

Oak Park Public Library Community Needs Assessment Survey

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NORTHERN ILLINOIS UNIVERSITY

**Center for
Governmental Studies**

Outreach, Engagement, and Regional Development

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Executive Summary

The Oak Park Public Library commissioned the Center for Governmental Studies (CGS) at Northern Illinois University to conduct a multi-mode (online, mail, and telephone calls to non-responding households) survey of residents. The purpose of the survey was to determine residents' opinions about community needs, the Oak Park Public Library's value and importance to the community, their satisfaction with library services and programs, and potential future strategic priorities and objectives. A total of 1,000 surveys were completed.

Key Findings

Household Leisure Activities

- More than three-fifths of respondents indicate individuals in their household have streamed TV shows and movies at home (83.3%), visited a park or participated in a park district program (67.4%), spent time doing crafts and hobbies (66.6%), and visited a museum or art gallery (62.1%) in the last 12 months.

Community Needs/Vision

- The respondents comment that what they most hope for is when it comes to the future of the Oak Park community is that it remains diverse (18.2%), there are lower property taxes (12.0%), it remains affordable (10.5%), there is less crime (9.0%), there is more business development and thriving businesses (7.9%), there is continued work on equity (7.7%), it is inclusive and welcoming (7.5%), and there is less high-rise development (6.9%).
- The respondents comment that what they are most concerned about when it comes to the future of the Oak Park community is the high property taxes causing resident to move from Oak Park, (24.4%), the cost of living/affordability in Oak Park (14.8%), the increase in crime (12.6%), the increase in real estate development, especially high-rises (8.5%), and the overcrowding in Oak Park (6.5%).

Value and Role of Oak Park Public Library

- Almost all (96.3%) of the respondents believe the Oak Park Public Library is valuable to their community, with 83.0% indicating it is very valuable. Compared with 87.0% of the respondents who think the Oak Park Public Library is valuable to their household, with 60.5% indicating it is very valuable.
- The majority of respondents believe all 16 services or roles the Oak Park Public Library provides or could provide in the future that were asked about in the survey are very

important to ***their community***. The top three highest rated services or roles are: 1) promote children's literacy, 2) encourage school-aged children to play, read, and learn, and 3) support the educational success of children and teens.

- In contrast, the majority of respondents believe 11 of the 16 services or roles the Oak Park Public Library provides or could provide in the future that were asked about in the survey are very important to ***their household***. The top three highest rated services or roles are: 1) promote children's literacy, 2) encourage preschool children to play, read, and learn, and 3) encourage school-aged children to play, read, and learn.

Oak Park Public Library Use

- More than eight out of ten (86.9%) respondents indicate that someone in their household has an Oak Park Public Library card.
- More than eight out of ten (86.6%) respondents report that during the past 12 months, someone in their household has visited an Oak Park Public Library building or the Book Bike.
- Those respondents who indicated that no one in their household has visited the Oak Park Public Library in the past 12 months were asked why not. Almost one-half (49.4%) of the respondents state that their household only uses electronic resources and about one-fifth (19.3%) report that they are not aware of what services the Oak Park Public Library offers.
- Most (84.8%) respondents indicate they visit the main library building most often.
- Almost six out of ten (58.3%) respondents have visited the Library's website.
- Those respondents who indicated that no one in their household has visited the Oak Park Public Library's website in the past 12 months were asked why not. More than two-fifths (46.5%) of the respondents state that they are not aware of the Library's website, approximately one-third (32.0%) report that they are not aware of what materials and services are offered through the Library's website, and almost one-fourth (23.8%) indicate that their household prefers to use physical books and materials.
- One-fifth (20.7%) of respondents report their favorite thing about the Library is the access to the books and materials, this is followed by the friendly/helpful/knowledge staff (17.0%), the variety of resources (11.4%), the facility/building (8.7%), the location (8.5%), and the access to digital materials and resources (7.9%).
- One-fourth (24.8%) of respondents do not have a least favorite thing about the Oak Park Public Library. Those respondents who do have a least favorite thing about the Library provide a variety of responses, including the homeless people (11.1%), the limited parking (6.9%), and the noise level (6.6%).
- Library users were asked about the things their household would be most interested to do at the Oak Park Public Library. The majority of Library users would be most interested in borrowing materials from the Library (78.1%), learning about something (62.2%), and learning how to do something (49.6%).

Accessibility of Oak Park Public Library

- The majority of the respondents would feel comfortable using the Oak Park Public Library (94.4%), would feel welcome at the Library (94.3%), and believe Library staff would treat everyone fairly and equally (91.1%).

Attitudes Towards Oak Park Public Library

- Most (83.7%) respondents agree that the current hours at the Library are convenient for their household.
- Of those respondents who report that they or someone in their household identifies as a person with a disability (18.9%), more than three-fourths (76.5%) state the Library is accessible to the person with a disability and that that person's accessibility is adequately supported at the Library.

Obtaining Information About the Oak Park Public Library

- Most (84.6%) respondents find it easy to obtain the information they need about the Oak Park Public Library.
- More than three-fifths (64.8%) of respondents indicate one of their main sources of information about the Oak Park Public Library is the Library website and 40.2% state one of their main sources of information about the Library is emails they receive as a Library cardholder.

Introduction

Background and Purpose

The Oak Park Public Library commissioned the Center for Governmental Studies (CGS) at Northern Illinois University to conduct a survey of residents to gather their opinions about community needs, the Oak Park Public Library's value and importance to the community, their satisfaction with library services and programs, and potential future strategic priorities and objectives. A multi-mode (internet, mail, and telephone calls to non-responding households) survey was administered to a random sample of Oak Park households. The findings of the survey will be used for planning.

Methodology

Questionnaire

A 48-question survey was developed by CGS and the Oak Park Public Library staff. The following topics were covered in the questionnaire:

- Household leisure activities,
- Community needs/vision,
- Value and role of the Library,
- Oak Park Public Library use,
- Attitudes towards the Oak Park Public Library,
- Accessibility of the Library,
- Household's access to technology, and
- Obtaining information about the Library.

The questionnaire may be found in Appendix A.

Sample

A random sample of 3,400 households within the Village of Oak Park was provided by the Marketing Systems Group, a survey sampling firm. Additionally, oversamples of 300 Black residents and 300 renters were provided. These samples included names, street addresses, telephone numbers and email addresses where available.

Pretest

CGS pretested the questionnaire with approximately 20 residents. The pretest was designed to gauge whether the respondents understood the questions being asked and could provide the necessary information.

Data Collection

Each household in the random sample was sent an invitation email with a unique ID code and a link to the survey. This email, and all other survey materials, may be found in Appendix B.

Follow-up communications are important to get responses from as high a proportion of the sample as possible, as harder to reach respondents often have different experiences and responses than easier to reach respondents. Therefore, CGS sent up to five reminder emails to those who did not respond after the initial email. Additionally, a cover letter and hardcopy questionnaire were sent through the mail to those who did not respond to any of the emails, or for whom an email address was not available.

Telephone reminder calls were made, by interviewers who spoke both English and Spanish, to those households who did not respond to the online survey or mail survey. The questionnaire was resent by email or mail if the household requested another copy.

The survey was open from September 8, 2019 to December 28, 2019.

A total of 1,000 completed surveys were received. The margin of error for the survey is +/- 3.0 percentage points at the 95 percent level of confidence.

Data Analysis

The data was weighted on age, gender, race/ethnicity, educational attainment, employment status, renter/owner of residence, and annual household income using 5-year estimates from the 2014-2018 American Community Survey. Data weighting on key demographic variables ensures that respondents to the survey are representative of the population of all adults in Oak Park and that the findings can be generalized to the total adult population.

Chi-square tests were used to test significance between demographic groups.

Key Findings

Household Leisure Activities

The first survey question addressed what leisure activities individuals in the household have done in the last 12 months.

More than three-fifths of the respondents indicate individuals in their household have done the following leisure activities in the last 12 months:

- Streamed TV shows and movies at home, either through a service like Hulu or Netflix or through the library (83.3%),
- Visited a park or participated in a park district program (67.4%),
- Spent time doing crafts and hobbies, such as woodworking, model building, cooking for fun, painting, etc. (66.6%), and
- Visited a museum or art gallery (62.1%).

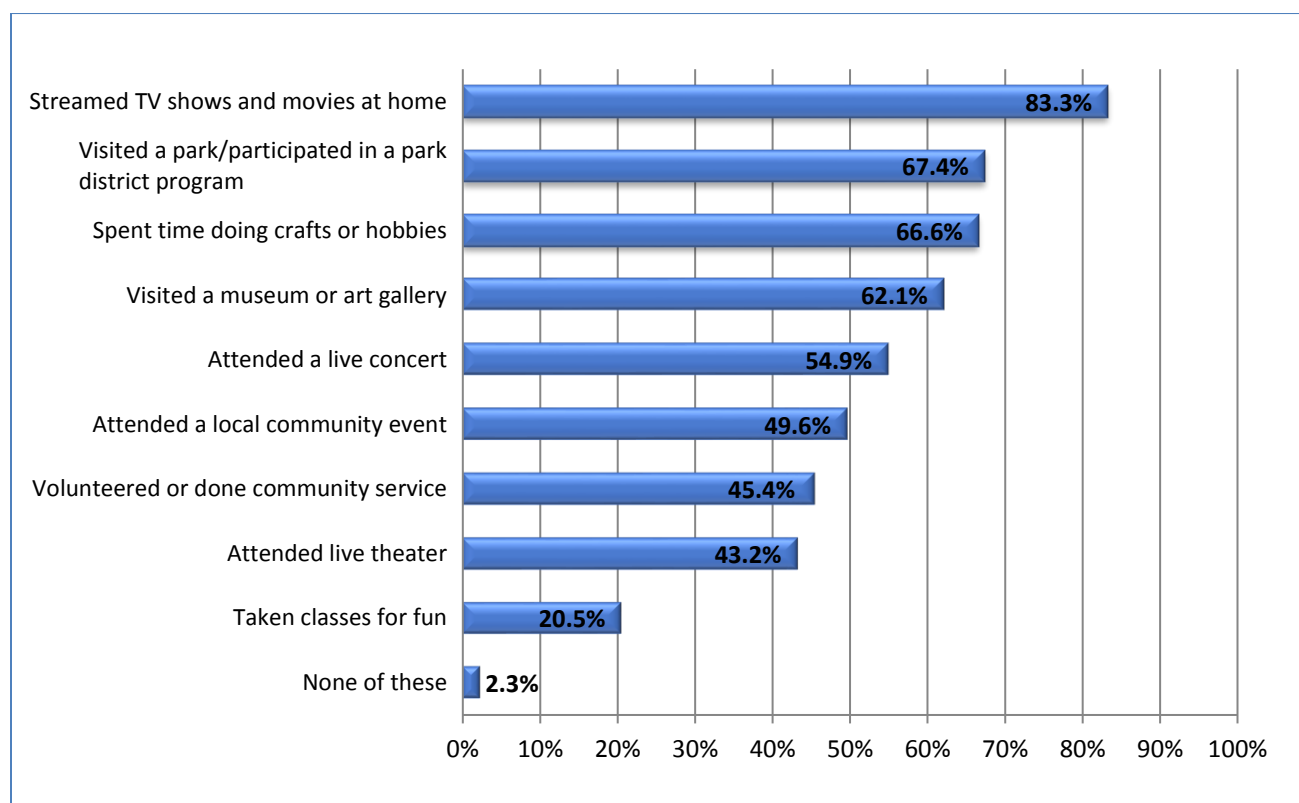
Approximately one-half of the respondents report individuals in their household attended a live concert (54.9%) and attended a local community event (49.6%) in the last 12 months (Figure 1).

Those respondents who indicate individuals in their household have spent time doing crafts and hobbies in the last 12 months were asked which crafts or hobbies they spent time doing. Multiple responses were possible. The most common responses are:

- Cooking (20.0%),
- Gardening (13.5%),
- Reading (11.8%),
- Painting (10.4%),
- Sewing (8.1%),
- Knitting (7.1%),
- Photography (6.0%),
- Woodworking (5.8%),
- Drawing (4.6%),
- Baking (4.2%),
- Crocheting (3.5%),
- Jewelry making (3.2%),
- Paper crafts (3.2%),
- Playing a musical instrument (3.2%),
- Traveling (2.8%),
- Writing (2.8%),
- Doing puzzles (2.6%),

- Singing (2.1%),
- Hiking (2.1%),
- Listening to music (1.9%),
- Playing sports (1.9%)
- Model building (1.6%),
- Embroidery, needlepoint, cross-stitch (1.6%),
- Watching films (1.6%),
- Furniture refinishing/refurbishing (1.6%), and
- Gaming (1.4%).

Figure 1: Leisure Activities Individuals in the Household Have Done in the Last 12 Months
During the last 12 months, have you or someone in your household... ? (CHECK ALL THAT APPLY)



Demographic Differences

The percentage of respondents who streamed TV shows and movies at home during the last 12 months decreases with increasing age (aged 18-34, 95.7%; aged 35-64, 86.1%; aged 65+, 68.1%).

The percentage of respondents who spent time doing crafts and hobbies during the last 12 months decreases with increasing age (aged 18-34, 78.3%; aged 35-64, 65.6%; aged 65+, 50.7%).

The percentage of respondents who have taken classes for fun during the last 12 months increases with increasing age (aged 18-34, 17.4%; aged 35-64, 30.6%; aged 65+, 45.1%).

The Library nonuser households (85.2%) are more likely than Library user households (63.8%) to have spent time doing crafts or hobbies during the last 12 months.

Library user households are more likely than Library nonuser households to have visited a park or participated in a park district program (Library user household, 69.6%; Library nonuser household, 51.9%), visited a museum or art gallery (Library user household, 64.7%; Library nonuser household, 44.4%), and volunteered or done community service (Library user household, 46.8%; Library nonuser household, 34.6%) during the last 12 months.

Community Needs/Vision

Next, two open-ended questions about the Village of Oak Park were asked. The respondents were asked when it comes to the future of the Oak Park community what do they most hope for and what are they most concerned about.

The respondents comment that what they most hope for is that the Oak Park community remains diverse (18.2%), there are lower property taxes (12.0%), remains affordable (10.5%), there is less crime (9.0%), there is more business development and thriving businesses (7.9%), there is continued work on equity (7.7%), it is inclusive and welcoming (7.5%), and there is less high-rise development (6.9%) (Table 1) (See Appendix C for verbatim comments).

Table 1: Most Hope for When it Comes to the Future of the Oak Park Community
When it comes to the future of the Oak Park Community, what do you most hope for?
(MULTIPLE RESPONSES POSSIBLE)

Response	Percent
Remains diverse	18.2
There are lower property taxes	12.0
Remains affordable	10.5
There is less crime	9.0
There is more business development and thriving businesses	7.9
There is continued work on equity	7.7
It is inclusive and welcoming	7.5
There is less high-rise development	6.9

Response	Percent
There are more community events and activities	6.0
The quality of schools is improved	5.4
There is more sense of community	5.1
Maintains its small town/Village atmosphere	3.3
Village government provided services are maintained/improved	3.2
There is harmony/peace	3.0
Village government is fiscally responsible	2.6
There is more parking	2.6
Other	37.3

The respondents comment that they are most concerned about the high property taxes causing resident to move from Oak Park, (24.4%), the cost of living/affordability in Oak Park (14.8%), the increase in crime (12.6%), the increase in real estate development, especially high-rises (8.5%), and the overcrowding in Oak Park (6.5%) (Table 2) (See Appendix C for verbatim comments).

Table 2: Most Concerned About When It Comes to the Future of the Oak Park Community
When it comes to the future of the Oak Park community, what are you most concerned about?
(MULTIPLE RESPONSES POSSIBLE)

Response	Percent
High property taxes causing residents to move	24.4
Cost of living/affordability	14.8
Increase in crime	12.6
Increase in real estate development, especially high-rises	8.5
Overcrowding/population density	6.5
Loss of diversity	5.7
Increase in traffic	5.0
Parking	4.4
Quality of schools	3.9
Loss of businesses	3.5
Loss of small town/Village atmosphere/charm	3.3
Rise in racism/discrimination	3.0
Village government not being fiscally responsible	2.8

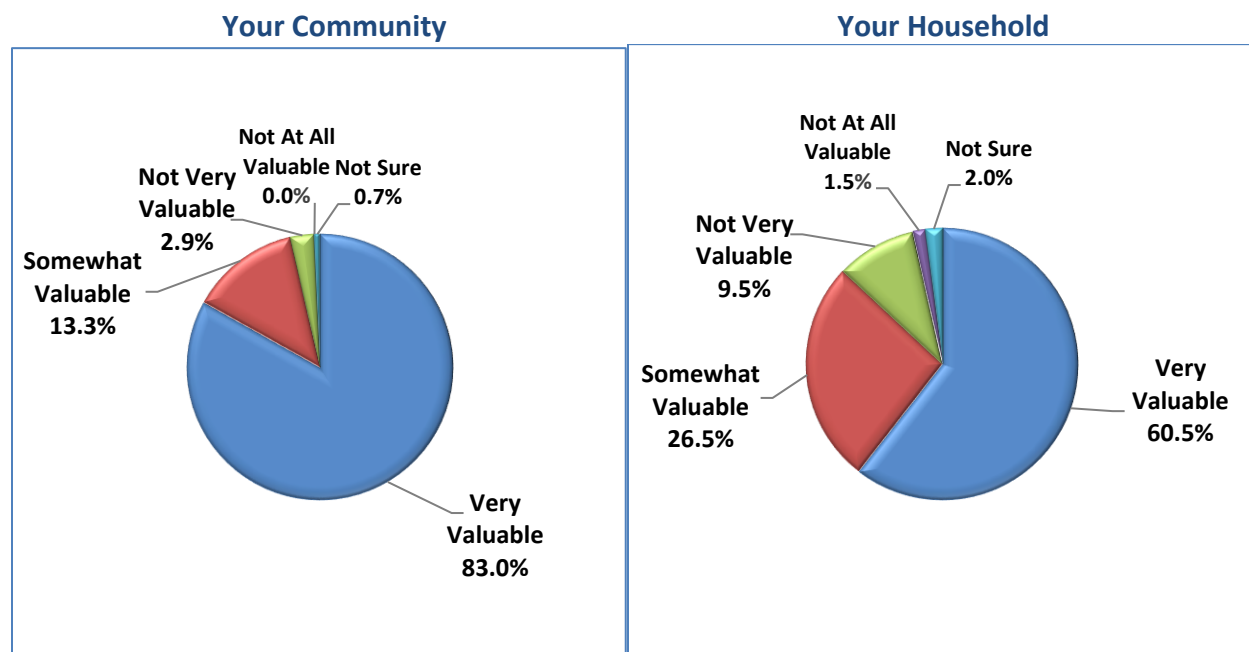
Response	Percent
Lack of equity	1.8
Declining property values/ability to sell home	1.7
Other	22.9

Value and Role of the Oak Park Public Library

A series of questions were asked about the value and role of the Oak Park Public Library. The respondents were asked how valuable the Library is to the community; how valuable the Library is to their household; how important specific services and roles the Library currently provides or could provide in the future are or would be to the community; and how important specific services and roles the Library currently provides or could provide in the future are or would be to their household.

Almost all (96.3%) of the respondents believe the Oak Park Public Library is valuable to their community, with 83.0% indicating it is very valuable. Compared with 87.0% of the respondents who think the Oak Park Public Library is valuable to their household, with 60.5% indicating it is very valuable (Figure 2).

Figure 2: Value of the Oak Park Public Library
How valuable is the Oak Park Public Library to ...?



Demographic Differences

Respondents who have lived in Oak Park for two years or less (58.2%) are less likely than respondents who have lived in Oak Park more than 2 years to 5 years (99.1%), respondents who have lived in Oak Park more than 5 years to 10 years (87.2%), and respondents who have lived in Oak Park more than 10 years (90.2%) to think the Library is valuable to ***their household***.

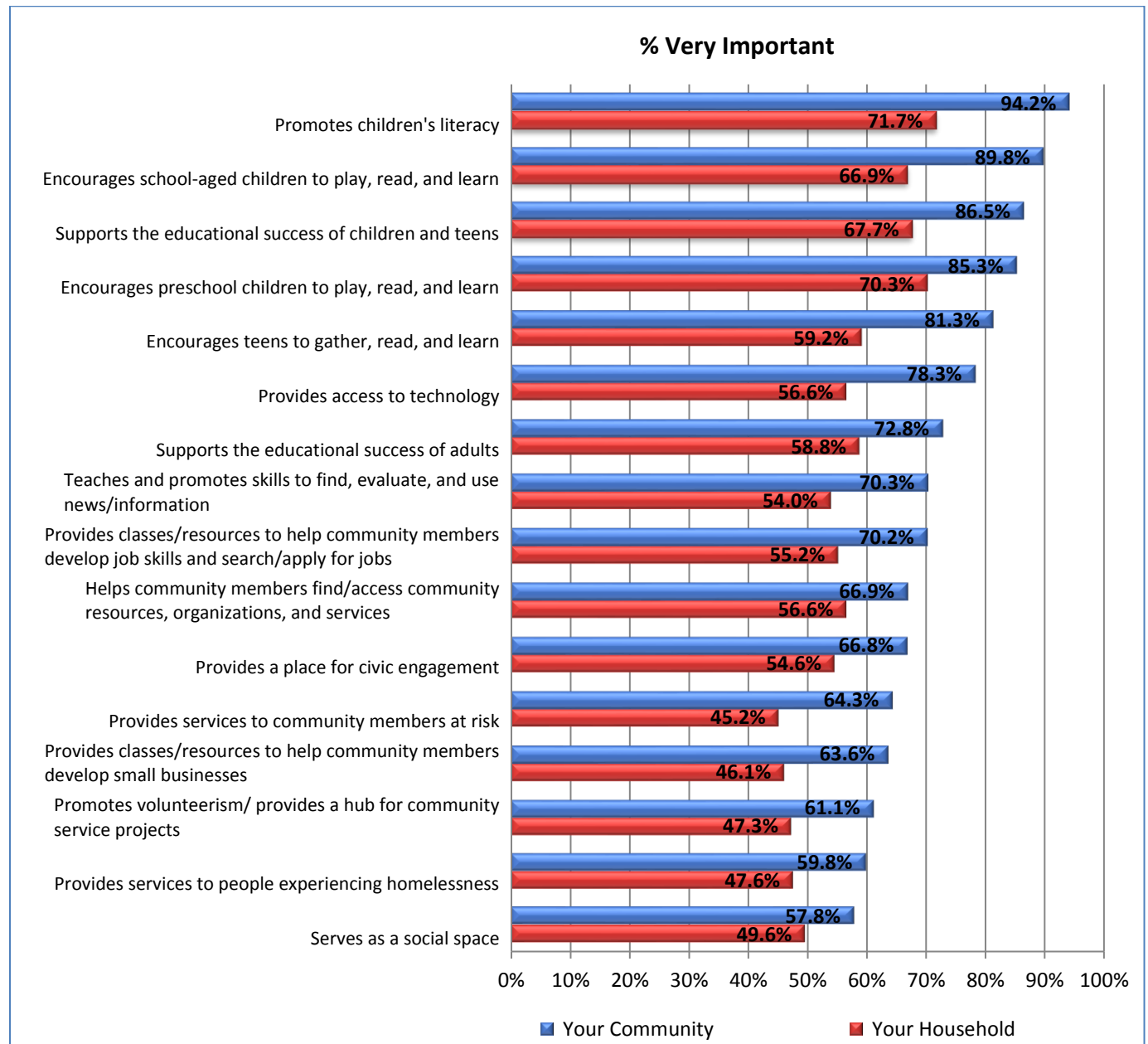
Both Library user households (96.7%) and Library nonuser households (93.7%) believe the Oak Park Public Library is valuable to ***their community***. However, Library user households (90.9%) are more likely than Library nonuser households (58.3%) to think the Oak Park Public Library is valuable to ***their household***.

The majority of respondents believe all 16 services or roles the Oak Park Public Library provides or could provide in the future that were asked about in the survey are very important to ***their community***. The percentages of respondents indicating the services or roles are very important ranges from 94.2% to 57.8%. The top three highest rated services or roles are: 1) promote children's literacy, 2) encourage school-aged children to play, read, and learn, and 3) support the educational success of children and teens (Figure 3).

In contrast, the majority of respondents believe 11 of the 16 services or roles the Oak Park Public Library provides or could provide in the future that were asked about in the survey are very important to ***their household***. The percentages of respondents indicating the services or roles are very important ranges from 71.7% to 45.2%. The top three highest rated services or roles are: 1) promote children's literacy, 2) encourage preschool children to play, read, and learn, and 3) encourage school-aged children to play, read, and learn (Figure 3).

Figure 3: Importance of Services or Roles That the Library Currently Provides or Could Provide in the Future

How important or unimportant to your community/your household is it that the Oak Park Public Library... ?



Demographic Differences

Respondents who rent their residence are more likely than residence who own their residence to think it is very important to ***their community*** that the Oak Park Public Library:

- encourages teens to gather, read, and learn (renters, 93.5%; owners, 74.3%),

- supports the educational success of children and teens (renters, 98.5%; owners, 78.5%),
- supports the educational success of adults (renters, 92.6%; owners, 58.9%),
- helps community members find and access community, resources, organizations, and services (renters, 85.2%; owners, 53.8%),
- provides services to community members at risk (e.g., those living in poverty, those without adequate food) (renters, 81.1%; owners, 53.5%),
- provides services to people experiencing homelessness (renters, 78.7%; owners, 46.8%), and
- serves as a social space where community members can gather and make connections with each other (renters, 76.3%; owners, 44.9%).

Female respondents are more likely than male respondents to report that it is very important to **their community** that the Oak Park Public Library supports the educational success of children and teens (females, 79.6%; males, 54.8%) and serves as a social space where community members can gather and make connections with each other (renters, 76.3%; owners, 44.9%).

The percentage of respondents who believe it is very important to **their community** that the Oak Park Public Library supports the educational success of adults decreases with increasing educational attainment, from 100.0% of respondents with less than a high school degree to 61.2% of respondents with a graduate degree.

Black respondents are more likely than other race/ethnicities to think it is very important to **their community** that the Oak Park Public Library provides services to people experiencing homeless (Black respondents, 88.1%; Asian respondents, 75.8%; Hispanic or Latinx respondents, 73.2%; White respondents, 50.3%) and helps community members find and access community resources, organizations, and services (Black respondents, 92.9%; Asian respondents, 78.1%; Hispanic or Latinx respondents, 75.0%; White respondents, 57.4%).

The percentage of respondents who believe it is very important to **their community** that the Oak Park Public Library provides services to community members at risk decreases with increasing annual household income, from 98.5% of respondents with an annual household income of \$15,000 or less to 44.9% of respondents with an annual household income of \$200,000 or more. Additionally, the percentage of respondents who think it is very important to their community that the Oak Park Public Library provides classes and resources to help community members develop job skills, write resumes, and search and apply for jobs decreases with increasing annual household income, from 98.5% of respondents with an annual household income of \$15,000 or less to 49.2% of respondents with an annual household income of \$200,000 or more.

Library nonuser households (no one in the household has visited an Oak Park Public Library location or visited the Oak Park Public Library's website during the past 12 months) are more

likely than Library user households to indicate that it is very important to ***their community*** that the Oak Park Public Library:

- helps community members find and access community resources, organizations, and services (Library nonuser household, 75.9%; Library user household, 65.7%),
- provides services to community members at risk (e.g., those living in poverty, those without adequate food) (Library nonuser household, 77.2%; Library user household, 62.5%),
- provides classes and resources to help community members develop small businesses (Library nonuser household, 78.5%; Library user household, 61.5%),
- promotes volunteerism and provides a hub for community service projects (Library nonuser household, 74.7%; Library user household, 59.1%),
- provides services to people experiencing homelessness (Library nonuser household, 72.2%; Library user household, 58.2%), and
- serves as a social space where community members can gather and make connections with each other (Library nonuser household, 73.4%; Library user household, 55.6%).

Library user households (80.6%) are more likely than Library nonuser households (61.5%) to indicate that it is very important to ***their community*** that the Oak Park Public Library provides access to technology, such as computers, Wi-Fi, and devices.

Respondents who rent their residence are more likely than respondents who own their residence to think all the services or roles the Oak Park Public Library provides or could provide in the future that were asked about in the survey are very important to ***their household***.

Female respondents are more likely than male respondents to think it is very important to ***their household*** that the Oak Park Public Library:

- promotes children's literacy (females, 82.8%; males, 60.3%),
- encourages school-aged children to play, read and learn (females, 81.9%; males, 51.0%),
- encourages preschool children to play, read, and learn (females, 80.4%; males, 59.4%),
- encourages teens to gather, read, and learn (females, 71.4%; males, 45.8%), and
- serves as a social space where community members can gather and make connections with each other (females, 59.4%; males, 39.1%).

Black respondents are more likely than other race/ethnicities to think it is very important to ***their household*** that the Oak Park Public helps community members find and access community resources, organizations, and services (Black respondents, 95.0%; Asian respondents, 84.4%; Hispanic or Latinx respondents, 71.5%; White respondents, 43.9%).

The percentage of respondents who believe it is very important to ***their household*** that the Oak Park Public Library supports the educational success of adults decreases with increasing annual

household income, from 98.5% of respondents with an annual household income of \$15,000 or less to 22.2% of respondents with an annual household income of \$200,000 or more.

The percentage of respondents who believe it is very important to ***their household*** that the Oak Park Public Library supports the educational success of adults decreases with increasing educational attainment, from 100.0% of respondents with less than a high school degree to 43.7% of respondents with a graduate degree.

Library user households (59.5%) are more likely than Library nonuser households (35.1%) to indicate it is very important to ***their household*** that the Oak Park Public Library provides access to technology.

When asked what other services or roles the Oak Park Public Library should provide to the community the respondents provide a variety of responses. The four most common responses are provide more activities, events, and classes for seniors, provide books/a greater selection of books, provide a quiet space to read or study, and provide resources and information on where to obtain social services, but do not provide services (See Appendix C for verbatim comments).

