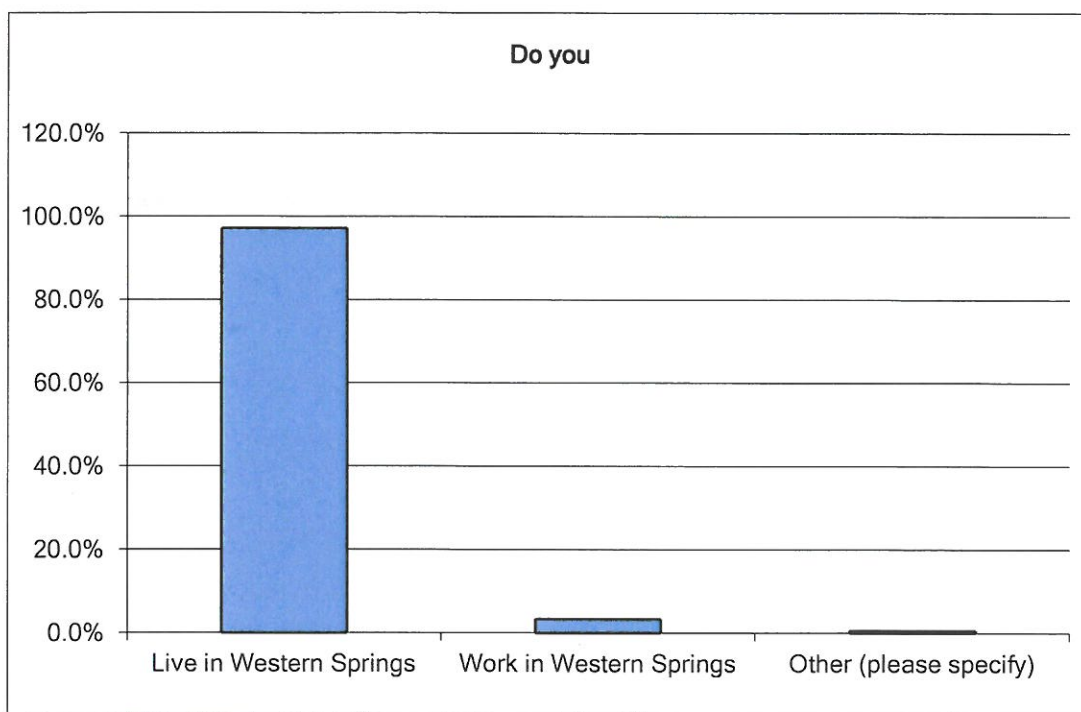


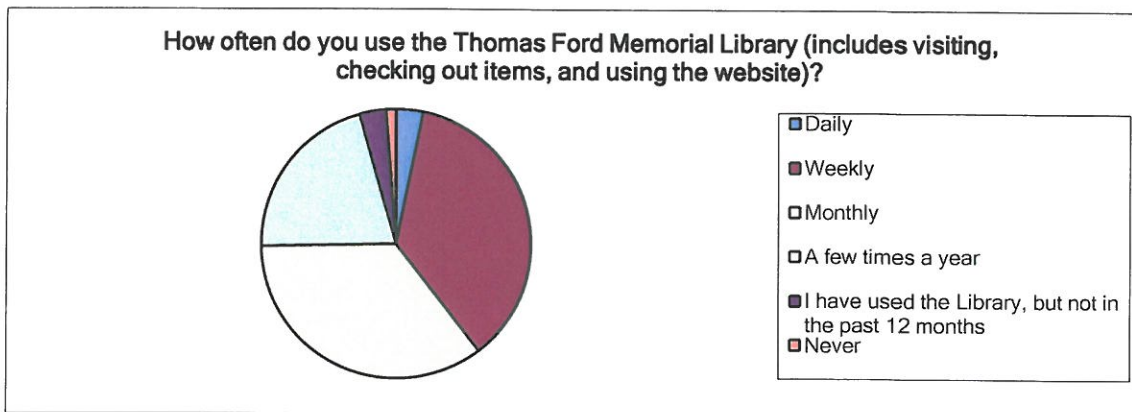
Do you

Answer Options	Response Percent	Written	On-line	Total
Live in Western Springs	97.2%	770	156	926
Work in Western Springs	3.3%	23	8	31
Other (please specify)	0.5%	5	15	20
<i>answered question</i>		780	173	953
<i>skipped question</i>		2		2



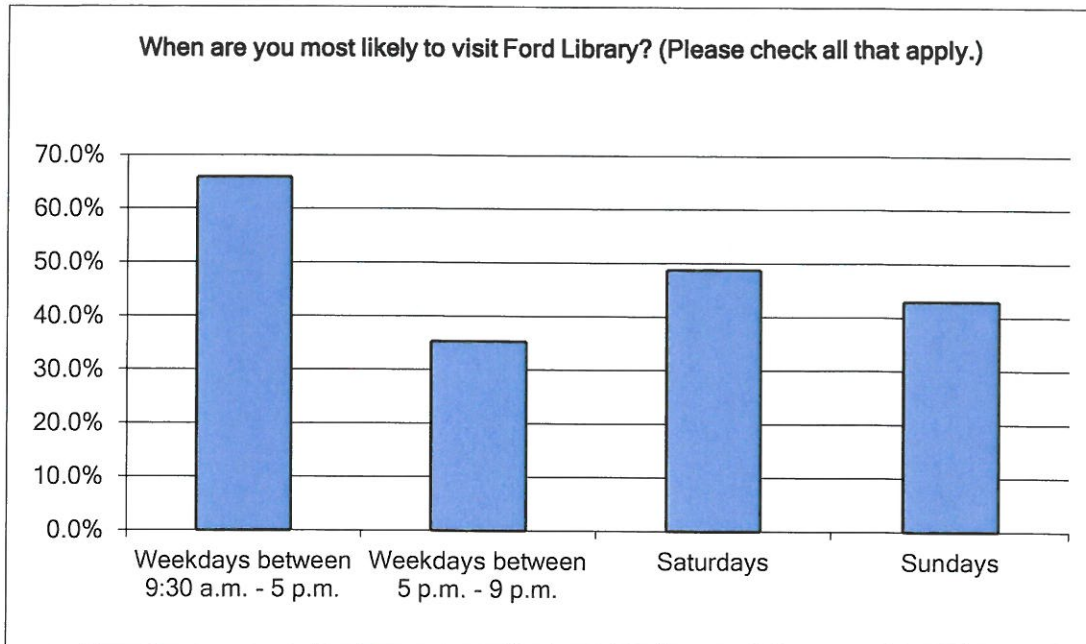
How often do you use the Thomas Ford Memorial Library (includes visiting, checking out items, and using the website)?

