



Glenview Public Library

2024 Community Survey Responses for Strategic Planning

2024 GPL Community Survey



1,071 Total Responses

- 18 deemed duplicates based on exact match answers and start times were removed from analysis wherever possible (some additional duplicates may have been missed)
- 1 determined to be a prank/fake response by a teen during high school outreach based on conflicting answer choices and non-word write-ins was also removed

Survey Opened: Friday, May 10th

Survey Closed: Monday, July 7th

94% completed the survey online

Who Participated in the Survey?



46% reported their age as 60 or over



47% report working full-time, part-time, or both
40% report being retired (with or without current work)



28% live with or regularly care for children under 18



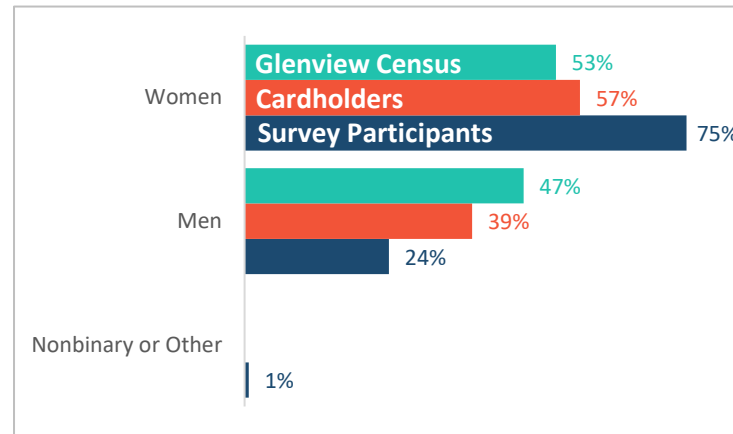
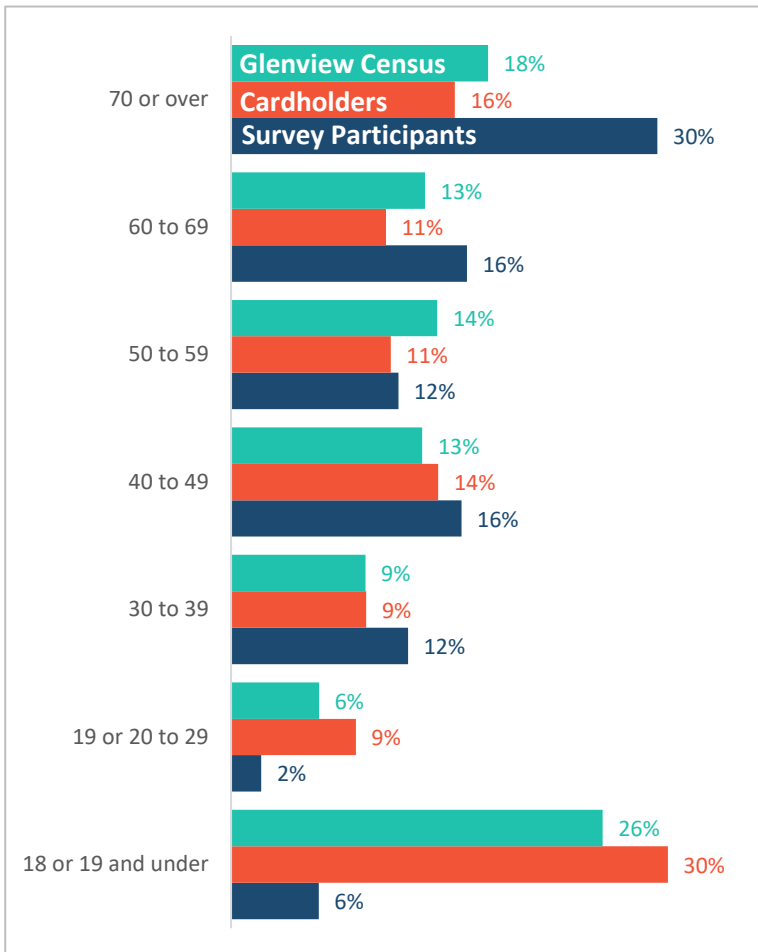
5% listed a language other than English as preferred for reading and finding information



