

WARRENVILLE PUBLIC LIBRARY DISTRICT

COMMITTEE OF THE WHOLE

OF THE

BOARD OF TRUSTEES

December 19, 2018 – 6:00 P.M.

To: Board of Trustees
From: Sandy Whitmer, Director

Sarah Keister Armstrong will present the Community Needs Assessment Report at this Committee of the Whole Meeting. A copy of the Community Feedback report is attached. Ms. Armstrong's presentation will synthesize the information in the feedback report (demographics, survey responses and focus group discussions).

When reading the report, please keep the following in mind:

- **We have a lot to celebrate!** Overall, we're doing great work and that shows up loud and clear in the comments.
- Focus on the overall tone of all comments. From my perspective the overall tone is positive, but there are areas where some people feel we can improve. Every suggestion or negative comment offers an opportunity for us to examine whether or not there is something we can do differently or a need we can address.
- Look for "trends" – what things are people commenting on frequently. These are our strengths and weaknesses. Ms. Armstrong will point to a few of these trends and help us identify strategic priorities.

We will have snacks at the meeting (cheese/sausage/crackers, fruit, veggies, cookies), but not dinner.



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WARRENVILLE PUBLIC LIBRARY DISTRICT
Library Board of Trustees Committee of the Whole Meeting
Wednesday, December 19, 2018, 6:00 p.m.
AGENDA

Location: Library Meeting Room

1. Call to Order
2. Roll Call (Trustees DuRocher, Lezon, Picha, Richardson, Ruzicka, Stull, Warren)
3. Public Comments
4. Presentation of Community Needs Assessment Report (Sarah Keister Armstrong & Associates, LLC)
5. Discussion of Community Needs Assessment Report and Next Steps in the Strategic Planning Process
6. Items for Information/Discussion (No Action)
7. Adjournment **(ACTION)**

PROJECT APPROACH AND SCHEDULE

To collect input from the community served by the Warrenville Public Library District during its strategic planning process, we propose conducting a community survey, leading a number of focus groups with key library stakeholders, and holding individual interviews with library trustees. This information will be analyzed and used to inform development of long- and short-term goals for inclusion in the strategic plan. A proposed, flexible timeline is included following the narrative below.

The community needs assessment will include several components:

- Community feedback regarding use (and non-use) of the library;
- Analysis of demographic changes;
- Review of circulation trends and other available organizational data; and
- Comparison of the library's operations with current public library trends.

Together, these components paint a picture of how patrons currently use the library, barriers potentially resulting in non-use or limited use, and what the community desires out of future public library service.

Develop community profile.

A trend analysis of library usage will be conducted using patron counts and circulation statistics and any other available and relevant library usage data. This information, in addition to demographic data, will be used to create a community profile of the library's service area. Secondary data will be collected from external data sources, such as the U.S. Census Bureau and the Illinois School Report Card. The collected data will include commonly referenced demographic characteristics, such as age, income, school lunch data, language, educational attainment, and employment. Longitudinal trends will be analyzed to evaluate whether any significant demographic change exists.

Conduct survey of residents.

A community survey will be designed to not only gauge residents' current use of the library, but also what is desired in future library service. The survey will include questions including, but not limited to, those regarding use (and non-use) of the library; barriers to increased use of the building, services, and programs; use of technology; and the library's collection. Demographic questions such as age, household size, and educational attainment will allow for more detailed analysis of the community needs and usage of different segments of the population, and open-ended questions will provide respondents with opportunities to provide their own unrestricted feedback. A survey for teens can also be developed to solicit feedback specific to the teen age group.

Surveys will be administered via email using the library's existing email distribution list and also can be posted on the library's website and social media networks. Each survey will take respondents approximately five to 15 minutes to complete. We can provide recommendations regarding marketing and communications strategies to achieve an optimal level of engagement, as well as options for

reaching non-library users in the community served by the library. It is recommended that a nominal prize, such as a gift card, be offered by the library to attract attention to the survey and increase the response rate.

In addition, physical copies of the questionnaire can be distributed to avoid alienation of residents who do not use computers or who would prefer to fill out a paper questionnaire rather than an online version. While this method likely will increase the number of responses received, it is important to note that surveys answered within the physical space of the library are generally answered by regular users of the library, diminishing the input of less frequent users and virtual users who primarily use electronic resources. Physical copies of the survey may also be made available to local schools and community organizations for increased outreach. In respect to maintaining fiscal responsibility to taxpayers, we recommend this combination of modern electronic-based survey distribution methods and targeted outreach over time-consuming and costly printed mailers.

Conduct focus groups with key library stakeholders.

We propose conducting a series of five focus groups to solicit feedback from a diverse base of stakeholders:

- Two focus groups with staff members;
- Two focus groups with residents, including adults, seniors, and teens, depending on community interest and availability; and
- One focus group with community leaders, including representatives of local government agencies, schools, businesses, and community organizations.

The focus groups will gather information regarding patterns of usage, use of space, and need for library programs among various stakeholders, as well as serving as a gap analysis to identify circumstances within the community in which the library can fulfill a need. Each focus group will be conducted in a group discussion format and last for up to one hour. When possible, the focus groups will be held at the library and will take place during a variety of hours, depending upon the availability of participants. The library may be asked to lend support in contacting stakeholder groups to participate.

Conduct individual interviews with members of the Board of Trustees.

In addition to the community survey and focus groups discussed above, we propose conducting a series of interviews to solicit feedback from library trustees and the unique perspective that each brings to the library's planning process and observations made as leaders of the community served by the library. Interviews will solicit feedback about community library usage and the library's strengths, weaknesses, opportunities, and threats.

Develop strategic plan.

We will engage trustees and staff leadership in a collaborative process to develop a written strategic plan. To ensure that the plan aligns with identified needs and leads the library forward, we will facilitate conversations that build upon the data collection and analysis completed during the first phase of the strategic planning process.

To facilitate the second phase of the library's strategic planning process, we propose the following tasks:

1. Facilitate working session with the Board of Trustees and key library staff to determine overarching goals and strategies of strategic plan. The goal of this meeting will be to reach consensus on revised goals and strategies of the new strategic plan. Following the working session, a draft outline of the strategic plan will be provided.
2. Meet with library management team to develop specific action steps and measurable outcomes that will communicate the degree of progress toward the new plan's goals and objectives. We recommend that the management team solicit input from their respective staff teams and use this management team meeting as an opportunity to share promising next steps, discuss potential challenges, and develop concrete actions that will begin implementing the new strategic plan.
3. Following these conversations, a full draft of the strategic plan will be submitted to library administration and the Board of Trustees for review and approval.

Please note: Library staff may be asked to provide existing data on library usage, including circulation statistics, patron counts, numbers of cardholders, and programming statistics. Staff with regular marketing responsibilities may be asked to assist in document formatting to align with style standards determined by the library. In addition, staff may be encouraged to distribute written copies of the survey to relevant community organizations, particularly to seek input from underrepresented groups.

Project Timeline

The following timeline is flexible and dependent upon the determined needs of the library.

Month	Tasks
September 2018	<ul style="list-style-type: none">Information gathering, including review of past planning materials, demographic information, circulation data, and other library usage statisticsDevelop community survey
October 2018	<ul style="list-style-type: none">Conduct stakeholder interviews with trusteesDistribute community survey
November 2018	<p>Conduct Teen Survey</p> <ul style="list-style-type: none">Analyze survey resultsSolicit focus group participants
December 2018 we are here →	<ul style="list-style-type: none">Conduct focus groups with key library stakeholdersCompile feedback and submit community needs assessment report to library administration and Board
January - February 2019	<ul style="list-style-type: none">Discuss long- and short-term goals with library management, with specific timelines and budgetary restrictions to be determined by library administrationSubmit draft plan for review by Board of TrusteesWork with library administration to design process for writing specific tasks and timeframes

COMMUNITY FEEDBACK



PREPARED BY:

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DECEMBER 2018

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COMMUNITY DEMOGRAPHICS

The following pages include demographic information detailing trends in the population of Warrenville, as well as comparison data with DuPage County and the State of Illinois.

Source: American Community Survey, 2009-2013 through 2013-2017 Five-Year Estimates.

DEMOGRAPHIC INDICATOR	2009-2013	2010-2014	2011-2015	2012-2016	2013-2017
TOTAL POPULATION	13,384	13,361	13,373	13,415	13,373
Native; born in state of residence	9,367	9,091	8,928	8,779	8,803
Native; born in other state in the U.S.	2,310	2,407	2,418	2,396	2,505
Native; born outside U.S.	119	103	120	145	100
Foreign-born	1,588	1,760	1,907	2,095	1,965
AGE					
Under 5 years	6.6%	6.0%	5.6%	6.2%	5.2%
5 to 17 years	17.2%	16.7%	18.3%	17.4%	18.6%
18 to 24 years	10.4%	9.5%	9.7%	9.6%	10.1%
25 to 44 years	30.3%	30.1%	27.6%	28.1%	26.5%
45 to 54 years	15.8%	16.3%	15.9%	16.2%	15.4%
55 to 64 years	10.7%	12.1%	13.7%	12.5%	12.5%
65 to 74 years	5.8%	5.7%	5.6%	6.5%	7.0%
75 years and over	3.2%	3.6%	3.5%	3.4%	4.6%
Median age (years)	36.6	37.6	38.0	37.2	37.3
RACE AND HISPANIC OR LATINO ORIGIN					
One race	96.3%	96.3%	95.8%	96.2%	96.8%
White	83.1%	85.7%	84.4%	81.2%	80.2%
Black or African American	5.5%	3.6%	4.0%	4.1%	5.3%
American Indian and Alaska Native	0.0%	0.0%	0.0%	0.0%	0.0%
Asian	4.1%	3.8%	3.7%	6.4%	6.6%
Native Hawaiian and Other Pacific Islander	0.1%	0.1%	0.0%	0.0%	0.0%
Some other race	3.4%	3.2%	3.8%	4.5%	4.6%
Two or more races	3.7%	3.7%	4.2%	3.8%	3.2%
Hispanic or Latino origin (of any race)	15.4%	17.3%	19.8%	18.5%	20.5%

DEMOGRAPHIC INDICATOR	2009-2013	2010-2014	2011-2015	2012-2016	2013-2017
LANGUAGE SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH					
Population 5 years and over	12,502	12,559	12,618	12,580	12,679
Speak language other than English	21.5%	22.6%	24.9%	25.4%	24.5%
Speak English "very well"	15.2%	15.2%	16.3%	16.9%	16.3%
Speak English less than "very well"	6.3%	7.3%	8.6%	8.5%	8.2%
EDUCATIONAL ATTAINMENT					
Population 25 years and over	8,803	9,066	8,872	8,950	8,836
Less than high school graduate	6.6%	7.3%	8.5%	8.1%	10.0%
High school graduate (includes equivalency)	20.5%	19.6%	19.9%	18.3%	15.9%
Some college or associate's degree	32.3%	31.9%	28.9%	28.9%	28.4%
Bachelor's degree	28.1%	27.1%	28.1%	28.6%	30.7%
Graduate or professional degree	12.5%	14.0%	14.7%	16.1%	15.1%
INDIVIDUALS' INCOME IN THE PAST 12 MONTHS					
Population 15 years and over	10,868	10,999	10,921	10,885	10,909
\$1 to \$9,999 or less	14.2%	13.0%	13.4%	11.3%	11.2%
\$10,000 to \$14,999	6.9%	6.9%	5.9%	6.7%	5.5%
\$15,000 to \$24,999	13.7%	14.4%	14.5%	13.8%	11.2%
\$25,000 to \$34,999	9.8%	10.9%	10.4%	11.1%	11.3%
\$35,000 to \$49,999	12.8%	12.8%	12.3%	12.9%	14.0%
\$50,000 to \$64,999	10.6%	10.4%	10.7%	10.8%	11.0%
\$65,000 to \$74,999	5.4%	4.8%	4.4%	4.3%	3.9%
\$75,000 or more	15.2%	16.0%	16.2%	16.8%	18.0%
Median household income (dollars)	\$73,921	\$74,716	\$75,517	\$80,686	\$84,194

	WARRENVILLE	DUPAGE COUNTY	ILLINOIS
TOTAL POPULATION	13,373	931,826	12,854,526
Native; born in state of residence	8,803	595,060	8,633,584
Native; born in other state in the U.S.	2,505	150,975	2,279,076
Native; born outside U.S.	100	10,084	141,008
Foreign-born	1,965	175,707	1,800,858
AGE			
Under 5 years	5.2%	5.9%	6.1%
5 to 17 years	18.6%	17.3%	16.9%
18 to 24 years	10.1%	8.8%	9.6%
25 to 44 years	26.5%	25.6%	26.8%
45 to 54 years	15.4%	14.6%	13.5%
55 to 64 years	12.5%	13.7%	12.7%
65 to 74 years	7.0%	8.2%	8.1%
75 years and over	4.6%	5.8%	6.2%
Median age (years)	37.3	39.1	37.7
RACE AND HISPANIC OR LATINO ORIGIN			
One race	96.8%	97.4%	97.6%
White	80.2%	78.3%	71.9%
Black or African American	5.3%	4.7%	14.3%
American Indian and Alaska Native	0.0%	0.2%	0.2%
Asian	6.6%	11.4%	5.2%
Native Hawaiian and Other Pacific Islander	0.0%	0.0%	0.0%
Some other race	4.6%	2.9%	6.0%
Two or more races	3.2%	2.6%	2.4%
Hispanic or Latino origin (of any race)	20.5%	14.1%	16.8%
LANGUAGE SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH			
Population 5 years and over	12,679	876,534	12,068,966
Speak language other than English	24.5%	26.5%	22.8%
Speak English "very well"	16.3%	17.3%	14.0%
Speak English less than "very well"	8.2%	9.2%	8.9%

	WARRENVILLE	DUPAGE COUNTY	ILLINOIS
EDUCATIONAL ATTAINMENT			
Population 25 years and over	8,836	632,912	8,666,079
Less than high school graduate	10.0%	7.6%	11.4%
High school graduate (includes equivalency)	15.9%	18.5%	26.3%
Some college or associate's degree	28.4%	25.9%	28.8%
Bachelor's degree	30.7%	29.1%	20.5%
Graduate or professional degree	15.1%	19.0%	13.0%
INDIVIDUALS' INCOME IN THE PAST 12 MONTHS			
Population 15 years and over	10,909	754,488	10,410,424
\$1 to \$9,999 or loss	11.2%	14.0%	15.5%
\$10,000 to \$14,999	5.5%	6.2%	7.7%
\$15,000 to \$24,999	11.2%	11.2%	13.5%
\$25,000 to \$34,999	11.3%	9.4%	10.6%
\$35,000 to \$49,999	14.0%	11.1%	11.7%
\$50,000 to \$64,999	11.0%	9.5%	8.8%
\$65,000 to \$74,999	3.9%	4.5%	3.8%
\$75,000 or more	18.0%	21.4%	14.4%
Median household income	\$84,194	\$84,442	\$61,229
POVERTY STATUS IN THE PAST 12 MONTHS			
Population for whom poverty status is determined	13,289	918,902	12,551,822
Below 100 percent of the poverty level	7.4%	6.8%	13.5%
100 to 149 percent of the poverty level	6.3%	5.3%	8.4%
At or above 150 percent of the poverty level	86.3%	87.9%	78.1%