Answer Options	Response Percent	Written	On-line	Total
Daily	3.3%	19	12	31
Weekly	36.2%	267	78	345
Monthly	35.3%	279	57	336
A few times a year	20.9%	179	20	199
I have used the Library, but not in the past 12 months	3.1%	28	2	30
Never	1.3%	8	4	12
answered question		780	173	953
skipped question		2	0	2
		782	173	955



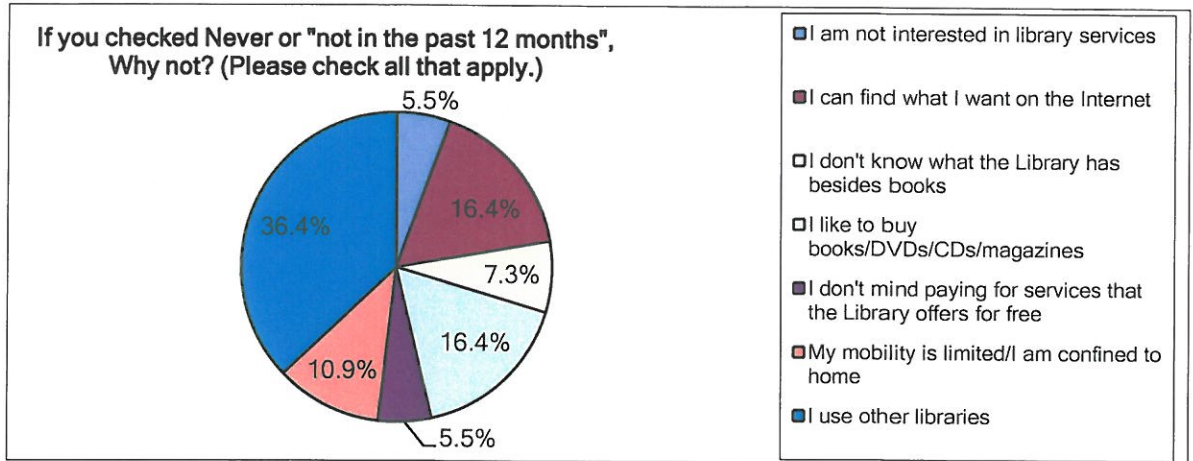
When are you most likely to visit Ford Library? (Please check all that apply.)

Answer Options	Response Percent	Written	On-line	Total
Weekdays between 9:30 a.m. - 5 p.m.	65.9%	515	97	612
Weekdays between 5 p.m. - 9 p.m.	35.3%	262	66	328
Saturdays	48.8%	368	85	453
Sundays	42.9%	341	58	399
answered question		763	166	929
skipped question		19	7	26



If you checked "Never" or "not in the past 12 months", why not? (Please check all that apply.)

Answer Options	Response Percent	Written	On-line	Total
I am not interested in library services	5.5%	6	0	6
I can find what I want on the Internet	16.4%	17	1	18
I don't know what the Library has besides books	7.3%	7	1	8
I like to buy books/DVDs/CDs/magazines	16.4%	17	1	18
I don't mind paying for services that the Library offers for free	5.5%	5	1	6
My mobility is limited/I am confined to home	10.9%	12	0	12
I use other libraries	36.4%	37	3	40
Other (please specify)		23	3	26
	<i>answered question</i>	104	6	110
	<i>skipped question</i>	678	167	845



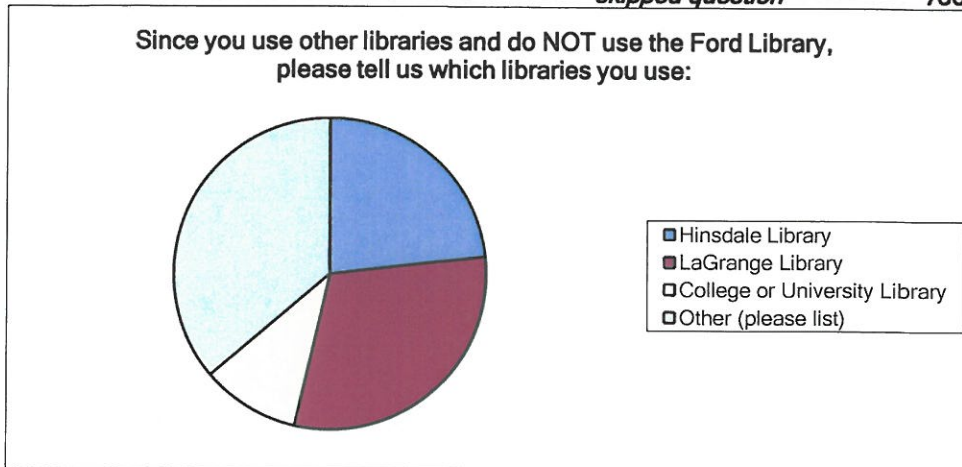
No Other (please specify)

I recorded responses in this question, even if "Never" wasn't marked

- 1 limited books that I am interested in are available
- 2 I just don't think of it
- 3 Have child w/ disability, wanted to use E-books but library could not get it set up for her on iPad
- 4 Mobility is getting to be less and less unfortunately
New books often taken by others; reference book selection for research products limited; Borrowing time is limited; selection is poor
- 5 time is limited; selection is poor
- 6 I might use the library when I get an e-reader
- 7 Rarely have the books I want, long waits to get them
If a book is on TV I call you and you get it for me. Sometimes you have it. I use Chicago Tribune for my needs, Just don't have time to read - except Trib
- 8 my needs, Just don't have time to read - except Trib
- 9 My friend checks out books, I read them when she is finished and then return them.
- 10 Long waits to get the books I want to read
- 11 My mother is blind & confined to home. I travel and look for books on recordings (audiobooks)
- 12 I am visually impaired
- 13 I have poor vision and can't drive
- 14 Parking is a problem
- 15 I have had heart problems, but am getting better
- 16 The Thomas web sight
- 17 Better handicapped parking at other libraries
- 18 I do use the elevator, am physically challenged
- 19 No time
- 20 LaGrange Park - DVD & Books & Books on tape excellent!
- 21 I always end up owing more in book fees. It is easiest just to buy the book.
Staff is LOUD & talk to themselves constantly. People talk in Quiet Room. No places to sit and have SPACE to do work in quiet.
- 22 SPACE to do work in quiet.
- 23 Just lazy about going to the Library
- 24 I just moved to the area less than a week ago!
- 25 We just moved here and don't have a library card yet.
- 26 Lazy...and I forget. I used to go there and get a book but just haven't done it.

