE TO THE CENTER FOR GOVERNMENTAL STUDIES.

Appendix B: Survey Materials

Dear [FirstName] [LastName],

We would like to hear from you!

The Addison Public Library has commissioned the Center for Governmental Studies at Northern Illinois University to conduct a survey of residents. This survey will include questions about the Addison Public Library's importance to the community, your satisfaction with Library services and programs, and potential strategic priorities and objectives. The survey results will help the Library plan for the future.

We want to hear from everyone in Addison, library users and non-users alike, so even if you do not use the Library, we still want to hear from you.

Your responses will be confidential. All information you provide will be reported in summary form only, so your answers will be added to the responses of others and will not be shared individually.

On average, the survey should take about 15 minutes, although it may be longer or shorter depending on your answers.

To complete the survey please click the "Begin Survey" button below.

If you have any questions about this survey, please contact Mindy Schneiderman at the Center for Governmental Studies at Northern Illinois University at 815-753-0039.

Thank you for your participation.

Sincerely,
Mary Medjo Me Zengue
Director
Addison Public Library

[Begin Survey](#)

Please do not forward this email as its survey link is unique to you.
[Privacy](#) | [Unsubscribe](#)



June 2020

Dear Resident,

We would like to hear from you!

The Addison Public Library has commissioned the Center for Governmental Studies at Northern Illinois University to conduct a survey of residents. This survey will include questions about the Addison Public Library's importance to the community, your satisfaction with Library services and programs, and potential strategic priorities and objectives. The survey results will help the Library plan for the future.

We want to hear from everyone in Addison, library users and non-users alike, so even if you do not use the Library, we still want to hear from you.

Your responses will be confidential. All information you provide will be reported in summary form only, so your answers will be added to the responses of others and will not be shared individually.

You may complete the enclosed survey and return it to the Center for Governmental Studies in the postage-paid envelope provided or, if you prefer, you may complete the survey online at:

<https://www.research.net/r/AddisonPublicLibrarySurvey>

To access the online survey, you will need to enter your 5-digit identification number located in the top right-hand corner of this letter. On average, the survey should take about 10 minutes, although it may be longer or shorter depending on your answers. Please complete the survey before July 19, 2020.

If you have any questions about this survey, please contact Mindy Schneiderman at the Center for Governmental Studies at Northern Illinois University at 815-753-0039.

Thank you for your participation.

Sincerely,

A handwritten signature in cursive script that reads "Mary Medjo Me Zengue".

Mary Medjo Me Zengue
Director
Addison Public Library

Reminder Call Script

Answering machine message

Hi, my name is [NAME] and I am calling from NIU on behalf of the Addison Public Library. We would like to know your thoughts and opinions about the Library to help them plan for the future. Even if you do not use the Library, we would like to hear from you!

To share your thoughts, please take a few minutes to complete the online survey at <https://www.research.net/r/AddisonPublicLibrarySurvey>

On the first page of the survey, please enter the following 5-digit code (ID NUMBER).

Thanks for your time and have a great day/evening!

Phone script

Hi, my name is [NAME] and I am calling from Northern Illinois University on behalf of the Addison Public Library. **I am sure you are busy, so I will be brief.** We want to hear your opinions about the Library's value to the community, its services, and its future directions.

IF NEEDED: Even if you do not use the Library, we would like to know what you think.

The thoughts and opinions you share will help the Library plan for the future.

It takes only a few minutes to complete, and there are multiple ways to take it.

I can give you a link and code to use now, or we can send you a link through email or text.

IF THEY SAY YES:

What is the best way to contact you? OR What is your email/phone number?

LINK: <https://www.research.net/r/AddisonPublicLibrarySurvey> THEN GIVE 5-DIGIT ID

IF THEY DO NOT SAY YES IMMEDIATELY TO ONE OF THE ABOVE: If you prefer a hard copy, we can also mail you the survey.

Thank you for sharing your thoughts with the Library! Have a great day/evening!

Appendix C: Verbatim Comments

Note: Numbers in parentheses are the number of respondents who gave the response

Why hasn't anyone in your household visited the Addison Public Library in the past 12 months? Other (PLEASE SPECIFY)

No Need

Absolutely no need for it

Do not find use

I do not have any current need to go to the library.

No need (2)

No need. I have a computer at home.

Services were not needed

No Time

I work two jobs so not much time to get to the library.

Just have not had time yet

My work schedule never allowed the time to visit the library.

No time (2)

Working long hours

Get Books from Another Source

Do not read a lot of books. Buy those of interest.

I purchase my books so I get what I want when I want, and they are mine. I do not have to deal with someone's time schedule or the condition of the books.

I usually buy books or friends give them to me to read.

It is easy for us to purchase our own materials.

We read e-books or buy them on Amazon.

Use the Internet

I feel library is very important but I use the internet for pretty much everything I need.

I only used library for research, which I can get online.

No Children in Household or Children are Grown

I do not have children.

My children are in college.

Don't Read Enough

I do not read enough to use the library.

We do not read much.

Age-Related

I am 87 years old. Cannot get around well.

I am a senior citizen.

Other

I do not know what the library has and can offer.

Parking

Seeing homeless people hanging out there

Staff behavior is not friendly. Want to show lot of regulations and not provide service.

The Library is a waste of taxpayer money.

We just moved to Addison.

If you could ask the Addison Public Library to add or change one thing about the Library materials (books, DVDs, etc.) what would it be?

Add More Materials

A library can always use more books!

Add DVDs and music that adults would like. Not everyone is a brain dead millennial.

Add more musical score selections

Add more recently released children's book

Add more to health and fitness section

Add to the collection of books instead of thinking everyone likes to read on a device.

Expand material

Have more old movies available

I feel like the book buying should be more widespread, especially with children's books. My kids always want to read books and the titles are not at the library frequently.

Increase Biography selection

More availability for audiobooks to download

More books about how to do basic tasks

More books and DVDs (5)

More books and e-books

More books on CD (3)

More books on technology

More books, games, and movies

More DVDs (5)

More e-books, music, DVDs, audiobooks

More electronics to use that I do not have at home like a VHS converter or photo scanner.

More e-options

More games, music, travel books

More hobby books

More library materials

More magazines

More manga

More materials

More movies

More physical books in the library

Materials in Languages Other Than English

Addition of authentic Spanish texts

Books in Polish

I need interlibrary exchange of books in Russian.

More books in Spanish

More Hispanic movies

More movies and books in Polish language

More native Spanish kids movies

More Spanish materials

More New/Current Materials

Bigger, better selection of new books in the first floor display by the desk. Usually has the same old stuff and not the most popular or interesting novels. Good concept, but I would like a better selection of bestsellers and current "hot" titles.

Have a lot of new DVDs every week

More copies of new books

More current materials. I use Hoopla or the Schaumburg library as they offer larger and more current selections.