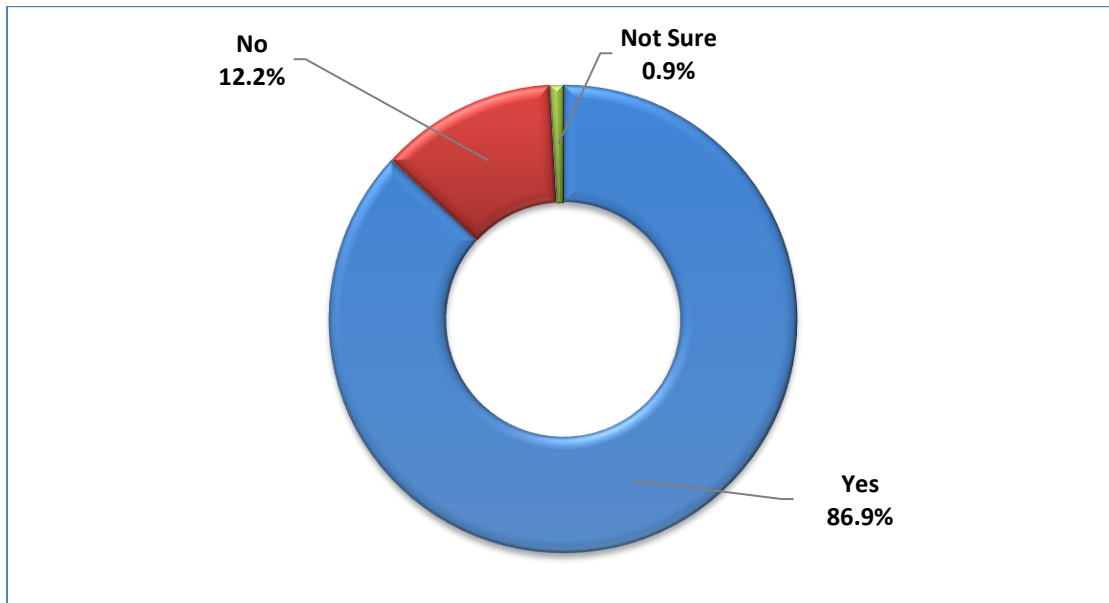
Oak Park Public Library Use

Next, a set of questions about the household's use of the Oak Park Public Library were asked. The respondents were asked whether anyone in their household currently has an Oak Park Public Library card; whether they consider their household to be an Oak Park Public Library user; whether anyone in their household visited the Oak Park Public Library in the past 12 months; which location people in their household visit most frequently; how often people in their household visit the Oak Park Public Library; whether anyone in their household used the Library's website in the past 12 months; and how often people in their household used the Library's website.

More than eight out of ten (86.9%) respondents indicate that someone in their household has an Oak Park Public Library card (Figure 4).

Figure 4: Have an Oak Park Public Library Card

Does anyone in your household currently have an Oak Park Public Library card?



Demographic Differences

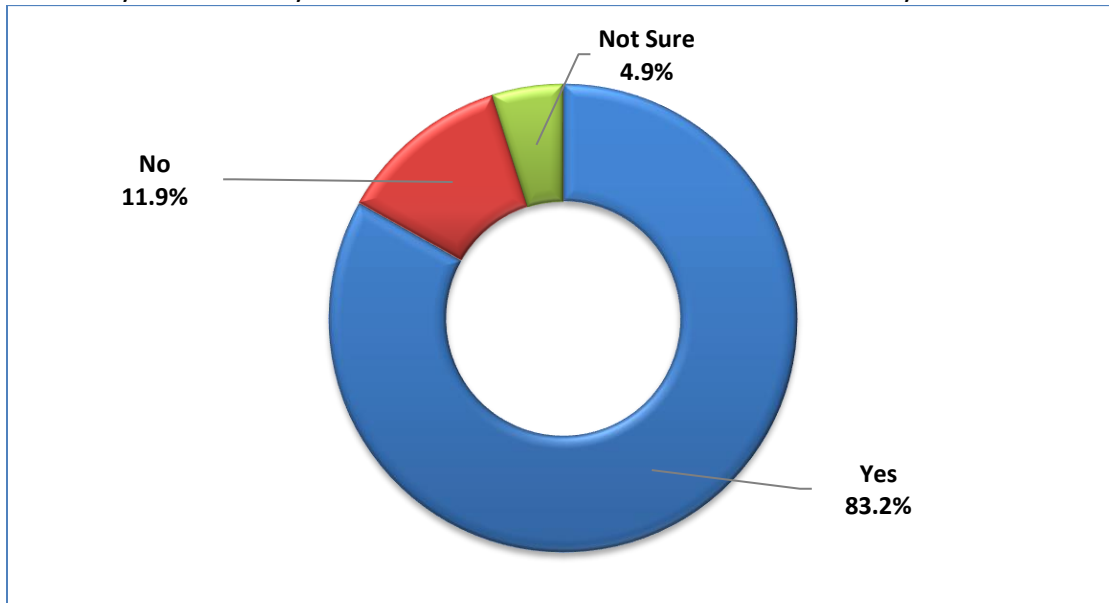
Respondents who have lived in the Village of Oak Park two years or less (60.9%) are less likely than respondents who have lived in the Village of Oak Park more than two years to five years (97.3%), respondents who have lived in the Village of Oak Park more than five years to 10 years (88.6%), and respondents who have lived in the Village of Oak Park more than 10 years (93.4%) to report someone in their household currently has an Oak Park Public Library card.

Respondents who own their residence (91.4%) are more likely than respondents who rent their residence (80.6%) to state someone in their household currently has an Oak Park Public Library card.

Respondents with children in their household (93.1%) are more likely than respondents who do not have children in their household (84.0%) to indicate someone in their household currently has an Oak Park Public Library card.

More than eight out of ten (83.2%) respondents consider their household to be an Oak Park Public Library user (Figure 5).

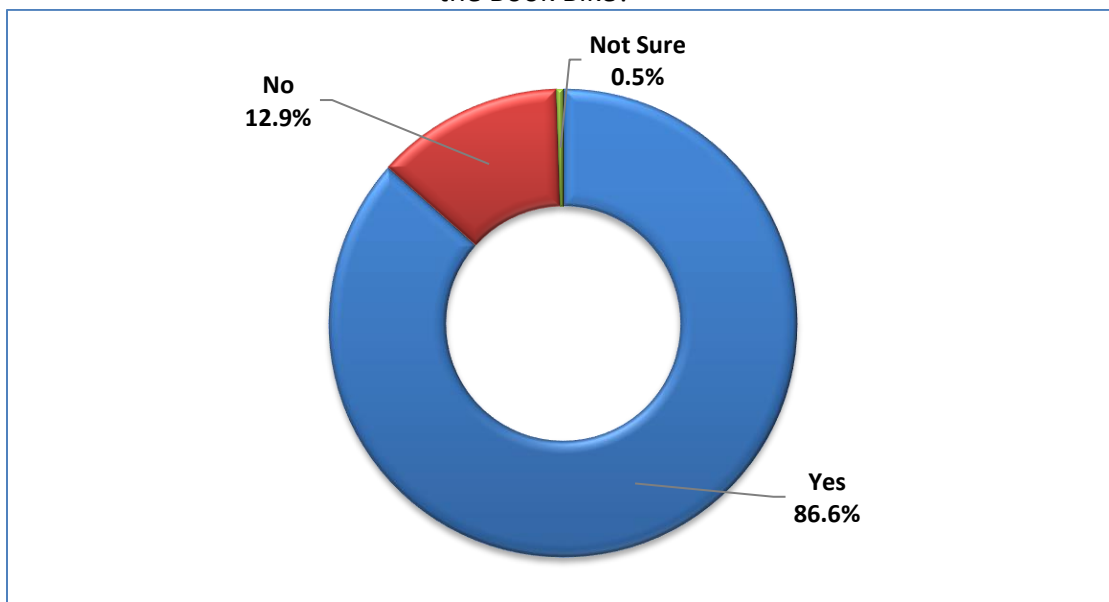
Figure 5: Consider Household to be an Oak Park Public Library User
Do you consider your household to be an Oak Park Public Library user?



Interestingly, almost one-fifth (18.2%) of respondents who indicate no one in their household currently has an Oak Park Public Library card consider their household to be a Library user.

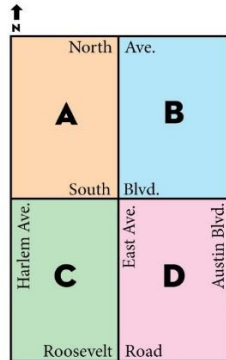
More than eight out of ten (86.6%) respondents report that during the past 12 months, someone in their household has visited an Oak Park Public Library building or the Book Bike (Figure 6).

Figure 6: Visited the Oak Park Public Library During the Past 12 Months
During the past 12 months, has anyone in your household visited an Oak Park Public Library or the Book Bike?



Demographic Differences

Respondents whose residence is located in Zone A (97.8%) are more likely than respondents whose residence is located in Zone B (84.8%), Zone C (83.1%), and Zone D (88.2%) to have visited an Oak Park Public Library building or the Book Bike during the past 12 months.



Respondents who have lived in the Village of Oak Park two years or less (64.6%) are less likely than respondents who have lived in the Village of Oak Park more than two years to five years (90.1%), respondents who have lived in the Village of Oak Park more than five years to 10 years (87.1%), and respondents who have lived in the Village of Oak Park more than 10 years (94.3%) to have visited an Oak Park Public Library building or the Book Bike during the past 12 months.

Respondents who own their residence (91.1%) are more likely than respondents who rent their residence (80.2%) to have visited an Oak Park Public Library building or the Book Bike during the past 12 months.

Respondents with children in their household (93.1%) are more likely than respondents who do not have children in their household (83.5%) to have visited an Oak Park Public Library building or the Book Bike during the past 12 months.

Those respondents who indicated that no one in their household has visited the Oak Park Public Library in the past 12 months were asked why not. Almost one-half (49.4%) of the respondents state that their household only uses electronic resources and about one-fifth (19.3%) report that they are not aware of what services the Oak Park Public Library offers. A total of 45.8% of respondents provide other reasons (Table 3). Other reasons include they have no time to visit the Library (7.2%), there are no children in the household or their children are grown (6.0%), that they have no need to visit the Library (4.8%), they have recently moved to Oak Park and have not had a chance to visit the Library (3.6%), and they identify as a person with a disability (3.6%). See Appendix C for verbatim comments.

Table 3: Reasons for Not Visiting the Oak Park Public Library During the Past 12 Months

Why hasn't anyone in your household visited the Oak Park Public Library in the past 12 months?
(CHECK ALL THAT APPLY)

Reason	Percent
My household only uses electronic resources	49.4
Not aware of what services the Oak Park Public Library offers	19.3
Library hours are not convenient	3.6
Library locations are not convenient	3.6
My household visits and uses libraries other than the Oak Park Public Library	1.2
Transportation to the Oak Park Library is challenging	1.2
The Oak Park Library does not have materials or programs we are interested in	0.0
Other reason	45.8

Demographic Differences

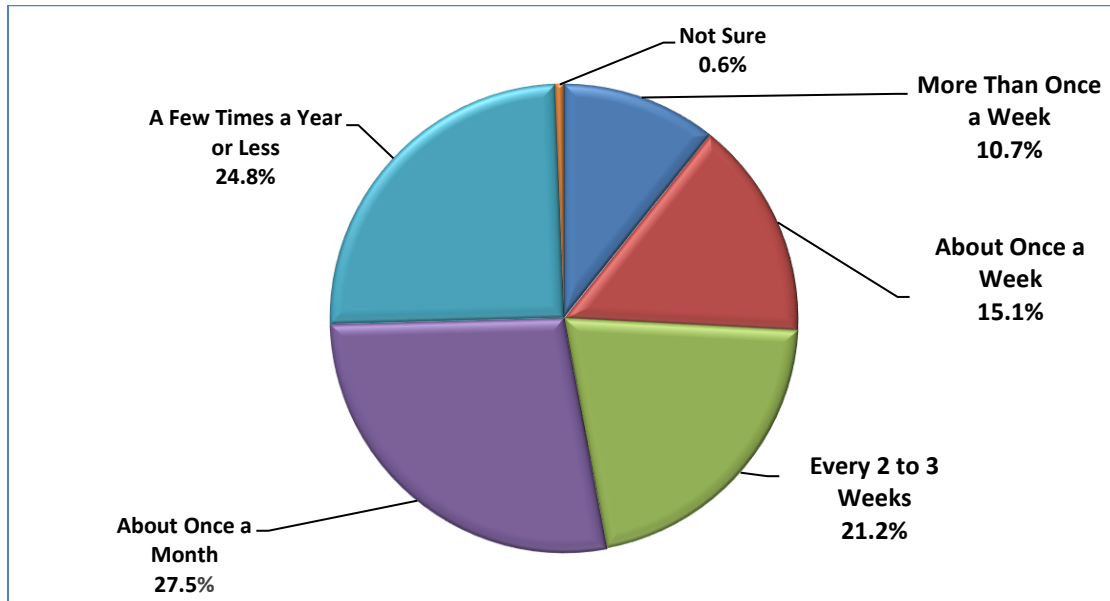
Respondents who have lived in the Village of Oak Park two years or less (33.3%) are more likely than respondents who have lived in the Village of Oak Park more than two years to five years (11.1%), respondents who have lived in the Village of Oak Park more than five years to 10 years (10.0%), and respondents who have lived in the Village of Oak Park more than 10 years (10.5%) to indicate the reason no one in their household has visited the Oak Park Public Library in the past 12 months is they are not aware of what services the Library offers.

Those respondents who indicated that someone in their household has visited the Oak Park Public Library in the past 12 months were asked how frequently they visit the Library and which location they visit most often.

One-fourth (25.8%) of respondents indicate that people in their household visit the Oak Park Public Library once a week or more, 48.7% report that people in their household visit the Library once a month or more, 24.8% state that people in their household visit the Library a few times a year or less, and 0.6% are not sure (Figure 7).

Figure 7: Frequency of Visiting the Oak Park Public Library

During the past 12 months, how often have the people in your household visited the Oak Park Public Library at any location?



Demographic Differences

Respondents with children in their household (33.3%) are more likely than respondents without children in their household (22.2%) to visit the Oak Park Public Library once a week or more.

The majority (84.8%) of respondents indicate they visit the main library building most often, 6.5% visit the Maze branch most often, 2.5% visit the Dole branch most often, 0.2% visit the Book Bike most often, and 6.0% use two or more locations equally (Table 4).

Table 4: Library Location Visited Most Often

Which Library location do the people in your household visit most often?

Location	Percent
Main library building	84.8
Maze branch	6.5
Dole branch	2.5
Book Bike	0.2
Two or more equally	6.0
Main building and Maze branch	4.5
Main building and Dole branch	1.3
Maze branch and Dole branch	0.2

Demographic Differences

Respondents who reside in Zone A are most likely and respondents who reside in Zone D are least likely to use the main library building most often. Respondents who reside in Zone D are more likely than respondents who reside in other zones to visit the Maze branch or use 2 or more library locations equally (Main library building and Maze branch). Respondents who reside in Zone B are more likely than respondents who reside in other zones to use the Dole branch (Table 5).

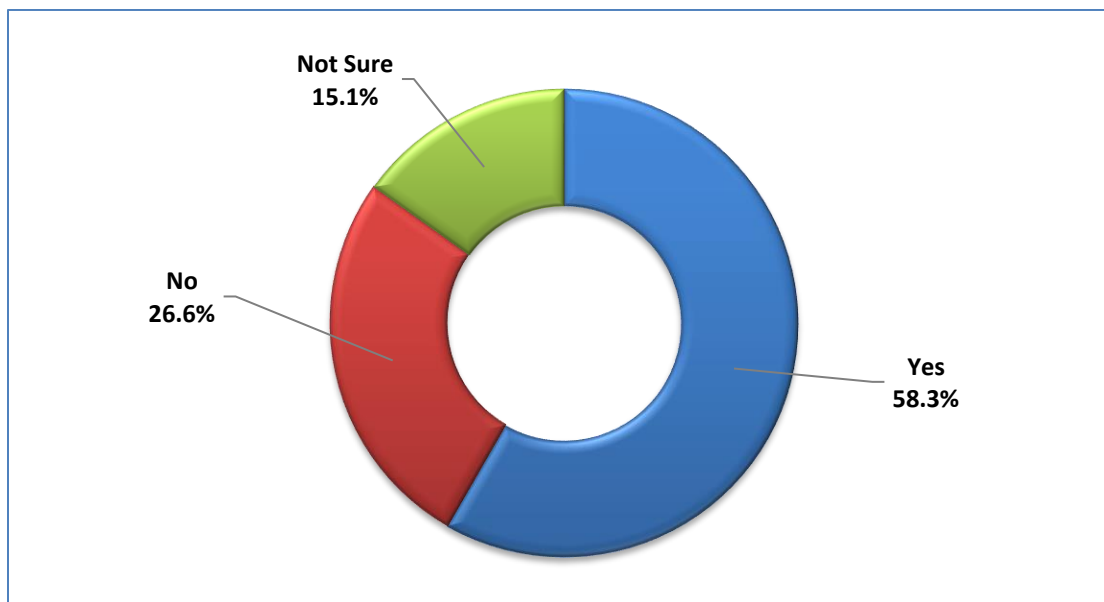
Table 5: Library Location Visited Most Often by Location of Residence
Which Library location do the people in your household visit most often?

Library Location	Location of Residence			
	Zone A	Zone B	Zone C	Zone D
Main library building	97.1%	81.4%	88.1%	75.1%
Maze branch	0.0%	1.2%	7.6%	12.9%
Dole branch	0.7%	14.0%	0.0%	0.0%
Two or more equally	2.2%	3.5%	3.4%	11.4%

Almost six out of ten (58.3%) respondents have visited the Library's website (Figure 8).

Figure 8: Visited the Library's Website During the Past 12 Months

During the past 12 months, has anyone in your household visited the Oak Park Public Library's website?



Demographic Differences

Respondents who have lived in the Village of Oak Park two years or less (47.3%) are less likely than respondents who have lived in the Village of Oak Park more than two years to five years (56.8%), respondents who have lived in the Village of Oak Park more than five years to 10 years (60.0%), and respondents who have lived in the Village of Oak Park more than 10 years (61.8%) to have visited the Oak Park Public Library's website in the past 12 months.

Respondents with children in their household (65.7%) are more likely than respondents who have no children in their household (54.8%) to have visited the Oak Park Public Library's website in the past 12 months.

Those respondents who indicated that no one in their household has visited the Oak Park Public Library's website in the past 12 months were asked why not. More than two-fifths (46.5%) of the respondents state that they are not aware of the Library's website, approximately one-third (32.0%) report that they are not aware of what materials and services are offered through the Library's website, and almost one-fourth (23.8%) indicate that their household prefers to use physical books and materials. A total of 7.6% of respondents provide other reasons (Table 6). Other reasons include that they do not have the need (3.5%), they use other sources (2.9%), they are do not have the time (1.7%), and it is too difficult to use the Library's website (1.7%). See Appendix C for verbatim comments.

Table 6: Reasons for Not Visiting the Oak Park Public Library's Website During the Past 12 Months

Why hasn't anyone in your household visited the Oak Park Public Library's website in the past 12 months? (CHECK ALL THAT APPLY)

Reason	Percent
Not aware of Library's website	46.5
Not aware of what materials and services are offered through the Library's website	32.0
My household prefers to use physical books and materials	23.8
My household does not have access to a computer/device to access the internet	4.7
My household does not have internet access	4.7
The library website does not have the materials or services we are interested in	4.1
Other reason	7.6

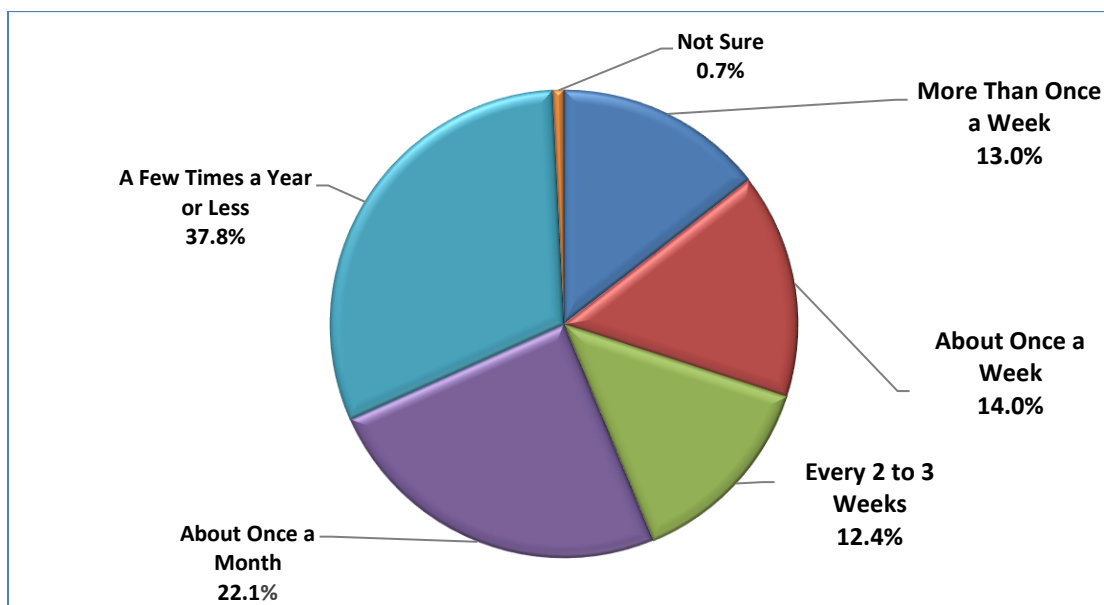
Demographic Differences

Respondents who have lived in the Village of Oak Park two years or less (82.7%) are more likely than respondents who have lived in the Village of Oak Park more than two years to five years (31.3%), respondents who have lived in the Village of Oak Park more than five years to 10 years (25.0%), and respondents who have lived in the Village of Oak Park more than 10 years (32.0%) to indicate the reason no one in their household has visited the Oak Park Public Library's website in the past 12 months is they are not aware of it.

Those respondents who indicated that someone in their household has visited the Oak Park Public Library's website in the past 12 months were asked how frequently they visit the website. More than one-fourth (27.0%) of respondents indicate that people in their household visit the Oak Park Public Library's website once a week or more, 34.5% report that people in their household visit the Library's website once a month or more, 37.8% state that people in their household visit the Library's website a few times a year or less, and 0.7% are not sure (Figure 9).

Figure 9: Frequency of Visiting the Oak Park Public Library's Website

During the past 12 months, how often have the people in your household visited the website?



Demographic Differences

Those respondents with no children in their household (31.9%) are more likely than those respondents with children in their household (18.5%) to visit the Library's website once a week or more.

Library nonuser households tend to:

- have lived in Oak Park two years or less (48.7%),
- rent their residence (60.3%), and
- have no children in their household (84.8%).

Next, those respondents whose household is a Library user were asked two open-ended questions: 1) What is your favorite thing about the Oak Park Public Library? and 2) What is your least favorite thing about the Oak Park Public Library?

One-fifth (20.7%) of respondents report their favorite thing about the Library is the access to the books and materials, this is followed by the friendly/helpful/knowledge staff (17.0%), the variety of resources (11.4%), the facility/building (8.7%), the location (8.5%), and the access to digital materials and resources (7.9%) (Table 7) (See Appendix C for verbatim comments).

Table 7: Favorite Thing About the Oak Park Public Library

What is your favorite thing about the Oak Park Public Library? (MULTIPLE RESPONSES POSSIBLE)

Response	Percent
Access to books and materials	20.7
Friendly/helpful/ knowledgeable staff	17.0
Variety of resources	11.4
Facility/building	8.7
Location	8.5
Access to digital materials and resources	7.9
Interlibrary loan	7.1
Atmosphere	6.6
Children's area	5.8
Spaciousness of library	3.5
Children's programs and activities	2.5
Computers/Printers/Copiers	2.5
Adult programs and classes	2.5
Easy to use	2.5
Art work	2.3
Study rooms	2.3
General positive comments	3.7
Other	22.2

One-fourth (24.8%) of respondents do not have a least favorite thing about the Oak Park Public Library. Those respondents who do have a least favorite thing about the Library provide a variety of responses. A total of 11.1% comment that their least favorite thing about the Library is the homeless people, 6.9% indicate it is the limited parking, 6.6% report it is the noise level, 6.6% mention it is the unruly and disrespectful teens and children, 6.6% state it is the cost of the Library to the taxpayers, and 6.6% comment it is the hours of operation. (Table 8) (See Appendix C for verbatim comments).

Table 8: Least Favorite Thing About the Oak Park Public Library

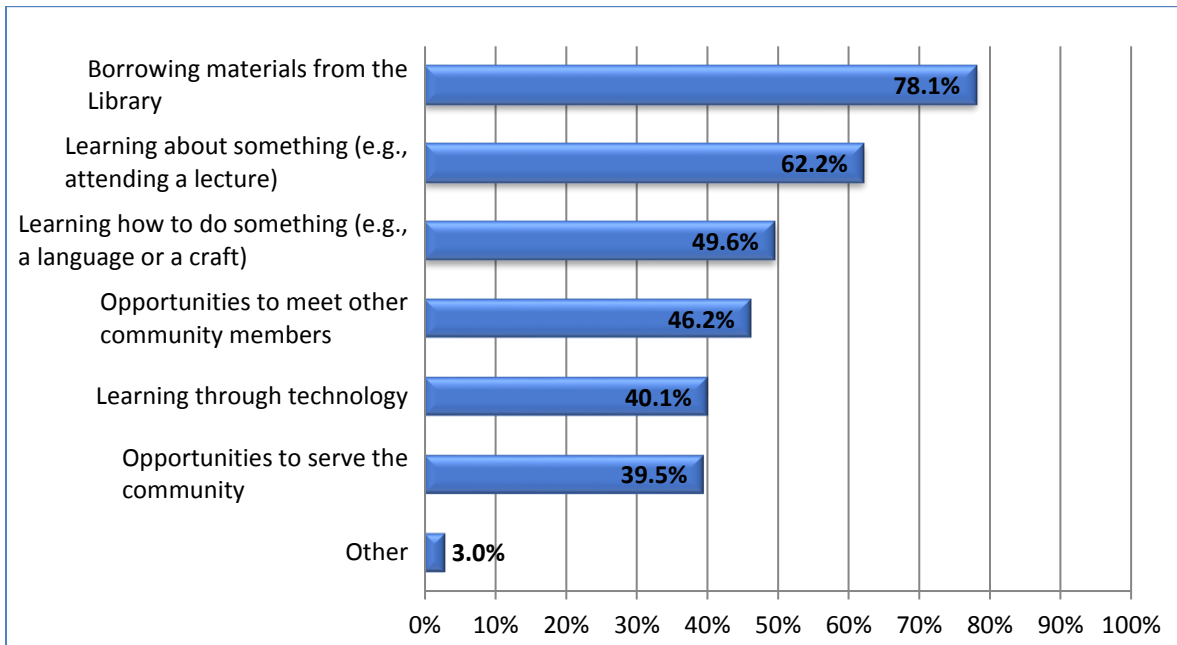
What is your least favorite thing about the Oak Park Public Library? (MULTIPLE RESPONSES POSSIBLE)

Response	Percent
Nothing	24.8
Homeless people	11.1
Limited parking	6.9
Noise level	6.6
Unruly and disrespectful teens and children	6.6
Cost of the Library to the taxpayers	6.6
Hours of operation	6.6
Small book collection	3.6
Long wait list for new books, bestsellers, and popular books	3.1
Limited number of e-books	3.1
Maze and Dole branches are closed on certain days	1.9
Staff are not helpful/friendly	1.7
Other	28.2

Additionally, Library users were asked about the things their household would be most interested to do at the Oak Park Public Library. The majority of Library users would be most interested in borrowing materials from the Library (78.1%), learning about something, for example, attending a lecture (62.2%), and learning how to do something, for example a language or a craft (49.6%) (Figure 10). Other responses (3%) include attending lectures, film viewings and discussions, writing groups, and using meeting rooms (See Appendix C for verbatim comments)

Figure 10: Things Household Would Be Most Interested in Doing at the Library

I and the people in my household would be most interested in... (CHECK ALL THAT APPLY)



Demographic Differences

No statistically significant differences were found for what household members would most be interested in doing at the Library by length of time living in Oak Park, location of residence, renter or owner, respondent's age, gender, race/ethnicity, educational attainment, annual household income, or children in the household or not.

Attitudes Towards Oak Park Public Library

Next, a series of questions regarding attitudes towards the Oak Park Public Library was asked of all respondents.

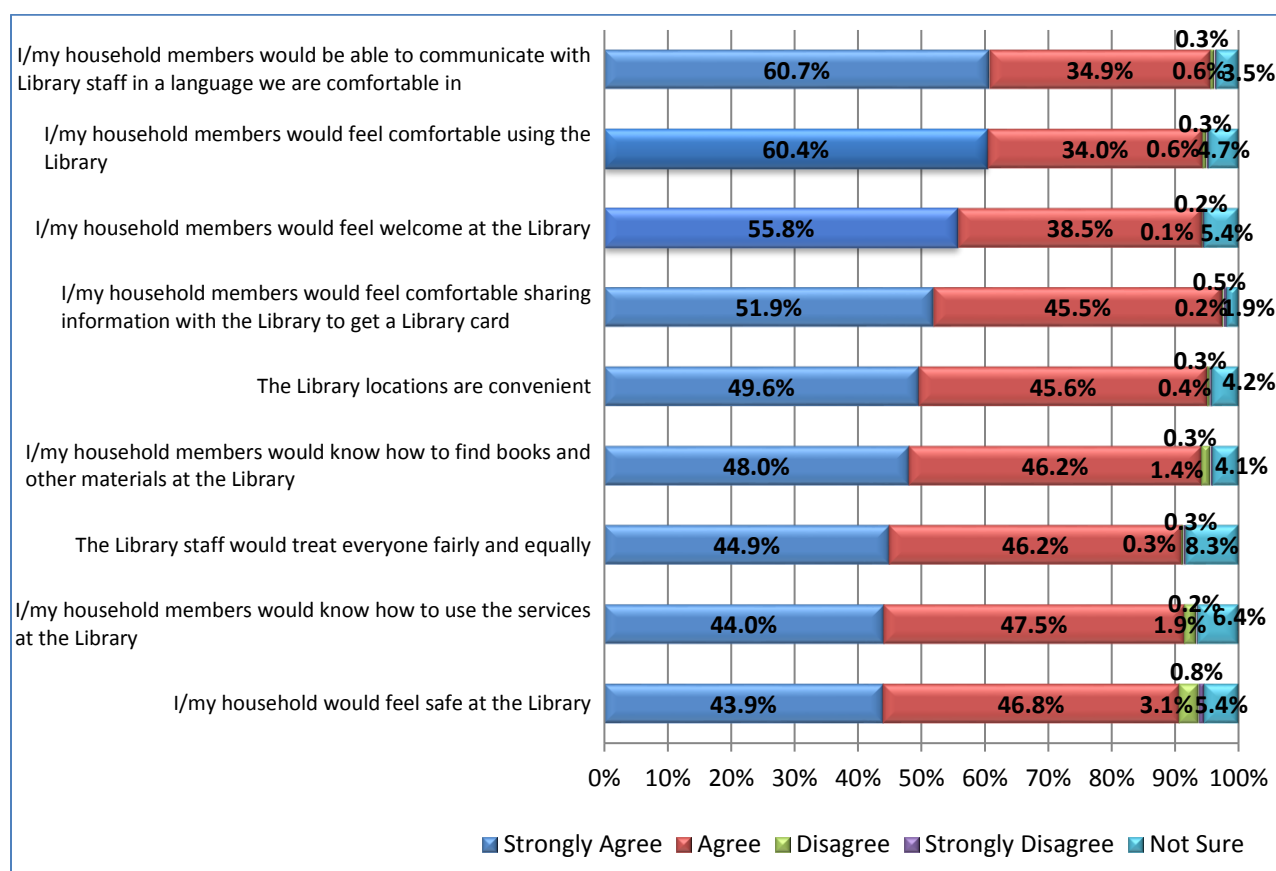
The majority (86.2%) of respondents state that their families used libraries when they were growing up and 13.8% of respondents report that their families did not use libraries.