Since you use other libraries and do NOT use the Ford Library, please tell us which libraries you use:

Answer Options	Response Percent	Written	On-line	Total
Hinsdale Library	32.7%	16	0	16
LaGrange Library	42.9%	21	0	21
College or University Library	14.3%	6	1	7
Other (please list)	51.0%	23	2	25
<i>answered question</i>		46	3	49
<i>skipped question</i>		736	170	906



Number Other (please list)

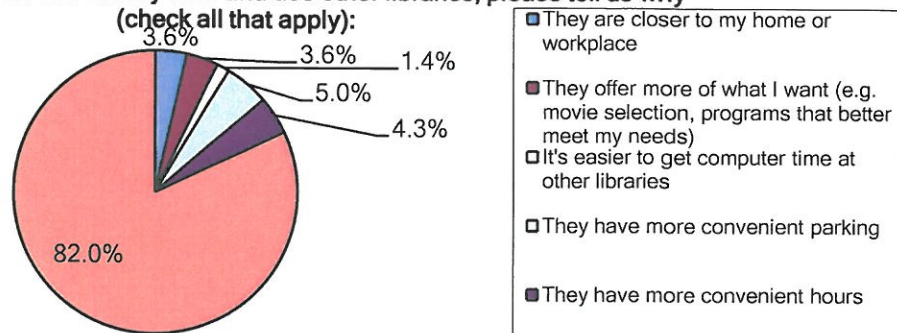
People would sometimes list the other libraries even though they use TFML. Two (2) people checked "use other libraries" but did not list or check the libraries listed

- 1 Use Seven in the West Suburbs & SWAN loans
- 2 My children are older and have other resources
- 3 LaGrange Park, Indian Prairie
- 4 Westmont
- 5 Oak Brook
- 6 Senior Center Library
- 7 Downer's Grove
- 8 Indian Prairie
- 9 Elmhurst Public Library
- 10 Oak Brook
- 11 LaGrange Park
- 12 Downer's Grove
- 13 First United Methodist Church of LaGrange Library.
- 14 Private library
- 15 Library at Senior Club at Grand Ave School
- 16 LaGrange Park
- 17 Elmhurst Public Library
- 18 LaGrange Park
- 19 Indian Prairie
- 20 Oak Park - great video selection
- 21 Chicago
- 22 Do not use other libraries, just don't have a card for Ford yet.
- 23 Westchester Library

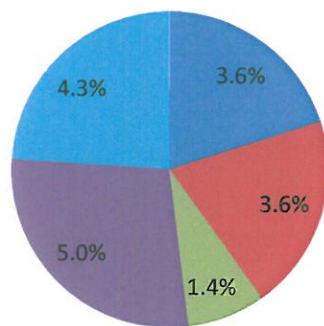
Since you are NOT a Ford Library user and use other libraries, please tell us why (check all that apply):

Answer Options	Response Percent	Written	On-line	Total
They are closer to my home or workplace	3.6%	5	0	5
They offer more of what I want (e.g. movie selection, programs that better meet my needs)	3.6%	5	0	5
It's easier to get computer time at other libraries	1.4%	2	0	2
They have more convenient parking	5.0%	7	0	7
They have more convenient hours	4.3%	5	1	6
N/A	82.0%	112	2	114
Other (please specify)		7	0	7
answered question		136	3	139
skipped question		646	170	816

Since you are NOT a Ford Library user and use other libraries, please tell us why (check all that apply):

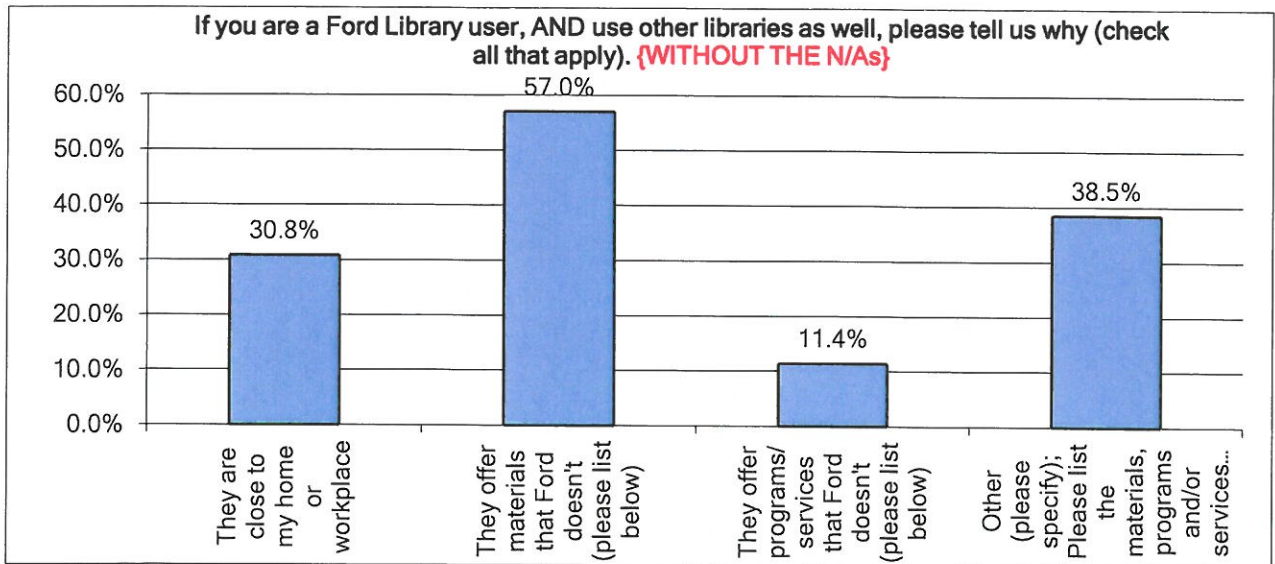
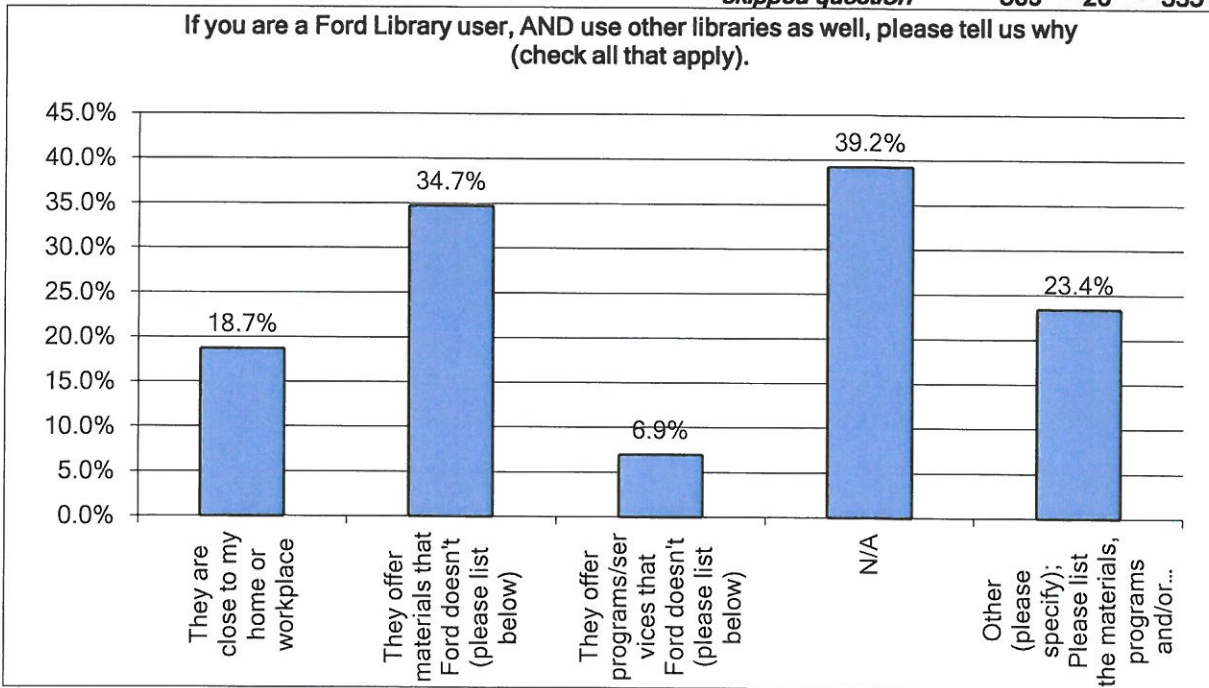