More new materials

More newer DVDs. Most of yours are old.

More new books.

Greater Variety of Materials

Better variety

Greater book selection

More diverse books, video games, movies

More variety of books to check out

Longer Check Out Time for Materials

Longer check out time

Longer read time for new books

Maybe renew books for a little longer

Other Additions and Changes

A way to inform which new books have arrived

Access to Hoopla

Allow more than 10 e-books per month

Being able to take out reference books

Better online research

Display the videos in a way that you can browse them quickly and not have to flip through stacks to see what is available. Display them in a way that shorter people do not have trouble seeing what is on the top shelf.

Enforce return compliance

Homework help everyday

I also wish that the library computers had other programs, such as QuickBooks, so I could do the training class without having to purchase the program.

I would prefer that fiction not be shelved by subcategory. I would like all fiction to be filed by author last name.

Increase maximum for people with special circumstances/needs

Libby

Make the online DVD feature easier to use. It is difficult to scroll through the new movies since you have to click on the arrow and start back at the beginning each time you put a DVD in your queue.

Notifications

Offer free paperback book exchange shelves

Online book pickup

Online catalog is not always up-to-date and books not on shelf when they should be according to online

Publicity

Reinstitute fines for new DVDs. The wait lists are long because there is no incentive to return them. How long does it take to watch a movie?

Return the fax machine

The shelves are low and I have to stoop over to read titles in the new book section.

We get a lot of DVDs and video games that are very scratched up and do not play well. A more detailed check when items are returned so we do not get an item home only to be disappointed it does not work.

No Additions or Changes Needed

All good (2)

Cannot think of anything I need that is not already available.

Fine as is

It is good

No change

None (10)

None that I can think of

Nothing (8)

Okay as is

Seems okay

General Comments About Materials

Good books

Great selection! Love the movies.

I like the subtitle labels re: book subjects re: use with children's books...books grouped by subject.

Music CDs are horrible

If you could ask the Addison Public Library to add or change one thing about the Library events what would it be?

Add Specific Events

Add craft programs such as crochet and knitting

Add events on travel, planned trips

Authors as guest speakers

Bring back free yoga

Bring back the yearly book sale

Computer classes

Have more interesting classes--crafts, business, cooking. The Library did one a few years ago that combined an Italian meal while learning basic Italian words that was excellent. Would like to see more like that.

How to clinics

Bring Irish dancers back. Bring free Brookfield zoo tickets back.

More art events or speakers (2)

More events like when you had Pat Hughes.

More on immigration. Also, use this as platform to fill people in on local government.

Resume help

Teaching and/or instructional workshops for all ages

Publicize Events More

Advertise them more

Have a large TV screen advertising future programs, workshops, etc.

Make it known in the township circular

Make them known

More notice for upcoming events

More notifications

More publicity (2)

Notify cardholders

Publicize events better

Send monthly email about events

Separate e-mailings, advertising

They should advertise more, to be able to reach out to a wider group of people.

More Events for Adults

Add more events for adults (7)

Have more programs for adults not just for adults with kids

More events for seniors (2)

More events for older adults like making a piece of stained glass.

More programs for adults (2)

Greater Variety of Times Events are Offered

A larger variety of times programs are offered

After 5pm

I liked receiving the library newsletters in the mail about programs and events and was disappointed that I could not attend any of them since I work full-time during the day. I feel like the kid related events are geared towards stay at home parents, so there's not a lot in the evening or if there is it is at 6 PM, which isn't feasible if you work in downtown Chicago and are commuting.

Make them available later so members with children can attend. Usually great programs run during my children pickup times, which make them impossible to attend.

More adult programs during the day for seniors (2)

More during the evening when working people can attend

More evening classes

More events in the evening

More on weekends

More times (2)

More Events for Children/Teens

Activities for teens in Polish

Every Wednesday a "show" for kids like magician or others

I would love to see more reading events for kids.

More activities for kids

More children's events

More events for K-5

More family events that involve teens

More story time options for young children

That there were more events for children

Add More Events

Add more events (6)

Other Additions/Changes

Eliminate free food at meetings and events. Use the funds on a wider selection of materials.

Have more family events (2)

More drop in events

More events offered in Spanish (2)

More events related to what I enjoy.

Study your community and see what fits best for them.

That if the quota is full, another will open. The events are very good.

Varied events for varying age groups, always a plus.

No Additions/Changes Needed

All good (2)

I cannot think of anything I need that is not already available

No change

No issue

None (6)

Nothing (11)

Seems okay

They are fine

General Comments About Events

Like library events

We always say we are going to attend, but then do not. We are a busy family, but I am impressed with the quality and variety of things I see in the newsletter - great programs for all ages.

If you could ask the Addison Public Library to add or change one thing about the Library building (layout and furniture) what would it be?

Reduce Noise Level

Keep the kids quiet! Teens are way too noisy after school

Loud teens and roughhousing is very unacceptable.

More quiet (2)

Quiet down young adults upstairs

The teen area is too loud, especially being next to computers.

Too loud with middle school children after school running around the campus being very disrespectful. It is very disappointing.

Needs Better Layout/Use of Space

Better use of space

Easily navigated layout is always appreciated.

More space in general for more rooms. The library seems more sectioned than larger. Meaning I used to go to the old library and comparing the two, it is not bigger so to speak. Definitely nicer looking but thought it was going to be larger as well.

Needs better layout (2)

Repurpose the Hive, which seems underused.

More Comfortable/Better Chairs

Beanbag chairs would be cool

Better chairs for the elderly

Comfortable chairs to sit in

More comfortable chairs to sit and read

Wish the chairs were more comfortable, for people who spend hours doing work.

Make Library More Comfortable/Cozy

A cozy area for reading

It feels too uninviting. Please make it feel more relaxed and comfortable.

More comfortable areas for reading

Make Improvements to Drive Up Book Return

Driveway to book return--I can't get my car close enough to reach it so I have to step out.

Easier drive up return

Extend the drive up drop box

More Parking

More handicap accessible parking

More parking

Parking issues are my biggest challenge, but I understand this is a Village lot.

Enclose Teen Area

Close off teen area to reduce noise

Close off the section for teens

They separated the teen area but it is still very noisy. Enclose it so the teen's volume does not bother other patrons.

Other Additions/Changes

More water faucets

More study rooms

Have an area to breastfeed babies

Children's area should be located on the second floor, for more safety

Update the play area for babies and toddlers.

Signs with some topics in aisles for times where we may not be looking for anything specific.

More places to study

Frost the glass between the meeting rooms

Furniture cleaned more often, coffee available

Probably cannot change...the many stairs to get to the second level. I am aware of the availability of the elevator.

I dislike how the books are separated in the kid's section. There are way too many sections.

