

Park Ridge Public Library Community Survey 2025

Help plan the future of the Park Ridge Public Library

The Park Ridge Public Library wants to know what you think about our current and potential library services and programs. We will use your feedback to help us develop our strategic plan and guide the library over the next several years.

Please help us by filling out this 10-minute survey. Your answers will be completely anonymous. Questions with an asterisk (*) indicate that an answer is required.

Thank you for your time and support.

Library Use

* 1. How often do you use the Park Ridge Public Library in a typical year (in-person or virtually)?

- | | | |
|------------------------------|------------------------------------------|-----------------------------------|
| <input type="radio"/> Daily | <input type="radio"/> Monthly | <input type="radio"/> Hardly Ever |
| <input type="radio"/> Weekly | <input type="radio"/> A few times a year | <input type="radio"/> Never |

Library Use - Non-regular user

* 2. If you are not a regular library user, please tell us why not. (check ALL that apply)

- | | | |
|----------------------------------------------------------------------------------------------|--------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| <input type="checkbox"/> I prefer to buy and own my own materials | <input type="checkbox"/> My library card doesn't work | <input type="checkbox"/> I use my own technology |
| <input type="checkbox"/> I am a "virtual" library user (download books from library website) | <input type="checkbox"/> The library doesn't have what I want | <input type="checkbox"/> The building is not welcoming |
| <input type="checkbox"/> My children are grown | <input type="checkbox"/> I never think of the library as an option | <input type="checkbox"/> The library's location is not convenient for me |
| <input type="checkbox"/> I haven't used the library since I was a child | <input type="checkbox"/> I am too busy to use the library | <input type="checkbox"/> Library events are uninteresting/irrelevant to me |
| <input type="checkbox"/> It is hard for me to get to the library (transportation) | <input type="checkbox"/> I use a different library | <input type="checkbox"/> My schedule doesn't work with the library's program schedule |
| <input type="checkbox"/> The library's hours are not convenient | <input type="checkbox"/> Staff isn't welcoming | |
| <input type="checkbox"/> Other (please specify) | | |

Library Use

* 3. Why do you use the library? (check ALL that apply)

- | | | |
|------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Find a book | <input type="checkbox"/> Education help (tutoring, reference questions, test proctoring, answer to a question, etc.) | <input type="checkbox"/> Use the local history and genealogy resources |
| <input type="checkbox"/> Find a DVD, CD, audiobook, etc. | <input type="checkbox"/> Volunteer time and/or services | <input type="checkbox"/> Conduct a teleconference or video call |
| <input type="checkbox"/> Attend a library program | <input type="checkbox"/> Search for a job | <input type="checkbox"/> Read a magazine, newspaper, or book |
| <input type="checkbox"/> Attend a meeting | <input type="checkbox"/> Visit and/or play in children's area | <input type="checkbox"/> Borrow museum, park, or zoo passes |
| <input type="checkbox"/> Use the printer/photocopier/fax/scanner | <input type="checkbox"/> Use a database (i.e., homework help, online course) | <input type="checkbox"/> Use The Studio |
| <input type="checkbox"/> Use a library computer | <input type="checkbox"/> Use the space for remote work or school | <input type="checkbox"/> Get materials through homebound delivery |
| <input type="checkbox"/> Use library Wi-Fi | <input type="checkbox"/> Just enjoy spending time at the library | <input type="checkbox"/> Borrow items from the Exploration Library (games, telescopes, robots, photo equipment, etc.) |
| <input type="checkbox"/> Study/read alone | <input type="checkbox"/> Get business help | <input type="checkbox"/> Get a book bundle or kit |
| <input type="checkbox"/> Attend storytime | <input type="checkbox"/> Get help with technology and/or accessing online services | <input type="checkbox"/> Use The Media Lab |
| <input type="checkbox"/> Meet up with friends | | <input type="checkbox"/> Access digital materials |
| <input type="checkbox"/> Use a study room/meeting room | | |
| <input type="checkbox"/> Other (please specify) | | |
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* 4. Thinking about the Park Ridge Public Library, please indicate how strongly you agree or disagree with the following statements.

	Agree	Neither Agree nor Disagree	Disagree	Don't Know/N/A
The library has enough space for my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library has enough space for the needs of the community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library is a comfortable place to visit.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library is a welcoming and safe place.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library is clean and well-maintained.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library is easy to navigate and find what I need.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library staff is knowledgeable and helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library has up-to-date technology.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library is an important part of the community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library's hours are adequate for my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library's collection is adequate for my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library's location is convenient for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library seems easily accessible and usable for those with physical or mobility challenges.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library treats all users equitably.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library's services and offerings respond to a wide variety of interests, experiences, and backgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library seems easily accessible and usable for those with emotional, cognitive, or neurosensory differences	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How do you see the role of the Library in the big picture of the community?