- They are closer to my home or workplace
- They offer more of what I want (e.g. movie selection, programs that better meet my needs)
- It's easier to get computer time at other libraries
- They have more convenient parking
- They have more convenient hours



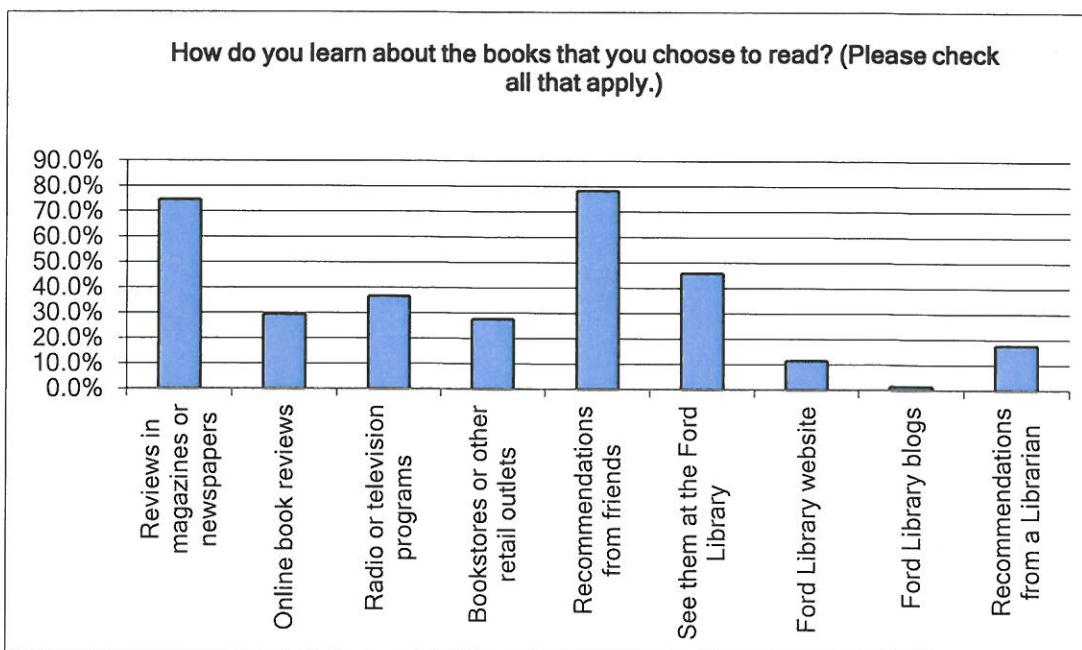
If you are a Ford Library user, AND use other libraries as well, please tell us why (check all that apply).

Answer Options	Response Percent	Written	On-line	Total
They are close to my home or workplace	18.7%	91	25	116
They offer materials that Ford doesn't (please list below)	34.7%	171	44	215
They offer programs/services that Ford doesn't (please list below)	6.9%	35	8	43
N/A	39.2%	173	70	243
Other (please specify); Please list the materials, programs and/or services other libraries provide that Ford doesn't.	23.4%	95	50	145
answered question		473	147	620
skipped question		309	26	335



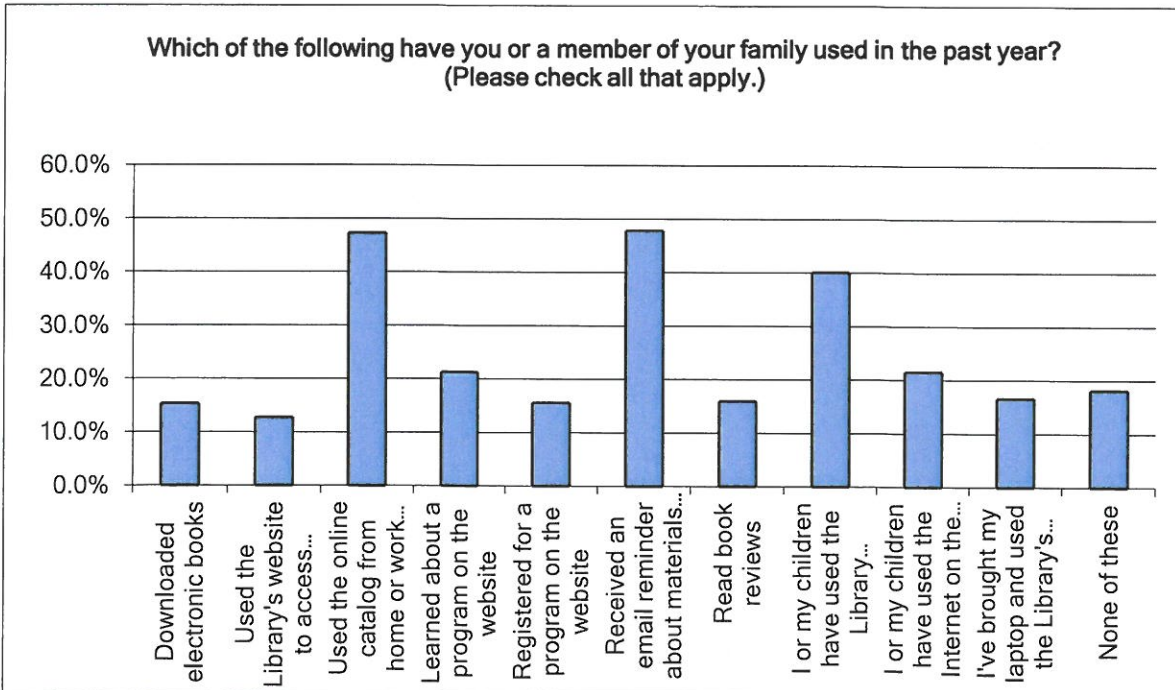
How do you learn about the books that you choose to read? (Please check all that apply.)