Its good but the steps are hard

Move cafe to different area.

More lounge chairs with arm tables upstairs

More kid computers

Newer toys in the toy area

Put some computers downstairs so the upstairs is for adults. If an "older" child wants to checkout an adult book that is one thing. Having all the computers upstairs unavailable because kids take them all is not fair to the adults who need to use them. I stopped going to the library as often as I used to because I do not appreciate or want all the kids in the adult space. Not everyone has or wants to be around all those kids.

No Additions/Changes Needed

All good

Everything seems perfect to me.

I like it as is.

It is good

It is okay (2)

No changes

No issues

None (11)

Nothing (11)

Nothing wrong with it

Nothing. Nicely done.

Okay the way it is

Seems okay

The building is fine, I think.

Works well as is.

General Comments About Building

It is a beautiful library. (2)

The building is very well kept, clean and inviting.

Wish we spent less money on redesigning building and more on new books.

Other Comments

Have a dedicated librarian on the lookout for children who are left behind without a supervising adult. Children under a certain age should not be left by themselves. In addition, there are times when the child makes a disaster and there is no sign of the responsible adult.

Staff in lobby are not very helpful.

Try to keep kids from using the library as a hang out if they are not going to be utilizing the library in the right way.

What services have you seen offered at other libraries that you would like the Addison Public Library to offer?

Adult Craft Classes

Adult craft classes (3)

Flower arranging events

Knitting, crocheting, gift-wrapping classes

Sock gnome class

Book Clubs

Book clubs (3)

Book clubs for adults

Free Museum/Zoo Passes

Free museum passes (3)

Free museum and zoo passes

Computer Classes

Computer classes (2)

How to use Zoom, Chromebook class, Google sheets/notes class, Microsoft Teams class

More computer classes

Café/Coffee Bar

Café (2)

Coffee bar (1)

Reading/Study Clubs for Children

Reading clubs for children

Small reading group for kids like book club for kids

Study clubs for junior high and high school kids

Job Search Assistance

Maybe more job search resources and assistance

Resume help

Homework Assistance

Homework help (2)

Language Classes

English speaking classes

Onsite language classes

Things to be Check Out

Loan sewing machines

Loan tools

Other Services

Art to check out

3D printing services

Authors as guest speakers

Autism resources...books about, loan fidget objects before parent purchase, seating alternatives for attention/home study, sensory processing materials

Blood drives

Borrowing books from other libraries on exchange

Celebration of Latino traditions and customs, not only with activities but musical events with the participation of local groups.

Collections to be on showcase, Comic Con, Dinosaur relics

Cricut machine, sewing machines, digital converters

Drive up book pick up

Encouraging kids to making valentine cards for veterans

Fax

GED classes

Hoopla, being part of SWAN

I like the idea of having a therapy dog come in for children to read to. At her library, my niece could not wait to read to the therapy dog they have there - she practiced and practiced her book and I really think it helped her love reading.

I think that Itasca and Wood Dale libraries seemed to have more structured programs for kids of all ages at least when I looked on their websites for anything interesting for my now 4 1/2 year old child.

Library Audible account for cardholders

Local businesses owner speakers

More programs for adults

Movie night for adults. I cannot remember thought this was done maybe once here but could still be mixing it up with another library.

Movies in the park

Offer coding and robotics classes for children over 6 years of age. Normally these are offered only to teens. My son has a very special interest in science and I love it; however, he cannot participate in these because they are not made available to his age group.

Outdoor area with picnic tables

Outside concerts

Programs about primary health care

Reading pods/comfortable and quiet!

Science experiments with outside professionals.

Sharing books with other libraries

Sounds funny, but how about power tools? We saw this once on vacation and thought it was a great idea.

Tax preparation

Trips

Voter information about current subjects

Zoom classes or events. I have been using Arlington Heights and Schaumburg Libraries.

Zumba, yoga, cardio or any exercise classes

None

None (13)

None at this time

None that I know of

Nothing (15)

Nothing it has everything

Nothing that I know of

Don't Know/Not Sure

Can't think of any

Can't think of anything I need that isn't already available

I have no idea.

Not sure (9)

Unknown to me

Do Not Visit Other Libraries/Not Familiar with What Other Libraries Offer

I am not familiar with other libraries.

I do not tend to use other libraries

I have not been to any other library.

I have not researched other libraries

I have not visited other libraries

Normally do not frequent other libraries.

Not familiar enough with other libraries.

Only use Addison Public Library

The truth is I only use this library and it is very good.

Non-Service Related Comments

An up-to-date CD section

E-books in foreign languages

Elmhurst Library as a more extensive selection of DVDs

More books in others languages such as Japanese

More magazines--runners, film magazines

More new videos

Newspapers in other languages

General Comments

Addison has so much to offer!

All good

Better partnering

From shows to free lunch programs, the library in Addison is great.

Has it all

I am satisfied with what Addison Library offers.

I realize there is some 'maker' capabilities, but I think it is somewhat limited and poorly utilized and advertised.

I think Addison offers some great things for my children.

I use academic and research libraries that are impractical for a community library, so I feel it meets all reasonable needs.

Staff need to provide better customer service (3)

That they could send information about all the events that they have not only online but also on paper so that those of us who do not have internet access can realize what happens.

Very good selection already

Why do you disagree or strongly disagree with the statement “I/my household members feel welcome at the Library”?

Attitude toward family because we did not own a Library card

Disagree because we have never experienced egregiously rude treatment, just slightly rude

Gets a little noisy in the afternoon when schools let out. I think parents use the library as a babysitting service.

I am a disabled senior who uses a cane. I do not appreciate being gawked at by all the kids that take over the computer section. They have, or should have, their own computers!

I disagree because most of the time the front desk clerk don't even smile nor speak when my family walks into the library even when they aren't busy. Some of them have been very rude even upon checking out books.

I have not had people willing to help. One staff person acts like you are being rude asking for help.

It is a dark dirty place that no one watches there kids at so seeing that makes me upset that our tax dollars are being wasted.

No longer feel safe at the library

Past experience at Addison Public Library

Some of the staff just look at you like you do not matter or you are an inconvenience to them when you ask them a question. I have felt so bad and unwelcome asking for help or even saying hello to some of the staff. It is ridiculous.

The only time any member of our household has not felt welcome is after school when the middle school gets out and the library is packed.

Too many teens. It has been suggested to people uncomfortable with the large number that they not come when teens are present.

Wants to show only rules and regulations. Feel like staff discriminates against minorities

Why do you disagree or strongly disagree with the statement “I/my household members feel comfortable sharing information like name and address with the Library in order to get a library card”?

Do not like to

Hackers

Have to guard against giving information that can be pirated from anywhere in the world.

Private

Why do you disagree or strongly disagree with the statement "I/my household members feel safe at the Library"?