* 5. Thinking about the library's role in the community do you think the library should be involved in the following areas?

	Agree	Neither Agree or Disagree	Disagree	Don't Know/No Opinion
Culture and leisure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supporting children and youth (services, activities, entertainment)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supporting teen and young adults (book clubs, gaming, volunteering)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Connecting community members to social services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth education support (school partnerships, summer reading programs, homework help)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Life-long learning (technology, financial, and other life skills)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Arts (arts displays, arts programming and classes)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Jobs and career support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing access to basic technology (computers, printing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing access to new/ emerging technology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health and wellness activities and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services and programs for local businesses and entrepreneurs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offering programs and services out in the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing opportunities for creative pursuits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing access to books and other materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community and civic purposes and discussions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Library Services

Services available at today's public libraries are continually changing to better serve the community. We would like to know how you feel about these library services in terms of IMPORTANCE to this community.

* 6. Please rate the IMPORTANCE of the following library services.

	Must Have	Nice to Have But Not Critical	Don't Need	Don't Know/No Opinion
Adult programs (classes, author talks, crafts, movies, cultural events, health, career etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Children's programs (storytimes, reading programs, crafts, movies, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Teen programs (book clubs, crafts, movies, gaming, and social events, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
STEM/STEAM (Science, Technology, Engineering, Arts & Math) programs for youth and young adults	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24/7 access to library materials (in a vending kiosk, lockers for holds pickup, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology access and loaning (iPads, laptops, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digital content (24/7 access to downloadable books, magazines, movies, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology for digital creativity and production (Photoshop, video cameras, green screens, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meeting rooms (places for groups to gather, learn, and collaborate and support larger events)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outreach to various organizations within the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Small group meeting spaces/study rooms (spaces to meet, learn, and collaborate)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training on new technology, equipment, and software/apps	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creative spaces or maker labs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to Wi-Fi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to physical materials for browsing and checkout	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Non-traditional items to checkout (hotspots, musical instruments, STEM kits, tools, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Printing, faxing, scanning, copying	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programs held outside of the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What are we missing? What would you like to see?

Library Programs

Programs at today's public libraries are continually changing. Please provide your thoughts on programs at the library.

* 7. Have you or anyone from your household attended programs at the Park Ridge Public Library? (check ALL that apply)

- | | | |
|---------------------------------------------------|-----------------------------------------------------------|-----------------------------------------------------------|
| <input type="checkbox"/> Yes, adult programs | <input type="checkbox"/> Yes, teen programs | <input type="checkbox"/> No, we don't attend any programs |
| <input type="checkbox"/> Yes, children's programs | <input type="checkbox"/> Yes, multi-generational programs | |

Library Programs - Non-attendance

* 8. If you don't attend library programs, why not? (choose ALL that apply)

- | | | |
|-------------------------------------------------------------------------|------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| <input type="checkbox"/> Content isn't of interest to me | <input type="checkbox"/> New to the community | <input type="checkbox"/> Don't live in the area |
| <input type="checkbox"/> Too busy | <input type="checkbox"/> Don't have kids or kids are grown | <input type="checkbox"/> Have attended in the past, just not recently |
| <input type="checkbox"/> Scheduled times don't work for me | <input type="checkbox"/> Library location is too far or transportation is an issue | <input type="checkbox"/> No specific reason |
| <input type="checkbox"/> Unaware of what is offered | <input type="checkbox"/> Have mobility or health issues | <input type="checkbox"/> Programs fill up before I can register |
| <input type="checkbox"/> Never thought about attending library programs | <input type="checkbox"/> Use other options or other libraries | |
| <input type="checkbox"/> Other (please specify) | | |

Library Programs Times

* 9. Do times for programs generally meet your needs?

- Yes No N/A or don't remember

* 10. What times would be better for you? (check ALL that apply)

- Mornings Afternoons Evenings Weekends

Library Programs Content

* 11. What types of programs would you like to see at the library? Please check your top five (5).