Answer Options	Response Percent	Written	On-line	Total
Reviews in magazines or newspapers	74.6%	567	110	677
Online book reviews	29.3%	204	62	266
Radio or television programs	36.5%	274	57	331
Bookstores or other retail outlets	27.5%	213	36	249
Recommendations from friends	78.3%	594	116	710
See them at the Ford Library	45.9%	349	67	416
Ford Library website	11.6%	67	38	105
Ford Library blogs	1.4%	9	4	13
Recommendations from a Librarian	17.6%	133	27	160
Other (please specify)		17	14	31
<i>answered question</i>		760	147	907
<i>skipped question</i>		22	26	48



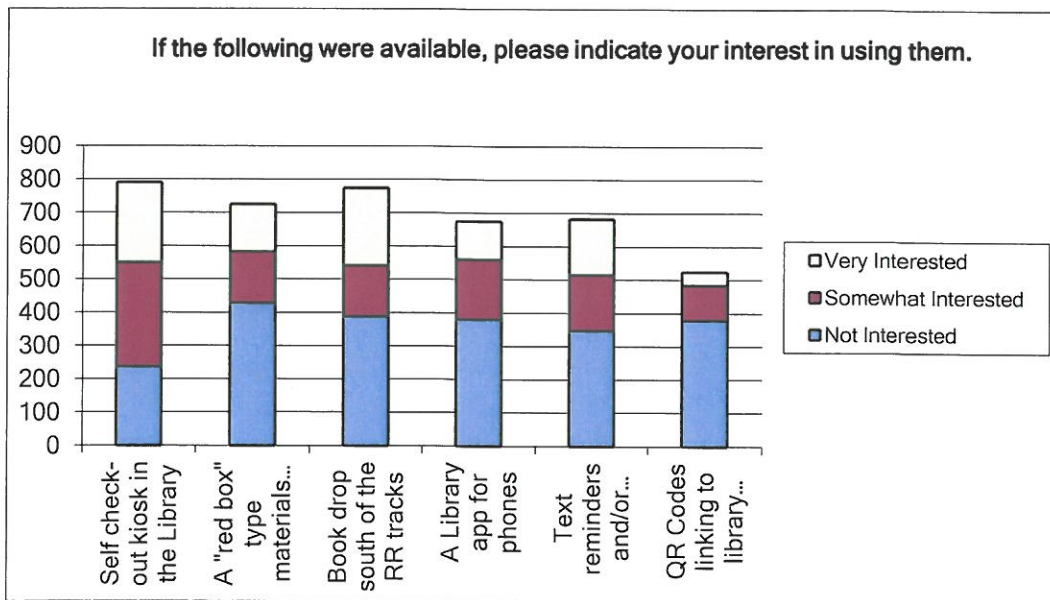
**Which of the following have you or a member of your family used in the past year?
(Please check all that apply.)**

Answer Options	Response Percent	Written	On-line	Total
Downloaded electronic books	15.4%	85	50	135
Used the Library's website to access online services that are free with my library card, such as the Mango foreign language tutorial or Novelist, the readers' advisory tool	12.7%	81	31	112
Used the online catalog from home or work to search for materials and/or place holds on items	47.3%	315	101	416
Learned about a program on the website	21.3%	127	60	187
Registered for a program on the website	15.6%	99	38	137
Received an email reminder about materials or programs	47.8%	326	94	420
Read book reviews	15.9%	94	46	140
I or my children have used the Library computers	40.0%	285	67	352
I or my children have used the Internet on the Library computer	21.5%	158	31	189
I've brought my laptop and used the Library's Wi-Fi	16.6%	122	24	146
None of these	18.1%	151	8	159
answered question		732	147	879
skipped question		50	26	76



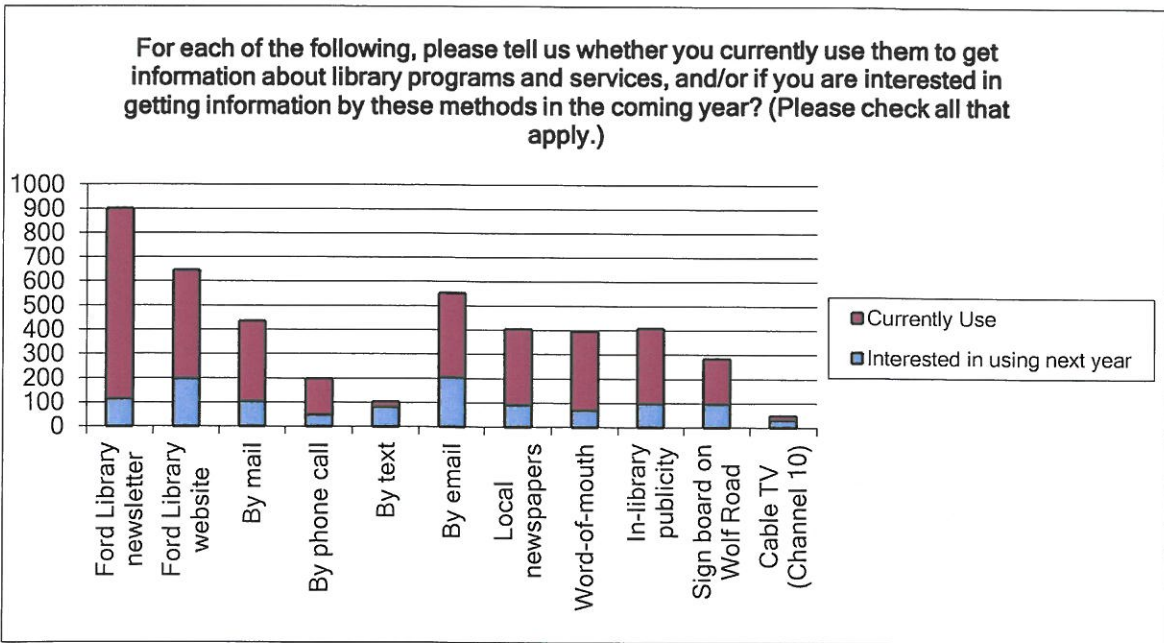
If the following were available, please indicate your interest in using them.