Again, with dangers from outside the library, one always, always need be cautious.

I am the wrong color

I do not like to come to the library when the after school crowd is there - sometimes I even feel uncomfortable before I walk in the door.

It is close to the police station and they have been pretty trigger happy around the us

Like I said sometimes there are rude people there but at least the police station is close.

No longer feel safe at the library

Only when students get out of hand after the middle school is dismissed and students come to the library has there been a problem.

Parents use the library as a babysitter. When the kids get off school, they congregate at the library. Especially by the outside door. Middle school kids should know manners by that age. I should not be afraid to enter or leave the library because the doors are blocked by so many kids. I use a cane! I shouldn't have to dodge the kids.

Sometimes the people (kids) that hang outside can be very intimidating. Loud and rude. No need to have all those kids just hanging out for no good reason. Makes the neighborhood look bad.

Sometimes there are a lot of kids, very loud.

There is not any guard or police officer assuring safety inside of the library that I notice.

Why do you disagree or strongly disagree with the statement “I/my household members feel comfortable using the Library”?

Feels like not get humiliated again.

I do not go to the library to be surrounded by kids. Keep them in their “own” section

I like my own distance and schedule

If your child is getting antsy and loud, you feel like you are disrupting others if you are trying to leave and the child is not cooperating, etc. Therefore, a separate space for kids would be ideal.

It just does not feel as warm and welcoming as it once did.

No longer feel safe at the library

The only time any member of our household has not felt comfortable is after school when the middle school gets out and the library is packed.

There sometimes seems to be loud people or children who take over and my child doesn't feel welcome or at place

Too many reports of kids congregating in and around library

Why do you disagree or strongly disagree with the statement “I/my household members are able to communicate with Library staff in a language we are comfortable in”?

Because when there is not enough staff available who speak Spanish, one cannot communicate.

Sometimes there are not many people who can help you with the language. I would like you to see that there is always a staff person who speaks Spanish even if we have to wait our turn to get help.

We have noticed a diminishing number of bilingual personnel working at this library. Before, there were amazing programs in Spanish and now, not many especially when there is a significant number of Spanish speaking individuals in the Addison community. I would love to see more vested interest in developing more programs and bringing in bilingual speaking librarians to meet our cultural environment. The Addison Library is lacking that special spark that existed at one point. We want better programs with dedicated individuals that love to teach and make learning much more enjoyable.

Why do you disagree or strongly disagree with the statement “The Library staff treat everyone fairly and equally”?

A couple of times I needed to speak to someone and I felt like I was getting the third degree.

Feels like we are illiterate

I notice how certain workers engage with patrons and how they treat other patrons. I hate to say it, but I feel that some of them have a hard time dealing with different cultures.

I am a disabled senior. Excuse me for having to ask how to use the computers. I thought that was their job. I got “looks” from the staff member I asked to help me.

Not sure, how to say it without being blunt, but personality of some staff fluctuates on a day-by-day basis, not sure what mood they are in on different days!

Overall, they are nice, but when the grade school kids get out and come to the library some of the librarians become a little abrasive. They need to relax with the adults. I am there with my 5 year old, not bothering anyone.

Preference given to teens, run the library in the afternoons due to the influx of volume.

Sometimes the front desk staff is rude. They can definitely be more friendlier not very approachable

There are a few individuals that should not work at a community library. Their personality is not equipped for this type of setting. Allow me to explain, these individuals make it difficult for one to approach them. They are simply not right for this setting. Normally you should have friendly, dedicated staff that is approachable and easy to deal with. If they do not like the setting, they should find a different job where they do not interact with individuals or ethnic groups.

They act as if they woke up with something stuck up their ***.

They expect the people using the computers to be quiet, while the teenagers are loud and the workers hold conversations in a normal voice at their desks. Very annoying.

They seem to have their favorites on who they are friendly and welcoming to and who they are not. I see staff friendly to each other but I ask for help and the faces turn flat and I am made to feel like I am a bother.

Why do you disagree or strongly disagree with the statement "I/ my household members know how to find books and other materials at the Library"?

Do not know the layout. Would ask for assistance.

Haven't checked out materials in a long time

Have not visited library since construction--12-year resident.

I miss Dewey's decimal

I am not sure how the system works

So much has changed technologically and organizationally, so as a college educated person I would have to re-acclimate myself with how it works now without the card catalogs, etc... The last time that I used a library for my own checking out of books purposes was back in college and although they had a lot of computerized resources, I'm sure it as changed further since then with different systems, etc. Older family members of mine with limited education would definitely need assistance to find something or check out a book.

Some of the markings make it hard to find books (like the teen summer reading books are in a different area then the normal shelf)

Staff does not show any guidance

The internet is much easier

Too many books, too many aisles, too many subjects--it is difficult to know where everything is unless you have assistance, signs do not mean anything.

We are never there, so we are not familiar with layout.

Why do you disagree or strongly disagree with the statement "I/ my household members know how to use the services at the Library"?

Do not know how to use some technical things because I never have.

Haven't been there

Have not used the library aside from study rooms or bringing kids to play in a long time.

I do not know all of the services offered at the library.

I do not know how to use everything there is, I always look for help from someone who speaks Spanish and sometimes there are hardly any staff who speak Spanish.

I do not know how to use the library.

I know the library offers much more than we take advantage of and that is on us - we just have not taken the time to learn about other services.

I think some of the non-book extras seem less well known/accessible, particularly in the evenings when we tend to come.

I was unaware of half of the things available that you mentioned earlier. I certainly would not know where they are located or how to use them.

If not sure, always can ask.

I am not up-to-date on what services the library provides or who to ask about them.

My parents are immigrants and have limited education, so although they brought us to the library as children and we had our library cards and checked out books, etc., they did not really use it for themselves that much besides making copies, which could have maybe helped out their circumstances. I do credit it to my written language skills since I was always an avid summer reader and of course being able to receive a quality Addison public schools education also helped tremendously.

Never in library

No support. No mail instruction. No online instruction.

Signs should be posted on what is available and how to use.

Some of the services we do not use. If we needed information on how, though, the staff are always helpful.

Things have changed in the last 20 years. It is difficult to know how to use the library services.

They are not interested

Things seem off limits and I'm not sure how to access, like study rooms and creation rooms.

This survey educated me about services available. These could be printed in a list in the newsletter to remind community.

We do not go

We do not use it, so we would not know what services are offered.

Are there any other roles or functions the Addison Public Library should provide?

Provide Programs/Events for Seniors

Activities for seniors

Events for seniors. Everyone needs a social circle - why not start with the library?

Free assistance to learn the basics of surfing and searching the internet especially for elderly that are not very knowledgeable in technology.