More than nine out of ten respondents agree with the following statements:

- I/my household members would feel comfortable sharing information with the Library to get a Library card (97.4%),
- I/my household members would be able to communicate with Library staff in a language we are comfortable with (95.6%),
- The Library locations are convenient (95.2%),

- I/my household members does not would feel comfortable using the Library (94.4%),
- I/my household members would feel welcome at the Library (94.3%),
- I/my household members would know how to find books and other materials at the Library (94.2%),
- I/my household members would know how to use the services at the Library (91.5%),
- The Library staff would treat everyone fairly and equally (91.1%), and
- I/my household members would feel safe at the Library (90.7%) (Figure 11).

Figure 11: Attitudes Toward the Oak Park Public Library
How much do you agree or disagree with the following statements?



Demographic Differences

Households where there is someone that identifies as a person with a disability are less likely than households where there is no one that identifies as a person with a disability to agree with the following statements:

- I/my household members would feel comfortable using the Library (Someone in household identifies as a person with a disability, 82.7%; No one in household identifies as a person with a disability, 97.4%),
- I/my household members would feel welcome at the Library (Someone in household identifies as a person with a disability, 81.5%; No one in household identifies as a person with a disability, 97.1%), and
- I/my household members would feel safe at the Library (Someone in household identifies as a person with a disability, 80.3%; No one in household identifies as a person with a disability, 93.0%).

Respondents whose families did not use libraries when they were growing up (77.5%) are less likely than respondents whose families did use libraries when they were growing up (96.4%) to agree with the statement “I/my household members would know how to find books and other materials at the Library.”

Library nonuser households are less likely than Library user households to agree with each of the statements and more likely to indicate they are not sure.

Those respondents who disagreed or strongly disagreed with a statement were asked why. Most respondents indicate they would not feel safe at the Library because of the homeless people and teens that are inside and outside the Library. They also comment that they feel their belongings are not safe and they would not leave their children alone inside the Library. A couple of respondents report they do not know how to find books and other materials at the Library because they do not know how to use the online catalog. Several participants comment that they would not feel comfortable sharing information with the Library to get a Library card because they are uncertain how secure the information would be and are concerned about identity theft (See Appendix C for verbatim comments).

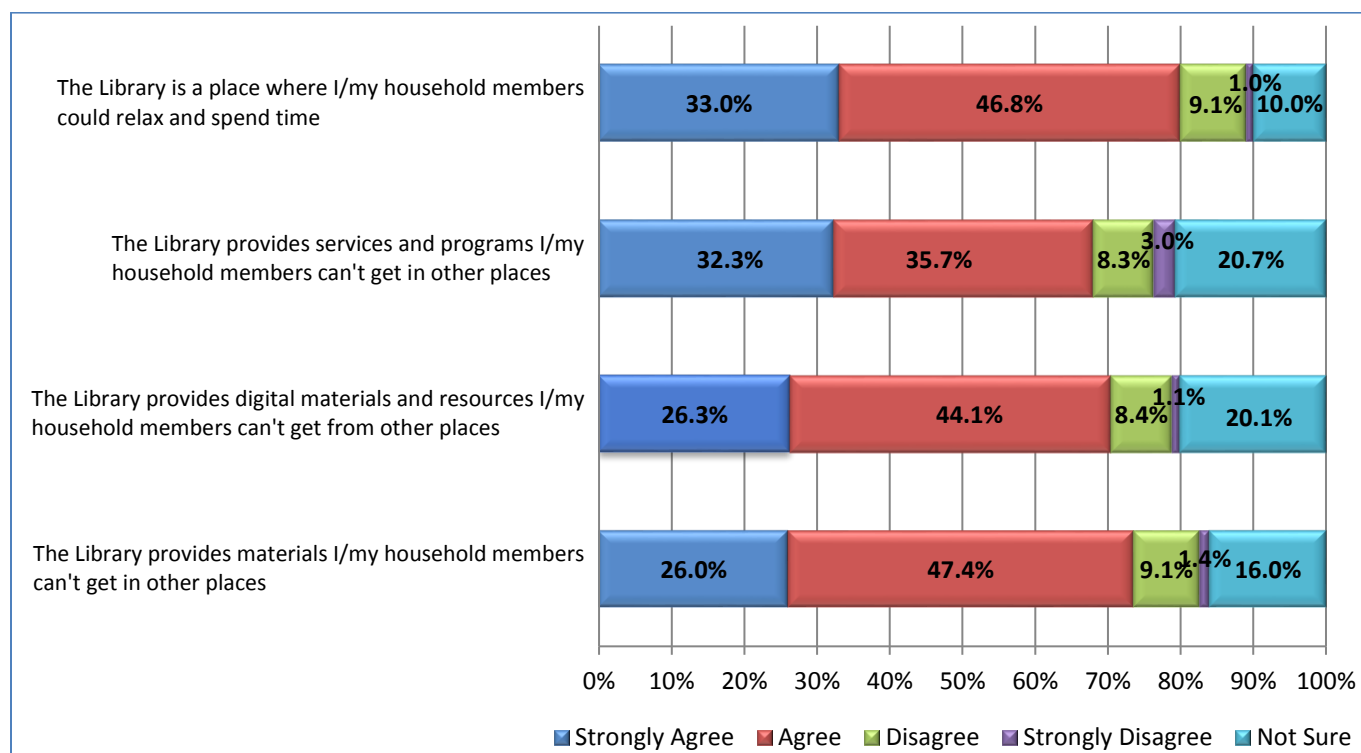
More than two-thirds or more of respondents agree with the following statements:

- The Library is a place where I/my household members could relax and spend time (79.9%),
- The Library provides materials I/my household members can’t get in other places (73.4%),
- The Library provides digital materials and resources I/my household members can’t get in other places (70.4%), and

- The Library provides services and programs I/my household members can't get in other places (68.0%) (Figure 12).

Figure 12: Attitudes Toward the Oak Park Public Library

How much do you agree or disagree with the following statements?



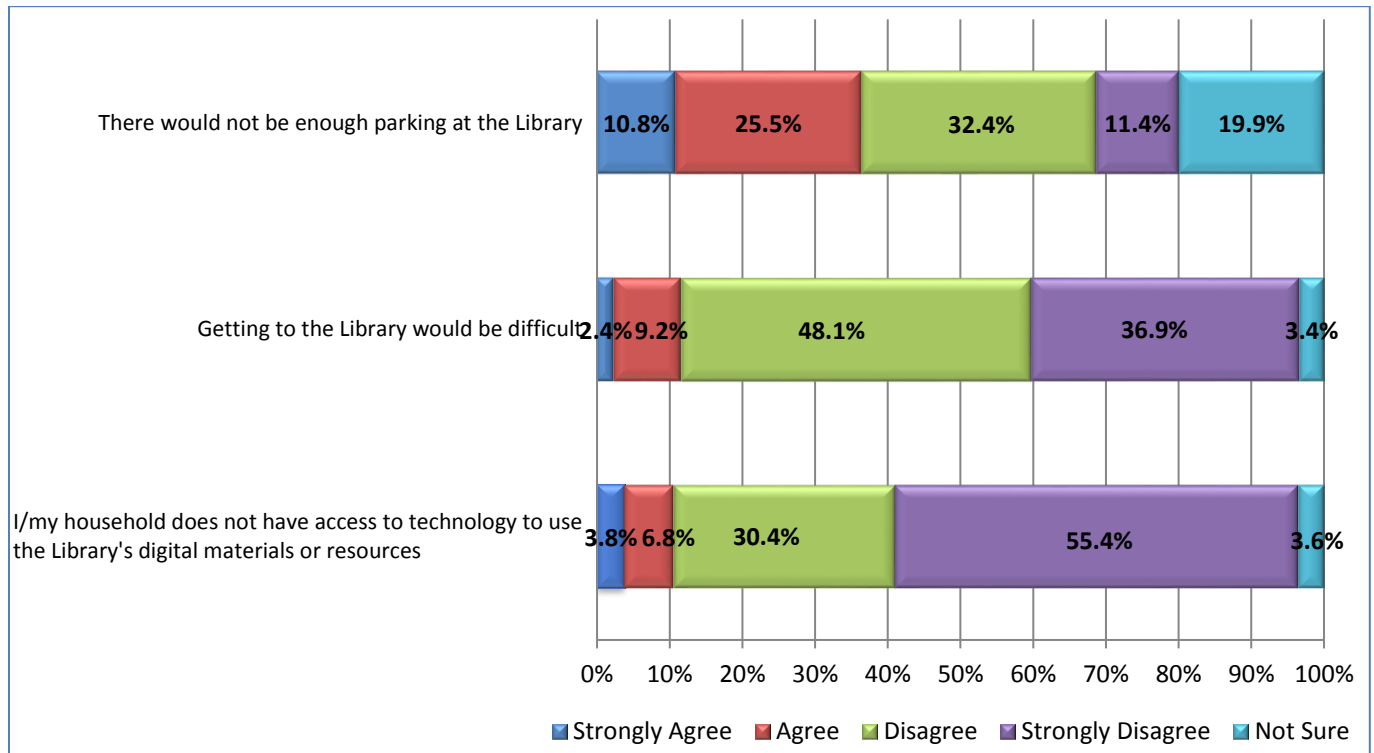
Demographic Differences

Library nonuser households are less likely than Library user households to agree with each of the statements and more likely to indicate they are not sure.

Those respondents who disagreed or strongly disagreed with a statement were asked why. Most respondents do not consider the Library a place to relax and spend time and indicate there are other places they use to relax. Several respondents report the Library is too noisy to be a place where they could relax and spend time. The majority of respondents state that materials, services, programs, and digital resources provided by the Library can be obtained from other places, such as online, but they would have to pay for them. Several respondents indicate that the Library does not provide anything unique (See Appendix C for verbatim comments).

More than one-third (36.3%) of respondents agree that there would not be enough parking at the Library (Figure 13).

Figure 13: Attitudes Toward the Oak Park Public Library
How much do you agree or disagree with the following statements?



Demographic Differences

Households where there is someone that identifies as a person with a disability are more likely than households where there is no one that identifies as a person with a disability to agree with the statement “Getting to the Library would be difficult.”

No significant differences are found for agreement with the three statements by whether the household is a Library user or a Library nonuser.

Those respondents who strongly agree or agree with the statement were asked, “why is that?” The majority comment that the Main library building parking lot is often full and there are limited street parking spaces (See Appendix C for verbatim comments).

Accessibility of Oak Park Public Library

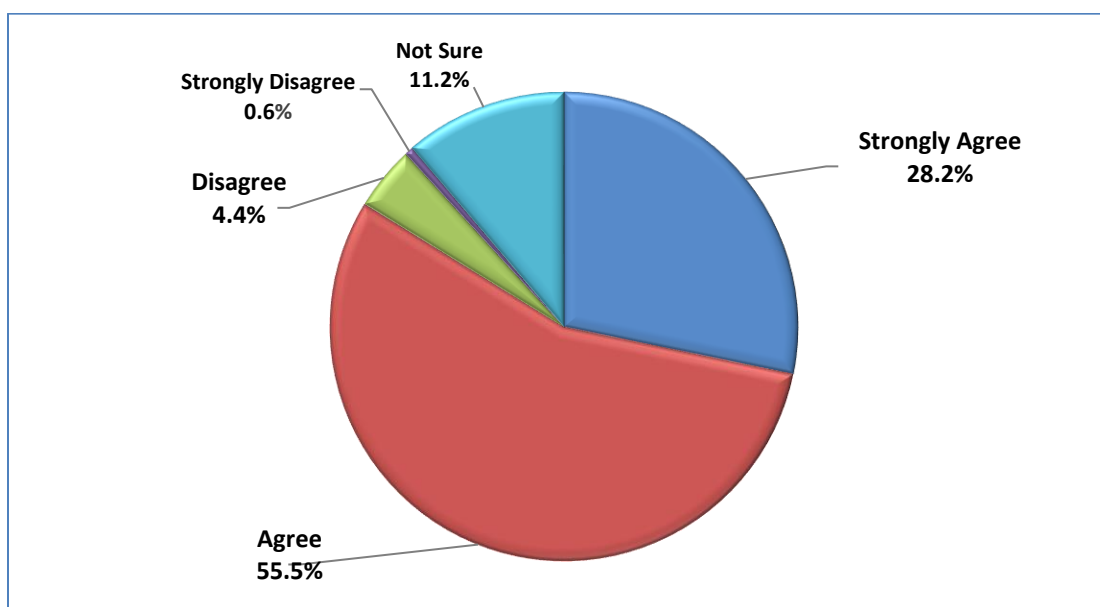
Several questions were asked to determine accessibility of the Oak Park Public Library. All respondents were asked whether the current Library hours were convenient; what times they would like to use the Library in the next year; and whether there is anyone in their household who identifies as a person with a disability and if so, whether the Library is accessible to the

person and what could the Library do to make it easier for the person to access or use the Library buildings or services.

Most (83.7%) of respondents agree that the current hours at the Library are convenient for their household (Figure 14).

Figure 14: Convenience of Current Library Hours

How much do you agree or disagree the current hours at the Library are convenient for you and your household?



Demographic Differences

Respondents who rent their residence (76.3%) are less likely than respondents who own their residence (88.7%) to agree that the current hours at the Library are convenient for their household.

No significant differences are found for convenience of current Library hours by whether the household is a Library user or a Library nonuser.

The respondents provide a variety of times when they want to use the Oak Park Public Library in the next year. The most frequently provided times are weekdays 10 AM-Noon and 2-9 PM, Saturdays 10 AM-5 PM, Sundays 10 AM-5 PM (Table 9).

Table 9: Times Would Want to Use the Library in the Next Year

Regardless of the existing library hours, what times would you and your household want to use the Library in the next year? (CHECK ALL THAT APPLY)

Days of Week	Times									Would Not Use Any Time
	Early Morning (6-8AM)	Mid-Morning (8-10 AM)	Late Morning (10 AM- Noon)	Early Afternoon (Noon- 2 PM)	Mid-Afternoon (2- 4 PM)	Late Afternoon (4- 5 PM)	Early Evening (5- 7 PM)	Late Evening (7- 9 PM)	Night (9- 11 PM)	
Weekdays (Monday through Friday)	13.3%	22.8%	33.3%	29.5%	39.7%	40.9%	51.3%	39.4%	15.9%	6.0%
Saturdays	11.6%	30.4%	47.2%	49.7%	52.5%	37.7%	28.8%	19.0%	8.7%	4.9%
Sundays	10.1%	20.6%	36.9%	42.4%	49.0%	36.8%	28.6%	19.7%	10.8%	7.6%

Most Frequently Provided Times

Demographic Differences

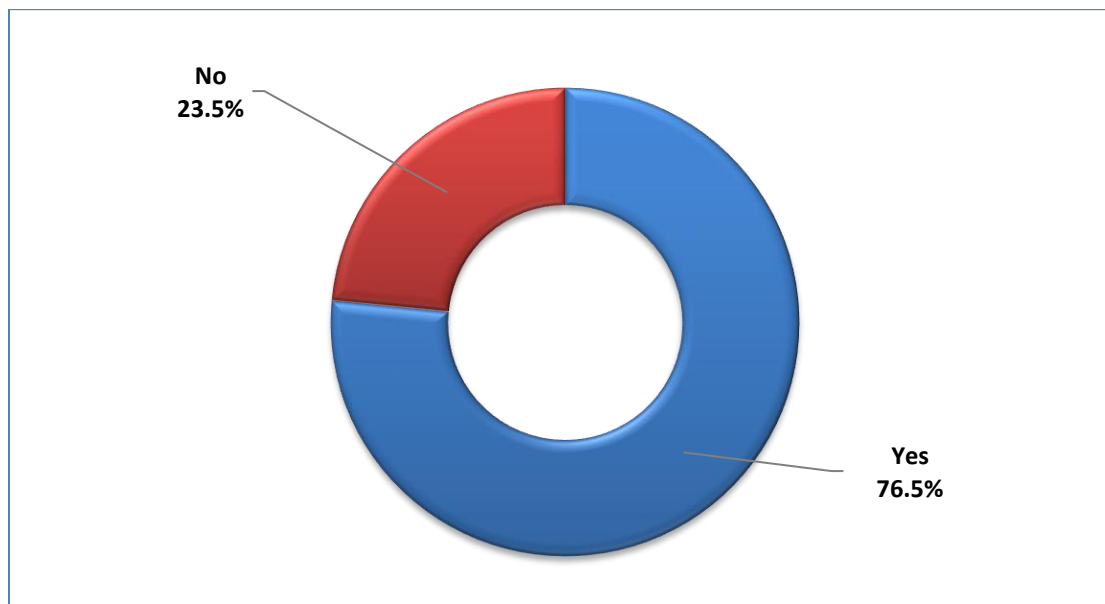
Library nonuser households (28.4%) are more likely than Library user households (17.8%) to indicate they would want to use the Library Saturdays late evening (7-9 PM).

Respondents who rent their residence (35.3%) are more likely than respondents who own their residence (25.3%) to indicate they would want to use the Library Saturdays early evenings (5-7 PM).

A total of 18.9% of respondents report that they or someone in their household identifies as a person with a disability. Of those respondents, more than three-fourths (76.5%) state the Library is accessible to the person with a disability and that that person's accessibility is adequately supported at the Library (See Figure 15).

Figure 15: Accessibility and Support at the Oak Park Public Library for Those Who Identify as a Person with a Disability

Is the Library accessible to this person, and is the person's accessibility adequately supported at the Library?



Demographic Differences

No significant differences are found for accessibility and support at the Oak Park Public Library for those who identify as a person with a disability by respondent's age, gender, race/ethnicity, educational attainment, annual household income, children in the household or not, and whether the household is a Library user or a Library nonuser.

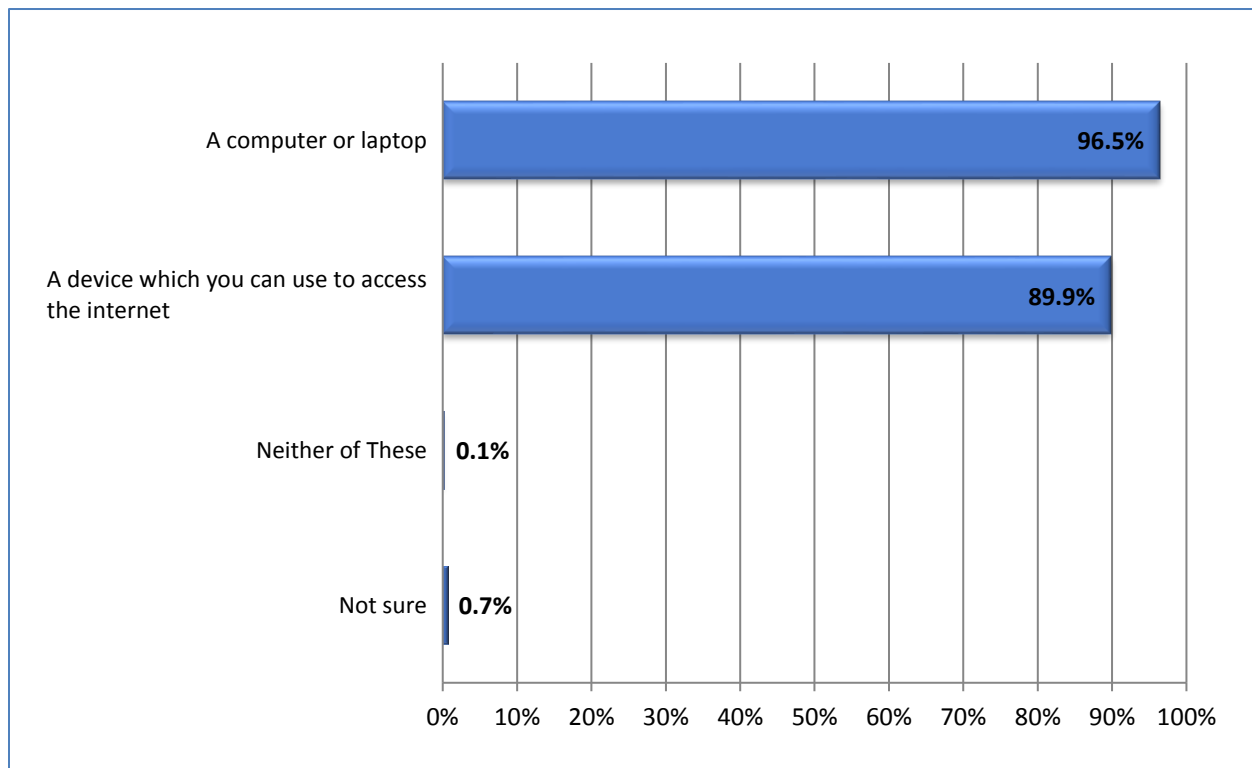
Some suggestions for what the Library could do to make it easier for people who identify with a disability to access or use the Oak Park Public Library buildings or services include having sensory friendly spaces, having more handicapped parking spaces, adding ramps and railings, making sure the elevators are working, and not having books on upper shelves because they cannot be reached from a wheelchair (See Appendix C for verbatim comments).

Household's Access to Technology

Two questions were asked about the household's access to technology. Respondents were asked which technology they have access to in their household and whether and at which locations, other than at the Oak Park Public Library, they have high-speed internet access.

Almost all (96.5%) of the respondents have access to a computer or laptop in their household. The majority (89.9%) have access to a device, such as a smartphone or tablet, which they can use to access the internet. (Figure 16).

Figure 16: Which Technology They Have Access To In Their Household
In your household, do you have access to... ? (CHECK ALL THAT APPLY)

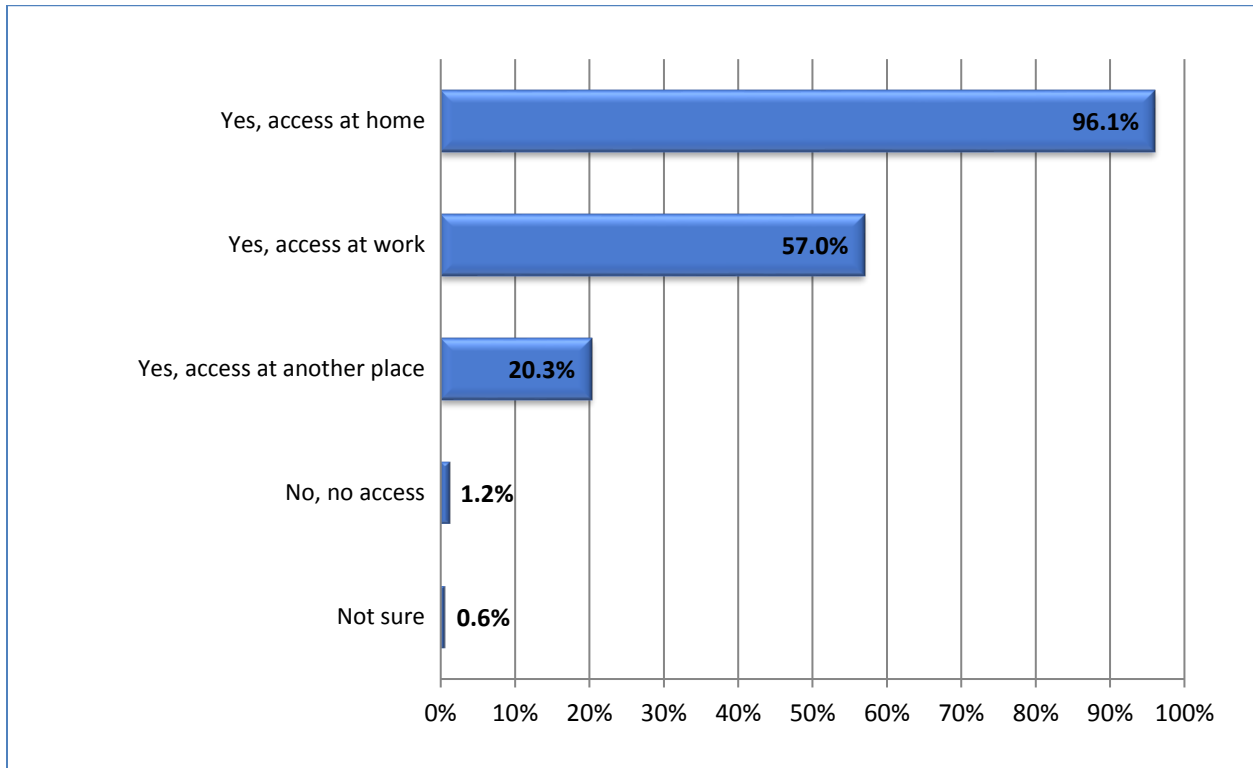


Demographic Differences

No significant differences are found for access to technology in household by respondent's age, gender, race/ethnicity, educational attainment, annual household income, children in the household or not, and whether the household is a Library user or a Library nonuser.

Almost all (98.2%) of the respondents have high-speed internet access, other than access at the Oak Park Public Library. Most (96.1%) have high-speed internet access at home. More than one-half (57.0%) have high-speed internet access at work and 20.3% have access at another place (Figure 17). The most frequent other places are at a coffee shop, everywhere via smartphone, at school, and a mobile hot spot.

Figure 17: Whether and At Which Locations They Have High-Speed Internet Access
Do you have high-speed internet access, other than access at the Oak Park Public Library?
(CHECK ALL THAT APPLY)



Demographic Differences

No significant differences are found for whether and at which locations they have high-speed internet access by respondent's age, gender, race/ethnicity, educational attainment, annual household income, children in the household or not, and whether the household is a Library user or Library nonuser.

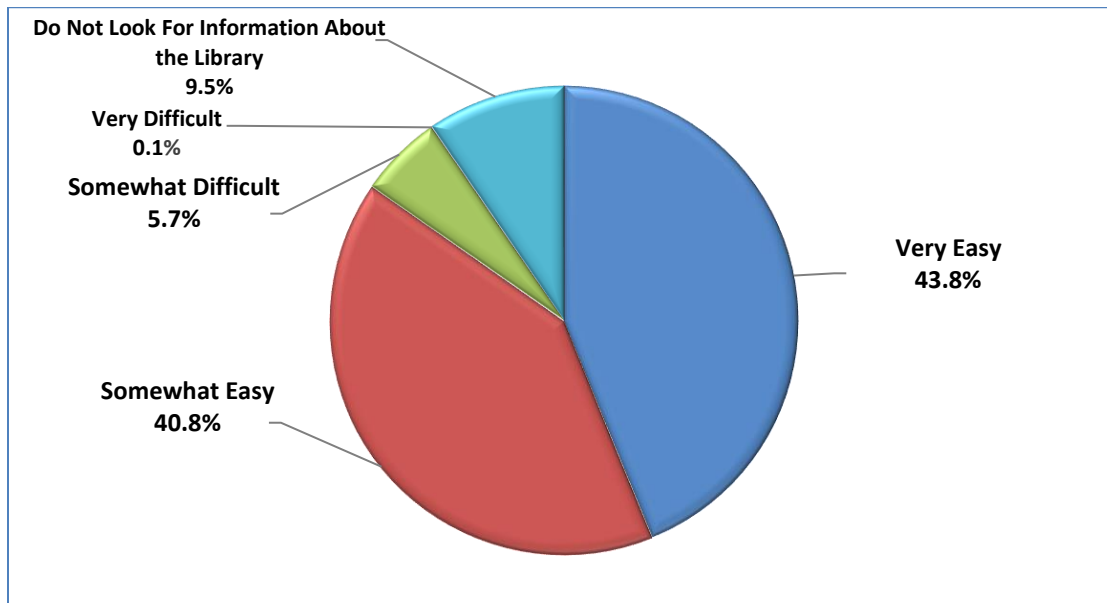
Obtaining Information About the Oak Park Public Library

Next, two questions were asked about obtaining information about the Oak Park Public Library. Respondents were first asked a question about the ease of finding information they need about the Oak Park Public Library and then asked a question about their main sources of information about the Library.

Most (84.6%) respondents find it easy to obtain the information they need about the Oak Park Public Library (Figure 18).

Figure 18: Ease of Finding Information About the Oak Park Public Library

When you need information about the Oak Park Public Library, how easy or difficult is it for you to find the information you are looking for?



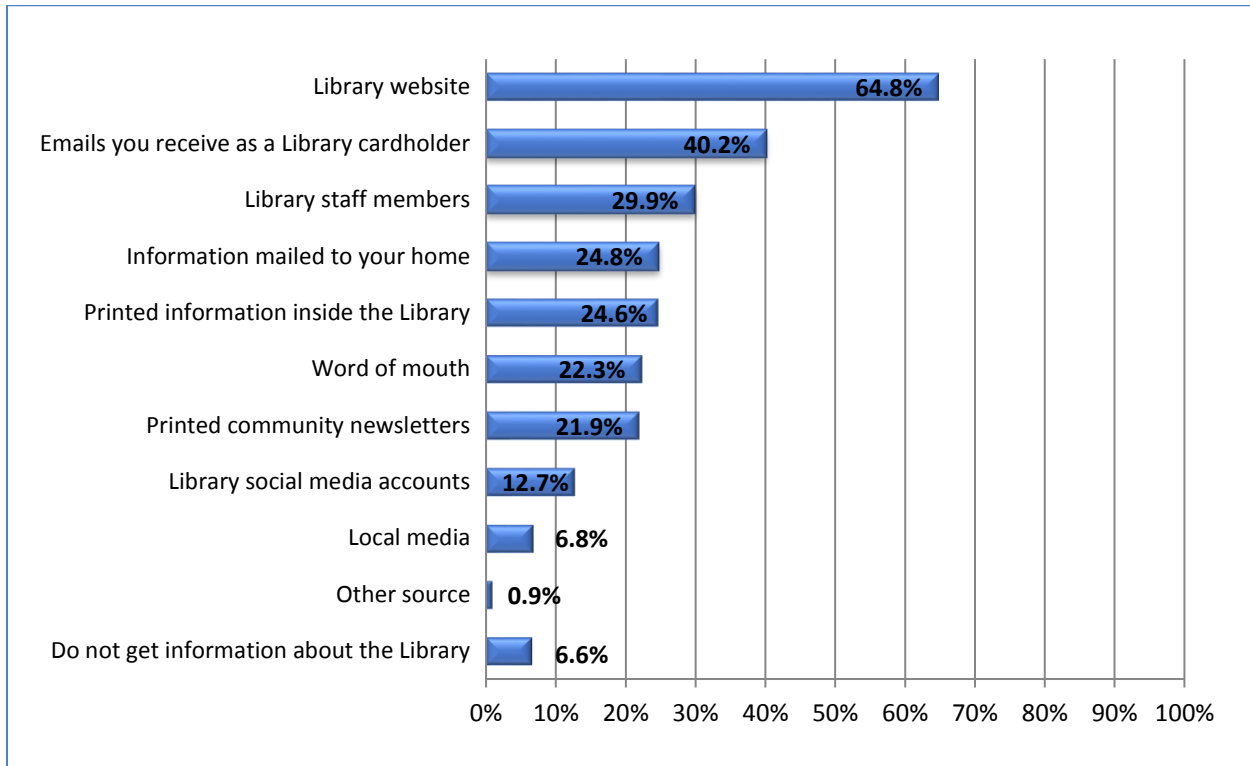
Demographic Differences

No significant differences are found for ease of finding information about the Oak Park Public Library by respondent's age, gender, race/ethnicity, educational attainment, annual household income, children in the household or not, and whether the household is a Library user or Library nonuser.

