

Woodridge Public Library Long Range Plan: Framework Summary

Core Components of Plan

1. Our Values – What we Believe – Long Term Timeframe

Values statements have been gathered and developed from existing WPL policies, documents and initiatives.

2. Our Mission – Why We Exist – Long Term Timeframe

The **Mission** statement was developed by Board and staff at the Long Range Planning Retreat.

3. Our Vision – Where We are Going – Medium Term Timeframe

The Library's **Vision** Statement will be sustained by four Foundation Statements that have been identified during the Strategic Planning process. The process included: staff in-service on customer-focused libraries, public focus group SWOT, community survey, community and library data analysis, review of public library standards, Board of Trustees SWOT, Staff SWOT, and examination of sample plans from comparable public libraries.

4. Our Strategies – How We Will Get There – Medium and Short Term Timeframe

Goals that support the library's vision (the four Foundation Statements) have been developed through careful synthesis of information gathered during the Strategic Planning process.

5. Our Tactics – What We Will Do – Short Term Timeframe

Specific actions that Library staff, administrators and trustees can take to achieve the goals of the Long Range Plan have been identified through the Strategic Planning process. These **tactics** reflect the priorities identified by patrons, staff, trustees and administrators.

Supporting Materials found in Appendices:

○ Priority Voting Synthesis

This document lists priorities identified through the Strategic Planning process, identifies which groups supports the tactics and which of the four thrusts these priorities may fall under.

○ Customer-Focused Library Ideas Generated 8/28/09

This document outlines tasks that can be done to *Market Resources Effectively* and revamp library signs. Ideas were generated by staff in response to research presented on how patrons use public libraries.

○ Programming Topics and Collection & Materials Patron Requests

This document lists the specific patron requests gathered during the planning processes and further details tactics the library can use to meet Long Range Plan goals.

Woodridge Public Library Long Range Plan: Values, Mission and Vision Statements

Values

We value library patrons, providing courteous, friendly and attentive service to all.¹
We value the Library as a community facility in which open and productive communication can flourish.²
We value the community by striving to enhance the quality of life of Woodridge residents.³
We value the collection of and access to a wide diversity of materials in various formats.⁴
We value technology access for our patrons and as a means to deliver library services.⁵
We value the privacy of our patrons by keeping transactions confidential to the fullest extent of the law.⁶

Mission Statement

Providing our community opportunities to learn, enjoy and explore.

Vision Statement

Woodridge Public Library is a dynamic leader and valued partner in the community. We are the center for innovation, lifelong learning and enrichment, vibrant and patron-focused services.

¹ WPL Employee Manual 14.1; WPL Reference Service Policy; WPL Long Range Plan FY05-FY09

² WPL Employee Manual 1.2.3; ; WPL Long Range Plan FY05-FY09

³ WPL Long Range Plan FY05-FY09; Bylaws of the Board of Library Trustees (broad interpretation)

⁴ WPL Collection Management Policy; Serving Our Public 2.0: Standards for Illinois Public Libraries

⁵ WPL Internet Access and Computer Use Policy, WPL Reference Service Policy; Serving Our Public 2.0: Standards for Illinois Public Libraries

⁶ WPL Employee Manual 14.2

Woodridge Public Library Long Range Plan: Four Foundation Statements with Supporting Goals

Foundation Statement: Awareness

- Woodridge residents and community partners are aware of library services, collections, programs and staff.
- The Library is seen as an important community organization and center.

Goals

- Using a variety of approaches, enhance the Woodridge Public Library's public profile.
- Focus on services which highlight the Library's value to each community member.
- Reach out to underserved members of the community.
- Invite community partners to share in programming opportunities.
- Implement ideas generated to Market Resources Effectively.
- Overhaul interior and exterior signs to improve awareness.

Foundation Statement: Facility/Physical Plant

- The library building attracts residents for study, reflection, self-directed learning, work, entertainment and enrichment.
- The library facility is a major component and asset of Town Center.

Goals

- Provide the community with a clean and well-maintained facility.
- Ensure facility is well-organized and oriented toward patron convenience.
- Explore ways to enhance overall patron experience.

Foundation Statement: Financial and Organizational Excellence

- The Board of Trustees, the Administrator, and Management Team are responsible in their use of public monies, maintaining a strong financial base for the Library's operation.
- The Library pursues excellence in providing resources and services to the community.

Goals

- Expend adequate funds to pursue library initiatives and maintain appropriate services and staffing.
- Maximize resources by joining with community partners.
- Allow staff time to plan for and implement new services.
- Meet patron collection expectations.
- Seek excellence in patron-oriented services.

Foundation Statement: Services

- Library collections, programs, technology and staff meet the ever-changing needs of the community.
- Services and resources are provided within the library building and remotely.

Goals

- Establish excellent and friendly patron-oriented service.
- Present programs that offer enrichment, education and entertainment opportunities.
- Identify and support rapidly changing technology and resources that meet patrons' needs and enhance service.
- Maintain collections that meet the life-long learning, leisure and educational needs of community members of all ages.
- Provide for collections and programming that reflect our community's diversity.
- Increase access to library resources and services.

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Awareness Tactics "Menu"				
		MRE (Market Resources Effectively)		
Public Profile	Community Outreach	Additions	Space Improvements	Signs
Advertise in local papers	Approach multifamily dwellings	Exterior changeable marquee sign for events / closures	Change "What's going On?" display more	Add signs on end caps facing out
Advertise meeting spaces and study rooms	Be a part of village activities to build relationships	Face out shelving for New books, AV, all adult (bookstore display)	Change subjects on Power Wall	Follow Signs Best Practices: Change Frequently Programs/event signs can be creative Remove Outdated Use consistent color and typeface within collection
Advertise patron oriented services: email notifications, ILL, foreign language DVDs in pink cases...	Have a Library booth at Jubilee	Lobby sign for Children's Department	Improve displays so they are not too busy	
Create floor map brochures	Engage volunteers to reach out to community ethnic groups	Mounted floor plan	Improve paperback shelving	
Utilize email for Programming invitations	Expand Friends of the Library	Specialized displays in the lobby	Interfile non-fiction AV with books	
Create e-Newsletter	Increase community involvement by sending staff out	Tables and umbrellas out front	Make popular collections more visible (Fiction and Biographies)	
Revamp print newsletter	Interact with schools to see what projects kids are researching & writing about	Invigorate Dewey Decimal System:	Make tax forms, fax, copier more express	Revamp signs: Anime+Manga+Video
	Use website for promotion	Establish interactive kiosk at Seven Bridges	Move current events table to adult area	
Utilize Channel 6	Invite school visits	Use images / pictures to find Science and Math books	Move public computers towards the back	AV
Utilize social media for advertising	Involve various ethnic groups	Better display for artwork on walls	Remove spinning shelves	Circulation
	Publish newsletter in different languages	Greeter / Info desk in lobby	Replace wire racks	Closing Signs
Provide patron online catalog / account training (SWAN)		LCD display at circulation desk with scrolling marquee		Fiction
	User-friendly website	Provide snacks, coffee, tea	Rotate display in lobby	Indoor Book Return
	Work with other municipal organizations and cross-promote	Staff newsletter column	Find better location for book sale	New Fiction: visibility
			Rearrange CD collection so more user friendly	
				Non-Fiction
				Public Computer
				Reference Info desk
				Replace missing Restroom
				Small rules signs
Shaded cell = Implemented / ongoing				
Italics = Most Requested				

Updated February 13, 2013

Foundation Statement: Facility/Physical Plant

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- Provide the community with a clean and well-maintained facility.
- Ensure facility is well-organized and oriented toward patron convenience.
- Explore ways to enhance overall patron experience.

Facilities Tactics "Menu"			
Overall Facility			
<u>Cleanliness</u>	<u>Maintenance</u>	<u>Organization / MRE*</u>	<u>Patron Experience</u>
Cleaner bathrooms	Continue with Capital Plan	Improve display of artwork	Add & enlarge study rooms
Cleaner lighting fixtures	Develop plan to address issues/ aging building	<i>Improve signage</i>	Allow self check-out
More dusting	HVAC - temperature throughout building		<i>Better chairs (task) for public computers</i>
	<i>New carpet</i>		<i>New furniture for public (comfort)</i>
	<i>Paint - add color</i>		Provide coat area
			Reduce Noise
			Soundproof study rooms
			<i>Improve phone system</i>
			<i>Provide coffee shop or vending café</i>
First Floor Facility			
<u>Cleanliness</u>	<u>Maintenance</u>	<u>Organization / MRE</u>	<u>Patron Experience</u>
	Improve lighting	Better signs for "New Books" bookshelves	<i>Consider layout of computers by task or patron need</i>
	Support patrons' use of personal technology devices i.e. electrical outlets	Floor map in lobby	Look at YA space on 1st floor
		<i>Improve layout and flow of first floor</i>	
		More space for public computers	
		Slat wall on the end of shelving units	
		<i>Improve shelving for book sale</i>	
Second Floor Facility			
<u>Cleanliness</u>	<u>Maintenance</u>	<u>Organization / MRE</u>	<u>Patron Experience</u>
Uncluttered reference desk	Improve lighting over reference desk	<i>Reconfigure Children's space</i>	
		More seating in Children's	
		Upstairs check out area	
		<i>Reorganize collections</i>	
Outside Facility			
<u>Cleanliness</u>	<u>Maintenance</u>	<u>Organization / MRE</u>	<u>Patron Experience</u>
	Awning over outdoor book drop	<i>Improve signage</i>	Add tables and umbrellas out front
	Canopy over staff entrance		
	Consider condition / space use of parking lot		
	Improve security of outdoor book drop		
Shaded cell = Implemented / ongoing			
<i>Italics = Most Requested</i>			
*MRE = Market Resources Effectively			

Updated February 13, 2013

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- Meet patron collection expectations.
- Allow staff time to plan for and implement new services.
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Financial and Organizational Excellence Tactics "Menu"				
<u>Funding</u>	<u>Resources</u>	<u>Patron Expectations</u>	<u>Staffing</u>	<u>Excellent Service</u>
Examine materials budget for possible reallocation			Analyze staffing levels and duties	
Analyze pension funding impact on long term budget	Consider shared use of space ("Satellite Libraries") with Park District, Village, etc.	<i>Plan for ILL future</i>	Develop core competencies for staff	
Consider state funding impact on WPL	Continue shared programming with other libraries	Use surveys to ID patron collection expectations	Encourage Continuing Education that improves patron experiences	
Develop new funding avenues through Friends of the Library	Utilize existing village spaces to meet programming needs		Evaluate tasks for efficiency	
Look ahead to identify long term funding challenges			Promote interdepartmental opportunities including cross training and team building	
Look at alternative sources for funds; grants, fundraising			<i>Adjust number of staff members</i>	
Conduct regular benchmarking studies.				
Shaded cell = Implemented / ongoing				
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- Maintain collections that meet the life-long learning, leisure and educational needs of community members of all ages.
- Provide for collections and programming that reflect our community's diversity.
- Increase access to library resources and services.

Services Tactics "Menu"					
<u>Service</u>	<u>Programs</u>	<u>Technology</u>	<u>Collections</u>	<u>Diversity</u>	<u>Access</u>
Coordinate with schools to meet students' needs	Assess current programming	Expand media collection: DVDs, Cds, Blu-ray, digital titles			Evaluate patron use of library building
Encourage service focused professional development	Expand Children's programs (See Programming Topics Sheet)	Provide digital resources and Databases: <u>Learning Express Library</u> , <u>Consumer Reports</u> ...			Establish remote sites (Kiosks, Book Mobile, Library "Satellites")
Identify home schooling needs	Add different <u>types</u> of programming (See Programming Topics Sheet)	Work with local schools to identify collection and technology needs of their students			Enable self check-out
Self service payment system for printers, copiers etc.		Continue and expand website to highlight promote and provide access to resources and services			
		Explore technology innovations for young learners	Consider patron recommendations for collection development (See Collections and Materials Sheet)		
	Add variety to programming <u>topics</u> (See Programming Topics Sheet)		Utilize surveys to gather patron feedback		
	Expand technology training: topics, times, skill level and number			Analyze census for trends and population shifts	
	Provide online catalog education to patrons				
	Online registration for programming				
		Increase Bandwidth			
		Circulate E-Readers			
		Provide website based Reader's Advisory through blog			
		Staff proactively seeks technology training			
Shaded cell = Implemented / ongoing					
Italics = Most Requested					

Updated February 13, 2013

Programming Topics and Collection and Materials Patron Requests

Programming Topics: Patron Requests		
Topics	Different Types	Improvements
Becoming an Author	"Service Fair"	After work hours book discussions
Cooking	Book Signings	Children's programming on evening and weekends
Downloading Music	Cinema Evening with discussion	Extend Summer Reading Program to August
E-Bay	Host a Culture fest	More story times
Enhance your writing	Intergenerational - attract youth and senior	More Children's' Programming
Facebook	Share your passion / coordinating display	More excitement in Children's summer reading program
Genealogy	Specialty library visits	More for grades 4 - 6
Health Issues	Teaching reading skills to adults	More YA
Historical Figures	Open House / Behind the Scenes Tour	Preschool programs and story times in the summer
Math Puzzles		Sibling friendly Story time
Police - Children - Safety		
Rapidly changing technology		
Reading skills for kids		
Recycling		
Resources for Small Businesses		
Science		
Twitter		

