



Highlights from LVDDL's 2026 Community Survey Results



In an effort to learn more about our community, Lake Villa District Library conducted a survey from January 1 to January 31, 2026. The survey was available online and in print and was promoted through the library's print newsletter, e-newsletter, website, and in-building print and digital signage.

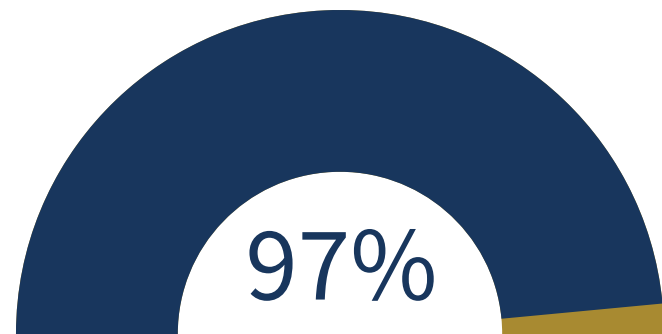
The survey consisted of 25 questions covering demographics, customer service, collections, programs, services, communications, representation, and community concerns. For library-specific questions, respondents were asked to think five years into the future and consider the importance of various services. They rated their experiences using the following scale: Very Satisfied, Satisfied, Neutral, Dissatisfied, Very Dissatisfied, and Not Applicable. Respondents were also invited to provide open-ended feedback.

A total of 560 responses were received. This memo is an overview of the survey results. The full results can be made available upon request.



Our Community Loves LVDL

Nearly 97% of respondents indicated a high level of satisfaction with the library. Comments were overwhelmingly positive and heartwarming, with the word "love" appearing frequently.



Staff Is Our Greatest Strength

Survey respondents identified staff as one of LVDL's greatest strengths.

97% Said staff were welcoming and approachable.

95% Said staff were responsive.

92% Said staff were knowledgeable.

The results suggest that what respondents value is LVDL's "human-centered service" not collections or facilities. Staff make the library welcoming, helpful, and accessible.





**“Staff is amazing and
incredibly helpful.”**

“Very friendly staff, always willing to help.”

*“I am always impressed with the staff’s
professionalism and willingness to assist.”*



What Respondents Value Today —and Want for the Future

In addition to measuring satisfaction with current library experiences, the survey asked respondents what they believe will be most important to LVDL over the next five years. The responses revealed a strong connection between what they value today and where they hope the library will continue to grow.



Collections


Respondents expressed strong satisfaction with library collections overall as well as the selection of titles and formats.

Looking ahead five years, respondents identified the following as top priorities:

- **Adult books**
- **Youth and picture books**
- **eBooks and eAudiobooks**
- **Online learning resources**
- **Additional copies of high-demand titles**

The survey also suggests that traditional physical media—such as DVDs, Blu-rays, CDs, and print magazines—are becoming less central to many respondents.





“I wish the wait time for Libby wasn’t as long and that there were more selections. For example, when I see lists of top thriller books on social media, about a quarter of them aren’t available, which is a bummer.”

“The collections and services are up-to-date and accessible.”

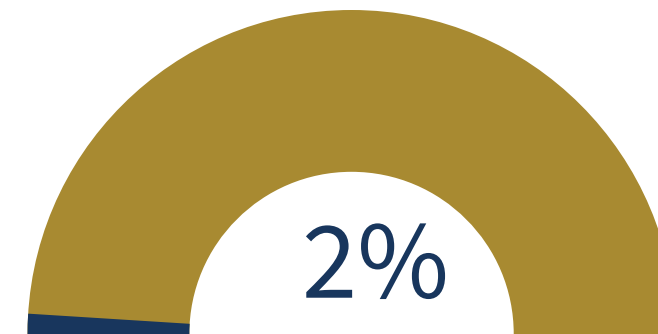
“The library is so nice and clean that we have become more engaged in reading than before.”





Programs

Library programs also received strong praise, with only 2% of respondents indicating dissatisfaction.





Looking toward the future, respondents indicated that all types of programs will remain important, suggesting a desire for the library to continue expanding its offerings. As one respondent noted, “Keep experimenting with new ideas.”

“There are some adult programs offered during the day that I cannot attend because I work. I would love to see more evening author events.”

“I love taking my son here. It is a great environment for him to interact with other kids.”

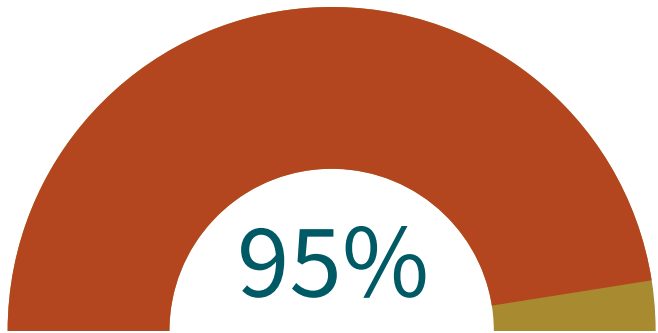


Services and Spaces

Library services and spaces received exceptionally high marks, with 95% of respondents reporting a high level of satisfaction.

When asked what should matter most over the next five years, respondents placed the highest importance on:

- Finding materials easily
- Access to technology
- Quiet spaces
- Technology assistance
- Outdoor spaces
- Children's play areas



The survey also reflected significant excitement about the Great Lawn and outdoor gathering spaces.





“The new library is really beautiful.”

“The building and grounds are beautiful.”



A Trusted Community Resource

Many respondents described the library as a source of stability, trusted information, affordable opportunities, and meaningful community connection during uncertain times.





“I appreciate the variety of resources and programs the Lake Villa District Library offers.”

“Everyone is always very friendly and helpful.”

“I love the LVDL people. They are always friendly and helpful.”





What's Next?

Guided by the survey results, library leadership has developed strategic initiatives that will go into effect July 1, 2026, informing our future work. We are grateful to the people who participated in the survey and for the unyielding support of our community. We will do our very best to serve you for years to come.