

18. How long have you lived in the Lisle Library District?

Less than 1 year	<input checked="" type="checkbox"/>
1 to 5 years	<input type="checkbox"/>
6 to 9 years	<input type="checkbox"/>
10 to 19 years	<input type="checkbox"/>
20 or more years	<input type="checkbox"/>
I do not live in the Lisle Library District	<input type="checkbox"/>

Thank you for taking part in this important survey. The Lisle Library District is deeply appreciative and looks forward to reviewing and using the consolidated results when provided by the researcher.

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*Please make sure to turn in your paper survey by July 31.*

I'm really glad you are ~~here~~ here.  
I recently was very pleased to  
find a book <sup>at this library</sup> & check it out  
that my library in my previous  
town in Minnesota (suburb of  
St. Paul) did not have.  
Thank you!

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\* DISPLAY OF AREA ARTISTS IS A GREAT IDEA.

\* MORE PRINT ART BOOKS AND MAGAZINES WOULD BE BENEFICIAL.

\* BIGGER DVD SECTION WOULD BE NICE.

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It is a bit cramped in the children's area. I use a stroller when I visit ~~for~~ with my kids. I feel secure in the children's area with my kids, but library could use bathroom and more space in children's. Seems crowded for space and shelves on adult floor too.

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- library app was pretty difficult in the beginning with the password reset - ~~was~~ a lot of technical issues b/w app & website. log-in's
- ~~what~~ where do I find out about passes to different museums - that info is hard to navigate initially
- love the newsletters
- for a small town library, you guys do a great job

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The staff here is the friendliest library staff I have encountered!

The parking is great!

The computer lab always has computers available. The staff is easily available for problems encountered. The computer user do not make me uncomfortable like other libraries' computer users.

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I think our library is great & the employees are top notch. It is still my #1 go to place for books - fiction & non. Now I'm using it with my grandchildren as I did with my children.

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*Just wish I was more mobile*

STAR DOES A  
GREAT JOB ALL  
THE TIME

THANKS RFR

HAVE A ~~GOOD~~ FUN DAY

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- 1) When library calls to notify that a requested book is being held - caller should give title of book. When I have asked for the title librarian seems irritated when asked this question.
- 2) would like to see an auto book drop in a more convenient place,
- 3) Ladies restroom is not very clean & smells (near entrance) The one in the back of the library seems OK)
- 4) would be great to see an area for coffee & reading - perhaps near the magazine section?



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*I love Lisle Library, ♥ Keep up the  
Good work*

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*Thank you EVERYTIME  
Great Staff  
Hard workers  
DON'T SCREW IT UP!*

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"Senior" Dementia/Alz. easy books  
to read -  
recommendations

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20 or more years	<i>more like 20 &amp;</i>
I do not live in the Lisle Library District	<i>X</i>

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*Book Sale & Friends of Library influence on community  
and financial helps to library  
now & then*

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I live in Brookdale - Lisle  
1700 Robin Ln.

I appreciate the books provided  
to us for "Book Club"

Also the Home delivery Service

Thank you

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Like the new configuration of the parking lot - especially adding more limited mobility spaces + moving the drop off / pick up ones to the side. Also appreciate the plants / flowers along side of parking lot + when entering the bldg. Very inviting.

Truly appreciate the wealth of knowledge + always the willingness + friendliness of the library staff to answer questions, advice + support. That is what really adds to the enjoyment of using the library.

Though I have no children, do have nephews + enjoy browsing through the children's books for ideas. Also, the children + their families are an integral part of the library's growth + progress - so it's important to provide them access + to continue to do so.

Do not mind that some of the resources, such as newspapers, the forerke, etc are at the back end of the library. Look upon it as good exercise to walk there!

Somewhat concerned that books <sup>that</sup> were once in the collection are no longer available + must be obtained through interlibrary loan. Understand there is limited space + the need to provide tech. etc. But, please, do ~~not~~ <sup>not</sup> it by NOT abandoning print material.

Thank you.

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I would love to take advantage of  
several resources offered but unable  
to get there (do not drive & hard  
to get someone to take me there)

Thanks for the opportunity to  
offer input

Have a nice day!

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*For the last couple of years, I have been attending the book group Booked for the Day. I have thoroughly enjoyed participating in the book group. Pam Freer does a great job facilitating the discussions by asking thought provoking questions.*



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- Get more copies of Best sellers. Seems to be a wait list on all new Books.
- More copies of new DVD's. It is not enough.
- Print cost is too high. SIB Free or 1-2 cents a page.

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Library needs to grow. Invest in the future. People don't mind paying a little in taxes if it's for education. Biggest problem is Tom Hummel who has called it a ripoff and wanted to merge with Downers Grove. All he does is oppose everything. The other trustees and directors need to get together and vote him down. He said in the Daily Herald that he wants to control costs but costs are already low. We need a library that kids, old people, newly-arrived can use. We don't want to have to go to Towne's or Naperville to use their library. And we need a Board who will support the library and not tear it down all the time.

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10 to 19 years	
20 or more years (39 years)	X
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I WOULD LIKE THE LIBRARY TO CHANGE THE COMPUTER AREA ~~AREA~~ - SPECIFICALLY HAVE SOME COMPUTERS AT INDIVIDUAL DESKS, SIMILAR TO THE SET-UP BEFORE THE RENOVATION. THE CURRENT ARRANGEMENT IS TOO TIGHT & OFFERS NO PRIVACY, WITH OTHER USERS DIRECTLY BEHIND YOU OR PATRONS WALKING BEHIND YOU. EVEN SIMPLE DIVIDERS BETWEEN COMPUTERS AND PRIVACY SCREENS WOULD BE HELPFUL & LOW COST. A FEW STAND-UP WORKSTATIONS WOULD BE GREAT, AS WELL AS A HEALTH BENEFIT FOR PATRONS.

THE OTHER IMPROVEMENT I WOULD LIKE TO SEE IS DIRECT ACCESS TO THE LIBRARY FROM THE SOUTH SIDE PARKING LOT. THIS WOULD BE ESPECIALLY HELPFUL IN COLD OR RAINY WEATHER. YOU RECENTLY CHANGED TWO GOOD PARKING SPACES NEAR THE DOOR (EAST SIDE) FOR MORE SPECIAL ACCESS PARKING. THESE SPACES ARE USUALLY EMPTY.

THANKS FOR LISTENING.

ONE MORE ITEM - I THINK THE LIBRARY SHOULD TAKE A TOUGHER APPROACH WITH PATRONS THAT REPEATEDLY IGNORE DUE DATES, LOSE BOOKS OR DAMAGE THEM. MANY TIMES I HAVE HEARD STAFF NEGOTIATING LOWER FINES FOR PEOPLE. I FEEL THAT PRACTICE ENABLES BAD BEHAVIOR & COSTS RESPECTFUL PATRONS MORE TAX MONEY.

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This survey is much MUCH too long!

The copier is junk.

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Please see attached for my comments.

The April 4, 2017 election cycle was particularly nasty. Candidates Liz Sullivan and Marjorie Bartelli campaigned in a highly negative and troubling manner. They lied about the behaviors of the previous board. They slandered their opponents Colleen Setty and John Huff as well as the entire previous board (Facebook posts on Feb 16, Feb 17, Mar 9, Mar 26, Mar 28). We are concerned that these behaviors have persisted, or will continue, into their tenures as library trustees and will negatively impact the future of the library.