Collections and Materials: Patron Requests		
Topics	Different Types	Improvements
Biographies	Blu-ray	Circulate E-Readers
Children's Music Education	CDs	Improve homeschooling materials
Christian CDs	Children's Blu-ray	Change book layout
Disney DVDS	Downloadable	Consider local school community colleges curriculum
Genealogy	DVDs	Consider local school curriculums
Personal Finance	Foreign language materials	Consumer Reports Online
Twilight Series	Illustrated novels	Current books
	Large type books	Label all books with AR level
	Nonfiction DVDs	Newer Popular DVDs
	Online newspaper	Re-catalog paperbacks (3 letters on spine)
	Rosetta Stone series	Separate Adult fiction into more genres
	Scholarly journals	Update religion section

Updated January 28, 2013

Priority Votes Synthesis with Supporting Group Listed and Initial Foundations Noted

Foundation Statements						Priorities		Groups				
Awareness	Services	Facility	Finance	Votes	Priority	All	BOT	PU	SC	ST		
			Finance	21	Extend hours				SC			
	Services		Finance	17	Computers / wireless	All	BOT	PU	SC	ST		
Awareness	Services		Finance	17	Children's programs (more, evening & weekend offerings)			PU	SC	ST		
	Services			17	More CDs (music, Christian, opera)		BOT	PU	SC			
		Facility	Finance	16	Adult and Young Adult complete redo (move reference desk)	All	BOT	PU	SC	ST		
	Services			15	Programs	All	BOT	PU	SC	ST		
	Services			14	Customer Service / Staff (improve services knowledge, training, marketing)		BOT	PU		ST		
Awareness	Services		Finance	14	Meeting spaces			PU	SC	ST		
			Finance	12	More DVDs	All	BOT	PU	SC	ST		
Awareness	Services			11	Coffee shop / vending area	All	BOT	PU	SC	ST		
	Services		Finance	11	Interlibrary Loan (use, improve wait time, increase awareness)	All	BOT	PU	SC	ST		
		Facility	Finance	11	Up-to-date technology (trends, products)	All	BOT	PU	SC	ST		
		Facility		9	Improve signage in general ("New Books", in-house, outside, streets)		BOT	PU		ST		
		Facility	Finance	9	More books on CD (Audiobooks)		BOT	PU	SC			
	Services		Finance	9	Reduce noise				SC			
Awareness				8	More computer classes	All	BOT	PU	SC	ST		
	Services			8	Newsletter (update, print, online)		BOT		SC			
		Facility	Finance	8	Outdoor return areas improvement (secure)				SC	ST		
Awareness	Services			7	Books	All	BOT	PU	SC	ST		
Awareness				7	Relationship with schools	All	BOT	PU	SC	ST		
			Finance	7	Children's Depart. reconfiguration & add space				SC	ST		
			Finance	7	Email notifications				SC			
	Services			6	Add Blu-ray				SC			
		Facility	Finance	6	Community involvement (participate, improve, diversity, Friends of the Library)		BOT			ST		
			Finance	6	More downloadable titles				SC			
	Services		Finance	6	New furniture for public (refurbish, comfort)		BOT			ST		
Awareness	Services			6	Promote what library does for the community		BOT	PU		ST		
			Finance	6	SWAN (Library Catalog)		BOT		SC	ST		
			Finance	5	Meeting rooms (add, enlarge, use)	All	BOT	PU	SC	ST		
		Facility		5	Better chairs for public computers		BOT		SC			
			Finance	5	Databases			PU	SC	ST		
			Finance	5	Website (continue, expand, use for promotions)				SC	ST		

		Facility		4 Book Sale		BOT	PU		ST
			Finance	4 Drive-up window				SC	
			Finance	4 DVDs and CDs in good working order				SC	
			Finance	4 Educational games in study rooms				SC	
			Finance	4 Homebound		BOT	PU		
			Finance	4 Improve parking (winter, busy)				SC	
Awareness				4 Increase electrical outlets (cubicles)				SC	ST
			Finance	4 More playthings in Children's				SC	
			Finance	4 More seating in Children's Dept.				SC	
		Facility		4 More staff		BOT			ST
		Facility	Finance	4 Patron input on book selection (online)				SC	
			Finance	3 "New Movies" and "New Books" lists				SC	
		Facility	Finance	3 Aging building infrastructure concerns		BOT			ST
Awareness			Finance	3 Announcement system				SC	
		Facility	Finance	3 Book Signings				SC	
			Finance	3 Cinema Nights with discussion			PU	SC	
Awareness	Services			3 Circulate E-Readers				SC	
	Services			3 Continuing Education for Staff					ST
		Facility	Finance	3 Cooking, Science, downloading music programs				SC	
			Finance	3 Cross promotion with municipal organizations (channel 6)		BOT	PU		
Awareness				3 E-Bay classes or programs				SC	
Awareness				3 Games		BOT	PU		
Awareness	Services			3 Improve lighting (cubicles)				SC	ST
		Facility		3 Larger library building		BOT			
		Facility		3 More public computers				SC	ST
		Facility		3 Museum Adventure Passes			PU	SC	
		Facility		3 Paint and new carpet- use colors				SC	ST
Awareness	Services			3 Programming room (bigger, better soundproofing)				SC	ST
Awareness				3 Rosetta Stone (availability, multiple languages)				SC	
		Facility		3 Self-checkout		BOT		SC	
Awareness	Services			3 Social Media classes				SC	
Awareness				3 Summer Reading Program		BOT	PU	SC	
		Facility	Finance	3 Use Technology for PR		BOT		SC	ST
	Services			2 Add bathroom in Adult department				SC	
	Services			2 Better copier				SC	
	Services			2 Better display of artwork				SC	ST
			Finance	2 Copier			PU	SC	
Awareness	Services			2 Create silent computer area				SC	
		Facility		2 Free materials (schedules, tax forms, publications)			PU		
Awareness				2 HVAC, temperature throughout building				SC	ST
	Services			2 Impact of state funding		BOT			ST
			Finance	2 Increase bandwidth		BOT			ST

		Facility		2	Move <i>Friends of the Library</i> book sale		BOT		ST
			Finance	2	<i>Parent Teacher collection</i>				ST
	Services			2	Readers' Advisory resources			SC	
		Facility		2	Volunteer program		BOT		ST
	Services			2	YA collection			PU	ST
			Finance	1	Alternative fund sources (grants, fundraising)				ST
			Finance	1	Evaluate Purchasing			PU	
			Finance	1	Healthy budget that allows library to do things				ST
			Finance	1	Joint village bandwidth purchase		BOT		
			Finance	1	Long term funding challenge		BOT		
			Finance	1	Shared use of space with Park District, Village...		BOT		

Groups		
	ALL	
	BOT	Board of Trustees SWOT
	PU	Public Focus Group
	SC	Survey Comments
	ST	Staff SWOT
Items with only 1 vote are not represented here unless this item came out of a group discussion and may have greater group support	Some positive comments are not listed here although they received several priority votes. For example: Good aesthetics, good provision of study rooms for community...	Votes in bold indicate best estimate or sum for items that fall across thrusts and across groups

Customer-Focused Library Ideas generated 8/28/09

Market Resources Effectively

- LCD display at circulation desk.
 - Scrolling marquee.
- Greeter/ Info desk in lobby.
- Bigger/better signage.
 - Foreign dvd's in pink cases that nobody knows.
- User friendly website.
- Change display in lobby.
 - Staff favorites.
- Better display/location for used books sale.
- Interfile non-fiction AV with Books.
- CD collection arrange in more user friendly language.
- Better sign for indoor book drop.
- Make popular collections more visible (fiction & biographies).
 - Move public computers toward the back.
- Change subject on the POWER wall.
- Declutter children's Reference desk.
- Changeable marquee sign out at entrance to parking lot
- More specialized displays in lobby.
- Face-out shelving for new books, AV, all adult.
- Change "What's going on" items more often.
- Interact with schools
 - Projects kids are researching + writing about.
- Move current events table to adult section.
- Remove spinners- Replace Wire racks.
- Moving sign listing classes, book, discussions, etc... over circulation.
- Add umbrellas + tables out front
- Put signs on end caps facing out at top of racks.
- Displays are too busy.
- Advertise in Bugle + Reporter
- Provide snacks + coffee/tea.
- Better display area for art (on walls – not moveable displays)
- Get rid of Dewey
- Images/ Pictures to find Science, Math books.
- Signs on stacks that say "New fiction", etc... should be on signs with posts so they are more visible.

Use Space Creatively

- For Patrons waiting for computers:
 - More chairs.
 - Update local displays weekly.
 - Signage about upcoming events and classes.
- How space is used:

Lobby:

- Concern – toys are loud. Interlocking colored floor mats to reduce noise + easy clean-up.
- More single/small group seating. Coffee table too large – requires patrons to talk very loudly to hear each other.
- Place for break for a snack.
- Shorter Circ. Desk section : for children/families/disabilities.

Children's:

- Group study room turned into a space for children to use manipulatives: early literacy, activity packs families could use together.
- Use space effectively where parents are waiting for story time children: Upcoming events + Adult information.
- Stair landing usage.
- More permanent storage in story time room.

Adult:

- More face out displays.
- Easily changed signage.
- Debate about where Dvds are placed.

Basement:

- Better usage of downstairs computer room. Sits vacant most hours.
- Letting public use computer room for certain hours 4 – 9 PM (Staffed).

Outdoors:

- More tables (some with umbrellas) and chairs in courtyard.
- Wireless works.

Adult Services

- Collaterals – pre-sort room (pay phone)
- Move Ref. desk to end of tile.
- Replace public computers with lounge chair with laptops + wireless printing.
- Magazines?
- Eliminate (relocate) PBK spinners in mag. Area.
- Reconsider number of back issue magazines
- Weed ref. area+ yielding space 800's, 900's.
- Eliminate index tables.
- Use pillars – Displays cushioned seating, signs- programs, announcements.
- Move new books – Eliminate DVD shelf sticking out narrower DVD shelves in the middle- need more room in aisle
- New books in lobby instead of book sale. Book sale in pre-sort room. New books on walls/shelves outside of PC room.
- Book sale in a study room.
- Tax forms, fax machine. Copiers, more Express (in space previously occupied by ref. desk)
- PBKs shelved around pillars – on window ledges.

- Book sale out of Tech Services.

Orient Yourself to People Convenience

- Better labeling/signage for inside book drop.
- Move reference/info desk closer to dept entrance.
- Roving assistance.
- Consolidate Internet/Computers into one area.
- Better public announcement/intercom system.
- Online program registration.
- Change A/V area for ease of access and better marketing of materials.
- Move friends book sale books to more convenient area – restrooms also would not be blocked.
- Rotate displays in library (especially in center – current “What’s going on display”).

Patron Convenience:

- Sam sign-up is barrier.
- Computer rooms are plain.
- Fiction area is cave.
- Paperback spinners – can they go?
- Power wall is barrier + boring.
- Fax nearer front.
- Children’s is busy, busy, busy.
- Children A.V same as adult.
- Signage is lingo.

Signs

Circulation:

- Better signage for book return.
- Icon-based for restrooms.
- Use columns/posts for AV signage.
- Mounted floorplan.

Best Practices:

- Change frequently (remove outdated)
- Use consistent color and type face within the collection (signs for programs/events/special highlight collections can be creative.

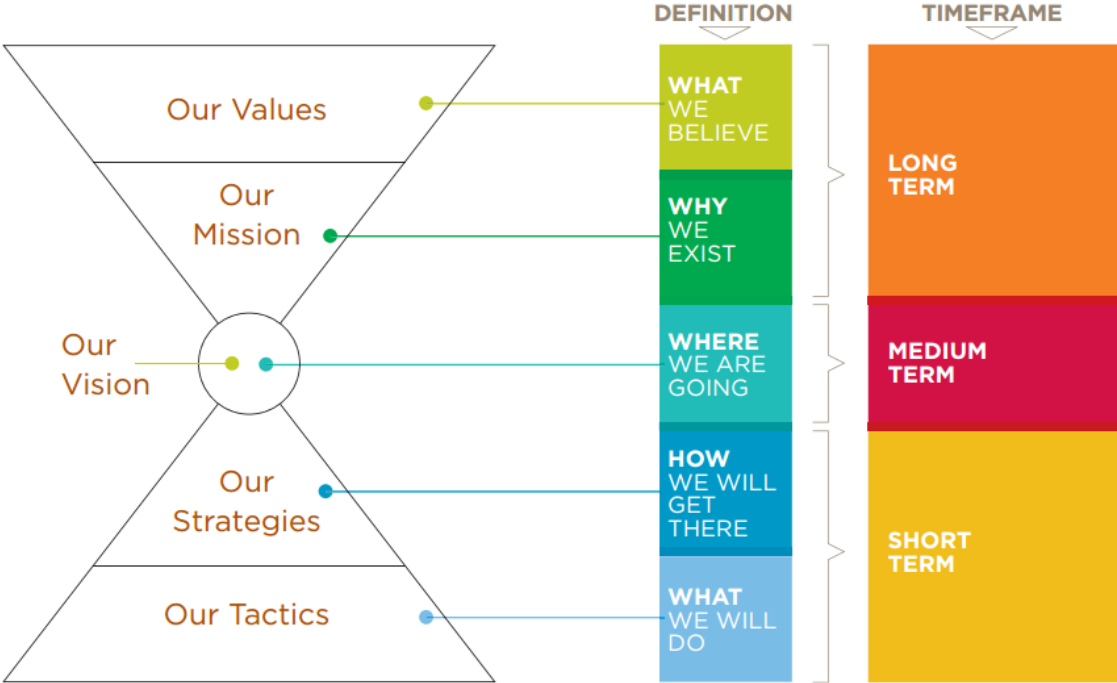
Adult collection:

- Change ref/info sign above adult ref. desk.
- Copier/Large type updated
- Closing signs don’t POP.

