



## **Appendix C**

### **North Riverside Public Library Community Survey**

#### **Summary of open-end and other-specify responses**

This summarizes responses to all open-end and other-specify questions in the online and mail surveys of households conducted by the North Riverside Public Library District. Survey respondents were asked to respond to five open-ended questions:

- ▶ Q1b. If there is a reason you have never or very rarely visit the Library or prefer to visit another library, please tell us why.
- ▶ Q16h. Please specify more convenient times (for programs and events).
- ▶ Q17. What is the one thing that the Library could do to make programs more appealing to you?
- ▶ Q24. What is the one thing the Library could do to more effectively meet the needs of your community?
- ▶ Q25. If you have other comments about the Library, please write them briefly below.

Residents, if interested in providing a response not already included among the choices presented at specific questions, checked “Other” and were asked to “please specify.” Three of this type of question were asked:

- ▶ Q6a. In your opinion, the Library should offer a better variety of...
- ▶ Q6b. In your opinion, the Library should offer more copies of...
- ▶ Q22. Indicate the top THREE information sources from which you prefer to hear about Library services, programs or events.

This summary is organized topic category. It is provided as a narrative, with numbers in parentheses indicating the actual number of residents who made a comment associated with a particular key theme. Illustrative verbatim comments – in parentheses – are included to highlight key themes. These qualitative results should be used to offer context to key results and formulate hypotheses; they cannot be statistically generalized to the larger population of residents in the North Riverside Public Library District.

#### **LIBRARY USE & SATISFACTION**

A total of 329 residents were asked how frequently they visited North Riverside Public Library, its website, or another library, in the past year. This was followed by a question to understand visit patterns, to which 22% (74) responded.

- ▶ Q1b. If there is a reason you have never or very rarely visit the Library or prefer to visit another library, please tell us why.

Responses suggest residents are busy or have personal circumstances that prevent them from visiting the library in general. Technology has made the Internet a great option for reading and purchasing books; so, for some, visits to the library are less necessary. Others find the Library less convenient than other resources at their disposal. For a few residents, North Riverside Library simply doesn't have what they are looking for.

Reasons Rarely/Never Visit or Prefer Another Library (n = 75)
<b>Personal circumstances</b>
Use the internet/buy books (16)
No need/reason to visit (16)
Home bound/don't drive/can't walk there (9)
Too busy/no time (9)
<b>Another library is a better fit</b>
Items looking for (15)
More convenient location (5)
Longer lending period (3)
<b>Other responses</b>
Convenience in general (1)
English is second language; Italian first (1)

\*Participants provided multiple mentions, therefore the mention counts in the table do not match the number of respondents that provided feedback.

Below is a sampling of verbatim comments in support of select themes:

**Another library has what I am looking for**

- Berwyn Library. Better computer service – notary.*
- Other libraries have specific history resources.*
- Other library has more DVDs and magazines.*
- Our library does not get as many new books as the Berwyn library.*
- I found books I was looking for at the other library due to NR [North Riverside] not having it.*
- I visit Berwyn library because they have a larger selection of diverse music/CDs.*
- NRPL has a limited collection for browsing. I browse in other libraries.*
- I only use another library to check out a book that you do not have.*
- They have play reads weekly on Friday.*
- The Forest Park Library has a fantastic Mystery section. Rarely can I find what I want at N.R. library.*
- To see what books + materials other libraries have that the N.R. Library doesn't have.*

**COLLECTION OF MATERIALS (e.g., books, music, movies, etc.)**

Respondents were asked to rate the importance of the collection of materials in making the Library valuable to them personally. Following that, they were asked what the Library should offer:

- ▶ Q6a. A better variety of... adult books, children's books, teen books, audio books, magazines, newspapers, music, movies and other (specify).
- ▶ Q6b. More copies of... adult books, children's books, teen books, audio books, magazines, newspapers, music, movies and other (specify).

Seven percent (24) offered suggestions to improve collection variety above and beyond books, magazines, etc. Four percent (12) indicated what the Library could use more copies of specific items. Following is a summary of those responses.

Collection Improvements	
Better Variety of...(n = 25)	More Copies of...(n = 12)
<b>Programs</b>	<b>Books</b>
Children's programs (1)	Children (3)
Teen/young adult programs (1)	Teen/young adult (1)
Adult programs/events (3)	Adult (1)
<b>Book Types</b>	Popular (1)
Specific book types (9)	Technical (1)
e-Books / e-magazines (7)	<b>Book Types</b>
Large print (1)	e-Books / e-magazines (5)
Comics (1)	
<b>Media</b>	
Video games (2)	

\*Participants provided multiple mentions, therefore the mention counts in the table do not match the number of respondents that provided feedback.