Liz Sullivan posted many dubious, and incorrect statements about the previous board on her Facebook page, for example: 1. She stated that Lisle library taxes are 147% higher than our neighbors' in Downers Grove, Wheaton and Glen Ellyn, (Facebook posts on Feb 3, Feb 6, Feb 10, Feb 18, Feb 21, Feb 26, Mar 4, Mar 5, Mar 13). 2. She said that the previous board increased taxes at the highest possible rate over the past number of years, (Facebook post on Feb 21, Feb 22, Feb 27, Mar 11, Mar 23, Mar 26, Mar 28). 3. She condemned the Library for taxes higher than the Village of Lisle's combined taxes, (Mar 29). 4. She alleged that the library has a slush fund, (Facebook post on Mar 20). 5. She accused the library of violating OMA, (Facebook posts on Feb 13, Mar 5, Mar 6, Mar 8, Mar 9, Mar 20, The Daily Herald on Mar 6, Mar 9). These are strong, and untrue accusations.

1. We believe the 147% number is deliberate propaganda at worst, purposefully misleading at least. Downers Grove, Wheaton, and Glen Ellyn are Municipal libraries while ours in Lisle is a District library. Municipal libraries are funded very differently and those revenues are detailed disparately on the line items of respective budgets and tax bills. This is a false comparison. We want Liz Sullivan and Marjorie Bartelli to explain how they got that number and why it is relevant. Trustees must be competent to interpret complex information and trusted to behave ethically-hence the word "Trust" in trustees. We strongly recommend they elucidate their behaviors in an open session at the next board meeting.

2. The Lisle library tax rate is 4.66% of our tax bill, which falls behind the grade school (\$0.6%), the high school (\$21.67%), the fire department (\$9.27%), and the park district (\$5.69%). Our research shows that property taxes are lower in 2017 than they were in 2012. We call on Liz Sullivan and Marjorie Bartelli to explain these pernicious accusations in an open session at the next board meeting.

3. On March 29, 2017, Liz Sullivan posted on her Facebook page that the Library taxes are higher than the Village's combined taxes. We believe this is another misleading claim. Our research shows that the Village's taxes (grade school, high school, park district, forest preserve, Lisle road, and Lisle township), total 80.94% of the property tax bill, which is greater than 4.66% for the library. We want Liz Sullivan and Marjorie Bartelli to clarify this post in an open session at the next board meeting.

4. There is no slush fund. There is a special reserve. Liz Sullivan and Marjorie Bartelli misunderstand and misrepresent the complexities of levies, revenues, and budgets (Facebook post Mar 28 called the special reserve "Hoarding 11.9M"). This is the third incorrect claim. As trustees, competence, values, and precision are imperative. We petition Liz Sullivan and Marjorie Bartelli to apologize for these accusations in an open session at the next board meeting.

5. There was no OMA violation. The previous library board was exonerated in April of 2017. Liz Sullivan was quoted by Robert Sanchez as making this charge in the Daily Herald in March of 2017, in addition to posting it on her Facebook timeline. This fraudulent charge cost all Lisle residents thousands of dollars. She and Marjorie Bartelli ran their campaign on lowering taxes and protecting Lisle residents from irresponsible spending. Simultaneously, they cost us thousands in tax dollars because Liz Sullivan misread meeting agenda bullet points. It is just pathetic to now say "move on", which Robert Sanchez quoted Liz Sullivan as saying in the April 18, 2017 Daily Herald article. She did a lot of damage posting this loud, bold, and ill-judged accusation. Liz Sullivan and Marjorie Bartelli must not carry this behavior over from their campaign to their responsibilities as trustees. Retracting these statements and apologizing in an open session at the next board meeting, or resigning from the board are great ways to start in a better place.

Finally, conflict of interest is a potential issue for trustees. We may also call it personal gain. Thomas Hummel, a third trustee, is on Liz Sullivan's Facebook timeline as liking her and Marjorie Bartelli's posts (Feb 13, Mar 3, Mar 30). He is mentioned with her in the March 9, 2017 Daily Herald article and quoted in the June 15, 2017 Daily Herald article. Hummel, Sullivan, and Bartelli risk conflict of interest if, as trustees, they receive any form of personal gain from meddling with levies and other revenues like rebating the special reserve. (Facebook post on Feb 11, April 3, 2017.)

Lisle residents want to see every one of the seven trustees working their hardest to provide the best possible vision of the local library and emboldening the Lisle community. Please work together to establish a robust library in a thriving and lucrative community.

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WE HAVE ALWAYS APPRECIATED THE LISLE LIBRARY. BECAUSE OF ITS SIZE, NEWLY RELEASED VIDEOS AND BOOKS ARE EASILY ACCESSIBLE. WE ALSO ENJOY THE ADULT PROGRAMMING AND FIND THEM INFORMATIVE AND EDUCATIONAL. SUNDAY OPENING TIME SHOULD BE EARLIER HOWEVER.

# Community Survey Comments

[REDACTED]

Wed 7/19/2017 10:59 AM

To: Tatiana Weinstein <tatiana@lislelibrary.org>;

Hi Tatiana,

I just completed the online survey, but my additional comments were too much for the comments section to hold, so I am forwarding that section to you in the hopes it can be directed to the survey results.

Thank you,

[REDACTED]

**CBwhite**

Market Research & Strategy

Thank you for taking part in this important survey. The Lisle Library District is deeply appreciative and looks forward to reviewing and using the consolidated results when provided by the researcher.

If there is anything else you would like to share, feel free to type your thoughts below (300 character limit). Of course, the Lisle Library District always welcomes your input. Here is the [link](#) to our contact page.

Love our library; my kids have grown up there! Upgrades from a parents perspective:

- With young children, it would be great to have a family bathroom where mom/dad could change infants and bring in young children.
- Would be nice to have an "parents" area in children's library: comfy chairs, conversational setup, adult magazines/books.
- Would LOVE a coffee shop (look at Bolingbrook's library: <http://www.fountaindale.org/services/brooks-cafe>, or Trinity's (church) Grounds for Hope cafe. How awesome it would be to have discussion groups and program event attendees grab a cup before a meeting! (Add meeting space as an off-shoot area from the cafe could be nice too!)
- Love the beautiful landscaping at the library! It would be nice to get more people out there. I don't know if it is a water retention area or not, but if not, the area just north of the handicap and quick park area would be great for a small playground or similar area to relax or let kids run around.
- Library needs a better connection with District 203. Most of southwest Lisle is in District 203. I always have to go to Naperville library to get District 203 reference text books when needed.
- As my kids have gotten older, they have outgrown the children's library, but are too rowdy for the adult library. The teen programming is great at our library, but they need a common area that is inviting to kids this age (schools are now making areas that look like coffee shops, with cozy seating, conversation seating, tables with built in games, foosball, etc.) More of a "hangout space".
- Bathrooms desperately need a place to stack books or hang bags and purses while using the facilities.
- If we are dreaming big for a wish list...it would be nice to have a town center with library and park district in the same location.

**From:** [REDACTED]  
**Sent:** Friday, July 14, 2017 2:49 PM  
**To:** Jay Fisher; Thomas Hummel; Liz Sullivan  
**Subject:** Suggestions from Survey

There was not enough space to include these suggestions...

Please consider the following suggestions for the library:

1. Book Reviews and new books added to collection sent via emails and online newsletters (user can select genres they are interest in) -
2. Cultural programs announcements sent via text and online email newsletters -
3. Reminders of cultural programs sent via text and email.
4. Social media - social media - social media!

Thank you for all that you are doing for the community and improving the library. Raising community awareness of library resources and programs is very important. Coffee shop, social media, more cultural programs, informing members of new books, book reviews, etc... all will help raise awareness and interest.

[REDACTED]



Sent to me via FB PM - Please send to survey company

Liz Sullivan

Thu 7/20/2017 5:58 PM

To: Tatiana Weinstein <tatiana@lislelibrary.org>;

Cc: Jay Fisher <fisherj@lislelibrary.org>;

Sent to me via FB PM - Please send to survey company

Didn't have room to write in survey box. I think the library over collects taxes. Ethically it is wrong to do so. Legally might be okay. I don't want to pay for a new library. I don't think they need to buy up homes either to expand. I do not see a library needing to use the "critical" infrastructure that allows collection of the lesser of CPI or 5 percent. Release that firm doing a 60k study designed to get to "yes". Why not just use downers grove-- although that may be more taxes were are paying. Finally - with that huge reserve. Abate it or use it to pay for a year or so without collecting more.

