

## **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 already 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 will come for this opportunity.

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 workers 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 Bolingbrookbrook 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.

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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 long. 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 be 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 interest newsletters. It would be nice to know how the library is doing in these poor economic times. 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 except 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 than 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 or they find it in another 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 can 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 knowledgeable, 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 discussions 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. Chcek 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 vounteers. 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 doeasn'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 a lot 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 it's in or not before I get the call or see it on the internet. (Internet says it's 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 friendlier - 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 question -- 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 ocmments 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 futue 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 didnt have to look up a title, then look for it in the catalog in the crazy round about way. but it isnt 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 geneology 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 OT MATERIAL TO THE HOUSE DIRECLTY 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 Manga 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. The 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 fund 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 paretns. 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 on 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.