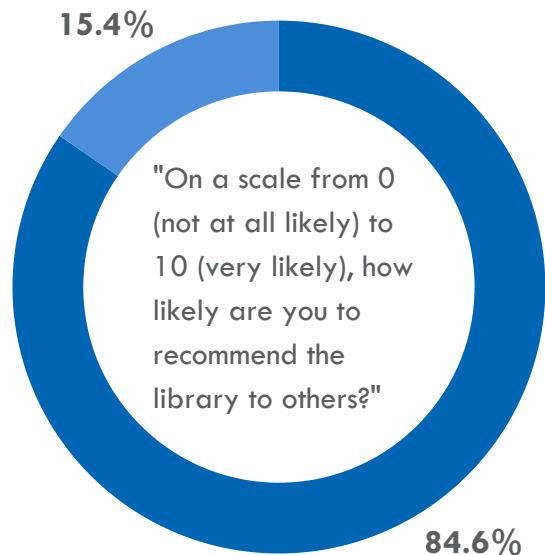


October 2025 Community Satisfaction Report



More than 8 out of 10 active library cardholders surveyed this month were **very likely to recommend** the Addison Public Library to others.



- Promoters (rating of 9-10) = happy supporters
- Passives (rating of 7-8) = satisfied
- Detractors (rating of 0-6) = dissatisfied

Addison NPS Survey: Data from 10/1/2025-10/31/2025



96% of library user households are satisfied with the Addison Public Library.

NIU, "Addison Public Library Community Needs Assessment Survey", October 2020



What are you saying about the library?

- "I have many acquaintances who live or work in the Addison community. I am constantly sharing programs & opportunities offered by the library. They are **especially intrigued by the Library of Things.**"
- "User friendly physical and online space. Helpful staff."
- "Good service, **easy to use website** :)"
- "I love the Addison Library! Librarians are friendly and helpful. Books are available in so many formats. **Wonderful community feel.**"

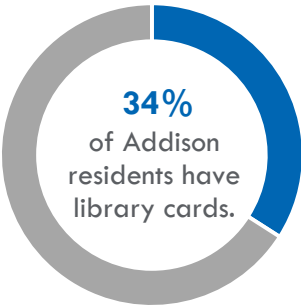
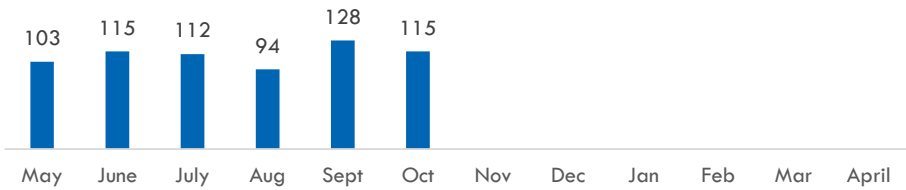
Addison NPS Survey: Data from 10/1/2025-10/31/2025

October 2025 Library Usage Report

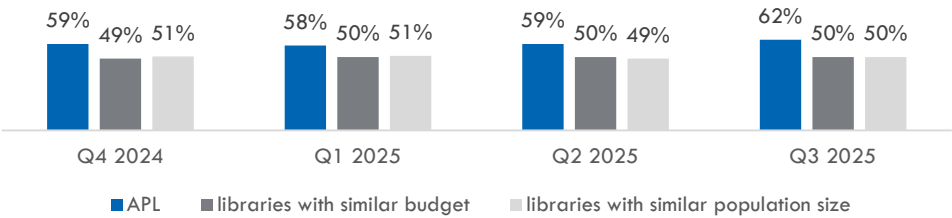
Library Cards

115 new library cards were given out this month.