*All the best,  
Liz Sullivan*

Lisle Library District Community Engagement Survey 2017  
End of Survey Open-end OPTIONAL Comments\*

***\*Last page of survey said, "If there is anything else you would like to share, feel free to type your thoughts below"***

*We include this option to allow people to express other thoughts and ideas in their own words. It can **add** to the survey data where **hundreds** of responses were gathered. It is not appropriate to select a single comment and put an abundance of attention on it.*

\*Family bathrm\*All bathrms: stack books & hang bags\*Parents area in children's lib. (cozy with mag & books)\*Area N of quick park: small playground or similar\*Better connection with Dist203\*Teen hangout space: cozy & conversation, tables with built in games, foosball, etc\*Bolingbrook coffee shop

1. Spend more on the reading, and a-v materials. 2. Spend less on appearance, and other unnecessary items such as the coffee corner, etc. 3. Archive the old materials. Fill up the shelf with new. 4. The inter-library-loan is sadly unsatisfactory.

1. When will I see the results of the survey? 2. You will learn very little from this survey as there are too many questions to guide any improvements.

203 district eliminated high school libraries. Most everyone and everything is online. Clearly the role and importance of library in society is changing and declining.

A drive-up window to pick up reserved items would be a benefit. It is hard to get out of car and trudge into building. Also the cement poles on the media return box in lot are too close to front fenders.It is hard to maneuver car close enough to drop items.

A new library would be wonderful for the community. Thank you.

A very high portion of our tax \$ are going to the library, all while the library is sitting on millions in reserves. While there is a good deal of value in the svcs provided, I strongly feel that our tax \$ could be put to better use, or better yet the taxpayers could greatly benefit from tax relief.

About 40% of (books,DVDs,Magz.) are 5 inches from the floor. Most visitors are older or senior. Cannot bend to floor level (or almost lay on the floor). Management need to "design" better layout. More people can see and checkout more things, rather collecting dust at floor. Thanks

All librarians I have dealt with are extremely helpful and polite. My only problem is that the outside book return is too high to use comfortably. It's awkward or impossible to use from my car.

Although I presently don't use the Library much, it's someplace I'd like to work in more. But, I think it's important to have the various resources available to the community.

Are u kidding me? What is a Meeting space with smart room technology anyway? I minimally use lib. Don't have current enough audiobooks to download, so I subscribe to Audible & buy audiobooks elsewhere. Close library, eliminate taxes & give me my money back.

As a daycare teacher, I rely heavily on the library for resources for my curriculum. I love the ease of the placing books on hold.Wish the computer catalog would allow for us to specify between adult and children's books. As a mom, my children love coming to the library and using the PS4.

As a teacher I love the library and it is a great place to work on lesson plans, etc.

As a working parent, programming for children that falls on an evening or weekend is valuable. Particularly for young kids, there are few programs throughout Lisle that are offered at times I can take them.

Be more transparent. Make it known to the patrons as to who the Summer Read Prize donors are. Include activities for all ages for library-wide events. Keep public use computers updated with latest MS Office version. The current director Tatiana is doing a good job.

Book sale and friends of library influence on community and financial helps the library no and then.

Central building location. If no new location then put an addition with the children section on the first floor. A new room for the computers.

Lisle Library District Community Engagement Survey 2017  
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Coffee/snack bar? Elgin lib tried-not profitable. Try vending machines. Most Lisle librarians need customer service training. Rude! Act like helping kids find books a bother! Don't expand/rebuild. Not needed. Maybe coop with other local libraries. No kids play area like Woodridge-messy and noisy!

Community/public libraries are vital community assets. As a new resident ( < 2 months) it was the first resource we located after basic necessities (utilities, groceries, etc.). LLD is a superb community resource!

Compared to other districts LLD over spends and needs to be more fiscally responsible or consolidate with another district.

Consider "visually impaired" department? Info about activities. Transportation for "walkers" or a transportation bus to library at least once a month?

Consumer Reports is my favorite online "database." I love being able to borrow an ebook at midnight, or download an audio book for the long drive tomorrow. I was a heavy user of printed books and books on tape. Now, I'm an even heavier user of digital books and audio book downloads.

Didn't we just remodel the library? And the parking lot? Why wasn't it done properly the first time so we wouldn't have to spend more tax money? I do like the preferred parking for those who have trouble. Not necessarily for handicap. I was 9mos pregnant and could hardly move. It helped a lot.

Digital services should be expanded. The library is falling short compared to our neighbors in Downers and Naperville. I didn't realize how behind the times we were until I visited other libraries.

Display of area artists is a great idea. More print art books and magazines would be beneficial. Bigger DVD section would be nice.

Do not even think of expanding or new location. New Taxes will not be accepted. Could reduce staff, directors, administrators. Too many with time on hands. Current Library fine. Leave it alone.

Don't drive. Unable to walk far. Home delivery very welcome. Don't know how I did without it. Hard of hearing so TV is out and I rely on reading for entertainment.

Don't need to spend money on expanding library or consultant work. Children's section can use a good cleaning and remodeling.

Don't waste our tax money on building a new library!!! Or paying for these surveys! Our library is fine and we're tired of being taxed to death! We want our resources managed honestly!

During the last election campaign, I heard talk about closing the library. That is tragic backward thinking

dvds are often scratched and when we re-rent after notifying the library they are often still scratched. Put money into quality materials. More copies of popular books, improve use of current space, as top priorities. Overall we enjoy going to the library and find it to be a friendly, calm space.

email suggestions sent to trustees - not enough space here!

Everyone who works at the Library is friendly and very helpful - it's a pleasure to visit.

Excellent video collection. I would like to see it expanded. Very helpful and knowledgeable staff.

Expand print collection; #1 reason I use library! Need more tables. Good website; make databases easier to use. Keep paper newsletter; too much email! Need senior-friendly shelves; Mom borrowed more books til it got hard to see/reach top/bottom rows. Library/staff are a great return on tax dollars!

Expand storytime for children. Haven't been able to get into a program for over a year due to it being "full". Ok then let others have a chance. Poorly run and no response

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Experience at Lisle is always excellent. Only problem is self checkout doesn't seem to work if you have set up a username different than your card number.

Fantastic staff. I still prefer actual books or audio books. Children's facilities are important, but not so much to me anymore.

For the last couple of years, I have been attending the book group Booked for the Day. I have thoroughly enjoyed participating in the book group. Pam Freer does a great job facilitating the discussions by asking thought provoking questions.

Funding for the Lisle Library portion of my property tax is money well spent. I get value for my money. I am always able to get the latest DVDs and NY Times bestsellers. Keep up the good work.

Get a coffeeshop. Redo the parkinglot. Make the library more open w natural light and have more space to do work!

Get more copies of best sellers - seems to be a waitlist on all new books. More copies of new DVDs. 1 is not enough. Print cost is too high. Should be free or 1-2 cents a page.

Get rid of the cement posts by the return boxes. Replace with a bumper material that will not damage a vehicle as you need to get closer to the box if you want to use it. Cost me \$1250.00 to repair my car.

Giant waste of taxpayer money. Lisle is not going to be happy until we have to move.

Great community resource! Staff's helpful, wonderful programs. Don't close library. More books, last renovation disappointing; a library should have stacks to ceiling. Handicap access from parking lot to building challenging, modify sidewalk areas for accessibility. Concrete, no bricks.

Great staff!