- | | | |
|------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|
| <input type="checkbox"/> Book clubs/discussions, author programs | <input type="checkbox"/> Classes about social media apps (Facebook, Instagram, Twitter, etc.) | <input type="checkbox"/> Cooking/Food programs |
| <input type="checkbox"/> Cultural programs | <input type="checkbox"/> Travel | <input type="checkbox"/> Science-related programs (STEM) |
| <input type="checkbox"/> Movie nights | <input type="checkbox"/> Concerts | <input type="checkbox"/> Anime/Manga club |
| <input type="checkbox"/> Game nights (board games, bingo, etc.) | <input type="checkbox"/> Health and wellness (fitness, self-defense, mindfulness, healthy eating, etc.) | <input type="checkbox"/> Homework help |
| <input type="checkbox"/> Arts & crafts programs | <input type="checkbox"/> Programs for Seniors | <input type="checkbox"/> Summer reading |
| <input type="checkbox"/> How-to classes/workshops (play guitar, gardening, make or fix things, writing, etc.) | <input type="checkbox"/> Genealogy and history programs | <input type="checkbox"/> Video gaming/e-Sports/e-tournaments |
| <input type="checkbox"/> Job search and employment | <input type="checkbox"/> Comic-con and Fandom programs | <input type="checkbox"/> Teen Advisory Group |
| <input type="checkbox"/> Small business/startups/entrepreneurship | <input type="checkbox"/> Maker lab activities (3D printing, sewing, robotics, coding, etc.) | <input type="checkbox"/> Exhibits |
| <input type="checkbox"/> Life skills (parenting, financial literacy, adulting, etc.) | <input type="checkbox"/> Storytimes (baby, toddler, pre-school, foreign language) | <input type="checkbox"/> English language learning (ELL) programs |
| <input type="checkbox"/> Technology classes (computers, how-to for iPads, smartphones, tablets, e-readers, etc.) | <input type="checkbox"/> Parenting workshops & programs | <input type="checkbox"/> Language classes (ASL, Spanish, etc.) |

Other (Please share specific examples here)

Community Support

Libraries value all members of their community. Services should be available that are useful to all.

* 12. For each of the following aspects of the library, please indicate whether you feel the Park Ridge Public Library is supporting all members of the community.

	Agree	Neither Agree or Disagree	Disagree	Don't Know/No Opinion
Materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diversity of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Policies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outreach	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community partnerships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marketing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community engagement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 13. What do you think is your library's main role in supporting all members of the community? (Please check ALL that apply.)

- | | |
|--------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| <input type="checkbox"/> Education (e.g.: programs, speakers, distribution of information) | <input type="checkbox"/> Staff training and hiring practices |
| <input type="checkbox"/> Materials that address the needs of all community members | <input type="checkbox"/> Link to other community organizations and services |
| <input type="checkbox"/> Place for community engagement | <input type="checkbox"/> The library doesn't have a role |
| | <input type="checkbox"/> Prefer not to answer |

Library Communications

The Park Ridge Public Library uses a variety of methods to communicate its news to the community. We are interested in finding out how you would prefer to learn about library news and events.

* 14. Please mark your preferred methods of finding out about library news and events.(check ALL that apply)

- | | | |
|------------------------------------------------------------------|-----------------------------------------------------------------------------------|----------------------------------------------------------------|
| <input type="checkbox"/> Emails from the library | <input type="checkbox"/> Social media (Instagram, Facebook, X (formerly Twitter)) | <input type="checkbox"/> Posters/flyers outside of the library |
| <input type="checkbox"/> Library website | <input type="checkbox"/> Word of mouth (friends or neighbors) | <input type="checkbox"/> Library newsletter |
| <input type="checkbox"/> Posters/flyers/calendars at the library | <input type="checkbox"/> Other organizations (school districts, City, etc.) | <input type="checkbox"/> Text to my mobile phone |
| <input type="checkbox"/> Digital signage at the library | | <input type="checkbox"/> Local newspapers |

How else would you like to hear about the library?

Additional Information

Please take an additional minute to tell us about yourself. This will help us better understand and organize the information you've shared.

* 15. Do you have a Park Ridge Public Library card?

Yes

No

Not sure

If no, why not?

* 16. In what city / community do you live?

Park Ridge

Harwood Heights

Rosemont

Des Plaines

Morton Grove

Glenview

Niles

Other (please specify)

17. What is your age?

Under 18

35 - 44

65- 74

18 - 24

45 - 54

75 and over

25 - 34

55 - 64

Prefer not to answer

18. Do you have a child/children under 18 years old living in your household?

Yes

No

19. How would you describe yourself?

American Indian or Alaskan Native

Middle Eastern or North African

Asian or Asian American

Native Hawaiian or other Pacific Islander

Black or African American

White or Caucasian

Hispanic, Latine, or Spanish

Other (please specify)

20. What languages are spoken in your home? Please check ALL that apply.

English

Polish

Ukranian

Arabic

Spanish

Chinese

Tagalog

Other (please specify)

Library Comments

Is there something we've forgotten? Please provide any additional thoughts, ideas, and/or suggestions you have about the Park Ridge Public Library.

20. Please provide any additional comments about your needs for the Park Ridge Public Library.

Thank You

Thank you for completing this survey and helping to make the Park Ridge Public Library the best it can be.