- Tunnel entering building from south side.
- Nothing to tell you where to go or what's where.
- Always viewing shelf ends.
- Book return is best kept secret.
- What is "circulation"? too far to adult/ YA desk
- Public computer aren't public.
- Big bold sign for return.
- Better signs to find fiction + non fiction
- Move reference desk.
- New stack signs in children an improvement.
- Change "public computer" to "internet"
- Too many little rules signs.
- Replace missing signs.
- Bigger display signs.
- Bigger, better new book signs.
- Anime + manga books +video together
- Redo AV signs.
- Bigger, better restroom signs.
- Change wording. Example: circulation + check out.
- Remove painted lettering on transom for banners.
- Lobby sign for Children's Department.
- Electric marquee/monitor.

LONG-TERM PLANNING FRAMEWORK

CORE COMPONENTS



Woodridge Public Library

2013-2016 Long Range Plan Historical Timeline

- August, 2009:** Staff In-Service on the subject of **The Customer Focused Library** with Gretel Stock-Kupperman, Metropolitan Library System Consultant and participant in the MLS Customer Focused Library Grant Project. In addition to revealing statistics and usage patterns of patrons, the project resulted in stressing that how libraries present themselves, their staff, and their collections must constantly strive to be patron-focused for and accountable and responsive to the public whom we serve.
- January, 2010:** Contracted with Jamie Bukovac, JSB Solutions to consult with WPL on LRP. Bukovac is the Library Director at the Indian Prairie Public Library, and SMM attended a workshop Bukovac presented on how Indian Prairie Library developed their own strategic plan, branding study, and enhanced marketing focus.
- June/July, 2010:** Held 3 Focus/SWOT Groups (one each with patrons, staff, and Board of Trustees/administration) (SWOT stands for strengths, weaknesses, opportunities, threats.)
- June/July, 2010:** Conducted Community Survey: In Paper and Online, 655 responses
- November, 2010:** Newsletter article in *Library Leaves* discussed major results; survey tabulation results and all comments were published on the Website.
- February, 2011:** Board/Staff Retreat facilitated by Bukovac resulted in a new Vision Statement, revised Mission Statement, and four major **thrusts** to be addressed in written plan.
- At the request of the consultant, several sets of data were compiled for the retreat by the Library Administrator. One of the figures looked at in the data was the percent of salary expenditures versus the total operating budget. When WPL was benchmarked against several other similar libraries in that same category, our percent of salary expenditure was noticeably less than the other comparable libraries. Bukovac suggested that the Library might want to spend the first year doing further analysis of budget expenditures across several categories to see how Woodridge Public Library compared across several areas.
- March, 2011 –**
- January, 2012:** SMM gathered full budgets from benchmarked libraries and provided analysis on staff, programs, circulation, etc. to the Woodridge Library Board.
- July, 2011:** Long Range Plan Staff Committee met and grouped focus group and survey comments into the four major thrust areas for the plan. SMM volunteered to put in order by priority tally.
- January, 2012 -**
- March, 2012:** Benchmarked data on staffing (as well as other comparisons) was made available to the Board of Trustees as part of the FY2013 Budget Process. Based on the initial raw data from all the surveys, focus groups, etc., several staff positions were re-organized for FY13.

- June, 2012:** SMM began organizing survey materials and formulating thrust and goal statements along with the tactics to achieve them. Hired one of the Library's substitute reference librarians as a catalyst, organizer, and writer.
- October, 2012:** Plan presented to Board and Staff; first year tactics to be selected as part of next fiscal planning cycle.
- January 16, 2012:** Formally approved by Library Board of Trustees.

Approved by Board of Trustees

- A. ✓ Use evaluations to recognize excellent service to library patrons. (Ongoing)
- B. ✓ Schedule all public service staff to attend at least one workshop on customer service every two years. (Ongoing)
- C. ✓ Provide access by phone to a real time human voice during all hours of service. (Ongoing)
- D. ✓ Continue existing liaison activity with elementary and secondary schools serving Woodridge children. (Ongoing)
- E. ✓ Participate in local organizations and committees. (Ongoing)
- F. ✓ Maintain good working relationships with other taxing bodies. (Ongoing)
- G. Identify and cooperate in developing special interest groups. Identify and assist in developing two of these groups by close of FY06.

Goal II Increase community awareness of library.

- A. Provide current information about library materials, resources and programs through an electronic newsletter. (FY06 - FY07)
- B. ✓Continue to publish and distribute *Library Leaves*. (Ongoing) Investigate adding a program calendar page to the newsletter. (FY05)
- C. Hold a Library Open House twice each year. (Ongoing) **Had one actual Open House, have had National Library Week refreshments**
- D. ✓Increase number, visibility, and overall effectiveness of displays. (FY05 -FY06)
Bought 5 wooden display units and added Power Wall.
- E. Increase distribution of library promotional materials in the community. (FY05 - FY07)
- F. ✓½ Utilize the public access cable channel to advertise programs and services. (FY05 - FY07)
- G. ✓Create a highly visible central site for library program information. (FY05)

Goal III Improve access to library materials and services.

- A. ✓Develop space utilization plan for Adult/YA Audiovisual materials. (FY05) Implement plan. (FY06 - FY07)
- B. ✓Review existing classification practices. (Ongoing)
- C. ✓Promote and expand homebound delivery. (FY05 and FY06)
- D. ✓Insure that all public workstations are in good working order. (Ongoing)
- E. ✓½ Provide scheduled OPAC instruction for patrons. (Ongoing) **Opted out of classes to provide point of use instruction; may need to return to classes**
- F. ✓Provide pro-active assistance to library patrons who are using workstations or browsing in stacks. (Ongoing)
- G. ✓½ Provide 24 working hour turnaround of materials from check-in to shelving. (Ongoing)
- H. ✓Develop a plan for a wireless network. (FY05 - FY06)

- I. ✓ Create two sit-down stations for OPAC users in Adult/YA Dept. (FY06)

Goal IV **Build collections that respond to community interests; introduce the community to new ideas, concepts, and aesthetic experiences; and foster the excitement of learning and the pursuit of knowledge and discovery.**

- A. ✓½ Continue to strengthen collections for minorities, young adults, new speakers of English, and New Adult/YA Readers. (Ongoing)
- B. ✓ Continue to monitor new and emerging formats – eg. E Books and MP3 – to determine usefulness for WPL residents. (Ongoing)
- C. ½ Use a variety of methods to determine patron interest in collections. (Ongoing) **We listen to patron comments and use suggestion forms, but we don't do surveys.**

Goal V **Provide current, accurate, and useable information in a timely and encouraging manner in response to patron inquiries. The method of inquiry includes but is not limited to in-person, phone, FAX, Email, and TTY.**

- A. ✓ Use existing and new technologies to increase patron access to information services. (Ongoing)
- B. ✓ Increase currency and accuracy of information by developing a replacement system for rapidly changing reference areas. (FY05)
- C. ✓ Maintain accessibility to information through well functioning equipment. (Ongoing)
- D. ✓ Increase awareness of reference services. (Ongoing)

Goal VI **Offer programs that enable residents to make more informed decisions; enrich their lives and stimulate their interest; and foster the habit of lifelong learning through reading, listening, and viewing.**

- A. ✓ Implement a minimum of two new programs for children during each year of the plan. Evaluate new programs as well as existing programs to determine if there is enough interest for continuation. (Ongoing)
- B. ✓ Implement a minimum of two new programs for young adults during each year of the plan. Evaluate new programs as well as existing programs to determine if there is enough interest for continuation. (Ongoing)

- C. ✓ Implement a minimum of two new programs for adults during each year of the plan. Evaluate new programs as well as existing programs to determine if there is enough interest for continuation. (Ongoing)
- D. ✓ Implement a minimum of two new technology programs during each year of the plan. Evaluate new programs as well as existing programs to determine if there is enough interest for continuation. (Ongoing)

Goal VII Staff the library with highly qualified people.

- A. ✓ Provide competitive salaries and benefits. Continue merit based remuneration system. (Ongoing)
- B. ✓ Provide abundant opportunities for professional growth, improving skills, and networking with staff from other libraries. (Ongoing)
 - C. Write a Development Plan for all positions. (FY05 - FY06)
 - D. ✓½ Review and revise, as needed, job descriptions for all positions. (FY08)
- E. ✓ Provide bi-annual staff meetings, one of which will be a day long staff institute. (Ongoing)
 - F. ✓ Maintain a constructive work environment where employees can thrive – an environment characterized by open communication, mutual respect, and good will. (Ongoing)
 - G. ✓ Investigate a Volunteer Program. (FY05)

Goal VIII Maintain a facility that is safe, clean, comfortable, functional, and aesthetically pleasing.

- A. ✓½ Correct water infiltration problem in window walls. (FY05)
- B. ✓ Evaluate interior lighting needs, specifically in Children's around the main desk area and in YA, with the intent in both areas of increasing candle power to recommended levels. (FY05)
- C. ✓ Evaluate existing cleaning to determine if improvements or additional work is needed. (Ongoing)
- D. ✓½ Update Fixed Asset Replacement Schedule. Schedule to include detailed technology inventory. (Annual)

- E. ✓ Purchase new chairs for Meeting Room. (FY07)
- F. ✓½ Investigate cost of black out curtains and a Smart Screen for Meeting Room (FY06)
- G. ✓ Update and maintain a Technology Plan for the Library. (FY05)
- H. Develop a plan for expanding use of the Library's Technology Training Room. (FY07)

Goal IX Insure that there is revenue sufficient to fund library operations including the Long Range Plan.

LIBRARY SURVEY RESULTS

This past summer the Library asked users to respond to questions about services, staff, and general roles of the Library in the community. While the Long Range Plan process for which the survey gathered input is still underway, the results of the survey can be posted.

A total of 649 people responded, with 459 responding online and 190 preferring the paper survey. 95% of respondents were Woodridge Library cardholders, and 57% visit the Library at least weekly (28 people come daily).

What did we learn? Most of the respondents are very happy with the Library, although they also have suggestions for improvements. People really appreciate the SWAN Online Catalog and access to the interlibrary loan service that brings materials in from other libraries when we don't own a title or it is not on the shelf. This is interesting in light of the fact that state budget cuts to library systems may actually force some changes in this service in the not-so-distant future. At the same time that patrons appreciate SWAN, they do not always find it easy to use or understand.

We also learned what services people don't know we already have by what they asked for in their suggestions. This includes: wifi/wireless access, email notices alerting them to materials coming due, computer classes, and being able to ask that titles be purchased by the Library. Library staff will address comments, complaints, and questions in future articles in *Library Leaves* and in our monthly e-newsletter. Patrons may sign up for the e-newsletter at any service desk in the Library or email askus@woodridgelibrary.org with a request to subscribe.

Survey results follow. Results first list the percentage of responses for each answer, then the actual number of respondents. The number in parentheses after a comment indicates how many responders used the same or similar wording. When looking at results, it is important to consider numbers of responders, whether multiple answers were possible, etc. 649 responses came back, and of those, 190 were in paper format. Board and staff committees will use these to formulate the next 3-5 year Long Range Plan.

1) What is your age group?

17 or under	0%,	0 responses
18-25	5%,	28 responses
26-35	12%,	72 responses
36-50	30%,	178 responses
51-65	35%,	207 responses
Over 65	17%,	101 responses

586 answered the question; 53 skipped the question

2) Please check:

Male	27%,	163 responses
Female	73%,	451 responses

614 answered the question; 35 skipped the question

3) Do you have an up-to-date Woodridge Public Library card?

Yes	95%,	579 responses
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No 5%, 31

610 answered the question; 39 skipped the question

If not, why not? non-resident (19), can't pay fines, "just never got one" (4), need to renew card(2)

- 4) Within the past 12 months, how often have you visited the Woodridge Public Library facility?
(Please select only one.)

Daily 4%, 24 responders

Weekly 53%, 323 responders

Monthly 32%, 198 responders

A few times 11%, 65 responders

Never <1%, 3 responders

613 answered the question; 36 skipped the question

- 5) What days and times are you most likely to come to the Woodridge Public Library? (Please select only one.)

Weekdays (9 – 5) 54%, 326 responders

Weekday evenings (M-F, after 5 p.m.) 31%, 190 responders

Saturday (9-5) 10%, 58 responders

Sunday (1-5) 6%, 35 responders

609 answered the question; 40 skipped the question

- 6) What day of the week are you least likely to come to the Woodridge Public Library? (Please select only one.)

Monday 44%, 101 responders Friday 24%, 55 responders

Tuesday 21%, 48 responders Saturday 44%, 101 responders

Wed. 22%, 50 responders Sunday 35%, 210 responders

Thurs. 13%, 30 responders

595 answered the question; 54 skipped the question

- 7) If you live in Woodridge but are not a regular Woodridge Public Library user, what are the reasons? (Check all that apply.)

Lack of time in my schedule 55%, 101 responders

Hours do not meet my needs 4%, 8 responders

Quality or variety of books, CDs, DVDs, etc. does not meet my needs 8%, 14 responders

Programs offered (choices, variety, times) do not meet my needs 3%, 6 responders

I use another library 8%, 14 responders

I buy my own books, CDs or other materials 8%, 15 responders

There is a language barrier. 0%, 0 responders

Fines 3%, 6 responders

Lack of transportation 3%, 5 responders

Other (Please explain) 8%, 15 responders

There were 184 responses to the question, where people could check all that applied.