Below are supporting comments for areas residents would like to see a better variety.

**Adult programs/events**

*Classes for adults- painting and b.y.o.b. (bring your own beverage).  
 Computer classes during the week-day.  
 More events for adults.*

**Specific book types**

*Access to academic journals.  
 Bilingual bicultural other than Spanish.  
 Reference - non-fiction.  
 More Level 3 early readers.  
 Romance.  
 Too much outdated material in adult fiction and not enough classics or contemporary writers.  
 Sci-fi & fantasy books, and comics.*

**e-Books / e-magazines**

*e-books. (2)  
 Kindles/Kindle books. (2)  
 Online magazines.  
 Car repair manuals online.  
 More electronic references i.e. Consumer Reports types.*

Following are supporting comments regarding what residents would like to see more copies of, beyond teen, young adult and adult books, as well as e-books and e-magazines.

**Children's books**

*For children of Spanish language (bilingual titles).  
 A Program for children.  
 More Level 3 early readers.*

## PROGRAMS & EVENTS

In this section of the survey, residents were asked about the importance of and their satisfaction with programs and events, overall and for children, teens, adults, seniors, whether they were offered at convenient times and if there should be more educational opportunities or classes. Clarification was requested for more convenient times that could be offered for programs and events.

► Q16h. Please specify more convenient times (for programs and events).

With regard to convenient times, 10% (33) suggested alternate times for the Library to be open.

More convenient times (n = 46)
<b>Weekdays</b>
Mornings (4)
Daytime (4)
Afternoons (8)
Evenings (15)
Evenings with a 7 pm start (7)
<b>Weekends</b>
Weekends (8)

\*Participants provided multiple mentions, therefore the mention counts in the table do not match the number of respondents that provided feedback.

Following are comments illustrating the rationale behind different hours being requested.

**Evenings and 7 p.m. start**

*7:00pm is easier for me than 6:30 but I know that seniors prefer earlier so it is fine.*  
*7pm Start - Sometimes events are afternoon & should be evening or weekend instead.*  
*More 7-8 pm or Saturdays.*  
*Evening hours to be more conducive to working residents.*  
*As a working parent, a lot of programs are during day and therefore, I am unable to attend.*  
*Computer workshop should not always be on Sat. at 4pm. This conflicts with those of us who have to work on Sat. afternoons. How about one night M-Th 7:30-8:30pm or 9am-10am?*  
*I would love to come to book-group/movie tie-ins...but I work full time. Could these also be evening programs? Perhaps shown twice in one day?*  
*If adult/senior programs were offered that I was interested in, they would have to be in the evening.*  
*More weekend events would be more convenient. Also, more evening events throughout the week, instead of once per week.*

**Afternoons**

*After school hours for Pre-K children - 11:30 am & later.*  
*As many resident are older, afternoons are better.*  
*Early afternoons during the week. Sometimes I have other meetings on Wednesday evenings.*  
*Morning or afternoon for seniors.*

After answering several questions about programs and events for select audiences, as well as educational opportunities and classes, residents were asked:

- ▶ Q17. What is the one thing that the Library could do to make programs more appealing to you?

Suggestions revealed that programming and events, followed with communication about programming and events and more flexible hours, were key to making the library more appealing. Beyond that, some logistical improvements could be made to improve the atmosphere and experience within the Library.

One thing the Library could do to make programs more appealing (n = 95)
<b>Improve programming/events</b>
Variety (40)
Class/event hours (19)
Improve communication about programs (11)
Add computer and/or technology classes (8)
<b>Improve logistics/atmosphere</b>
Logistical changes to atmosphere (8)
Customer service (3)
Longer lending period (3)
<b>Miscellaneous (3)</b>

\*Participants provided multiple mentions, therefore the mention counts in the table do not match the number of respondents that provided feedback.

