

## Franklin Park Library's Community Survey 2024

We need your input to help plan for the Library's future! All responses are strictly confidential. The survey report will be used to plan spaces, collections, services, and programs. Let's get started!

### 1. Do you have a current Franklin Park Library card?

- ☐ Yes
- ☐ No
- ☐ Unsure

### 2. Have you visited the Library at 10311 Grand Ave.? (On the corner of Grand Ave. & Mannheim Rd.)

- ☐ Yes
- ☐ No

### 3. When did you last visit the Library?

- ☐ This week
- ☐ Last month
- ☐ Within the last 3 months
- ☐ Within the last 6 months
- ☐ Within the past year
- ☐ Over a year ago
- ☐ Over 3 years ago
- ☐ Never

### 4. What keeps you from visiting more frequently? (Check all that apply.)

- ☐ Location
- ☐ Hours of operation
- ☐ Transportation issues
- ☐ I am too busy and don't have time
- ☐ I use online offerings only
- ☐ I buy my own books, magazines, movies, and music
- ☐ The Library doesn't have anything I want or need
- ☐ I don't want to pay my lost book fees
- ☐ I feel uncomfortable at the Library
- ☐ Other \_\_\_\_\_

### 5. Which of the following might help you use the Library more? (Check all that apply.)

- ☐ Changes/updates to the building
- ☐ Quiet space to read or work
- ☐ Study rooms or group meeting spaces
- ☐ Larger area for children and families
- ☐ More comfortable and varied furniture styles
- ☐ Expanded services (new programs and events)
- ☐ Expanded hours (open on Sundays, open later, etc.)
- ☐ Better understanding of library resources
- ☐ Different location
- ☐ Other \_\_\_\_\_

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### 6. Please rate your overall satisfaction with the following aspects of the Library.

|  | Very Satisfied           | Somewhat Satisfied       | Neutral                  | Somewhat dissatisfied    | Very dissatisfied        | Don't know/ Not applicable |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|----------------------------|
| Collection (books, movies, kits)                                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   |
| Hours of operation   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   |
| Building and grounds   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   |
| Programs and events  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   |
| Personal assistance from staff                                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   |
| Spaces to sit, read, work, etc.                                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   |
| Wi-Fi and computers  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   |
| Digital services & collections (website, eBooks, research tools) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   |
| General atmosphere   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   |
| <b>Overall, how satisfied are you with the Library?</b>          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                            |

### 7. What should the Library focus on over the next several years? Rate the items based on your opinion of their importance to the Library's future.

|   | Very Important           | Important                | Slightly Important       | Not at all important     |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| Updating and modernizing library spaces                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Adding a quiet reading room                                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Adding study rooms  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Adding a larger area for children and families                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Expanding our Library of Things (electronics, puzzles, tools) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Print & AV collection (books, DVDs, magazines)                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Programs and events   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Literacy, educational and career services                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Civic & social connections (passports, immigration support)   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Social services support and assistance                        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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**8. What activities and hobbies do you or your family and friends hope to spend time on this year?**

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**9. Please check all of the following services that you or your family have used in the last year.**

- ☐ Search the library catalog
- ☐ Borrow library items
- ☐ Request an item
- ☐ Access free public WiFi
- ☐ Use the public printer or copy machine
- ☐ Use the scanning/fax machine
- ☐ Ask for help finding information
- ☐ Ask for a book recommendation
- ☐ Attend a program or event
- ☐ Use a computer
- ☐ Check out a Museum Pass
- ☐ Play in the Kids Crossing area
- ☐ Pick up tax forms
- ☐ Use Homebound Delivery (items brought to your home)
- ☐ Other \_\_\_\_\_

**10. How do you usually hear about events and services?**

- ☐ Print newsletter mailed to your home
- ☐ Website
- ☐ Email newsletter
- ☐ Library staff
- ☐ Friends or family
- ☐ From the schools
- ☐ At a community event
- ☐ Social media (Facebook, Instagram)
- ☐ Flyer or poster in library
- ☐ Other \_\_\_\_\_

**11. Please choose all statements below that describe you.**

- ☐ I work full-time.
- ☐ I work part-time.
- ☐ I am retired.
- ☐ I am a student (grade school, middle school or high school).
- ☐ I am a student (college or graduate school).
- ☐ I live with children under age 18 in my home.
- ☐ I regularly care for children under age 18.
- ☐ I regularly read/use physical books and materials.
- ☐ I regularly read/use digital books and materials.
- ☐ I regularly watch streaming TV series and movies.

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**11. (Continued) Please choose all statements below that describe you.**

- ☐ I commute more than 20 minutes one-way to work.  
☐ I work remotely.  
☐ Other \_\_\_\_\_

**12. What is your age?      Circle your age category.**

12 or under    13 - 18      19 - 24      25 - 34      35 - 44      45 - 54      55 - 64  
65 - 74      75 or older

**13. What languages are spoken in your home? Circle all that apply.**

English      Spanish      Polish      Ukrainian      Russian      Tagalog      Italian  
Arabic      Chinese      Hindi      Japanese      Korean      Vietnamese  
American Sign Language (ASL)      Other \_\_\_\_\_

**14. Any additional feedback you'd like to share?** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**15. If you wish to be entered in our prize drawing, please share your email address:**

\_\_\_\_\_

Thanks for taking this survey!

If you have any questions or extra feedback, please email **[suggestions@fppld.org](mailto:suggestions@fppld.org)**.