Hand sanitizer mounted I the wall at entry and children s area and a one or two day grace period before fines

Hard to find bridge card games which welcome beginners. Park district senior center does have a bridge game but it is hard for new people to fit in with more experienced players. Bridge lessons or bridge games geared to beginners would be wonderful.

Have interlibrary loan requests online. Put the word out more what the library offers. There are staff not as friendly as others. Thanks for all that you do as I am at the library at least once a week.

Have not checked in awhile, but could Lisle be connected with other libraries in the area to get books sent to our pads and not have to be on a waiting list?

Having a Library, and encouraging children and adults to develop the love of reading, will enrich them throughout the rest of their lives.

Having the library within walking distance from our home was a factor in our recent move from Yackley to Gamble Drive. The library is a great place to visit and the staff are very friendly and knowledgeable.

High fines associated with late returns: I have never used InterLibrary Loan through Lisle library because I fear the cost impact if an item is returned late. A way to improve this would be to offer a 'grace-period' (eg, if an item is returned within 3 days of its due date, the late fee is waived).

I also absolutely LOVE the Hoopla app. I use it to listen to audio books as I walk my dog and am so thankful to have such an easy to use app with a great selection of audio books!

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I am a teacher; I have often borrowed books from my home library to use in my classroom. The community I work in nearly voted out the library (I work in Romeoville). I cannot conceive of a town without a library. I love my library!

I am an able English speaker so cant give a good review on something Ive never used. I dont use databases because my school offers from library and website. Havent needed to use any of the machines or home delivery to provide an accurate review. Mostly a very great place compared to rest of Lisle

I am so tired of seeing the St. Joan of Arc students in there! Parents of these students use the library as a FREE babysitting place. There should be some set of rules to curb this. If children aren't allowed to be unsupervised until the age of 15, is the library now responsible for these minors?

I am uncomfortable with the library promoting LGBT values prominently near the circulation desk. You do not promote Christianity; why LGBT values? This is not a moral message to be presenting to young people.

I appreciate the automatic text alerts when I have items due in 3 days. It would be a huge help if I also got a repeat text alert when the items actually go overdue.

I appreciate the library staff and lisle library for all the efforts. Please add more e-resources which can be accessed through internet , more ebooks, emagazines, e-newspapers('press display'), online learning tools(safaribooksonline). Also i would suggest to add more titles in movies and games.

I believe a focus on digital distribution of materials would better position the Lisle Library for greater relevance in the future as opposed to investing in expanding the brick and mortar presence.

I believe the lisle library is a great asset for all residents in the area, seniors on a fixed income and live alone don't have the resources to pay for the internet or may not have a computer. Seniors also may not know how to access.

I believe with the amount of cuts to public education throughout the country, it is more important than ever to have not only a STRONG library but a strong library system. Learning in all forms is vital to the health and well being of a community and country.

I do not believe we need more spent to improve the facility, and do not think the district should issue bonds to create a new facility at this time. If the demand becomes higher, where the library becomes overcrowded or materials in short supply, then the matter can be reconsidered.

I do not feel the library needs to change in any capacity that requires significant tax money. In a time where people are struggling to make ends meet we need to view any changes to very carefully with tax payer money in mind. Families cannot afford to spend any more money.

I do not know if Metra commuters use the parking lot but there has been 2 times that I have wanted to stop at the library during the weekday hours and there were no parking spots. I believe that the parking lot should be for patrons during business hours.

I do not like how entrance on the far side of the library. very inconvenient to use parking lot

I do refer Business Data Books Such as Manufacturers News, Illinois Manufacturers and Services Directories. Every year they come out with New Directory. Please put the year old Directories on the Borrowers Shelf so that people can take it home. I have using other Libraries. Thank you

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I don't think the current parking lot traffic flow pattern makes sense. You must pass through the entire parking lot to see if there are any spots close to the door or in the short term parking section. The previous flow pattern made more sense to me.

I enjoy being able to reserve books via the library websites.

I enjoy using the dvds and online genealogy resources

I feel the library's relevance has diminished with the exception of serving those with limited resources and those looking for opportunities for interaction with others via programs or services offered.

I find that the staff is always pleasant and helpful, I would not want to spend a significant amount of money and resources to up date the library. It suits our purpose well.

I find the expense per capita numbers for the Lisle Library District as well as its excessive cash reserve VERY DISTURBING.

I have always admired the work and facilities of the Lisle Library and staff, from the time they were in the little white building across from the train station. They have always done an outstanding job. Glad that the Village of Lisle has such an outstanding resource.

I have always believed that a community library is important to the local community. Money used for the library should be used to update resources and materials and for upkeep of the building. Any capital expansion or renovation to the building itself needs to be approved by taxpayers.

I have attended & enjoyed the many programs offered at the library. The staff has always been helpful with any questions I have.

I have been a faithful "customer" for over 20 years. Last year I spilled something on one page of a book and I had to pay for the book and an "out of circulation" fee. I have checked out many a book with extensive damage. Why are they still in circulation? And this is one incident in over 20 years!

I have been very pleased with my use of the library. As a recent retiree, I'm using it more and more. I wish the survey offered a choice between "significant" and "slight" additional cost since the definition is left to my imagination.

I have been visiting/using the Lisle Library for 35 years. Have had 3 children use the library quite extensively over the years. Always have found the librarians helpful and friendly.

I have found the inter-library loan to be invaluable especially for obtaining desired books in Spanish . Reference librarians have been excellent in getting these books for me . Kudos !

I have problems using the library website with my android tablet and smart phone. Attention this will help. The website works well with windows based computers. I generally use the Chrome web browser. Thanks for asking!

I hope the library doesn't change location

I know that I am not an avid user of our communities library. None the less, I believe it is an essential part that should always be well maintained and up-to-date on resources. Free knowledge to our children and villagers is a must.

I know there are some people who want to make the library bigger and relocate. I think that would be a huge waste of money. We have a great library and it is great the way it is. Whenever I am there it is the perfect amount of busy. I think it has good utilisation in the community.

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I like the foliage around the building and would enjoy seeing the landscape plan displayed. I'd like to learn the names of the shrubs.

I like the Friends of the Library Book Sales.

I like the library as is, it is highly functional, needs some minor fix ups but taxes are already doing a lot of damage to the folks, especially the elderly. try to make it more comfortable with out the need for more taxes. Thank You

I live in Brookdale-Lisle. 1700 Robin Ln. I appreciate the books provided to us for "Book Club." Also the home delivery service. Thank you.

I live near the Lisle library and would love the property around it to be used thoughtfully for all the families living in Lisle and the schools surrounding the property. We have a lot of families who walk there on a daily basis.

I love books and reading. But I can get all of that online without the library. The library needs to figure out how to become the center of the community, or there will no longer be any justification for the expense.

I love Lisle Library, [heart] keep up the good work

I love our library Lisle would not be the star it is without it. The physical entry could do with a bright happy mural or art work and all it has to offer needs to be emailed or electronically marketed to residents, an app maybe. A natural area to sit and read would be great

I love our library. Especially the librarians. They are so pleasant and helpful.

I love the library and think it is one of the best resources. I can't believe all the information that is available to me! I can't imagine NOT using the library.

I love the Library! I think you could change the parking lot back to the way it used to be. It's less convient now, and more complicated. But I love the library!!!

I love the library! It's the best out of everywhere I've lived.

I love the Lisle library and want to be sure this valuable resource stays in our town.

I love the Lisle library! I moved to Lisle from Chicago and was worried the library wouldn't compare. I was pleasantly surprised to find I was wrong! My family and I especially love everything available to young children. Furthermore, the grounds and landscaping are beautiful.

I love the Lisle Library!!!

I love the staff here. They are so friendly and attentive, especially Anne at the desk by the front on the lower level. Always smiling when patrons come in.

I love this library which is inherent to community establishment, social networking, kids learning experience,. It's awesome...