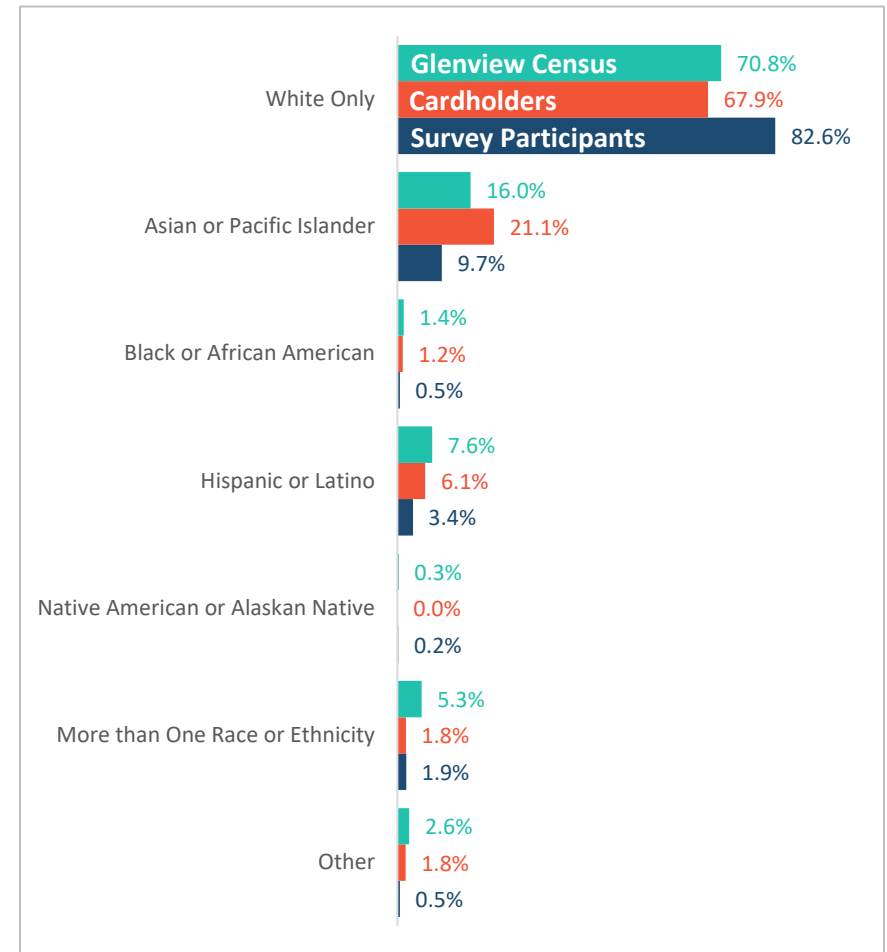
7% reported having a visible or invisible disability

Do Participants = Patrons?

Comparison of survey participant demographics to GPL cardholders and to Glenview community demographics shows that people 70 and over, women, and those reporting their race as White are notably overrepresented in the survey results.



Census categories extend through age 19 while cardholder and survey groupings end at 18. Teens ages 13 to 18 make up 11% of GPL cardholders and 5% of survey responses.



How Do Participants Use the Library?