Comments include: responders say they are not readers (3), no time, extended Sunday and weekend hours would help (2).

- 8) For those who use the Library facility, what are the primary reasons you come here? (Please limit to 3.)

School assignment (any level, including college)	7%, 101 responders
Entertainment materials (leisure reading, DVDs, popular music)	36%, 491 responders
Home improvement projects	4%, 51 responders
Pre-school programming and materials	4%, 52 responders
Self-improvement or self-education (including learning a language, how to run your business, personal finance, health information, etc.)	15%, 205 responders
Job hunting	3%, 37 responders
Travel materials	7%, 97 responders
Computers or wireless access	8%, 111 responders
As a work/home office space	6%, 86 responders
Quiet place to study	4%, 56 responders
Reference Assistance	6%, 86 responders
Other (Please explain)	5%, 69 responders

There were 1442 responses (with 3 each possible for each responder.)

- 9) What materials and services do you (and/or your family) currently use that the Library makes available? (Check all that apply.)

Fiction books	3%, 101 responders	Lobby magazines/ seating	4%, 110 responders
Nonfiction books	36%, 484 responders	Fax machine	2%, 54 responders
School textbooks	2%, 63 responders	Copiers	6%, 171 responders
Large type books	3%, 105 responders	Study rooms	2%, 67 responders
Audiobooks (inc. Playaways)	1%, 42 responders	Community meeting room	1%, 30 responders
Downloadable audiobooks	1%, 42 responders	Children's programs	4%, 114 responders
DVDs	13%, 402 responders	Young adult programs	1%, 34 responders
Music CDs	8%, 248 responders	Adult programs	5%, 144 responders
Reference assistance	5%, 157 responders	Computer classes	2%, 62 responders
Spanish language matls.	<1%, 12 responders	Homebound services	<1%, 2 responders
Computers/wireless access	4%, 127 responders	Comfortable seating/reading areas	5%, 147 responders
ESL mtls.	<1%, 8 responders	Online reference resources	4%, 126 responders
Console games	2%, 56 responders	Other (Please specify)	1%, 37 responders

There were 2945 responses, where people could check all that applied.

Additional comments: Buy books (3), Bugle newspaper, Job Club, Art Displays (4), pay fines online, Book Club, use newspapers and magazines in addition to the ones in the Lobby (11)

10) This question had a technical glitch on the online survey, so it is not being listed here.

11) When you visit the Library, how often are you able to find what you want?

Always	20%,	117 responders
Usually	72%,	442 responders
Sometimes	8%,	48 responders
Seldom	1%,	6 responders
Never	0%,	0 responders

613 answered this question; 36 skipped it.

12) When you visit or call the library, do you find the staff approachable and helpful?

Yes	98%,	593 responders
No	2%,	15 responders

608 answered this question; 41 skipped it

If not, why not? Comments include: "sometimes not approachable", "don't seem to want to be bothered", "just depends on who it is—some are lovely—some are unapproachable", "not always friendly and smiling".

13) Do you use the Library's Internet access? Yes 33%, 201 responders; No 67%, 412 responders

613 answered this question; 36 skipped it.

If Yes, what are the primary reasons you use Internet access at the Library? (Please check all that apply.)

Don't have at home	16%,	51 responders
Faster access here	15%,	50 responders
I'm here doing other things anyway	29%,	96 responders
My friends are here	4%,	12 responders
Working on an assignment for school	7%,	23 responders

Printer at home not working or I don't have a color printer at home 18%, 60 responders

More or up-to-date computer software choices 11%, 36 responders

There were 328 responses, where people could check all that applied.

14) How often do you access the Library Web site?

Daily	5%,	33 responders
Weekly	32%,	190 responders
Monthly	27%,	161 responders
A few times a year	23%,	141 responders
Never	13%,	76 responders

601 answered the question; 48 skipped it.

15) Do you find the Library Web site easy to use? Yes 94%, 511 responders; No 6%, 31 responders

If not easy to use, why not? Note: Some responders answered the question as if the Library's web site is SWAN. Swan is a web site, but it is not the Library's primary web site which is at www.woodridgelibrary.org. Some of these comments, then, reflect responders' experience with the primary web site and some with SWAN. This highlights the fact that there can be a discrepancy between the Library staff's vocabulary and the public's when using certain terms.

Comments on why people did not use it included: too many things on main page (2), system (does this refer to SWAN???) not user friendly (11), reflects what the library wants me to know rather than what a user wants to find out, difficult to find online financial resources (3), the system would not let me reserve something so I had to call to do it, problems renewing, hate computers, too wordy, had difficulty finding e-books to download, just haven't used it (7 people), not interested, know what's on there already.

Comments on why people do use the web site include: Reserve books/pay fines/access SWAN/access my account (18), research (2), Information (3), download e-books (3), Mango Language program, job hunting, Children's online materials, use it because hard to find staff.

16) Why do you access the Library's Web site? (Check all that apply.)

For Library information: phone # , hours, closings, what's going on	21%, 274 responders
Check for specific program information	11%, 146 responders
Search catalog for materials	30%, 390 responders
Access my account	26%, 336 responders
Use online reference resources	11%, 137 responders
Look for Policy or Board information	<1%, 3 responders
Other (Please specify)	2%, 29 responders

There were 1315 responses, where people could check all that applied.

17) Do you attend computer classes offered at the Woodridge Public Library?

Yes 13%, 80 responders; No 87%, 525 responders

605 answered this question; 44 skipped it.

If yes to #17, would you pay a nominal fee (\$10-15) for computer classes if it meant additional classes at more frequent times? Yes 67%, 49 responders; No 33%, 24 responders

If not, why not? Comments include: philosophically opposed to charging (5), already pay taxes and am on limited income (10), classes were not in-depth enough or what I needed (3), not interested enough.

18) How do you usually find out what's happening at the Library? (Check all that apply.)

<i>Library Leaves</i> quarterly print newsletter	28%, 431 responders
Library's monthly E-Newsletter	10%, 156 responders
Library's Web site	16%, 245 responders
Local newspapers	6%, 100 responders
Signs and notices in the Library itself	20%, 310 responders

Ease of parking	14%,	41 responders
Pleasant surroundings	18%,	53 responders
Staff	14%,	40 responders
Materials to check out	19%,	57 responders
Place to read or study	9%,	26 responders
Proximity to work or home	19%,	56 responders
Community gathering place	3%,	10 responders
Other (Please specify)	4%,	11 responders

There were 294 responses where people could check all that applied.

Comments include : Better Internet, 3 week checkout as opposed to 2 weeks at Downers Grove, prefer this library over my own because the staff is friendlier (2)

- 23) Finally, we're looking for your input. Is there a product or service that would make the Woodridge Public Library more useful to you? Do you have further comments or suggestions on any aspect of the Library addressed or not addressed above? Please share your thoughts with us to help make the Woodridge Public Library a better place.

Comments Section

There were 337 responders on the Comment section. In order to make it easier for staff and board members to keep track of comments, we have grouped the freestanding comments (those given at the end of the survey) by positive/negative, subject, etc. Some responders had many suggestions in their response paragraph. Whenever possible, specific suggestions have been grouped together. As mentioned before, some of these comments indicate that the Library needs to do a better job of public information relevant to some of these issues. After this section, we have included all the freestanding comments as they were taken from the surveys.

Grouped Comments : Constructive Criticism (Unless indicated by a number, comments were made only by one responder.)

1) **In order to improve the Adult/Young Adult Collection or access to the various parts of it, the Library needs to :** purchase more moral centered books; get more CDs (5) including Christian and opera CDs; update its religion section; improve the DVD section by getting more multiple copies of newer DVDs, putting the language on the outside of the case, setting up the DVD area better or like Blockbuster with DVDs in subjects such as Comedy, Drama, etc., buying more Southeast Asian titles, getting more non-fiction DVDs on topics such as travel, vacations, archery, boating, and hunting, buying more series DVDs (2), buying more British mystery DVDs (2), add BluRay format (4), and do something about the scratches on the DVDs (4); buy more and newer Books on CD (7); get more Large Type (4) books and put new Large Type in with other new books; get rid of VHS; keep VHS; get rid of video games (not the purpose of a library); buy more video games; buy more manga (2), anime, and graphic novels; buy more on personal finance; subscribe to investment newsletters; allow Ancestry to be used from home; get more materials on genealogy in both print and online formats; get more books for 12 year-olds; move older books to storage; improve Bestseller rack by having more new titles and organize them by author not title; use first 3 letters of author name in Fiction paperback racks rather than just one letter as it is hard to find books; get more foreign music and literature; buy more quilting pattern books; subscribe to online newspapers; get more scholarly journals (2) such as *Reading Teacher* and online scientific journals; circulate e-readers (3) and get more titles in

downloadable format for the e-readers (6); get Rosetta Stone (2); buy better Playaways; get rid of the Spanish Language Collection (3); add Consumer Reports online; include a list of magazines we subscribe to on the website; and put monthly lists of new materials on the website (3); stop using the What's Going On? Display to push a liberal agenda; provide patrons the ability to request the library purchase specific titles; have even more displays of popular materials.

For the **Children's Department**, the following suggestions were made related to the **collection** : purchase more electronic materials such as Leap Pad and V-Tech, more music education resources, more Disney DVDs (2) including BluRay, better homeschooling materials; get rid of VHS; allow children's games to be checked out; and label the children's materials with the AR#.

2) SWAN (16) could be improved by: allowing patrons to remove holds themselves (2); allowing patrons to put their holds on hold while they are on vacation; indicate paperback or hardbound format; have longer due dates for interlibrary loan materials; not being so confusing (2); sending an email when patrons have \$5 in fines so they know they are over the max.; speeding up the overdue process; managing the return of materials better; adding self-checkout (2); extending the time for holding materials at the front desk; notifying me by email when books have arrived or are coming due (2); allowing non-residents to place holds (2); not lending new materials to other libraries; reinstating the due date slips (4); removing "unrequestable" items from the SWAN database (2)

3) Hours: Extend hours (8) by opening earlier on Sunday (6), staying open later on Sunday (3), staying open later during the week (3). Note: several of these suggestions were included in the same response, and one person expressed awareness that the economics of extending hours might make this impractical.

4) General comments on the Building and use of it include: Noise (8) comments include "parents let kids scream", it's "like Walmart", "toys at front encourage noise", designate a cell phone room, and staff can be noisy; limit younger people's access to the PCs and enforce better behavior in the PC rooms(5); add more public PCs (3); access to Reference (3) not good—too far; add a bathroom in Reference Area; new books are hard to see on the shelves; top and bottom shelves are unhandy for finding materials(2); chairs in PC room need improving (3); add outside tables with umbrellas for summer; allow coffee; add an announcement system; add more places to sit and read comfortably (2); add outlets in cubicles; add padded seats to study areas (2); put movies in back and books up front; "library is dull"; bookdrops—move them further apart, add a roof over them and empty more frequently; add drive-up windows (2); parking bad in winter; too many handicapped spots; hard to park when lots is going on; only 1 line at checkout sometimes; keep people from eating food where they are not supposed to.

Specific comments on use of **space** in **Children's** include: allow elementary kids to play the Library's educational games in the study rooms; expand the play area and have more things than puzzles there; have more places to sit and read comfortably; make the space more inviting (4); be able to check out upstairs; offer babysitting services by teens so parents could participate in other programs with

siblings; do we have a bookmobile to do outreach kids in outlying neighborhoods?; have a meeting place for parents; open the playroom more.

5) Programs could be improved by: adding more computer classes (both in number and in terms of advanced level, (5)); asking teens to teach Twitter and Facebook; having another e-Bay class; having programs during non-work hours; having movies with discussions as a program; adding more variety to program list including book signings, how to download music, science programs, cooking classes (3); adding more YA programs (2) especially SuperSmash; have a class on how to do genealogy; add a program on using kindle-type e-readers.

Comments on **Programs** directed to **Children's** include: more evening and weekend programs (3); improve Summer Reading Program (2) including extending it into August and making it more exciting; establish a young mom's group; have more activities for Grades 4-6; set up a chess club; add sibling-friendly storytimes; more programs for kids of all ages in family; promote reading more in the schools; more storytimes in general

6) Staff improvements: staff doesn't always remember to remove DVD locks; all staff should be friendly, smile and be willing to leave their desks to help patrons (6); staff might benefit from a dress code

7) Miscellaneous Comments: wifi (4) including the ability to sit in the parking lot and access it after we close; get a scanner; have coffee and food machines/access (5); keep trying to lower the impact on taxpayers, including fewer hours if necessary (2); newsletter does not grab my attention anymore; have more divisions in Fiction such as Humor/Romance/Horror; have more zoo passes and be able to hold them; where is *Library Leaves* available to non-residents?; mail out reserved materials; let us know which librarian recommended or reads which books, DVDs, etc.?; have printed lists of similar materials (cozy mysteries, for example, or titles on bullying, honesty, abrupt home changes and the effect on children and other such major topics for Children(2); copier does not always work as well as it should (2); .

Grouped Comments: Compliments

Many, many more of the comments were positive about the Library. We could not begin to list all of them. To really appreciate the scope of the positive comments people made about the Library, it is best to read through the comments that are straight off the surveys.

1) General compliments (78) include: "shining example of a community resource", "best use of taxpayers dollars", an "asset to the village", "up-to-date", excellent AV collection, appreciate the evening programs in Children's, "keep up the great work", "we pay to be members and it is worth the money".