I most often borrow audiobooks and DVDs. I don't understand the benefits from moving the entrance of the library. I love having this library in Lisle.

I moved to Lisle in part because I was impressed with the library for such a small community more than 20 years ago.

I previously had a library card but plowed it to expire because I prefer ebooks and your collection was not adequate. I also feel that the staff isn't very helpful and kind of rude to patrons.

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I read a lot. It would be nice if when checking material out if the system told me I had read the material before without asking

I really enjoy the adult craft programs that the library offers. They are very well run and provide a fun evening out. I hope you keep those up.

I really enjoy the library and my kids do too. The librarians in kids area are sooo friendly and interact with my kids. My kids know their names. It's nice. Downfall off the library is museum passes program...nothing really interesting or different you can't get online. Thanks

I really like what the Lisle library does for people including people with disabilities as well all the books, movies, and programs they offer to everyone it just in the community and make be happy and want to communicate and share ideas with others

I strongly recommend being open until 9:00 PM on Saturday and Sunday nights! It does not have to be completely staffed up.... maybe just circulation to control costs. This is the most important improvement that can be made.

I think communicating with other libraries could be a benefit in the childrens programming. Such as having the same letter of the week. Several other moms travel to the different libraries and agree it would be beneficial.

I think customer service, especially on Sundays, needs to be improved. No matter who is working the check-out desk on Sundays, they are unfriendly. I've even heard them making snide comments about library patrons.

I think it would be super cool if you had a snack section or snack bar. Even if it was a vending machine, I think it would be super covenant. Thanks!!

I think our library is great & the employees are top notch. It is still my #1 go to place for books - fiction and non. Now I'm using it with my grandchildren as I did with my children.

I think that overall, the library is a great place to find just about any information/entertainment you need. The only things I would suggest improving would be having more meeting rooms, a slightly less confusing parking lot, & having a bit more of a variety in the digital collection.

I think that the mobile app can be improved. It seems that the catalog is not up to date in the app.

I think the library is great! I appreciate that we may want to expand resources, but I don't think modernizing the library building should be a priority. Unfortunately Lisle taxes are already high so for the most part I'd like to see you work with what we've. But, keep up the good work!

I think the library is spending too much money just to talk about desired changes. They can't make up their minds about basic things including the flow of the parking lot. They need to be more transparent. It seems like they are determined to spend money whether or not it would be beneficial.

i think the library staff does a GREAT JOB

I think the lisle library is great the way it is and I wouldn't change anything

I think the Lisle Public Library is doing a fantastic job and is a necessary resource and asset to the community. I feel they are really making an effort to stay current and serve the needs of Lisle residents.

I think this covers everything. It would be helpful to have a dropoff box for return materials in Green Trails. (Southwest Lisle) I'd probably borrow more often that way.



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I think you need to reinvent the Library to focus on a relaxed community space for meetings, collaboration and exploration without significantly expanding your cost to the taxpayer. Consider bring programs to the community outside of your current facility.

I truly enjoy Lisle Library! Thank you for all that you do for the community!

I use the computers often, and Overdrive, and most often the connection is running slow, or not working at all. Gets very frustrating, and it happens far too frequently, especially the "slow" connections.

I use the DVD section a lot. I really appreciate the FREE DVD's because I am unemployed. I wish to see more selection, more movies. Also the educational DVD's really need to be updated, some are very old. I really appreciate the Lynda.com and databases that I can access from home. Thank you

I use the library regularly and would totally miss it if it weren't here. Love the inter-library loan. And access to all materials. Longer hours, coffee bar and meeting space would encourage me to use it more. Coffee house library combo atmosphere. Parking situation is just annoying. :)

I use the library to find the book for my monthly book club. I feel that the Lisle Library should be willingly find the book I need without me having to practically beg for this to happen. I want the library to bring the book to me. I don't want to drive to another town to get the book I need.

I utilize our library quite often with grandchildren. I have also utilized other libraries in the area with my grandchildren. Since children are our future, I feel the children's area could be expanded, and offer other items of technology, such as iPads or better computers.

I value our library and avail many of its offerings.

I wish you had asked us to prioritize some of the items in this survey. You are getting raw data on each item stand alone, but you have no idea how we would rank the different items. As a result, I don't think my participation is very valuable.

I would like more ebooks available as they are more convenient to utilize.

I would like the library to change the computer area - specifically have some computers at individual desks, similar to the setup before the renovation. The current arrangement is too tight and offers no privacy, with other users directly behind you or patrons walking behind you. [MORE ON PAPER]

I would like to express my support for the library administration & staff. They are cheerful and eager to help me navigate the resources of the library. I would suggest that the Lisle Library board consider a long term plan to upgrade the building. We are long overdue for a modern public library.

I would like to see Lisle participate in the Suburban Library Loan system. It is very easy to see if a particular title is available from a nearby library and even have the option of picking it up rather than waiting for it to arrive.

I would like to thank all the people working at the Library, how courteous and available they are is really something rare as of today. Also more thanks for keeping up with a great selection of large print books

I would like you to address the millions of dollars in reserves first and foremost. It was not mentioned in this survey. Perhaps there is a means to an end of using vs returning those monies. I am very concerned about how the library is taxing the community.

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I would love for the book due reminder system to be a bit better. I would like to get email reminders on the day the books are due and few days before as well. And if they do happen to be overdue for the system to send you an email right away that day again.

I would love to see the children's play area expanded and have more play toy options

I would love to take advantage of several resources offered but unable to get there (do not drive and hard to get someone to take me there). Thanks for the opportunity to offer input. Have a nice day!

I've been hearing a lot of negative things about the library. It's disturbing to hear candidates for library trustees talking only about money and nothing about service to the community. Liz Sullivan continues to be negative and I'm concerned about her being a trustee.

If ever given the opportunity to relocate, downtown Lisle would be great. It would create an anchor for more people to go to the downtown area. This move would be a great economic asset to the community. I feel very, very strongly about this.

If there could be a way to request interlibrary loan materials via the online accounts, that would be significantly helpful. I'm finding that the Lisle Library does not have a wide range of materials and I have much more luck finding materials that my family needs at other local libraries.

If we had extended hours I think that would be helpful.

I think some of the terms in survey needed to be defined. Also some questions needed more response choices.

I love our library. It is critical to a vibrant and educated community. Library staff & board done a great job to keep library fresh & current. They keep pace w/ world around us e.g. tech. 1 small ask wld be 4 a satellite location in the wstrn Lisle where books you reserve could be picked up or allow for drop off

I'm really glad you are here. I recently was very pleased to find a book at this library and check it out that my library in my previous town in Minnesota (suburb of St. Paul) did not have. Thank you!

I'm supportive if using tax dollars to build a proper library.

In an age where technology rules, kids being able to read a physical book, and learn responsibility to bit lose them, and make choices on what to take out...these are building blocks. Cut taxes elsewhere!

In my opinion a library is one of the most important organizations a community can have.

It is a bit cramped in the children's area. I use a stroller when I visit with my kids. I feel secure in the children's area with my kids, but library could use bathroom and more space in children's. Seems crowded for space and shelves on adult floor too.

It is a travesty that the library cannot live within its means, like the rest of us. We do not need all the bells and whistles along with the yuge price tag that goes with them. Keep it simple. AND STOP ASKING FOR MORE TAX DOLLARS. Enough is enough!

It is easy to use your website. I use it a lot to reserve books. I appreciate the email notices when my books are due and when my reserve books are ready for pickup. I also refer to the list of books at the checkout counters

It would be great if the African American ebooks could be upgraded... If you would not put it on the shelf, why is it on the computer....The literature selection in this area is a poor reflection of an excellent library!

It would be helpful to have more than one copy of new release print books in the adult section.

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It would be helpful to have shelves in restrooms for books and materials.

It would be nice if our library card worked with other libraries/library systems.

It would be nice to have more than 2 days for the new releases.