More than three-fifths (64.8%) of respondents indicate one of their main sources of information about the Oak Park Public Library is the Library website and 40.2% state one of their main sources of information about the Library is emails they receive as a Library cardholder. Three out of ten or less respondents report that the other sources of information asked about in the survey are one of their main sources of information about the Library. A total of 6.6% of respondents indicate they do not get information about the Library and 0.9% indicate other sources, such as Mom Mail and the Swan library app (Figure 19).

Figure 19: Main Sources of Information About the Oak Park Public Library

What are your main sources of information about the Oak Park Public Library? (CHECK ALL THAT APPLY)



Demographic Differences

Library nonuser households are more likely than Library user households to report one of their main sources of information about the Oak Park Public Library is information mailed to their home (Library nonuser households, 44.4%; Library user households, 21.9%) and local media (Library nonuser households, 28.4%; Library user households, 3.5%) or they do not get information about the Library (Library nonuser households, 28.4%; Library user households, 3.5%).

Library user households (70.0%) are more likely than Library nonuser household (28.4%) to report one of their main sources of information about the Oak Park Public Library is the Library website.

Respondents aged 65 or more (38.2%) are more likely than respondents aged 18-34 (14.3%) or aged 35-64 (20.5%) to indicate that printed community newsletters are one of their main sources of information.

Respondents aged 18-34 (40.3%) are more likely than respondents aged 35-64 (19.7%) and respondents aged 65 or more (24.3%) to report that information mailed to their home is one of their main sources of information.

Respondents aged 18-34 (51.3%) are more likely than respondents aged 35-64 (39.0%) and respondents aged 65 or more (34.1%) to report that emails they receive as a Library cardholder are one of their main sources of information.

Characteristics of Respondents and Their Households

The final set of questions asked about the characteristics of the respondent and their household.

The table below summarizes the characteristics of the survey respondents and their households.

Table 10: Characteristics of Respondents and Their Households

Characteristic	Percent
<u>Respondent's Gender Identity</u>	
Male	46.0
Female	52.2
Genderqueer/Gender non-binary	0.8
Another Gender	0.0
Prefer Not to Answer	0.9
<u>Respondent's Age</u>	
18-34	24.1
35-64	54.3
65+	19.2
Prefer Not to Answer	2.4
<u>Respondent's Race/Ethnicity</u>	
Asian	5.0
Black	13.0
Hispanic or Latinx	8.8
Native American or Alaska Native	0.0
Native Hawaiian or Pacific Islander	0.0
White	59.0
Another Race	1.1
Two or More Races	3.6
Prefer Not to Answer	9.6

Characteristic	Percent
<u>Respondent's Educational Attainment</u>	
Less Than a High School Degree	4.1
High School Graduate or GED	10.3
Trade School/Some College/Associate's Degree	17.3
College Graduate	27.5
Some Graduate Study, No Degree	5.5
Graduate Degree	34.2
Prefer Not to Answer	1.2
<u>Respondent's Employment Status</u>	
Employed Full Time	59.3
Employed Part Time	5.4
Self-Employed	13.7
Unemployed-Currently Looking for Work	0.6
Unemployed-Not Currently Looking for Work	1.2
Student	0.1
Retired	11.3
Homemaker	1.0
Unable to Work	4.6
Other Employment Status	1.9
Prefer Not to Answer	0.7
<u>Length of Time Living in Oak Park</u>	
2 Years or Less	17.2
More Than 2 Years to 5 Years	17.3
More Than 5 Years to 10 Years	10.9
More Than 10 Years	54.7
<u>Zone Residence is Located</u>	
Zone A	22.1
Zone B	15.6
Zone C	23.1
Zone D	35.6
Not Sure	2.4
Prefer Not to Answer	1.2
<u>Rent or Own Residence</u>	
Rent	40.7
Own	58.3
Other	0.3
Not Sure	0.0
Prefer Not to Answer	0.7

Characteristic	Percent
<u>Annual Household Income</u>	
Less Than \$15,000	10.2
\$15,000 to Under \$25,000	5.4
\$25,000 to Under \$35,000	2.0
\$35,000 to Under \$50,000	3.5
\$50,000 to Under \$75,000	9.5
\$75,000 to Under \$100,000	5.6
\$100,000 to Under \$150,000	17.5
\$150,000 to Under \$200,000	11.4
\$200,000 or More	18.5
Not Sure	1.0
Prefer Not to Answer	15.6
<u>Primary Language Spoken in Household</u>	
English	98.3
Spanish	1.6
Other	0.1
<u>Children in Household</u>	
Yes	31.5
No	68.5
<u>Race/Ethnicity of Other Household Members</u>	
All Asian	0.7
All Black	7.0
All Hispanic or Latinx	1.6
All Native American or Alaska Native	0.1
All Native Hawaiian or Pacific Islander	0.0
All White	37.3
All Another Race	0.6
Multi-Racial	8.9
Prefer Not to Answer	43.8
<u>Household Library User/Nonuser</u>	
User	87.5
Non-User	12.5

Conclusions and Recommendations

The respondents perceive the Oak Park Public Library District to be valuable to their community and household. They believe it is especially important to the community that the Library promotes children's literacy and encourages school-aged children to play, read, and learn.

Overall, the majority of respondents are satisfied with the Oak Park Public Library. They comment that they like the variety of books and materials, the friendly, helpful, and knowledgeable staff, the facilities/buildings, the locations, and the digital materials and resources. However, they do not like the homeless people inside the Library, the limited parking, especially at the main library, the noise level in the Library, and are concerned about safety. The Library should consider increasing the number of quiet study and reading spaces to address the respondents' concern that the Library is too noisy. The perceptions of not feeling safe at the Library should be further examined to determine the best way to address them.

Most respondents do not see the role of the Oak Park Public Library as providing social services to those community members at risk or the homeless, rather they see the Library's role as providing information and resources about available social services in Oak Park.

Library users are interested in learning how to do something. The Oak Park Public Library should consider providing more classes related to hobbies and crafts, such as cooking, gardening, painting, sewing, knitting, photography, and woodworking. This may attract Library nonuser households too who are more likely than Library user households to do hobbies and crafts in their spare time.

Respondents indicate they use digital materials and resources, including streaming TV shows and movies. Some respondents say that they have not visited a library building in the past year because they only use digital materials and resources. Many respondents are not aware of the digital materials and resources the Library offers and they should be communicated more widely.

Residents who identify with a disability or have household members who identify with a disability are less likely to feel comfortable using the Library, feel welcome at the Library, and feel safe at the Library. The Library should determine the best way to address these perceptions.

The Library does a good job of communicating with residents as evidenced by the high percentage of respondents indicating it is easy to obtain the information they need about the Oak Park Public Library and residents' main sources of information about the Oak Park Public Library are the Library's website and communications directly from the Library.

Residents who have lived in Oak Park for two years or less and renters are less likely to have a

library card, less likely to be aware of the services the Library offers, and more likely to be Library nonusers. The Library should consider additional methods of communicating with residents who have lived in Oak Park less than two years and renters.

Appendix A: Questionnaire

This survey will include questions about the Oak Park Public Library's value and importance to the community, your satisfaction with library services and programs, and potential future strategic priorities and objectives.

1. Do you live in Oak Park?

☐ Yes

☐ No

☐ Not sure

IF YOU ANSWERED "NO" OR "NOT SURE" TO QUESTION 1 PLEASE DO NOT ANSWER THE REST OF THE QUESTIONS. FOR THIS SURVEY, WE NEED TO HEAR FROM PEOPLE WHO LIVE IN OAK PARK. THANK YOU FOR YOUR TIME.

I. Household Leisure Activities

First, please tell us a little about what you and your household do in your spare time.

2. During the last 12 months, have you or someone in your household...? **(CHECK ALL THAT APPLY)**

☐ Attended a local community event

☐ Visited a museum or art gallery

☐ Attended live theater

☐ Attended a live concert

☐ Visited a park or participated in a park district program

☐ Streamed TV shows and movies at home, either through a service like Hulu or Netflix or through the library

☐ Spent time doing crafts or hobbies, such as woodworking, model building, cooking for fun, painting, etc.

Which crafts or hobbies have you spent time doing?

☐ Taken classes for fun, for instance, classes on local history, cooking, or photography

☐ Volunteered or done community service

☐ None of these

II. Community Needs/Vision

Next, please think about the Village of Oak Park as a whole.

3. When it comes to the future of the Oak Park community, what do you most hope for?

4. When it comes to the future of the Oak Park community, what are you most concerned about?

III. Value and Role of Library

The next questions are about the role of the Oak Park Public Library in the community. Please answer them to the best of your knowledge. Even if you don't use the Oak Park Public Library, please answer them based on what you know or have heard about it.

5. How valuable is the Oak Park Public Library to **your community**?

☐ Very valuable

☐ Not very valuable

☐ Not sure

☐ Somewhat valuable

☐ Not at all valuable

6. How valuable is the Oak Park Public Library to **you and your household**?

☐ Very valuable

☐ Not very valuable

☐ Not sure

☐ Somewhat valuable

☐ Not at all valuable

7. Libraries can serve many functions in a community. The following is a list of the services or roles the Oak Park Public Library currently provides or could provide in the future. For each, please think about how important the service or role is or would be **to your community as a whole**, not just to you and your household.

How important or unimportant to **your community** is it that the Oak Park Public Library....?

Importance to Community					
	Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant	Not Sure
Promotes children's literacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Serves as a social space where community members can gather and make connections with each other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Encourages preschool children to play, read, and learn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Encourages school-aged children to play, read, and learn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Encourages teens to gather, read, and learn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supports the educational success of children and teens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supports the educational success of adults	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helps community members find and access community resources, organizations, and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides services to people experiencing homelessness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides services to community members at risk (e.g. those living in poverty, those without adequate food.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides classes and resources to help community members develop job skills, write resumes, and search and apply for jobs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides access to technology, such as computers, Wi-Fi, and devices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides classes and resources to help community members develop small businesses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Importance to Community					
	Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant	Not Sure
Teaches and promotes skills to find, evaluate, and use news and information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides a place for civic engagement where the community can learn what is going on locally, regionally, and nationally, and can hear other's views	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promotes volunteerism and provides a hub for community service projects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Are there any other services or roles the Oak Park Public Library should provide in the community?

9. Now please think about how important these same services or roles are or would be to **you and your household**.

How important or unimportant to **you and your household** is it that the Oak Park Public Library....?

Importance to Your Household					
	Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant	Not Sure
Promotes children's literacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Serves as a social space where community members can gather and make connections with each other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Encourages preschool children to play, read, and learn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Encourages school-aged children to play, read, and learn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Encourages teens to gather, read, and learn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supports the educational success of children and teens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supports the educational success of adults	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helps community members find and access community resources, organizations, and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides services to people experiencing homelessness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides services to community members at risk (e.g. those living in poverty, those without adequate food.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Importance to Your Household					
	Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant	Not Sure
Provides classes and resources to help community members develop job skills, write resumes, and search and apply for jobs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides access to technology, such as computers, Wi-Fi, and devices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides classes and resources to help community members develop small businesses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teaches and promotes skills to find, evaluate, and use news and information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides a place for civic engagement where the community can learn what is going on locally, regionally, and nationally, and can hear other's views	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promotes volunteerism and provides a hub for community service projects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

IV. Library Use

Next, please tell us about your household's use of the Oak Park Library. Please think about everyone who lives with you when you answer these questions.

10. Does anyone in your household currently have an Oak Park Public Library card?

- ☐ Yes ☐ No ☐ Not sure

11. Do you consider your household to be an Oak Park Public Library user?

- ☐ Yes ☐ No ☐ Not sure

12. During the past 12 months, has anyone in your household visited an Oak Park Public Library building or the Book Bike?

- ☐ Yes **[GO TO QUESTION 14]** ☐ No **[GO TO QUESTION 13]** ☐ Not sure **[GO TO QUESTION 16]**

13. Why hasn't anyone in your household visited the Oak Park Public Library in the past 12 months? **(CHECK ALL THAT APPLY)**

- | | |
|---|--|
| <input type="checkbox"/> My household only uses electronic resources | <input type="checkbox"/> Transportation to the Oak Park Public Library is challenging |
| <input type="checkbox"/> The Oak Park Public Library does not have materials or programs we are interested in | <input type="checkbox"/> My household visits and uses libraries other than the Oak Park Public Library |
| <input type="checkbox"/> Not aware of what services the Oak Park Public Library offers | <input type="checkbox"/> Other reason (PLEASE SPECIFY) |
| <input type="checkbox"/> Library hours are not convenient | |
| <input type="checkbox"/> Library locations are not convenient | |

GO TO QUESTION 16

14. During the past 12 months, how often have the people in your household visited the Oak Park Public Library at any location?

- | | | |
|--|---|---|
| <input type="checkbox"/> More than once a week | <input type="checkbox"/> Every 2 to 3 weeks | <input type="checkbox"/> A few times a year or less |
| <input type="checkbox"/> About once a week | <input type="checkbox"/> About once a month | <input type="checkbox"/> Not sure |

15. Which library location do the people in your household visit most often?

- | | | |
|---|--|--|
| <input type="checkbox"/> Main library building (Lake St.) | <input type="checkbox"/> Dole branch (Augusta St.) | <input type="checkbox"/> Use two or more equally (Please Specify Which Ones) |
| <input type="checkbox"/> Maze branch (Gunderson Ave.) | <input type="checkbox"/> Book bike | <input type="checkbox"/> Don't know/not sure |

16. During the past 12 months, has anyone in your household visited the Oak Park Public Library's website?

- | | | |
|--|---|---|
| <input type="checkbox"/> Yes [GO TO QUESTION 17] | <input type="checkbox"/> No [GO TO QUESTION 18] | <input type="checkbox"/> Not sure [GO TO QUESTION 19] |
|--|---|---|

17. During the past 12 months, how often have the people in your household visited the website?

- | | | |
|--|---|---|
| <input type="checkbox"/> More than once a week | <input type="checkbox"/> Every 2 to 3 weeks | <input type="checkbox"/> A few times a year or less |
| <input type="checkbox"/> About once a week | <input type="checkbox"/> About once a month | <input type="checkbox"/> Not sure |

GO TO QUESTION 19

18. Why hasn't anyone in your household visited the Oak Park Public Library website in the past 12 months? **(CHECK ALL THAT APPLY)**

- | | |
|---|---|
| <input type="checkbox"/> Not aware of library website | <input type="checkbox"/> The library website does not have the materials or services we are interested in |
| <input type="checkbox"/> Not aware of what materials and services are offered through the library website | <input type="checkbox"/> My household does not have access to a computer/device to access the internet |
| <input type="checkbox"/> My household prefers to use physical books and materials (magazines, videos, research resources, etc.) | <input type="checkbox"/> My household does not have internet access |
| | <input type="checkbox"/> Other reason (PLEASE SPECIFY) |

IF YOU ANSWERED "YES" TO QUESTION 12 OR "YES" TO QUESTION 16 THEN ANSWER QUESTIONS 19-21. OTHERWISE GO TO QUESTION 22.

19. What is your favorite thing about the Oak Park Public Library?

20. What is your **least favorite** thing about the Oak Park Public Library?

21. Please think about things you and your household would like to do at the library.

I and the people in my household would be most interested in: **(CHECK ALL THAT APPLY)**

- ☐ Borrowing materials, such as books, videos, e-books, or media, from the library
- ☐ Learning about something; for instance, by taking a class or attending a lecture
- ☐ Learning how to do something; for instance, learning a language or a craft, learning about woodworking or cooking, etc.
- ☐ Learning through technology, such as computers; or through online resources, such as Consumer Reports online
- ☐ Opportunities to meet other community members; for instance, through book discussions, social clubs, or travel opportunities
- ☐ Opportunities to serve the community; for instance, volunteer, participate in community projects
- ☐ Other (PLEASE SPECIFY) _____

V. Library Attitudes

The next questions ask about how you and your household feel about using the library.

22. When you were growing up, do you recall anyone else in your family using public libraries, or is that something no one in your family did?

- ☐ Family used libraries ☐ Family did not use libraries

23. Please answer the following question to the best of your knowledge of the Oak Park Public Library. Even if you don't use the library, please answer based on **what you know or have heard about it**.

How much do you agree or disagree with each of the following statements? If you disagree or strongly disagree with a statement, please indicate why.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Sure
I/my household members would feel welcome at the library. Why do you disagree or strongly disagree? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I/my household members would feel comfortable using the library. Why do you disagree or strongly disagree? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library is a place where I/my household members could relax and spend time. Why do you disagree or strongly disagree? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library staff would treat everyone fairly and equally. Why do you disagree or strongly disagree? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Sure
<p>I/my household members would know how to find books and other materials at the library.</p> <p>Why do you disagree or strongly disagree?</p> <hr/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>I/my household members would know how to use the services at the library.</p> <p>Why do you disagree or strongly disagree?</p> <hr/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>The library locations are convenient.</p> <p>Why do you disagree or strongly disagree?</p> <hr/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>I/my household members would feel comfortable sharing information like name and address with the library in order to get a library card.</p> <p>Why do you disagree or strongly disagree?</p> <hr/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>The library provides materials I/my household members can't get in other places.</p> <p>Why do you disagree or strongly disagree?</p> <hr/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>The library provides services and programs I/my household members can't get in other places.</p> <p>Why do you disagree or strongly disagree?</p> <hr/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>The library provides digital materials and resources, for example, e-books, digital audiobooks, movies, TV shows, magazines and newspapers, and music I/my household members can't get from other places.</p> <p>Why do you disagree or strongly disagree?</p> <hr/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Sure
I/my household members would be able to communicate with library staff in a language we are comfortable in. Why do you disagree or strongly disagree? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I/my household would feel safe at the library. Why do you disagree or strongly disagree? _____ _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

24. How much do you agree or disagree with each of the following statements? If you agree or strongly agree with a statement, please indicate why.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Sure
Getting to the library would be difficult. Why do you agree or strongly agree? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There would not be enough parking at the library. Why do you agree or strongly agree? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I/my household does not have access to technology (computers or smartphones/high speed internet) to use the library's digital materials or resources. Why do you agree or strongly agree? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

VI. Library Access

25. How much do you agree or disagree that the current hours at the library are convenient for you and your household?

- ☐ Strongly agree
 ☐ Disagree
 ☐ Not sure
☐ Agree
 ☐ Strongly disagree

26. Regardless of the existing library hours what times would you and your household **want** to use the library in the next year? **(CHECK ALL THAT APPLY)**

	Early morning (6-8 AM)	Mid-morning (8-10 AM)	Late morning (10 AM-noon)	Early afternoon (noon-2 PM)	Mid-afternoon (2-4 PM)	Late afternoon (4-5 PM)	Early evening (5-7 PM)	Late evening (7-9 PM)	Night (9-11 PM)	Would not use the library at any time
Weekdays (Monday through Friday)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturdays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sundays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The library would like to know how they can better support community members with disabilities.

27. Do you or someone in your household identify as a person with a disability?

☐ Yes **[GO TO QUESTION 28]**

☐ No **[GO TO QUESTION 30]**

28. Is the library accessible to this person, and is this person's accessibility adequately supported at the library?

☐ Yes

☐ No

29. What could the library do to make it easier for this person to access or use the Oak Park Public Library buildings or services? _____

VII. Information and Technology

We would like to know more about access to technology and information in your household.

30. In your household, do you have access to...? **(CHECK ALL THAT APPLY)**

☐ A computer or laptop

☐ Neither of these

☐ A device, such as a smartphone or tablet, which you can use to access the internet

☐ Not sure

31. Do you have high-speed internet access, other than access at the Oak Park Public Library? **(CHECK ALL THAT APPLY)**

☐ Yes, access at home

☐ Yes, access at another place

☐ No, no access

☐ Yes, access at work

(PLEASE SPECIFY) _____

☐ Not sure

32. When you need information about the Oak Park Public Library, how easy or difficult is it for you to find the information you are looking for?

☐ Very easy

☐ Somewhat difficult

☐ Do not look for information about the library

☐ Somewhat easy

☐ Very difficult

33. What are your main sources of information about the Oak Park Public Library? **(CHECK ALL THAT APPLY)**

- | | |
|--|---|
| <input type="checkbox"/> Information mailed to your home | <input type="checkbox"/> Local media; for instance, newspaper, radio, or TV |
| <input type="checkbox"/> Emails you receive as a library cardholder | <input type="checkbox"/> Printed community newsletter |
| <input type="checkbox"/> Printed information inside the library | <input type="checkbox"/> Word of mouth; for instance, from friends or neighbors |
| <input type="checkbox"/> Library website | <input type="checkbox"/> Do not get information about the library |
| <input type="checkbox"/> Library staff members | <input type="checkbox"/> Other (PLEASE SPECIFY) _____ |
| <input type="checkbox"/> Library social media accounts; for instance, Facebook, Twitter, Instagram, or YouTube | |

VIII. Demographics

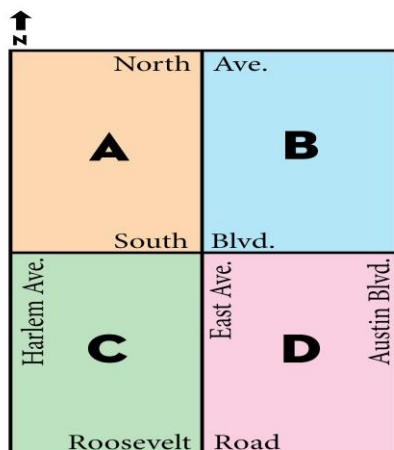
Finally, we would like to know about you and your household. The Oak Park Public Library works to provide services equitably in the community, and all information in this section will help us make sure our data is representative of everyone in Oak Park.

First, please tell us about your household.

34. How long have you lived in Oak Park?

- | | |
|---|--|
| <input type="checkbox"/> 2 years or less | <input type="checkbox"/> More than 5 years to 10 years |
| <input type="checkbox"/> More than 2 years to 5 years | <input type="checkbox"/> More than 10 years |

35. Please look at the map below. In which zone is your residence located?



- | |
|---|
| <input type="checkbox"/> Zone A |
| <input type="checkbox"/> Zone B |
| <input type="checkbox"/> Zone C |
| <input type="checkbox"/> Zone D |
| <input type="checkbox"/> Not sure |
| <input type="checkbox"/> Prefer not to answer |

36. What is the primary language spoken in your home? _____

37. What other languages, is any, are spoke in your home? _____

38. Do you rent or own your residence?

- | | |
|-----------------------------------|---|
| <input type="checkbox"/> Rent | <input type="checkbox"/> Other (PLEASE SPECIFY) _____ |
| <input type="checkbox"/> Own | <input type="checkbox"/> Prefer not to answer |
| <input type="checkbox"/> Not sure | |

39. Please consider all sources of income, before taxes, for everyone living with you in 2018. What was your 2018 annual household income?

- | | | |
|---|---|---|
| <input type="checkbox"/> Less than \$15,000 | <input type="checkbox"/> \$50,000 to under \$75,000 | <input type="checkbox"/> \$200,000 or more |
| <input type="checkbox"/> \$15,000 to under \$25,000 | <input type="checkbox"/> \$75,000 to under \$100,000 | <input type="checkbox"/> Not sure |
| <input type="checkbox"/> \$25,000 to under \$35,000 | <input type="checkbox"/> \$100,000 to under \$150,000 | <input type="checkbox"/> Prefer not to answer |
| <input type="checkbox"/> \$35,000 to under \$50,000 | <input type="checkbox"/> \$150,000 to under \$200,000 | |

Now, we would like to know more about you.

40. What is your gender identity?

- | | |
|--|--|
| <input type="checkbox"/> Male | <input type="checkbox"/> Another gender identity, not listed here (PLEASE SPECIFY) _____ |
| <input type="checkbox"/> Female | |
| <input type="checkbox"/> Genderqueer/gender non-binary | <input type="checkbox"/> Prefer not to answer |

41. What is your age?

- | | |
|--------------------------------|---|
| <input type="checkbox"/> 18-34 | <input type="checkbox"/> 65+ |
| <input type="checkbox"/> 35-64 | <input type="checkbox"/> Prefer not to answer |

42. Are you... ? (CHECK ALL THAT APPLY)

- | | | |
|---|--|--|
| <input type="checkbox"/> Asian | <input type="checkbox"/> Native Hawaiian or Pacific Islander | <input type="checkbox"/> Another race (PLEASE SPECIFY) _____ |
| <input type="checkbox"/> Black | | |
| <input type="checkbox"/> Hispanic or Latinx | <input type="checkbox"/> White | <input type="checkbox"/> Prefer not to answer |
| <input type="checkbox"/> Native American or Alaska Native | | |

43. What is the highest level of education you have completed?

- | | |
|--|--|
| <input type="checkbox"/> Less than a high school degree | <input type="checkbox"/> Some graduate study, no degree |
| <input type="checkbox"/> High school graduate or GED | <input type="checkbox"/> Graduate degree (Master's, Ph.D., MD, JD) |
| <input type="checkbox"/> Trade school, some college, or associate's degree | <input type="checkbox"/> Prefer not to answer |
| <input type="checkbox"/> College graduate | |

44. Which **one** of the following best describes your employment status?

- | | |
|--|---|
| <input type="checkbox"/> Employed full time (35 or more hours per week at your primary job) | <input type="checkbox"/> Student |
| <input type="checkbox"/> Employed part time (up to 34 hours per week at your primary job) | <input type="checkbox"/> Retired |
| <input type="checkbox"/> Self-employed | <input type="checkbox"/> Homemaker |
| <input type="checkbox"/> Unemployed and currently looking for work | <input type="checkbox"/> Unable to work |
| <input type="checkbox"/> Unemployed and not currently looking for work | <input type="checkbox"/> Other employment status (PLEASE SPECIFY) _____ |
| | <input type="checkbox"/> Prefer not to answer |

45. **Not including yourself**, how many people live in your household? **IF YOU LIVE ALONE PLEASE ENTER 0 AND THEN GO TO THE END OF THE SURVEY.** _____

Aged 0-4	_____
Aged 5-12	_____
Aged 13-17	_____
Aged 18-34	_____
Aged 35-64	_____
Aged 65+	_____
TOTAL NUMBER OF HOUSEHOLD MEMBERS, NOT INCLUDING YOURSELF	_____

Is the household member... ?

[illegible]

48. **Not including yourself**, how many of the adults (aged 18+) in your household are ...?

Employed full time (35 or more hours per week at primary job)	_____
Employed part time (up to 34 hours per week at primary job)	_____
Self-employed	_____
Unemployed and currently looking for work	_____
Unemployed and not currently looking for work	_____
Student	_____
Retired	_____
Homemaker	_____
Unable to work	_____
Another employment status (PLEASE SPECIFY) _____	_____
TOTAL NUMBER OF ADULT HOUSEHOLD	
MEMBERS, NOT INCLUDING YOURSELF	_____

Thank you for sharing your thoughts with us today! You have helped the Oak Park Public Library to understand its value and importance to the community, your level of satisfaction with library services and programs, and how to determine potential future strategic priorities and objective.

PLEASE RETURN YOUR COMPLETED SURVEY IN THE POSTAGE-PAID ENVELOPE TO THE CENTER FOR GOVERNMENTAL STUDIES.

Appendix B: Survey Materials



December 2019

Dear Resident,

We would like to hear from you! The Oak Park Public Library works to empower every voice in our community. We share the information, services, and opportunities that fulfill the Oak Park community's hopes for the future.

The Oak Park Public Library has commissioned the Center for Governmental Studies at Northern Illinois University to conduct a survey of residents. This survey will include questions about community needs, the Oak Park Public Library's value and importance to the community, your satisfaction with library services and programs, and potential future strategic priorities and objectives.

We want to hear from everyone in Oak Park, library users and non-users alike, so even if you do not use the library, we still want to hear from you.

All information you provide will be reported in summary form only, so your answers will be added to the responses of others and will not be shared individually. If you are not comfortable answering any question, you may skip it.

We would appreciate the adult in the household with the next birthday completing the enclosed survey and returning it to the Center for Governmental Studies in the postage-paid envelope provided or, if you prefer, you may complete the survey online at:

<https://www.research.net/r/oakparklibrary>

To access the online survey, you will need to enter your 5-digit identification number located in the top right-hand corner of this letter. On average, the survey should take about 15 minutes, although it may be longer or shorter depending on your answers. Please complete the survey before December 30, 2019.

If you have any questions about this survey, please email Julie Gommel Bailey at the Center for Governmental Studies at Northern Illinois University at juliebailey@niu.edu.

Thank you for your participation.

Sincerely,

A handwritten signature in black ink, which appears to read "David J. Seleb". The signature is fluid and cursive, with a large initial "D" and "S".

David J. Seleb
Executive Director
Oak Park Public Library

Dear [FirstName] [LastName],

We would like to hear from you! The Oak Park Public Library works to empower every voice in our community. We share the information, services, and opportunities that fulfill the Oak Park community's hopes for the future.

The Oak Park Public Library has commissioned the Center for Governmental Studies at Northern Illinois University to conduct a survey of residents. This survey will include questions about community needs, the Oak Park Public Library's value and importance to the community, your satisfaction with library services and programs, and potential future strategic priorities and objectives.

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All information you provide will be reported in summary form only, so your answers will be added to the responses of others and will not be shared individually. If you are not comfortable answering any question, you may skip it.

On average, the survey should take about 15 minutes, although it may be longer or shorter depending on your answers.

To complete the survey please click the "Begin Survey" button below.

If you have any questions about the survey please contact Julie Gommel Bailey at the Center for Governmental Studies at Northern Illinois University at juliebailey@niu.edu.

Thank you for your participation.

Sincerely,
David J. Seleb
Executive Director
Oak Park Public Library

[Begin Survey](#)

Please do not forward this email as its survey link is unique to you.

[Privacy](#) | [Unsubscribe](#)

Reminder Call Script

Answering machine message

Hi, my name is [NAME] and I'm calling from NIU on behalf of the Oak Park Public Library. We'd like to know your thoughts and opinions about the Library to help them plan for the future. Even if you don't use the Library, we'd like to hear from you!

To share your thoughts, please take a few minutes to complete the online survey at
<https://www.research.net/r/oakparklibrary>

On the first page of the survey, please enter the following 5-digit code (ID NUMBER).

Thanks for your time and have a great day/evening!

Phone script

Hi, my name is [NAME] and I'm calling from Northern Illinois University on behalf of the Oak Park Public Library. **I'm sure you are busy, so I will be brief.** We want to hear your opinions about the Library's value to the community, its services, and its future directions.

IF NEEDED: Even if you don't use the Library, we'd like to know what you think.

The thoughts and opinions you share will help the Library plan for the future.

It takes only a few minutes to complete, and there are multiple ways to take it.

I can give you a link and code to use now, or we can send you a link through email or text.

IF THEY SAY YES:

What is the best way to contact you? OR What is your email/phone number?

LINK: <https://www.research.net/r/oakparklibrary> THEN GIVE 5-DIGIT ID

IF THEY DON'T SAY YES IMMEDIATELY TO ONE OF THE ABOVE: If you prefer a hard copy, we can also mail you the survey.