2) Collection compliments (16) include: thanks for the current events pyramid (What's Going On? Display) in front of the checkout (3); wonderful and informative magazines; excellent DVD selection; good collection for our homeschooling needs—always something new there

3) Staff compliments (32) include such comments as patient, helpful, superior to those in surrounding libraries; unfailingly polite and competent; outstanding—your best asset; Children's staff is wonderful

4) SWAN compliments (29)—Responders just really love the fact that they can do so much searching, hold placing, and even fine-paying from any place, anytime; they love being able to do state and national searches for materials they need; they appreciate the email notices when items are coming due; they say “we could not live without interlibrary loan”.

5) Program compliments (7) mention the variety and quality of programs.

6) Miscellaneous compliments include the light, airy building, the zoo and museum passes (3), the Art Gallery (2), the Big Read, the used materials sale (3), the Home Bound Delivery (2), the 3 day grace period.

Raw Data: Comments Straight from the Surveys

General Comments and Feedback from the Library Survey, May-July, 2010

(These comments were taken unedited directly from the survey site.)

The staff is always incredibly patient and helpful. I grew up in Woodridge and used the library a great deal as a teenager and in my early 20's. After living in other towns and moving back to Woodridge recently, I can easily say that both the Woodridge Library and it's staff are far superior to any others in the area, including any of Naperville's branches.

Would love to have more electronic materials for children - such as Leap Pad materials, V-Tech materials, etc.

I would like to see blu rays offered here.

Yes, need to make sure the library stays more quite. This place is loud with loud talking visitors and employees.

Keep up the good work.

It would be very useful and helpful if the foreign film DVDs were marked in some way other than the pink case. It's almost impossible to find them that way and the language they're in isn't always on the case.

I am very satisfied with Woodridge Public Library as a shining example of a community resource.

A clean, well-lighted place to study in addition to the desks in front of the windows.

Ensure that holds can be removed by end user on website if not alreday in process. Better process for putting account on hold while patron is on vacation. All in All, Woodridge Library is awesome.

I love the library loan program Woodridge has with other local libraries. I can always get what I need.

I use the WPL a lot. I feel you are doing a great job. Don't change a thing.

More Christian and Moral centered books and DVD's. More Cd's of Christian groups

updated religious section

no thanks

don't know at this specific moment in time.

It would be helpful to have the library open one hour later and earlier on Sundays, please.

I really like the Woodridge library, I frequent it weekly. My only one suggestion would be if they would increase the number of foreign DVD's in the library. I usually use the library's online system to reserve foreign DVD(south Indian films) because the Woodridge library does not most likely have them and they get shipped in from Indian Prairie or elsewhere. Maybe there is not as big of a South Asian Indian population in Woodridge for the library to invest in newer DVD's, but I find that hard to believe because I have many friends in Woodridge that get their foreign DVD's from the Woodridge library. I'm sure in the long run the library spends a lot more on shipping cost alone as opposed to buying the DVD's and the local patrons have to wait longer for their DVD's to come into Woodridge for them to pickup. My two cents, have a good day! :-)

not really.

I would like to have the Twilight Saga available in the Young Adult section. A lot more people wil come for this oppertunity.

I trust you guys to continue to do an excellent job. You have excellent audio and visual materials.

Parking lot is awful, especially during the winter months. Always a line to check out -- usually only one staff member working. More effort should be made to promote english language books, tapes, CD's and DVD's. Dollars should not be spent to promote the Spanish language. Improve lighting. I know nothing can be done about the layout of the Building. However, who on earth decided to put the Children's section on the 2nd floor? I feel sorry for all those young mothers who struggle to get their children up and down those stairs. The elevator is not adequate.

I would like to use the children's programs more often. It would be helpful if there were group readings for young children in the evenings and on weekends. It seems like a lot of the children's programs are geared toward stay at home parents and are difficult to attend if you work.

I am really impressed and proud that "my" library is so up-to-date on providing materials and programs to its users .

Online ability to reserve materials from all Swan libraries & e-mail notification to pick-up at front desk is wonderful. Some adult reference staff could benefit from additional training when a patron needs assistance with this procedure for a title they are trying to obtain.

What is the point of having the statement, "Questions? Call (630) 964-7899" when no one answers this number when you call? That's really unacceptable. State "paperback" or "hard cover" on your listings when I am requesting a book. It's not very enjoyable to try to read a torn, dog-eared paperback so I don't want to if I can help it. Many of the DVD's I get from the library are absolutely unwatchable - they stop every 20 seconds. I recently tried to watch one of your DVD's and it took an hour and a half to watch 33 minutes of the actual movie. Does anybody EVER check these things to see if they still work? Occasionally, the library works put the red lock BACK IN the DVD; I don't notice this until I get home, then I have to turn around, go all the way back to the library to have the lock removed. Please teach your workers to leave the locks off.

I am a Winfield library cardholder and as far as I know I can only get in addition to my Winfield card I can also get a card for Warrnville, Carol Stream and a few others I know about interlibrary loan but I want to be able to go to your library and use a card.

Great customer service at the counter! Very fair fine structure and grace period. Would be interested in more programs for 7 - 11 yr olds. Great ability to fulfill requests. More DVD's would be nice. Getting current DVD's sooner after they are released would be nice. I'd love the DVD section to be set up differently - more like a video store - New Releases, Comedy, Classics, etc. Otherwise everyone is just standing looking for something that is familiar but not always finding it. Would love some free magazines in the DVD section with info on new releases - maybe Movie Studios can provide those.

The breadth of your book collection is just fabulous, you almost ALWAYS have what I happen to want - new, old, popular, classic. Please don't change your collection development plan/policy! Your staff is also unfailingly courteous, pleasant and competent. I am a professional librarian (medical) and I frequent four different MLS libraries regularly. Your library is absolutely the BEST. Thank you - keep it up !!

Woodridge residents are blessed with an absolutely wonderful library with an outstanding staff. I do not see much need for improvement. Our family ranks the library as one of the most important reasons for choosing to live and stay in Woodridge.

Ability to request online that materials be purchased by the library. Designated cell phone rooms would be a better way to enforce quiet than threatening signs prohibiting cell phone use. E-Mail notification when requested materials are available.

More complete list of new books and dvd's purchased monthly.

Product ratings online, i.e. Consumer Reports. List magazines the library subscribes to.

A GREATER SELECTION OF CURRENT DVD MOVIES WOULD BE NICE. WE WOULD USE ADDITIONAL CHILDREN'S PROGRAMMING... AGES 1-5. WHAT ABOUT MUSIC EDUCATION RESOURCES FOR KIDS... MAYBE YOU ALREADY HAVE THOSE, BUT I HAVEN'T LOOKED. I APPRECIATE THE EMAIL REMINDERS WHEN MY MATERIALS ARE COMING DUE. THE STAFF IS ALWAYS VERY HELPFUL.

update and expand the music and non-fiction sections.

Concerning DVDs, there could be more variety to choose from when it comes to series type shows, not just movies. Series such as Remington Steele, and Road to Avonlea are some of them. While other libraries in the system own these DVDs, requesting from them is a hassle. It would be nice to have these at our library. It would also be nice if more of the PBS documentaries were made available at our library. Also if the checkout period for DVDs could be made a little longer that would be great.

I have a young daughter and we use the library often. Could the play room for children be open more often (i.e. Baby lapsit play group)? This is a wonderful way to meet children and their parents. I would like to see a larger amount of spanish books available for both children and adults. Particularly best-sellers for adults and more spanish boardbooks for children. The selection is satisfactory but it would be great to see a larger selection. We appreciate that the woodridge library lets you check out DVDs and museum passes at no cost. My family and I love this library. Thank you for your services!

Access to more online newspapers.

take better care of DVDS for one.

I wish the library had an easier system to check out books or some software system that analyzes the books I usually check out and recommend ones that I should check out, like the Netflix system, but with books. For example, I want to read a book this summer but sometimes am completely lost on what I should actually check out and read.

I would like to see more large print books and I would like to see all libraries lend new books immediately instead of having a no lend policy to other libraries for a certain period of time. I believe Woodridge does lend immediately, but some do not.

I have noticed that there are play things for the young kids to use on the first floor by the front desk, which I find to be very distracting to patrons that are coming to the library for quiet, study, job search or just a quiet place to read. Childred are allowed to scream and play up at the desk with no response from their parents or from the staff. Why not take this distraction away or put it upstairs in the kids section? Also I would like to see the library stay small and quaint as it is. There is no reason to go bigger on the building or expand, as we are lucky to be able to obtain our books/movies, etc from other libraries thru our swan system on a timely manner. The Bolingbrook library and as an example the arboretum has expanded and ruined how the patrons to both of their locations have viewed them and their attendance due to the changes.

The copier nearest the Reference desk does not always give 8 1/2 x11 copies in proper orientation. Some Reference staff merely shrug the complaint off. Also interested in Rosetta Stone languages if possible

Transferring more of the Audio books over to CD as opposed to Cassette Tape.

I thank you for all that is here and all that is done. I do enjoy this library and all that it provides to me.

I have only used the computers a few times in an emergency, and online access is slow. For anyone doing searches for a school project, or job-hunting, faster online access would be great.

The printout system is REALLY AWFUL. There are FIVE people with library cards in the house and it is VERY HARD to keep track of.

I am a library person. I work in a library, use libraries, and am currently in school for my MLS. I moved to Woodridge 5 years ago, and was pleasantly surprised at the quality of service and the wide selection of materials available at the Woodridge library. Keep up the good work! One suggestion may be to add an adult and/or young adult online reading group, accessible by a blog or something like that. I know I personally don't have time to go to a meeting, but would love to connect with a local book group online.

longer sunday hours more advanced computer classes

I think that Woodridge Library is doing an excellent job. I haven't had any problems with the use of the library since I've been coming here. I've been to other libraries and in my personal opinion this is the best so far. Woodridge library has all the resources that you could use. So from a Woodridge resident, KEEP UP THE WORK!!!!

I have no complaints...I love the library

Replace the books on tape titles with CD's. So often one or more of the tapes will not play.

Document scanning More DVDs and books related to quilting [how-to, patterns, etc]

Love the fact that I can request a book from another library and also return items to any library within the system - and do it all from my home computer.

Maybe more TV series DVD's - the ones you have are great, especially the BBC ones. Other than that the library is great and everyone is extremely helpful

My husband and I are frequent users of the library for a variety of reason. We are always satisfied with the materials, service and hours.

At this moment I cannot think of any but I feel comfortable approaching the library staff and director with suggestions or thoughts.

Stop wasting valuable resources on foriegn language materials. Direct more resources towards personal finance materials.

linked-in seminar

How about a coffee room?

I've always looked to the Library for answers! By that I mean simple questions that come up and those questions that we have after hearing about something we don't really understand and know about. The library has been my source to go to for anything I need to inquire about. The staff has always been very helpful and professional. Keep up the good works you do!

Rental policy for current best seller list books.

THE ABILITY TO GET HOLD OF NEW BOOKS MUCH SOONER THAN IT IS AS OF NOW. THERE IS SOMETIMES 3 - 6 MONTHS WAIT FOR AUDIOBOOKS. WOULDN'T IT BE MUCH EASIER FOR ALL IF THEY WERE DOWNLOADABLE AND DO AWAY WITH A WAIT LIST???

Offer more advanced computer programs. Continue offering different programs

The library is a wonderful place. The only practical comment I can make is to figure out how to manage the return of books. I am charged for items that I have already returned to the library.

The library is a wonderful place. The only practical comment I can make is to figure out how to manage the return of books. I am charged for items that I have already returned to the library.

Wireless internet would be great. You can bring your laptop or netbook in and not have to use the library's resources. Also, some more up to date movies and music cd's/ dvd's would be nice too.

New large print books in the new book section of the library. Self checkout.

I come to the library at least every 3 weeks to change out my books. Sometimes I come more often, if I have finished my books early, or my husband and I are attending an event. The current library is very inviting: open and airy in the front, with plenty of room to move through the stacks. I enjoy the changing theme tables and have read many books from them that I would normally have missed. For years, since before the current library was built, I have been methodically going through the fiction stacks, alphabetically, to choose books. I don't read everything, but I have found many wonderful authors, including international writers, that I was missing by always going to the new books section. I still look at the new books area, saying to myself, some day I'll get to these what I start over at A. I am currently in the Mc's and have found a lot of Irish and Australian authors there. I know it sounds a bit crazy, but I love this method! I just wish I could remember what year I started. The only complaint I have is that I often find an author who has written a number of books, but the library only has one or two. I guess I could request them to be sent from a different library, but I don't

I LOVE the library just how it is.

more fiction/make believe books for 12 year olds. no.

I don't like my tax dollars paying for books in Spanish. People need to learn English if they live here.

I love the online services, and I especially appreciate the email reminders when a book is due. Thank You!

I think it is wonderful that you offer the programs of music and guest speakers. I attend when I see something that interests me.

very satisfied with our library-reading is very important to me, and I love the book club; can't think of any improvements, except I'D LOVE TO WORK AT THE LIBRARY!!!!

My only complaint is that when I use the public computers, many people are playing music too loud, on their cell phones (prohibited?), and chatting with one another. I find this very distracting for me and some of the younger set are even rude, not really observing library rules.

more travel and vacation dvd's

Please discontinue the purchase and availability of foreign language (i.e. Spanish etc.) materials. Redirect these resources to financial educational materials. Thank you.

I would like an expanded online audiobooks selection. Many of the most popular titles are not available. I know this is expensive and understand that we might not have the funding but it would be great to have.