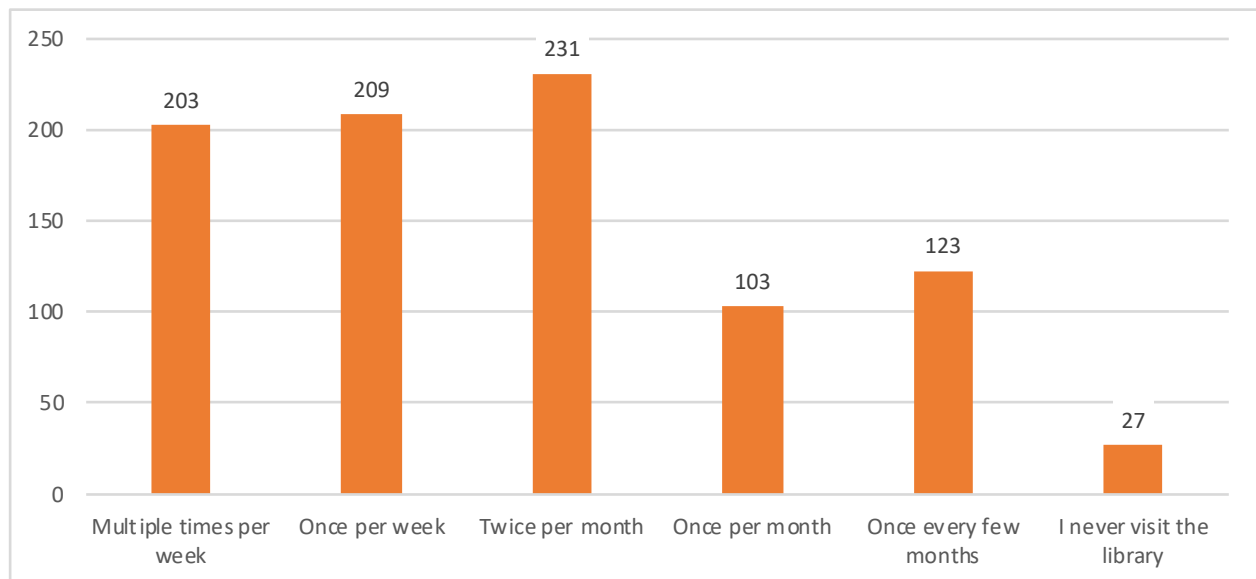
Source: American Community Survey, 2013-2017 Five-Year Estimates.

COMMUNITY SURVEY

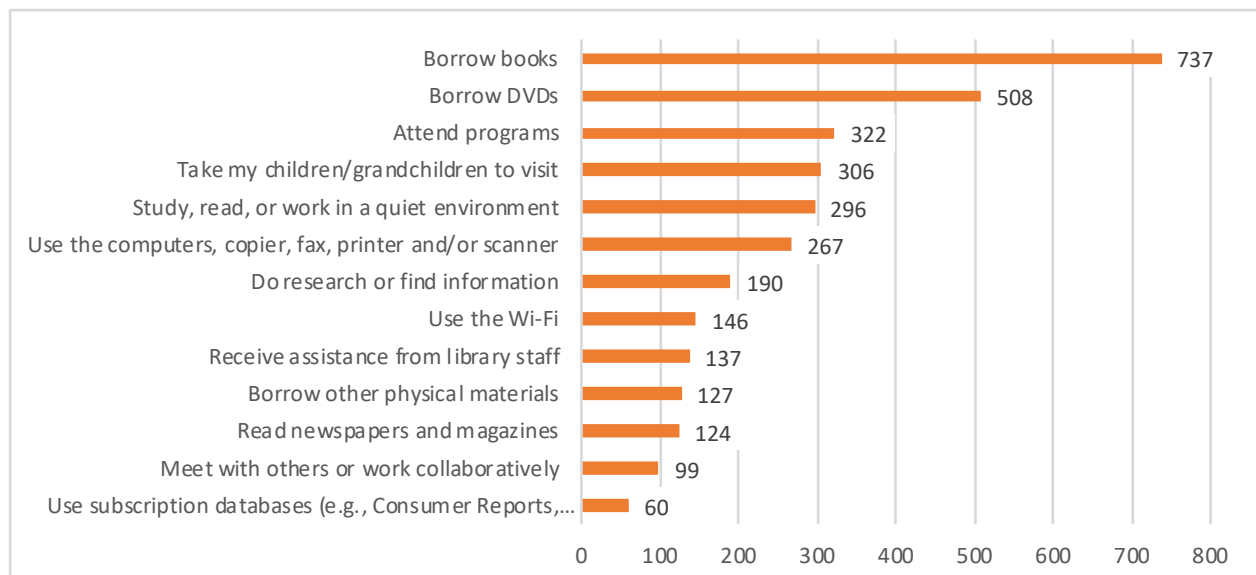
An online survey was distributed during October and November 2018 via eNewsletter and posts on social media and the library's website. Paper copies were also made available at the library. During the open survey period, 913 survey responses were received. Survey results are provided below.

Please note: With the exception of minor spelling and grammar corrections, written comments appear as they were submitted.

How often do you visit the Warrenville Public Library?



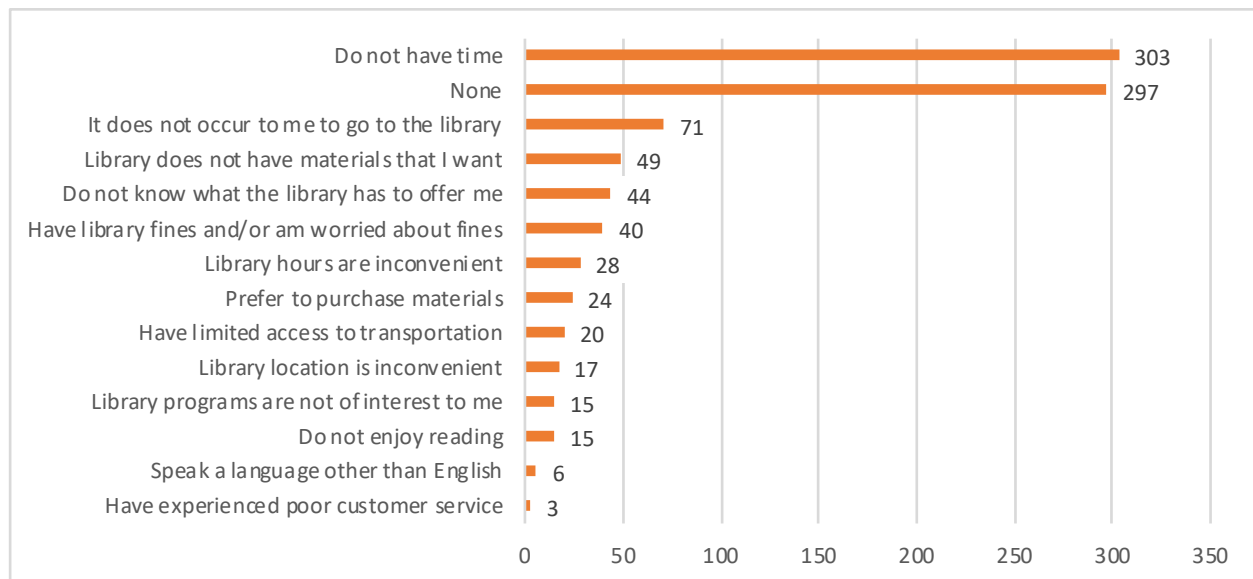
What are your reasons for visiting the library? (Please check all that apply.)



Additional responses included:

- *CDs. Also plan to inquire about using equipment to transfer old video tapes to CDs.
- Audiobooks, toddler toys
- Book club
- Books on CDs and music CD
- Borrow Audio Books
- Borrow audio books; order books from other libraries
- Borrow audiobooks
- Borrow books on CDs
- Borrow passes to local museums and such
- browsing what's new out there without going to a bookstore, hard to "browse" on the internet
- Build my empire.
- Check out free mags
- Children's area play, books, DVDs
- Clase de ingles
- Community puzzle
- Don't go
- E
- Enjoy working on the puzzles, chatting with staff, feeling a connection to the community. My son enjoys volunteering.
- get museum passes
- Get out of the house for free
- Haven't yet
- I like the jigsaw puzzles
- Inglish class
- Interlibrary loan
- Kids enjoy the table and apps, Concert on the Commons, Summer Reading Programs, Craft Fridays
- Kids programs
- Me gusta leer libros y si no estan tienen un programa lo consiguen y te llaman para desitre q esta disponible me encanta su servicio y amabilidad del personal
- Museum Pass
- museum passes
- Museum passes, concerts
- Play with the puzzles
- Puzzles
- Puzzles
- Puzzles
- Puzzles
- Reading group
- rent a librarian
- Semi-forced volunteerism
- Study room
- study, study, study.
- Summer Reading Program sign-up
- Take my home daycare children to play
- Take siblings to visit
- Toddler activities and youth activities
- Tot events
- Use of meeting rooms for work conference calls
- use study room
- Use the new meeting room for our Warrenville in bloom monthly meetings
- Warrenville In Bloom meetings
- Warrenville Writers Connection group meeting
- Work on the puzzle
- write in the quiet room & writers group

Which factors reflect why you do not visit the library more often, if any? (Please check all that apply.)



- *I work at another library
- Babysitting
- Buy books at Discovery Resale
- Certain staff is unwelcoming
- Closed on and around holidays when I don't work
- Difficult to get books and DCs. My last library had more resources from other libraries.
- Download books
- Failing eyesight, so reading has become difficult
- Getting here after work, try not to use car on the weekend
- Go often enough to supply my needs
- I can't find my book
- I do most of my reading on my kindle using Overdrive.
- I don't need to visit very often. I have many books, and if my internet and printer are working, I don't need to visit for that reason.
- I don't always think of the library or what it offers. Sometimes it's too noisy when I want to work.
- I go to *some* library at least once a week, but I patronize at least a half dozen local libraries to take advantage of different book availability.
- I have lot of scadule
- I have too many library books now don't want to be tempted by more books
- I just don't seem to get around to it. I miss going more often; used to go several times a week.
- I just moved to the area and became a member. Just finding out what you have available
- I live in another city
- I live in another state..I visit 2-3 times a year.
- I live in Aurora Township and therefore pay taxes to no library system and cannot check out books
- I love the Warrenville Public Library. Time is a factor that prevents me from visiting more often. I lived in Warrenville for many years and now live just outside of Warrenville off of Mack Road. Therefore, I don't have a Warrenville Library card. Would like to have one!
- I luv going to the library
- I mostly borrow e-books to read on my Kindle
- I need more time.
- I only got my card a few days ago
- I sometimes visit other libraries (Wheaton, Batavia)
- I started knitting a year ago and so much of my free time is spent holding knitting

needles and yarn, rather than books. I'm not overly happy with this, and am intentionally trying to read more.

- I take a lot of books out at one time
- I use on-line resources
- I use OverDrive ALL the time and borrow electronic materials.
- I use the library's online services and e-books more
- I visit at least 2x/week
- I visit the library quite often
- I work in a library.
- I work right now so I don't always have more time
- I'll be there more when my kids are a little older!
- I'm a med student and have a busy schedule
- In retirement, I just enjoy reading.
- Involved in many things. Volunteer for EMA. Takes up my time. I am elderly & wife needs my help at times.
- Kids program conflict with school day
- Library does not have vinyl to CD machine.
- limited hearing & vision & poor balance....
- Limited mobility
- limited mobility
- Live in St. Charles
- Live out of this area
- Love the library. Go as much as I wish.
- Mainly borrow ebooks
- Making time to read more
- Materials are at other libraries i.e. Naperville, Glen Ellyn
- More activities
- More resources for students
- Most audio books I'm looking for aren't available at the library. Many times not in OverDrive either.
- My kids ruin the books :(I work at night and can't attend programs I like
- Need to get materials at other libraries
- Netflix + Audible hulu + Anxiety
- New releases of dvd movies and series seem limited. Also, fines are high for late returns
- No children
- No tengo tarjeta

- Not from Warrenville
- Not my district library, I don't have a library card here
- Not my local library. I visit while my daughter is at school and bring my youngest.
- Opening earlier would be beneficial
- part of the Wheaton Library system
- remodeled building is very uninviting
- Seasonal activity for me
- Simply lack of time. I love the library!
- Since they redid the library it has an almost sterile feel to it, definitely not home like anymore. Staff is incredibly rude and unhelpful
- Sometimes it is hard finding new materials on the fly. For example looking for a DVD might be easier if there was a list sorted by release date.
- Teacher
- The library for me, is just not a pleasant place to be. The last few times I was there it was uncomfortably warm and stuffy. I have tried to settle in there to read and relax but it's quite cramped feeling. I had hoped the renovation would have expanded the space outward or involved another floor. It looks nice but the seating isn't very comfortable and so much space is taken up by non-book stuff. There are books I look for that are fairly commonplace you don't have. I guess I'm very spoiled from living in Wheaton and using its library. It's spacious, plenty of places to hole up and read/work without interruption, so much material right at my fingertips and putting the kids section on the lower level is genius. It's a really fun place to let your kids play, read, enjoy activities without worrying about noise interrupting others. Plus, it has a coffee shop which is a huge bonus. Warrenville doesn't even have a coffee shop nearby let alone at the library. I appreciate that resources are less plentiful but it's just so dark and cramped and uncomfortable, I don't want to be there if I don't have to.
- The staff is not flexible

- They don't allow me to have a card because I'm unincorporated (it's expensive!)
- This isn't my home branch, I'm based out in Crystal Lake!
- Too far for me
- Use online access (Overdrive) to library
- use State library or university library
- Used to come often - kids got older and busier!
- Used to go with my kids when they were little, they are grown now.
- Usually study on campus
- Very busy
- Visit Wheaton library also
- Was in the hospital since January with daughter but home now and plan to come back on a much more frequent basis!
- We do not live in the area
- We love the Warrenville Library
- We recently moved to Warrenville so we are just now getting acquainted. Plan to come more often with my son.
- Wish I could enjoy library time, but life is busy...working and kids activities
- Work at a library
- Work too many hours
- Would have been nice if the children's library had been made more robust - i.e., it's own floor. Would like to see more biz classes - SCORE programs. Would like to see other free lifestyle programs.
- You have excellent customer service! :)

What makes you return to the Warrenville Public Library? If you have never been to the library, what would entice you to visit?