Thank you for sharing your thoughts with the Library! Have a great day/evening!

Appendix C: Verbatim Comments

When it comes to the future of the Oak Park community, what do you most hope for?

Affordable housing and government leaders who put the needs of the Village ahead of their own needs and who take their fiduciary duty/responsibility seriously.

That it continues to accept diversity in a small village setting. That it keeps high standards in teaching our children. That small businesses and restaurants thrive.

A balanced political mindset.

A community that is as open-minded in real life as it proclaims to be.

A community that prioritizes equality and minimizing climate impact.

A community that takes equity more seriously, with policies and funding that dramatically increase the availability of affordable house and fair representation on elected and appointed boards whose missions impact the quality of life for everyone here.

A decrease in property taxes

A diversified community and a small-town feel

A government not influenced by wealthy residents

A greater sense of community, more chances to know my neighbors

A halt to high rise development. Try to preserve some of the “village” atmosphere and not just a copy of the city.

A more affordable and diverse community

A more diverse and inclusive leadership

A more inclusive town with more affordable housing

A more representative government

A peaceful, diverse community

A place for everyone. Support and community for all.

A place that is diverse and where everyone can afford to live.

A place that welcomes everyone.

A place where all feel welcome and all are welcome—a place of inclusion for all people, especially people of color and people with physical disabilities.

A place where my kids have a diverse group of friends and so do their parents.

A relaxing place to come study, read. Calm environment, up-to-date catalog.

A renewed commitment to our community values around equality and diversity

A return to a more local look for the community in the sense of architecture. I feel that in the past two decades the suburb has become like a mini downtown with high rises.

A return to normalcy and the riddance of the community's obsession with equality of outcomes in people's lives. All people are not equal!

A safe and affordable community

A safe and pleasant diverse village

A safe community

A safe community in which to raise my child.

A safe community with great schools and programs

A safe place to live (2)

A safe, affordable, diverse community

A safe, diverse, affordable and equitable community

A sense of belonging

A sensible plan based on a vision that the Board of Trustees actually sticks to from term to term.

A slowing down in building. More attention paid to preserving historical building.

A solid social and economically community diverse in its population with a strong educational system.

A strong, vibrant and diverse community

A tax cut and stop having every organization attempt to change societal norms

A valuable and strong education for our young children

A vibrant, diverse community, with more local businesses and a greater walkable community or bike friendly community

Acceptance of people with different points of view

Access to quality services for our tax dollars

Accessibility for seniors. Safety.

Address senior housing issues. More inclusive engagement in politics; it's too cliquish.

Affordability

Affordability does not create class systems or decrease diversity

Affordability, better design

Affordable for all working people

Affordable housing

Affordable housing and a return to communal values. Densification and urbanization without selling out to developers.

Affordable housing and business/restaurant friendly, continuing to be a diverse and welcoming village

Affordable housing in our community

Affordable housing there are too many condominiums being built and local businesses closing due to condominiums like Five Guys and Bar Louie those were two business that were popular but closed because of the taxes from condominiums being built.

Affordable housing

Affordable, diverse community

After school activities

All citizens have access to the best resources

All of us have a voice and will not be judged for speaking an honest opinion

All streets being finished

An active community that can positively influence the upbringing of my children

An affordable, safe community

An end to political activism on display at the library.

An exemplary school system and a practical local government focused on attracting young families as well as keeping its longtime residents.

An inclusive place with ample resources for learning and growing

Authentic equity, which we've worked together to achieve, and more innovative community spaces/fewer high rises

Balance between rich and poor.

Being able to continue to afford to live in the Village I have lived for over 40 years. As a retiree, the increase in taxes is difficult to manage on a fixed income.

Better services

Better community understanding of racism, institutionalize racism; better ability to accommodate children with special needs; a Muslim mosque

Better education system and no raising of taxes, better thought out policies and coordination of programs

Better parking

Better parking downtown

Better parking for all residents. If you have a parking permit, one should be able to park anywhere in Oak Park during the day.

Better roads, more businesses and activities for adult singles

Better safety and more police patrol at nights

Better shops

Better small business opportunity

Better use of tax funds

Celebration of diversity, equity and dissolving prejudice and hate

Change in Oak Park political priorities that will allow for improvement in Oak Park and River Forest schools physical plant, encourage small business development and structure a tax base that allows families to stay in Oak Park beyond the schooling of their children.

Cheaper housing

Cheaper property taxes

Christian revival

Clean, safe, well-functioning streets and alleys, particularly for bicyclists and pedestrians

Co-housing community development, aging in place, the Village movement taking root here, indoor year-round pool

Commercial development along North Avenue and Roosevelt Road

Community indoor swimming pool

Community programs for all ages

Community unity centered around equal opportunity for all income levels

Community, tolerance, excellent schools, opportunities for all age groups

Congestion relief

Connection to the city and community

Connection, commitment to justice

Continuation of great community spirit and improvements in affordability; continuation of great schools

Continue all and more of the educational and special events you sponsor. Many thanks!

Continue keeping a diverse community

Continue to be a community with varied activities, businesses and residents

Continue to focus on being an integrated village with a community that represents different ages, income levels, ethnic backgrounds etc.

Continue to grow for all Oak Parkers

Continue to support diversity, successful schools, be an affordable place to live

Continue to value diversity and inclusiveness

Continued community

Continued cosmopolitan caring community. Increased digital and easy access to amenities for residents.

Continued development and attraction for young people to move into town.

Continued diversity (2)

Continued diversity and access

Continued diversity and more equality

Continued diversity in people and activities

Continued diversity of people and their ideas

Continued diversity, low-income housing

Continued embrace of equity

Continued family-oriented events

Continued focus on community and education

Continued focus on equity work and making Oak Park accessible to all people.

Continued growth as a diverse group on individuals focused on maintaining the beauty and history of our village while providing outreach/help for those in need.

Continued growth in retail, lower taxes

Continued growth of local business while maintaining equity and fairness that Oak Park is known for.

Continued growth with community events and public offerings

Continued improvement

Continued openness to all citizens

Continued progressive policies

Continued safety

Continued sense of community

Continued sense of community and inclusiveness, without becoming cost-prohibitive.
Opportunities to spend time with neighbors.

Continued small business. Fewer chain establishments. Continued small town feel. Diversity.

Continued stability and racial trust

Continued support for/engagement of non-white and low-income families

Continued value of our diversity and excellence in education

Continued vibrancy in the arts and in programs that include all ages. Continues diversity in housing stock that make that possible.

Continuing appreciation and acceptance of differences and celebration of ethnic origins

Continuing diversity

Continuing growth

Continuing to offer as varied programs as they do

Controlled taxes

Diverse community- diverse activities and much lower taxes

Diverse inclusive community

Diversity (3)

Diversity, a welcoming community that has a community mentality for its members

Diversity and affordability

Diversity and affordable housing

Diversity and equality

Diversity and inclusion

Diversity and neighbor interaction

Diversity and safety

Diversity, welcoming

Diversity, safe clean place to live

Diversity, strong schools, safe neighborhoods

Easier walking/biking in town. Bike lanes and cross walks.

Economic diversity

Educational and cultural excellence

Elimination of people who have to beg on the street and the homeless because their needs have been met.

Empathy and kindness

Enlightened leadership in creating community and opportunity for all Oak Parkers

Enriching, supportive community

Equal opportunity housing

Equal opportunity, maintain desirability while increasing affordability

Equitable growth and sustainable business development focused on independent, small to medium sized enterprises

Equity (2)

Equity and affordability

Equity for all

Equity in our school system

Equity of programs

Equity, celebration of diversity and cultural differences, success for all children and youth

Equity, stability

Equity, tolerance

Events, concerts

Expanded more projects for the kids

Far fewer decisions like the single lanes on Madison that add to traffic congestion.

Fewer cars, more bike lanes / paths. More shops and restaurants near Ridgeland.

Fewer condominiums, less traffic, more affordable housing

Fewer restrictions, more free parking, fewer condominium buildings, more boutiques and small businesses, fewer chain stores

Fewer tall buildings, less density, new leadership

Fiscal responsibility

Fiscal responsibility, curbing undo spending and making sure money gets to projects and people instead of middle management or third parties. I expect that our schools would produce students ranked in the top 50 in the state. I expect our community members to have access to a reasonable amount of resources that give us safety from harm, access to clean water, proper Sewage and affordable housing. I don't expect our town or village government will ever learn this.

Focus on more pressing relevant Village functioning and professional business type issues.

For it to be a family town again and not cater to the wealthier and the downtown area only.

For it to be a welcoming place for everyone,

For it to keep its diversity. Also, that police become more diverse friendly.

For it to really become the inclusive place it pretends to be.

For it to remain a great place to raise a family, and not make it economically impossible for young families to buy homes or for senior citizens to remain here.

For it to stop pretending to be the city and be okay to be itself.

For property taxes to be lower so families can stay in Oak Park and for a community recreational center.

For residents to be more open minded and not so politically correct.

For the high school to get its crap together. That documentary was an absolute stain on Oak Park's reputation.

Free parking

Given the property taxes, I will not be able to live here in the future.

Good government

Good stores and safety for walking

Great schools, good services, strong property values

Great services but not higher taxes

Greater work on the issues of equity and racism

Growth

Growth and safety

Harmony

Harmony and a new indoor pool

Harmony, rich life experiences through art, culture and diversity, a prosperous Village

Health, housing, education equality and justice

Hopeful I can afford to live here.

I do not have hopes for Oak Park's future, I am moving.

I hope diversity becomes more of an issue that is addressed and just not dabbled in.

I hope for continued economic development and opportunities to enrich activities that are offered for my growing family.

I hope for more affordable housing for middle class folks, more park district events, and above all else, more inclusion of all types of families and people.

I hope it will continue to be a safe and beautiful community for years to come.

I hope Oak Park remains diverse

I hope that it can continue to be a place where people of diverse ethnicities can come together to live and work.

I hope that it continues to be inclusive for all and celebrate all cultures because I believe that is how our community is enriched.

I hope that local government entities begin to prioritize Oak Park residents by becoming more responsible for what they do with our taxes. The taxes are so high that we, and several other families we know, will have to move in the next few years. There is absolutely no good reason for this. If middle and upper middle-class families can't afford to live here, then there is little hope for a truly diverse community. I hope for a truly diverse Oak Park.

I hope that Oak Park continues to be a tight-knit community of neighbors who get to know and help and take time for each other.

I hope that Oak Park continues to flourish.

I hope that Oak Park continues to offer the services that they currently have.

I hope that Oak Park remains diverse and affordable.

I hope that Oak Park truly works for every citizen and opportunities are available for all, regardless of race, ethnicity, gender, or economics.

I hope that people from Chicago doesn't keep going to Oak Park to cause trouble. They are also usually from the bad parts of Chicago.

I hope that the community remains diverse and affordable and doesn't fill up with rude, entitled (...) who don't care about their neighbors and those less fortunate in the community.

I hope that we become what we say we are: welcoming of diversity.

I hope that we move away from the current focus on density and toward livability.

I hope we can end the homeless problem within our community.

I hope we can retain our architectural integrity.

I hope, regardless of how large the community gets, it maintains it's small, intimate feel with the downtown area, parks, dining options.

I hoped things would've progressed towards affordable housing and less discriminating housing practices.

I love living in Oak Park. My hope for the Oak Park community is that we are able to become more business friendly in a similar way as our neighbor, Forest Park have done.

I most hope that I won't be forced to leave due to the high property taxes.

I really cannot say. I've only been in the Oak Park community for two years.

I want the public-school system to be the best that it can be. I want less automobile congestion.

I wish Oak Park would stop putting up condominium buildings and attracting chain stores/restaurants.

I wish there were more small coffee shops/gathering places interspersed throughout our neighborhoods.

I wish they would clear up the abandoned buildings on Madison Avenue.

I would like it if we had more matinee performances both theatrical and musical.

Improving the sense of community that has been lost through the commercialization and gentrification of Oak Park.

Inclusion for all

Inclusion of all residents

Inclusion, diversity, safety.

Inclusive community facilities or children with special needs.

Inclusivity and fiscal restraint

Inclusivity, safety and a sense of community for all.

Increase in successful small business ventures

Increase small business opportunities. Consistent and cohesive building plan for the downtown area as well as Southeast Oak Park.

Increased civility, creative growth that is respectful of our history. Completion of the Community Recreation Center.

Increased community activities

Increasing equity, especially across racial lines

Increasingly shared interracial community service and leadership

It continues to embrace diversity in all areas, housing, education, employment, etc.

it serves the community in an affordable manner

It will continue to be as diverse, beautiful and ideal place to live as now.

It will remain a great place to live.

Jobs, more grocery stores

Keep clean government, and keep diversity.

Keep the small-town vibe

Keep up the good work

Keeping the resorts for seniors and continue to be an inclusive community

Kindness in many ways

Less buildings being destroyed and less condominiums being built.

Less congestion (2)

Less congestion in main shopping areas, more restaurants,

Less congestion. Community diversity (economic and racial).

Less crazy over the top development. A more cohesive community.

Less density

Less empty storefronts and more successful business so that residents have to go outside the community less for goods and services.

Less giant buildings

Less growth

Less high rises (2)

Less intensity in subject matter and more fun gatherings

Less pretentious radical stupidity. Better education in schools with less social engineering
Regular garbage (including recycling) pick up. Plowed streets in winter. Effective police without being a police village. Good fire department, parks, libraries. Less social engineering.
Coordinated traffic lights for smooth flow of traffic without unnecessary stops. Fewer parking meters/pay boxes.

Less spending. Better services for money spent.

Less tall buildings do not like the appearance like the artsy style Wright. Need more shops
clothes, shoes, men, women, children.

Less taxes

Less traffic

Less traffic, continued emphasis on diversity, safety

Livable and healthy community

Lower crime, lower taxes

Lower property taxes (6)

Lower property taxes and safe streets

Lower property taxes so people may stay in their homes longer.

Lower property taxes, cleaner streets, much better schools at all levels, more attractive parks

Lower property taxes, less political correctness

Lower property taxes. Safety in schools.

Lower rent on apartments

Lower taxes (16)

Lower taxes and a more friendly downtown. (LaGrange has free parking and free garages. I like shopping in a town that doesn't nickel and dime you to death).

Lower taxes and fewer pretentious people

Lower taxes and less frills!

Lower taxes so we can continue to live here.

Lower taxes, at least not increase.

lower taxes, better schools, better community services, less pension debt

Lower taxes, continued work of diversity and inclusion, maintain high standards for schools.

Lower taxes, excellence in schools and not social engineering.

Lower taxes, no more high rises, racial equality in schools.

Lower taxes, so we can afford to live here.

Lower taxes. Continued work on equity. A slowdown of high-rise buildings.

Lower taxes. More stores/dining - less hassle/blue tape for those who would like to open establishments. No more high rises. Free parking.

Lowering property taxes and affordable housing to attract young people and families to the community

Madison Street revitalized

Maintain current green space

Maintain economically diverse community

Maintain its diversity (4)

Maintaining a diverse, safe community with its unique character, thriving local businesses

Maintaining small home town feeling, holding down taxes, safety on the streets, maintain quality of schools.

Maintaining small size (population) and neighborhood feel

Maintaining socioeconomic diversity, historical integrity

Maintaining the compassion and acceptance of everyone that either lives in this Village or visits

Maintaining the feel of a progressive community that is respectful of all people living here.

Many different opportunities to bring people of different backgrounds together. Opportunities for learning and exploration.

More activities and programs for the disabled and a hold on property taxes

More activities for children and seniors

More activities for teen

More adult classes and tutoring classes for kids

More affordability, more economic diversity, continuation of cultural diversity

More affordable for seniors. More inclusive Village government. No increase in property taxes.

More affordable housing (5)

More affordable housing and lower tax assessments

More affordable housing and preserved diversity

More affordable housing for people

More bars, restaurants, venues and things to do.

More business on Madison Ave and parking to accommodate same.

More businesses to go in vacant spaces.

More community activities

More community activities like street fairs, movies in the park, live music in bars/restaurants/coffee houses. Also, more historical preservation. Less glassy condos, more history.

More community, less condominium construction

More community

More courteous and efficient employees serving the public. More efficient utilization of tax payer dollars.

More development

More diverse, less economic disparity

More diversity (5)

More diversity and inclusion.

More diversity and less focus on the horrible Village Board. Let's get rid of them.

More diversity...more events geared toward Black culture

More economic housing

More entertainment for kids

More equitable and affordable housing

More events and activities for all ages

More housing for seniors that would be affordable.

More integration - social/community teas/coffees

More interaction among races

More LGBTQ events

More local arts events

More moderate social views than what we have currently

More opportunities to discuss openly about community issues

More parking (3)

More racial integration

More revenue from non-residents and businesses and less reliance on property taxes

More sense of community. Better management of tax dollars. Less condominiums.

More shops and restaurants downtown and in the Harrison Arts District

More special needs inclusion and consideration

More summer outdoor activities on the library and park grounds, various art forms....

More thriving local small businesses

More tolerance of people who think outside the box, including conservatives

More unity

More usage of solar power

More youth services programs to target mental health issues

Much less ranting and raving and complaining

Need for diversity, don't overcrowd downtown, more music

New Village leadership - real change in parking, serious business development

New Village president

No more high rises (6)

No more high rises! Find a way to stop flight from Oak Park due to the extremely high taxes.

Oak Park has become so crowded because of all the multi-residence buildings and limited parking space. It's really hard to get around town. I hope that developers and community planners understand that they are making life in Oak Park much less pleasant.

Oak Park should have a senior center where seniors can 'hang out' throughout the day. The center could also offer activities, field trips and educational opportunities.

Ongoing safety, restaurants, and family fun

Openness, affordability, diversity, inclusion, acceptance of differences-something beyond tolerance of diversity, perhaps embracing our diversity.

Opportunities for all

Outdoor fountains, more refinement when installing art

Peace (2)

Peace and serenity as there were in the 60's

Peace and prosperity

Peace, safety and equality

Peace, stability, generosity

Peace. Having residents supporting each other. Being cognizant of neighboring communities who also need attention.

Peaceful co-existence and kindness in the community

Peaceful diversity/welcoming

Peaceful positive changes - less real estate development

persistence of the neighborhood. Continue to attract young families to raise kids and provide a rich/diverse environment to help create well rounded humans.

Place for homeless

Politicians tightening their belt with all the spending.

Positive, vibrant community

Preservation of historic ambience

Preserving the unique character of the Village

Prioritizing budget items so that the tax burden does not become unbearable

Progressive shared values, maintenance of our unique heritage, ability to age in place with options for sense of community, and safety.

Proper housing for seniors that's not overpriced, safe, secured and properly monitored. I wish to continue living in Oak Park for the duration of my senior years after having lived here over forty years. I've also reared three sons as a single mother here in the Oak Park school system.

Protect the forest preserves, keep the green spaces, we need our trees and plants!!

Public safety

Public safety and crime reduction

Quality schooling and affordable housing

Quiet, clean, green, safety walking

Racial balance and peace

Racial equality

Racial equity, responsible government finances

Real equity and inclusion. Plus, actual good restaurants.

Reasonable property taxes

Reasonable taxes, diversity — racial, economic, cultural, sexual preference, affordable family housing

Reduce crime

Reduce property tax, improve/maintenance of infrastructure and public services

Remain a small village with single dwelling homes and not skyscraper buildings

Rent control

Resolution of issues regarding racism and lower taxes

Respect and kindness granted to all

Respect for all citizens by all citizens

Return to quality education. Excellence should be rewarded.

Safe community welcoming to all residents that offers diverse community activities.

Safe, diverse, open community

Safe environment, vibrant retail and commercial shops, maintain the infrastructure (roads, parks, library)

Safe, community feel, connections to neighbors, survival of independent shops,

Safe, openminded place that I can afford to live in.

Safety (10)

Safety and a togetherness in the community

Safety for all, crime has become scarier with individuals carrying guns and robbing at gunpoint!

Safety for all, respect amongst diverse groups

Safety of self and property

Safety, a variety of events, a safe high school, and a community that respects and accepts all.

Safety, diversity, economic responsibility from local government on residential taxation and less development

Safety, good schools

Safety, support to reduce economic disparities, and intelligent thoughtful and respectful discussions of social and political events

School improvements, infrastructure improvements, less crime, more cultural events, more locally owned businesses

Senior activities

Sense of community and comradeship amongst neighbors

Significant inroads will be made in the area of crime reduction

Small town feel with big town opportunities, excellent education, unique place to live and shop. That the village will finally get a much desired/high quality business in the old Fields/Borders space.

Solid, kind community

Solve parking issues....it will never happen.

Stability (3).

Stable housing prices, tax reductions, good schools

Stable or reduced taxes so that the Village diversity of residence is not limited to only the young and the wealthy.

Stable property taxes, strong schools, traffic enforcement

Stable taxes

Stay diverse, inclusive

Staying a village and caring about the residents

Stays a vibrant, liberal and diverse community

Stop building high rises

Stop building high-rises and have more coffee shops/diners open in the evening.

Stop to housing development.

Strong business district; easier parking

Strong diversity and equity, community doing things “together”

Support newly blind persons that have used Mostafa and then all facilities available in the past.

Sustainability

Sustained livability, minimal tax increases

Tax stability

Taxes not to increase. For the shops, restaurants and community places such as the library not to close.

That diversity continues to be embraced.

That it does not get too expensive for seniors to live here.

That it becomes more balanced, embracing and respecting all age groups.....not just the noisy, vocal extremists. A community where all people respect fundamental rules of kindness, consideration and love.

That it can live up to its stated ideals of inclusivity and equity

That it continues to accept diversity in a small village setting. That it keeps high standards in teaching our children. that small businesses and restaurants thrive.

That it continues to be a diverse community

That it continues to be a wonderful place to live.

That it continues to celebrate its diversity and that questions of racial inequities at Oak Park and River Forest and throughout the community are addressed in a positive manner.

That it continues to flourish as a diverse, affordable place to raise a family.

That it continues to grow and remain a liberal thinking community

That it doesn't become ultra-dense, ultra-expensive or a mini-Lincoln Park.

That it is truly inclusive. So many people move to Oak Park from the city because "it's diverse with good schools." But our taxes will soon make our community inaccessible to families of all incomes.

That it keeps its diversity

That it remains a diverse, liberal community that cares about people

That it remains a safe place to live and work with services/facilities that are equal to the high property taxes that are being levied on the citizens

That it remains an affordable place for families and older people, and remains culturally alive. I hope individually owned businesses thrive.

That it remains as culturally diverse as it is currently

That it remains diverse and inclusive.

That it remains diverse.

That it returns more to being a village. No more high rises.

That it stays a great place to live in.

That it stays accessible to the diverse larger community. I hope that OP doesn't out price itself. I hope that it remains affordable.

That it stays like the village it has been—homey, smallish, community oriented.

That it will maintain the small community feel I've come to love

That its current greatness continues or changes for the even better.

That middle class -- not upper-middle class -- households can still afford to live her.

That my taxes don't outpace my ability to stay here. That in pursuing diversity and equity does not mean that I am no longer welcome in this village.

That Oak Park continues as a village with village atmosphere and not a high rise town adjacent to Chicago/

That Oak Park maintain values of inclusion and equity as well as Strengthening all families, traditional and non-traditional.

That Oak Park and River Forest High School maintains its high level of education, if this is compromised the community will certainly suffer. Students and families should be fortunate and thankful to have such high level of education.

That our commitment to diversity and leadership in that area will be reflected and strengthened - in our schools (inclusive and multicultural), in our innovations, in our programs and in our financial support for citizens who need help.

That our kids grow up respecting one another and be extension everyone in the community

That people can afford to live here.

That people follow the golden rule and that we can have peaceful and friendly neighborhoods.

That people here wake up and realize that Oak Park is not equipped to save the world.

That people will be proud of Oak Park. Instead of pointing out our differences, let's come up with ideas on improving Oak Park.

That taxes and congestion are stabilized. No more high rises. It's not in the spirit of oak park which has been individual homes or apartments/condominiums.

That taxes won't drive out retired members of the community.

That the community continues to be devoted to families, education and the arts.

That the community retains its "small town" feel while offering great public services to a diverse and engaged population.

That the community will be fully accepting of everyone regardless of race, gender identity, religious beliefs, culture, economic status, or sexual orientation.

That the current Village President will leave office and be replaced with a more enlightened leader.

That the family oriented social justice ethic will continue

That the Oak Park Public Library stays strong as an invaluable community resource.

That the village stops building condo/apartment buildings

That village can be a home to a diverse group of people

That we lower property taxes and get post racial.

That we put an end to the high rise, high priced rental apt boom and find a way to make more affordable housing in the middle-class price range, to remain diverse culturally and become more diverse economically

That we successfully address the equity issues in our schools and that we step up efforts to maintain a diverse population, including economic diversity.

That we thrive as a more socially equitable community.

The Arts District to become more vibrant. It's better but it needs more.

The community retains its village charm and does not become too urban.

The education system to continue to work and produce quality students.

The property taxes go down. It's very expensive, especially for retired individuals on fixed incomes. Tax benefits for seniors or longtime residents or just everyone! Affordable housing is needed.

They stop taxing at higher rates. Lower taxes. Property taxes come down.

Those in power keep a historical perspective when handling items like murals during the depression

Thriving businesses, more quiet places like libraries, more fun family events

To continue to embrace diversity and cultural differences

To extend hours for free parking for the sake of businesses and patrons.

To remain the diverse Village that it is.

To return to being more family oriented

Togetherness and equality

Too stop the overcrowding of buildings

Unity (4)

Unity between all peoples.

Unity of all people in the community

Value for our high taxes

Warmer happier more open-hearted people and WAY less contention and conflict

We continue to be a great place to live.

Well I have lost some hope as Oak Park has become over populated. Our mayor is more real estate oriented. I do hope Austin Gardens continues to be a beacon of nature and an outdoor theater.

With all the growth and expansion that Oak Park can maintain costs and culture to allow those who live here now can continue to live in Oak Park.

Working together to solve social issues

Younger families affording and able to buy a home

When it comes to the future of the Oak Park community, what are you most concerned about?

A facade that we believe in diversity more than we actually do.

A lack of a true commitment to inclusion.

A place to live

A rise in racism

A safer environment

A tax burden that turns Oak Park into a community that loses its diversity.

Drop the obsession with racial equality. It's utter nonsense.

Affordability (4)

Affordability and development of business and widening the tax base - large swaths of business areas are closed down

Affordability and diversity

Affordability of housing, and inclusion of economic diversity of its people

Affordability to live here

Affordability, better design

Affordability/exodus due to taxes

Affordable housing (5)

Affordable housing in our community

After school programs for children

All the new condominiums, I worry that it may change the diversity of the community.

All the new mass housing

At 88 years old and substantially blind I need assistance in new areas I hope my library is able to supply solutions.

Availability of engaged members of communities

Becoming a mini-Chicago with all the high-rise buildings

Becoming more of a commuter village with less affordable single-family homes and more apartments/condominiums.

Becoming unaffordable due to high taxes and property costs

Being a place with only higher income families with less racial and socioeconomic diversity.

Being a sanctuary city allowing undesirables.

Being pushed out by expenses. High taxes, rent.

Being safe (3)

Being safe to go places

Black and Brown members being priced out

Blatant corruption and decisions not made by the citizens. "Holiday Inn Express how many stories is that going to add? Too densely populated already.

Budget and taxes

Change of architecture

Change that impacts negatively

Changes in my area

Changing demographics

Children being raised with morals and structure

Civil discourse

Classes, lectures and middle school programming

Community is getting very divided on political & education. Oak Park was known as a great place to raise your family and top tier education. This is no longer the case.

Community not welcoming all people.

Concerned about the racism found in the education system. Not so sure I want my child educated on Oak Park.

Condominium construction, retail expansion and traffic, crime, less feeling of community

Confusing equality with equity

Congestion

Congestion from overbuilding

Congestion, too many high rises, costs

Continued diversity and not segregation. Have affordable housing in all Oak Park neighborhoods.

Continued skyscrapers on Lake Street

Continuing diversity- economic, racial, religious, and more. Equality education for minorities, teacher and police training in diversity, more businesses in empty locations!

Cost

Cost and congestion

Cost of living

Cost of living (property taxes), influx of national chain businesses

Cost of living in Oak Park - especially taxes.

Cost of living increases

Cost of living makes it unaffordable for middle class residents

Crime (12)

Crime. Being forced to move due to rapidly increasing taxes.

Crime and corruption

Crime and drive by shootings

Crime and overcrowding

Crime from neighboring communities

Crime in the surrounding areas

Crime, homeless. Housing costs

Crime, over taxation, road and building construction and a local recreation center to name a few.

Crime, property taxes, and hideous high-rise residential units that are popping up all over the village

Crime. Housing costs.

Crime. The police do not patrol the neighborhoods in Oak Park. Without a police presence, there is no deterrent to crime. People are held up at gun point, houses and apartments are broken into, cars are stolen, etc. in the middle of the day (as well as at night).

Crime; commercialization; dissolution of the qualities that make Oak Park special

Decreasing diversity, lack of opportunities for youth, particularly teens

Density in the center of village and traffic. Maintaining the quality of the education programs especially, middle and high schools. Impact of rising taxes driving out young people and seniors.

Deterioration of schools

Direction of the high school

Discrimination

Discrimination, cost of living, congestion

Displacement and gentrification

Diversity (3)

Diversity being diluted; massive Car congestion; tax burden

Diversity dying because moderate income people are being priced out

Division and losing a sense of community to all the high-rises going up

Divisions and conflict

Divisions around educational opportunities, crazy high taxes

Divisiveness

Doesn't get too expensive that I have to move.

Dumbing down of educational standards. An entrance test for incoming freshman so that those not prepared can get the help that they need to succeed in high school.

Ease of living in the community - traffic/parking/congestion issues; walking/biking ease, accessibility for all including seniors and strollers

Economic stratification

Education, crime

Education, prioritization of expenses

Empty buildings, buildings not in use.

Empty high-rises

Empty storefronts, restrictive parking and ice-covered sidewalks.

Empty storefronts. Businesses leaving Oak Park.

Equality and justice for all. For example, housing costs and rental costs are too high

Equity and affordability

Equity and safety

Equity in our school system

Equity initiative is bogus.

Ever increasing local taxes, which are prohibitive for the kind of community we want to be.

Ever increasing population

Ever increasing taxes

Exclusivity - age, gender, breed, size, income etc.

Exorbitant taxes, increasing crime rates and declining property values.

Expanding too quickly, too many new buildings/high buildings going up, too many residents creates less of a "small village" feel and more of an urban area. Creates more traffic, more difficulty parking and increased concerns for safety.

Extremists

Fairly new to the area. Not many concerns yet.

Fear of difference, hatred, apathy towards the homeless

Figuring out the best way to pay for government.

Fiscal responsibly

Getting priced out of this market

Growth in the Village population that will outstrip the resources of the Village.

Gun violence and crime

Gun violence.

Guns

High and increasing taxes

High property tax levels making the future I'd like to see less likely.

High property taxes pushing people out of the community

High rents and high property taxes

High rise development, congestion.

High rises (3)

High school kids and their bad habits, harmony among racially and economically diverse families

High school leadership

High taxes (13)

High taxes. Too much development, not enough parking.