90% have a Glenview Library Card



48% visit or use the Library at least once per week or more



77% borrow physical books as part of their library use



51% attend Adult and/or Youth programs and events



15% use private study rooms



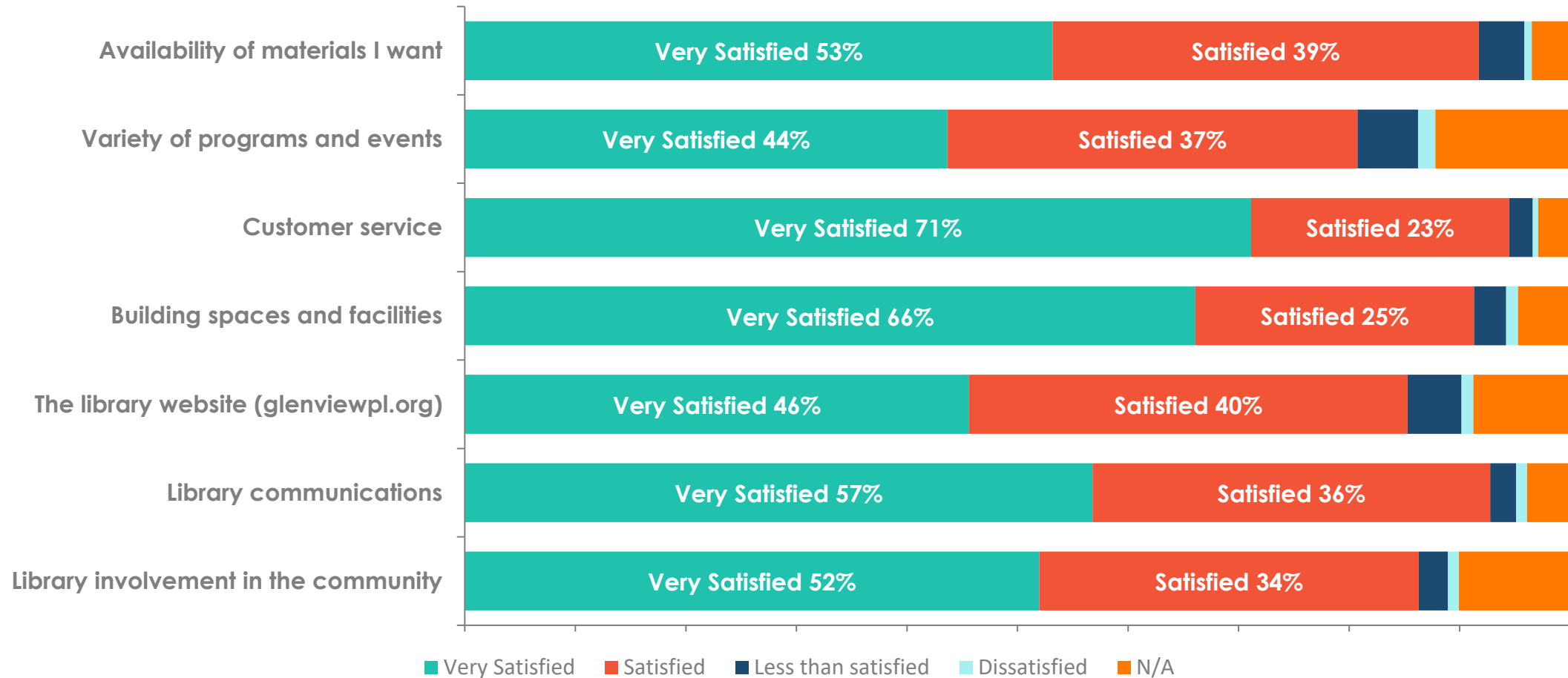
2% report not using the Library at all

Top Library 10 Uses



Are Survey Participants Satisfied?

Yes!



Where Else Should We Focus?