It's been said that Mr. Hummel is bad for the library... that he's proposed a five dollar checkout fee for users. I think he should be replaced on the Board. And his good buddy Fisher, too!

It's fine the way it is.

It's important to have a library conveniently located in Lisle where adults and children can develop and enhance a love of books. While I'd like to see more digital access to books, etc., it's imperative that we still have paper books, audio books and DVDs for those who don't use the digital media.

It's so wonderful having a library in the community! The librarians are a great resource and are so welcoming. My kids LOVE the library and frequently ask to go find books on new topics. The children's programs are really fun too!

I've been going to the Lisle Library for almost 30 years. I appreciate the staff and resources very much and believe the library should be maintained and enhanced as our budget allows. Please keep our wonderful facility. Thank you!

Just wanted to comment that the science fiction/ fantasy book group is awesome. I have been a participant for several years and the group is very welcoming!

Keep up the good work!

Keep up the good work. The more I go, the more I find I like it. Ever growing resources. I feel the library has changed significantly over the years. It has stayed modern even if it's in an old building and out of the way location. As a long term resident, once you find it, it's easy.

Kids programs are great. Librarians are helpful & friendly. I think what you have now is great, but look forward to seeing the additions. When my kids were little, I do remember a conversation we mom's had waiting for story time to be over - we really would have LOVED the coffee bar. :)

Lack quiet. Talk, phones, sm grp. I don't want 2 distract. I don't want 2 have 2 ask a Librarian 2 stop any1. I don't enjoy the neg that accompanies that 4 any. 1X a guy hd a long phn conv, left, & came back. Cple of people left. Older man approve of disturbance. Power play. I m sorry. More signs?

Libraries are extremely important parts of the community. A good library is a reflection of an educated community, and is a valuable resource, just as schools and fire departments are.

Library app was pretty difficult in the beginning with the password reset - a lot of technical issues b/w app & website logins. Where do I find out about passes to different museums - that info is hard to navigate initially. Love the newsletters. For a small town library, you guys do a great job.

Library expense is already quite high for our population. Reduce staff, consider co-marketing / shared resources / co sponsoring with other libraries.

Library has too many staff & paying too much in pensions. Lower taxes. Forget things like coffee bar. Don't know what room with smart technology is, so how could I rate it????

Library is an important community asset. Those not supporting it should be voted out of office!

Lisle Library District Community Engagement Survey 2017  
End of Survey Open-end OPTIONAL Comments\*

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Library needs a new updated catalog search program. When searching by book title very often the title does not show up. If I search by author the title will show. if you search by author or title you get everything with one word of what you are searching for instead of the exact title or author.

Library needs to grow. Invest in the future. People don't mind paying a little in taxes if it's for education. Biggest problem is Tom Hummel who has called it a ripoff and wants to merge with Downer's. [MORE ON PAPER]

Like free access to media. Do not like main lobby cleanliness, cost and quality of renovations done (multiple times within few years). It also appears that operating cost of library is not well managed in terms of cost of employees, facility cleanliness.

Like the new configuration of the parking lot - especially adding more limited mobility spaces and moving the dropoff/pickup ones to the side. Also appreciate the plants/flowers along side of parking lot and when entering the building. Very inviting. [MORE ON PAPER]

Lisle does NOT need a bigger library we are a small community and our tax dollars can be better spent.

Lisle does not need a new library. Period. Would love to see actual usage studies with year-over-year comparisons for the past five years.

Lisle is a small town and the current library serves us perfectly. I live very near Lisle town center - but there is no residence option for central Lisle so I typed it in. I hope my survey results will be included in the Lisle resident category.

Lisle Library and staff are a credit to the community. Always had a good experience having questions answered and resources provided. The library is compact and very efficient in using funds provided.

Lisle library district is far too secretive of their financial information.

Lisle Library is the BEST to happen to this community since "sliced bread." THANKS. Staff does a great job all the time. Have a good/fun day.

Lisle Library is the most important institution in Lisle. It provides us with educational and cultural materials. Students gain information for careers and responsible adult lives. A book has lasting value.

Lisle Library simply The Best!

LL became integral part of family in 76. Kids cherished own card. Love that it continues to be well used, well served by staff, close to train/VilHall, works so well to grow limited resources via interlib co-op. I'd like more volunteer opportunities but not at the expense of budding librarians.

LOVE daytime book group & Pam.. Library fees are inflexible & should have an amount limit or forgiveness times..caused several issues using & feeling welcome at the library. Online renewal should be easier to do, in advance, not cut loan time short.

Love the Children's area on the 2 fl. My kids can be a bit louder w/o disturbing others. Someone mentioned having bathrooms on the 2 fl, but it doesn't bother me even w/a toddler. Please do not increase library taxes for a bathroom on the 2 fl. Possibly offer tutoring as a regular program?

Love the library but can not help but wonder if tax money is being used efficiently. Would like to see more of a shift to eBooks and less on physical space and paper books.

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Love the Lisle library, especially the helpful staff in children's section. Book selection is good. I used to live in Naperville and had to wait much longer to get a popular book ... in Lisle the wait is much shorter. Could use a few more study tables in adult area.

Love, love my contact with Winona of the volunteer rep talks. I would be a loss without her and those who pick up and deliver to me at Brookdale. I treasure any and all reviews I can get from media services. Thank you, thank you for all your assistance.

Love. My. Library....fiercely. GREAT: staff; programming - \_always\_ something to do, see, look at, participate in, etc.; summer reading programs for kids; hours; parking lot flow; inter-library loan program; selection of books, DVDs, etc.; Facebook presence; text/email reminder system; etc.

make it easier to check out books using self checkout

Make limited mobility spaces in parking lot 15 min or less spaces. We have handicapped spaces. Most people just need to run in for a short time. These are the best spots for pulling out. Make better teen classes. Sometimes the classes sound great but are really lame/cheap.

Make Senior Programs later in the morning and early afternoon -

More "Full-Time" Staff Members.

More electronic resources (books) for Kindle or computer please

More use of Morton Arboretum experts. More informative programs about current health issues from doctors, nurses, and dietitians willing to share their knowledge. Ask the community for speakers. Community bulletin board with information about local talks and programs not held at the library.

Must innovate to do more with LESS taxpayer \$, shift existing resources from low to high priority (e.g. cut bloated payroll & redirect from print to digital) & explore new revenue sources e.g. fundraisers, \$ for premium services, and using the facilities in other ways that generate revenue.

My biggest complaint with the Library is with the employees. With the exception of a few employees, the library isn't a very friendly or cheery place. You should consider adjusting the pay scale to what surrounding districts are paying in order to get some new, innovative staff.

My children I am really enjoy Mallory the library and she's very helpful

My family and I have used Lisle library for many years. Overall, I like the library, what it offers and how it operates. Overtime our library needs have changed. When my children were younger, the summer programs were great. Now that my kids are older, we use the library for taking out books.

My family uses the library more now that we have kids. Story times and kids programming mostly, but also media for my husband and I. (we catch up on movies that we can't get out to see with young kids) It has become extremely valuable to us.

My husband and I are technology savvy, but we still consider BOOKS to be a very important resource! Libraries also provide a clean, QUIET space for study or relaxation - something that is increasingly rare in our busy lives. Thank you!

My main complaint is that I applied to work at this great institution and never heard back. It's such a great place I wanted to work there!

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My main complaint is with the computer search engine (or whatever it's called). When I type in(from home)even the exact name of a book it often is the 10th or 15th "selection" listed. Or if I miss a comma or a capital it can't find it. There HAS to be a better system available.

My opinion is that the staff of the Lisle Library have done and continue to do an outstanding job with very limited resources. Keep up the good work, Library staff!

My son has Asperger's and loves books and the library. It is the first place I felt safe leaving him to be independent. The people who work there are always very kind to him and it is one of our favorite places to go. Thank you.