Following are select verbatim comments supporting key themes:

### **Variety of programming/events**

#### **Seniors:**

*Senior Programs.*

*Offer more senior activities.*

*Offer some more senior-focused classes.*

*I would like to see more entertaining programs for seniors rather than educational programs.*

#### **Adults:**

*Bigger variety of adult classes.*

*More events for adults.*

*I think the programs are steered toward children or seniors, but there are little to no programs for the age groups in between. Specifically, I think there should be more programs available for teens and young adults.*

*Something that couples can enjoy together. Painting with b.y.o.b for age 21 and up.*

*More variety like antique appraisal night, some evening programs or even a movie - 30s and 40s movies or game night.*

*Try to bring in the middle aged adult crowd more. (Not seniors... ~ 40's age).*

*Programs for the mentally and physically disabled like social gatherings, meetings with local politicians.*

#### **Kids:**

*More programs for babies/toddlers/young readers and at a variety of times/days.*

*Offer more variety of classes for Pre-K (3-6 years).*

*Education Programs for Children ages 9-15.  
More activities for kids all year round.*

**Outside/guest speakers:**

*Bring in more speakers to lecture on local natural history, geology, mycology, etc. Would love more science-type one night lectures.*

*Possibly integrating the community more in the programs, i.e. having a local expert present on his/her area of expertise.*

*Presentations on local and national history, such as veterans of civil war who lived in area-- their lives, service, post war lives, etc. Same for WW2, Korea and Vietnam.*

**Specific topics of interest:**

*Each person has different needs. For me anything to do with health.*

*Everyday knowledge classes.*

*Offer a greater variety of historical and local programming. By local, I mean more lectures on the Chicago area and Illinois.*

*Offer more programs regarding Finance.*

*Programs about current events.*

*Programs based on current events.*

*Self-improvement subjects.*

**Trips:**

*Could the library offer trips to places such as the Morton Arboretum, Ravinia, etc.? People are unhappy with our Recreation Department now and go to other communities for good events.*

**Other programs:**

*More musical programs.*

*Monthly book club.*

*More contests.*

**Computer and Technology Classes**

*Offer computer classes. More than just basics. For example, "How to sell something online."*

*Computer training programs for seniors.*

*Education Classes...not sure of how much there are but would like some education classes on how to work with iPhone and Mac.*

*Help to learn the computer.*

*I believe that there should be much more computer tutoring and beginning computer skills classes available, especially for seniors!*

*Offer computer and/or iPod related classes.*

*Technology classes.*

*More computer and tech classes.*

**Logistical Changes to Atmosphere**

*Larger biography section of authors whose books are popular or by request from patrons.*

*More art.*

*More parking.*

*I find the small parking lot a huge turnoff. I also miss the convenience of a return box accessible from the car.*

*I'd love it if there was an area with really comfy chairs that was really quiet. I like the area by the fireplace, but if there's a lot of talking sometimes it's distracting.*

*More comfortable seating for movie viewing.*

*The smell of cleaning products in the 1st floor meeting room has made me turn away from 3 events. I have asthma and need a fragrance-free and odor-free environment. I also avoid the library on read-to-the-dog days.*

*Additional laptops.*

## LIBRARY COMMUNICATIONS

Residents were asked about library communications – whether they felt informed, the website provided enough information and was easy to use, and how they preferred to receive information. Twenty-two percent (72) provided their email address to receive the Library newsletter. In addition, residents were asked how they prefer to hear about Library services, from a list of choices provided that included the Library newsletter, direct email, social media, the website, staff, word-of-mouth, a commercial newspaper or Library displays/flyers.

- ▶ Q22. Indicate the top THREE information sources from which you prefer to hear about Library services, programs or events.

Three percent (11) specified the following alternative avenues to hear about Library Services:

*Monthly eNewsletter (1)*

*The "North Riversider" Quarterly magazine (1)*

*Local Landmark newspaper (1)*

*Village newsletter (2)*

*Water bill (1).*

*Email (1).*

*Text alerts (1).*

*APP | News feed | notifications (1).*

*No social media! (1)*

*Phone call to tell you what's going on at time and day of the month (1).*

*School (1).*

## FUTURE OF THE LIBRARY DISTRICT

Residents were asked if they prefer the Library facilities and services to stay the same or evolve to better accommodate the needs of the community. Following, residents were asked for suggestions for improvement and overall comments:

- ▶ Q24. What is the one thing the Library could do to more effectively meet the needs of your community?
- ▶ Q25. If you have other comments about the Library, please write them briefly below.

A total of 35% (115) offered suggestions for the Library to better meet their needs. Suggestions entailed improving programming, advertising more, improving collections of books, music, etc., and changing the atmosphere/logistical operations of the library, with things such as better hours, better service, expanded checkout times, etc.