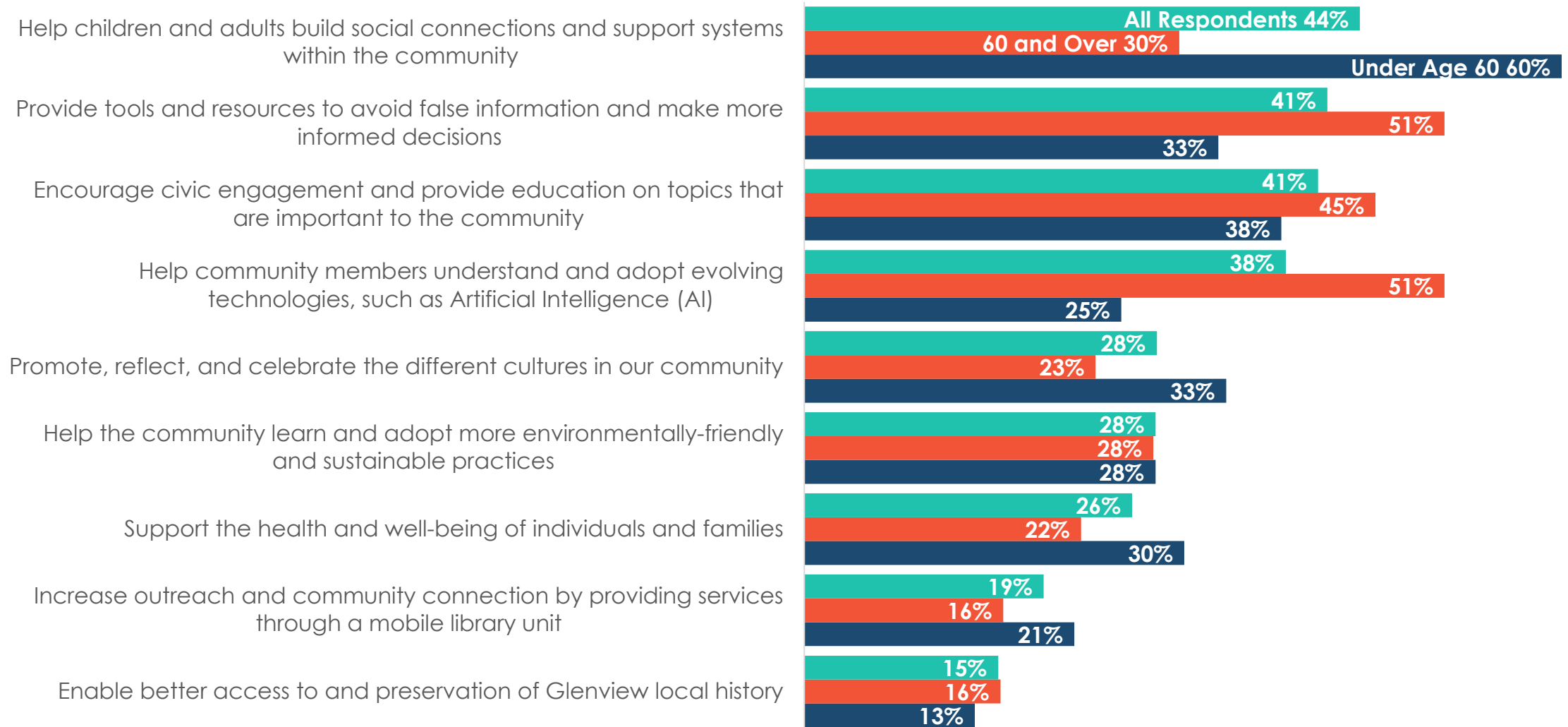
Q6: GPL is creating a strategic plan for the next three years. In addition to our current services, which of the following would you like to see the Library doing more in the future? Please select up to 3 items in the list below that are most important to you.

ANSWER CHOICES	RESPONSES	
Help children and adults build social connections and support systems within the community	43.98%	427
Provide tools and resources to avoid false information and make more informed decisions	41.40%	402
Encourage civic engagement and provide education on topics that are important to the community	40.68%	395
Help community members understand and adopt evolving technologies, such as Artificial Intelligence (AI)	38.11%	370
Promote, reflect, and celebrate the different cultures in our community	27.91%	271
Help the community learn and adopt more environmentally-friendly and sustainable practices	27.81%	270
Support the health and well-being of individuals and families	25.95%	252
Increase outreach and community connection by providing services through a mobile library unit	18.95%	184
Enable better access to and preservation of Glenview local history	15.35%	149
TOTAL		2720

Answered: 971 Skipped: 81

How Do Priorities Differ By Age?

Q6: GPL is creating a strategic plan for the next three years. In addition to our current services, which of the following would you like to see the Library doing more in the future? Please select up to 3 items in the list below that are most important to you.



What Areas Should Be Updated?

Q7: The Library is planning long-term improvements to our building. Please select up to 3 things from the list below that would be most valuable to you.