High taxes and differences in the definition of equity

High taxes forcing residents out of Oak Park.

High taxes leading to lack of economic diversity in our community and my own inability to afford to stay here in my older years.

High taxes preventing upkeep and maintenance of aging buildings and maintaining green space.

High taxes pushing out or keeping businesses from making Oak Park a vibrant and interesting place for our residents and residents of other communities coming to (have you been to LaGrange lately?)

High taxes that decrease our economic diversity and representation by older generations unable to keep up with increasing taxes

High taxes will keep out a diverse community

High taxes, hyper-sensitivity to political correctness, forgetting simple common sense and kindness when it comes to living as neighbors.

High taxes, high crime

High taxes, housing becoming unaffordable

High taxes, loss of diversity

High taxes (6).

High taxes. Losing businesses. Parking, getting around Oak Park.

Higher property taxes.

Higher taxes taxing out the middle-class homeowner

High-rises and excess traffic

Home values and the extremely high real estate taxes

Homeless in the Metra station - makes me feel unsafe to take the train early in the morning and it will be dark in the morning soon.

Homeless, crime, congestion, high taxes

Homeownership and good public services will become financially out of reach for working- and middle-class people

Homogenization

Housing and home ownership for all levels of income

Housing for senior citizens that is convenient for them and moderate in price.

How stores are very expensive and inaccessible

I am afraid the high taxes will reduce diversity, changing the culture of the village.

I am concerned about increased real estate taxes in Oak Park. I think the taxes could force good people to leave our community and thus change the character of our community

I am concerned about the intense development of high-end housing high-rise buildings that change our historic village.

I am concerned about the taxes ruining my home's value more than they already have. The public schools are problematic and all the efforts being made to promote equality are actually causing more problems in the schools and creating more of a divide.

I am concerned that certain ideologies that claim to be fighting for diversity and inclusion but instead seek to exclude or shame anyone who doesn't think like them will be destructive for the neighborhood and society at large. I worry that children are being used as pawns in the ideological battles of parents and I am concerned for their well-being.

I am concerned that the cost of housing and taxes has become so high that many people can't afford to live here. Even though they love the community, people that have lived here for years have to look elsewhere when they are elderly and don't want to maintain or can't maintain a home anymore. Rents are sky high and are not for people on fixed incomes.

I am most concerned about our community not becoming a place that is welcoming and that is exclusive.

I am most concerned about the density of the larger condominium buildings being built and the strain that will have on Village resources

I currently do not have any concerns

I do not have concerns for Oak Park's future, I am moving.

I don't know (3)

I don't really like some of the changes our "mayor" has instituted. The Village is becoming less family-oriented and denser, even though population is less than when I first moved here.

I hope the taxes are used to make life more affordable. Taxes are good, they improve the quality of life. But so many have made them an evil thing.

I worry that Oak park is becoming too expensive (taxes) and that it will lose its diversity. I want Oak park to continue to be the place where welcome old and young, all races, all religions, many economic levels. The real estate taxes are a problem.

I'd like to see the library rooms made available for the use of all community members, not just for non-profits.

I'm concerned that it's getting too expensive to live here - taxes are too high, displacing poorer residents. I worry that schools are not able to provide good education to our kids.

I'm concerned that the cost of living here will make staying untenable for us.

I'm originally from Gary, Indiana. Oak Park is vastly different from the Gary, In. environment. I think is Fantastic. Therefore, my concerns are that it (the Oak Park community) should stay on the course that it is on, now.

In an attempt to be diverse, which is much needed, the Oak Park Library, (main branch,) is overwhelming with kids swearing.

Inability of retired people to remain in their homes because of onerous and unaffordable real estate taxes. Also, the dilemma seniors face that the sale price of their homes won't generate the revenue necessary to rent or own modern apartments or condos.

Inclusion of all genders, races, etc.

Inclusive community facilities or children with special needs and community acceptance of children and families with special needs.

Incoherent planning and lack of a long-term vision.

income inequality

Increase in crime.

Increase in homeless population and panhandlers

Increase in population, increase in taxes driving some businesses out of town.

Increase in taxes especially the 9% increase in the tax levy by the library. If this passes without the chance of Oak Parker's to vote on it, I will vote against every library board member

Increased crime

Increased expenses to live in Oak Park

Increased property taxes

increased taxes driving people out of the community. Preservation of way of life and low crime.

increased traffic congestion, and the increased number of stop signs

Increased traffic due to high rise apartments.

Increases in crime as well as growing cost to live here (taxes, etc.).

Increasing cost of living

Increasing costs of housing and businesses that is pushing out people that do not have economic means to live here.

Increasing density and gridlock traffic, worsened exponentially by the villages increased traffic signals and traffic quieting attempts

Increasing taxes. More dense housing.

Inequality (2)

Infrastructure

Issues at the schools

It becoming a more high-end community, less economically and racially diverse. The elected officials being more about money (in their pockets?)

It seems like it is becoming a city.

It's all good

Judgement

Keeping cost of housing down

Keeping diversity

Keeping property taxes reasonable.

Keeping the Oak Park culture of inclusion and a lot of focus on the arts

Keeping the village diverse

Lack of affordability

Lack of affordable housing

Lack of diversity in political viewpoints— peer pressure to not express conservative views

Lack of diversity of residents. Housing vacancies in the many new high-rise buildings. Continued construction negatively impacting independent business owners.

Lack of open mindedness

Lack of parking

Lack of racial equity.

Lacking funding for projects

Less affordable housing for young people and people of color out.

Less economic housing to hold onto our socioeconomic diversity

Less parks

Less punitive parking policies

Level of non-petty crime on increase, school construction overspending

Limiting tax increases while improving resource equity

Losing quaintness of local shops, eateries and activities

Loss of affordable and low-income housing, traffic, unsustainable building practices.

Loss of businesses

Loss of cultural history

Loss of economic diversity due to rising property taxes

Loss of single-family homes

Low crime rate

Lower property value, higher taxes and crime

Maintaining diversity

Maintenance of infrastructure

Meeting pension obligations while maintaining the services that make us desirable without huge property tax increases.

Minorities being g forced out due to higher rent especially for single parent families

Money and taxes and polarization

More affordable housing

More diversity

More inclusion

More moves toward social engineering, and the loss of the smaller town feel and the loss of trees

My special needs son not being able to enjoy in most of the programs offered

New building okay, but it is being done with no aesthetic taste.

New high-rise building propping up.

No development south of Eisenhower

Not enough lights in fall, diversity and crime.

Not enough parking downtown and failing businesses and too expensive housing

Oak Park losing its "village" atmosphere by being overwhelmed by high rises.

Oak Park starting to feel like the city losing its charm.

Oak Park turning into like Austin neighborhood.

Opinions of a few becoming dogma for the many

Opportunities for the less affluent

Our contribution to climate change

Our tax structure and uncontrolled spending

Out of control spending, high taxes, losing young families

Outrageous taxes pushing away home owners and independent businesses. Too many rental residences, and national chain businesses.

Outrageous taxes, school crowding, racial equity

Over commercialization

Overdevelopment. Taxes.

Overdevelopment of the Village, grotesquely ugly new building in the Village, loss of historic identity

Overpopulation

Overpopulation, more density than infrastructure, parking and traffic can contain.

Overcrowding (5)

Overcrowding by developers

Overdevelopment (high rises)

Overgrowth

Overkill of "inclusive and equity" agendas

Overspending. Overbuilding of multi-unit housing. Parking.

Overzealous totalitarianism in the name of "progress"

Parking (4)

Parking facilities

Parking fees are unreasonable and keep people from visiting local businesses,

Parking is sky-high and scarce. It makes me nuts to have to pay with a credit card to park in front of Walgreen's for less than ten minutes.

Parking limitations

Parking, parking prices

Parking; crime; traffic

Pedestrian safety

People taking firm positions on issues, without compromise.

People taxed out of the area

People's indifference to their surroundings and lack of respect and kindness to one another,

Personally, I am worried that property taxes linked to wasteful spending will mean we can't afford to live here anymore.

Planning commissions lack of long-term planning prior to initiating/okaying projects.

Political extremism

Poor judgement related to use of tax funds

Poor parking, taxes too high, ugly new buildings that lack character

Poor use of funds and lack of insight as to what the Village needs. Excessive taxes.

Population density (3)

Population density due to excessive building of high rises

Pretentious radical stupidity. Social engineering. Bad plans for Eisenhower. Continuing decline in education standards (regardless of test scores) with continued increases in social engineering. More parking meters/pay boxes. More high-rise developments. Greater density. The future of the conservatory. The continuing misapprehension that Hemingway and Wright were great author/architect

Pricing families out of Oak Park, leading to a less diverse community.

Problems with diversity and crime

Projects developed without adequate thought about their impact

Proliferation of high-rise buildings

Property tax increases

Property tax increases and unrestricted development in the downtown area - traffic nightmare is growing.

Property taxes (10)

Property taxes - and the insanity of the Oak Park River Forest High School plans

Property taxes and high property values limiting the population

Property taxes and public pension debt

Property taxes rising so high that people are priced out of our community

Property taxes which have increased far greater than the general rate of inflation or income, resulting in risk of forcing citizens out of the homes.

Property taxes, the continued development of high-rise buildings that are changing the oak park vibe

Property taxes. Education of students

Property taxes; village testing on its reputation

Property taxes-less diversity and more transient residents

Public safety

Quality of life in relation to tax dollars spent

Quality of schools

Quality schooling and affordable housing

Racial divides

Racial equality

Racial issues

Racial tension at the high school

Racialization, where everything is balkanized by racial identity.

Racism (6)

Racism in the schools

Racism, I'm concerned about the growing issues of racism in my community. I've lived in Oak Park since 1988 and it's been a slow burn but now it seems things are getting worse.

Rapid growth with not enough time for the community to adjust to more bodies, more traffic (cars and foot), more demand on the city's resources.

Reducing carbon footprints

Reducing crime, especially on the streets.

Reducing tax burden

Rent control

Respect

Retail and the open/close of the shopping district. Cost of parking.

Rising cost

Rising cost of living

Rising crime

Rising home prices. I'm afraid that those who are compassionate and typically work in lower paying professions such as teaching and social and public service will be priced out and we'll have a community of people who have no compassion or concern for others, and no desire to serve others in the community. This will lead to a community where a group of those who "have" will speak and be heard and their needs considered more important than those who "have not."

Rising property taxes

Rising property taxes, inexcusable operational inefficiency in local government entities, and governmental actions that do not actually represent what residents want.

Rising rents

Rising rents and density, losing restaurants and retail, squeezing out lower- and middle-class families

Rising tax bills that outpace inflation and home value appreciation.

Rising taxes

Rising taxes make it difficult for many to stay.

Rising taxes, especially as this is forcing many longtime residents on fixed incomes to leave Oak Park against their wishes.

Rising taxes, falling home prices

Robberies and gangs

Safety issues

Safe neighborhoods and access to the arts

Safety (15)

Safety. Where will the homeless people sleep and eat?

Safety and cost of living in Oak Park.

Safety and diversity

Safety and housing prices

Safety and parking permit fees

Safety of residents of color

Safety of residents walking on the streets.

Safety, violence etc.

Safety, opportunities for all income households

Schools (4)

School funding changes. Lack of diversity. Unaffordability.

Segregation

Services and schools splitting its citizens

Sky high property taxes (2)

Skyrocketing costs

Small businesses

Small businesses and the lack of park visibility due to more high rises being built.

So many rules and regulations

Spending

Standard of living costs rising and being able to meet the needs of our growing family.

Street crime

String of crime in the last few years and the cost of taxes making it not accessible to all.

Students don't feel supported at schools increases in racism and sexual misconduct in the schools

Support for the arts

Support for the elderly being shut out for being low income

Tax hikes making oak park residency available only to affluent folks, over development and density, loss of charm, and heightened crime. Parking.

Tax relief

Taxation, education

Taxes (21)

Taxes and crime

Taxes affecting economic diversity

Taxes and condos

Taxes and not be able to afford to live there anymore.

Taxes and overbuilding

Taxes and pushing people out of the community. I have lived here my entire life (54 years) and am now seriously considering leaving Oak Park. I can't afford to retire here.

Taxes continue to go up. I love Oak Park and I like living here.

Taxes discouraging home ownership. Traffic. Increased high-rise development.

Taxes driving people out of the community, closure of businesses

Taxes exclude younger families—need more creativity in financing

Taxes forcing life time Oak Parkers out.

Taxes forcing people to move away

Taxes going up to the point where it isn't feasible to live here.

Taxes increasing which will cause shops and restaurants to close.

Taxes making our Village unaffordable/not inclusive

Taxes too high so residents will move out. It becomes unaffordable.

Taxes will drive those with regular incomes out. That crime will discourage people from living here.

Taxes will force older residents out of town once kids no longer in school.

Taxes will lower our property values. The density of downtown makes parking harder and harder.

Taxes! Who would be able to buy my house with such high property tax?

Taxes, over growth, loss of village feel

Taxes. Equity.

Taxes. Turning into crazy town with no rules or regulations for fear of being considered intolerant or whatever the word of the day is, inequitable

Taxes. They're out of control and forcing people out.

Taxes/people leaving Oak Park because of high taxes

That high property taxes will price young, lower income people out of living here.

That home prices and property taxes will make it impossible for all but the most affluent to afford to live here.

That if there are not enough opportunities for our youth, the future of Oak Park will be like other parts of the city of Chicago.

That it becomes unaffordable for many

That it is becoming too expensive to live here.

That it will become too expensive for less financially secure folks

That it will become too expensive to afford living here

That it will turn into just another trashy suburb. Oak Park is very unique and should stay that way.

That it's trying to be like Chicago. It's Oak Park- you're great too!

That my taxes don't outpace my ability to stay here. That in pursuing diversity and equity does not mean that I am no longer welcome in this Village.

That Oak Park is a lot of talk, but when it comes down to it, the status quo power structure remains in place, at the expense of those who earn less money and who are not of the dominant social class

That Oak Park is becoming less economically diverse, that it is becoming more segregated with great intent on building up downtown when other areas are in need of development. That it is becoming more congested and that walking and biking the village is not as encouraged as it could be.

That Oak Park is driving generations of Oak Parkers out of the community and making it difficult for a diverse community to come and live in Oak Park due to high taxes.

That Oak Park loses its reputation as an outlier

That Oak Park will become unaffordable for most.

That our taxes will discourage from moving here and that our relentless focus on race will prevent us from moving forward.

That renters, who don't care about the property/neighborhoods, are moving in, in increasing numbers in my neighborhood and bringing with them crime and creating an unsafe environment.

That taxes will be reduced considerably.

That the diversity is going to be wiped out due to how expensive it is to live here

That the Oak Park community will become less diverse than it already is because of taxes and unaffordable housing.

That the village is losing its quaintness - too many high-rise buildings with apartments/condos have been built in the last few years - and it is now getting too expensive for many people to rent or purchase an affordable place in the Village.

That too many high-rise buildings will overtake the small village area. That we overlook the rich history in architecture and writing that Frank Lloyd Wright, and Hemingway gave to this area.

That too many people will be priced out of the community

The ability to sell our houses

The affordability of such services

The alley where I live there is too much non-Oak Park traffic and abandoned building not being up kept

The amount of housing that is being built

The awful Board of Trustees

The building of high-rise buildings and the resulting traffic.

The commercialization of Oak Park and the accessibility to everyone.

The cost of living (3)

The degrading of the public-school system.

The extent of high-priced condos being built.

The future of brick and mortar stores and vibrancy of business districts

The growth of big chain establishments, and ugly overpriced high-rises.

The high property taxes

The huge number of huge buildings being built. How does a Village absorb so many new people, cars etc. without losing its sense of community?

The income gap creating a town of rich people

The increase in Property Taxes - Families like mine will not be able to afford to live in Oak Park any more.

The influx of condominiums and businesses that cater to wealthy people. The overcrowding of our schools and stretching of our resources, and our moral fabric, to accommodate this influx of people many of whom don't share our values. I can't even take my kids to a movie and park in the Forest parking lot without witnessing highly inappropriate behaviors such as drinking in their cars to women dressed to pick up men.

The issues the community is having with diversity and race-discrimination are concerning, as is the increasing number of broad day light crimes taking place.

The kids

The lack of realistic goals and critical thought.

The nasty activist nature of residents in this community.

The number of characterless tall buildings going up changing the feel of the community and the ridiculous parking restrictions and having to pay just about w everywhere in the village. Also, the exorbitant taxes that limits economic as well as racial diversity.

The number of empty store fronts, businesses that can't make it secondary to taxes and lack of support for ongoing community events.

The obtuse leadership we have

The over sensitivity of all ethnic groups. People now look for slights where none intended. Good ideas have gone to an extreme each way. There's an overreaction on all side in my opinion.

The over-development and high taxes. The new high rises, Holiday Inn, etc. are altering the community values for the worse. I don't recognize Oak Park any more. Also, mass housing is driving down home values.

The preservation of traditional morality.

The property taxes are so high that middle class families have to think twice about buying here. I live here a little over half of the year but have other homes and am thinking of selling if the property taxes get much harder. But it is hard to sell with property taxes exorbitant as they are

The rate and goals of downtown Oak Park development; the inequity of services, businesses, and walkability for residents of Northeast Oak Park; the culture in the schools; our young people

The realization of equity in education

The rising cost of living here. Elected leaders who know how to be good stewards of the taxpayer's money.....and not just focused on their own agendas.

The rising cost of living outpacing resident's ability to keep up.

The rising property taxes and lack of affordable housing

The small size of the neighborhood

The taxes are eliminating segments of the population, yet we promote our diversity. Stop spending money, cut programs --- we paint sidewalks with how to get to school (oh come on)

The taxes are too high.

The value of my home and increasing property taxes

The violence and disregard of the public safety.

The violence in the Austin area and lack of OP police not monitoring the traffic coming from the Westside of Chicago. The speeding and reckless drivers down Madison Avenue, Chicago, Augusta, Division, and North Avenue. I am also very concerned that Oak Park Village Mayor and the Trustees have voted to allow the recreational sales of marijuana without hearing from the OP residents. I am concerned about our youth and drug and alcohol abuse and overall mental health.

The wrong people leading Oak Park government

Too much progress and we lose the village feel

Tolerance of diverse residents

Too expensive - will become homogenous, at least in areas

Too many apartment buildings going up. Increase in person to person crime

Too many cars.

Too many high-rise buildings.

Too many multi story buildings, overcrowding, no parking, increased traffic.

Too many people are employed by the Village of Oak Park. Services are mediocre, schools are mediocre and taxes are ridiculous. Concerned that taxes will drive out the not so rich.

Too much affluence, unaffordability

Too much building, increased traffic

Too much chain-style development.

Too much high-rise development A blight on the community

Too much molly codling to minorities

Too much new housing and the community changing to be "not Oak Park"

Too much social justice fighting.

Too much traffic

Traffic

Traffic and high taxes

Traffic and parking

traffic, becoming too expensive for young families, affordable housing

Traffic, noise and pedestrian safety on Harlem Avenue.

Treatment of young black males

Unbalanced focus on items that affect the few and not the masses. trying to make everyone happy - it never works.

Very high property taxes.

Village is becoming unaffordable for many

Violence, crime, bid business, homogenization

Ways to interact with community members

We are becoming just another suburb who prioritizes business over equity and community.

We are so concerned about the rights of some, that we are unable to exercise our constitutional rights as American citizens.

We are taxed to such a high degree, younger families and multicultural families can no longer afford to move or leave here

We tend to look for one answer to our complex problems. There is no one answer, we have to work on a systematic solution. I have come to believe most of our citizens do not know how our government works nor do they understand where money the government, businesses or organizations come from the citizens think it is an endless supply. They keep voting for referendums we can't afford.

When I first moved to Oak Park, 20 years ago, it seemed like a quaint little village that had a unique character. But now it seems like it's going to become just another small town with no distinguishing characteristics other than lots of traffic, chain stores and crappy apartment buildings.

Whether Oak Park will remain an affordable community for a diverse and aging population, due to high property taxes and other costs of living.

Whether that goal is actually feasible

With the amount of growth and real estate going up around downtown that there will be too much demand and overcrowding

With the recent trend of facilitating building permits for high rise constructions the community might become overcrowded making it difficult for patrons to find parking

Are there any other services or roles that the Oak Park Public Library should provide in the community?

A place to read

A quiet place to read, they seem more like a community center or an office to some, but maybe that is good.

A space for candidates and voters to discuss issues

Actively connect people to the agencies in Oak Park that already provide services for the homeless, for the unemployed or underemployed, etc. Lots of times, we have services in our community that people do not know how to connect to. The Library should have someone available that can connect people to all these resources but should not duplicate them.

Adult level updating classes/resources for electronic education and use.

Adult literacy programs and assistance in basic computer information technologies

Allow volunteers to read to children

An attraction for visiting students, particularly international visitors

Archiving local history

Art appreciation, music streaming, video streaming, remote access to more e-books

At significant cost I use my Kindle for reading. you might have a service that provides books available for Kindle use at a lower or no cost availability.

Book clubs, film clubs, writing clubs, support new authors.

Book groups for different genres.

Book groups, writing groups

Books (3)

Classes on financial literacy

Communication hub for the community, i.e. community events, small or large.

Computer classes for seniors

Continue or increase book bike visits.

Cultural events like concerts, book talks, classic movies, etc.

Delivery of books to shut-ins

Delivery to shut-ins and resources to help seniors find help for everyday issues.

Educate community members on how-to tap into invaluable Free community resources: Repair Cafe Oak Park, FB Oak Park Buy/Sell groups, Free local classes and much more

Encourage and promote the development of block-wise neighborhood communications links ("helper cells").

Encourage and support all villagers who enjoy reading.

Encourages every age group to learn

Events and projects to engage seniors.

Have a focused purpose. Don't try to provide services that other Oak park organizations provide.

Help the need of the homeless

Help to create lifelong learners

Help with translating documents to non-English speakers

Home delivery of books. Oak Park patrons should not have to go to the library at all to obtain books.

Homeless outreach

I am consistently amazed at the wealth of resources we have and the talent of the staff

I appreciate the availability of a notary public.

I believe there should be more services focusing on employment skills such as helping those who need assistance with resumes who can't financially do it on their own. I think it's good they provide that service on their website but I still feel there should be someone locally in the library to focus just on that particular part.

I didn't see any mention of the arts. I think the library can help bring all forms of art to the community through collaboration and promotion of the arts in our community and also by promoting the library's existing resources on the arts.

I don't believe it is the libraries responsibility to handle homelessness, this should be done through other village services.

I have stopped using the library as much as I used to because of the amount of homeless people allowed to encamp

I love the concept of a local library, but to be honest, I don't use the library much. I find that when I do go there, it's loud, noisy. There are teenagers running around screaming to each other and the librarians do nothing. For me, the library used to be a quiet place. Now, it's like a playground where the kids don't learn how to respect the space of others and the librarians don't even care anymore. The library is next to a park where they can run around and scream all they want. The library should be a quiet space. There aren't many places to go to have peace and quiet and the library should go back to that model.

I question the question about homeless support: it seems like a default mission because you're open during the day. I think another organization should be taking the lead here.

I really like the cafe when it was in the main branch.

I think our libraries are the best in the world! They go way above and beyond what is expected of them. I treasure our libraries.

I think the library should provide books, periodicals, a quiet place to read and study and not be a homeless shelter. Also, librarians who are helpful. Not be a community center.

I think the library should screen films for teens. Like a Friday night film night. There are so many outstanding films that kids may never be exposed to. Like how many kids will never see Gone with the wind or On the Waterfront? And, it gives a teen one more option to be with their friends in a safe environment...there are so few teen activities available.

I utilize the library spaces for meetings, studying, and research. I also love that I'm able to utilize the digital materials and technology when needed.

I value interlibrary loan

I visit often and I find that the customer service in the public computers area, the scanner, and the copier areas so frustrating. The reference librarians that are the only staff available are always busy with tasks and it is not easy to approach them for assistance.

I wish Oak Park Library would have an area for job searching (quiet zone only).

I would like to see more opportunities to participate in library activities such as Christmas photos. The availability was slim this year.

I'd like to see more activities, events and classes for senior citizens

If Oak Park Public Library can provide the services listed above well, then I don't know what else it can do for the community.

If you can do the above, you'll be fine

If you are going to model yourself in affluence with the Elmhurst library then model yourself after their programs

Inspire curiosity.

It already does so much, I can't think of anything else.

It's strange that this survey question does not mention the library's primary function of making reading materials--books--available to the community.

Job connections would be great, beyond making information available. Connect businesses seeking with people searching.

Language classes

Learning trades worker skills to help rebuild the community

Make the library safe for all. Sometimes the park and library feel unsafe.

Many older adults and seniors struggle to use technology like tablets, smartphones, smart watches and social media. Perhaps the library could offer classes in these areas.

Math preparedness for children, Financial Education for young adults

Maybe be a resource for the wounded warrior project

Maybe some short distance field trips

Media service access

More book clubs and events for adults

More information to use the library resources through electronics such as kindle, etc.

More opportunity to express understanding through various arts and humanities exercises

More programs in the afternoon and on Sundays. I wish the folk music programs started earlier.

No!! You are a library. Promote information, literacy, expand references and access to printed material. We have other organizations for the homeless, employment, activity, arts etc. Do your main thing to excellence and encourage other agencies to do the same. If we all stop being everything to everybody then we can excel instead of spending resources in so many areas nothing is really accomplished except that library leadership can feel like they are good citizens.

No, but thank you for what you do now.

No, I think you've done it quite well

No, the above covered what I would have said.

No. Mission creep is the worst. If you're trying to provide services that more properly belong to the role of family or community or social services, you'll do a miserable job of being a library.

Ongoing classes on civics

Online services

Open lab sewing classes a place where a person can come for free or a small fee to sew

Oak Park Public Library has been a great place in my 10 years in Oak Park, it is the best library I've ever had in the communities I've lived in Deerfield, Highland Park, Lake Zurich, It's very modern.

Perhaps there are more services it could provide; however, the Oak Park Library does provide many services that aren't available at other libraries.

Personally, would like more classes on how to learn computers and smart phones and new apps

Promote activities in Spanish for adults and children

Promote reading among family members

Promote the arts

Provide access to law libraries and provide instruction on how to use them.

Provide help for people who have trouble dealing with communications technology

Provide information to caregivers for special needs children and homebound elderly

Provide meeting spaces

Provide training for use of advanced internet services and cell phone capabilities.

Quiet place to study

Quiet rooms for those with sensory issue like autism

Regarding the homeless population and those experiencing poverty. The Oak Park Library can have staff members who can provide resources to outside agencies who can help with these issues. I don't think the Oak Park public library should be responsible for providing services to the homeless community. This should be handled through the Oak Park Township and the mental health programs they offer. For community members that are at risk, lack of food, clothing or shelter, I don't think it's the librarian's job to provide those services. Oak Park needs to utilize the resources of the mental health programs to connect these individuals with services and supports. Perhaps a staff member from these organizations can be housed at the Oak Park Public Library and that would be their main job; I don't think it is the job of the library to offer these supports and services.

Services for children with Autism.

Should not be used as a sitting room for the homeless or those waiting for pad shelters to open their doors for the evening.

Should provide more books and fewer services.

Space for intercultural expressions/learning

Spanish/language translation classes

Starbucks

Support for elderly in building, maintaining community connection, and mental stimulation.

Support seniors in learning and using technology

Support services for refugees and immigrants

Take on the ambitious goals of making Oak Park more literate. Not just the binary literate versus illiterate, but to help our community raise our overall level. As we do in schools where a teacher will help a student rise from say a 9th grade reading level to a 10th grade level...it would be very cool if the Oak Park Public Library help all of Oak Park make those gains.

Teach seniors how to use the library. Just finding a book is difficult. They are use to a card catalog.

Technology training and classes

That covers it

That's a great list above!

The facilities should be used for advancing all community members through inclusivity.

The libraries in Oak Park are great. I wish other communities would invest in their public libraries.

The library has added sensory items-Bravo. Autism related classes, Sensory friendly spaces and spreading awareness.

The library is not a homeless shelter. Let other organizations do that work

The library should be able to provide information about resources and how to obtain the services, for people experiencing homelessness and/or community members living in poverty.

The library should be open Sunday mornings and later on Saturday evenings.

The library should never promote socially or politically divisive issues.

The library should provide all of the literary/educational services listed above but it should not be a social service system where I should have to compete with the homeless for computers or rowdy teens who don't know how to be quiet in a library.

There are actual social services that provide care to the homeless. They are the experts. The library should continue being experts in books. Social workers should continue providing expertise in homelessness.

They need to recreate the spaces as libraries and their functions have changed dramatically over the past 25-30 years.

They should have bleach wipes to sanitize the computers after use to prevent the spread of disease.

What about things like providing a space for social activities e.g. card games, adult education classes, travel opportunities (see Elmhurst and Oakbrook libraries).

With all of the other departments in the Village of Oak Park, I don't believe it's the responsibility of the library to be caring for the poor and providing social services. It's my feeling that the library should encourage discovery, literacy, extracurricular interest, and social interaction around intellectually stimulating topics. With all of the electronic distractions these days, I still think kids to the age of 14 should be devouring books.

With the loss of D97's Multicultural Center, I would like to see the library playing a larger role in promoting multicultural themes in the schools as a consistent program in every school for every grade. I also think that you need to make access to the multicultural resources more visible and organized by culture. Having so many of the resources in the back-storage area is very disappointing, and some of the staff at Dole don't really know the breadth of the treasures that the collection has.

Yes, be a good library, with a good selection of books.

Yes, help with the senior population and handicapped. Personal assistance and guidance and maybe book mailing.

Yes, provide a safe learning environment for the members. It is not a homeless shelter or drug house.

You should cut the civic engagement and buy more books. No more social engagement with the homeless in the library and outside the building. We will have to elect a library board that does something about this.

Why hasn't anyone in your household visited an Oak Park Public Library building in the past 12 months? Other reason (PLEASE SPECIFY)

Age of children

Combination of a few of the above.

Have not had a need to visit the library. I currently live closer so will now try to visit.

Haven't had any need

Haven't had the time, due to work schedule

Haven't had time to get a card - new resident (3)

I am significantly blind but read Kindle endlessly

I am the only one in my household, and I use the computer for information

I don't have children and buy my own books to read.

I recently had a left knee replacement.

I would like to use the library more, but like I said previously, it's just too noisy. Even the adults are in there on their phones, sitting at computers, talking loud like they're in their own living rooms. I hate this. The River Forest library always seems to be that 'quiet place' that a library should be.

Laziness

Mostly use e-books

My children are grown and I have my own personal library for the next 1000 years. However, when my kids were young, we were at the library about 5 days a week.

My children have gone away to college.

No kids. Travel 75% of time for work.

No need.

No time, no need

Not enough time in the day.

Only moved to Oak Park in April

Relatively new to area and haven't needed a library's resources.

Terrible parking and not much handicap parking.

Too busy with other activities

Too old

Very busy

We don't belong to a book club where there is need to check out books with certain frequency.

We purchase all of our reading materials from local independent bookstores.

Why hasn't anyone in your household visited the Oak Park Public Library website in the past 12 months? Other reason (PLEASE SPECIFY)

Age of children, busy parents

Don't think to use it

Found access an issue.