<b>One thing the Library could do more effectively to meet the needs of the community (n = 115)</b>
<b>Improve programming (42)</b>
More programs/classes/events/community engagement (30)
Advertise programs more/more effectively (2)
Add computer and/or technology classes (10)
<b>Improve collections (books, music, DVDs, magazines, journals, newspapers) (69)</b>
<b>Improve logistics/atmosphere</b>
Logistical changes to atmosphere (27)
Improve hours (18)
Customer service (10)
Expand checkout times/improve renewal flexibility (4)
More public computers (5)
Keep pace with the evolving community (5)
<b>Other miscellaneous comments (4)</b>

\*Participants provided multiple mentions, therefore the mention counts in the table do not match the number of respondents that provided feedback.

Following is a summary of comments in support of theme areas surrounding more effectively meeting the needs of the community. (Note: mentions do not add to the totals in the prior table, as sentences were deconstructed to specific aspects to tease out narrower audiences and suggestions to better meet the needs of the community).

### **Improve programming with more classes/events/community engagement**

**For Young Children and Parents:** Since at a young age you hook readers, have more programs/activities for children (2) to promote lifetime readers (1). Perhaps offer a drop in story time with a more diverse selection of reading for different cultures (1). Maybe offer something after school (1) for school-aged children (2). A book club for parents of school-aged children is another possibility (1).

**For Teens:** Since teen ages is when trouble starts (1), keep minds and hands free and out of trouble (1) with interesting programs for youth (2).

**For Adults:** The knowledge of adults is also important (1). Offer education programs for adults (1) or more of a variety of adult programs in general (2). Perhaps income tax help (1) could be one such program or Scrabble/Chess groups (1) – even Fashion shows (1).

**For Seniors:** Offer senior citizen programs and lectures by partnering with organizations that have memberships for seniors and charge for it (1).

**Other Select Groups:** Have more programming for small business owners (1), GLBT (1), maybe a week dedicated to African-American/Polish Croatian etc., literature/authors(1).

**Non-Users:** The Library should reach out to all ages (1) and perhaps have an open house with refreshments + prizes to encourage more residents to get a library card and begin to use the library more as they become familiar with the many services it offers (1).

**Work with other established organizations:** The idea is to make use of the library for other functions that would showcase the library (1). The library could partner with local organizations



and businesses (1), Parks & Rec/Village Programs (3), schools and churches (1) or have the library serve as a community center (2) or hearing place for policy issues (2) like Pace Bus services/West Suburban Transit (1).

### **Advertise more effectively**

To utilize services more, residents must be aware of them. Suggestions from residents included being more active advertising all resources (1) and having an easy, central location to find books to read and the community events of interest (1).

### **Add computer and/or technology classes**

As technology continues to advance, there appears to be a need for computer training with children (1), adults (1) and seniors (2); not only with computers (7), but new operating systems (1) and other media devices (2), like Kindle (1), sound media (1), and technology in general (1).

### **Improve collections**

Following are suggestions to improve the Library's collections.

- ▶ Materials in general (1) and current materials (1).
- ▶ More books: pre-teen (1), adult (1), new (3), specific authors (1), on overdrive (1), Spanish (1), e-books (2), Kindle (1), computer resource (1) and in general (1).
- ▶ Music, from around the world (1).
- ▶ Movies CDs, in Spanish (1), new (1), newer (1), popular (1).
- ▶ Audiobooks, in Spanish (1).
- ▶ Online databases and journals (1).
- ▶ Magazines, like Consumer Reports (1), Money (1), Fortune (1) and Kiplinger (1).

### **Improve logistics/atmosphere**

To improve logistical operations and the general atmosphere of the library, residents suggested:

- ▶ More computers (2) and private computer rooms (2).
- ▶ Wi-Fi access beyond the building (1).
- ▶ More private space/rooms (3).
- ▶ More reading areas (1).
- ▶ Improved technology in children's section (1) and more space/spread out (1).
- ▶ More space in DVD isle (1).
- ▶ More Inter-library loan to free up space (1).
- ▶ More art exhibits (1).
- ▶ Accessible return box (1).
- ▶ Self-check-out (1) or at least get rid of check out card and use paper receipt (1).
- ▶ Online databases, accessible from home (1). Speed up RAILS (1).
- ▶ E-books easier to download (1), easier search at website (1).
- ▶ Smart phone app, to search, renew and borrow materials (1).
- ▶ More quiet (1), no cellphones (1).
- ▶ No food/beverages (1), offer beverages (1).
- ▶ More car parking (5) and bike parking (1).
- ▶ Update in general (1) and expand (1).