- A great calm environment, clean, great hours and staff
- A great place to read magazines that I don't have
- A hard copy of a book that I can't get from Overdrive; Movies or TV shows I can't find on Netflix or Amazon Prime; Educ or info sessions
- A pleasant, quiet place to read and my primary source for books and audiobooks
- Able to order DVDs from other libraries.
- Access to mobile devices for reciprocal borrowers
- Access to new reading materials and movies/tv shows that I can't find on Netflix
- Adult programs
- All of the above. Please keep the current services offered AND the amazing staff! Please keep the butterfly exhibit too! :)
- All of the books. I love to read and there is a great selection.
- All that it has to offer.
- All the great resources and the wonderful, helpful staff. Also, the excellent programs.
- All the things I checked in #2!
- All the wonderful programs you offer for kids! Wonderful library and programs!
- Always have the books I want or are more than willing to get it if it's not here. Staff is always friendly and helpful!
- Always help out when I have a problem. Always concerned. Lovely place to be.
- Always something for my kids to do, fun place to be
- Ancestry.com !
- Any library and books are a wonderful thing. Also old saying "knowledge is power".
- Aside from the stuff listed above, very good customer service
- Audiobooks (downloadable), interlibrary loan services, and on site inventory
- Availability of book I want to read
- Awesome experiences. Super informational and fun classes
- Awesome people, great workspaces, great selection of books/CDs, my mom works here
- Awesome selection of books & other media

- Basically all the reasons I checked above for visiting. We homeschool and it is a great resource to us for that as well.
- Beautiful facility. Great environment. Lots of materials. Great coffee!
- Beautiful place, variety of seating/work arrangements and offerings
- Beautiful, quiet place to read.
- Because books are great!
- Because it is a wonderful way to spend an afternoon. Books, newspapers and magazines are all things I enjoy.
- Because it is very nice and comforting.
- Being able to get a library card, and events for babies/children. I've recommended this library to more people.
- Being able to rent different movies without having to buy them
- Being closer
- better movie selection
- Book a librarian, DVDs, Books
- Book and content I can browse.
- Book selection is great and up-to-date and if they don't have it then they'll get it through the inter-library loan program, within a few days
- Books
- Books
- Books
- Books
- Books
- Books
- Books
- BOOKS MAGAZINES DVDS AND ENTERTAINMENT FOR MY GRANDKIDS
- books & more books
- Books and DVDs
- Books and movies
- Books available
- Books in Spanish and Portuguese (+)
- Books or DVD's I am interested in.
- Books, classes
- Books, DVDs
- Books, DVDs, children's area are all very good.
- Books, DVDs, computer use, making copies, programs.
- Books, DVDs, special programs for kids and adults
- Books, space, friendly service
- Books.
- Books. Quiet.
- Borrow book, return book ... etc
- Borrow books
- Borrow books for son
- Borrowing books or movies without buying them
- borrowing books, getting tech help
- Borrowing movies and travel books. Might be enticed by a program of interest.
- Can get books I want either at the library or from the library loan system
- Check books out
- Check out new materials/study
- Checking out books, movies, a place to study
- Chef Dave makes me return to the library! Fabulous speaker.
- Children friendly
- Children programs, adult programs (not just reading related), wonderful and helpful librarians
- Children's area :)
- Children's programs
- Children's programs, children's books, adult books/DVDs
- Children's books and area
- Children's play area, convenient location
- Clean and quiet place. Good staff and selection of materials I am looking for.
- Cleanliness, the updated look, interesting activities
- Close to home - lot of materials, books, DVD to choose from!
- Close to home, good selection, new materials
- Close to home, quiet, fun, and full of information.
- Close to our home. Young children still like me to take them to get books. 7 yrs. old and 9 yrs. old.
- Collection of movies and books seems mostly up to date.
- Comfortable environment, kind & helpful librarians and staff. Good selection of materials .

- Coming to read
- Computer access, DVDs, books, most of staff very very friendly . []
- Computer and books
- Computer and rooms
- Concerts or programs are great!
- Connected to other libraries. More time to pick up books on hold.
- Convenience
- Convenience — location is good, and supply of books and DVDs is adequate
- Convenience and you have books and resources my son needs for school.
- Convenience of obtaining materials
- Convenience, range of materials, helpful staff
- Convenience. I can always just pop in and grab what I need and sometimes more.
- Convenient (location)
- convenient even during construction. able to use self check out service and drop off when unable or unwilling to go inside.
- Convenient hours, wide variety of materials to borrow and great staff to help when needed.
- Convenient internet, fax, printer
- convenient location
- Convenient location
- Convenient location (son's school is nearby)
- Convenient location and great hours
- Convenient place to work, check out materials and surf the web.
- Convenient. Just the right size...not too big, not too small. Nice assortment of DVDs and books. Friendly staff.
- Convenient. quiet, and informational.
- Customer service
- Customer service, movies, programs, computer devices, pass for free entry to parks, etc. - wish there were more parks included
- Daytime book club.
- Daytime book reading club
- Dvd pick up reserved movies
- Earlier and later hours (ie after kids go to bed)
- Ease of access, know I can study in quiet, kids love to get new books and movies
- ease of use
- Easy access
- Easy access to internet, good selection of DVDs
- Easy check-out, have book I want, put books on hold for me
- Easy to park; helpful staff; large selection
- Easy to use, comfortable space
- Enjoy learning, new material
- Enjoy the "new" section, I have discovered new authors to enjoy
- Enjoy the friendly atmosphere and the programs offered
- Enjoy the selection of CD's (books - audio), friendly and knowledgeable staff
- Environment, friendly staff
- Especially appreciate how children's movies are displayed
- Events. Books
- Everyone is nice. I want my kids to love reading. I love seeing what new books are available. we love checking out DVDs too!
- Everything it offers. Mainly books and DVDs.
- Excellent customer service, kudos to Diana, Patty, Jamie and the rest of the staff
- Excellent library - very user friendly - good programs
- Excellent new book selection. Mysteries and science fiction. Plus good collection in stacks of authors previous books.
- Excellent resources, helpful warm friendly staff, lovely surroundings
- Family storytime, Children's play area/board books
- Find stuff that I need
- Food vendors
- For books and audio books
- FOr the most part, for its very good selections of most materials, and especially for the ability to obtain millions of other materials for my research, entertainment, etc.
- Free books! Beautiful building
- Free books!!
- friendliness of staff, helpfulness of staff

- Friendliness, and books
- Friendly & helpful employees make me return. I love the programs you offer.
- Friendly helpful knowledgeable staff. Excellent resources. If they don't have it, they get it from another library.
- Friendly people, always help me if I have questions. My grandkids love it! All it has to offer.
- friendly staff
- Friendly staff
- Friendly staff
- Friendly staff and good selections
- Friendly staff and happy to support Warrenville services! :)
- Friendly staff that is just amazing. I just can't say enough about the wonderful staff. And a great selection of kids movies kids books and my favorite movies.
- Friendly staff, convenient location
- Friendly staff, great resources. Kids play space.
- Friendly staff, Great services, Fabulous environment
- Friendly staff, organized, my husband and I love to read, enjoy having availability of books in print:)
- Friendly staff, up to date with material, item requests - very efficient and good communication
- Friendly staff. Have being able to reserve movies. Can get books through inter-library loans. Appreciate the summer concerts.
- Friendly, family environment and staff.
- Friendly, helpful
- Friendly, helpful staff. Convenience.
- Friendly, helpful, comfortable environment. Great staff and director.
- Friendly. My kids love it.
- friendly. knowledgeable staff; good selection of materials & programs.
- Friendliness, updated, always has the books I am looking for, always has a book I want to rent
- Fun books!!!!!!!
- Fun programs. Great play area for the kids.
- fun safe warm friendly environment
- Games to check out
- Get more books to read.
- Get new DVD, books use of computers
- Getting books and dvds. I especially like the various programs you offer. In summer, I love the concerts on Wednesdays
- Getting more books to read
- Gift card drawings
- Good availability of materials (books and videos)
- Good book collection and some magazines I follow
- Good book selection
- Good children's library and special events
- Good library, just out of my area.
- Good location for me, nice quiet place to work/read
- Good location, helpful staff
- Good place to bring the kids. I enjoy looking around.
- Good place to read and to use computers. Also good for it to be open till 7 p.m. on Friday.
- Good place to read, and to use computers. AND you're open till 7 p.m. on Friday. Wheee!
- Good programs
- Good programs for adults in the evenings. Great collection of DVDs. Lots of magazines.
- Good selection of books
- Good selection of books
- Good selection of books, pleasant people and surroundings
- Good selection of material. Beautiful atmosphere - pleasant, clean.
- Good selection of materials, great staff, nice environment
- Good selection of materials. Enjoyable children's programs. Nice children's area.
- Good selection, pleasant atmosphere, helpful staff, interlibrary options, great location, free book review magazine.
- Good service. When I request an item, it is usually found or purchased.
- Good staff, convenient location, excellent study rooms

- Good to try out some books without having to buy them for one of my hobbies
- Good Wi-Fi, relatively quiet, valuable resources
- Great access to many popular books
- Great atmosphere
- Great choice of movies and books. Staff is very friendly and helpful.
- Great content and service.
- Great customer service, very convenient
- Great customer service, well organized and very pleasant surroundings
- Great environment and friendly people
- Great environment for getting my personal business done. Clean and modern!
- Great environment for kids. Check out book and attend programs.
- Great environment, helpful staff
- Great everything!
- Great kids programs and play area. Good selection of books and videos.
- Great library time <3 Ms. Diana
- Great local library with terrific collection - varied enough to get most anything I need.
- Great local library, really enjoy the changes made to be able to take families there
- Great location, lots of resource and rooms.
- Great look and feel, great customer service
- Great materials and programs; excellent, friendly (and welcoming) staff
- Great people, resources and environment to study and learn something new.
- Great place for both me and my granddaughters.
- Great programs
- Great resources
- Great resources great staff
- Great resources, friendly staff, access to faith-based resources and DVDs
- Great selection and wonderful staff
- Great selection of books and movies
- Great selection of books and multiple services
- Great selection of books, movies, and other multi-media
- Great selection of books.
- Great selection, fun programs, my kids love it.
- Great selection, great staff.
- GREAT SERVICE - MANY MATERIALS TO USE.
- Great service, close to the house, nice selection
- great service, excellent staff
- Great source of info
- Great source of info
- Great space. Love the improvements to the children's area.
- Great staff, we love how the picture books are displayed and the kids play area is awesome.
- Great staff. Kids love it.
- Great, helpful staff; Like to browse new/and old books; Interesting programs
- Great, updated, first-rate facilities with dedicated, helpful and friendly staff.
- Greatest library I know!
- Happy memories, books, CDs, movies, printing, meeting rooms, fun activities, the puzzles!
- Has all the amenities that I need
- Has everything I need
- Have to do homework with friends
- Have to return the books
- Having a quiet place to hangout
- Having a variety of kids materials for my sons
- Having childcare or activities for children while there are adult programs
- Having free time to read a book.
- Helpful friendly staff, and a wealth of DVDs and books!
- Helpful librarians, good fiction selection, long check-out time, good DVD selection.
- Helpful staff!
- Helpful, courteous and interested staff; wonderful programs for kids and adults; large magazine and newspaper resources; interlibrary connection
- Here is a nice and quiet place to study

- Home improvement programs Gardening Social Security Disability Help Low income services help
- How convenient and close it is to my house. How well kept it is.
- I <3 books
- I <3 books!
- I absolutely love the redesign! I meet clients at the library often, and am very proud to show off the library.
- I always enjoy the evening programs that I'm able to attend.
- I always look at new additions in books and DVDs.
- I am always looking for a good movie!
- I am always looking forward to new books, movies, and audiobooks. (I love graphic novels especially)
- I am helping my nieces to learn to read. I really appreciate the coffee machine!
- I came to visit the Warrenville Public Library to start reading books again
- I can find good materials for my kids and myself.
- I can find most of the fiction I like to read. I enjoy the cozy atmosphere and the friendly staff.
- I check out a lot of cookbooks here. Great selection here.
- I come back to get more books and movies.
- I come to the Warrenville library for books which always have incredibly long wait lists in Wheaton. You also purchase books that I'm interested in that Wheaton doesn't.
- I enjoy a lot of the programs they have.
- I enjoy being able to browse and sit in the quiet setting
- I enjoy reading and learning new things.
- I enjoy reading and listening to books on "tape"
- I enjoy the cleanliness and serenity of the library; in addition, I like the longer hours in the evening and the good location. Everyone is friendly and the public restrooms are clean.
- I enjoy the kid's area and I find books easy to find/staff is very friendly and helpful.
- I enjoy the staff and find myself in the area somewhat often.
- I enjoy the staff and the remodel is great. We plan on coming more.
- I enjoy the Warrenville Public Library's location, internal layout, and the materials and resources available. Staff are friendly and helpful. Do you still offer coffee?
- I enjoyed The Haunted History program. I do also like browsing books. Again, I just got my card so I don't have much insight to give you.
- I feel like this place is wonderful, it has a lot of nostalgia. A lot of the nostalgia is gone b/c of renovations, however. Not that they're bad. It's different now though.
- I find what I need
- I have always been helped with any questions I may have. Everyone is very friendly. The library also offers many programs.
- I have heard it was a beautiful place to visit and would like to in the near future.
- I have lived in Warrenville since 1995 and have watched the lovely growth in the library and its offerings; I know several of the librarians as well.
- I just don't take to read. Of course knitter which takes my time.
- I just enjoy coming here, for years, as a child myself and now with my son.
- I just need a more quieter place to study
- I like especially being able to get ILL books and books on CD or tape. I like the Bible Experience CDs and would like to have the Old Testament also available at WPLD.
- I like free books. I like the staff. I like the free Wi-Fi and the quiet.
- I like going to the library because I love the books and the librarians are so nice!
- I like it here
- I like libraries and all they have to offer.
- I like our library and the staff is great. Honestly you can't do much better as you guys are awesome. I like the puzzles too!
- I like staff, services and material

- I like that staff turnover has historically been low and I see the same faces when I visit. I miss the small town feel of the library before the renovation although the space is lovely.
- I like the atmosphere for studying
- I like the cozy atmosphere and ease at which I can check out books. I really like the self-checkout option!
- I like the environment. I like the different options they have for DVDs.
- I like the library, the staff are friendly and helpful and there is a good selection of books
- I like the open tables & quiet room
- I like the quiet environment, friendly staff, nice group rooms and the remodeling turned out amazing.
- I like the Warrenville Public Library - the staff is friend, the library is nice and comfortable
- I like to borrow books instead of buying them. I use books in my classroom and audio books.
- I like to check out books. I like to hand out in a relaxing space. I love to browse the stacks. I also enjoy the friendly staff. Friendly and helpful.
- I like to listen to books on tape while driving.
- I like to read books and I like doing homework and study here because it's calm and quiet. I like how I can get everything done here without distractions.
- I like to read, the programs are varied and interesting; I love the free concerts all summer and the ones indoors during colder months. The people are most friendly and helpful who work there.
- I live 2 minutes away, plus it is a quiet area for my study's
- I live in Warrenville. i enjoy our library atmosphere. Good access to movies - DVDs, our library can get in items they may not have in stock. Friendly staff.
- I live in Warrenville. It is literally 1 mile from my house, so it's close enough to walk, drive quickly.
- I live in Wheaton and use the Wheaton Public Library. We have friends that use the Warrenville Library and speak very highly of it
- I live in Winfield. Your library has a wider selection of titles.
- I love all libraries, but Warrenville's is first of all my local lib. Beyond that, the service is excellent, friendly. Great programs. I appreciate the outreach to entire community.
- I love all the materials. I seem to always find a new service or program of interest to me and my family.
- I love all the services the library has to offer me!
- I love books and read a lot
- I love how peaceful it is in there. I can enjoy a book in peace and quiet.
- I love how sweet - homey + intimate it is. I love the people here.
- I love it!
- I love it! So inviting. Great space for my daughter.
- I love libraries, the programs are great, the librarians are patient and helpful with the kids, my kids love the play area, and we enjoy borrowing lots of books, puzzles, DVDs, audiobooks, and CDs.
- I love our library - staff is always helpful and polite, good resources, nice environment
- I love our library and always regret not utilizing it more when I do visit.
- I love reading :)
- I love reading and listening to audio books. It's the best place to get books I don't want to pay for.
- I love reading free books!
- I love reading.
- I love that the library staff makes an effort to get to know my son.
- I love the atmosphere
- I love the atmosphere. I like to sit in those chairs by the south wall and just read, cozy and sucked into a good book.
- I love the book selection and the assistants are always so helpful