Answer Options	Very Interested	Somewhat Interested	Not Interested	Response Count
Self check-out kiosk in the Library	241	313	237	791
A "red box" type materials dispenser south of the RR tracks	142	154	429	725
Book drop south of the RR tracks	234	153	388	775
A Library app for phones	114	180	381	675
Text reminders and/or updates	167	168	348	683
QR Codes linking to library website	40	105	380	525
Other (please share your interests or ideas:)				58
<i>answered question</i>				713
<i>skipped question</i>				69



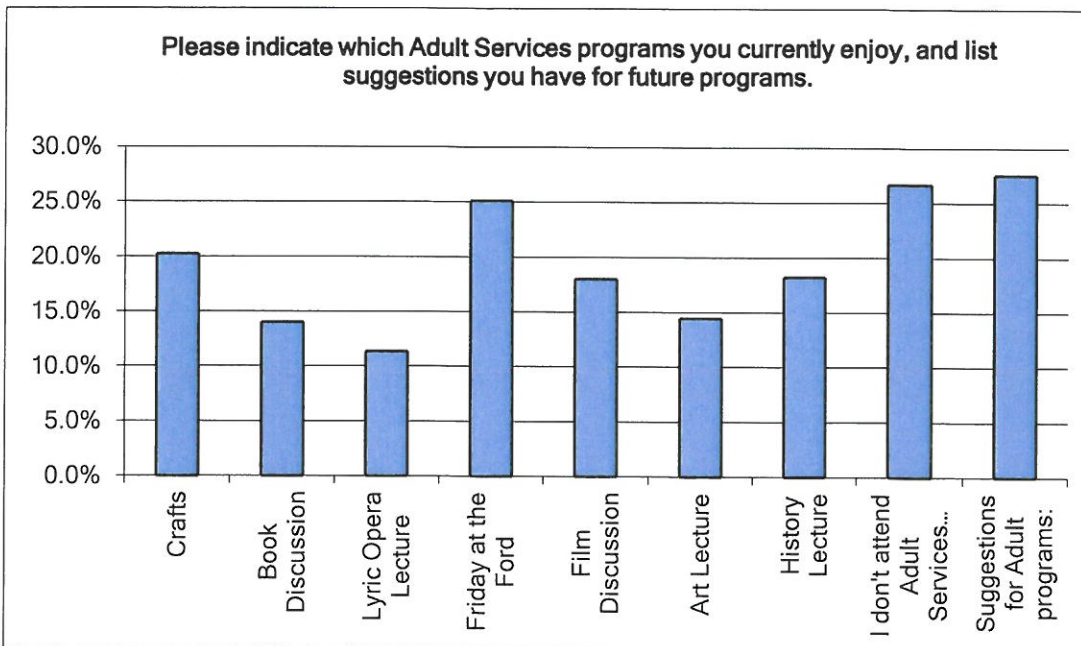
For each of the following, please tell us whether you currently use them to get information about library programs and services, and/or if you are interested in getting information by these methods in the coming year? (Please check all that apply.)

Answer Options	Currently Use	Interested in using next year	Response Count
Ford Library newsletter	787	114	901
Ford Library website	449	197	646
By mail	331	104	435
By phone call	149	48	197
By text	23	81	104
By email	349	204	553
Local newspapers	313	91	404
Word-of-mouth	325	70	395
In-library publicity	310	98	408
Sign board on Wolf Road	186	98	284
Cable TV (Channel 10)	18	31	49
Other (please describe)			27
		<i>answered question</i>	746
		<i>skipped question</i>	36



Please indicate which Adult Services programs you currently enjoy, and list suggestions you have for future programs.

Answer Options	Response Percent	Written	On-Line	Total
Crafts	20.2%	74	17	91
Book Discussion	14.0%	52	11	63
Lyric Opera Lecture	11.3%	42	9	51
Friday at the Ford	25.1%	87	26	113
Film Discussion	18.0%	67	14	81
Art Lecture	14.4%	50	15	65
History Lecture	18.2%	71	11	82
I don't attend Adult Services Programs	26.7%	32	88	120
Suggestions for Adult programs:	27.6%	106	18	124
<i>answered question</i>		309	141	450
<i>skipped question</i>		473	32	505



No Suggestions for Adult programs:

- 1 more frequent film discussions, 2x month perhaps
- 2 The special programs have been great
- 3 Off-site book discussion groups
- 4 Computer and Social Networking programs
- 5 Job Search Programs
- 6 Though I have participated in these programs rarely, it's not because they don't interest me - when my children are a bit older I hope to have more time for them.
- 7 More Gardening Lectures
- 8 Classes in Excel, another LinkedIn class
- 9 I haven't attended any Thomas Ford lectures but I have at Hinsdale library - cooking demos and local