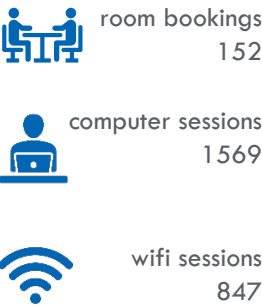
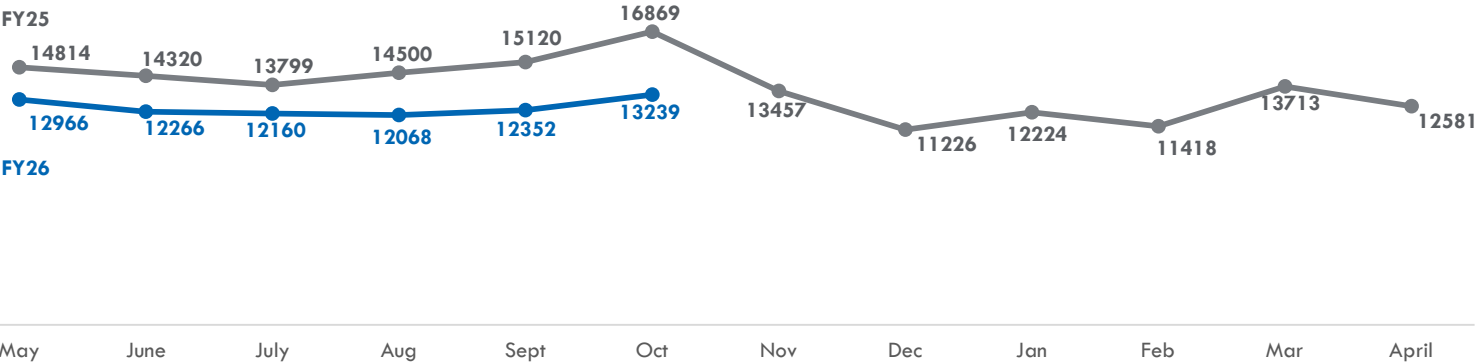
new library cards this fiscal year



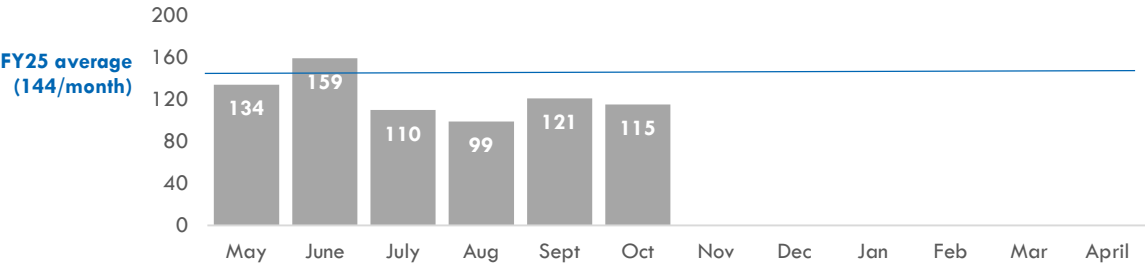
percentage of new cardholders who signed up between 12 and 24 months ago and actively use the library