Help the elderly fill their time

I strongly feel the library should have community projects and games for elderly

Movies in Spanish for seniors--huge community

Senior assistance

Senior social gathering activities

Provide Programs/Services for Individuals with Special Needs/Different Abilities

Assistance for mentally challenged

Focus on special needs children and adults. Programs for those with disabilities or different abilities.

I would like help with homework for children who are slower to learn

Support groups for individuals with disabilities

Provide Services for Low-Income Individuals

Assistance for those in need

I do not know if access to a computer and internet access is being offered but it would be nice to have that for the community, especially for households that do not have and can't afford a computer and online subscription.

Provide food/meal programs to all age groups. Clothing drives etc.

Other Roles or Functions

A brand new venue for live indoor concerts and mini-theater.

A nursing room.

Blood drive services

Business training

Daily homework help

Do a plant sale. Have a crafter evening where crafters can display their works.

Encourage and support clubs.

Fenced in outdoor playground for big and little kids would be nice

Help people with their reading skills

Help teach new technology, teach how to use Google

Legal help

Proctoring

Promote better reading skills

Recycling fairs

Resume help

Support for undocumented families

Teach English to non-English speakers by teachers that have the training to teach.

None

I cannot think of any.

I cannot think of anything that is not already available.

No (21)

No, not really

No. Libraries have specific responsibilities.

No. they are already doing a lot for the community.

None that I can think of

Nope you got all bases covered

Not that I can think of (3)

Nothing comes to mind

There is everything. I do not think so.

They already provide it

Don't Know/Not Sure

Do not know. Have not been there.

I do not know (2)

Not Sure (6)

Other Comments

Allow elected officials for town halls

Develop more programs that engage a larger audience with cultural programs. The community would love to see more enriched programs.

Free hot tea. Occasionally provide free snacks for kids to encourage them to be better with their manners. Spanish-speaking staff.

Genuine hospitality

I believe that everything that has to do with the community is very important to work together as a team.

I feel that the library is becoming obsolete.

I feel they offer a lot already.

I think they have a lot of good things to offer

I think you guys got everything of what the community needs!

I would love to see more programs for kids in the evening, so that you can participate without having to take a day off from work or at least on some Saturdays perhaps.

I'm just not sure that the after school space should serve as a babysitting service

Libraries have taken the role of babysitters, after school day care, technology hubs, and free bathroom facilities for homeless. Libraries should go back to basics.

Lower taxes

Need to return fax service

Of course, the library system should provide access to free internet for those people who do not have their own; but I am sure you already provide this service.

Perhaps not so many communities need their own library. Lessen tax burden, space and services get more use.

Pleased the way it is

Send mail or email making us aware of the services available and provide updates on new books available. If they are available, I am not aware of it, advertise their services. Most people living in Village are aware of library, but not aware of their services.

Students who come to the library should respect others who are there. Talking, fooling around, and playing games should not be allowed in the library. I have noticed this a lot, and it should be rectified immediately.

There are other libraries that give passes to go to the Brookfield zoo for a family and they rotate it so that families who cannot contribute for these diversions can take their children.

You are all great

Imagine that the Addison Public Library could provide you with any program, service, or digital resource, regardless of cost or source. If this were possible, in what sort of program, service or resource would you be interested?

Craft/Hobby Classes

Anything that has to do with gardening

Art or DIY tutorials

Arts, painting classes

Cooking classes

Cooking or art classes

Craft classes

Craft classes--crochet, knitting, gift wrapping

Craft classes such as fairy gardens, Bonsai, etc.

Daily exercise groups

Drawing, photography classes

Gardening programs

Hobby classes

I would like classes on using programs for video editing or art.

More hands on activities, such as sewing

Photography classes

Sewing classes

Sharing experience of individual hobbies

Writing classes

Yoga classes

Computer Software Classes

Certain computer software classes

Class on how to use Excel (2)

Computer software instruction (4)

How to set up Zoom. How to FaceTime.

I do not know if they offer this there but perhaps classes on using some software, such as Excel or QuickBooks.

Learning programs on computer

Microsoft Word classes (2)

QuickBooks class

Webinars on computer software trainings-- Excel, PowerPoint, etc.

Technology Classes

Classes on how to use your iPhone and how to use your computer, Mac or PC

Computer technology classes (3)

Current technologies

Help in learning basic computers

How to use computer and android phone

I am actually interested in basic technology classes like computer usage and/or iPhone/tablet usage for my mother.

Keyboarding

Language Learning Classes

English classes (3)

Help in learning English

I think something that educates us like English classes

Learning a new language

Learning a new language, which would help me since my environment has changed in a good way

Learning other languages

More Materials (Both Digital and Non-digital)

A larger book collection

As an older person, I think that access to audiobooks is probably important because I may not have the patience to read an entire book.

Better availability of more current books and DVDs

Kindle book downloads

More audiobooks

Online reading (e-books)

3D Printing

3D printer lab

3D printers

3D printing

3D printing and classes

Making 3D objects and someone to teach it

Virtual reality (VR) maybe 3D printing

Programs for Seniors

I see the library as a good resource for elderly individuals to have training or assistance in surfing the internet, government sites, social media and email. A simple and easy tutorial for these sites would be nice if it is still not being offered.

More senior only programs

Programs for older adults about part time work opportunities

Programs for seniors only

Programs for seniors to keep them busy

Senior programs. Navigating retirement.

Programs for Children

Art or music programs for children

Programs for children

Robotics and coding classes for smaller kids

Teach children chess

Financial Assistance Services/Classes

Assist with doing taxes

Filling out tax forms

I would be interested in how to deal with my money. A program that helps you with that.

Wills and trusts and financial planning, informal and instruction

Employment Services

Job fair

Job information

Resume help

Resume help, job search assistance

Health/Mental Health Programs

Clean eating program

Mental health programs

Seminars about health and fitness

Some health programs

Guest Speakers

Author visits

Bring small medium enterprises/businesses to talk about a day at work to open opportunities to adults and children on different professions.

Guest speakers

Political personnel presenting their work/achievements/issues/plans, so that we all can be aware of who is running our Village.

Music Lessons

Musical instrument lessons

Musical instruments, specifically learning how to play.

Piano lessons

Piano or violin lessons would be incredible.

Certification/Continuing Education Programs/Materials

Certificate programs, e.g., sanitation license

Cyber security training for the purpose of certification

Free ASE (National Institute for Automotive Service Excellence) testing guides

Illinois Institute of Continuing Legal Education resources

Programs for Special Needs Individuals

Programs with focus to special needs

Toddler, children, and adult autism programs coordinated with the Special Recreation Services with loan materials available for families.

Programs/Services for Low Income Individuals

Classes on housing, financial assistance, etc. for low-income individuals

I see the library as a good resource for underprivileged individuals to have training or assistance in using government sites. A simple and easy tutorial for these sites.