### **Improve Hours**

Two individuals requested longer hours in general, and several (18) requested changes on nights and weekends:

<b>Days</b>	<b>Current Hours</b>	<b>Proposed Hours</b>
Mon – Thurs	10:00 am - 8:00 pm	Open at 9 am (3), close at 9 pm (4) or later (4).
Fri	10:00 am - 6:00 pm	Open at 9 am (3), close at 9 pm (1) or extend closing time (4).
Sat	10:00 am - 4:00 pm	Open at 9 am (3), close at 5 pm (1), extend hours (1)
Sun	12:00 pm - 4:00 pm	Offer/expand Sunday hours (8) in general; open until 5 pm (1).
(Sun from Labor Day to Memorial Day)		Open Sunday during school year (1) or all year round (4)
Holidays	Closed (Holidays)	

Expanded hours are to accommodate busy lifestyles (1), convenient meeting times (1), study times for children (1), high school/university exams study times (1).

### **Customer service improvements**

Comments suggest customer service can be improved at check-in/check-out, in book requests and in general, be more friendly and helpful:

- ▶ Send an email reminder when card is near expiration (1).
- ▶ Quicker check-in/check-out (2) and modern process with receipt versus card (1).
- ▶ Help with new system for requesting books (1).
- ▶ Staff answer questions more quickly (1), be more knowledgeable (1), more friendly (1) and engage with readers proactively (1).
- ▶ Spanish speaking staff, signs, advertising (1).
- ▶ Serve non-residents in child programming (1).
- ▶ Sign on handicap button for door should be inclusive to moms with strollers (1).

### **Expand checkout times**

Residents suggest extending book checkout to three weeks (1) and unlimited/flexible for movies (3) and other material (1).

### **Add more public computers**

Some would like to see more public use computers (3) and electronics (1). As one resident described, there are some patrons who monopolize the computers for hours, which keeps others from using computer resources:

*Additional computers!! Set aside computes for gamers. There are a couple of guys who sit for hours with headsets or gaming only - have another work area open for folks looking up information.*

**Keep pace with the evolving community:** While only a few residents commented on keeping pace with the evolving community, comments suggest work can be done to improve perceptions of a greater connection with technology and community programs/standards. In residents' own words:

*As the community evolves & changes so does its needs. The main challenge for the library is to react to the communities changing needs in order to better serve those needs and remain a viable and useful part of the community.*

*Change with technological times.*

*Keep up with the times and technology.*

*I can't judge how well the library is doing this-- just don't know. However, I think it is important to collaborate with schools and have awareness of new common core standards the library can support.*

*For goodness sake - please get rid of the check-out card - every other library in the world gives you a paper receipt for checkout... the cards are so antiquated. Also... the sign by the handicap button... that it should only be used for the people intended... really - how unwelcoming... especially to a new mom w/ a stroller + toddler in tow.*

**Miscellaneous suggestions**

*Facial Recognition Software must sure be in place. Combining it with the Rider program should not be too difficult.*

*Our community is becoming more and more diverse and the library needs to respond to the needs of the patrons based on timely in house surveys, verbal requests, emails, etc.*

*Raises for the staff.*

*Reduce the tax rate! The NRLD current taxing rate is already too high!*

Concluding the survey, residents had the opportunity to provide general comments. Themes below represent feedback from 33% (107) of survey participants.

<b>Other comments about the Library (n= 141)</b>	
<b>Staff:</b>	
Helpful staff/courteous/knowledgeable (38)	
Improve staff knowledge/customer service/efficiency (16)	
Improve communication (7)	
<b>Programs:</b>	
Improve programming (13)	
Great programs (7)	
<b>Collection:</b>	
Improve collection (7)	
Great collection (4)	
<b>Facility:</b>	
Great facility/happy (24)	
Good atmosphere (7)	
Improve logistics/atmosphere/library technology (12)	
<b>Excessive taxes (2)</b>	
<b>Other miscellaneous comments (4)</b>	

\*Participants provided multiple mentions, therefore the mention counts in the table do not match the number of respondents that provided feedback.

Following are selected verbatim comments illustrating key themes.

**Helpful staff/courteous/knowledgeable**

Comments suggest the staff contribute to a positive experience by being knowledgeable, helpful and courteous.