- I love the children's programs, as do my children.
- I love the library!
- I love the library! It's beautiful! Staff is wonderful! Wonderful children's area! It's clean! It's inviting! I appreciate the way the children's books are displayed! You have weekend hours!
- I love the library! Everybody is always so helpful & friendly!
- I love the library! I wish I could utilize it more often
- i love the place; just too old to need all it offers (89 yrs old) . Sometimes I will attend a movie if it interests me.
- I love the play area that you have at the library and the ability to check out children books and DVD's.
- I love the quiet and the books
- I love the Warrenville Library. People are always helpful and I can sit and have a cup of coffee and relax!
- I love the WPL - we've been going there almost 30 years. Staff very helpful. Just the right size.
- I love this children's area and how it is separated from the adults. I don't feel like I have to tell my son to whisper all the time. Lots of wonderful resources seem to have been incorporated with the remodel. It's really wonderful.
- I love this library and the staff is always wonderful
- I love to check out the new books that you have
- I love to read
- I love to read, and I still like to hold a physical book in my hands. I go in waves, and when I find a particular author I like, I read all of those books available. I also love to check out the DVDs. Can't beat the price!!!
- I love to read!
- I love to read! Staff is so helpful!
- I love to read! The free programs are awesome along with the free concerts in summer. I wish you would have offered more tours after the library remodel was complete.
- I love your programs. I went there to listen to a lady who helps people organize. I 've wanted to come see your movies, but I work during the day and can't make it.
- I need books for my classroom
- I need to make a sign to remind myself to go. I do like being there.
- I need transportation, which make it difficult to visit
- I pick up items I placed on hold.
- I read books at my job from here!
- I really like the library's set up. There are lots of place to get some quiet studying done and the staff is always friendly.
- I really only go if my sons need to be there now. I check out books online. I really like the library as a way to go out and enjoy reading somewhere quiet where I can just get lost in it and be uninterrupted.
- I rely on library services (copy fax scan) and also on library staff. My computer skills are limited, so I am grateful for their knowledge (and patience!)
- I return because it is close, convenient, and a great place.
- I return because it's very close to home, it feels like a second home.
- I return to borrow books. I find the library to be a very welcoming place and cannot imagine how it could be more so.
- I return to the library because my daughter enjoys spending time there and loves picking out books.
- I think the staff do a great job. They are very welcoming and professional.
- I usually hop in to pick out what I put on hold and look around for what's new. I also have used the study areas a few times; both times were great and I got a lot done.
- I visit at least once a week.
- I visit for the books, DVDs and friendly staff
- I want to read the next in a series usually. Or it's the cooler months. No time in the summer.
- I want to rent books I can't find elsewhere (or ones I don't want to commit to buying

before I know if I like them). I also like to rent dvds to avoid costly rental fees.

- I work in Warrenville and my girls did not have school today. We came to the library to spend a few hours while my wife teaches.
- I would attend more with my son if there were more preteen activities.
- I would like to come to read books or check out
- I would like to go more. It would be nice to meet similar people in my town but my demographic (30s, working and otherwise busy, no kids) has a lot of (good) reasons for not attending programs, etc.
- I'd love to see more activities offered for grad school kids (robotics was great)
- I'm a grandpa who watches my granddaughter each Tuesday. We visit library time every week. I live out of the district in Joliet, so don't use any services other than storytime. Ms. Dianah is wonderful with pre-school children.
- I've discovered audiobooks! and both my daughter and I borrow books and DVDs. Also, she sometimes meets a tutor here.
- If I am in need of information
- If I can't find a specific book...
- If I had more time
- If I have a book I want to read. Or have time for a movie night.
- If I need to reference an article in a magazine or if I have extra free time to read magazines, I stop by.
- If library was convenient to my location.
- If my local library does not have the material I want. Or when Warrenville Library has an event I want to attend.
- In general, the services and resources are good.
- interesting programs
- It always makes it easy
- It feels like Home
- It has a nice and welcoming atmosphere. With the recent remodeling, the appeal has increased.
- It has good resources

- It is a calm and quiet place to work. There are many resources and the staff are very nice.
- It is a calm, peaceful, relaxing environment which I find enjoyable
- It is a comfortable place to read or work
- It is a lovely building and great staff
- It is a very nice atmosphere
- It is a very nice library close to my school with fast Wi-Fi for doing homework
- it is a very pleasant, welcoming environment Has so much to offer!
- It is close to housing
- It is convenient and is free.
- It is convenient for my Literacy DuPage learner.
- it is convenient, staff is friendly and helpful, it's a very good resource.
- It is in walking distance to my house
- it is my hometown library
- It is quiet but not too quiet. It's a great place for kids. Lots of table space. The staff is incredible.
- It is very quiet and I like that.
- It makes me feel warm and fuzzy.
- It's a beautiful library, especially with the new renovations. Offers a lot for my grandkids and myself. Pleasant atmosphere and great employees!
- It's a beautiful new building
- It's a great library with lots of programs for kids of all ages!!
- It's a great place for the kids to play during bad weather. They have lots of great entertainment options to check out like movies and Manga and books on CD. I've made lots of use of the informative resources too like books on raising kids!
- It's a great place to take kids to in fall/winter, too cold outside and need to get kids out of house.
- It's a great place to take kids, especially little kids
- It's a great resource and a place to work with fewer distractions than home.
- It's a great, free place to entertain kids with books and materials. The staff is very friendly and helpful! I love reading books and doing puzzles. It's clean and quiet

place to get away from all noise and distractions.

- It's a wide selection of materials considering how small Warrentonville is. I rarely have a problem finding a material that I want to check out.
- It's clean and lots of hours.
- It's clean; like the layout; good lighting; friendly staff
- It's easy to get in and out. I enjoy the quiet and access to magazines, books, and movies
- It's my city library. Great staff.
- It's my local library. I do most everything online and through apps like OverDrive, but I do enjoy the library when I have the chance to visit. Especially for adult programs.
- It's my primary library
- It's quiet and easy to concentrate
- It's very comfortable and has an enjoyable space
- It's very peaceful
- It's convenient and has an impressive selection of materials.
- It's quite and quaint
- It's such a welcoming library! Tons of stuff to check out. Cool stuff for kids
- It's very warm and welcoming. The staff is always kind and helpful. The materials are plentiful and useful
- It's clean and organized, people are nice
- join a reading group
- Just because I love Warrentonville Library
- Just to see what events there are
- Kids always have fun, friendly staff
- Kids ask to go.
- Kids like to come
- Kids love the children's section, location, ease of reserving online and quick run in to pick up.
- Kids picture books are the best attraction for me 😊
- Kids programs
- Kids programs, esp. during summer. Books on CD.
- Kids, programs (adult or child)
- Knowing that I will not be treated with age discrimination.

- Knowledge, atmosphere
- Large events
- Las personas que trabajan ahí son muy amables y siempre te ayudan a encontrar lo que buscas
- Library has a lot to offer from various programs for toddlers/kids to servicing for books and DVDs and quiet atmosphere for those to read and research.
- Library is my happy place.
- Library programs for young teens and older toddlers have become more elaborate over the years, so the kids grow with the programs - as programs seem to grow with demands of kids.
- libros - movies
- Like the new renovation. Do not seem to hear noisy children as I always did before. A place I can concentrate and quickly find books, info and able to use computers and scanner and printer.
- Like the programs, just need more free time.
- Like to check new items to borrow
- Live nearby
- Local, convenient
- Locale is convenient
- Location
- Location
- Location
- Location. Materials available.
- look at or check out books, dvds or cd-books
- Lots of movies
- Love books, love to borrow CDs, DVDs, books and interlibrary loan items. Friendly staff. Great location. Nice and relaxing inside atmosphere. Printed literature by restrooms - everything!
- Love coming to the children's discovery play area with my kids. Oldest child enjoys the selection of books and movies. I enjoy the self check-out service and friendly librarians.
- Love having access to free materials. Programs were fun when I was a kid.
- Love it here!! :) I feel safe and important. Friendly, clean, efficient.
- Love my library

- Love reading
- Love the "new" library. Need to make more use of your services.
- Love the children's section and adults section
- Love the friendliness of staff. Very helpful. Have what I need.
- Love the kids area, meeting rooms are easy to book, and requesting a book online and being able to run in and grab it off the hold shelf and self check out in 2 minutes is fantastic.
- Love the kids area. We use the study rooms often. My kids ask to come to the library because of iPads and toys often.
- Love the library, helpful and friendly staff!
- Love the programs
- Love the remodeling and larger selection of materials. Excited about the many different types of spaces. Esp. love the musical programming.
- Love the variety of materials available for all ages and my kids enjoy the children's area. The staff is also very friendly and helpful too. Feel a connection to the community through the library.
- Love to read
- Love to read
- Lover of lifelong learning
- Materials are easy to locate and convenient to check-out. Staff is friendly and helpful.
- Me gusta el ambiente es tranquilo y relajado y me puedo concentrar. Aparte de que encuentro los materiales que necesito
- Me gusta leer y estar en un ambiente tranquilo y aquí lo encuentro
- Meeting rooms, nice staff, up to date interior
- Miss Diana has awesome programs for my kids and I enjoy reading materials from the library.
- More book selections.
- More DVD series.
- More DVDs
- More kid programs
- More kids story time events and a great kids play area. Do you have one? I know nothing.
- More library hours
- More programs for children and families
- More toddler events
- More work spaces
- Movies and books
- Much friendlier librarians than other area libraries. Love the young kids' section, audiobooks and picture books especially.
- Must return materials
- My family visits the library often! We love to read, and appreciate the wide selection of books and movies. The remodeled building is so nice, as are the staff. Our girls always enjoyed the children's programs as well.
- My friends and having a quiet place to do homework
- My husband and I are avid readers. I love the puzzles.
- My kids (ages 3 1/2, 2) love it, and we check out new books every month. The hours are great because we often need places for kids to play during late afternoon/early evening.
- My kids enjoy the children's section.
- My kids love all that's offered
- My kids love coming to the library and checking out books and DVDs. They also really enjoy the new playroom in the back. All the interactive pieces in there keep them occupied for quite a while.
- My kids love the library!! You
- My kids wanted library cards
- My love for books and learning. I enjoy library visits with my children and the many programs you offer.
- My son really likes library
- N/a
- n/a
- n/a
- Nearby
- Need books and DVDs and CDs (books on)
- New books
- New books to read
- Newer books, friendly staff

- Newer computer books
- Nice atmosphere and a very good selection of media/content
- Nice atmosphere, newspaper, internet, computer software
- Nice environment
- Nice environment, friendly staff
- Nice library and open to computer time for non-Warrenville residents
- Nice selection
- Nice to visit here and there to see new books/movies/etc
- Nice variety of books that interest me. My grandson enjoys the children's section of the library especially the interactive games and puzzles.
- Nice, clean, awesome staff. And best inventory.
- Nice, enjoyable environment with friendly staff
- Not sure.
- Not visiting the library is never the "library's fault". I personally find it difficult to get to the library and take advantage of what it has to offer because of restrictions on my time. There have been several recent programs that have been of significant interest to me, but I've had other commitments that take precedence.
- Online audio book rentals
- Only time I have gone to the library was to search for sheet music
- People - especially Diana
- Perfect size, book and DVD selections, and easy drive close to home
- Picking up a book or needing a place to work
- Place to study in quiet environment
- Pleasant and helpful staff so willing to help; so many books by authors I like and new authors I find in the Warrenville library.
- Pleasant atmosphere, very helpful staff, nice children's area, close to home.
- Pleasant atmosphere. Professional staff. Good selection of materials.
- Pleasant environment, helpful staff
- Pleasant environment. My children (3 and 5) enjoy the play space and iPad offerings.

I use it as a place to grade papers or work on coursework

- Pleasant surroundings, great kids appeal
- Please clean the water from rain spigots! They are covered in brown goo!
- Programs
- Programs
- Programs and book borrowing options.
- Programs and concerts
- Programs and museum tickets
- programs for adults and children
- Programs for toddlers
- Programs offered and books.
- Programs offered to outside patrons
- Programs. Getting computer help. Borrowing. Love the wide variety of programs.
- Proximity to our home, great variety of books/DVDs for our children, excellent kids' programming, rooms to use for tutoring
- Quiet
- Quiet and low traffic, easy access/location
- Quiet environment to study everyone is very helpful and there is a wide variety of movies/books to choose from
- Quiet place to read and to do research.
- Quiet place to study and do homework, the ability to use computer. Nice children's section for my son.
- Quiet place to study. Fax and printing services
- Quiet place to think and work
- Quiet place to work and think (away from hectic work office), good materials and activities for my kids, convenient location (walking distance from house), saving money on cost of books
- Quiet place, use computers
- Quiet places to concentrate
- Quiet rooms for studying; love white boards
- Quiet secluded areas to do work
- Quiet space for study
- Quiet spaces, better resources
- Quiet, natural lighting, many study spaces
- Quiet, peaceful environment
- Quite, calming atmosphere, & very friendly & helpful staff!