My sons are now in college so we don't use some of the services available. We have gone to the Lisle Library for years. I value the staff and print books.

My tax bill, you know, where your money comes from, is over \$500 per year for the Lisle Library District. I'm not saying it is too much; I'm saying I can't pay any more than this. Bottom line: DO NOT RAISE MY TAXES.

My understanding is that the library district is flush with cash. Build us a new library with that cash. One that is actually functional. The current library is not functional. Also consider moving it out of its current location but only as a last resort.

Need larger new book space. Keep new books there longer. The first place I go in library. Need more space for tables. Usually full when I am looking for a place to sit and use books.

Need more interactive kid's area Open at 9am Reserve new release DVDs

Need the Library to spend their money wisely.

New book area should be bigger. School kids should have a room. I would prefer a librarian at entrance. Dislike using the stairs to adult area.

No new library. Move children's library to ground floor & move all offices & meeting rooms upstairs. Re-engineer & restructure jobs. Combine multiple desks into one. Use volunteers to shelve books. Apply for grants. Outsource IT, accounting/finance, marketing communications & security.

Not a criticism of Lisle Library per se, but for libraries everywhere I visit. They are no longer the quiet places that they were when I was younger. I miss that, and choose to stay home and use the Internet rather than sit in a noisy library for very long.

Of all of the entries on my property tax bill, the Lisle Library District gives me the best value for my tax dollars.

One of the reasons I moved to Lisle 30 years ago was because of the wonderful library. I love it and all the services it has to offer, the I like the free checkouts of materials. I want the library to keep its large reserve fund. I don't want to cut expenses on staff. !

Online outlets in addition to the current mailed newsletters would be good. Tech development seems important, making a library future-proof. Volunteer opportunities would be great. Workshops/Classes on tech would be awesome(ex: how-to use iPhone's, Microsoft office)

Outside entrance is nice, but inside halls are sterile. Some bright paint or posters would be appealing. The checkout desk is too high and the reach across the counter is awkward to hand clerk books. An even flat surface would be better.

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Pkng lot nds wrk. Bathrooms could be cleaner. Staff incredible - best anywhere, friendly and helpful. Could use drive-through window. The community loves library! What is this dopey talk about charging for items checkout? slashing budgets staff? going all dgtl? Please don't wreck our library!

Please change the parking lot to enter on front street again. Also have entrance on front street. You also need more indiv rooms for study.

Please Continue as you have. Your personnel, procedures, equipment and budget are perfect. I appreciate your service to Lisle. Thanks

Please do not close the Lisle Library. I will be attending much more.

Please do not duplicate other services provided by the Park District. Keep property taxes down and don't duplicate. Better yet join with the Park District to have 1 taxing body to save the residents money.

Please don't tear it up again! It is great just the way it is right now!

Preferred library prior to remodeling - Suggestion box on website for on going suggestions for improvements, text titles, CD /DVD titles, training classes,complaints, comments, etc....

Propery tax levy and tax rates need to be reduced.

Reduce hours. In MD, VA libraries are closed one day of the week. Do not expand your technology foot print. Reduce reference staff; in the electronic age - not needed as much Do not send printed newsletters; expensive overhead.

Senior dementia/alzheimer's easy books to read - recommendations

Seriously disturbing that the the questions regarding male or female had more than two opptions. So wrong to open that door, I am sure their are books in the library explain their are males and females.

Small,friendly defining feature of small-town-Lisle life. Native landscape is iconic Lisle. New entrance feels like back door. Improve signage on main roads: Rt 53, Maple, and Main. Good job bringing speakers we want and need.

Some foreign materials like Chinese DVDs collection. It is helpful to understand foreign culture and good entertainment.

Spruce up with paint, carpeting, etc. indoors. Change interior spaces as needed to reflect changing priorities. Love the adult reading area. Outside remove/replace some of the overgrown/aged shrubs, etc. Keep existing building well maintained.

Step stools for children in the restrooms would be greatly appreciated. I would also value a room for nursing mothers to breastfeed in prio.

Thank you every time Great staff Hard workers Don't screw it up!

Thank you for having this survey. The library is very important to our community and residents. My husband, children and I have enjoyed being members for over 20 years. Thanks for all you do!

The addition of a restroom in youth services is vital.

The AV collection is great, but recently has not always kept up with the latest in media offerings, eg. DVD to Bluray, unlike other libraries in the area that are more avidly refreshing their collections. I'd like to see LLD emulate the examples of Naperville, Downers, Fountaindale, Elk Grove.

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The bathrooms are not easily accessible. There isn't even a bathroom in the kids section. It would be nice to have more of a young adult area. Improve the structure. More study rooms. More space = easier navigation. Better lighting.

The children's librarians are amazing!

The children's librarians are the BEST IN THE WORLD. We love them and their commitment to our kids. They are so patient and helpful and the kids programming is TOP NOTCH. We are so lucky.

The children's programming is great! We really enjoy the "Little Movers & Shakers" program. It is very personalized and very well organized. It has been a great program for our child. We would love to see even more programs for the younger children.

The children's staff is exceptional. They are welcoming, friendly, helpful, and even remember my children's names. Because of this, my children love visiting the library. Of my experiences in the adult section of the library, I have found many of the staff to be unwelcoming and cold.

The current library serves our community of 23,000 adequately. If people need additional resources, use Naperville or Downers' libraries. This should NOT be a competition among towns, which unfortunately appears to be case in our local government and taxing bodies. Website overhaul needed.

The current parking lot is GREAT!! Especially the places in front for just a few minutes to drop off books or for those that need a bit more time to walk in.

The drop off box in parking lot is very difficult to use

the ebooks Emedia resource is hard to access online. A simple link would be nice. Lisle's taxes are high I hope the library doesn't try to raise taxes. Staff are welcoming, helpful and friendly in the children's space. In the adult space staff are not very welcoming and many are not friendly.

The employees are wonderful - so friendly and helpful in all areas. I can't compliment them enough.

The grandkids love the programs at the library.

The home delivery service to Villa St Benedict is wonderful and so appreciated. Winona Paterson is so very helpful and available through email.

The library and its staff are a great asset to the village. Every time I visit, I know I will find something I will enjoy, whether it be a CD or DVD for entertainment, or a book that will help me understand something I've been researching. Please keep it well funded and growing a community resource.

The library and staff provide a great resource to residents while dealing with an aging building and technology needs growing at speed of light. I applaud their good work!

The Library and the people that work there are great.

The Library elected officials need to be more open and transparent. Reading meeting minutes tells me very little. Please televise the library board meetings, and make available for rebroadcast (or a DVD to borrow). Even if done with just one camera.

The library is a great resource; I am a heavy borrower. I would like to be able to have the latest DVDs kept a little longer, but I understand there is a demand for them. I also feel that there aren't enough tables for spreading out and doing research. There should be a genealogy club as well.



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the library is a VERY important part of our community for all ages & backgrounds. i support all efforts to expand programming & materials available. we go every week & check out loads of print material as well as media. i would love to see more spanish materials. the children's staff is great

The library is a welcoming place. The staff at the Lisle Library take an interest in the patrons. They are friendly, knowledgeable, and professional. The Lisle Library is an important part in my decision to remain in Lisle.

The library is important. Without it our children would have never been able to develop a love of reading and learning that has and will carry them to very successful careers. Lisle needs places where individuals young and old can meet in person not just electronically to be a community.

The library is just fine as it is. Please don't spend money on something we don't need or want.

The library is living in the 70s. Other libraries are open with lots of windows and a vast selection. Ours is underground like a cave. The door is also placed on the narrow side making it difficult to park close.

The library is under utilized due to more information available on the internet and most everyone having access to this information on their personal computers.