*Again a great staff that goes out of its way to help and oversees great + interesting programs put on by visitors.*

*I use the library quite often. I find that most the employees are always so willing to help, especially that new young Spanish girl at the desk. She is so good! I like that I get my best sellers from the library & any other book I need*

*I like the staff. Mary and John have been very helpful to me over the years.*

*I really appreciate the friendliness of staff.*

*The library is very well maintained and the workers are pleasant and knowledgeable. A nice place to visit!*

*Library Staff is helpful and easily assist the patrons. Very happy with the Library --- Beautiful surroundings when reading. Love it! Thank you NR Library Staff!!*

*All current Library staff are courteous and helpful.*

*Every staff member is always very helpful when I ask questions about a problem I might have with finding a book.*

*Just want to say that the staff is very helpful, patient and friendly.*

*Keep the staff. They are great and much better than self-check-out libraries. Great and informative staff!!!*

*Library staff are clearly working hard to learn the new system!*

*Ms. Carlene is simply wonderful! She is very knowledgeable about good books to read. She always recommends fantastic books. She is always happy and friendly. She is so helpful.*

*My companion and I have the utmost appreciation for the kind, considerate and efficient help provided--always--by the entire library staff.*

*The new director is very nice and helpful.*

*The staff are always helpful (2).*

*Staff at the front desk very friendly and willing to go out of their way to help you. Carlene, Cathy, Carole.*

*Staff has been exceptional any time I have needed them.*

*Thank you for the kind and professional service.*

*The librarians are the most important part of the library and our librarians are excellent.*

*The staff is excellent. Very friendly and helpful.*

*The staff is great and so friendly.*

*Very polite people working at the library.*

**Improve staff knowledge/customer service/efficiency:** Comments suggest some areas staff can improve on are in their knowledge of library operations, being more efficient, friendly and professional.

**More knowledgeable:**

*The staff needs to be up to date with all the procedures, programs, etc. Some of the staff are very knowledgeable and helpful.*

*Staff need to be more tech savvy.*

*The front staff women, while very nice, are really slow and don't always seem on the ball.*

*They seem easily confused.*

*At times I wish staff would be more helpful with computer issues. Otherwise people have been very helpful.*

*I really like the staff but some of them aren't very comfortable with the technology of the front desk. Other than that, they really know their stuff!*

**More efficient:**

*You have too many staff members working at once. That is a waste of money. Very often I see three people at the desk doing nothing but reading a book. This is not including the staff in the back and the reference librarian. I've never seen them all busy at the same time for more than two minutes. Cut the fat and go to one librarian and use that money updating the technology in the library.*

*Some of the ladies at desk mean well, but act too slow because they are talking personally.*

**More friendly/helpful service:**

*Good atmosphere, friendly staff, but need improved "team work."*

*About 5 yrs. ago I was very unhappy about the attitude of the staff at the front desk toward my 1 yr. old grandson. I felt that attitude would give children a bad attitude toward the library, as in "you are not welcome here." Recently I have had better experiences with the front desk.*

*I do not agree with saving movies/CDs for clients. It should be first come first gets.*

*I'm new in town and would have liked to see library staff willing to explain/show more about library upon request/inquiry.*

*Several circulation clerks could use training in customer service. There are several who are not very friendly.*

*Some of the staff is not very helpful. Some are not willing to extend themselves.*

*Some of the staff need to be a little friendlier. I don't want to name her in particular, but basically rude. Also so many times I've heard the staff arguing between each other or complaining about things. Poor representation of the library. Be a more friendly and efficient. The staff can be rude and unaccommodating. They can be curt and cold, which often deters me from making any return visits. I think it would be helpful to train and encourage staff to be more welcoming and better develop customer service skills (which are lacking).*

*The ladies at the desk talk too loudly. It's hard to read the newspaper.*

**Improve Communication**

Only a few general comments were provided regarding communication. These suggest there is some room to improve in communication vehicles and content.

*Better Communication via email.*

*Didn't know you had a notary!*

*I really miss the monthly new book lists.*

*The website still features a photo of the Riverside Library instead of the North Riverside Library.*

*Too many corrections on information.*

*When you reference a date precede it with the day of the week. M-Monday, T-Tuesday, W-Wednesday, TH-Thursday, F-Friday, S-Saturday and SD-Sunday.*

*I frequently attend lectures & such at other libraries. If we have them in N.*

*Riverside, they've escaped my notice, but I'd like to attend them.*

## **Programming**

**Positives:** From the few programming strengths mentioned, it appears child-oriented activities and services are valued.