Citizenship Classes

Citizenship classes (2)

Legal Services

Legal assistance

Legal help

Entertainment/Musical/Theatrical Programs

A brand new, state of the art performance hall for indoor, year round music concerts and theatrical performances.

Entertainment programs

Genealogy Services

Genealogy information

Genealogy search

Music Center

Expanded music center

Music room, instruments

Equipment to Digitize VHS Tapes/Photographs

Conversion of analog to digital for all size 'tapes' i.e. 35mm

I would love to convert my old photos and VHS tapes to digital.

Downloading TV Shows/Movies

Access to Hoopla

TV streaming services

Online Services/Classes

Online classes

Online services would be best

Other Program, Service or Resource

A place to do crafts would be nice with clay and painting supplies for adults

Access to all major news publications

Anything that has to do with parenting

Book clubs for specific subjects such as mystery, crime, self-help instead of a single chosen book.

Borrowing out game consoles

Camp or field trips

Childcare

Classes on web design

Community resources information

Current scholarship applications

Edx.org classes with physical group tutoring

Family counseling, family group meetings, how to communicate within your family, family challenges

Fax

Free access online to any new book on the NY Times list

Have a dedicated group to encourage the creation, upkeep and support of clubs.

Help us find the kind of books we are looking for.

How about having access to support groups.

I think we used to have Lynda, and it does not seem to have migrated to LinkedIn Learning. Other big online resources like that are awesome.

I would say devote an entire floor or space to a children's library and play area. The play area didn't have a lot to choose from and although it's not a play place if there was more space devoted to it then there would be more room and there wouldn't be book shelves right next door to some of them since they run along the windows.

Learning about how to have a zero/low waste lifestyle

More technology

Movie discussions

Organized information on voluntary service opportunities locally

Recording studio

Remote access to computer programs such as Photoshop, Excel, and Word

Science 101 for parents/kids.

Soundproof/resistant windows on the second floor study rooms

Teaching for mothers who wish to teach their children outside of school hours.

Tutorials

Tutoring

Virtual reality game rooms

None/Nothing

Already meets my needs

I have no time to use such offers.

No need. They are doing enough.

None (17)

None at this time (3)

Not interested (3)

Not necessary

Don't Know/Not Sure

I cannot think of anything. (2)

I do not know (2)

Not sure (13)

Other Comments

Anything to not raise our taxes

As a taxpayer, I am concerned with costs!

Be magnificent

I am happy with books.

Wow, great question. Our needs are pretty basic and we're happy being able to get books. I guess as a resident, I think the issue of students after school is the biggest one that challenges the library, so if cost is no consideration it would be nice to give them more room to serve students as they are trying to do and leave plenty of space left for others to use the library without disruption.

What goals in your personal life do you need help achieving?

Learn Computer/Technology Skills

Computer use (2)

Help with Excel

I would like to get a new job. I need certain computer skills to get the job I would like.

Keeping current skills updated, i.e. Word, Excel, QuickBooks

Learn how to use Excel and access

Learning computer software

Learning computers and phone

Learning more technology and programs

More computer technology knowledge

Taking technology courses as an adult (such as robotics/video game development)

Find a Job/Career

Finding a career

Finding a new job (2)

Getting a full time job that I will enjoy

Have a better job

How to prepare an effective resume.

I think that career/job services are always helpful because you never know when you may need them.

Job seeking (2)

Resume writing (2)

Financial Security

Advice on how to invest money

Better money management in retirement

Education of financial services

Financial security

Financial security in retirement

I would really want to learn how to invest my money.

Investment counseling

My family and I are financially comfortable not only in their future but for when I become too difficult to take care of.

Possibly investing and saving money

Save money

Educational Goals

Applying to university (2)

Achieving CISSP certification

Educating myself to achieve excellence in my work and for my family

Going back to school

Learning new things

Lifelong learning

Obtaining custom specialist certification

Taking courses to become a real estate investor

Learn a Language

For me it is to be able to master the English language. It is a good help not only for me but also for many people who want to improve themselves.

I would love to learn more foreign languages

Learn English

Learn English but from the start

Learn Spanish

Learning a new language

Learning a second language

Learning more Spanish (writing)

Learning new languages

Retirement

Retirement (4)

Retirement planning

Retiring (2)

To help retired residents

Career Development

Career building

Career development (3)

Prepare myself for a better professional future

Read More

Enjoy reading. Would like to do more.

I like history books and I like to read them all.

I read some - but I would like to read more, have someone to discuss the book with.

Read more books

Reading more

Have a Healthy Lifestyle

Being healthy (2)

Fitness

Healthy living, habits, cooking

I need more daily physical activity - most of my time is spent doing sedentary activities

Weight Loss

Losing weight

Weight loss (3)

Weight management

Personal Development

Be a more productive retiree

Being more successful

I am working on that myself.

Personal development

Self-adjusting

Be a Good Parent

Being a good mother

Being the best father, I can be

Being the best mom, I can be

Programs for single parents and/or co-parents could be helpful since that seems to be left out of some pre-school environments, etc.

Start/Run a Business

Advancing my knowledge in running a business from a corporate level with tools in accounting, marketing and management.

Starting a new business

Starting my own business

Better Organizational Skills

Organization

Organization skills (2)

Time Management

Time management

Using time wisely

Sell/Buy a House

Buying a house

Selling and buying a home

Other Goals

Be a citizen

Be a wise person

Being more involved in local and national government

Bringing as much experiences for my second grader that I can to help his brain be as strong as it can be. Offer him as many experiences as we can offer to help him be successful in school and in life.

Educating and entertaining my children

Gain additional resources to help other human beings who are sadly stifled in poverty, help the innocent who have been wrongly convicted and are facing prison time due to American inequities along with their lack of resources for proper lawyers to seek proper justice.

I am handicapped and in a wheelchair and I would like to walk again.

I would like to make new friends

I would like to learn to be more crafty. Learn to do something for fun.

Just to be doing something every day

Keep my current job until my plans for retirement in 3-5 years.

Learn a trade

Life/work balance

Masters competition

Overcoming fears

Understanding and learning a sewing machine. Ability to sew well.

Writing a book

None

None (23)

I am retired. My goals have been met.

None at this time (2)

Nothing I can think of. Our kids are grown and we are close to retirement and just enjoying life. Reading for leisure is a hobby for my wife and I and the library supports that. We bring our grandchildren in the summer and they enjoy the library.

Don'tKnow/Not Sure

Can't think of anything right now

I cannot think of any.

Other Comments

Benefit from all services

Everyone learns and functions at their own pace with their own strategies to accommodate their learning and work success.

I have reached my goals. I just want to be useful.

Information on Medicare and supplements

It necessary to remain relevant so any service that helps me do that is a plus. I have not been in the he library in years I guess it is time to reconnect to a valuable service

It is too late to think about any goals. Peace of mind is the most important thing.