Overall OK. Reduce the VHS and books on cassette to make more room for newer formats. I've also taken out many CD's and DVD's that skip or are so scratched they will no longer play. Check what people bring back for damage, they should pay.

There should be a secured 'book return' locale outside the library proper so that returns can be made from curbside after hours and not just 'during regular library hours'.

The rosetta stone language programs would be a great addition and courses that show are to with this advanced technology era. (ipad, Kendall ect.)

Would like earlier opening on Sundays, sometime between 10am-noon

Limit smaller children to use computer for a shorter period of time!!!! To many adults need to get on for their things and not for games or fiber space things!

Love the Library Website -- I probably would not read 1/2 of the books I read if I didn't have the convenience of searching the online catalog and requesting books. I brag about the website to everyone I know

) Extend the Children's summer reading program into mid August. 2) Make the online inter-library loan request system more user friendly (can be complicated and confusing at times). 3) Longer weekend hours. 4) More Manga/Graphic novels for Children and Adults. 5) More CDs.

Very satisfied with library.

No

While the Library services are very good, government including Libraries need to deliver services in a more cost effective manner to lower the impact on taxpayers. If that means fewer services or services delivered in more cost effective ways, including fewer hours etc you should explore those options.

New large print books in the new book section of the library.

Staff always courteous and helpful! Could use some improvement in printed checkout paper. Easy to lose and keep track of. Possibly some way to attach to checked-out material. Have been a client of the Woodridge Library for over 40 yrs. Consistently helpful, efficient and up-to-date. Enjoy the Sunday afternoon performances!

I am not fond of the display in the front of the library, which most often seems to be pushing some sort of agenda. It's not just "current events," but rather seems to be a display of the most liberal-leaning books. It's not the library's job, funded with taxpayer dollars, to promote any certain political agenda.

Something I just wish you had more of is the newer books so you don't have to wait so lone. Besides that the Wdge Library is really a nice place and the associates are nice and helpful!

The library has implemented a Books in Spanish section. Why not implement Books in German, Italian, Polish, etc? Why treat Spanish speakers as a special/separate group? I am not against books that help people learn a new language

Have always enjoyed the library - am a 30+ year Wdge resident. Not sure what else could e provided but am quite satisfied with what is offered. The staff is always helpful & knowledgeable and I appreciate being part of the SLS and thus able to access books Wdge doesn't have or ones in high demand at our library. Keep up the good work!

Parking is bad enough - do we really need 8 special needs spots? Can we buy Blu Ray?

Get more unabridged audiobooks!

No thanks.

Very good overall library. Thank you. You've got everything I need.

Can't think of anything now.

The parking lot is hard to park in some days when there is a lot going on. It's very sad.

I noticed that a number of patrons have those "I Pops" or hearing aid type ear plugs plugged into the computer. I understand that you have a public Library! If I may suggest: How about 2 or 3 computers; let's say upstairs that are reserved, by appointment if necessary, for very necessary types of computer use. What I mean is, let's say job hunting, applying online, etc! In other words, practical should take precedence over "fun" things.

More things about the heart and kids - babies.

I like the library because 1. friendly staff 2. knowledgeable staff 3. it has what I want, or gets it for me almost asap

I would like to be able to download videos to my iPod from the library. I would like more classes from local subject matter experts who might be willing to share - how about a teen teaching us about Facebook? Twitter? iPods?

Nooks? Craft ideas? How about tours of local businesses or places of interest?

I would personally like to see more of books pulled and displayed... I love the current events pyramid in front of the checkout ... I know that it is also done right between the paperbacks and reference area.. but... another that is for summer beach reading for instance... or cozy mysteries that take place on islands... ie... philip craig - martha's vineyard.... just a little tweaking for the summer season!!

The "best seller" paperback racks should be by author, not title. The other paperback books (in the back) should have the authors' name (3 letter ID or similar, on the spine, not the big letter of their last name. It's too hard to find a book by an author. That's why I prefer Downers Grove's paperback fiction section - and their racks are easier to use.

Only wish for a more exciting Summer Reading program and programs year long to help elementary age students

Is safety ever an issue at the library? What types of blocking features are on the internet P.C.'s? Should there be a one-hr limit of PC usage per patron per day to eliminate over usage? Encourage circulation desk employees to smile and be friendly to patrons. It's a library!

Overall am satisfied with the library. I would have asked for the ability to remove holds - but understand this is now available. Thank you.

All the services and staff are excellent. One request -- please introduce Blu-Ray, DVD, DIS in our library. We are the high pay taxing district.

I think the flow or organization of the building stinks and would like to see it restructured for a more user friendly flow and have later hours for the night owls and shift workers.

i really enjoy the library, the materials available, and most of all the staff. they keep me coming back!!!!

More access to e-books of all types

Expand the e-book catalog and provide readers for lending.

I would LOVE to check out and try a Kindle/Nook etc. and it would be great if the library had those types of books to borrow - even for a fee - vs. purchasing books for these devices.

Thank you for offering this survey to ask opinions. Worried that library is becoming a Starbucks, too much eating in the computer centers. I know you have signs, only makes people sneakier about their food/drinks. Will need to think on this further and will fill out another survey or tell librarians of my ideas. Thanks.

I moved here within the last couple years and I find this library to be one of the best libraries in the area. It is located in a great place and everything is very easy to find. They always have what I'm looking for. My only suggestion is friendlier staff even though it's not all of them obviously

I find that the top shelf and bottom shelf are extremely difficult to reach. I will not use that stool which you provide to reach the top nor will I lay on the floor to check out the bottom shelf. In the new book section, why are the books not at eye level? It's hard to check out the books bentover.

Just keep on-going services of computer education always available and with frequency to meet the public need.

We have wonderful people staffing our library. Thanks

Have repairs been mde on the air conditioning units while the repairs on the roof were being done. It has been very warm the previous years. Also, how about better communication between departments.

I trust you guys to continue to do an excellent job. You have excellent audio and visual materials.

more of what you already do well: more children's story times (adding sibling-friendly ones) continue building DVD collection more places to sit and read comfortably

I'd like the library to be quieter. It sometimes resembles Walmart inside.

holding days on books should be able to be extended over the phone if patron can't make it to library that day, lots of things come up and i hate losing books when i can't get to them fast enough.

I live in unincorporated Lisle(Lisle Township) but have a Downers Grove mailing address but my kids are in the Woodridge School District 68 (Willow Creek) I chose the Woodridge library because it's the only one I've found that allows you to purchase a 6-month membership rather than a year. We join every summer. During the school year, my kids get books from the school library, and I buy books (news or used). But for the summer, I love the reading program, etc. and it's more affordable joining for 6 months. Suggestion: Possibly offer a "summer special" 3-mo membership for June, July, August?? Thank you!

The library staff might benefit from a dress code. Possibly a skirts/smocks/ etc.

Drive up window to pick up ordered books.

How about a cafe of some sort.

As I mentioned before, I would love to see something I could bring all my kids to.

I would like to see a better selection of childrens movies on DVD's and less VHS tapes. I also would like to see more current CD's available. I think it is time to modernize the movie & CD areas. I want the library to continue to invest & stay current with specific areas for children through young adults. For young children, maybe expand the play area to include other things than puzzles & stuffed animals. For young adults, stay current w/ what is top of mind for them to they will think that is cool to visit their section of the library. The library has always met my needs from a book selection and I like the initial "new book" section for both fiction & non-fiction.

I'd like to see a faster inter-library loan process, but I realize that is not something you can control. More public computers would be useful, with time limits imposed so more people could use them. The Woodridge Library is doing a great job and has for the last 20 years. Keep up the good work! I don't know how you can improve on that!

Although the library has wonderful seating and reading areas, I tend to use the lending service & SWAN system and take my materials home. It is too noisy in the library with young children always running around the front area unsupervised.

The library staff is simply outstanding. They never fail to give me the help I need, often going the extra mile to do so. They are consistently knowledgeable, courteous, and respectful. The Woodridge Library provides taxpayers with excellent service. Thank you!

I am a huge fan of libraries generally and have always been impressed with the Woodridge Library. I used to be a member and still find myself coming back to Woodridge even though I belong to another library. The connection between libraries is excellent. I almost exclusively obtain my books through the on-line catalogue and am continuously impressed with how quickly I receive materials and how easy the whole process is to use - including being able to return the book to a library other than the one from which the book was checked out. The staff at Woodridge is consistently excellent and fully customer-focused. The reference staff is excellent and incredibly

helpful. The staff at checkout and in the Children's section couldn't be more approachable and friendly. Can't say enough positive things - libraries just seem to attract the right kind of employees, they clearly love what they do. Thank you!

You guys are doing a great job. The facility is inviting, the staff is professional and friendly, and you are adapting to the changing needs of the residents. Our kids are adults now, but their lives were greatly enriched by the presence of the library, which we visited at least weekly.

Please stop spending our valuable resources on Spanish written books, and other Spanish media. Please provide resources written and spoken in English.

1. more workspace at computer stations - put computer on floor. 2. bottom shelf of bookrack are too low.

Some online input - when requesting materials online to check out after the request has been submitted and if you need to cancel this request there should be an option for you to do this on the site. As it stands now, you either have to call the library directly or go in and have one of the staff mbrs cancel the item for you. Otherwise just wait until you receive a notice that the item has come in and don't pick it up so it gets sent back.

The inter library loan options is great; I use it frequently. However, I wish the length of lending could be extended. By the time the book arrives, I am notified, and the item is picked up, I lose several days and the item is due back soon. It would be nice to have the lend time extended.

Padded seats on chairs. Light at each cubicle. Electrical outlet available at each cubicle to plug your computer into.

You all do a spectacular job! Would like a few more copies of Best Sellers early in their release times....but for the most part I'm very satisfied.

I enjoy British television and would like to have all the new titles, if possible, including "Midsomer Murders", "Jonathan Creek" etc.

More access to e-books of all types

Allow coffee. I'd take much more advantage of periodicals & newspapers if I could sip a coffee while reading.

WI-FI access

Thank you for all you do!

I would like to get the matter of those missing books cleared up - please let me know how to go about this and the cost of the fines/fees. I believe there were 2 or 3 books out. I know I have the one on Charles Schwab's investing.

Updated Children's summer reading program. It has been the same as long as I can remember and other libraries are doing stuff online. Just something new.

Educational games that you can use in library for school age children (elementary) that you could use in one of the study rooms.

Thanks for asking for input via a community survey.

Book clubs for K-5 age groups (during school year. (similar to Lemont Library's offerings) Monthly or every other month kid's movie.

Put free but helpful info in a visible place, i.e. Oaklee's Family Guide -- presently it is only upstairs. Rearrange lobby - place reading area in front of windows and redo how you display art, i.e. do they need to be so high and

wall like? Rearrange fiction so there is some quiet reading area by door/window on courtyard side. Remove and maybe put in one place all fiction that is Xmas related. Pulling and displaying books by theme is GREAT!! i.e. What's going on -- audiobook month -- expand this -- beach reading, cozy mysteries that take place in summer places, i.e. Philip Craig (Martha's Vineyard). Keep up the wonderful work!!! You are all friendly, helpful and create a wonderful atmosphere!

I would like to see a broader selection of intestment newsletters. It would be nice to know how the library is doing in these poor economic time. Is its budget for materials/hours/people holding up well? What is the long range plan for the library?

Coffee/refreshments sold in lobby and allowed in library areas exept computer areas and sold outside in summertime w/umbrellas over tables for shade!

Sometimes when I come to the Library I would enjoy having some kind of assistance on the floor instead of continuing to go to the reference desk. I would rather have help where I am having a problem then to go back and forth to the desk and waiting in line. Other than that, I enjoy the services they provide and if I look hard enough they always have the material I need of they find it in amother facility and hold it for me.

My children love to read! I just wish the Children's Dept was a little more inviting. The stuffed animals are old & dirty. The puzzles are missing pieces and the children cannot play CD Rom games on the computer. When compared to other local libraries and their Children's Depts, Woodridge needs to improve theirs. I also wish the staff upstairs was a little more friendly with the young children. Some, not all, of the staff upstairs are not very patient with the young children.

Clean copies - I liked your previous machine better. Separate the book drop boxes to more than one car cana do a drop.

Could you make it so you could check out upstairs, too. You guys don't have the entire A Wrinkle in Time series. Move lobby seating in front of windows. Rearrange art display boards in entrance area. Build a drive thru for picking up reserved books.

Address the snotty, bold, ignorant, rude, loud, disruptive teens with bad attitudes that have invaded the computer areas. It is becoming increasingly difficult to deal with this behavior. I depend on library computer access.

Library staff very knowledgable, helpful and pleasant!

Set aside a "silent computer area - adults 25+ only" unfortunately younger people these days are disruptive, rude and have no concept of common courtesy. We depend on access at the library and it is becoming increasingly frustrating dealing with the rude and disruptive younger people turning the computer areas into their own personal playgrounds. Seems they forget to bring manners with. Consider opening the training room to adults who would like to concentrate and work in silence and peace. Thanks.

Please provide book discussions during non-working hours. Also classic film presentations followed by panel discussinons with audience input would be very much appreciated.

1. More computer classes. More than one offering of each class. I would pay for classes. 2. More variety of computer classes. You could have 10 different classes on MS Word, from resume writing to greeting card composition. 3. A repeat of your EBay class. It had over 70 people in it. 4. We do appreciate the art/photo exhibits and always stop to look at them.

Continue fine adult/children's programs. Appreciate call prior to adult program. Thank you Kay.