- Read
- Reading books for free!
- Reading is fundau
- Reading mag.
- Reading magazine, using scanner
- Reading the book
- Really kind and helpful staff, great physical locations (group, individual and small group space available), wonderful programs, nice community feeling.
- Reciprocal borrowing. SWAN. Weekly schedule, nice ambiance. Comfortable setting. Helpful and skilled librarians.
- Regreso por libros en espanol para adultos y ninos. Libros y peliculas que les gustan a mis hijos rompecabezas, no lo niego tambien tablets
- Remote work, WiFi, comfortable chairs and desks.
- Rent books to read
- Renting books/movies - saves me from having to buy them and store them. Less waste if you are only reading a book once.
- Resident
- Return and pick up reading material
- Return books
- Return media. Check out new media.
- Returning books or checking out new material. I have also become more interested in classes the Library provides. Some of them would be of great value to me. However, I have not looked into how to get emails or notifications on upcoming classes and what is offered.
- Returning materials
- Same my second home Nice atmosphere like one family
- Satellite location closer to Diehl Rd.
- Science Magazine, Scientific American, and Science News
- See #2
- See above
- Selection and distance from home
- Selection of books and movies
- Selection of children's books and kids area for my children.
- Selection of materials is great as well as programs
- Selection of materials, friendly staff
- Selection of reading materials align to what I like. Also the convenience of a computer and printer when I need access to one.
- Should go back to 3 day rentals of movies, people keep new ones too long.
- Si me gusta ir
- Space to work, read and study. The ability to borrow materials I want and need.
- staff and services are excellent
- staff are always kind and patient, and do their best to help me find what I'm looking for.
- Staff is always helpful. Remodel is amazing.
- Staff is friendly and helpful. I especially like being able request dvds & books from other libraries.
- staff is friendly and helpful. Reading room is comfortable and quiet.
- Staff is helpful and environment offers variety of work and play spots.
- Staff is nice. My kids love it here.
- Staff is very nice. My kids enjoy the kids area.
- State-of-the art facilities; a beautiful, quiet place; great service.
- Story time!
- Story times, any child activity.
- study rooms
- Study, read, or work in a quiet environment
- Taking my child for books, programs, iPad activities, printing needs, DVD selection/sometimes audiobooks
- The access to books, audiobooks, and movies. Also I recently found out about the die cut machine and I'm looking forward to using it.
- the activities that we have been invited to
- The ambiance, polite staff, children's area
- The ample supply of material available, and the friendly and helpful staff
- The assistance is fantastic. The materials we need are available...or can be gotten.
- The availability of their vast resources.
- The books and my librarians
- The books and the helpfulness of the staff. Great staff.

- The books entice me.
- The books, primarily. The selection is great, especially for the space, and I like that I can request books from other area libraries. The staff members are also great - friendly, knowledgeable, helpful.
- The books! The helpful staff! It is a pleasant place to read or use my computer!
- The children section mostly.
- The children's books
- The children's programs and librarians.
- The children's programs.
- The children's section and programs are great!
- The children's area
- The children's programs are great. Children's play area is fun for my grandson.
- The computers
- The customer service.
- The desire to borrow books on CD that aren't available on Overdrive.
- The entertaining and quiet things
- The environment, the programs
- The events for my kids.
- The fact that I don't have to pay to borrow books/DVDS, and the staff is always very friendly.
- The friendliness and quiet space, where I can read and or work.
- The friendly atmosphere. Good books.
- The friendly staff are always very helpful if I need anything and there is everything you need from a library here.
- The friendly staff, the atmosphere, and through interlibrary loan I know I can get almost anything the library doesn't already have. I love to read and I love the warrenville library!!
- The great children's staff and the resources.
- The great kids area and Ms Diana!
- The great selection and the staff are great.
- The great services, the great books, the great people
- The kids area, and the fact that I can get books I'm looking for through inter-library loan if this library doesn't have what I'm looking for.
- The kids check out books and play in the kids area.
- The layout. Children's section. The employees and programs for children
- The librarians are friendly, warm and helpful. The environment is clean and inviting. I love to read and I love getting books for free
- The librarians are wonderful! We love the library! We homeschool and the library is one of our greatest resources.
- The librarians have always been extremely helpful. I've attended a class there as well that was fun and informative. Always a positive experience
- The librarians have always been very helpful to me!
- The library has a good variety of materials
- The library is a wonderful place. It's cheerful, helpful, full of books to be read! Everyone is so nice. Latest novels and DVDs. Services available - helping and teaching anyone - fabulous. Best place in Warrenville. One of the finest libraries ever!
- The library is clean, organized, and has a big variety of books and DVDs. The children's area is fun for kids.
- The library is close to home. It's a convenient place to do homework as well as borrow books/DVDs.
- The library is very "home-y". The staff is always very welcoming and the books help me find what I need which is sometimes myself.
- The library offers a wealth of items to either borrow or enjoy on-site, and also stages numerous concerts and other cultural events.
- The library staff is very nice and helpful. There are great programs for kids.
- The library staff, they are always knowledgeable and helpful!
- The need to read
- The new layout is great and the staff is friendly!
- The nice quiet environment

- The nice service and how easy it is to borrow things.
- The people who work here.
- The play area for the children and the tablets.
- The programs
- The programs for young children
- The quiet, inviting environment
- The reconstruction is amazing. Love all the different sections for studying or working privately
- The relaxing atmosphere
- The remodeled space, the friendly staff that takes the time to remember your name and your children's names, the children's programming
- the resources available
- The rooms for my children to do their homework.
- The selection of books and DVD.
- The selection of children's books and children's activities keeps me coming back.
- The service, the materials and the environment. I like it
- The space downstairs is great. Especially since sometimes you need to eat or drink or take phone calls. The library programs are great too. New book selection is excellent. Lastly, the quiet and less crowded nature help.
- The staff
- The staff and the overall environment is personable and friendly and though we are Naperville residents we prefer Warrenville library over all the Naperville branches for this reason alone!
- The staff are just wonderful! Always welcoming. The new floor plan, with the study rooms, is a boon!
- The staff is amazing and the services they have available are wonderful
- The staff is amazing! Friendly, helpful and knowledgeable! Also, love, love the quiet study rooms!
- The staff is amazing! Those who work with kids love what they do. Pretty good collection of books - of all genres.
- The staff is both friendly and knowledgeable and the materials offered are great in both quality and quantity.
- The staff is courteous and always helpful.
- The staff is friendly and very helpful. The "new look" is very appealing and welcoming. Snacks and drinks are available if you want them. Wide variety of materials available.
- The staff is great and I can always find what I need!
- The staff is very helpful and cordial. I can usually find the books I'm looking to check out.
- the staff is very nice
- The staff persons are very educated and helpful.
- The staff, the selection and the beauty of the place
- The study rooms are a convenient meeting place for me to collaborate with colleagues.
- The study rooms so I can do homework with my child without any distractions.
- The study spaces are amazing! The great staff!
- The technology and books available. I have a laptop at home, but it's slow and a hassle to use. I come to the Library to use the computers for job applications. I also enjoy finding books to read in my spare time.
- The thing that makes me return to the Warrenville Public Library is that I like the quietness and using the computer
- The things for my daughter to play with and the activities we can sign her up for.
- The variety of books and DVDs
- The welcoming and courteous staff here at the Warrenville Library
- The Wi-Fi
- The wide selection
- The wifi and quiet room with desks for getting work done
- The wonderful collections, very helpful staff, love the atmosphere, a very inviting place
- There are just so many books on one topic, there's always more to read.

- There are so many events and activities that interest me and my family.
- They are always nice
- They have good books, the butterflies
- They have mostly everything that I need. Have a good variety of books and movies.
- This is my favorite library.
- This is my first visit to the library. I will return when I need to pass time while my one child is at school.
- This is very nice place and quiet place good to study!
- This library is a wonderful place - attractive, kind and helpful staff, close to home
- This library is well lit and a pleasure to use.
- To borrow a book I cannot get on my Kindle. Also to borrow CDs for seasonal music.
- To borrow items
- To bring my daughter to storytime
- To check out books and return them - come to adult programs which fill up fast.
- To get another book. Attend book discussion.
- To get more books.
- To read
- To work on homework because it is quite.
- To work with friends or study
- Toddler time with Ms. Diana makes us come every Thursday. She's amazing with the kids and makes every single one of them feel special.
- updated dvd of series cannot be viewed on basic cable stations.
- Upon returning to the library, I am greeted by friendly staff, most of them know my name, always glad to see me, if I need help researching a special topic, they are more than happy to help me, and also leave me with plenty of options to choose from.
- Use computers, borrow DVDs
- Use frequently
- Used local libraries since grade school. 60 yrs!
- used to use library often. Just got away from using. I do need to get back. It offers so much. Will be back.
- Using the study rooms
- Using the WiFi.
- Variety and ease of finding style of books I feel like reading.
- Variety of books and services available
- Variety of materials
- Variety of movies
- Variety of programs and new books
- Very convenient
- Very friendly staff! Excellent variety of books and it's so close to my home. I like that I can ride my bike there and relax. Also, I've had a couple of fines for books and the staff was very helpful and nice with getting me up to date and renewing my books.
- Very good selection
- VERY helpful and knowledgeable staff.
- Very inviting atmosphere and an excellent supply of resources.
- very neat and calm with good collection of books and magazines
- Very pleasant and well appointed space, easy accessibility
- Very welcoming place. Good selection.
- Visiting family.
- Want to read a book I heard about
- Wanting to read a specific book
- Wanting to read a specific book
- Warm friendly staff. Great materials.
- Warm, friendly, cheerful, well organized environment and very helpful staff!
- Warrenville has everything I need in a library - great selection of materials and resources, and personalized service from very friendly staff :)
- We <3 miss Diana and the welcoming environment! The kids talk about it all the time!
- We are developing a non-profit project and meet weekly to collaborate. Occasionally checkout books and DVDs.
- We go to the library
- We have a wonderful library with many different activities for children as well as

adults not to mention books DVDs CDs
you name it ! We love the library !

- We have such a beautiful library. I almost always buy my books and then share them, so I don't need to come regularly, like I used to. I would like to, however, I just need to think of it as a place to go... I came ALLLLL the time when I had kids at home. I guess I think of it as a place for kids, which I know isn't accurate, but that's what i associate it with, since that's how I used the library most in my lifetime!!
- We have the most amazing staff + programs
- We like the books and DVDs here
- We love everything! Always find great books (especially the ones on display/featured). Children's section is perfect, all the games, toys, and iPads. Feels warm and inviting.
- We love hte library. We are thankful for the resources here. The staff is helpful. I even love that I can check out a book by entering in my account #. When I am on a walk and forget my card! It took adjusting thought.
- We love our library!
- We love storytime every Thursday. We love Ms. Diana.
- We love summer concerts and finding new series for my 7 year old to read.
- We love the kids area!
- We love the kids play area! And love the activities. My kids love to check out new books and I love that we can borrow movies.
- We love the library
- We love the library! The kids programming is excellent. My two year old talks about Miss Diana all the time. We love the kids' books, too.
- We love the library! The updates are very nice and made it more organized.
- We love the new children's section! We also come here routinely to borrow movies and books.
- We love the new childrens area so much!
- We love the programs, staff, resources, books, movies...everything!!!

- We love the wide selection of books for all ages!
- We really love the kids area!
- We return for books and play time for kids also love the staff
- welcoming atmosphere
- What makes me return it to do homework or print papers
- What makes me return tot he library is having spots for me to do homework and going on the computers to do papers.
- When I think of it and have time.
- While I am a patron of the Wheaton Library, I have often thought about visiting the Warrenville Library to see what they offer or if they have material that the Wheaton library doesn't carry. When my kids were little, I also thought about visiting to see what kinds of children's programs and materials are available. The Warrenville Library would have also put a little variety into a typical trip to the library with kids.
- While I don't care for the remodel (I'll get used to it), I appreciate the selection, friendly staff, and the fact that best sellers and books of current, interest are either there, or on order, programs are great. Assistance is competent and readily available.
- Wi-Fi, resources
- Wide selection of books on tape, programs and hard copy books.
- Wide selection of books, good study space, easily accessible
- Wide selection of DVD's, magazines & books I like along with an occasional meeting with a book author.
- Wonderful, knowledgeable, friendly service provided by Jaime.
- Yes
- You always have what I need.
- You are very helpful and friendly
- You have s helpful friendly staff and a good selection of resources
- You have very friendly and helpful staff.
- You're smaller than Wheaton and generally have the books I need

Fill in the blank: I wish the library would:

- -
- ?
- ?
- ?
- ?
- ?
- ? I have nothing.
- ???
- ???
- ??? Library is fulfilling all of my expectations.
- (Honestly can't think of anything) This library has a lot to offer.
- (no suggestions)
- 🍌
- 1.) Send email notification of library materials due on the due date in addition to three days prior (library elf recently failed me); 2.) reduce fines on DVDs to 50 cents (I know, I can dream; late fees really stack when you have several DVDs out and miss the due date by even a single day). 3.) I also wish the picture books in the children's section were organized alphabetically by author with spines facing out; we are still having trouble finding things that used to be easy to find by author's name, even after doing a catalog look-up; the DVD wall as they are clustered is also somehow still confusing to us, which we thought we'd find easier with time. 4.) We also wish the library would re-institute movie events for children, as they did several summers ago. Even an occasional kids' movie event would be a treat, since theaters are so expensive and there is rarely a movie out that sensitive or younger viewers can safely enjoy.
- 1) Offer more programs for homeschoolers, specifically science based topics. Snap Circuits is a start, yet we'd like to see more diverse offerings. 2) Offer more painting sessions for young teens, like watercolor, pastels.
- 3D printer?
- 3D printing, free black and white printing 25 pages or less, 3D reality lab, free access to genetic references, help wanted ads local
- A room that is just for reading and has comfortable sitting places.
- Accept donated books
- Accept DVDs
- Acquire more books. Especially have whole series for kids and have more than one copy of a book in a series.
- Add a little more color to its decor
- add a practice music room so that people who live in apartments and condos would have a place to practice
- add more audio books
- Advertise kids programs better
- All good
- Allow dogs
- Allow food and drinks everywhere
- Allow me an honorary library card because I have had one for many years and now live just outside of Warrentville.
- allow me to renew overdue books.
- Allow more items per month on Hoopla.
- allow non card holders to register for programs (actually I am not sure, this library may)
- Allow the public to use the paper punches again.
- allow unincorporated Warrentville residents to have a library card (I live literally 2 minutes away)
- Allow users to check out videos games
- Allow you to borrow books from other libraries online
- Arrange dvds differently
- Arrange the kids tablet games according to age group.
- Ask people to be quiet as a courtesy to others that are on a time schedule, concentration time, or studying. It can be very disruptive.
- assist with ACA
- Audible like program
- Ban cell phones and loud kids!
- be "as you wish" :)

- Be a part of the Swan catalog of libraries and offer more crafting programs for adults
- Be a resource more people used.
- be available to families unincorporated for less money.
- Be available for more hours on weekend because I can't come a lot of times during week
- Be better organized. I spend a fair amount of time searching catalog then looking for the item
- Be bigger
- Be bigger with more authors
- Be closer
- Be closer :)
- be closer to my home (Batavia).
- Be closer to my home.
- be closer to my home.
- Be closer to our home! (Would be great to walk to it)
- Be fun
- Be in my backyard.
- Be in my house.
- Be kinder - some of your reps are demeaning and unapproachable Thank God for check out yourself lines
- Be larger with more space and tables
- Be more connected with the community online; have more of an online presence
- Be more friendly and inviting
- Be more user friendly
- Be on my list of things to do.
- Be open a little later
- Be open earlier on Sundays.
- Be open earlier on sundays. Serve coffee.
- Be open earlier.
- Be open later
- Be open later on a Sunday
- Be open later on sundays
- Be open later on Sundays!
- Be open longer
- Be open longer hours (Fri - Sun.)
- be open longer hours and Sunday mornings
- Be open longer on Fri., Sat., Sun. be open 9 am
- Be open longer on Sundays
- Be open longer when sun is down
- Be open on holidays
- be open on holidays/or at least not 2 days off for holiday / make people aware of Overdrive
- Be open on Sunday earlier hours
- Be open later on Fridays and the weekends.
- be part of Over Drive so I could use its resources as well as Naperville's.
- Be quieter, kids are loud.
- Be stronger and stronger
- Best library ever!
- Better selection of books
- Better selection of books on shelves, larger
- Better/more audiobook selection
- Bigger
- Bring back more books
- bring back the cassette to mp3 converter
- bring back the Keurig coffee
- Buy a 3D printer
- Buy Midsomer Mysteries.
- Buy more physics books
- Can't think of a thing.
- Can't think of anything
- Can't think of anything!
- Carry more authors I enjoy
- carry more movies/CDs
- carry more road trip DVD's like Route 66, or Rick Steeves trips
- Cerrara a las 6:00 pm on weekends
- Change the cold white lights to warmer lights with the same amount of brightness.
- Change the DVD layout
- change the dvd shelving. they are hard to look through without knocking them off the shelf. Also, it is hard to figure out how they are ordered - go across 4 rows then go down and back 4 rows - its not intuitive.
- Collect books on themes for teachers
- connect with nearby libraries so they would have more of a variety to select from.
- Consider having a library Comic Con
- Continue growing stem items/activities. How about a 3d printer? :)
- Continue the excellent services provided.