More access to books including internationally published

Never too old to learn and adjust to society and what is happening in the world.

Place to seek and find research assistance

Resources

Somewhere to paint and do more art

The love of God, we all have fallen short.

What do you hope Addison will be like in 5 years?

Safe/Safer Place to Live

A bit safer

A safe community (3)

A safe community where the younger generation has grown to be better and successful than the current generation.

A safe place to live (5)

A very safe community

Better caliber of people and no crime. Insurance rates are high here because of this. A safe area is needed.

Hopefully safer

I hope all the Addison government bodies continue to work together to keep Addison a good safe community.

I hope it continues to be a safe.

I hope no burglaries.

I would like to live in an area where everyone feels safe and secure.

Less crime (2)

No crime

Remaining a safe village

Safe (7)

Safe environment

Safe place for everybody

Safer (2)

Thriving/Vibrant Community

A booming community that has a lot to offer its residents.

A prosperous city

A thriving community (4)

A vibrant community (2)

Continue being the thriving community it is.

Continued growth

Full of businesses, prosperous

Growing businesses

I hope Addison will be a thriving community that continues to provide support to its community members.

More businesses

More prosperous (2)

More robust, with more businesses

More shops

More small business owners

More small local shops

More stable

Stronger businesses by Marcus Theatre

Thriving (3)

Thriving business

Vibrant and growing

Diverse/Inclusive Community

More diverse and inclusive

A community that is inclusive

A community that is more accepting of everybody regardless of income.

A culturally diverse community where people feel safe and welcome.

A diverse community that is supportive of others

Accepting and celebrating its diversity with cultural programs, etc.

Citizens respectful of neighbors

Community that is respectful of others.

Continuing to be a place of diversity that helps when needed.

Diverse city

Diverse community (2)

Full of kind, open-minded human beings

I do not know. I do not even know if I will be in Addison in 5 years. I hope everybody is nice to each other and everybody can get along.

I hope we are more inclusive and accepting of others.

More diverse

More peace and equality

More respect for others

Multicultural

Offers kindness to all who live/wander through our village

Remain a diverse village (2)

Residents are kind and accepting

That we are a strong community filled with kindness

Welcoming and diverse

Best Library

Best library I have ever been to. Very supporting.

A beautiful, state of the art, concert and theater hall would bring us into compliance with modern libraries, some with many, many live performances.

Have a strong library

Have technology that meets the demands of this changing world. Develop programs that are enriching and help improve the community.

I hope that there are more programs to benefit community.

Larger and better library

Library enhancements

Library should continue contributing to the growth and learning of our young children.

More kids programs

More technology (2)

Providing meaningful services to the public. A lot of material not being used.

Should not be a hangout for teens that are not respecting the library. This makes me not want to go there.

A Good Community to Live/A Community Where People Want to Move to

A community that people would like to move to with the current stigmas removed.

A community people want to live in, like Elmhurst, Downers Grove, Wheaton.

A town that young family's look to move to and have programs, resources, and schools that draw in new residents and make us proud.

Awesome community to live

Good community to live (4)

Great place to live

One of the best suburbs to live

Still being an amazing community to live in

Very good community to live

Good/Better Schools

Better schools (4)

A stronger rated education system for community children

Better education system

Continued improvements to schools

Good education facilities

Higher reputation of high school

Quality schools

Staying a class 1 community for education

Better Than It Is Now

Better than it is now (4)

Better

Better place to live (2)

Better than it is now.

I hope it is better.

The Same As It Is Now

The same (3)

As good as it is now

As it is now

I moved here from Cook County and appreciate the slower pace although it is not that much different. I just hope it does not change too much. I like it the way it is.

The same as it is now (2)

Unchanged

Better Park District

Continued improvements to Park District.

Better aquatic center

Better parks and programs

Have more programs available both sports/pool/educational activities

I would love to see the Park District expand and open up the outdoor pool again. The land where Driscoll Catholic High School was located was open land for Addison Trail High School and now it has been sold and they are developing homes, so I feel like those profits should go back to the community and really develop more Park District outdoor activities, which could have been easily developed on that land. Quite honestly, I will be buying a home soon and will not be buying in Addison due to the lack of Park District facilities for my child. An indoor pool is not the same in the summer.

Increased places for kids to play outdoors.

Keeping nature areas, too bad we cannot have the outdoor pool

To have community amenities that smaller neighboring towns have; such as a community pool

Friendly Community

A friendly community (2)

A friendly place to live.

Friendlier

Friendly place for everyone

Friendly place for everyone

Still a friendly village

Lower Taxes

Have lower taxes (5)

Business friendly community with lowest tax burden in DuPage.

Ensure tax burden is less re: community services and building usage.

Family Oriented Community

A family centered town with places that teens can hang out and be safe

A wonderful family community with lots going on for kids to do.

Family friendly (2)

Much more family oriented with a proper downtown

More/Better Quality Services

Solid services

Apart from the library, most of Addison provides minimum quality services

Good quality services

I hope that it will maintain the facilities and services that they currently have and possibly with more additions.

I would hope Addison would provide more services to the community.

More/Better Restaurants

Better restaurants

More food choices other than Italian and Mexican

More restaurants (3)

More Access to Resources for Those in Need

A community that provides/helps provide people with needs

I hope it has more help for adults

More access and support to resources for those in our community who need it.

Supporting residents in need

More Close-Knit Community

A better "melting pot" of residents. More engaged together as a community.

A tight knit community

Community where we can all get a long and love each other.

More community togetherness

Peaceful/Quiet Community

I want Addison to be a peaceful community

Peaceful

Quiet and peaceful (2)

Attractive/More Attractive Village

A beautiful city

An attractive place to live

Modern, improving physical look from 1950's to 2025

There is no beauty in Addison

Clean/Cleaner Village

A very clean city

A cleaner town

Clean and respectable

Less litter

More Entertainment/Fun Things to Do

More entertainment options

More entertainment (2)

More fun things to do

Educated/More Educated Community

Educated place to live

I hope it will be an educated community

More educated

Much more educated, this is the dumbest suburb around. When you lead DuPage County in coronavirus cases with 1,123, you have a serious problem. Why doesn't the Library start a campaign and post how to where a mask. 90% of the people I see in Addison have a mask below their nose.

Have a Downtown Area

Need more of a central town/business section

Downtown area where you can walk around from store to store like other towns

Need a downtown area

Higher Property Values

Higher property values (2)

Higher home values

More Community Events

More community events

More community activities (2)

More Employment Opportunities

More employers

Low unemployment

More employment opportunities

Healthy Community

Healthy community (2)

Higher Income Residents

Higher income residents

People are not poor

No Low Income Housing

No Section 8 housing

No apartments that are projects

Other

An English speaking community. Not a Hispanic community.