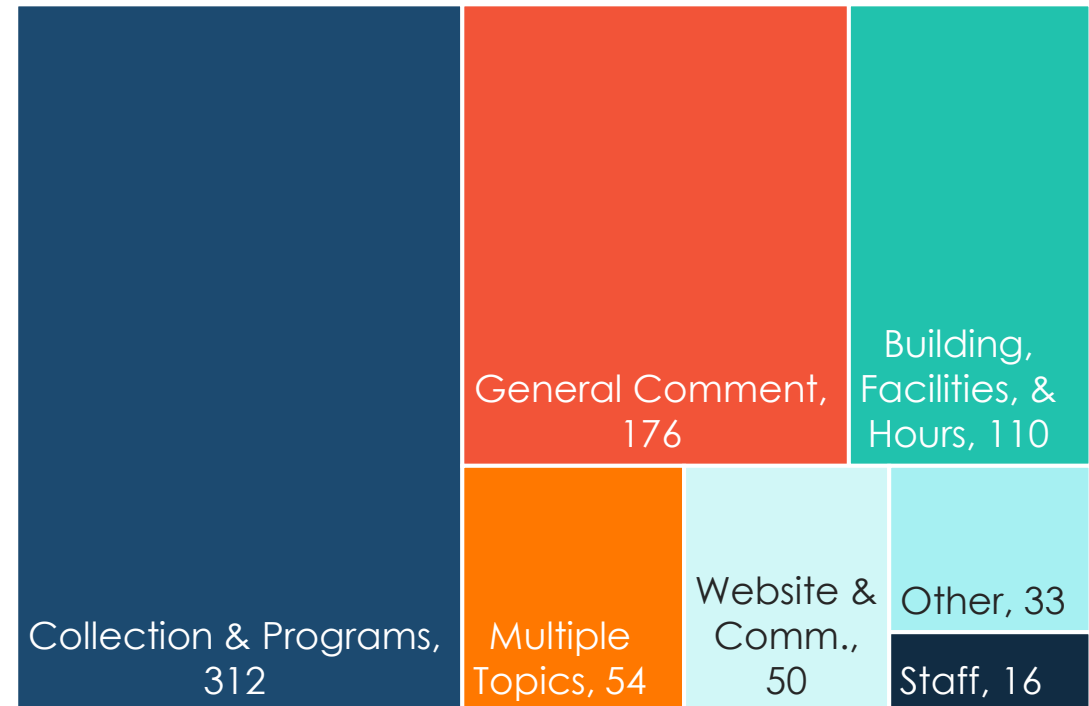
ANSWER CHOICES	RESPONSES	
Parking lot improvements	28.50%	285
Displays that make it easier to browse and discover library materials	25.30%	253
Improved play space for kids	24.00%	240
Better areas for snacking and drinking	23.40%	234
More spaces to talk and work together	16.90%	169
More spaces for private study, work, or other uses	16.20%	162
Better signs and making it easier to find your way through the Library	16.00%	160
More quiet spaces	12.30%	123
None of the above	11.40%	114
Changes in furniture and seating	11.40%	114
Improved accessibility and easier to use for all	10.0%	100
Other (please specify)	9.80%	98
Improved area for check out and returns	7.80%	78
Updated restrooms	6.80%	68
TOTAL		2198

What Else Do We Need to Know?

- Approximately 65% of write-in responses on Questions 5 & 9 expressed suggestions with a neutral sentiment towards the library.
- Comments with a positive or negative sentiment towards the library made up approximately 17-18% each.

These percentages count each question response separately and do not represent a percentage of respondents expressing those sentiments overall.

Most comments focused on suggestions related to our collections and programming.



Common Comment Themes

- Collections & Programs:
 - Increased accessibility and availability of programs, including suggestions for specific age groups, timing for different family schedules, and an easier sign-up process.
 - More adult and youth programs, including social, educational, hands-on, and outdoors.
 - More copies of popular books in various formats to reduce wait times.
 - More books in general, including specific requests for audiobooks (physical & digital), ebooks, and print books.
 - More information about and access to the Innovation Center.
- General Comments:
 - Overall satisfaction with the Library and encouraging continued good work.
 - Concerns about maintaining political neutrality and avoiding bias in programming and materials.
- Building, Facilities, & Hours:
 - More functional bathrooms, improved parking, better noise management, increased hours (especially on Sunday), better area for eating, and more welcoming spaces and furniture.

