



# LA GRANGE PUBLIC LIBRARY

## COMMUNITY SURVEY

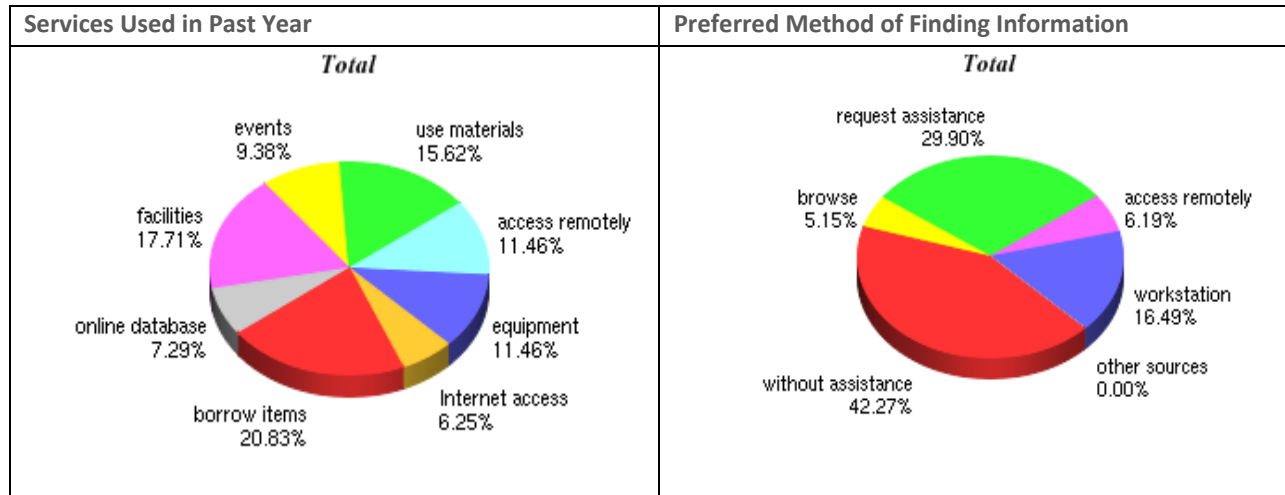
### RESULTS

To gather information for the La Grange Public Library's Strategic Plan, the survey was mailed in May to 6400 households in La Grange. In addition, the survey was posted on the Library's website and paper copies were available at the Library for non-residents to complete. The survey provided valuable findings for Library staff and board members to plan for the future. The new **Strategic Plan will be available to the public in January 2010.**