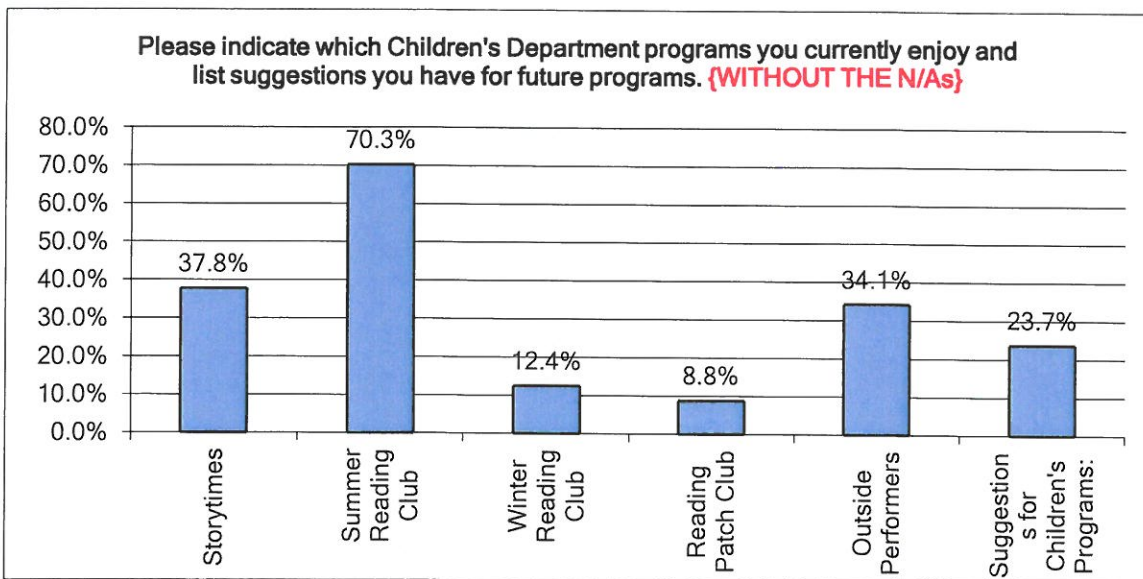
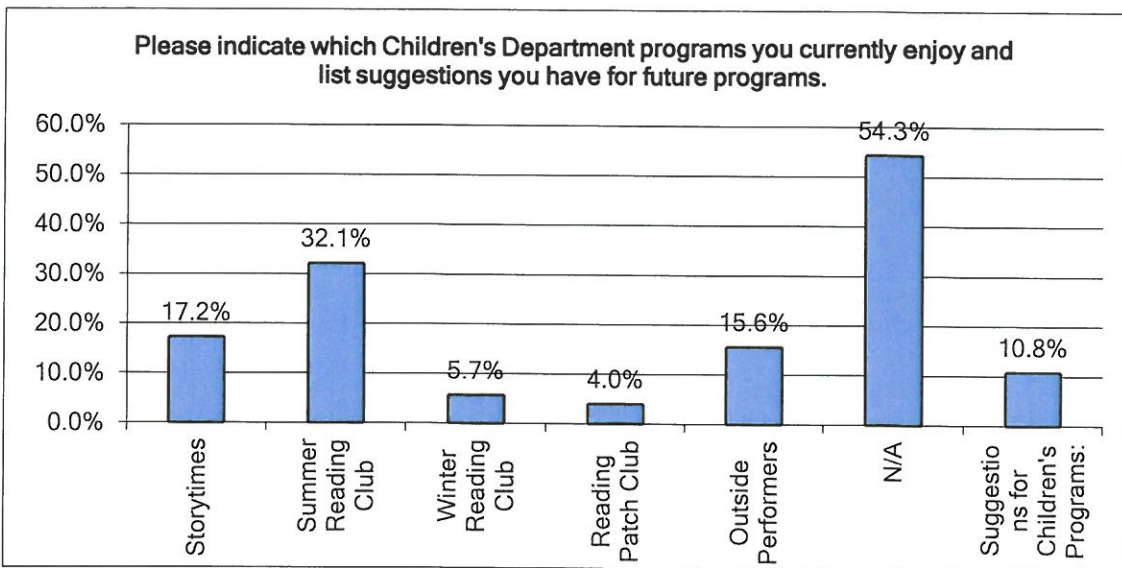
- "celebrity" speakers
- 10 None but always want to
 - 11 Big Read
 - 12 College application help, college representatives/speakers
Pre-concert lectures of upcoming Chicago Symphony performances (i.e. about the music, what to listen for,
 - 13 education for the non-music type person to help them better appreciate the concert)
 - 14 I'm interested in all these programs - just haven't been able to attend yet.
 - 15 DIY Home Repairs, woodworking
I don't look to a library to entertain me with programs. However I attend if interested in an offering of a
 - 16 program.
Lectures on costume jewelry and open salt dishes - I would go to more events at TF but there always seems
 - 17 to be date conflicts.
 - 18 While I haven't used these programs, I think all of them are great for our community
 - 19 Cultural (nostalgic) programs on music/films of 30s/40s/50s/60s.
 - 20 Autobiography (Vignette-writing library patrons)
 - 21 Bridge
 - 22 Travelogs, Foreign Language, Conversation Groups, Retirement Info Programs
 - 23 On-going comp. programs at all levels (based on #16, I think this person means computer)
 - 24 Summer Adult Reading Program
 - 25 I would attend if I had the time
 - 26 Have been to a few - all worthwhile!
 - 27 Usually visit with the kids and use the children's section
 - 28 Photography, Art Classes
 - 29 Cooking Programs; currently enjoy Paulene Kennedy series
 - 30 I have not participated in these activities , although I may be interested at a later date
 - 31 Info about hiring care takers. Local hiring them - speak good English!
 - 32 Garden Lectures
 - 33 Wish I had time to attend crafts, book groups & Friday at the Ford
 - 34 Technology Skills for phones, computers, television box & connect; General health & wellness
 - 35 Current choices are not of interest. A foreign film series or classic film series would be of interest.
 - 36 Gardening Lectures
 - 37 Intro computer programs
 - 38 have not participated in Adult programs except Summer Reading
 - 39 I would love to attend - just haven't yet
 - 40 I'm sure I'll use more often when I retire
 - 41 I'd use these programs often if offered during daytime hours or on weekend days
 - 42 Genealogy programs
Practical-based lectures, for example, raising children, work-life balance, computer or internet use
 - 43 suggestions
 - 44 Spanish
 - 45 More cooking demos
 - 46 Haven't been able to participate but would enjoy some of the above.
 - 47 Public tickets to Chicago attractions
 - 48 Gardening
 - 49 While I don't use them, I LOVE that they're available and hope to use them soon!
 - 50 We appreciate the programs but have not regularly participated
 - 51 Educational speakers, e.g. Challenges for Democracy
Training on emerging technology. More recorded books for car, more books for visually impaired. (learn
 - 52 to use books on iPods)
 - 53 Daytime programs
 - 54 I would enjoy afternoon hours
 - 55 I hope to enjoy when I am less busy
 - 56 Basic Excel MS Word sessions, social media

- 57 Culture of countries in the Middle East &/or Far East
- 58 Wasn't aware of Art/History lectures
- 59 More computer and internet programs
- 60 More craft classes
- 61 Scrapbooking, Gardening
- 62 Wish the film discussion was a different night I'd go more often
- 63 I have yet to attend a Lyric Opera Lecture but hope to one day!
- 64 Love the container program!
- 65 Health Lectures
- 66 Training in computer programming
- 67 Have enjoyed some garden programs in the past
Cooking Club, Art tours downtown, basic drivers education, chocolate tasting & books, cooking night w/
- 68 books, iron/own? chef w/ books
- 69 I plan to join a book discussion this year. I'm an avid fiction reader but wish to expand to other genre.
- 70 Continued gardening programs
- 71 More live music
- 72 All great programs - never have time
- 73 Computer Usage 101
- 74 Quilting/Crafts after 5pm (current programs are during work hours)
- 75 Gardening - hands on activities/projects
- 76 These programs are often at night and I am busy
- 77 My schedule limits my participation
- 78 Always daytime new to WS & busy getting settled, senior active person
- 79 Gardening
- 80 Word, Excel, Google programs. Possibly Craigslist & Ebay too!
- 81 Cooking using cookbooks
- 82 PC Computer Security
- 83 Have no time to add your programs
- 84 Love the Amy Alessario's talks!
- 85 Gardening; Community Services/partner w/ the Village
- 86 Photography
- 87 Enjoy Knitting Circle
- 88 Program on good websites for kids?
- 89 Have not attended Opera lecture yet, but have good intentions
- 90 I like programs when I have the time, sometimes I can't pre-register
- 91 Sorry to have missed Scotlands Gardens & Castles
- 92 More Garden Programs; Promats @ Night or Weekend
I don't use but would like to use/attend book discussions, Friday at the Ford, Film Discussion & History
- 93 lectures
I've also gone to technology/camera-how-to sessions. Would like tot attend "How-To" session on
- 94 Facebook
- 95 Also Summer Adult Reading Club
- 96 I do like the "skills" workshops - Feng Shua and gardening etc
- 97 I work evenings - nights can't attend
- 98 more book-club-to-go titles
- 99 Attended program on digital photography with Rick - Good session! Suggest: Program on using iPhone
As technologies continue to advance, would like more instructional programs on how to use technology,
etc.
- 100
- 101 Need more info: I would be interested in Crafts and Art Lecture
- 102 Gardening lectures
- 103 Learn to crochet/knit
- 104 Have not used above programs but plan to
- 105 Would like more programs in afternoon. Especially a book club