We Can't Make Everyone Happy

What would make one respondent happier with the Library from Question 5...

...is sometimes the exact opposite of another respondent's comments from Question 9.

"More activities offered for young children."

"Why do infants need library time? or toddlers for that matter? Can't use library due to noise."

"Maybe doing more improvements to the building or have a different layout."

"The facilities are absolutely fine. No improvements are needed. Any that are planned will be a waste of taxpayer money."

"Just do more of what you have been up to in the last few years. We have seen great improvements. Thank you"

"Libraries are there to bring the community together, unfortunately our library stopped being that place with new leadership"

"Hosting a drag queen story hour. However, I totally understand the concerns for not."

"We do not need any drag queen story hours. It's not appropriate for children."

"I would love to see the library lean even more into its role as a civic center and advertise its programs more."

"I understand that libraries want to be more than just a book depository, but maybe you've gone too far away from books and reading."

"If you took out the age-inappropriate material and activities."

"Thank you Librarians for supporting and protecting our right to read and learn from all sources."

Appendix

Additional details for select survey questions

Q2: Barriers to Increased Use

Is there anything that stops you from using the Library or using it more? Choose all that apply.

ANSWER CHOICES	RESPONSES	
None of the above	47.73%	452
I'm too busy	20.38%	193
Other (please specify)	15.63%	148
I usually buy materials instead of borrowing them	6.02%	57
I don't read much	5.60%	53
I use a different public or school library	4.86%	46
I don't use libraries in general	4.44%	42
Library hours don't fit my schedule	4.44%	42
Glenview Public Library doesn't have what I want	4.22%	40
I don't know what the Library has to offer	2.96%	28
It's hard to get to the Library	1.80%	17
Library workers are not welcoming	1.69%	16
The Library is difficult to use	0.84%	8
The Library is an unpleasant place	0.84%	8
I don't feel safe at the Library	0.42%	4
TOTAL		1154

Answered: 947 Skipped: 105

Q3: How Do You Use the Library?

How do you use the Library?	Count of Participants	Percent of Participants
Borrowing physical books	813	77%
Reading or listening for fun	468	44%
Borrowing movies, audiobooks, or videogames	384	37%
Using digital materials and streaming services	354	34%
Adult programs and events	332	32%
Kids programs and events	272	26%
Quiet work or studying	222	21%
Using the children's play area	208	20%
Reading newspapers and magazines	168	16%
The Library of Things	161	15%
Using a private study room	155	15%
Doing research or using reference services	145	14%
Finding information about community services or events	145	14%
Passport, notary, or vehicle registration renewal services	143	14%
Printing, scanning, copying, or faxing	140	13%
Community or civic group meetings	128	12%
Using the Innovation Center	125	12%
Technology help or classes	120	11%
Meeting friends or socializing with others	111	11%
Wifi access on my own device	105	10%
Group work or studying	83	8%
Public computers and software	76	7%
Renting a public meeting room	49	5%
Using space to give or receive tutoring	38	4%
I do not use the Library	19	2%
Write-Ins	83	8%

Write-In Answers Included:

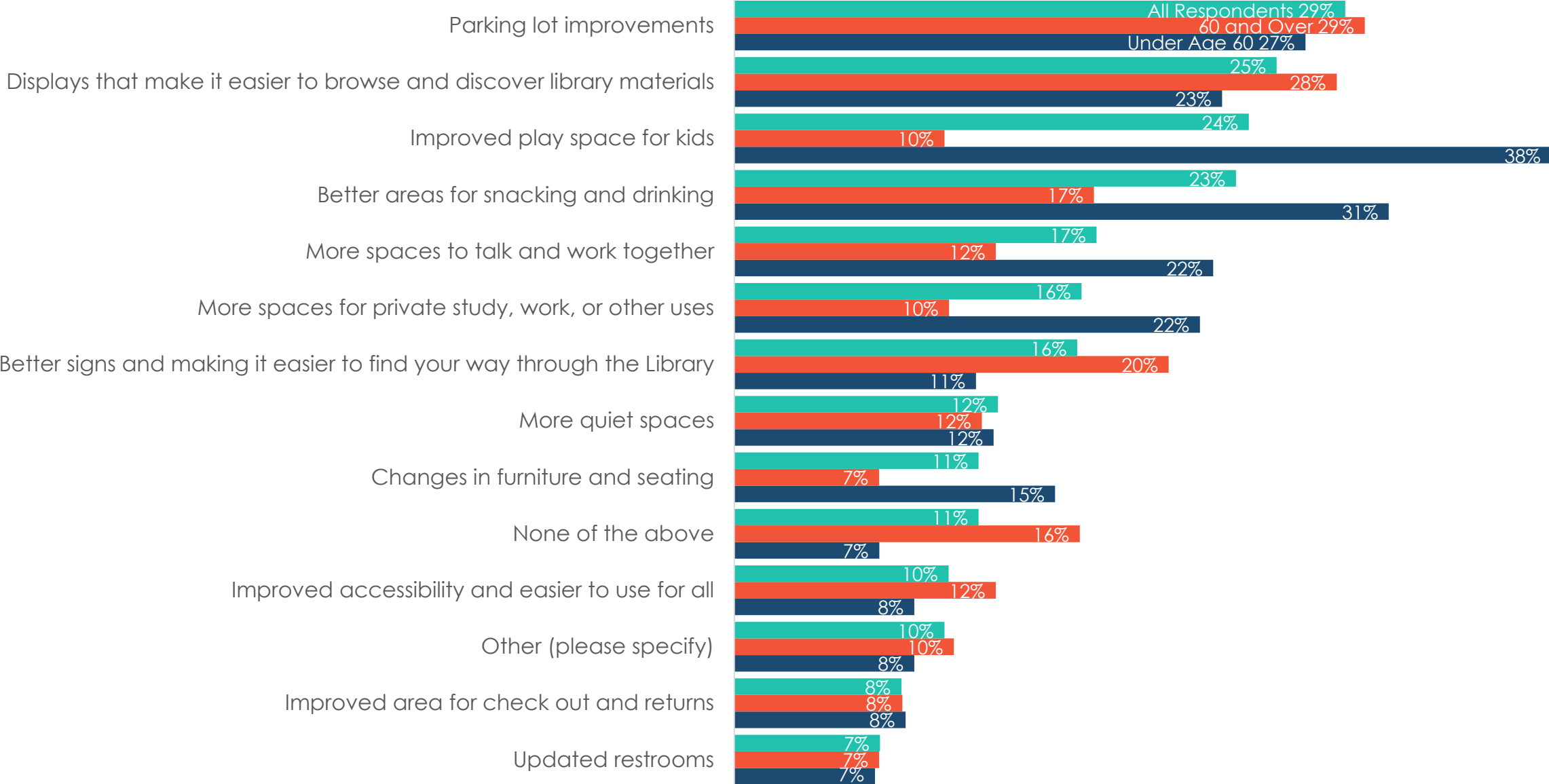
- The Used Book Store (20)
- Relaxing, enjoying, feeling community, and just being at the Library (8)
- Volunteering with the Library or the Friends(4)
- Interlibrary loans (3)
- Artwork & Displays (2)
- Genealogy (2)
- Specific examples of other answer choices