- Continue to be there for us.
- Continue to grow!
- Continue to have great options and customer service
- Continue to improve its services as it has been doing
- Continue to serve the community
- continue to serve the community so well
- Crafts for adults
- Crafts, cooking classes
- Data bank to other local library DVD selection. Bring back book store.
- Do a little more advertising in areas surrounding Warrenton so we know it's there.
- Do delivery
- Do family movie afternoons with the newest movies
- Do more adult programs
- Do more STEAM programs for kids.
- Do the summer bash again
- Do you have access to consumer reports? I guess I just don't know
- Doing a great job-no suggestions
- Doing an excellent job!
- Don't have other ideas
- Easier interlibrary loan system.
- Easier to search online.
- Eh. Not much.
- Engage young adults over 18
- Estubiera mas tiempo abierto los fines de semana
- even have more programs
- Everything is fine
- Everything is fine.
- Expand on the ya section. They've made it smaller.
- Expand their online audiobook and ebook selection.
- Expand their children's area it's very small
- Extend dvd check out time and lower late fines for dvds
- Extend Friday night hours!
- Extend their hours
- Extend TV series DVDs to 2 weeks instead of one
- extend weekend hours
- Feature more senior programs.
- Figure out a better way of displaying the DVD's.
- free coffee
- Free food
- FREE FOOD/Snacks in teen area
- Free tutoring service
- get a 3d printer, laser cutter, and other craft things. And have a way to watch channels such as Universal Kids for people who either don't have cable or don't have that channel.
- Get audio books in player format. I like the CD for the car but don't have a portable player. I don't want to download to a device for the kids
- get blu-rays and/or be easier to use interlibrary loan
- Get more audiobooks (though I'll be honest, I haven't browsed it recently). But, I feel you can't have enough audio books!
- Get more books
- Get more books
- Get more young adult novels.
- Get rid of kids' iPads
- Give another day of borrow material like I forget to return the DVD on time but I can return it the next day
- Give free gum
- Give free money
- Has everything I would expect...
- Have a better selection of sheet music for rent.
- have a bigger library of DVDs and audiobooks
- Have a book sale! I like the idea of borrowing books, but I also like writing in mine and taking notes/underlining
- have a book/dvd drop offs in the north side of the building like they do on the south side
- Have a branch closer to my house.
- Have a busier/louder section - i.e., turn the basement area into a coffee shop where people can meet/chat/interact.
- Have a cafe during business hours. Batavia Public Library have a cafe
- Have a cafeteria
- Have a coffee nook.

- have a coffee shop like libraries Wheaton, Batavia, Sugar Grove, etc.
- have a coffee shop/cafe!
- Have a daytime book club.
- Have a dirt bike to ride
- Have a drive thru for picking up materials:)
- Have a ESL program for the non-English speaker community.
- Have a kids tea party
- have a kindle style program for my tablet/phone
- Have a large neon sign so I would remember it more.
- Have a larger collection of books.
- Have a larger collection of e-audiobooks on Overdrive
- Have a larger section of the cupcake girls
- Have a larger selection of audiobooks on overdrive.
- Have a little coffee shop somewhere, staffed by high school kids.
- have a modern board game collection to check out from
- Have a more flexible staff
- Have a preschool fair like Batavia library
- HAVE a recording studio for podcasts
- have a search option on the website that could show if books were available to request from other in-network-libraries.
- Have a section of non-fiction early readers (juv.)
- Have a spelling bee club or math club at night
- Have a Starbukcs or a coffee shop
- Have a wider selection of books and movies.
- Have a wider selection of music.
- Have an easier interlibrary loan form and join the Batavia, Geneva consortium
- Have an electronic library card I can pull up on my phone to check materials out. Sometimes I don't have my wallet.
- Have an evening mommy club (after kids' bedtimes)
- Have better food and drinks
- Have Blu-ray discs
- have book sales
- Have books by Alexander Soltenczan
- have children programs every week without breaks between sessions.
- Have coffee
- Have complete series of serialized books
- Have different shelving for DVDs
- Have earlier hours in the morning
- Have earlier Sunday hours
- have easier access to collections in other libraries.
- have either discussions, or literature available on current events. some people prefer not to watch the news at all. Maybe have a volunteer or part-time employee doing the research?
- Have even more programs!
- have expanded hours
- have free book giveaway days.
- have fresh coffee!
- have fun activities or book clubs for youth
- Have kids tech classes other days besides Thursdays, easier access to tech "toys", Maker space with 3D printer
- Have larger magazine selection. How about some of the more obscure magazines
- Have later hours
- Have later Sunday hours although I'm not sure how often I would be able to use that
- Have latest movies/books faster
- Have longer hours on Sunday.
- have longer hours on Sunday.
- Have longer hours, weekdays and weekends
- Have longer renewal periods.
- Have longer weekend hours
- Have monitors with bluetooth built in.
- Have more activities
- have more activities for teenagers
- Have more activities for teens.
- Have more activities to do at night for children and families. Instead of while we are working.
- Have more adult programs
- Have more adult programs.
- Have more and more kids picture books
- Have more announcements about events
- have more audio books available on OverDrive.
- have more book clubs

- Have more books
- have more books
- Have more books - particularly Robin Jones Gunn, athlete biographies, and historical fiction.
- Have more books I'm looking for, or more copies
- Have more books in every collection, but mostly audiobooks and adult non-fiction
- have more books!
- have more boooks on Overdirve and buy a 3D printer
- Have more business/financial books
- Have more Captain Underpants books
- Have more children programs during the afternoon time versus just in the morning.
- Have more children's programs and more kids books
- Have more Christian novels and movies
- have more college resources (tutoring, etc.)
- Have more comfortable seating for adults - not just teenagers.
- Have more computer classes for the seriously ignorant about computers e.g., I got hacked and paid the ransom. Yikes!
- have more copies of current top books + DVDs
- have more current books
- Have more current DVDs and maybe easier access to other library's collections
- have more current fictioon available as e-books
- Have more daytime adult programs
- Have more displays showcasing new arrivals.
- Have more dvd & audiobooks streamed or on shelf
- Have more dvd & audiobooks streamed or on shelf
- Have more DVD's and TV shows.
- Have more DVD's
- Have more evening and weekend toddler programs
- have more evening programs
- Have more evening programs
- Have more events
- have more events for toddlers
- Have more family passes
- Have more fir reciprocal borrowers
- Have more flexibility with booking study rooms - maybe 2 weeks in advance instead of one.
- Have more for seniors
- Have more for teens m, have an easier to use website
- have more history programs
- Have more interesting things to do for the 30-40 age range
- Have more kid friendly events
- Have more kid programs for 6-8 year olds.
- Have more kid toys
- Have more kids events
- Have more kids programs like more storytime times
- Have more kids programs MWF during the day
- have more mobile hotspots available to check out.
- have more movies and books in spanish
- have more new release books.
- Have more new releases
- have more nonfiction books on DVD
- Have more of a book selection for adult fiction.
- have more of a coffee bar
- have more of the materials I'm looking for
- Have more of the new release audiobooks I want to listen to (OverDrive)
- Have more open hours
- Have more options on TV series on DVD
- Have more passes to check out.
- Have more poetry books
- Have more positions for us academics (teaching screenwriting or to lead film or theoretical physics classes for example)
- Have more programs
- Have more programs
- Have more programs for 5-7 years
- Have more programs for adults
- Have more programs for grades 3-6.
- Have more programs for teenager. I love the one they already have.
- Have more programs for the 7-12 year old age group.
- Have more programs for young adults
- Have more programs for young adults

- Have more programs like "how to do" or others (kids programs, adult programs too)
- Have more quiet areas. The people who use cell phones in the library is out of control.
- Have more quiet spaces for reading/studying
- Have more recent Christian non-fiction books. Enforce quiet in the computer lab.
- have more reference materials
- Have more religious books.
- have more science programs for kids
- Have more scifi/fantasy
- Have more space for children activities.
- have more space in the quiet room
- Have more space, better seating, more books, more comfortable environment.
- Have more Spanish movies
- Have more special programs like Chef Dave or historical speakers and concerts
- have more specific psychology books
- Have more study rooms
- Have more study rooms
- Have more study tables
- Have more technology how-to.
- Have more teen graphic novels in the same space.
- Have more teen programs
- Have more toddler and kids events
- Have more toddler programs
- have more up to date books available. There always seems to be a long waiting list, especially with audio books and ebooks. Also, the quiet room is in front of a room allowed for talking. This takes away the "quiet" in the room at times.
- Have more updated way chapter books
- Have more variety
- have more variety
- Have more vending machines.
- have more young adult programs in the evening.
- Have more young kids events/programs during the summer 6-10 yrs old
- have movies on Blu-Ray
- Have newest books/movies sooner
- Have passes to museums in Chicago
- have reading and children's activities more often on the weekends for working parents
- have seating that is more "laid back" and cozy
- Have slightly longer hours
- Have slightly longer hours
- Have some book club and have more art and craft for families
- Have some Christian Movies
- have some early afternoon classes for kindergarteners
- Have some fun things to do
- Have some kind of system to suggest new books based on previous checkouts maybe? Something more personalized than websites such as GoodReads or WhichBook
- Have some young children's program in the afternoons (Now all the programs are in the morning or evenings)
- Have Starbucks :)
- have Sunday morning hours
- have the Washington Post Sunday paper
- Have their used book sale again
- Have tv series
- Have TV to watch documentary
- Have unscratched DVDs
- Have weekly book clubs
- Have zero-gravity recliners with built-in book tables
- help me know other options like interlibrary loan or museum passes. Also, after the library had remodeling, I particularly find the dvd section confusing. I don't understand how it's organized. It's hard to see all the movies because of the shelves. Having more events for adults in the evenings or weekends. The movies are always on a weekday afternoon when most are working. Have a wider selection of more current shows from places like Amazon or Netflix on dvd.
- Hire more people like Jamie and Stephanie and make the study rooms more available to all ages.
- host a kids (8-12) D&D night or gaming
- Host book/sewing club at night
- Host couple's events...or do they?

- Host more activities and events for school aged children
- HOST MORE AUTHORS
- Host more events or activities
- Host storytime for kids aged 4-6ish. We find our son much too old for regular storytime and would love an opportunity to form relationships with families with kids his age.
- I already filled out a survey but I had an idea to share with you: Librarian For A Day! This could be a fundraiser or a contest award. (I would DEFINITELY bid for this in a silent auction.) And also, more recognition of Warrenville residents who are writers and artists.
- I am happy with what you offer.
- I am satisfied
- I can't honestly think of anything. It's amazing.
- I don't have suggestions - I'm happy with the library services and environment.
- I don't like the new filing system for DVDs, audiobooks. Everything is harder to find.
- I like it how it is
- I love our library.
- I think it is fine.
- I think the library is awesome as it is.
- I think you're doing great!
- I wouldn't change anything from my experience.
- I'm not crazy about kids DVD display
- I'm good. My library needs are being met
- If it makes sense, build more programs with the Warrenville Park District centered on fitness.
- increase the number of checkouts per month of Hoopla items
- Increase the time for rental of the quiet rooms
- Interesting programs
- invest in puzzles for borrowing
- It would be nice to waive or lower the \$3 cost for out-of-state loan materials.
- It's awesome
- It's perfect for me
- Keep being awesome!
- Keep discussion volume a bit lower - from visitors - especially chatting at front desk.
- Keep doing what it's doing.
- Keep doing what it's doing.
- Keep hiring great people.
- keep it up!
- Keep on doing what it's doing.
- Keep on providing good service.
- Keep the children quiet and have special places for people who are tutoring so it's now disruptive to others
- Keep up the good work, offering a variety of educ or info sessions, increasing the collection of books, media, music, resources, equipment
- Keep up the good work!
- Keep up the good work.
- Keep up the good work. A few librarians could be more friendly and helpful.
- Keep up the great work.
- Keep up the marvelous work.
- lend tools, machines, and various types of software and hardware for practice and experimental purposes
- Library has great service. Everything the best
- Library is great
- Limit children's and teens' use of computers for games.
- Live long and prosper
- Long weekend hours
- Lower check out time for new books.
- Lower fine fees
- Lower fines
- Lower fines on DVDs. And/or have a \$5 annual grace amount to waive. :)
- magically be transported to my basement.
- Make it easier to access online resources
- Make it easier to access online resources
- make it easier to use ebooks and audio books. Hard to navigate the site.
- Make looking up material (books) easier
- Make the internet higher
- Make the website show (or make easier to find?) what things I can do besides checking out hard materials.
- Mas libros en espanol
- Maybe add/switch out some of the kids toys more often
- Maybe more books on tape.