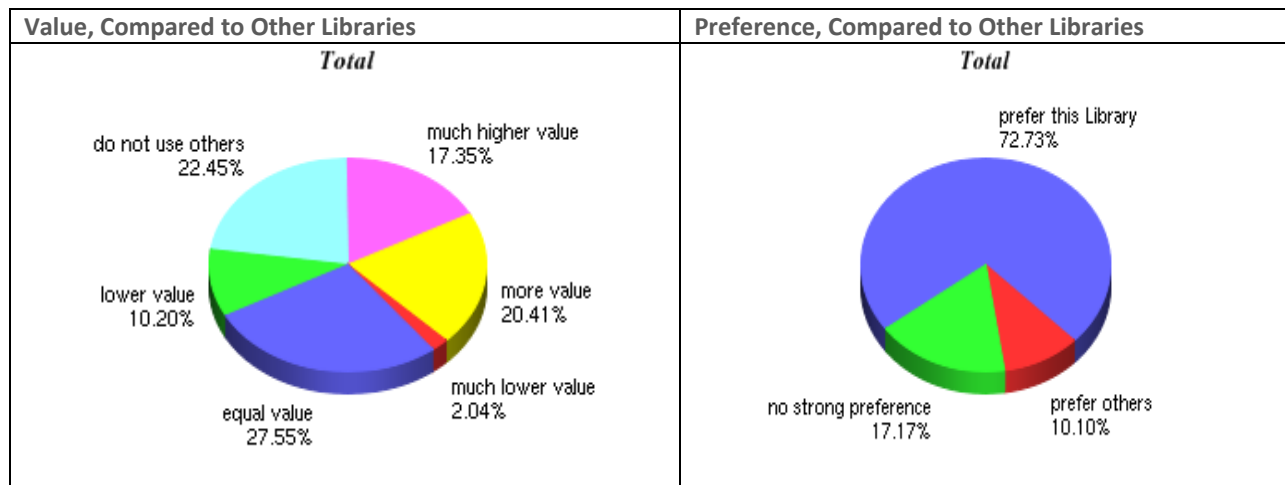
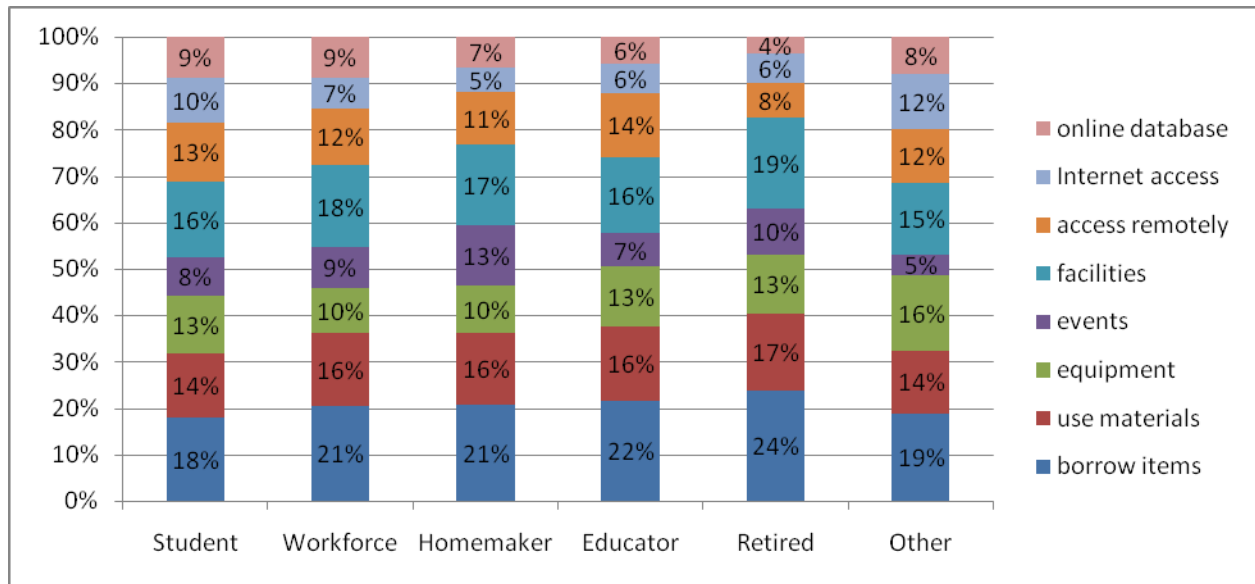
- Who:** We received more than 650 responses to the survey. The survey respondents were 72% female vs. 28% male. Approximately 94% were residents of La Grange. The largest category represented was people in the workforce (40%), followed by stay-at-home parents (21%) and retired people (21%.) A surprising **52% of respondents have been using the Library for 10 years or more.**
- What:** The survey results show that **21% of people primarily use the Library to borrow items.** More than 17% come to the Library to use our facilities, such as tables and meeting rooms, while 16% use materials at the Library. More than 9% of people attend events at the Library.
- Why:** When asked why people use the Library, the most frequent response was for leisure, followed by education and self-improvement in all groups of users except for students whose response was education.
- How:** Forty-two percent of people who responded to the survey prefer to find information without assistance. Only 6% said that their preferred method was accessing the Library remotely. Approximately 30% of respondents use the Library twenty times a year, with **24% using the Library fifty times per year.**
- What:** More than 60% said that staff initiated contact with them during their visit to the Library. When asked about overall satisfaction with Library staff, **people rated staff with an average of 8.4 out of 10** possible points. Users seemed pleased with the Library's value compared to other libraries, with more than 20% answering that the Library provides more value than other libraries. Indicating a positive and busy future for the Library, more than 28% of people said that they would use the Library more often in the future.