Haven't needed it

I have not needed those resources

I use Audible for reading materials

I'm more hands on than computer-literate

Literally out of time during the day to check it out. (Property taxes make me have to work 15 hours per day 7 days a week)

My home has internet access

No need (7)

Prefer to walk-in

The internet replaces any need to visit the library website.

The library is only a block away

Too busy with other activities

Too complicated

Too complicated to negotiate the website

Use our internet

We access the very helpful Hoopla, Libby, etc., but do not think these are Oak Public Library websites. Also access through Swann catalog. Not sure what Oak Park Public Library website itself would offer.

What is your favorite thing about the Oak Park Public Library?

It's big, good kid's department

Digital access and website

The staff at Dole and Maze branches.

Great staff, nice space, no fines

A comfortable space

A great place to gather, find new books right in the heart of oak park. Also willing to work with and show art from local schools

Ability to access a wide range of reading material.

Ability to access books etc. without physically visiting the library

Ability to access books from interlibrary system

Ability to borrow books easily

Ability to get just about any book or resource I need, from a network of libraries

Ability to obtain information, printing of documents, supportive personnel, posting of community information, new publications.

Ability to order a book and be notified when to pick it up.

Ability to request books with inter- library loans

Ability to reserve books and friendliness of librarians

Ability to reserve books online.

Able to have meetings

Access library books on the web

Access to a variety of resources

Access to books and best sellers

Access to books and online services

Access to books in digital formats.

Access to books on tape

Access to books.

Access to books. Helpful people

Access to computers

Access to computers and rooms if available

Access to e books

Access to items at all libraries in area and the Oak Park Library staff

Access to newly published books

Access to online resources I would have to pay for myself

Access to research facilities online

Access to sound recordings

Access to staff that can assist in resourcing information.

Access to the whole library consortium for books and the ability to go to other libraries if needed. Website. I just like libraries.

Access to very wide collection

Accessibility

Accessibility of resources

Accessibility to materials in many forms, friendly and helpful staff, comfortable spaces.

Accessibility and free parking. Bright lighting and great resources.

Accessible to everyone, people are treated fairly there.

All age appropriate resources.

All of the online services, books, magazines, movies, the main library

All of the resources available. Great place to read.

All the latest books

All the wonderful books!

Always a resource for great books with a huge selection

Annual book sale

Architecture

Art

Art collection, children's section

Art gallery

Atmosphere

Atmosphere and community panels

Atmosphere and efficiency

Atmosphere, friendliness, brightness

Audiobooks and the children's section

Audiobooks, jobs services, children educational services, and senior programs

Availability

Availability of access to published books

Availability of books from the whole suburban system.

Availability of books, friendliness of staff

Availability of books

Availability of DVDs

Availability of materials

Availability of media and books

Availability of multi-media for all ages

Availability of a variety of services

Availability, location, parking

Available book selection

Available parking

Available resources/books

Beautiful building that is close to our house and easily accessible to use

Beautiful library, great place to study, huge book selection

Beautiful, welcoming, friendly, helpful

Being able to use the computer also getting information about different subjects

Being able to borrow books.

Being able to find books from so many libraries through our own. The people who work there are wonderful, helpful, and knowledgeable.

Being able to get any book, online reserve and easy checkout, instant digital books

Being able to place holds on books (3).

Being able to provide information and materials that are not readily available at home.

Being able to reserve books online and have them waiting for me.

Being able to use the resources.

Being able to work in an aesthetically pleasing environment.

Book delivery to Dole Branch

Book holds, e-books

Book home delivery program is a Godsend.

Book selection

Book selection and well-maintained facilities

Books (16)

books and magazines

Books and movies

Books and special events

Books and the interlibrary loan program

Books and video games to check out.

Books magazines and quietness

Books movies and music

Books pulled and categorized by genre for easy selection. No library fees.

Books, Hulu

Books, kid's section

Books, the environment

Borrowing books for my kindle

Breadth and depth of the collection. Helpfulness of the staff. Interesting lectures, presentations, etc.

Bright, comprehensive offerings

Bright, quiet, unhurried.

Can reserve books and easily pick them up

Central location

Change of direction in the last 10 years

Check out system

Children's space

Children's section

Children's books, audio, movies, toys, resources for parents

Children's corner

Children's library at the moment

Children's room

Children's section

Classes

Clean, good resources, all the books I'm looking for, audio streaming, book club

Close to home

Close to my child's school

Collection of books and apps for online borrowing

Comfort, book availability, selection

Community events

Community information. Meeting space.

Community involvement

Complete and user friendly

Computer classes, Books

Computers

Computers - Resources Center

Computers and the help the staff provide

Conference rooms and CDs

Convenience, helpfulness

Convenience, variety of services

Convenience, friendly staff, cheerful and uplifting surroundings, great selection of books

Convenient

Convenient to access books

Convenient, comprehensive

Convenient

Courtesy and convenience. Media and books available.

Current books

Digital access and website

Digital access to books and movies

Digital books

Digital resources

Diverse collection

Diversity of available materials and community activities

Dole Library - great space for kids. The coloring table. The books. Friendly librarians.

Downloading books for my Kindle. No late fees.

DVDs

DVDs, Books, Book requests/holds, self-checkout, location, great staff

E-book program

E-books

Ease of access, nice atmosphere

Ease of finding the books I want. The people who work there are super helpful.

Ease of getting materials.

Easily accessible collection

East access

Easy access. Good book selection. Nice staff.

Easy hold system and interlibrary system.

E-books

Endless children's books

Events

Excellent hold system and system for ordering books outside the system.

Excellent selection of books, very helpful staff

Extensive collections, gathering spaces

Extensive resources

Family friendly

Feel good place

Finding books, I want to read.

Free access to books

Free copy of the Wednesday Journal since I refuse to spend a nickel on it. Usually quiet.

Friendliness and helpfulness of Maze staff

Friendly personnel.

Friendly staff

Friendly staff, layout

Getting access to books for free, especially audiobooks.

Good for community

Good hours and locations

Good resources. Helpful employees

Good selection of books

Good selection of books

Good staff and online services enabling me to obtain materials I need.

Great access to books and other materials

Great access to digital content like e-books and audiobooks. Access to materials at other libraries.

Great architecture, great space, great lighting

Great children's books and activities.

Great location.

Great meeting spaces for public use.

Great play area and programs for toddlers/pre-K

Great selection

Great selection of books and resources.

Great selection of new cookbooks. Wonderful free resources on the web like Hoopla, etc

Great space

Great staff, nice space, no fines

Great studying environment and unending assistance by staff members

Having access to books and resources even if they are not at an Oak Park library

Having free access to the computers.

Help with Kindle books

Helpful staff

Helpful staff

Helpful staff; nice physical environment

Helpfulness of the staff

High quality

Home delivery, SWAN

Hoopla

Hours

How easy it is to get in and out of the library

How helpful the librarians are. It's fun, like an adventure when we browse books or movies, not knowing what we might find.

How swiftly books are received when on order

Hub of the community

Huge amount of kid's books and kid's reading and play area.

I call and they reserve a book or order one thru the system for me, if available.

I can always find what I want and if I can't, then someone will help me

I can get any book I want!!

I can get books from other libraries and pick them up at my local branch.

I have really enjoyed attending some of the concerts offered.

I like that it is a safe space and gathering place for such a diversity of people from the wealthiest resident to the homeless person off the street.

I like the close proximity.

I like the variety of books, the option to reserve study rooms, the visiting art displays, and the parking.

I love everything

I love everything about it. While I do not use it anymore that often, it used to be a home for me and my 3 kids. We would spend every afternoon there; my kids did homework and my daughter developed a love for reading.

I love how many books/DVDs/CDs they have on hand at all times. I am always able to find something.

I love that my kids can find new books every week and I love the Libby service delivering books to my kindle.

I love the space, the programs that are offered, how easy it is to order and pick up books and DVDs. The staff is wonderful.

I love the variety of books I have access to. I am an avid reader

I love the variety of literature available, both in topics and delivery platforms.

I think you do a great job serving the community.

I use the main library, the location and the parking and the children's space - I take my grandson there.

I'm very pleasantly surprised that the 'no fines' thing is working well!

Information

Interacting with books

Interlibrary loan program

Inter-loan system

Inviting place to learn. Valuable resource!

It exists

It has books I can borrow-travel, fiction, cooking. E-books for my husband.

It is a joyful environment for reading and learning.

It is a safe place to be.

It is beautiful and welcoming.

It is easily accessible.

It is now a large and comfortable building that allows one to focus and concentrate. Also, the staff are very helpful.

It is spacious and bright.

It is there if I need it

It is very close to where we live and convenient

It provides access to any book I've ever requested.

It's a great vibe and a beautiful building - it's well laid out as well

It's a hub

It's a safe place for children and their caregivers

It's beautiful, peaceful and has a lot of things for young kids

It's big, good kid's department

It's central location and depth and breadth of reading material.

It's location

It's a beautiful building - - open and inviting.

It's a treasure trove of resources and information. The location, the building, the rooms are very nice (Main Library). The building and space is nice and the staff is friendly (Maze Branch)

Its availability of numerous subjects for use in research and reading.

It's clean. The toddler/kid's reading group activities.

It's close and a great resource

It's close to our house and my daughter's school and is staffed well and has many programs to offer my child and myself.

it's close. And a valued resource for many things

It's easy to navigate. I also took my granddaughter to the children's library when she visited from out of town and she enjoyed it.

It's location and the kid's room.

Its proximity to my home.

It's so easy to order books and have them sent to the branch closest to my house

Its vitality offering many programs and services and its efforts to provide new technology and resources.

Kids able to spend time there and checkout books

Kid's area

Kids like checking out DVDs

Kid's programs (3)

Knowledgeable and friendly staff

Large, quiet space to work or browse

Library lending system

List of books I have already read

Location (11)

Location and architecture.

Location is ideal. Range of services - especially online checkout of e-books and e-magazines

Location is very good in the center of town; near other businesses we visit.

Location, welcoming staff

Location, variety of resources, children's section (aquarium), friendly and helpful staff

Locations

Love browsing and reading; access to CDs (music)

Magazines, books, and movies

Main

Making me feel welcome

Many activities

Many friendly staff. Great outreach into the community. Timely programming.

Meeting spaces

Mobile apps. Maze library location and online book ordering

Modern brightly lit and variety of books

Modern comfortable space with great light is a nice space to work from time to time.

Movies, DVDs

Movies, music, children's section

Music

My ability to access books at the library and online and of course the library book sale which is holy day of obligation for my household, my grown children and their children

My favorite thing is that it is a welcoming place and I feel good upon entering.

My favorite thing is that there are activities for my two-year-old son to engage in that can be enjoyed, even when the weather is less than ideal

My husband spent a lot of time at the Maze Branch reading and accessing Wi-Fi. Recently I learned an elderly neighbor also spent time there regularly for the same reason. It is a kind place for community members to escape to.

My mom has a hard time getting around and the library delivers books to her. She reads a ton and this has been super helpful.

New novels

Nice building

Nice building in the heart of Oak Park

Nice place for kids

Non-fiction section

Old movie section

Online access through Libby

Online availability of books

Online book / movie borrowing, can find any book, etc. through Swan

Online book reservation and pick up

Online books

Online books, hot spot

Online books and audio books

Open space, great book selection with other libraries, movies to rent

Openness

Opportunity to check out books

Participation in SWAN network of libraries

Peaceful space

Peaceful, calm setting. The changing artwork and friendly staff.

Peacefulness and computer access.

People in the library is very helpful

Physical space of main branch - a place to concentrate and get work done.

Places to have access to and read books.

Pleasant setting and amount of materials available. Also, very helpful staff.

Programs for all ages.

Proximity to my home, staff is wonderful, space is cozy

Public space and public programs

Quality of offerings.

Quality of selection

Quiet reading room

Quietness

Reading room, availability of books

Really, it's wonderful!

Recent movies and books

Reference librarians

Reserving books

Reserving books from any location

Resources

Resources

Resources for books, DVDs and online computer programs

Resources, size of reading selections and architecture

Roominess, digital access

Second floor

Seeing the new releases for audiobooks, DVD, books

Selection of books, DVDs, and online movies. Large main facility.

Service to the community and having multiple branches

Services and of books

Size, location, accessibility

So much, for us to use as needed, free

Solid collection of books, very helpful library staff

Space and collection

Space for everyone in household-toddlers, teens and adults

Staff (2)

Staff and selection

Staff are friendly and knowledgeable

Staff is so very helpful!

Story time

Study rooms

Taking my granddaughter

Technology access

That availability of books for kids.

That books renew automatically.

That I can request books, periodicals, CDs, DVDs in my pajamas for later pickup

That it exists!

That it exists

That it is clean, friendly

That it seeks to serve a wide range of persons

That the computers work, very few problems with them.

That the maze branch exists near us. It is very good for children.

That we have access to so many materials through the arrangement so many other suburban libraries. You can request almost anything through the website and it appears at your local branch within a few days. It's amazing.

The ability to order material held

The ability to place holds online and run in to pick up and check out.

The architecture and ambiance.

The architecture and availability

The architecture of all the branches, the ease of the layout and check out, the friendly & helpful environment

The architecture of the building and the openness of every floor. It always feels good to be there.

The art exhibits (3)

The atmosphere is always peaceful, and help is friendly.

The atmosphere, the person's working there

The availability of a large number of books (I feel very fortunate for that). And the staff, who are always helpful and kind.

The availability of meeting space

The availability of so many different resources; the people are always helpful and friendly; and my daughter volunteered there this past summer and loved the program

The books (10)

The books, art, and rotating-use space

The books and magazines

The breadth of experiences.

The breadth of materials offered.

The building

The building and the way each floor set up. Easy access to finding books

The central location, the ease to find what I'm looking for, friendly staff

The children's area.

The children's books section

The children's space

The children's Area (train room, play area)

The children's area with classes

The children's book selection is amazing

The children's section and the person who obtains the books for my Book Club

The children's section, meeting rooms (I have attended trainings over the course of the year).

The collection is impressive

The community services such as meeting rooms

The convenience and accessibility of where it is located.

The convenient availability of books from other area libraries.

The design, the fact that it is a community hub, e-book loans

The different levels and the friendliness and willingness of the staff to help.

The different uses of each floor.

The diversity of the patrons: children, students and seniors.

The ease of ordering materials online

The ease with which I can get most books, and the ability to put books on hold and easily pick them up in one location.

The extensive selection of printed materials.

The facade

The facility is beautiful, clean, and well organized. Librarians and workers are always very friendly and helpful. I like the self-service checkout process - easy and fast.

The feel of the downtown location, the robust community calendar, and the access to e-books/audiobooks.

The friendliness of the staff, their willingness to go out of their way to help locate resources, etc.

The friendly staff and the array of books

The good nature of the personal, clean, open, welcoming spaces, well provided of materials

The help and direction from an incredible group of people working there.

The help from the staff in obtaining inter-library loans.

The idea box

The internet option, the art gallery, the awesome art books, the separate to do quiet work

The inventory of online books both for adults and children.

The kid's area (2)

The kid's room and story time

The lake street branch has a lot of resources and a great staff

The large selection of books, DVDs and music CDs, conveniently close to my home.

The large selection of items.

The Libby App

The library is open and inviting. Very attractive space.

The location, the friendliness of librarians

The main library is gorgeous and lively. It's an inviting space for learning, studying and hanging out. It's a great space for having meetings. I can get any book I want through the interlibrary loan. The librarians are helpful. The programs are interesting. The gallery always has cool art.

The Main library is the one that I frequent. It's very large, and everyone that I have encountered there has been so friendly.

The majority of the staff are very helpful and nice! And it creates a nice environment.

The Maze branch is perfect size for my young children. It's very cozy.

The meeting rooms

The meeting rooms are an awesome and valuable resource. The main library itself is beautiful and well appointed.

The meeting spaces and ability to do interlibrary loan

The multicultural collection

The multiple locations

The multiple locations

The new books section

The open and welcoming energy

The overall environment - it is clean and relaxing - very peaceful

The park that surrounds it and the community feel

The people who work there are always so nice and helpful

The people who work there are helpful and friendly. And I know they put up with a LOT of shit from crazy and demanding patrons, so for that I give them kudos.

The play area at main and the librarians at Maze. Super friendly and helpful

The quality of the structure. The amount of resources and the friendly helpful staff

The resources and convenient location of main library.

The resources available

The resources, the knowledge and helpfulness of the staff, it's beauty and all that it offers

The selection of books

The services it provides and the access to those services

The size of the collection; ease of use to request books

The size, helpfulness of staff and that you can reserve books.

The space and selection

The space it provides for social interaction around shared interests.

The space itself

The space itself is great. The ability to borrow books online is very convenient and is now my preferred way to read. The access to information and resources online is huge.

The space.

The spaces are very welcoming

The spaciousness of the library and the knowledge full staff.

The staff (5)

The staff - they are knowledgeable, well-informed, helpful and friendly.

The staff are terrific - friendly, knowledgeable and helpful.

The staff at Dole and Maze branches

The staff is so kind and welcoming. I always laugh on TV when they show the old-time shushing librarians. Oak Park Library's staff are the best and so focused on helping those who are not always sure of what they want or need. They are terrific.

The state-of-the-art facilities

The studying room spaces, resources, and trainings

The technology; being able to copy, scan and print has been a lifesaver.

The variety of books

The variety of books that you can access.

The variety of collections analog and digital

The variety of material.

The variety of materials offered. I have the Overdrive app and digital books.

The variety of resources available to you

The variety of services

The various educational & community offerings & tech help.

The vast amount of space for any need.

The very welcoming atmosphere and wonderfully helpful staff

The wide selection of movies and other things on DVD for free

The wonderful children's programming

The youth room at the Main branch is a wonderful environment, serving all ages with a wide selection. Oak Park Public Library has been a parent's best partner in raising our children to be curious, literate, and engaged.

There is a calmness

They can get the books I'd like to read when they're not in local library.

To learn and read more

Use of computers and printers.

Variety of activities for children

Variety of books and ability for interlibrary loan

Variety of material available.

Variety of materials available and interlibrary loan program

Variety of resources (4)

Variety of resources. Audiobooks

Very welcoming and always able to find what is needed.

Video collection

Walking community

We can find most any book we are looking for and put it on hold and then pick it up when it's ready.

Website is good. Ability to reserve books online and pick up at local branch

When my kids were smaller, I loved story times and meeting other families

Wide access to materials (inter library loan)

You could have a book ordered from the Suburban Library System and picked up and returned in Oak Park.

What is your least favorite thing about the Oak Park Public Library?

A bit loud sometimes.

A limited number of e-books accessible

A significant percentage of popular books are not available in kindle format.

All the homeless people in the entrance/in front of the library. I don't feel my daughters are safe there when you have all these people wondering around in the library. Parking.

As a teen, I feel like they could reach out to our age group (high schoolers) more than they do now

At times, not always the homeless people begging for money or food.

Audiobooks usage confusing

Automatic renewal of books. I hold onto books much, much longer because I'm not "forced" to read/deal with them in a timely fashion. As of this writing there's a book I borrowed about 2-3 months ago that I've barely touched since the initial checkout. It's an informational book about how to use social media that maybe someone else would like -- if I'd read and returned it.

Bathrooms

Bathrooms (always filthy)

Being denied access to computers because the students might need them. More than once the computer lab was booked for classes and I was told I could not use the computers outside the Lab because they were reserved for students even though no one was using the computers at the time. Student needs are important, but should not be considered more important than adults. I needed the computer to search for a job and take care of other important business. I think the library and Oak Park in general prioritizes children a little too much.

Book collections can be more up-to-date

Book return at main branch difficult to access

Book selection small

Both Maze and Dole seem dark and somewhat dingy; Dole is much improved since the Park District bought it.

Bums lounging and panhandling at the library

Can be hard to book a meeting room

Can't think of anything (9).

CD and video collections can be improved.

CDs are often damaged and books cannot be renewed

Chairs at the computers in the main branch.

Chairs not very comfortable

Check out machines don't always work well.

Children skateboarding on the property

City streets congested around Main library

Clearly, they want to include everyone in their programs and services which is good but I find their communications to be repetitive and tiresome, especially with regard to inclusion. Not a popular point of view in certain sectors, so don't expect anything to change.

Closing early on Friday and Saturday

Community gathering

Confusion about which apps are current or best to use (Libby, Lynda, Overdrive etc.)

Cost in taxes (but I think it is worth it)

Cost of leaving the lights on all night

Cost to taxpayers and parking

Could use more foreign language and dual language books

Crime

Currently I'm not happy with the Library Board's decision to absorb the additional funds from the release of the TIF funds, rather than helping out taxpayers. Very disappointed in them as it's a crucial issue right now.

Customer service on the third floor at Main branch.

Difficult parking

Display more works of art, classical and local like works by Frank Lloyd Wright

Disruptions or interference from disrespectful patrons

Doesn't carry a lot of classics like The Great Brain and Encyclopedia Brown- I know they are older but I want my nine-year-old to know these great characters.

Dole branch

Don't have a least favorite thing (8).

Don't like how Dole library has limited books because they took in the multicultural collection which no one really uses.

Drag queen story hour

Drunks everywhere

Early closing on Friday, late opening on Sunday

Evening meetings and programs

Excessive amount of homeless with poor cleaning habits. Sometimes it really stinks there.

Excessive cost to build basically the old library in a new box

Finding parking

Fines

Getting a video instead of the book that I requested.

Getting into social services instead of supporting literacy

Hard to check out e-books

Hard to sit and read or find a room to work in. Very noisy!

Have to use transportation to get to the libraries.

Having to pay to use the parking garage; especially on weekends. Also, and the Maze branch closed on Friday.

High tax rate

High tax rate to support building library

Hmm, this is tough. As of right now I can't think of anything.

Hobos in the Main branch and people who talk loudly like they are at a coffee shop.

Homeless and mentally ill people which I hate saying but sometimes it can feel like the library is more like a homeless shelter which makes me feel really uncomfortable and sometimes afraid. I'm not sure how I'm supposed to respond to or ignore? People sleeping and being really smelly and crazy behavior.

Homeless and/or other people hanging out front....I don't have a problem w/ homeless people using the library for library services, but I do have a problem w/ them hanging out in front of the main entrance, smoking, cursing/yelling when I'm trying to enter or walk by with my children.

Homeless camp on third floor

Homeless hanging around. At least at the Chicago Public Library they have to be holding a book.

Homeless people (7)

Homeless people hanging out around the library

Homeless people in lobby

Homeless people leaving the bathrooms messy.

Homeless people sitting around

Homeless people sleeping and using the restrooms to take a bath

Homeless people sleeping in it while kids are there unsupervised

Homeless people sleeping in the bathroom

Homeless people, unruly and disrespectful teenagers

Homeless. They smell, talk and take up all the tables. As the library tries to solve homelessness, they limit access to the library and printed materials. Do your job not others or merge agencies and not be a separate taxing body.

Hours of operation (2)

Hours of operation- please expand them on weekends and nights.

Hours... on Sunday you open at 1:00 p.m.

How expensive the library was to build. Undesirables hanging outside and inside the library - homelessness.

How long I have to wait for new books.

How Maze is closed on Fridays

How there is no designated spot for homeless people to gather and feel safe.

I am so impressed by the job they do I cannot think of one area that is my least favorite.

I can't think of anything

I don't have a least favorite characteristic. We think the library is great.

I don't interact with them much but I find most of the staff kind of grumpy or not engaging

I don't know

I don't like the underground parking and avoid it when possible.

I don't think I have one

I hate that the library allows kids to run around making noise like it's an outdoor playground.

I have no complaints.

I have no real complaints at all.

I have tried to get the library to focus on books but it sees its mission as a community hub. We have community centers in Oak Park, but only one library system!

I have trouble finding things/using the online card catalog. I wish there was a pamphlet explaining how to use it. I know the library has many resources that I'm not even aware of.

I keep forgetting Maze is closed on Fridays.

I love all the programs, but there needs to be a sense of fiscal restraint at this point. When I moved to Oak Park, the library was the one thing that stopped me from regretting my move from Chicago, so I do not mean to be the person that says "Fiscal responsibility but don't cut any programs!" I'm concerned that the taxing bodies of Oak Park are not looking at the overall

tax burden that property owners are facing. We are currently renting a house because we sold our last place when the taxes reached \$28,000 a year. We are looking to buy again, but at this point, renting is a better option as we wait to see what is going to happen with taxes. I'm glad you're doing a survey so you can see what the community really values and prioritize accordingly. I hope that you are working with the township to coordinate services for homeless and teens, so those budget items could be shared. I hope you're looking at getting grants for some of your services, the way PDOP does. I think you could be more creative with your budgeting so that you show the community that you understand the tax issues.

I love the library; nothing comes to mind.

I miss the cafe that was at the main library.

I sometimes feel unwelcome at the main library due to the (what I assume are) homeless people. Their language, the stuff left outside the main building. The stuff left outside against the building. Always makes me concerned about physical safety.

I sometimes find the availability of e-books and the delays with requested books frustrating.

I was used to the old library, and the new one feels too much to take in at one time.

I wish it had more hours it was open, such as Mondays and more on Sundays.

I wish there was a better and more current selection of graphic design and advertising related books and material.

I wish there was more activities in the kid's section

I wish there was more programming.

I wish they stayed open to 10 pm.

I would enjoy a little snack area where you could refresh while searching.

I'm not sure how clean bathrooms are so hesitate to use them.

Inconsistent staffing (hard to develop relationships); Main library does not seem to have the same patron centered, welcoming attitude

It attracts homeless people.

It can feel unsafe with homeless and other indigent people hanging around. You have to watch your possessions.

It can get noisy on the upper floors and the teens on the upper floors are brats...obnoxious.

It can often be difficult to find and access electronic resources.

It doesn't open until 2 pm on Sunday, it should open at 11 am.

It is not a friendly place.

It is often so noisy on the second floor to the point I can't concentrate enough to find a book. Makes browsing a little more annoying.

It is sometimes noisy, especially in the afternoon after school.

It seems to have more little conference rooms than books. It is very big building

It's a homeless shelter.

It's often too warm.

It's often very warm inside in all seasons.

It's already getting crowded.

Its focus on social services and not intellectual pursuits.

It's hard to find and reach books even when they are supposed to be on the shelves. I am not tall, so getting books off the upper shelves is difficult; also, as I age, getting down on the floor to reach the first shelves is problematic. The shelves should rotate and/or there should be a delivery system. I am aware that I can put all books on hold even if they are supposedly in (often they are not) but that seems like an abuse of the hold system. The best system would be one in which one could order any book, hold or not, and have periodic home deliveries.

It's sometimes difficult to find a table. I tried to bring my middle school aged kids to the library once so I could work and they could do homework. We couldn't find an open table, so we left and went elsewhere.

Kid's books are often very worn and have ripped pages

Kids from outside the community loud and responding to redirections by staff

Kids that loiter after school (outside the library)

Kind of noisy

Kiosks often don't work

Lack of new books and CDs. I go to the Elmhurst Library to get theses.

Lack of quiet space to read.

Lack of titles

Large gatherings of homeless people sleeping in chairs, odors and increased levels of noise and disturbances in main branch.

Layers of different programs, websites etc. to fully utilize all aspects, such as e-books, films, book holds, etc.

Less computers

Library etiquette. Some people are loud and boisterous.

Limited availability of digital books.

Limited hours (days, really) of the branch libraries

Limited indoor parking at the main branch

Limited number of digital resources

Location

Long waiting times for popular books

Loud music and questionable people. After many too rotten experiences a few years ago I had to find another place to go, which happened to be near a Kinkos. I now only go to the library for very quick trips.

Loud people

Loud teenagers

Love the small, quiet building

Main library - I don't go there as it is a hangout for homeless people, and parking is poor

Main library lobby

Many e-books I want to read are not readily available through the library. The e-book software is not easy to use either

Maze is closed on Fridays.

Maze is closed on Fridays. That is kind of inconvenient.

Meeting rooms are only available for non-profit organizations and the general community is unable to reserve them.

N/A (22)

Need more audiobooks for example

No complaints

No having time to visit more I used visit a lot

No least favorite thing (4)

No least favorite thing. It's my favorite Oak Park institution!

No quiet floor/silent space at the main library. I get that most libraries aren't "shush" spaces any more, but the Main Library ought to have a quiet floor for those who do want to work in quiet.

No sanitizer near computers

No sensory specific spaces for kids that can't be quiet

Noise (3)

Noise at times

Noise from conversations; sloppy maintenance in garage entry and stairs; taking all the TIF surplus

Noise level

Noise level inside the main library, and sometimes at the branches.

Noise levels are terrible and silent areas aren't enforced

Noise. Silence is no longer expected.

None (12)

None at this time.

None really

Not all seats are comfortable.

Not all staff are equally approachable or helpful. No space for tweens and teens to be tweens and teens.

Not being able to access employees from computer to report patrons behaving badly

Not being able to get a new book when I want it and having to wait

Not being able to use my library card balance as source of payment for photocopier and printing services at all stations.

Not enough books online for downloading

Not enough e-books available

Not enough effort to inform citizens about the resources and how to access them.

Not enough outlets for computers

Not having enough material in stock

Not sure (3)

Not sure that there nothing I like

Nothing (35)

Nothing thing comes to mind (3)

Nothing is least favorite

Nothing it's a nice Library

Nothing not to like

Nothing, love the Library.

Nothing, really.

Notifications alerts

Often does not have copies of books I want and they have to come from other libraries. Most recently "Where the Crawdads Sing."

Often have to wait a long time for books. Also, the garage is really tight but we rarely use the garage - usually walk.

Online books have long waitlists

Organization of books. Bring back a separate sci-fi section.

Our monthly meeting keeps being moved from designated reserved room to another.

Our young teens are not being respectful of the library. Wish there were more security or someone patrolling the floors.

Overall cost to operate the building and library in general

Overdrive can be a bit frustrating at times, but Hoopla is pretty amazing.

Parking (13)

Parking access

Parking at Main library (5)

Parking availability

Parking can be challenging

Parking can be tight

Parking garage (2)

Parking is sometimes full

Parking options are terrible.

Parking prices

Parking-plan was shortsighted

People eating in the library (3)

People eating in the library. Should only be in a designated area.

People hanging around

People sleeping

People sleeping in the chairs.

people talking loudly

Raises taxes and provides a lot of unnecessary services which other organizations provide

Riff raff

Seems like most programs for kids are during the day and not weekends.

Seems that the self-checkout doesn't work on about 20% of the books (errors, "go to counter")

Services and programs could be marketed better (more awareness of everything that is available)

Small

Smokers in front of the Main Branch. Loitering in general outside the Main Branch

Social promotion of politically divisive issues.

Some books only in electronic form (I hate reading on electronics)

Some materials are old

Some of the staff is very remote.

Some of your employees who are out right rude, I think it's great that the Oak Park public library is available to the homeless when I am using it for work related, I need to concentrate it's way too loud no matter where I go in the library

Sometimes difficult to use online resources

Sometimes I don't feel safe there

Sometimes loud kids on upper floors, apparent homeless people using the library to sleep/eat

Sometimes noisy at the main branch.

Sometimes not as clean. Needs better projectors Doesn't have a cafe in library (e.g., Elmhurst Library)

Sometimes parking

Sometimes the behavior of users can be intimidating

Sometimes the hours are not always convenient.