Q4: Satisfaction Ratings

Please rate how satisfied you are with the following aspects of the Library

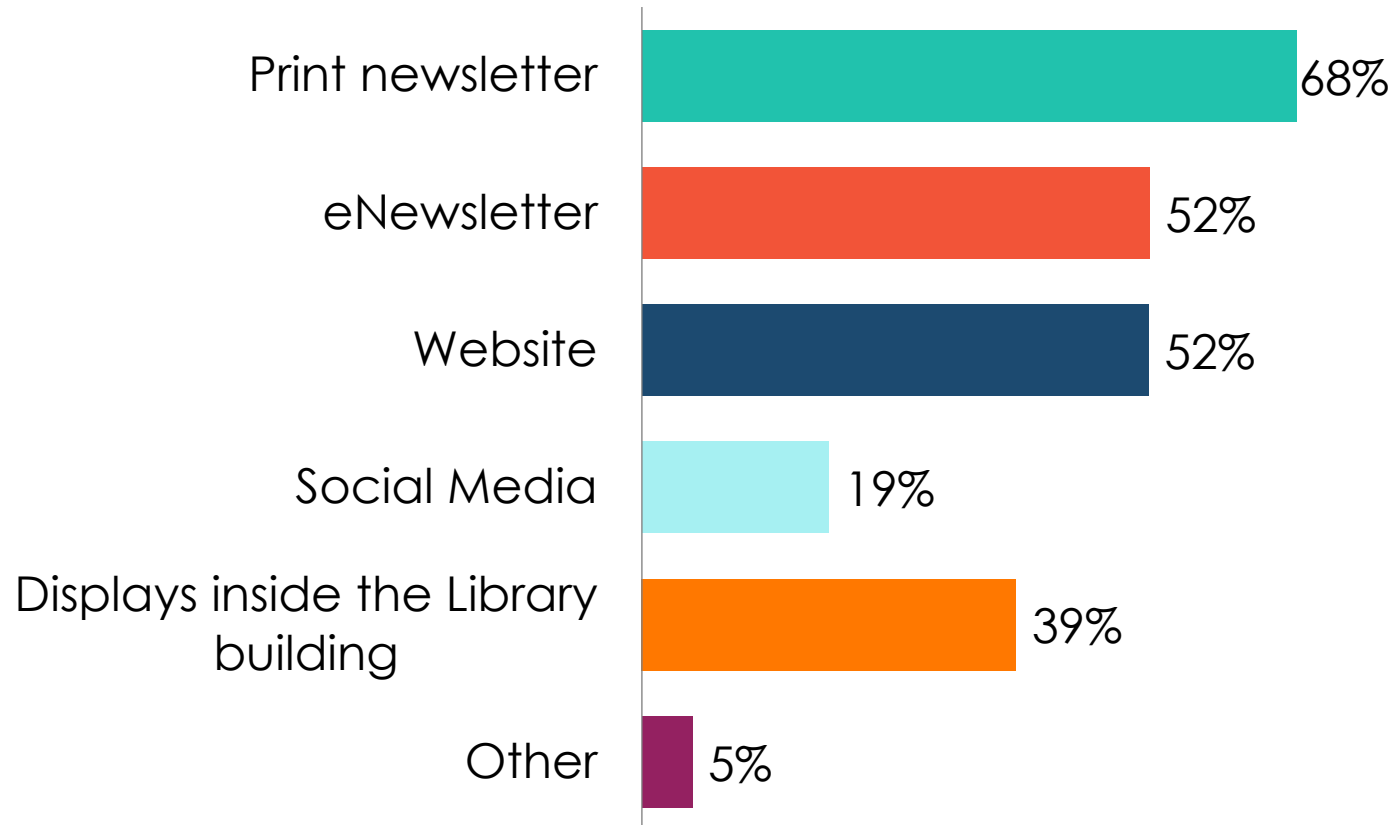
	VERY SATISFIED	SATISFIED	LESS THAN SATISFIED	DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Availability of materials I want	53.18% 552	38.54% 400	4.14% 43	0.67% 7	3.47% 36	1038	3.49
Variety of programs and events	43.65% 447	37.11% 380	5.47% 56	1.56% 16	12.21% 125	1024	3.40
Customer service	71.12% 734	23.35% 241	2.13% 22	0.48% 5	2.91% 30	1032	3.70
Building spaces and facilities	66.09% 684	25.22% 261	2.90% 30	1.06% 11	4.73% 49	1035	3.64
The library website (glenviewpl.org)	45.61% 468	39.67% 407	4.87% 50	1.07% 11	8.77% 90	1026	3.42
Library communications	56.79% 581	35.97% 368	2.35% 24	0.98% 10	3.91% 40	1023	3.55
Library involvement in the community	51.96% 531	34.34% 351	2.64% 27	0.98% 10	10.08% 103	1022	3.53

Q7: Building Updates by Age Group



Q8: Communications

How do you find out about what's happening at the Library? Check all that apply.



Write-in "Other" Answers Included:

- Friends
- Spouses and other family
- Neighbors
- Newspapers
- Speaking with staff members
- School or Village newsletters