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**Library Services Used**



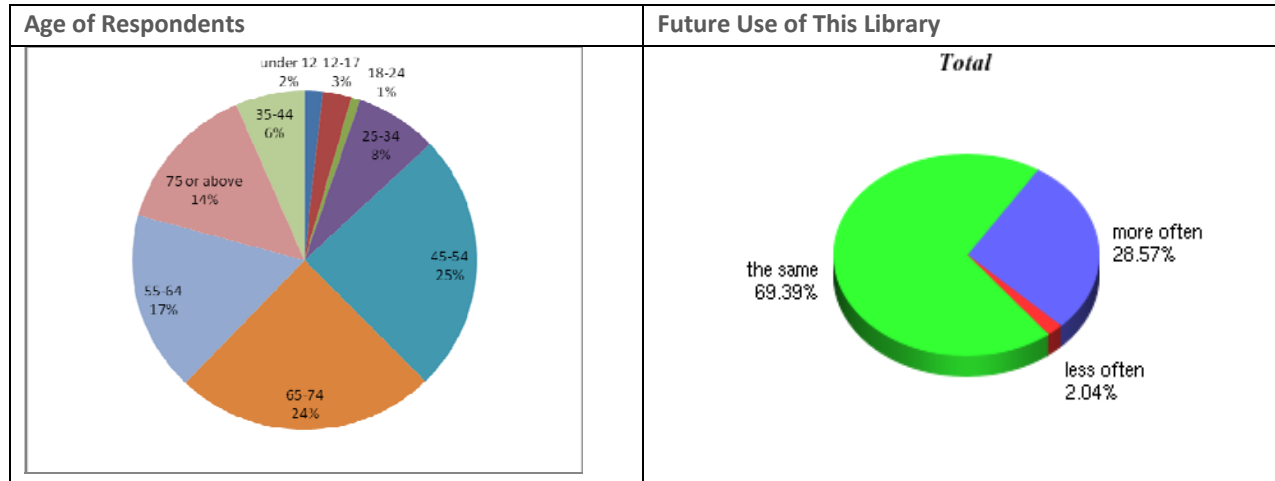


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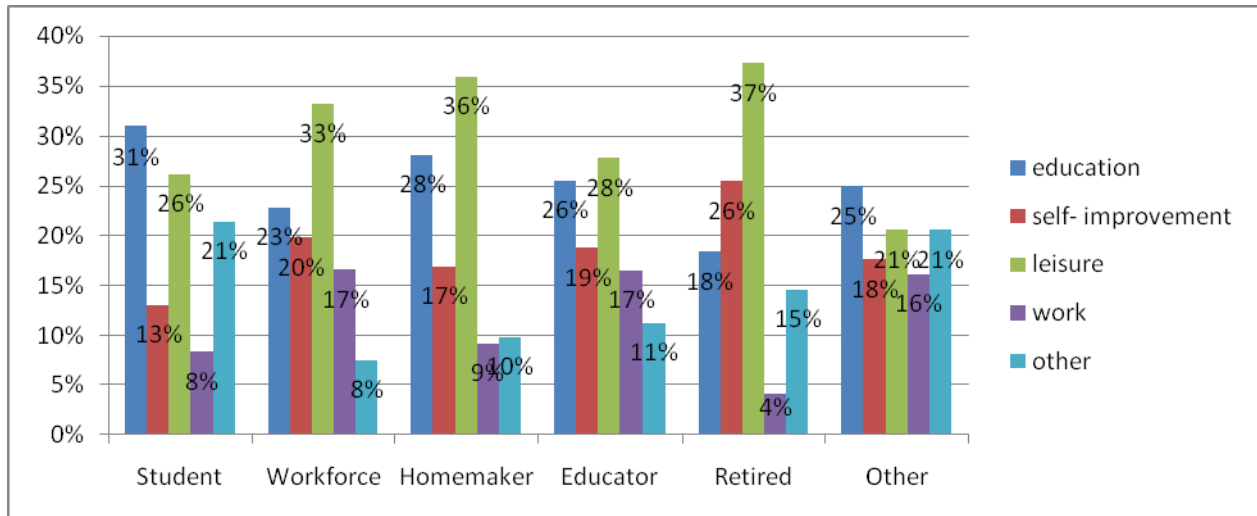
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**Reasons for Use**



**Reasons for Use of Other Libraries**