Library Visits

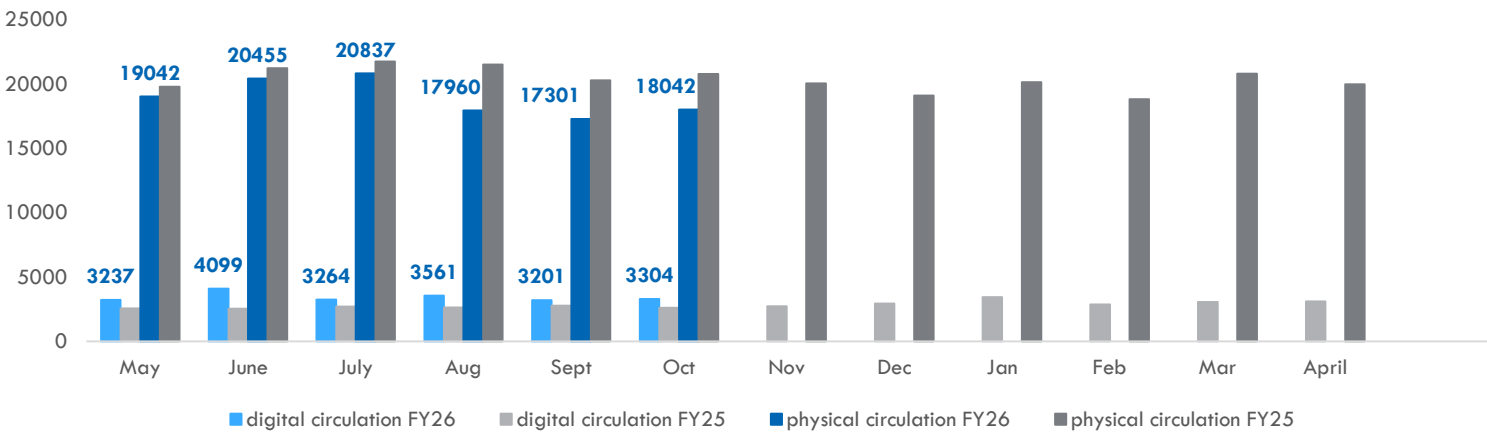


total one-on-one appointments



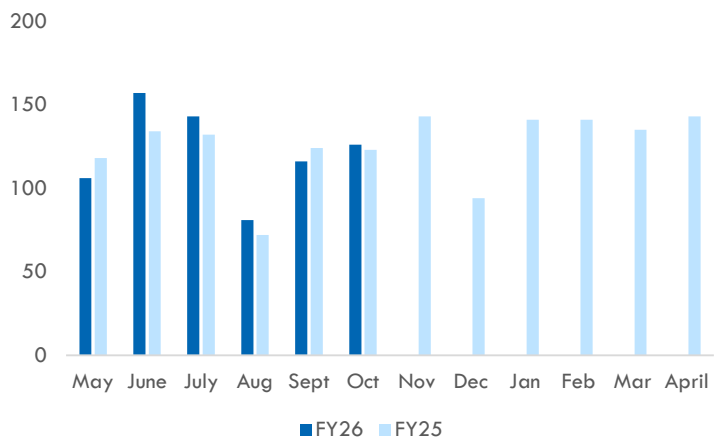
Circulation

21346 total checkouts this month.

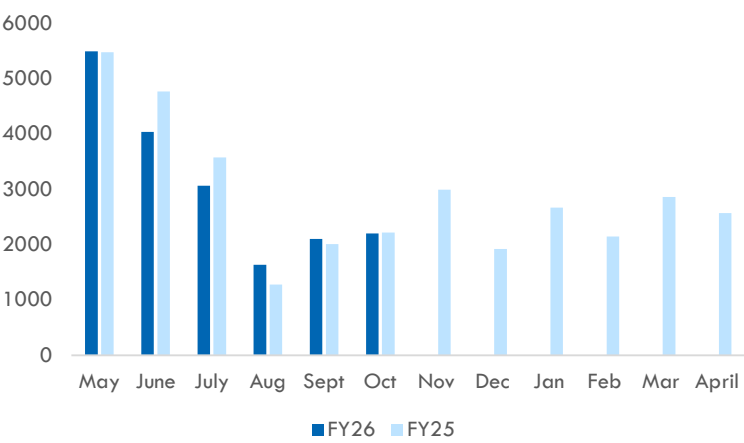


Programs & Outreach

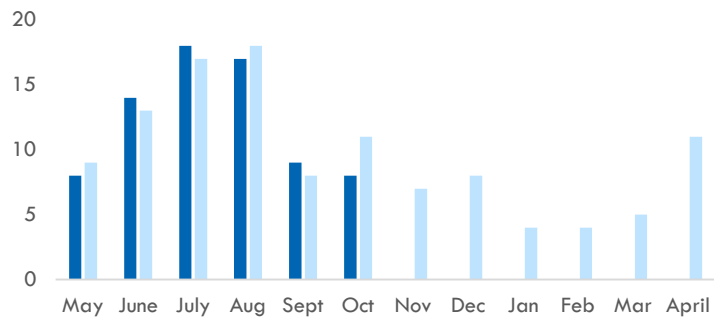
programs held



program attendees



outreach events held



people engaged at outreach events