As I said I'd like a larger variety of audio books to be available. I would also really enjoy more adult programs. I've gone to cooking classes, etc. at other libraries.

Downloadable Audio books are too old - out dated and very limited selection.

I have nothing to add other than I love our library.

newer biographies i usually borrow from other libraries

You're doing a great job! The only thing I wish is that you had longer hours on weekends.

continuing pre-school classes in the summer. Thank you for continuing Baby Lapsit. It would be really useful to go back to the date-stamped cards in each book. I have a hard time knowing when something is due, and I occasionally can't find the receipt. I would really like to be able to glance at the book itself and know when it is due.

The Woodridge Library has become of my favorite places in Woodridge. For me, there is always a quiet place to come study, read, get DVDs, and use the internet/printer/copy machine services. I feel everything about the library is excellent these days and I honestly have no suggestions that could make it better than it already is.

I like the library I just wish they had more resources for college students so that I would not have to use the library at my school that much.

Self check so I can checkout something quickly with privacy. Self pick-up of holds.

I hate the fact that you don't stamp the due dates on the books anymore, it just makes it hard to track them. So I stopped coming because I started owing too much money. I usually go to the Downers Grove library because it just feels good to be there. It feels so welcoming and I could spend hours there exploring the shelves and magazines. Woodridge doesn't have that feel to it. But I couldn't tell what they are doing different that makes them better. I do like how they have the check out people sitting and you can sit too. They get double work from these folks, because when they are not busy checking out people they are checking people in.

I am very satisfied with the Woodridge Public library products and services. I have greatly enjoyed some of the music and entertainment programs that I consider to be an extraordinary service.

I'd like to see more books available that I can download to my ereader.

Chairs in computer rooms are falling apart and terribly uncomfortable. Bad for long-term use and looks as though upkeep of building and facilities is not important. Need a better public announcement system. Can't hear announcements except in isolated areas.

Better homeschooling resources would be very useful, more historic literature.

I appreciate the material recycle, accepting used books and selling them at very reasonable prices. Also, I appreciate the large print editions and would like to see more.

It would be great if you had more Rosetta Stone language software. I've had some on hold for months and it still isn't my turn yet.

We've always been pleased with all aspects of the library.

A way to still get internet after Library closes by sitting in my car in parking lot when I get here too late to get everything I want to get finished completed before closing.

Give me the option of stamping the due date in my books. The use of paper in this day is difficult to justify. It may be recycled paper but it is still more paper being thrown around and it is so...much harder to figure out when things are due. I want to look at the front of my book for that info. And, no carpal tunnel is not a reason not to ---.

There are a plethora of exercises, movements, etc. to be done to prevent it. Thanks Great Staff!

Baby changing table in downstairs bathroom. Better playaway selection. Build a small roof over book drop-off so items don't get wet during rainstorms. Community bulletin board for flyers/notices that anyone can use.

Backpacker magazine.

IDK lol

love that I can reserve my books online!

Would like the fiction section to be separated by more than just mystery and SciFi. Humor-Romance-Horror sections, etc. Clearer division of type of fiction. List of similar reads like in the Y/A section "If you like "The Paggage" you might also like ... I think a lot of people are streaky readers. Sometimes, I will want to read a string of humorous fiction, or ghost/paranormal fiction, etc. Give all the Reference staff a huge raise. They never fail to find my bizarrer books.

Maybe have e books you can read online from the library. Check out "nooks" or digital readers. More YA programs.

More for "new Boomers" i.e. info, seminars, talks on medicare, insurance, local tours, socials. A few Mac's, not only PC's. Books on tape and CD's - more authors & variety.

Again, please, more daytime excel and powerpoint classes. That would be great!

Doing a great job!

You might try offering babysitting for 30 minutes by volunteers. This would be helpful to parents of young children and to other patrons seeking quieter surroundings.

It's a Great library Thanks

Training on how to use various electronic 'kindle' type services, and more accessible, frequent info on the services that the library offers regarding these electronic solutions.

We feel very fortunate to have such a great library in our area. We use it all the time and find everyone more than helpful always. Keep up the great work.

See my comments included elsewhere in the survey. Thanks for giving me this opportunity to voice my opinions. will sign up for the electronic newsletter and I think this may keep me more up to date. I glance at Library Leaves, but I have to admit it kind of looks the same each time and doesn't really grab my attention. Perhaps it needs a little refreshing. I would like to look into the computer classes. I love the Big Read program each year, so please continue participating in this.

Some of the Spanish learning materials are on tape, which isn't very useful. Spanish classes would be great!! (I'd be willing to pay for that)

I think we could save money and paper by eliminating sending out the Library Leaves Newsletter and just sending it via e-mail to those interested.

I would like to see more classes to learn Spanish. I think it would be especially nice if there was a class for whole families to learn -- parents and their children learning the language together. I would like to see more Wii games

available -- whenever I try to find out what is available, there is nothing there. Some books in YA and Adult look really old and worn out and I don't like to touch them. Also, lobby looks sloppy, but we enjoy coming.

I would like to see (if it doesn't already exist) a way to suggest a book that the library might want to carry.

I like the email reminders about books coming due. I don't really need to have the slips of paper when I check out, maybe you could have librarians ask if someone wants that and then you could save paper.

I do not think the library should spend its money on buying and checking out any video games at all. Isn't the point of the library to get children/young adults to read not play video games? Spend the money on workers salaries or just have the library spend less but please stop buying games. The Children's Dept staff are wonderful, very helpful, and friendly.

The library sufficiently meets and exceeds all of my needs. I have lived in Woodridge my entire life and have fond memories of the Children's activities! Now, I use the library for materials used in my Master's program.

Just keep up the great job everyone. Everyone helps the patrons and is knowledgeable on their jobs. Thank you so much for helping me. I am an home-bound patron. I am enjoying the books and I want DVD's to watch. Is there any way I can get a list? The large print books are a blessing. The Homebound program is a major blessing. I can enjoy books, DVD's and CD's. Mr. Pond and Pam are a blessing. Thank you Anne Murray 630 910 1264.

To have a wide variety of college level textbooks available would be great.

To have a wide variety of college level textbooks available would be great.

A list of new movies the library purchases, available on the library website. More zoo passes available, and be able to put them on hold.

I do not have any suggestions. I like the library as a place to go and study

bluray discs, more xbox and ps3 games

Will be very interested to know how the library plans to let the patrons use e-books. Since a lot of books are available as e-books, is the library thinking of any programs to let that available. Will be very interested to get more information on the adaption of e-books by the library

My husband would like the option to be notified by email as opposed to a phone call when a requested book/DVD is ready for pick up. (If this is already an option we are not aware of it).

library is super!

I am very disappointed when I check out a DVD that is dirty or scratched and will not play through. This happens often enough that I'd like to suggest that the library have one of the polishing machines that video stores use. The DVDs could be popped in the machine when they are checked out. (This is what they do in some of the stores.) Also, some of the DVDs I request come from libraries with a memo attached asking patrons to report if a DVD is scratched. It's so disappointing that someone might return a damaged one and no one would know. Also -- the "Back" button for requests still results in occasional duplicate copies.

My husband and I love love love the Woodridge library! When we moved here we were so happy. I only wish it was open a little earlier on Sundays.

I really appreciate the central kiosk in memory of Bill Frazer. the books are always interesting and current.

Can you consider adding professional journals, such as the Reading Teacher or journals that are located at the C.O.D. library?

Updated DVD and Music CD collection. Other libraries have a current selection to choose from. The selection at the Woodridge branch is poor.

Your 3-day grace period is helpful. I've also bought some treasures from your on-going used book sales and outdated magazines. The staff should be proud of the outstanding current event books they offer, often controversial and always important to evaluate. I hope you continue to offer videos as many in my age group prefer them over DVD's. Where is Library Leaves available to non-Woodridge residents?

Need earlier hours on Sunday -- 10 or 11 AM is preferred.

I order alot of large print books and the staff isn't always so eager to look through the rack of books that came in to tell me if its in or not before I get the call or see it on the internet. (Internet says its in transit) Need more morning help assigned to logging in arrivals. Would like to take on computer classes since I am unemployed but the classes are always full and can never get in.

I would like more British mystery DVD's

I love the library - sometimes it's a vortex: time is lost when I enter through the doors! Staff can be friendier - I am at the library quite often (2x/week on occasion) and the front desk staff is not a friendly bunch. Even "reference desk lady" appeared as if I'm interrupting her day with a questions -- it made me feel unwelcome and that I'm a nuisance to her. A friendly environment is part of the service and a big part of customer satisfaction!

I think you are doing a great job!

love SWAN System listing of new Items would be useful

Doing a good job. Make holds come in faster. Take off the unrequestables from the catalog.

I like the DVD's of programs from Great Britain -- BBC, Acorn Media, i.e. Midsomer Murders, Jonathan Creek, etc.

We really use the service of requesting materials from other libraries. The only drawback is more frequently other

libraries are making things non-requestable. A simple solution - systemwide - would be to not show non-requestable items as a search result. This would ease frustration.

Would like to know which librarian recommended/read "Books /discussion group featuring particular directors, writer of screen plays, subjects, types of movies, small budget, or independent movies and foreign films? Would appreciate a printed listing of children's books geared to various themes, topics or problems experienced by children: honesty, being bullied, not being truthful, being lied to, siblings being too busy for younger children, abrupt home changes effect on children, effects of a too-busy family, etc. -- in storybook form for children 2 - 9 or older. Sounds impossible to me, too. Thank you for excellent staff and facility.

Would like more Large Print new books! Some books very old and discolored.

More videos on outdoors activities like hunting, fishing, archery, boating

A wider range of technology/computer related classes (more extensive) to aide those who do not have exposure to the ever-changing technology world in their jobs. I would like to see more quiet in the library - staff - as well as staff enforcing it. Quiet Signage! I come to the library to read, concentrate, study in a quiet environment, but everyone talks out loud without even making an attempt to speak softly. I work in the computer area a lot -- near the line of traffic and the copier, which tends to be a social area for staff and patrons and loud parents with loud children - attempting to reprimand them out loud and most times without success. Staff should send these people to the lobby or move copies to lobby. When I was young, the library was like church - everyone whispered - even the librarians! Do your own audit by monitoring the patrons who are disturbed during loud conversations -- you will see them looking up from their work - making comments to each other, etc. It is very disruptive.

Love the ladies that help me pick out my books and come to bring them to me. They spend time talking with me. It makes me feel less lonely and part of the world.

I would say that the Library provides an excellent service to Woodridge. I am for one happy with the library and its staff - but knowing that change is the wave of the future will be waiting to see what the future will bring.

I love the library and use it a second office. As long as there is wi-fi, I will continue to use the library. The request system is also very good.

Maybe add another bathroom at the back of the library(near the reference section) I am partially disabled and the walk to the front is sometimes difficult.

As a resident of Woodridge, a cardholder of the Woodridge Library and as a former employee of the Woodridge Library, I would like to strongly suggest that those patrons that lose or damage library materials be required to replace/pay for those items. They should not be off the hook and the taxpayers of Woodridge left to pay. This is something the library needs to do instead of just accepting the damaged material and telling them they can make a donation. And of course they do not make a donation. It also sets a bad example to children that though they have lost or damaged library property or their parents have done so, they are not responsible for it. This is my biggest gripe about our library.

I really like your outreach program for public school kids and think you should visit the schools more frequently; do you have a bookmobile program for this audience? Reading is so critical for kids. The Summer Reading Program turned my toddler onto reading when he was just 2 years old. (Or maybe it turned ME on to reading to him more often!) Now he is an avid reader, even though he technically can't read yet, and LOVES visiting the library. I'm so thankful for all the library has to offer.

The Summer Reading Program turned my toddler onto reading when he was just 2 years old. (Or maybe it turned ME on to reading to him more often!) Now he is an avid reader, even though he technically can't read yet, and LOVES visiting the library. I'm so thankful for all the library has to offer.

You could open earlier on Sunday's but close sooner to keep the hours the same.

More comfortable study chairs.

Hope you continue the books on tape. Bolingbrook is eliminating them and I am very upset with that decision, so I come to Woodridge instead.

it would be nice if the children's books were labeled with their AR number, or at least organized better so you didn't have to look up a title, then look for it in the catalog in the crazy round about way. but it isn't necessary

Enlarge the opera collection.

More CD's would be nice, especially ones that are current. I think the interlibrary loan is the best thing ever and I would be lost without it.

state or even nation wide online search and requests.

The Children's summer program is excellent. In the past my children enjoyed the program. It was a great motivator. Some programs I would like to see are: How to do a genealogy search; how to create great photo albums, how to cook, how to find sound medical advice, learn about photography, great places to visit in IL, Decorating, figuring out construction cost and who to contact that is reliable. I really liked the animal show they had and the gardening facts. I use the free Museum passes.

I would like the Woodridge Public Library to allow non-resident to reserve materials instead of going to their respective library.

We are so impressed with the library!! The staff, especially in the children's department, has been incredible. We homeschool so the library is a major source for our educational needs. I am amazed everytime I go. There is always something new there that we can use!!! I always brag to other homeschoolers how wonderful our library is. I know it is one of the best in the area! We could also not live without inter-library loan. We have been able to get almost everything we need through here. Thanks again for all you do!! Please, keep up the great work.

I am awed by the breadth of services the library provides, the caring and helpful attitude of all the staff. I also enjoy the art displays featuring local artists and students. Any changes you make are sure to be outstanding. We are very happy with your library. We pay to be members (live in unincorporated DG) and it is worth the money. When our daughter was younger, we used the Children's programs which are excellent.

