

**Ridgedale Library Community Survey  
Results Summary  
June 3, 2016**

**Background:** Online and paper surveys were conducted to inform the planning process for the Ridgedale Library Renovation project. A Survey Monkey poll was posted on Hennepin County Library's main webpage with links to the Building Projects and Ridgedale web pages for approximately three weeks from mid-December 2015 through the first two weeks in January, 2016. An identical print survey captured in-library patron responses for the same three-week time period. 437 surveys were completed online and 206 printed responses were collected in the library. A digital sign in the library lobby projected information about the proposed project and promoted the survey.

**Ridgedale Library patron profile:** The largest group of Ridgedale patrons are in the 35-54 age range. Approximately 30% of patrons who completed the survey are accompanied by children. When you add the three top responses for the frequency of visits together, nearly 70% of patrons visit the library once a month or more. Browsing and finding items to check out are the most popular activities. Picking up items on hold, studying/working, using computers and using the early literacy area also had strong responses.

**Four open-ended questions were asked:**

- What is one thing we absolutely should not change at the Ridgedale Library?
- What is one thing you would like us to change at this library?
- What services or features would inspire you to visit this library more often?
- What would you like us to know about the Ridgedale community?

**What we heard from Ridgedale Library patrons:**

- Maintain a diverse collection with deep resources
- Enhance and expand the children's area
- Improve the teen area
- Preserve the quiet atmosphere in the library
- Upgrade spaces for individual and collaborative study and work
- Provide an in-library meeting room that can accommodate larger groups
- Boost access to natural light and improve window-seating options
- Add technology such as larger-format scanners and maker spaces
- Increase power outlets to support mobile technology

**Outside the project's scope:**

- Improving the Ridgedale Service Center's common areas including the parking lot and building entrance are not part of the current project.

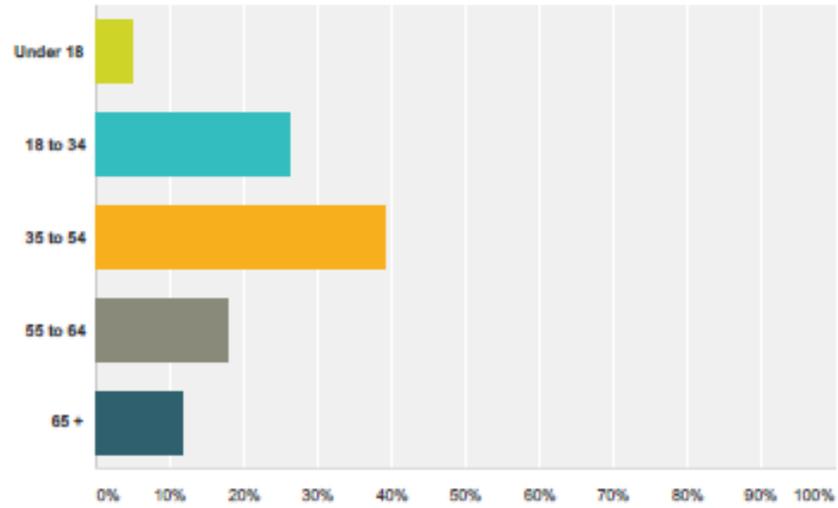
**Questions:**

- Please contact Lois Lenroot-Ernt, Hennepin County Library - Capital Projects Office: [lrenroot@hclib.org](mailto:lrenroot@hclib.org).

# Ridgedale Library Renovation Survey

## Q1 What is your age?

Answered: 603 Skipped: 40

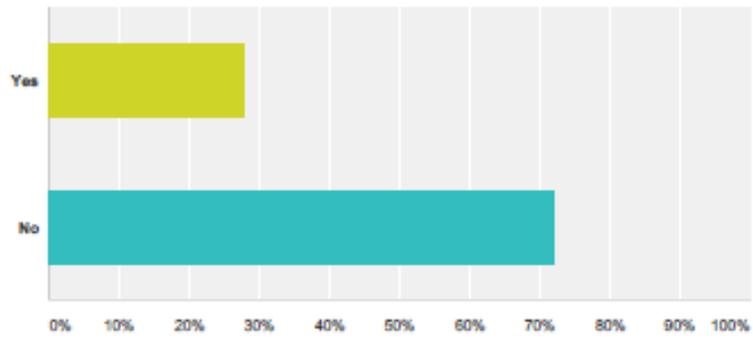


Answer Choices	Responses	
Under 18	4.81%	29
18 to 34	26.37%	159
35 to 54	39.30%	237
55 to 64	17.74%	107
65 +	11.77%	71
<b>Total</b>		<b>603</b>