The library is very important to the community and extremely important to me - easy for me to get to and like all the new books that are available. Thank you.

the library is weirdly arranged and could use a coffee shop, better seating arrangement. right now its too confined to one area. right now its too crowded. If you do one thing rearrange parking situation. that is the weirdest direction of your doors and entry to your parking lot.

The library just went through a major renovation, and I think it was very well done. I like our library, and I feel it meets the needs of me, my family, and my neighborhood. I hope there will not be major expenditures planned that will increase our tax burden.

The library needs to get modern and use technology. It is stuck in the past and does not like change. It needs to be a place where they can teach technology to the people of Lisle. Additionally, they need to use the taxpayer's money well and not waste it. That is all I have to say... E

The library needs to scale down, stop the high taxes and spending. It looks like they are trying to find ways to spend money. A seed program ??? NO. Rebate taxes. Quality not quantity.

the library needs updating, to keep kids attending. Kids need to attend! The library is so important for a community! The staff need to be friendly, too! The computer system needs something! love the library!

The library provides its resources to all people; most important for those who don't have such resources at home: of vital importance to our democracy.

the library should definitely be in the downtown area. that would be the smartest move and better for the village and then people could grab a bite of food and drink near the library.

The library would be a great place to sponsor maker events where adults & kids could work together on technical projects. (Raspberry Pi, Arduino, etc) I expect that if the library put the word out they could assemble a set of volunteers to help run technical sessions and perhaps serve as trainers.

The limited elibrary is terrible. The physical library is small with an awkward layout. The entryway is dark. It would be nice to have a STEM area for kids. Have more activities for kids in the evenings or on weekends. I enjoy the movie selection but think all movies should be in one place

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The limited mobility spaces should be eliminated. We need to get some exercise.

The Lisle librarians, especially those in the children's section, are the best in the business. I have heard that the library has millions and millions of dollars that they are holding. What are they planning to do with this money?

The Lisle Library District is a tremendous asset to our community. I am proud to support this resource with my tax dollars. I hope the community will continue to stand behind the Lisle Library District as it continues to grow.

The Lisle Library District is the most treasured and beneficial asset in our community. However, to keep up with the surrounding communities and continue to attract new residents, the community needs to support either an extensive remodeling project or a new library building.

The Lisle Library is a valuable resource of the village of Lisle. The staff is very helpful to me whenever I have a question ... especially the adult services department. I love taking my grandchildren there, too.

The Lisle Library is a very significant and highly valued community resource. Please preserve and enhance current services.

The Lisle Library is a vital and positive asset for our community. I really appreciate the resources and programming it provides.

The Lisle Library is overcrowded and not inviting at all. While the newsletter has appealing programs, visiting the library is not appealing and is out of date. I visit the Elmhurst library more than Lisle.

The Lisle Library is the very best library I have found and I have used many libraries in the past years. The librarians are always very helpful and eager to please. I can't praise them enough!

The magazine displays are very heavy and difficult to use. You need to use both hands to lift to see older issues. I have seen clear bins in other libraries that are easier for me to use.

The parking lot is a nightmare. When you had two entrances there was a lot more parking close to the door. The parking spaces reserved by the door are never used. The staff in the children's area respectful and helpful. I have not had the same experience in the adult services area.

The small group meeting rooms REALLY could use some kick stops on the door so that the doors can stay open if needed. Sometimes the librarian has a cart with materials needed for the meeting, and it would help if the door could just be propped open to get the cart in the room.

The staff at the adult circulation desk is not friendly, baring a few exceptions. They act as though the patrons are a bother to them.

There are rumors that some of the newly-elected trustees are quietly sabotaging operations from within, to eventually close the library, which they consider an unjustified public expanse. THE PUBLIC IS WATCHING!

There is no need to build a new library in Lisle. Reduce our property taxes by reducing your reserve fund.

Think the physical plant needs updating. Lobby is dark & drab; does not present a light pleasant impression.

This Library maybe be smaller than others in the area, but it is the best when it comes to quality children's programming staff, and heart. We LOVE the Lisle Library and hope that no matter the improvements, it remains true to its heart for the community it serves.

This survey is much MUCH too long! The copier is junk.

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To clarify some of my answers, for the most part the employees in the children's area are great. My negative feedback regarding employees or librarians is in regards to those that work in the adult area. Unhelpful, lazy, crabby, etc...

Travel Books is an area that is important to me.

very much appreciate Lisle Library's obtaining so many books from around the district libraries for our VSB Book Club and for your personal help in my finding large print books

We absolutely love the librarians in Youth Services. They are incredibly helpful and really care about all the children!

We and our children have been using the Lisle Library since we moved here in 1970 and the library was over on Front Street. We have fond memories of the old building and I remember attending meetings upstairs.

We do not need a new library or addition, Lower number of staff this lowering the financial burden to the tax payer. By reducing staff and lowering costs these saving then could be reallocated into programs the library offers.

we do NOT need a new library! People at checkout act as if they are doing you a favor to check you out, they need to be nicer. Don't notify me a book is in at 7 a.m. if the library isn't open. The sign on Kingston needs moved so patrons can see up Kingston.

We don't need a "new library. There are too many employees. employees read a book while the page is working. If you have time to sit and read a book, you have time to put books away. Direct patrons to the self checkout. The employees working adult services should be nicer and friendlier.

We don't need a new or bigger library. Stop building up reserves and overtaxing residents.

We have always appreciated the Lisle Library because of its size, newly released videos and books are easily accessible. We also enjoy the adult programming and find them informative and educational. Sunday opening time should be earlier however.

We have enjoyed many of the resources the library has to offer. We have lauded our library to family and friends. We feel the library is an essential part of our community and the quality of life here, in Lisle.

We love the children's library and every single one of the librarians that work in that space! They are all gems!

We love the library, especially the library staff! My daughter frequently comes to the library each week with our nanny and my mother. She loves visiting the library and attending the toddler programs. They are fantastic! It is such a wonderful place for our community!

We need the Lisle Library to NOT ever close down for ANY reason. Let the Mayor and the trustees know this. This is VERY important!! Thank you!!

We recently moved to Lisle and are enjoying using the Lisle Library. The staff is efficient and helpful to us. We are pleased with the available resources.

What is library 'programming' ? are they building web sites? mobile apps? or are they using the term from television such as TV programming? Could have used some clarification on this for the programming questions. Speaking of programming the 300 char limit would have benefit from a counter.

When library calls to notify that a requested book is being held - caller should give title of book. When I have asked for the title librarian seems irritated when asked this question. [MORE ON PAPER]

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When Lisle Library does not have a book I want, it can't have it sent from a library that Lisle Library has in its system. I most often go to Downers Grove and return it to the same library because Lisle is on a different library planet. Why?

When my children were younger we attended many story/craft sessions. It is important for the community to have a place which provides children activities; along with the educational information and resources. All the Lisle librarians I have encountered are extremely helpful and very friendly.

When spoken to, or asked for help, the people who work at the main station (check-out) are always friendly and willing to help. However, maybe because they are always busy at their computers, they do not welcome people to the library or give off a friendly vibe.

While I think we can do without sports expenses in Lisle, we cannot do without our library, in its current form.

Why can't someone apply for a Library Card via the website?

Would like to have an expanded new book section/area More small group rooms are needed Should have staff closer to entrance/exit

Would like to see more small meeting rooms to take conference calls, Skype, etc. So I do not disturb other patrons.

Would love to see more board game nights or weekends. Would like to see the library embrace tabletop role playing events. Access to a 'loud' room to sponsor game events for local teens and families. Young adult programming has been great with the inclusion of game nights.

Would particularly appreciate a greater selection of books on Overdrive or Hoopla for use on my Kindle or my tablet computer. Love the Lisle Library. Keep up the good work.

Your helpful staff is much-appreciated. They always provide excellent service. The reading materials are always fresh and great, too.