- 106 Sound great, just don't have time
Gardening Series programs are good. Please add more Flower Arranging programs. I tried to get into the
107 one you offered but it was full.
- 108 Have a spiritualist do a seance. I think it would be fascinating.
I enjoy the big read discussion group at all the libraries. Try Having more things in the afternoon- @ 2 . I
109 am busy at night.
My kids and I enjoy the Lyric Opera performance in the spring. In general I am not available for adult
110 programs as I am busy with my kids in the evenings, etc.
- 111 More gardening
- 112 Unaware you had activities for non Seniors.
- 113 At this time, the Adult Programs don't fit my lifestyle
- 114 Always enjoyed the gardening & related programs presented through the Kennedy Family Foundation.
115 current events discussion group ("living history")
- 116 Would participate in the knitting group if it didn't conflict with work.
Anything to do with food/cooking! In the past couple of years, I've attended the "cooky cookbook" lecture,
117 vegetable gardening lecture and culinary demo by Nathan Sears from Vie - love these types of programs!
- 118 Book discussion group for parents
- 119 interested in adult programs during the day - not the evening
- 120 I would love to attend a program about geneology with suggestions for how to search for ancestors.
- 121 I have attended the films in the past...several years ago. Very good...I just haven't gone in the past year.
I don't attend because I have small children and getting out is still difficult. However, I do read through the
mailing and find many programs that are interesting in all areas. Sometimes it's the craft I want to attend,
122 sometimes it's the lecture. TFL does a good job at keeping an interesting variety in all that they present.
- 123 I've never attended an adult program, but would in the future.
- 124 College application speakers, college representative speakers

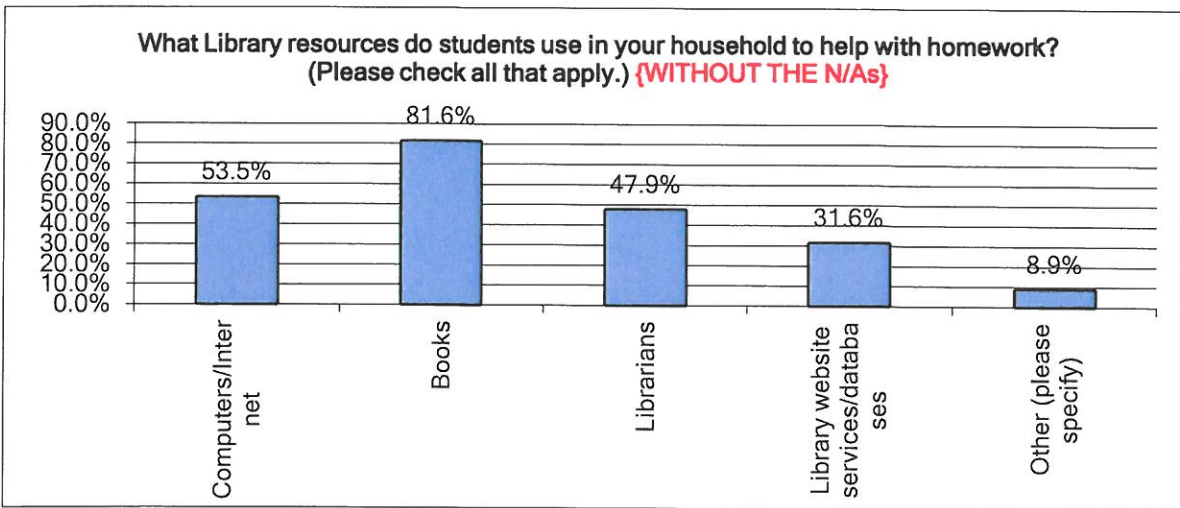
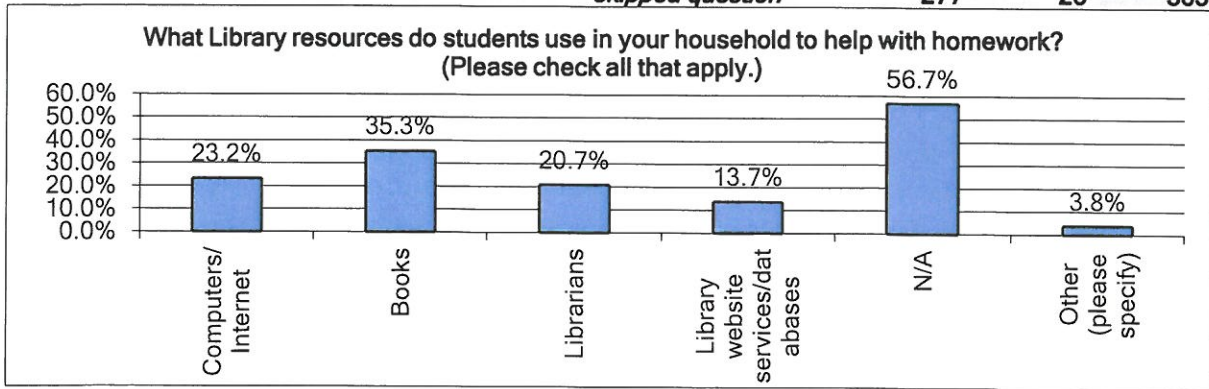
Please indicate which Children's Department programs you currently enjoy and list suggestions you have for future programs.

Answer Options	Response Percent	Written	On-line	Total
Storytimes	17.2%	77	17	94
Summer Reading Club	32.1%	140	35	175
Winter Reading Club	5.7%	22	9	31
Reading Patch Club	4.0%	12	10	22
Outside Performers	15.6%	68	17	85
N/A	54.3%	200	96	296
Suggestions for Children's Programs:	10.8%	46	13	59
<i>answered question</i>		398	147	545
<i>skipped question</i>		384	26	410



What Library resources do students use in your household to help with homework?
(Please check all that apply.)

Answer Options	Response Percent	Written	On-line	Total
Computers/Internet	23.2%	121	30	151
Books	35.3%	186	44	230
Librarians	20.7%	117	18	135
Library website services/databases	13.7%	70	19	89
N/A	56.7%	277	93	370
Other (please specify)	3.8%	16	9	25
<i>answered question</i>		505	147	652
<i>skipped question</i>		277	26	303



Please tell us how well we are doing for the following:

Answer Options	Very Satisfied		Somewhat Satisfied		Not Satisfied		Response Count
Library hours	643	73%	210	24%	21	2%	874
Staff service/friendliness	720	81%	128	14%	24	3%	872
Materials selection	454	51%	331	37%	47	5%	832
Material availability	453	51%	331	37%	43	5%	827
Programs	421	48%	258	29%	8	1%	687
Online services	450	51%	178	20%	16	2%	644
Librarian's help with finding information	705	80%	94	11%	8	1%	807
Comfortable facilities	714	81%	117	13%	9	1%	840
Comments on the above areas?							419 comments
							answered question
							884
							skipped question
							71