Please get the adult staff to help people in the department. They don't ever leave their desk and they look like they are too busy to interrupt with questions. Also you need to get more new books on cd.

The library is already great, it's the best one I've been to and I love it.

There should be solicitation for books from patrons. There are not books in any specialized subjects. On-line scientific magazines should be available. Should have guest lecture programs from writers and scientists.

Staff are great! Helpful and pleasant! I love the library. All these free materials at your fingertips.

More activities for kids in 4th - 6th grade Make DVD section more like a video store, with categories such as Comedy, Action, Classics, etc. We use the library a lot, and sometimes we're a little late with returns (a couple days) but w/20 items for our kids, the cumulative fines are making me not want to use the library as much. Sorry about being late sometimes, but please back off on the fines a bit!

how about a coffee shop or a cafe for snacks

The one thing I would like, as a cardholder from another library, would be to be able to use the computers with my card. Otherwise, I love the library.

Library is dull! No Color, No Banners, etc. Soft music in Reference area may be nice. Soft music in Children's area may be nice! Area to serve food and soft drinks for teens may be nice! Having a special detailed book and info area for business or law, etc. that local businesses would support. Pick one and let it be special.

I would like to be able to use my Fountaindale card to reserve Woodridge books. We live in Twin Creeks on 83rd St. Our children attend Woodridge schools. We pay taxes to Woodridge. This neighborhood is more Woodridge than Bolingbrook minded. I'd like us to be fully accepted patrons. I taught in Woodridge Schools for many years.

The programs offered for students were great. The personnel who visited schools each year generated great student interest. The Children's Dept always helped us with materials we needed.

Better selection of DVD's. When I order online from your library, the DVD's usually come from other libraries. It seems like you have a focus on foreign films, and I like that. However, I would also like to see more you have more recent U.S. films. In other words, a better selection, so that I don't have to order from participating loan libraries.

I think it's fine!

I recently was taking a look at other library's web sites and did sign up for your e-newsletters. That is a great idea!

Libraries are a great resource and I am thankful I can visit so many!

Besides the issue with the due dates written on the books I'd buy stock in your company.

I'd like to see more suggestions on various types of books that are recommended. I like cozy mysteries and have a hard time finding them. Perhaps you could create a list and have it printed out as a guideline to find them or authors that write cozy mysteries. I like what Downers Grove does with having print outs of mysteries, romance, cooking, etc. Always something new to read and keep.

EARLIER HOURS -OPTION TO MAIL BOOKS OR MATERIAL TO THE HOUSE DIRECTLY INSTEAD OF THE LIBRARY-I HAVE LOST HOLD MANY TIMES DUE TO THIS.

I have found that the staff at the check out is not very friendly. If they are over worked it shows. If they are tired or tired of their jobs it shows.

I have been to other library's (Hinsdale, DG) and it would be nice to see an update to the Children's department. I don't suggest a train table (to loud and the kids in DG fight over the trains), but a cute reading club house in the sunny corner where they have the stuffed animals and puzzles would be very cute.

I would appreciate a better organization of the music CD's.

I would appreciate a better organization of the music CD's.

Put the DVDs in the back and move books up so I don't have to walk a mile to get something. DVDs are not the main reason for the library's existence. Help SWAN be more user friendly. It's frustrating and annoying.

Better & newer movie, DVD selections. In the 10 yrs I have lived here, I haven't found a movie I haven't seen or so old that I care to see in your library. Surrounding community libraries seem to do a much better job in this area.

Free wifi. I'd like to be able to work from my own laptop to study, research, etc.

Buy a couple of some releasing DVD's.

Love the library - some of the library staff are not very friendly and other are outstanding. Love the quick availability of getting materials - 90%+ of books I get come from other libraries and I appreciate the speed of attainment. Thanks for the hard work!

I am very satisfied with the Woodridge Library and its services

More current audiobooks. Better selection of current DVD's. Offer computer classes on "simple" tasks: how to download music, how to create a webpage. The staff is wonderful. The atmosphere of the library is pleasant. It is always sunny and the A/C is perfect. The computer staff has been extremely helpful. How about inviting guest speakers and book signings for classes instead of always having informational classes -- popular authors as they have at bookstores and lecture halls. Make the guest speakers fund. It would draw in more people. How about sponsoring essay contests? Short stories?

We enjoy music as well as reading and hope you are planning to have an "oldies" musical program next Fall or Winter.

Some ILL can be outstanding for many months. It might be helpful to get an email after a month explaining why. Your staff is outstanding! Probably your best asset.

think the Woodridge Library is doing a great job I enjoy bringing my daughter here for the program, I also like the program you have with all the museums and zoos in the area, that is awesome. I just would like to see more programs geared toward the little ones. Also it would be nice to get a email or something when new program for children and adults is coming up, I never know about adult programs.

I think the Woodridge Library does an outstanding job and is an ASSET to this village.

Books on CD -- although they can be accessed from other libraries -- greater selection here -- less time wasted.

Recently, I reserved a number of books that came in from multiple libraries - the process worked great. It's nice to know that if Woodridge doesn't carry a particular book, I can still get it through the inter-library loan system. It would be nice to be able to take out children's games.

More genealogy resources, both online and print

I have read lately about lack of funding for inter-library loan system. I would really hate to see that shut down. I

think the library serves the community very well & enjoy using it. Used it when still on 75th & Woodridge Drive.

Young Mom groups; baby/infant groups; More Disney movie DVD's

I've had a positive experience each time I visit the Library. The staff have been extremely helpful. They are very patient when explaining the system.

You do a fantastic job. The staff is top notch, always helpful and friendly. My only suggestion would be to add easy chairs/couches and coffee. Then I would make it my morning coffee shop.

Very clean and friendly!

I see a number of wonderful and informative magazines on shelves for people with different interests. I am looking to read the "Folk Art Messenger" which deals with folk art from different countries as well as American art. There are beautiful articles which would appeal to the mid-aged group.

It's frustrating to have loud talking teenagers in the computer area. It happens frequently. And at times, only when the librarian threatened them to call a security, those unruly guys left. Some options maybe 1. Call a security after one warning. 2. Block facebook and utube sites from use. 3. Revoke their PC privilege for a month after an instance. 4. Force individual use rather than two or three. Thanks.

9 1/2 time out of 10 my experience at Woodridge Library is excellent. There is an occasional hiccup expected anywhere. An additional improvement might be the drop off boxes outside. They are overflowing at times and maybe an additional box or a larger box may be needed. Overall the Library may not have the quantity as other libraries (Downers Grove) but rarely am I disappointed. Very Good!

Library card system NEEDS to link all cards for a single family on one account, so that users don't have to pull up multiple accounts to determine what items need to be returned. Teaching children the responsibility of card ownership is important, but it is very frustrating when you have to log in/out on numerous accounts. Alternate solution - text or email alerts when books are coming due.

I love our Library!

You are doing a great job. Please keep it up.

I would like to use the children's programs more often. It would be helpful if there were group readings for young children in the evenings and on weekends. It seems like a lot of the children's programs are geared toward stay at home parents and are difficult to attend if you work.

The over due book process is very slow. When you think that all of the books are back, notification that they are not can be a week or more past the due date.

The paperback section is in poor condition. Also, your DVD and cassettes are old. Both sections need to be updated.

More Anime. There should be more YA non-fiction Anime. Should be more up-to-date. More YA activities (ie Super Smash, etc)

A wider Anime and Manja selection please.

I've lived in Woodridge for 15 yrs. I love our library. Reference, Circulation Desk and Children's Desk have always been extremely helpful -- staff is knowledgeable and efficient. If you do not have something I want or need, they always get it for me. I did recently try to get into one of the computer classes and it was already full. I would be willing to pay a small fee (under \$25) to have greater access to these classes.

I'd like to be able to cancel "holds" on materials, if I no longer want them. I access my account on-line frequently to request materials for the family - I'd like to cancel items just as easily. We love coming to the library, if Woodridge doesn't have it, someone in the SWAN system does. My children would like more PS2, X Box games available at Woodridge, however.

I would easier access to the reference desk.

I WOULD LOVE TO SEE A MONTHLY LISTING OF ALL THE NEW BOOKS AND DVDS'ACQUIRED BY THE LIBRARY FOR EACH MONTH. ALSO, HOW ARE THE SELECTIONS DETERMINED? THANK YOU

I believe the Woodridge Public Library should better promote reading in schools and cooperate with school libraries. Perhaps a chess club program should be initiated into all school curriculum so that it promotes kids to think deeper.

-First, thank you! -A few more computers. -Broaden the foreign music and literature

I am very happy with the Children's Department, including the staff. I really appreciate all of the children's programming, and it is wonderful that most of the programming is offered in the evening (even for young children). There are many other activities in the community, such as park district classes, that are not offered in the evening for younger children whose parents often work during the day. Thank you! We are also happy to see that the children's DVD collection has been expanding. We are really using the beginning reading programs with our little ones that are just learning to read now. Thank you!

Advise for the older books. I think several communities should get together and place books that are 15 years or older and have them placed in a storage area off site from the library. They can be documented that they are there so when someone wants the book staff could just go there to get the book. This would open up space in the library. I think the Woodridge library is the perfect size for our community.

I really love this library. There's not much that I'd change. However, the SWAN catalogue is occasionally frustrating to browse. There are simply too many "subjects" many of which are redundant. If I was looking for books similar to Terry Pratchett's "Going Postal", I wouldn't even know where to begin. Things like comedy, fantasy, satire, are all too vague. And yet, the subjects connected directly to the book will likely have obscure tags - "British humor 2002" or something like that would probably be an option, which is probably unhelpful if I want books similar to that one. So perhaps you could recreate the "subjects" in SWAN - give them major status for things like "fantasy-comedy" and minor status for things like "British finance satire". Then again, perhaps I'm just being whiny and have wasted your time. If so, I am sorry. Thank you for accepting my input.

Being open later would improve convenience, but I don't know if this increased expense could be justified.

I would absolutely love to have Google Earth at least on some of the computers. I really want to explore it, but because it is such a big program, I am afraid of downloading it onto my home computers and slowing them down. It's also such a valuable educational tool, it seems like it's really a shame that it can't be made widely available to all.

Have more classes, such as Access, Powerpoint, Outlook, etc.

My visits to the Woodridge library are most always pleasant -- the library has an appealing, friendly appearance. Woodridge Library is such a great resource for me as I job hunt or look for the best in reading. The staff has been exceptional in their knowledge and helpfulness.

Start up an E-book reader process -- for example have newspapers on E-books. This may be the next thing in library science. Maybe WPL could start a new trend or process with E-readers. Open at noon on Sunday.

I love my library!

The Woodridge Library is a constant support system for my family's lives for 30 yrs. Most recently reference found a book from out of our library6 system. Awesome! Staff never judges on how many items I check out. Sometimes I make them to a lot of checking in and out. Thanks.

Years ago I started listening to books on tape while commuting. Now my car only has a CD player. Over the years, I have listened to almost 100 books. I find the titles on CD to be very limited in number and variety in the non-fiction categories. I would like more history and biography.

Woodridge Library is such a great resource for me as I job hunt or look for the best in reading. The staff has been exceptional in their knowledge and helpfulness. The front desk for check-out is such an important area and always so busy. Please remind each of them that a smile is always good and impatience just doesn't fit there. Thank you.

For me personally, the Woodridge Library provides all my needs. I particularly like and use the books from other library reserve system. The employees are always considerate and helpful and very friendly.

Your DVD selection is excellent. Better communication about community passes (i.e. Brookfield Zoo, Ravinia, ect.) would be appreciated.

More computer learning programs at a nominal fee for adults and youth would be appreciated

Need to be more current on books.

Place the Power Wall where people are most likely to see it -- preferably near the circulation desk. Think about "impulse buying."

I feel like there should be Children's Reading Time Programs scheduled more often. It seems like a class runs for 2 months then takes 2 month off. We are very pleased with the library staff and materials. Everyone is helpful and courteous.

As a Woodridge cardholder, I often find myself going to the Downers Grove library. Their Children's Dept is outstanding, wonderful selection of books, puzzles, music, DVD's and educational material. They have colorful and comfortable seating for kids and parents and fun activities all the time (like find hidden stuffed animals or get a hand stamp). My children love it there. I would love to see Woodridge incorporate more of those things in the Children's Dept. I also find Woodridge is very often out of most of the items we come looking for. A larger variety and more stock would be nice for both Children's and Adults.

I am so grateful for the use of your facility. It's a couple blocks away from my work (Wilton) and I just love coming here during my lunch.

Love the SWAN library & ILL program It is a great idea that Library offers free passes (zoo, concerts, etc) for residents especially at economic downtimes. Thank you. Does resident have the opportunity to suggest about book choice or magazine subscription? I do go to other libraries quite often for lectures offered (Downers Grove, Indian Prairie) Our library hardly invite Mr/Mrs Mishur to give any talk, is it because of the budget?

The Children's programs are mostly held at times that are not helpful to working parents. When my children were pre-school age they would have liked to participate in programs offered but could not. Even now as 3rd graders this is true. Many parents have baby sitters or have kids in day care and can't pull them out for to attend a day program. Why are the really fun programs offered when parents are working?

Suggestion-- Maybe getting an email when you have accumulated fines over say \$5.00 or so. My son had an \$18 fine and I was shocked when we went to use his card. Thank goodness I had the money to pay. Otherwise, keep up the good work! A library is a beautiful thing- trusting people to return items and allowing people to have the chance to read, and enjoy all the other items and services you provide. Thank you.