- Me diera mas tiempo con libros a veces no alcanzo a leer los
- more adult programs
- More comfortable seating
- more crafts for adults during the day. ex: card making
- More days for toddler
- More Hoopla books per month! Or if you return a Hoopla book, you can check out another.
- More kid programs, have video games.
- More music DVDs! More guest speakers/presentations, more foreign film DVDs.
- More privileges for reciprocal borrower.
- More programs like the Pokemon Hunt - fun! Also more STEM classes using tech toys available for check out in library.
- More science kits
- More special programs. My grandson was just saying he loved the pirate event. Love Chef Dave and historical presentations!!
- More variety of books and publishers. My kids love the Usborne books
- N/A
- n/a
- n/a
- n/a
- n/a
- n/a
- n/a
- n/a
- n/a
- N/A
- n/a
- N/a
- N/A
- N/A
- Never change
- Never change
- Never close
- Never close
- Never close!!
- no comment
- No suggestion
- none
- Not be so far-away
- Not be so sterile
- Not change a thing!
- Not change anything.
- not change the way it is. It is super nice and is already good enough in my opinion.
- Not charge so much for late fees.
- Not display horror movies - maybe a separate section?
- not get rid of their older books.
- Not offer tablets for youth/children
- Not require login for computer
- not sure...
- Nothing - great.
- Nothing - I am happy with everything.
- Nothing - I think it's great
- Nothing - the library is awesome!
- Nothing I can think of
- nothing in psrticular
- Nothing to add.
- Nothing to add. Library does a very good job.
- nothing to ask
- Nothing. I'm happy with our library.
- Offer a coffee shop with simple snacks
- Offer a reading program for kids, like they do with the summer reading, during the school year.
- Offer an adult book club on books featured in WTTW's "Great American Read."
- Offer blueray movies
- Offer board games and educational Wii/other video games for check out.
- Offer college textbooks
- Offer larger variety
- Offer more adult private study rooms
- Offer more art based programs
- Offer more audiobook options on Hoopla
- offer more audiobook titles
- Offer more audiobooks
- Offer more book clubs
- Offer more books and activities for day of the dead which starts Oct. 31 ends Nov. 2
- offer more classes
- offer more classes on art history, historical fiction, hobbies and arts
- Offer more craft classes for adults
- Offer more crafting and hands on programming
- Offer more current non-fiction items

- Offer more daytime programs for seniors.
- Offer more DVDs
- Offer more e-book choices
- Offer more full-time positions? Just kidding, I have no answer for this question.
- Offer more general information sessions such as on retirement and finances
- Offer more hours on Sundays. Perhaps create an app to make accessing the library website/account a bit easier from mobile devices?
- Offer more museum passes.
- offer more programs for adults that I could attend.
- offer more programs without age restrictions
- Offer more titles to rent electronically.
- Offer more volunteer opportunities.
- Offer new book events, provide email news on events.
- Offer newer movies.
- Offer reading incentives for K-8 kids.
- Offer seminars on different sources (podcasts, etc.).
- Offer some more special interest classes for adults
- Offer some playaways.
- offer some programs at more than one time so i could attend
- Offer storytime in Spanish.
- Offer student discount for printing
- Offer the children study rooms to adults if not in use with children.
- offer zentangle prgrams again
- Open at 12 on Sundays.
- Open at 9:00
- Open at 9:00 am
- Open at noon on sunday
- Open earlier 8:30/9 am
- Open earlier and stay open later. I also wish they would be open on Sunday.
- Open earlier in the am
- Open earlier in the morning
- Open earlier on Sundays
- Open earlier on Sundays
- Open earlier, and close later. Offer VHS copy machine to DVD. Cassette tapes copier to CDs.
- Open earlier.
- Open half hour or an hour early. I also wish you monitor your space for quiet location.
- open up earlier in the morning.
- Order all the books in a series, rather than just have a few random ones.
- Our book club gets books from the library. I and others truly appreciate all the efforts expended to locate numerous copies of the same book. I wish the check out process would be more fair. Currently, one member checks out all the books. She brings the books to homes and people take the books. She then collects the books four weeks later and return them. Recently, some members failed to return their book on time and fines were charged to the person getting the books. I would like to see the books kept at the circulation desk or other area. Each book club member could check out their own book and be responsible for returning it. Again, truly appreciate all the library does to ensure we have books for our group!
- Outdoor book return on the top level
- Photography/creative classes
- Pizza Thursday
- post a community calendar
- Promote the new movies that are coming to the library. Like in the website maybe a coming soon tab.
- Provide a game room
- provide access to Encyclopedia Britannica
- Provide better expo markers
- Provide free coffee - have more books
- provide home delivery of books? I'm mostly joking about that. Actually, I wish the library would provide recommended reading lists, based on previously enjoyed books or authors. Help me find new books that I might not find on my own. These lists could be laminated, and left out in one of the common areas.
- Provide more after hour programs for kids.
- Provide more material suggestions (ex. staff picks) to highlight items/genres that may not be as popular

- Provide more programs to teach adults different pieces of technology: phones, computers, Microsoft Office products, etc.
- Provide more teaching resources
- Provides more (children) youth book collection
- Purchase books I recommend.
- Purchase many more audiobooks in the genre/s of science fiction and fantasy, as the current selection is fairly small compared to other genres. Also, would like to see more scholarly books.
- purchase more BBC
- Purchase more program from Acorn (a British company)
- Put out more books on shelves
- Put return boxes at both doors.
- Put the children's tablets in an out of the way area or remove them
- Put the DVDs back in the former, less confusing, order.
- Reduce or put a cap on fines
- Reestablish the used bookseller.
- Remain as is. I have no problems.
- remind me to visit
- remind me to visit
- remind me why adults should come! :)
- Remove the toddler computer screen kiosk. That thing is awful. And a terrible message to send to parents. Hey, let you kids play on here! Stop separating people by age. Carry real books and cds, not just digital copies. Get rid of grumpy staff.
- Rent board games
- Rent movies longer
- Rent puzzles for adults
- Require iPad checkout when taking my kids to get books, I wish screens weren't so taunting at their level.
- Restrain from culling the book collection to make room for electronic media. I'm not opposed to those but last time I visited I could not find a classic Edgar Allen Poe book but then realized much of the floor space that had been dedicated to books was now meeting rooms and computer stations.
- Return to the previous coffee pot. New one is terrible. I wish you had archaeology magazines. Not sure why you don't.
- Security for study rooms i.e. temp lock. Please see: Wheaton Public Library
- Seed exchanges for gardeners
- Send overdue materials emails as reminders.
- serve coffee for free
- serve free beer - just kidding - have no improvement ideas.
- Services are good
- Set renewal dates from the date the item is actually due, NOT from the date when a patron decides to renew an item. Patrons should be able to get a full renewal period regardless of when they decide to renew.
- Show movies for adults in the evening or weekend
- Show us their options for purchase to vote on new stuff.
- Siempre este abierta
- Since the remodel, no suggestions
- Snakes in the teen lounge
- Sometimes check their returned items before calling us and telling us we didn't return something (this has happened multiple times)
- Sorry, nothing comes through my mind.
- Sponsor more online gaming event
- Start a small cafe in outer lobby.
- Stay as is
- Stay as it is!
- Stay as wonderful as it is.
- Stay forever!
- Stay open 24 hours a day
- Stay open 24 hours a day
- Stay open during High School finals week 'til 10 or have longer weekend hours those weekends. (maybe they do this and I don't know :)
- Stay the same
- Stay the same.
- Stay the way it is and continue to provide great resources.
- Stay the way it is!
- Stay the way it is.
- Study, read, or work in a quiet environment

- Take book donations.
- Tengo mas libros en espanol para adultos y algunos programas o activ. en espanol
- Text message overdue items
- that library would give more time to open to close
- This is tongue in cheek, I wish the library wasn't so busy so that Warrentville in bloom could meet in the meeting room every month, as it is sometimes we have to go to the park district ... But having said that I am so glad that it is being used so well
- Tiene cuartos para estudiar
- Tubiera proyectos manuales
- Update materials more often
- Update video DVD collection. Many videos skip.
- Very happy with its current services
- Waive \$3 fee for interlibrary loan outside the state
- Waive my library fines once in awhile.
- Walk around and help people with good books more
- Work harder to silence noisy patrons
- Work on having school age activities after school/work hours. Can't leave work early to attend 10 am sessions.
- Would like it if they had a few Macs with Photoshop, Illustrator, InDesign, maybe Dreamweaver or other web design programs.
- You are doing a good job.

If the library has not met your needs, please tell us why. What problems or difficulties have you encountered while visiting the library, if any?

- (Chastized) Spoken to when listening to video played so low when no one was in quiet room. Since then I've seen several students eating over keyboard, people doing business on their cell phone, people chatting and others listening to videos without headphones. A sign saying QUIET ROOM needs to be posted at entrance to room.
- A few librarians could be more friendly and helpful.
- All is good!
- All needs are met.
- always meets my needs
- Are you open on Sundays?
- As a parent I have a love/hate feeling about the iPads in the kids area. Some days it's nice to go and let my kids play on them just to have a little break but other days it is hard to keep their attention on looking for books or reading with them there. It could be nice to have 1 day a week the iPads are off.
- Awesome.
- Be proud. The staff is great.
- Being our first visit the space looks inviting clean and friendly
- Books are not where they should be and staff is not always knowledgeable as to where materials are if they have been moved.
- Bothers me how much of the collection was weeded during constuction. Also, the catslog is clunky, even though it's a BIG improvement over the previous one.
- Bothers me how much of the collection was weeded during constuction. Also, the catslog is clunky, even though it's a BIG improvement over the previous one.
- Can't figure out search engine on library e-books like Hoopla better.
- Can't really think of anything; we think it is wonderful that you have a scanner that can send directly to an email address! And all of the librarians are so helpful and friendly, which we really appreciate. We love the look of the remodel, it has not changed the cozy environment (though we do miss the little fish tank you used to have). As reciprocal borrowers, getting our privileges renewed yearly with Warrentville is effortless and we are grateful to have that opportunity!
- Certain staff members are not very friendly

- Children too noisy!
- Could not find the large hard cover format Asterix & Obelisk, Tintin etc. comics. The small formats do not do justice to the drawing and coloring that went into the creation of these. Also, a Classics section that holds old books would be nice.
- Didn't check email and logged wrong due date. Wish they had text service for overdue items.
- Display change + change causes anxiety
- Do not put up a wall between age sides! [] rudely kicked me out of a program.
- Does not have some titles I'm looking for and it is inconvenient to fill out the form each time
- Don't have most of books I read.
- duodecimal system is slightly difficult to navigate,
- Every so often I wish for books you don't have. I am still getting used to how the books are sorted in the children's department.
- Everyone at the library is always very friendly and helpful. Thank you!
- Everything is good.
- Exceeds on everything I need
- Few times books are not available - so not sure if just don't have enough copies :(
- Find the movies to be hard to find - the way the rows are set up!
- For some series/books you purchase random parts of the series. You might have 3/4 but not 1, 2 etc.
- Great library
- GREAT LIBRARY - GREAT STAFF
- Hard to order stuff in
- Has met my needs - no issues
- HATE the new DVD storage. DVDs belong in single rows, not these chopped up chunks where they fall off all the time.
- Have met needs
- have more copies of new, popular dvds. I have been the 20+ person on the wait list when the item is still on order. That's 5+ months or more to wait for an item. How do so many people get on the list so fast?
- Have no problems
- Have not had any
- help me know other options like interlibrary loan or museum passes. Also, after the library had remodeling, I particularly find the dvd section confusing. I don't understand how it's organized. It's hard to see all the movies because of the shelves. Having more events for adults in the evenings or weekends. The movies are always on a weekday afternoon when most are working.
- Honestly you guys are great. I'm always happy to see more of what I like: Kids programs, Manga, DVD, books on CD, but you already have a decent selection so it's just a matter of expanding on an already good staff!
- Hours
- I am from another library; I would like to rent new video arrivals
- I am not fond of contemporary; prefer more traditional style.
- I can't seem to download e-books
- I cannot check out new DVDs
- I couldn't find the drive up book drop 📖
- I do miss the kids' computer games you could check out
- I do not have any
- I do not have any
- I do not understand the system for ordering books that I want which are not on the shelves at Warrenville Library. There are dozens of books that I'd like to read but do not know how to access.
- I don't know what to say
- I don't like food is limited area wise
- I enjoy your library very much! Everyone there is always eager to help - even though I don't live in Warrenville.
- I feel so sorry for musicians who don't live in detached houses. Musical instruments including the voice are not quiet!
- I feel that the library had met my needs.
- I feel the number of physical books have decreased and I have had to go to other libraries to find what I want.
- I get a bit worried with the level of physical holdings decreasing so much. If I come to the library looking for a book in a common or popular series, I usually have

to inter-library loan it. Then I can't renew it online. Or sometimes can't renew it at all. Then I have to loan it again. I wish we had popular/common series here. I'd also like the ability to inter-library loan out of state without charge.

- I got reprimanded for using a computer for 2 minutes in the kids section when the adult computers were down or busy. All the kids were in school too.
- I have a library card from Lisle Library, since I reside there. I feel non-residents should have access to all areas, same fees for all these libraries, just my opinion.
- I have always had great experience
- I have been satisfied.
- I have dropped off in rear box, then gotten a fine. Ok, close to morning open.
- I have encountered some rude staff. Not often but enough that I avoid interactions. Everything else I mentioned above in the "other" section of factors that interfere with me going to the library.
- I have health issues with my spine. Difficult to look for movies closer to the floor. Also hard to figure out filing system for movies.
- I have no problem
- I have none.
- I have not encountered any problems or difficulties while visiting the library.
- I have not had any issues with the library.
- I have tried looking for books to eread, but the web site is very clunky and hard to search.
- I haven't visited because I never hear anything. Other libraries use social media like Facebook to create events
- I just have getting big fines when I'm late returning movies movies.
- I like libraries because they are quiet - good selection of books and newspapers.
- I love graphic novels but I never exactly know where they are. Sometimes, some of them are in the "new" books section, sometimes the ones in the "young adult graphic novels" can be inappropriate, and some of them are in the children's section.

I would like it if there was just one place for all graphic novels.