Ridgedale Library Renovation Survey

**Q2 Do you have children with you today?**

Answered: 595 Skipped: 48

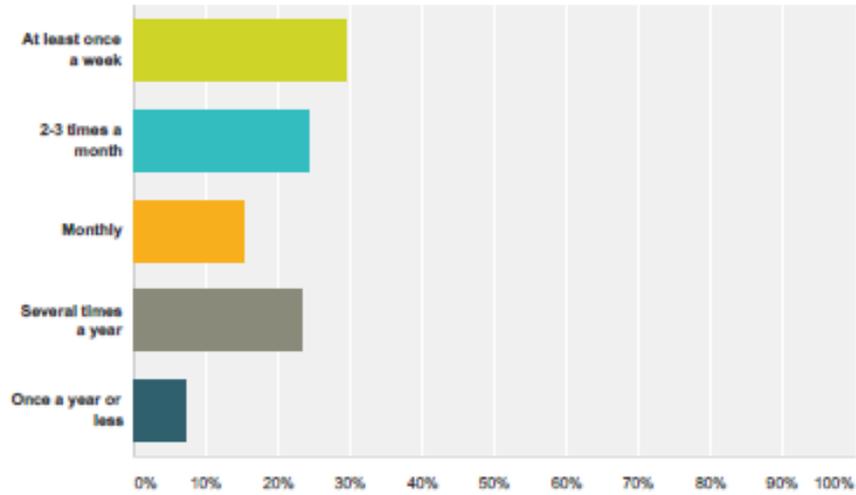


Answer Choices	Responses	
Yes	28.07%	167
No	71.93%	428
<b>Total</b>		<b>595</b>

# Ridgedale Library Renovation Survey

## Q3 How often do you visit Ridgedale Library?

Answered: 614 Skipped: 29

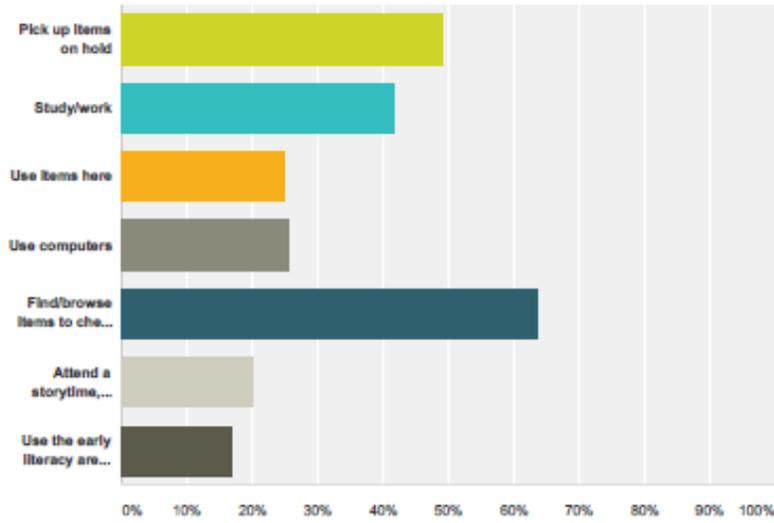


Answer Choices	Responses	
At least once a week	29.48%	181
2-3 times a month	24.43%	150
Monthly	15.31%	94
Several times a year	23.46%	144
Once a year or less	7.33%	45
<b>Total</b>		<b>614</b>

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Q4 Why do you visit? (Select all that apply)

Answered: 593 Skipped: 59



Answer Choices	Responses
Pick up items on hold	49.07% 291
Study/work	41.65% 247
Use items here	25.13% 149
Use computers	25.46% 151
Find/browse items to check out	63.58% 377
Attend a storytime, program, event or class	20.07% 119
Use the early literacy area with children	16.86% 100
<b>Total Respondents: 593</b>	