*All the programs that they have for children.*

*I really like the programs you have for kids, especially the drop-in to read time for toddlers.*

*Love the "study" times arranged for RB students. My child greatly appreciates it.*

*The children's programs and librarians are fantastic. Our family is relatively new to this community and we've really enjoyed getting involved with the community through the library. I love the library and appreciate all the efforts to make the summer reading program fun for children/teens. Such a valuable resource in our community with easy-to-talk-to librarians! We feel at home in the library!*

*I had a friend who would go to programs and events, and we both enjoyed them.*

**Improvements:** Programming improvements noted by a few residents indicate more should be offered for adults, seniors and the LGBT community, and overall, topics and event types can be expanded.

### **For Adults/Seniors:**

*I'm 78 years old, so don't need all of the library services you currently offer. With the big changes in technology, I would like to have the opportunity to learn what it's [technology] all about and how it works.*

*Not enough programs for people in their 60's. Not cards, but something that they can get into with enthusiasm.*

*Please continue the AARP tax help for seniors.*

*Offer a better variety of Adult Programs - educational a plus!*

### **Topical Interests:**

*More programs, especially for the computer.*

*Please research what other libraries offer. Some are very extensive for adults, seniors and children. Combine efforts with the N. R. recreational dept. for 1 day trip availability.*

*I frequently attend lectures & such at other libraries. If we have them in N. Riverside, they've escaped my notice, but I'd like to attend them.*

*Wish there would be weekly programs for library patrons and a wide variety of topics.*

*Do not offer programs that do not refer to library offers, books or materials available.*

*Add more programs and entertainment for adults, like cooking lessons. Display art presentations.*

*Most residents garden. Lectures on the subject of flowers, vegetables, bushes and trees would be interesting to many.*

### **Events:**

*Provide resources to welcome and involve the LGBT community in North Riverside ... sincerely wish that North Riverside Library would consider how Berwyn does this, which has fourth largest LGBT community in Illinois.*

*Would like to see more current movies on Wednesdays.*

*Have more than one used book sale.*

## **Collection Positives**

While undoubtedly the current Library collection has many positives, following are a few examples of aspects appreciated by residents.

*Best library in the area for services and collection.*

*I adore being able to access materials like Consumer Reports from home via the Library. I also find inter-library loan essential. The perpetual book sale/ book sales are also good. I listen to audio books and read free Amazon books on Kindle. I wonder if this is a growing trend for adults. I seem to be the only one without smart phone--don't think computers are needed at library.*

*I like that I get my best sellers from the library and any other book I need.*

### **Collection improvements**

Following are few collection improvements suggested by residents, in a range of different areas.

*Provide resources to welcome and involve the LGBT community in North Riverside.*

*I find the website used for inter-library loans to be difficult to navigate and not user-friendly.*

*Being that the NR Library collection is relatively small, the inter-library loan system is very important to me and it is discouraging to see this important component of the library have such an outdated and difficult to use website. I would like to see a better online platform for this system as well as a smartphone app that I could use to search the NR catalogue, the inter-library loan catalogue, and find other information about what's happening at the library. I feel that the library is an important part of the North Riverside community, and I hope that funding and/or politics don't get in the way of the library evolving to better accommodate the changing technology-oriented needs of the community.*

*I do not like that the collection is constantly weeded down. I wish that all books and items purchased stayed in the collection. It is a waste of money to be getting rid of so many books each year.*

*Need to have historical references maintained, namely: 1. Save the phone books for each year (provides a basis for business) 2. Save the year-end issue of the Landmark each year (There is an annual recap in it).*

*Not enough music from different cultures. The music selection should be better not the Ya Ya section. It all should Be Rock, Country etc. Not Ya Ya. Thanks.*

*Please research what other libraries offer. Some are very extensive for adults, seniors and children.*

*I think North Riverside Library will be greatly served with everyone educated using inter-library loan. I think that the area libraries of Berwyn, Riverside, Brookfield, and Broadview should work together to not have redundant assets and easily coordinate access to what is best in each library, thus make better use of the limited financial assets available to this community.*

### **Facility positives**

Many are very happy with the Library's operations. Following are comments illustrating how residents feel about the facility, staff working there, and the Library as a resource in general.