A more upscale place to live with nicer buildings

A place known for creating art and music.

A progressive community with many options available to all the residents

Better public transportation for residents to get to train, grocery, and church.

Economically sound, with a community activity center (not the library) to assist the underserved population, especially teens since there is nothing for them to do.

Futuristic

I do not think the Library should be used as a community center.

I hope for more community participation in civic events.

I see myself leaving Addison as I am not feeling comfortable living here anymore. I am guessing Addison will open 5 to 10 more taco places and property taxes will be at \$20,000 for a typical house.

I would love to see the Town Center that Addison had planned years ago.

It is an ethnic changing town and a lot can happen in the next 5 years.

Less apartments, more open spaces, more businesses-light manufacturing

Less blighted housing

Less expensive

Less families living in one residential home

Less minorities

Less pandering to politics and minority groups just to say they are "diverse."

Maybe more like Elmhurst. Addison has made many improvements over the past decade so I would like that to continue.

More focused on water erosion

More organized and more transparent.

One basic language - English

Small, not overcrowded city

Teaching our children values so that in 5 years Addison will be better.

That we are proactive vs. reactive to all of our village's needs, whether it be streets, business, safety and security or parks and recreation.

To look more and feel more like it did in the 70s when we settled here.

We love the library and I am impressed with all the services available.

We raised our children here and hope that young families will find the same amenities we did to make this an attractive community for families good schools, a good library and park district, low-crime, affordable housing, and thriving businesses. We may end up moving out of state when we retire, to be close to our children, but will always care about and hope for good things for Addison.

Would be better town with a lot of new construction, moving lot of people in town. Hispanics area may proliferate.

Don't Know/Not Sure

Not sure (7)

Do not know (2)

Hard to say

I will be out of here, so I do not know.

I am not sure

Not sure. Lived in the community almost 40 years and it has improved.

What unmet community needs do you think the Addison Public Library could help meet?

Embrace Diversity and Inclusion

Bridging gaps in understanding and empathy between different groups (most notably, differing political beliefs).

Compassion, understanding and accommodating of different cultures.

Friendliness and warmth

I do not think the Village has done enough to embrace diversity. I would like to see better representation in leadership positions to make people feel more welcome. The library and schools have done better and so I think more outreach to immigrant populations is important. Everyone should be welcome at the library and throughout the community.

More discussion on an ever-changing community, more understanding of others

Togetherness

Find a Place for Children to Hang Out

Boys and girl club

A place for kids after school. Too many outside the Library.

Find a different place for teens to hang out if they are not going to use the library properly.

Support for lower income children while maintaining a comfortable and safe environment for all Addison residents. The kids need a safe place, but they need to be managed so not to disturb or harass library patrons.

The after school issue. We as a community need to figure this out and the library has been leading the way, but maybe they should form partnerships with the Village, or Park District, to make things easier.

We need a community center for the kids to hang at... but not interrupt the flow and calmness of the library.

Better Educate Children

Daily homework help (2)

Education to children for life lessons.

Provide more mentors/time for kids that need assistance in school.

Tutoring/extra school help

With children who need to learn

Provide ESL Classes

English as a second language (5)

Provide Employment and Business Services

Career planning for adults

Career planning for young people

Local business help

More classes to help recent high school graduates or people returning to the workplace after a long time off.

Unemployment services

Provide Services for Low Income Individuals

Food, clothing drives.

Help when they give the lunches to children during summer vacation.

Helping the disadvantaged improve their life

To reach out to children and youth in poorer communities

Address Environmental Sustainability

A focus on open lands and the environment

Flood control projects

Run programs to have a recycling center and perhaps keeping our environment cleaner.

Provide Technology Services

Technology help training

iMac learning

Technology resources

Build an Art/Music Center

A modern, state of the art music and theater performance hall.

Art center for adults to come and learn.

I would love a place for adults to come and learn instruments.

Provide Civics Education

Educating people on their local government and rights, which should lead to education of national government.

Teaching civics

Provide Services for Seniors

Senior activities

Senior functions

Provide Service for Immigrants

Immigration help

Probably more immigrant services to the community although I am not really familiar with what's currently being offered.

Provide Coronavirus Education/Support

Providing support during the pandemic. We need to continue to be supporting students and families that depended on the library.

Teaching the community about coronavirus and how to properly wear a mask.

Other Unmet Needs

Helping people achieve citizenship

A place to leave complaints and suggestions

A place where the community can get together and socialize with different social events

Basic financial budgeting

Better resources for connecting moms and their families

Co-working spaces

Events

I think the future will hold all kinds of online education so it is probably a good idea to get in a position to aid the new forms of education that are in the near future.

Nutritional education

Opening early for kids in middle school and for adults program before the young kids come in.

Provide counseling help

Safety

Young adult activities

None

None (25)

None. I am happy with what it is now.

None. I think you guys are perfect and you are doing a very good job for this community.

Organizations Other Than the Library Should Address Unmet Needs

The library does a good job! The community needs are mostly Park District deficits and unfortunately, the library cannot help with that!

Library needs to leave the social services to the county and state and concentrate on being an informational portal and learning.

Not on the library. The Village and school system needs to make changes.

Library Has Addressed Unmet Needs

I am not aware of community needs besides the ones Addison Public Library has met.

I feel the library is meeting all community needs for a library at present.

I think the Library is already filling many gaps by providing services that have been needed in the past.

Don't Know/Not Sure

Do not know (7)

Cannot think of any.

Can't think of anything at this time (2)

I am not too familiar how they could assist

I do not know at this time because I have not been in the library in the last 10 years.

Not sure (8)

Not sure. Many needs and services it is hard to mention just one.

Nothing comes to mind at this time

Unsure

Other Comments

Your survey leads me to believe you are looking for ways to expand out of your traditional role and that will cost additional money.

As you have reached out me, Addison Public Library has never reached out me. Has never offered services. I may go to library on my own (8 years ago). Community needs a lot of awareness of library services. There should be a newsletter or e-newsletter etc.

I think the library is in a great position to help all people in the community. The location makes it ideal for meetings and group get togethers. As I mentioned earlier, I believe some type of support dog would help children want to become more active readers.

Inform the public about so many programs for our diverse population in the Library. Give them a power to be bold enough to come and enjoy them.

Miss the quietness of the library. Very chaotic when school lets out...kids very loud and running around

More classes for adults in the evening or on weekends.

Not allow the older kids to act crazy inside and outside library. If they are not studying they should go home.

Outreach to people who are afraid to use the library due to the climate that we are living in. Maybe one of those trailer library buses to reach underserved communities.

Stop babysitting students after school

The library should be a quiet place.

They are doing a good job with the resources they have. Keep up protecting and maintaining what is in place so it is not destroyed.