Sometimes the number of teens gathering is quite large and they are sometimes quite noisy. It seems obvious they are not there to do homework or read, but to socialize which is not necessarily something to do in a library.

Sometimes the presence of the "homeless" makes me feel helpless.

Somewhat meager collection of fiction. Noise of kids hanging out in the building. Rowdy kids outside of the building. Homeless inside and outside the building, smoking near the building. The wasteful quarterly magazine.

Staff should be near the computer lab to help residents use tech and to keep that area quiet and free from people talking in their cells!

Structure needs ventilation, especially in certain areas

Sunday hours

Sunday hours...I often wish it were open earlier.

Tax rates and the way they've handled the TIF situation (keeping the TIF allotment) - taxes are already too high.

Taxes

Teens are loud and disrespectful and are not disciplined by staff. It also feels unsafe in the lobby area and in the front of the building because teens are vaping, swearing, etc.

That it can't be open 24 hours a day

That it doesn't open until 1 pm on Sundays (3).

That it requires tax dollars to exist. Unfortunate reality.

That it sometimes stinks

That on the ground level the copy machine/scanner is set up poorly making it necessary to stretch to press needed buttons to make it work.

That the branches aren't closer to my house (though I know that's something that I can't control!)

That there's no longer an adult literacy program.

That they leave the lights on all night

The acceptance of homeless people as being a normal presence at the Lake Street facility. At times they shout out profanities without consequences, denigrating the experience for the general clientele.

The attitude of some (certainly not all) of the people working the counters and desks.

The bathrooms (2)

The children's room at the Main Library is like a construction zone/nightclub/frat party.

The Dole and Maze branches seem to be overlooked and are not celebrated as they should be. Our home's proximity to Maze is perfect for our kids to walk themselves.

The fact that the library is expanding their services past their traditional role (i.e. education, books, AV, etc.) to a point which is not sustainable for Oak Park tax payers. American Girl Dolls (they are a toy, plus if a child has lice you have to throw them away...this does not seem cost beneficial).

The frequent breakdown of the checkout kiosks. There's a machine that's been broken for a month.

The frequent loud, rude and disruptive behavior that is tolerated.

The homeless people

The homeless people that intimidate the kids

The homeless people who congregate outside and inside

The hours are limited at Maze.

The lack of parking, parking garage is small and doesn't have a good in and out system.

The lack of study rooms

The library is exceptional. The limitations are all mine. Problems walking distances and seeing where I'm going, difficult. thanks

The library's method for online room reservations simply doesn't work.

The Maze branch isn't open on Friday.

The meeting rooms

The new building is beautiful, but also big and barny. More rugs perhaps?

The noise levels from patrons and even employees.

The number of children who are allowed to misbehave while their parents or nannies sit and talk in the corner. The homeless people - it creates an unsafe environment for everyone.

The onslaught of homeless people that use the library for sleeping and cleaning themselves in the bathroom.

The parking

The parking at the main branch and the short hours on Sundays. They need to be open Sunday morning and later Saturday evening.

The parking garage is too small and spaces are too narrow.

The people who use it as a day shelter.

The process to utilize digitized material on my Kindle is not remotely easy or intuitive.

The rowdy people

The size of the branches

The smells by the computers on the third floor.

The sometimes long wait for requested books.

The staff at the main branch.

The supply of books is dwindling and I have to order books from other libraries.

The tax grab of the TIF windfall.

The use as an ersatz shelter. I no longer enjoy spending free time there reading and researching. I'm in and out.

The very latest books are often not there...sometimes not even listed in the online catalog in order to reserve the book.

The very limited parking

The waitlist times for some digital content (audio books) is very lengthy.

The website will not accept my password.

The website

There are hardly any books available in Urdu language.

There are often unsupervised teenagers being very loud, not using library resources correctly, using explicit language, and leaving food all over in many areas of the library. The study rooms in the children's department should be used for studying; not for loud groups of teens who listen to inappropriate music/videos. There are often families who eat full meals in the study rooms as well as teens. The homework hub and study rooms should be reserved for people who need a quiet space to study- not to hang out.

There can be more over 300 holds on a book I'm interested in reading!

There is no need to take the TIF funds or increase services. We are taxed out and will not be able to stay for anything you might offer.

There isn't one.

They don't seem to carry a lot of the classics - although I am usually able to request them from other libraries.

Throwing out older book

Too many James Patterson novels

Too big and a lot of wasted space and money

Too big. Lacks cozy feel that a library should have.

Too far

Too hard to find a good movie to borrow. Filing system somewhat confusing and overwhelming

Too many homeless people

Too many people snoring in comfy chairs.

Trying to do too much, potentially wasting tax money

Trying to turn it into a social services building. I've noticed Scoville Park too, and don't know if it is a result. But I am not as comfortable walking around the park in the dark, and the library does not feel as safe. Kids seem to gather to fight after school. I think there needs to be a community center for the types of services i.e., homeless shelter, after school care. I feel the library is trying to cover this and it impacts what the library is there for. I work in another suburb and a teacher at our school said she was really disappointed in the Oak Park Public Library; she takes her preschool kids to different libraries. She loved LaGrange. Now I haven't been to the LaGrange library, but this made me sad.

Unable to access more often due to my personal schedule.

Understandable, but when I want to read a book for book club and the waiting list is so long, I can't get the book in time.

Unfortunately, the number of homeless people sitting at the entryway.

Unhelpful staff

Used as homeless shelter and drop off babysitting services for irresponsible adults

Very crowded for voting

Waiting for best sellers

Waiting for popular items

Walking in and seeing all the homeless sitting sleeping and using the facility as a hangout

Wasted space

We have no "least favorite " thing

Website isn't great, sometimes I can't find a book on website when I know library must have it.

Well used, furniture is filthy

When Dole closes on Monday

When I stumble upon a person sleeping in a unused corner, when teens (or anyone, really) gather outside of the main branch smoking, swearing, littering or otherwise destroying the peaceful environment.

When we borrow movies, on occasion they are not in playable condition

Wish there was more material for professional designations- like CFA or CMA.

Wish there were more options for a writing community.

Would like even more programs

Would like more copies of e-books. Sometimes the wait list is too long

Would like to see more engagement for the homeless folks who hang out there all day

I and the people in my household would be most interested in... Other (PLEASE SPECIFY)

All of the above electronically

Attend lectures, movies, etc.

Classes on trouble shooting and or mastering computer and internet issues

Community projects geared toward working with marginalized members of our community

Girl Scout meetings

Guest speakers, book signings

Highly specialized meetup groups

Hold meetings on special topics

I and my friends use the Veterans room a lot for meetings.

I enjoy playing Chess on the computers there.

I think there should be more resources for children who have reading disabilities.

Leaning a language through online program

No homeless

Place for small groups to meet

Programs for young children. We love bringing our grandchildren

Quiet place to read.

Related to tech- basic things on a Mac- managing photos and storage - maximizing the use of a Mac

Seeing displays, listening to lectures, discussing movies we see together.

Sharing my writing

Spelling bee contest for adults

Story time

Support community program providers and authors more

The ambience- how so many people, adults, teen and children use the library and how helpful the librarians are.

The Oak Park Public Library used to have quality film series, but they were dropped, apparently due to low attendance.

Use meeting space, which we have.

Using resources like study rooms

Volunteer opportunities for children

Writing groups (I know there is one, would love to tap into a more robust writing community)

Why do you disagree or strongly disagree with the statement “I/my household members would feel welcome at the library”?

But lacking space for my teen. They do not feel comfortable using the library alone.

I feel welcome but not comfortable. Also— the library is very loud!

Intimidated by aggressive homeless people using the library as a shelter.

It depends who is at the Circulation check out.

Unsafe

Weird homeless people and loud teens.

Why do you disagree or strongly disagree with the statement “I/my household members would feel comfortable using the library”?

Again, the homeless

As I said earlier, the main library has too many people passing time, not using the services or reading. Its noisy and people don't respect the property of others

Except for main branch - hangout for homeless

Frequency of visits

Get rid of the riff raff

I'm fine but my kids are don't feel comfortable staying in the library

It is not enjoyable to have to block out the loud conversations, snoring, and music escaping from headphones of the homeless community that camps out there. They have a right to use the library as it was intended, but not as their living room.

Not a safe environment

People sleeping and shooting up in the bathroom.

Some members have concerns

The place and the vibe are creepy.

Why do you disagree or strongly disagree with the statement “The library is a place where I/my household members could relax and spend time”?

As mentioned, it is loud most times. Not able to read peacefully or write.

At certain times of the day the library is too noisy.

Because it is noisy with people on cell phones and kids talking loudly. I usually just get my books and get out. Would not choose to spend time.

Come in, find books, check out and leave. Never thought about hanging around.

Doesn't seem like our kind of place for relaxing.

Environment not inviting

I agree for the most part, but depends on time of day, after 3:30 pm it becomes a child care center.

I am in and out of the library because so many weird people and loud teens are there.

I do not find the Oak Park library relaxing.

I don't think of the library as a place to "relax."

I don't usually spend time there. I reserve online and pick up.

I have gone through many years of higher education using the libraries to study for papers and exams. It's not relaxing!

I honestly don't go there to stay there and read. I get my materials and leave. I understand that the homeless need help and that teens need a place to congregate but the library should understand that this affects how visitors feel when they are there.

I live a block away, so have no need for this. And home is quieter.

I prefer to relax at home.

I used to feel this way in the past but with so many more homeless/mentally ill people in the library I feel uncomfortable and sometimes afraid safety wise

I usually am in and out, checking books in and out.

I would rather relax at home.

It is often too noisy; I really dislike when teenagers are loudly using all areas.

It should be but it's not. I have sat down to read and the talking is distracting, that often comes from library staff who talk full voice.

It's often warm and stuffy inside so I wouldn't like to stay inside long.

It's not a comfortable space. There are too many indigent folks hanging out.

It's usually busy and noisy when I visit.

Library tables often seem used and there often times aren't places to hang out. Or if we do find a table or spot, it's been near groups of students or community groups, so it didn't end up being quiet time for me to just sit and read.

Loud and it is hard to find a quiet place besides the art display room.

My 13-year-old daughter seeks peace and order at the library

Not comfortable space

Not enough cozy zones.

Not sure we go there to relax

Not the library's function. And it's noisy.

Parking at the main library is a nightmare. My husband is disabled now - too difficult to visit. Also, the homeless people sitting in all the good spots by the windows. Yes, that is petty but it's a turn off. Hate to say.

Patrons are sometimes pretty rowdy

Relax and spend time? I would love to if the library was like it was when I was growing up: a place to respect the quiet. How can you relax when kids are running around screaming, playing games, yakking on their cell phones, etc.?

Relaxation and/or spending idle time can and is done at home.

Safety issues

Sometimes noisy groups or patrons make that impossible

Spend time: yes. Relax: no, because no comfortable reading chairs (i.e., non-computer); quiet room in Main Library is too dark and its hours are cut back.

The stench of the homeless precludes relaxation.

There are many other places and ways to relax.

Think it is not necessary to relax at a library it is not Starbucks.

Too many homeless people and groups of teens who are not there to read

Too many people hanging out in reading chairs, talking among themselves or on phones, and loudly.

Too noisy

We like to get what we want and get out.

Why do you disagree or strongly disagree with the statement “The library staff would treat everyone fairly and equally”?

Fairly and equally-yes; enthusiastically/encouragingly-no

I am a senior staff not helpful when I asked how to use the computer.

It seems to depend on their mood

Lackadaisical staff mostly

Not if someone is acting out of order

Personal experience with disinterested staff

Sometimes they just sit there and don't do anything.

The staff seems better trained recently and are helpful. Glad some of the staff has left/retired since they weren't as helpful

Why do you disagree or strongly disagree with the statement “I/my household members would know how to find books and other materials at the library”?

I can kind of figure it out, but I'm not confident I am using the resources available.

Card catalog is confusing, but staff is amazing at helping find what I need

Computer access confusing

I don't know how to use the online catalog/resources.

I don't know if my daughters know how to search the catalog.

I'm not too confident looking things up. I usually just ask.

My kids probably do not know how because they do everything on the internet.

New systems

No experience

Often times I need to ask for assistance

Some of them, but mostly I just request books to be put on hold so I can pick them up by the front desk and be in and out. That's one of my favorite things about the library.

There are resources made available at Library that we have not explored or mastered for ourselves.

Why do you disagree or strongly disagree with the statement “I/my household members would know how to use the services at the library”?

Again, staff members are there to guide me, but I wouldn't know on my own.

But some of the services I haven't used yet

First time in new library staff member rude and unhelpful when I asked how to use digital look up for books. Haven't been back since.

I am a little overwhelmed when I go into the library. Maybe when you get a library card they should give you an orientation.

I have not used all of the services available at the library.

If I better understood how to use certain services, I would access audiobooks, access research articles, etc.

I'm not sure how to use the downloadable audiobooks or e-books.

I'm not sure if my daughters know how to look up resources and put them on hold.

It's my fault - I haven't kept up with the library's changing technology.

Little experience

Not aware

Not familiar with all of the services.

Not sure of what they have

There are more services than I know about, but the staff is always super helpful when it comes to explaining how things work.

There are probably services I don't know about.

There was a bit of a learning curve, but that is to be expected.

Why do you disagree or strongly disagree with the statement “The library locations are convenient”?

Don't understand why we have multiple locations in a community of our size.

I do not have transportation.

I think you should close Dole and Maze branches - the Village is too small to support three libraries, and the staff could be used in the main branch. When our kids were little, I took them to programs at Maze, and now occasionally we use Dole, but given the finances involved, I think the services should be concentrated at the main building.

If you do not have a car it is hard to get to.

Not for handicapped or persons with mobility issues.

Not in walking distance from home

Paid parking is not convenient when you want to relax at the library. In the past, I could spend hours browsing. Not anymore.

Parking a problem at main library.

Parking at main library is a hassle

Why do you disagree or strongly disagree with the statement “I/my household members would feel comfortable sharing information like name and address with the library in order to get a library card”?

For patrons that are precariously housed, this may be a concern.

I don't trust the cyber security of Oak Park Public Library.

I sometimes feel the library is not a safe and secure environment.

Identity theft

Why do you disagree or strongly disagree with the statement “The library provides materials I/my household members can’t get in other places”?

Can get elsewhere

I can access those things from other sources.

I can buy books but don't want any more clutter

I can get access other places, but this is more convenient and cost effective.

I can get most of the materials other places but at a higher cost.

I can get most things online.

I can purchase most books at a bookstore.

I can't afford to rent or buy these things.

I could purchase some books from Amazon or other bookstores.

I don't think the library can compete with Amazon.

I feel I can find everything I need online on my own.

I feel like you can get books, access internet, and even the programs offered in other places. They may not be free and they likely aren't under one roof, but I don't think the individual offerings are unique.

In this digital age, materials are available in a variety of venues

It's just rarely true with so many things being accessible. Libraries are not as relevant as they once were.

Mainly agree, but River Forest and Forest Park libraries have very good selections and services.

Materials are available from other sources

Most available also online

Most content can be found in other places

Most information available through internet access

Most materials are available at other libraries or online

Most resources are available elsewhere.

Much of this is available from other online resources

My son works at Forest Park Public Library

One can buy anything. Libraries provide valuable materials as a public service for all, regardless of ability to pay

Other community libraries loan out similar materials

Other libraries have books

Other places to access

Some of the material can be accessed in different ways from the internet

Some places charge

The internet provides these services.

The library provides access to information at a reasonable cost

There are other libraries

There are usually other options or sources to go to.

There is nothing I physically need to get from the library that I can't get online. I would not go out of my way to borrow.

These items could be available elsewhere but for a fee

Too expensive to buy

We can buy materials, but why?

We have access to Amazon, etc.

We have access to the things we use at the library, but the library is more economical.

We use the library primarily for books which are, clearly, available in bookstores

We're privileged. We can buy texts or access them through work.

We're well connected and with the internet, I don't know of any materials that we couldn't get.

What I use could by bought

You can buy books

You could buy it.

Why do you disagree or strongly disagree with the statement “The library provides services and programs I/my household members can’t get in other places”?

Can find elsewhere

Can get things elsewhere, however have to pay for them

How many suburbs are there?

I am not aware of services that are only available through Oak Park Public Library.

I am quite privileged and don't require many of the services/programs you provide.

I can get information from my computer or phone.

I can obtain similar services and programs elsewhere

I could get some programs at home or via the internet (on my personal computer)

I don't know what special services the library offers that might be unique and of interest.

I don't think that the service the library provides are unique.

I don't use services other than checking out books

I have never accessed a service that I couldn't have done myself.

I may just not be aware but none come to mind.

I sometimes go to the River Forest Library, very nice atmosphere, more relaxing. Love the fireplaces.

It is not true anymore (2).

Library provides programs for free.

Likely available online

Lots of educational programs available online

Most are available also online

Most other services are hard to locate at the library, like shelters, mental health services etc.

Nowhere else can you use computers for free

Other community libraries offer programming for learning and have a quieter environment to read in.

Other sources are always available at a price.

Same or similar services and programs are available from other sources

Services available elsewhere

Similar services are provided in other places

So far, no unique services or programs I am aware of

The internet

There are other organizations that provide classes but you can't borrow books/etc. from anywhere other than the library

The library is convenient but not essential to get access to the materials

we are fortunate enough to be able to get programs/services from other providers

We have access.

We use the library for books, not services, although I'm very supportive of our library providing services to people who need them.

What happened to swan?

What services? I just borrow books

Why do you disagree or strongly disagree with the statement “The library provides digital materials and resources, for example e-books, digital audiobooks, movies, TV shows, magazines and newspapers, and music I/my household members can’t get in other places”?

Access to Amazon and other vendors makes these materials available, albeit for a fee.

Anything the library has can be accessed online

Because the statement is not true.

But we don't use those things.

Can find other places (2)

Can get through other services, but have to pay

Can't afford to rent these or buy them.

Everything is available elsewhere for a price.

Have not used those services at the library

I agree because it's the truth.

I am able to get those things from other sources

I can get a lot of information from my computer or phone

I can purchase everything that I need or want, but I like using library resources and often do.

I can purchase materials elsewhere as needed

I could get this stuff elsewhere. I do like that the library has it so we don't have to pay for it elsewhere or purchase something that we would only use a couple of times.

I could purchase them if I chose

I don't know what they have (2)

I feel we can get these resources other places.

I have access to most of the materials

I honestly do not know if they even offer that material or not.

If we can get them from other places, it is not as easily as at Oak Park Public Library

It's not so much that I can't get them from other places - it's that there is a cost for them at other places.

Kindle/iPad allows me to access anything as long as I pay

Library is not the only place to get access

Lots of materials available online from other providers

Many opportunities exist today

Most can be purchased elsewhere or online

Most things are also on the internet these days.

Most things available at the library are available elsewhere

Not everyone has the finances for technology.

Online availability (2)

The materials are available but it might take more effort

Similar to books, I've often been disappointed in finding what I'm looking for - particularly in audiobooks and movies

Since I showed my wife how to use Libby she is borrowing again

The cost of other sources may be a barrier, but the content the library has doesn't seem to me to be unique.

The library provides them but I feel they are available elsewhere - although not for free.

I can get them other places; I just can't afford to buy all of them. The library is the only place I can get them all for free.

The same materials and more are available from other sources

The selection of digital movies are available on several streaming services.

There are alternate sources for these materials but, usually, at a price.

There are many sources of digital media.

There are very few electronic resources of interest to me

These items available to me.

We can access many of the digital materials elsewhere

We can access, but Oak Park Public Library makes it more economical

We can buy most of the same materials that library has. However, we may choose not to or determine it to be more cost effective to go to the library.

We can easily get it all at home

We can get these items but why buy when I can borrow

We can get these materials elsewhere but the library is more convenient

We could get the material from other places, but generally would have to pay a fee; library use is free of charge

We do not use digital resources from library very much

We don't use the library and get what we need

We get them other places.

We have access to other places and don't need to use the library for this.

While the library is more convenient, most of these things are widely available

With the internet, you can get anything.

Why do you disagree or strongly disagree with the statement “I/my household members would be able to communicate with library staff in a language we are comfortable in”?

Depends on the population of the language speaker and if specific community resources should be used to spend money on someone who speaks a specific language.

Would not expect the library staff to know a multitude of languages.

Why do you disagree or strongly disagree with the statement “I/my household members would feel safe at the library”?

A lot of strange people hanging around

Again, the fact that the library serves as a de facto homeless shelter ...

Again, too much misbehavior is tolerated.

Although I hesitate to use the restrooms because I've found sketchy people in there in the past

Because of the location, sometimes there are a lot of homeless in need of mental health services and I have witnessed a few instances where security had to be called either in or near the library.

Bums

Don't want to be panhandled

Generally, I agree it's safe. Why I marked disagree, these happen(ed): loud arguments (occasionally); actual physical confrontation (once); husband got accosted when leaving library at night by young man making vague threat about forking over goods/money or else.

Have had several uncomfortable experiences

Homeless people with mental health issues

However, the amount of adult homeless males is alarming and inappropriate for our local library.

I do not personally feel unsafe but have elderly family members that do.

I don't feel comfortable letting my middle school age children wander alone in the library. Sometimes I don't feel safe there as a woman.

I don't feel my belongings are safe unless I keep them close to me at the library. I also do not see security walking around at the library where at other libraries, staff circulate. Seems like one person could be at the desk and the other person walk around to see if anyone needs help.

I don't feel I can leave my coat or bag at a chair.

I have always felt unsafe, even though there is usually a policeman onsite.

Increasing levels of noise and disturbances.

It is difficult to keep track of multiple small children in the children's area of the main library. The doors are always open so small kids can take off and leave the library if the parent is trying to wrangle the other.

It is important to feel safe in public spaces.

It's a public space in a city environment.

Large increase in homeless/mentally ill people at the library makes me feel a lot less safe than I used to.

My purse was stolen at the library with everything in it and I feel that the one in charge was very unhelpful and didn't take it seriously. Although the Oak Park police assisted me in the report the library staff was not very helpful and had an attitude.

Not always

Not at main branch - too many homeless spend the days there, bathrooms unsafe

On several occasions, I have been approached by people with mental illness. Also, I don't feel safe sending my 13-year-old son alone to the library. There are also groups of loud teens that collect near the entrance. Many times they are smoking marijuana or cigarettes.

One reason I haven't visited the mail branch was the "problem" with homeless loitering. I did not feel safe. Nor did I like the urination in the stairwell.

Sometimes there are unsavory people inside and outside the library

Sometimes uncomfortable with homeless but appreciate that they have a place to go.

Teenagers seem to gather and I've seen fights and police out front. For the most part I feel safe, but sometimes there are some questionable characters outside. Also, the smell of urine.

Teens are loud and disrespectful; homeless people are gathered in lobby; people use bathroom for vaping and homeless use it for bathing

The homeless people make me feel unsafe sometimes

The homeless people who loiter in the entrance or go upstairs and fall asleep

The library does seem to attract some less fortunate members of our community. Perhaps they are not actually a part of our community?

There are features that do require alertness. But staff and community resources/police are very reassuring.

There are times at the library when I feel I have to watch everyone and everything. I cannot send my granddaughter into the restroom alone.

There have been two incidents where homeless men in the library have approached my daughters. And another time a creepy guy tried to talk to me and was asking for my phone saying he was looking for models and escorts!! We reported all the incidents.

There is a lot of loitering

This is a tough one. But I do see some people using the library that I don't always feel safe around and wouldn't want my children alone there. I have empathy for the homeless but sometimes I see behavior by certain individuals that isn't safe.

Too many drunk people-scares my kids

We have visited the main library and been run over by unsupervised teens/children.

Weird homeless people and loud teens.

While I support the library as a service for homeless and mentally ill; I will admit that I would not let my pre-teen use bathrooms unaccompanied in the library (except in the kid's area)

Why do you agree or strongly agree with the statement “Getting to the library would be difficult”?

Hard to park near the main branch.

Have to use public transportation to and from. inconvenient

I am older, use a cane.

I have a problem getting around.

I slipped and fell and can't really walk. Can I still get books?

I'm a senior

In my present state of health, yes.

It's the question of the limited days open

Libraries are fairly evenly located geographically in the village, so everyone has access. Except for Sunday hours the hours they are open make them accessible.

Main library is difficult to park at.

No means of transportation would make it hard

No parking, usually it is paid parking. Parking should be free at the library.

Not for me but my husband who is disabled

Only when we can no longer drive

Parking at the main branch is a pain.

Parking can sometimes be an issue

Parking is expensive and hard to find

The main branch is hard to get to.

With the new high rises there really isn't a place to park and walk anymore. I get to the library by walking. Haven't been in the garage for a long time.

Why do you agree or strongly agree with the statement “There would not be enough parking at the library”?

At the lake location

Because it is true.

Built in a zone already lacking in parking

But difficulty parking makes me ride my bike or walk, doesn't dissuade me from using library.

Can't always find a space.

Depending on time of day and which library, parking is bad. Our local branch, we can walk to.

During peak times parking is hard. Would be nice to have a sign letting you know garage is full before entering and idling around.

Garage full at main library; lack of parking on street. We walk to Maze.

Garage is small

Garage often full on weekends. I usually ride my bike.

General parking as well as handicap parking.

High traffic area at main location...and parking is not free.

Honestly this is true. Sometimes I just drive through the drop off and go home and use BookBub to get a free or cheap book to read on my Kindle.

I always worry about finding a spot - but frankly, I always have found one, with a bit of searching.

I had waited several times for a spot for more than 15 minutes.

I have two small children and it's challenging to park and get into the main branch.

I often cannot find a parking space in the lot.

I sometimes have trouble finding parking at the main library.

I usually walk so it's not an issue; but parking is difficult even with the underground parking-the space is limited and awkwardly designed/hard to get in/out of spaces.

I've had parking difficulties at main library when there are special events.

In the winter it's very crowded.

It has been close sometimes but never seen it fully occupied.

It is occasionally a problem at the main library.

It's getting tighter!

It's hard to park close to the library.

I've been fortunate in finding free parking around the corner, but the spots are often limited - more reliable parking options for a full day at the library would be a huge draw for me!

I've had a hard time finding parking at the library many times.

Limited dedicated library parking.

Limited spaces in parking lot and on the street

Lot at main library is almost always full (6).

Minimal street parking.

Need more spaces

No room for more parking

Not enough library parking spaces

Not enough, and costs too much if you stay a long time.

Often cannot park easily or waste time entering parking only to find it full.

Often lot under library is very full. Can park on street.

On three or four occasions, parking has been a challenge.

On weekdays after school, the lot under the main library is often packed.

Parking a problem at main library (2)

Parking in Oak Park is getting more difficult everywhere.

Parking is an issue at main library.

Parking is difficult everywhere have no answer to that problem

Parking is difficult in Oak Park.

Parking is difficult to find in many areas of Oak Park, especially in area where main library is located.

Parking is hit or miss on the street. The parking garage is a joke.

Parking is very limited and sometimes there is difficulty getting out of the garage.

Small garage for the number of people using it. Always crowded there.

Some of the library's don't have parking lots.

Sometimes it is hard to park. Need parking for a quick run into the library, just to pick up holds.

Sometimes parking at the main library is a challenge

Sometimes parking can be difficult

Sometimes the lot is full

Sometimes the lot is very full - I haven't been shut out yet but I feel I could be if I went during the busiest times.

That has been my experience; also, the Village requiring registration of bicycles doesn't help

That's common throughout Oak Park.

The demand for parking in the area outstrips the availability.

The garage can fill up quickly, street parking is metered on both Lake Street and the cul-de-sac.

The garage is small and parking is limited near the main library

The garage is small and the spots are tiny

The garage spaces are very tiny

The library garage is often full and only paid parking is available on the street.

The library on Lake Street you sometimes have to walk a couple blocks from where you park.

The lower level parking at peak times is often jammed and full.

The main branch sometimes has limited parking during high use times.

The main library has limited garage parking and Lake Street is usually parked up. It would be great to have a better parking access plan.

The parking at the main library is difficult.

The parking garage has limited availability and street parking is limited as well.

The parking garage is tight and small. My wife won't use it because it scares her to park where there isn't good vision for safety.

The parking garage is uncomfortable to navigate and sometimes prefer to stay longer but do not want to pay too much for parking

The parking lot at the main library is often full and it is difficult to find spaces on the side streets around it.

The parking lot is miniscule.

The parking lot is often full; perhaps a time limit would be beneficial.

The underground garage was and is a gigantic waste of money. A library in the center of an urban area does not need to offer underground parking.

There are cars in garage that do not belong to patrons of library.

There have been many times the lot is full at main library since people park there and do not use the library.

There have been times that the lot is crowded and I can't find a parking space.

There is not a parking lot for Dole, but there is usually close street parking. The parking garage at the main library is sometimes full.

There is not enough parking (4).

There isn't sufficient parking in the garage or on the street.

There's about a 50% chance I'll find parking in the library garage.

There's not enough parking anywhere in Oak Park (2).

This applies to the main library.

Underground lot is often full, can't find on street parking spaces.

When I did use main library lack of parking was always a problem. The other branches aren't much better with limited street parking in neighborhoods.

Why do you agree or strongly agree with the statement “I/my household does not have access to technology (computers or smartphones/high speed internet) to use the library’s digital materials or resources”?

Because my household don’t have a computer.

I do have access to technology (2).

I have access to technology but I don't know how to use the library's digital materials.

What could the library do to make it easier for this person to access or use the Oak Park Public Library buildings or services?

A ramp from the front would help a lot.

Always have a (clearly indicated) sensory room for kids with sensory issues—this includes kids with Down syndrome and Autism. The kid's area is very open and sometimes difficult to deal with for those with sensory issues.

Always make sure bathrooms are wheelchair accessible.

At this time, it seems convenient. It is well lit, and it has an elevator. However, if there was an area that was a little bit low lit (which is hard if you are reading there) would be okay as well. Meaning if the bulbs catered to those with light sensitivities in one of the rooms.

Books are too high on upper shelves for people in wheelchairs

Can't reach the books from my wheelchair but at least there is home delivery program. In bad weather I could not go to the library. Rain and snow are huge deterrents.

Closer parking

Handicapped parking. Railing and ramps.

Have a quiet room for those with sensory issues.

I am in a wheelchair and need help with reaching some items. The staff and other patrons willingly help me.

I have trouble climbing stairs, but other than that it's easy.

Just need elevator.

Keep entryways clear; ensure elevators are working

Make sure that in addition to wheelchair accessibility, there are large print, braille and American Sign Language interpretation.

More parking spaces for the handicapped in parking lot and around the library.

My 9-year-old has a reading disability or dyslexia. She used the library most in our family though. Always checking out books and movies. But there aren't any programs or materials that could provide reading support that I have found.

Not sure the library can provide some services, like van pick up,

Picture Exchange Communication Systems (PECs) or other Augmentative and Alternate Communication (AAC) opportunities in kid's section.

Provide a tour

Publicize information on benefits of library for persons with various and/or multiple disabilities.

Sensory friendly spaces

Slightly more accessible staff assistance

The disability is anxiety related. They do not feel comfortable around any other people. The library is a very public space and therefore anxiety producing.

Transportation is the key impediment but non-library services (taxi, etc.) help there.