*I like the library, its staff, and facility.*

*I think our library is fine just the way it is. Pleasant staff workers are always helpful.*

*I use the library all the time and find it adequate for all my needs. The staff is always friendly and helpful.*

*I love the library and appreciate all the efforts to make the summer reading program fun for children/teens. It is such a valuable resource in our community with easy-to-talk-to librarians! We feel at home in the library!*

*Beautiful building and facilities. I hope though that the village of North Riverside will concentrate on more basic needs such as sewers and street lighting. For a small village, we're too "ritzy" already.*

*Congratulations on a well-run facility.*

*Everything is good.*

*I am proud of North Riverside's library.*

*I love the NR library! :)*

*I think that the NRPL is doing a good job as it is. As with anything in life, there can always be changes and improvements along the way.*

*I think we have one of the best libraries in the western suburbs. I am very proud of what the Board, Director and staff are doing to maintain this outstanding facility.*

*I'm pleased.*

*It is a very nice, quaint library.*

*Keep up the good work.*

*You're doing fine.*

*My children are now grown but when they were young, the North Riverside Public Library was a great reference!*

*Overall, I love the services and environment of the North Riverside Library! It's one of my favorite places to go.*

*Thank you! We value the library!*

*The Library is the "gem" of our community and has strong leadership.*

*The library offers a lot for people who are able to attend. When I was young + able to walk + drive my car, I went to the old library all the time. The new library is beautiful and the residents should take advantage of it.*

*The library is very welcoming! I LOVE IT!*

*Again, thank you for all of your hard work!!*

*The building is beautiful and serene, a very nice place to go read or to get work done on my personal laptop.*

*My wife and I have always been treated with kindness and respect from the director all the way down to the library staff. The physical compound is attractive and well maintained. It is a strong asset to the community that helps maintain our quality of life & our property values.*

*Access to the copy machine is great!*

*I love the ambiance in the library. Lots of light and air are present for patrons. The library has a very positive aura.*

*Staff have been very helpful. The atmosphere is always pleasing.*

*Good atmosphere, friendly staff.*

*Library Staff is helpful + easy to assist the patrons. Very happy with the Library --- Beautiful surroundings when reading. Love it! Thank you NR Library Staff!!*

### **Facility improvements**

While many positives were cited about the facilities, noise control, check-in/out, signage, art work, refreshments and parking are just a few areas where the Library could improve.

*I wish the library was quieter. It seems that other libraries my wife and I visit (like Downers Grove, La Grange Park) are less noisy. The ladies at the desk talk too loudly. It's hard to read the newspaper.*

*The library needs to be a quiet environment for use of books, magazines and technology (computers), or for pleasure reading or researching topics.*

*Offer off-site book drops. Solicit new patrons at local area stores, shops, etc. Self-check-out.*

*Should be able to checkout Downstairs!!*



*The children are annoying.*

*I would like to see the washrooms locked again for safety reasons. The washrooms are easily used by anyone coming in the front door and are in an isolated area. At least having a person request the washroom key from the librarian [identifies] who is using the bathroom.*

*That sign has irked me for years. Even my sister who has a MLS degree + is a librarian in New Orleans commented that the N.R. library signage is unwelcoming.*

*The library could really use some art, either in architectural decoration or some new paintings. The function of the library is to uplift the community.*

*You have too many staff members working at once. That is a waste of money. Very often I see three people at the desk doing nothing but reading a book. This is not including the staff in the back and the reference librarian. I've never seen them all busy at the same time for more than two minutes. Cut the fat and go to one librarian and use that money updating the technology in the library.*

*Wish there was coffee & place to just talk or read.*

*Needs more parking spaces and not have to cross Desplaines Ave.*

**Excessive taxes**

Two respondents expressed issues with taxes related to the library.

*Personally I think the amount we pay in property taxes towards the library is an excessive amount.*

*When "Library" first appeared on the tax bill, it was stated it would not go above \$15.00 per year. Now IT COST WAY MORE than the tax I pay to NR. Very expensive for a small town. Small towns should group together. It would cost less and be much more productive.*

**Miscellaneous comments:**

*Sometimes I also go to Oak Park or Cicero or Berwyn. I like being able to go.*

*Thank you for all you do and for sending this survey. It's so important to act on feedback from the community. Please send these more frequently.*

*I have been N.R. Library patron since 1968. 1st library on 26th street 2nd library at the old fire station.*

*I am a poor source for surveys of this type. My usage is limited to books, movies, and a select magazine (one only). But the availability of books and movies is very important to me.*

*I don't have kids. I imagine that when I do have kids, I will use the library more.*

END OF SUMMARY