- I love this library!
- I really like being able to just pick up materials at the front desk!
- I really want you guys to have book sales. Im becoming a teacher, and i relied on going and looking and buying books
- I sometimes come to Library at noon if 12:30 after lunch and have to come back at 1:00
- I strongly dislike the computer tablets in the children's dept. Kids need to come to the library and go straight to the books, not screens. My kids are always tempted by the screens.
- I struggle with how the DVDs are organized/alphabetized
- I think it is a great library!
- I think the DVD fines are crazy unfair esp. with no grace period
- I think this library does a great job
- I used to live in wheaton and I feel that they had a better selection of media/reading material, however I do understand that warrenville is much smaller so I wouldn't take this into account. There really isn't any flaws to wpl, I really like the renovations, and the quiet/not so hectic atmosphere. :)
- I used to use an actual typewriter there, for tax forms, but that is no longer available
- I usually use the library to study and it is hard to find a place to go on weekend evenings
- I want more cupcake girls!!!
- I wish Hoopla had better kids movies
- I wish there were more book clubs that would appeal to different types of readers.
- I would like staff to help me more because I don't always understand things.
- I would like to be able to transfer VCR tape to digital but I have been told several times that they do not know when that service will be available; more availability of classes on use of technology

- [illegible]

- n/a
- n/a
- n/a
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- N/A
- n/a
- N/A
- N/A
- n/a
- n/a, always interacted with knowledgeable workers
- n/a, limited tables in kids area
- NA
- NA
- NA
- Na
- NA
- NA
- Nada
- need a better coffee machine!
- Need a larger variety of books
- Need more large print books
- Need new markers in orange adult study room.
- Needs more snacks
- Never a problem

- Never had any difficulties.
- Newer books / more popular books I am interested are not always available.
- Ninguna
- No
- No complaints!
- No complaints.
- no difficulties
- No difficulties.
- No difficulties.
- No issues! Love our library
- No issues. Anytime I need help locating something I have found it easy to approach the staff and get the help I need.
- No problem!
- No problems
- No problems
- No problems
- No problems
- no problems - quite pleased with total experience.
- No problems :)
- No problems ever
- No problems here - I just haven't had the time to really see what it offers me.
- No problems here!
- No problems noted. Staff are helpful, courteous, well-informed and always available.
- No problems, nice staff especially Jamie. However I'm disappointed that the remodeled space actually has fewer books.
- no problems!
- No problems.
- No problems.
- No problems. Very friendly nice staff.
- No problems. Though my feelings were hurt when I offered to be a volunteer and was told they did not need me.
- No real difficulties.
- No real problems. Love our library.
- No, I haven't
- Non so far. Recently moved back to Warrentville.
- none
- none
- none

- none
- none
- NOne
- none
- none
- none
- none
- none
- none
- none
- None
- None
- None
- None
- None
- None - always helpful - always willing to find an answer or solution to any problem! Liked the DVDs on old set up - angle keeps falling down! Not as many DVDs displayed.
- None :)
- None :)
- None (maybe open earlier on Sundays :)
- None at this location
- None but - there are a lot of ebooks you don't have
- None I can think of
- none really. I just need materials that are more geared to my profession. Also, my physical issues make sitting difficult, so I would prefer sitting adirondack-style or something less upright.
- None, Great library and enjoy visiting
- none, it's great!
- None, just don't think about it.
- None, love it
- None, staff is always helpful and willing to get what's needed
- None, truly!
- none!
- None!
- None!
- None!
- None.
- none.
- None.
- None. The staff has been very helpful providing me with DVD's/books from another library.
- None. Always a pleasurable experience
- None. We love the library!
- NoneDon't get around to it
- Not all books that I read are present
- Not enough BOOKS
- Not good reader
- Not having the books we want. Often times my kids want to read a series and you don't have them all.
- Not library my problem, it is me. Need to start using again.
- Not open on Sunday
- Nothing
- Nothing
- Nothing major, just the material drop off location
- Nothing major.
- Now that the library added the extra meeting rooms, the library meets my needs. Oh - maybe add some crafting programs for adults. I've seen a few cool programs but they were only open to teens. I'd love to meet other Warrenville residents who make things as a hobby - not too many opportunities to do that.
- On,y thing I can think of is that I looked for a magazine that you do not carry, but staff said when they order at the beginning of the year, they would look into it.
- Once in a great while an item isn't available but sometimes it's found through inter library loan.
- One new helper – [] talked to me like she was speaking to the whole room and was quite embarrassing. For I was seeking personal help with a computer issue (printing, etc.) She would not lower her voice when I contacted another employee about it. She thought I wasn't appreciating that girl.
- One thing I'm having trouble with is following how DVD titles are alphabetized on the shelves.
- Only expecting that library can open at 9:00 AM on weekday if possible
- Only library in the area that has zero Blu-Ray movies. Won't allow users to renew cards until they are almost expired. Won't allow family members to pick up items on

hold without having the users physical card (previously this was allowed).

- Only minor comment would be can you buy all the books in a series? Often have to wait for one to come from elsewhere
- Only that sometimes I want to start a series at the beginning and read it all the way through, and sometimes there are only a couple of random books from a paperback series in fiction. I'd also like to be able to get more audiobooks through hoopla or on CD. Sometimes I really like a book series and want to hear the audiobook, but it's not always available on hoopla.
- Organization of DVDs
- Our library is great! Staff is courteous and helpful and I love to be able to borrow from another library.
- PC were down
- People loudly talking in the computer lab, or talking on the phone while using the computers. It's difficult to focus on my work.
- Right now do not live in Warrenville but will in early 2019 will let you know then
- See above
- See above.
- See above. I rarely find books I'm looking for on Hoopla. I find Overdrive difficult to use.
- See above. SWAN system was easier to use online in my previous library (Indian Prairie).
- See my answer above. Admittedly, we borrow a lot, but we are very careful to return everything we have borrowed. It's annoying to search our house, inside and out, when it's sitting there in returned items and it just wasn't checked back in properly by library staff.
- See No. 5 above.
- Selection is a bit limited there's no old library book buying anymore
- Sitting is comfortable. But the study desk is too low for me.
- Some days it is more difficult to get out - especially in bad weather.

- [] staff are not approachable They are very demeaning to patrons. []
- Some of the programs I would like to attend are not at a time I can attend...which I fully realize is something that cannot be avoided as you can't please all time constraints all the time :)
- Sometimes people talk on the cell phones and it should be a quiet space.
- Sometimes the audiobook I want isn't available online, and recommendations sometimes take months, if they're purchased at all.
- Sometimes the books we want you don't carry and you usually can get them from another library which takes a few days
- Sometimes the selection of books for certain ones isn't very large.
- Thank you for outside dropbox!
- The books and DVDs I want are checked out. :(
- The DVD racks are difficult to view items.
- The DVD shelving is very difficult to peruse. After all this time I still can't figure it out and it is very frustrating. It does look nice, but it is not user-friendly.
- The late fees accrue too quickly so I avoid taking items out.
- The library has been great! I just wish things were advertised more like they do at the Naperville library online and in person. Having more of a Warrenville library online presence would be fabulous.
- The library has exceeded my needs.
- The library has met all my needs
- The library is great and the staff welcoming and helpful.
- The lights in some areas feel too hot or bright. But that could just be me. I gravitate to other spots accordingly. Also, it seems a bit tricky to register for programs online as an out of town resident.
- The only issue we have is that my kids are drawn intensely to the computers. I'd rather they be out of the way so we can do other things

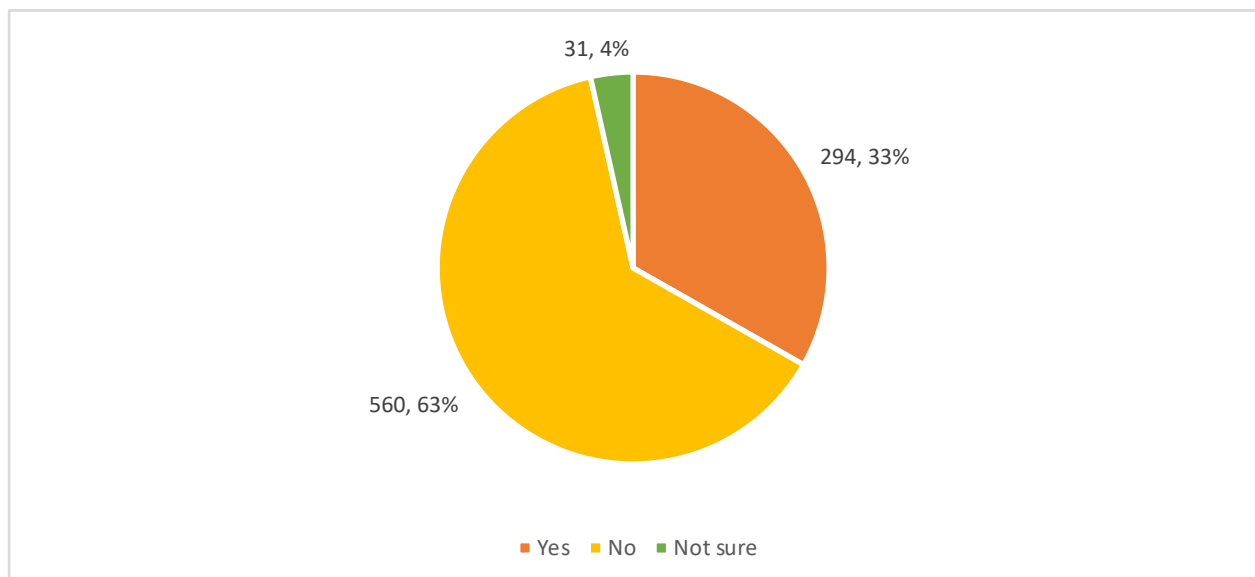
- The seats in the program room are uncomfortable to me and the fluorescent lighting is harsh. Love the programs
- The staff could be more friendly and helpful. I bring my 2 and 4 year old granddaughters. Sometimes we have trouble finding books they want to read.
- The staff helps a lot
- The staff is rude, the library itself isn't doesn't have that second home environment anymore.
- The temperature in the library is way too cold and makes it difficult to work or even browse.
- The types of books are not rich enough.
- The vending machine didn't work. They gave me a refund.
- The walls to the children study room backs up to the adult quiet room so when there are people talking, the adult quiet group room is not quiet.
- The way in which the DVDs are arranged is very frustrating.
- There have been books that I've wanted to read not here
- They have met my needs is just better if it was bigger
- They limit use of the meeting room to once per month. We need it twice.
- Things in the kids area could you a little more attention in regards to cleaning. Also carpet shampooing would be a lovely idea for areas like the story time room.
- This is a great place to come.
- This library, when compared to others we have used, doesn't have the same volume and copies of materials as other libraries where we have lived. So I often have to place a hold or find a book elsewhere, if I'm short on time.
- To check out material about different subjects or authors
- Todo bien
- Transfer of VHS tapes to DVDs.
- Trying to study while 3 or 4 teenagers talk loudly in the basement. Libraries are not as quiet anymore like they were when I was a kid. I remember we had to whisper while in the library!
- Unable to check out wife's reserve material for her since I did not have her card. Can accounts be linked thus saving separate trips (time and gas) when getting items?
- Unfortunately, not my hometown library. Unable to utilize the benefits regularly.
- Usually only have 1-2 books that I like and it takes a long time to get it. Especially the popular books. Would be nice if they would combine with other libraries to get the selections quicker. Also the hold times are very short and when you work, it doesn't allow enough time to pick them up. Other libraries hold the books for a week.
- Waiting on DVDs
- We have had 5 situations where we have been told our books/DVDs have not been returned, when we know they were. I always call and then get a call back indicating they had found the item(s). Wonder why it happens so frequently...
- We love the Warrenton library! I wish the audiobook (esp. kids) section was deeper and that you guys carried playaways.
- when I get there, my limited hearing & vision & poor balance make it very hard to easily search (window shop)
- When my children were younger I was concerned that they might see others on inappropriate websites.
- Where kids can have fun meeting with afterschool enrichment programs. Unhealthy vending machine options. Too quiet. Catered to older population - not next generation. The children's books new categories make it hard to find books. Made to look "fancy" not practical.
- Wish the tablets weren't so prominent in the kids area = kids only want to do that now
- Wish there were more high-quality older literature
- Would like to use the ebooks but haven't been able to get help

- Would hope the library continues to add to the book collection and not rely on eBooks.
- yes, 2 things, when people keep their phone on, especially in a quiet environment, I don't think they realize how important for people to have phones on silent, the ringing hurts my concentration very badly. maybe put up signs? Same goes for kids activities, kids need to learn this is a quiet place, be respectful, and same for adults, the point is that they both need to be reminded of this.
- Your computers are outdated and slow. Your Wifi is also slow. Your computer books collection is not up to par. Due to small space in general, you have difficulty managing your quiet section. Often there are people talking loudly at locations where they should be quiet, and there's no one to monitor and stop them from talking. Your renovated walls are getting dirty, check and monitor the kids in the youth section rooms, sometimes they are very loud.
- Zero!

Please rate your level of satisfaction with the library.

	EXTREMELY DISSATISFIED	SOMEWHAT DISSATISFIED	NEUTRAL	SOMEWHAT SATISFIED	EXTREMELY SATISFIED
Recently remodeled spaces	39	11	57	117	662
Availability of comfortable seating	31	15	74	109	652
Atmosphere of the library	34	11	42	94	699
Ease with which I can locate materials	29	16	85	192	540

Have you accessed eBooks, eAudiobooks, or eMagazines through the library?



If you HAVE accessed e-materials through the library, please describe your experience.

- Absolutely no problems
 - Accessing ebooks was very easy.
 - Actually only used the app Libby and it is easy and convenient
 - Adequate
 - Adult materials - good. Children movies - lacking good ones.
 - Again, I wish there was more available, especially first releases.
 - All the staff is friendly and helpful
 - Always easy. If it is not available on overdrive, then it is usually available on hoopla.
 - At the beginning it is difficult, but if you know the steps it is accessible
 - Both Hoopla and Overdrive are easily accessible.
 - Comfortable learning reading environment
 - Computadora
 - Difficult to get on Kindle
 - Disappointed that there was such a low cap on the number of checkouts per month
 - don't like to read on the computer
 - Don't remember -- haven't accessed e-materials recently. However, I use the online catalog of library materials very frequently (a couple of times per week).
 - Easily set up by a librarian and extremely useful cutting trips to the library in half.
 - Easy
 - easy
 - Easy
 - Easy
 - Easy - use Overdrive all the time
 - Easy and simple
 - Easy once you know how to use it!
 - Easy to access wherever I need
 - Easy to follow
 - Easy to use
 - Easy, simple, and straight-forward
 - Easy.
 - Easy. No problem finding what i want
 - Ebooks, magazines
 - Excellent
 - Excellent experience through Hoopla
 - Excellent!
 - Fair
 - Fairly easy to use. Good experiences
 - Fairly user friendly
 - Finding/downloading can be s little cumbersome
 - Fine
 - FINE
 - Fine through Hoopla
 - Fine, no problems.
 - For the most part it works very well. The only thing that bugs me is the limit of 5 books on hoopla per month whether I return them or not. I feel like if I borrow 5 books and return some of them I should be able to borrow more, but the limit is 5 even if I return.
 - For the most part positive. I'm sorry I can't use Zinnio anymore,but I do like Hoopla.
 - Frustrating that it is not a physical item.
 - Good
 - Good
 - Good
 - Good
 - Good
 - Good
 - Good
 - Good
 - Good
 - Good
 - Good
 - Good
 - Good
 - Good
 - Good experience, no problems.
 - Good selection. Generally horrible search interface. I wish the search interface let me set my preferences so I didn't have to keep re-entering them e.g. I always want epub format
 - Good-as expected.
 - Good, but in some book series sometimes the 1st book or other books are not available
 - Good, but sometimes frustrating.
 - Good.
 - Good. I was confused though. I received an email that said my loan expired on

October 20th. I assumed I had all of the 20th to still have the book, but it was gone on the 20th first thing.

- Great
- Great
- Great
- Great - sometimes a long wait
- Great experience! Very easy to access materials. Wide variety to choose from. Convenient to access from my mobile device too which is important to me.
- Great selection and ease of use
- Great, easy to use
- great!
- Great!
- Great!
- Great!
- Great!
- great! I wish I could check out the audio books for longer than 2 weeks on Overdrive
- Had no problems, was easy to use.
- Hard to browse through.
- Have to download the whole thing (huge) to my computer, then read the books w/ a pdf viewer. Not ideal. When it expired, the files remained
- Have to wait long time for popular books.
- Have used the Hoopla app with no problems, Overdrive was much more difficult to use
- Have used them to listen to music. I would like the service to allow for more checkouts per month.
- Hoopla
- Hoopla
- Hoopla
- Hoopla and Overdrive to not have many of the current fiction that I am interested in. I do appreciate the variety of books available.
- Hoopla has been wonderful for selection. Sometimes website/app automatically disconnects you, which can be frustrating.
- Hoopla is great when I find an audiobook I want, but their offerings are very limited.
- Hoopla is great!

- Hoopla is harder to work with than overdrive - doesn't run as smoothly. nonetheless, I routinely borrow books on both systems. And I don't like the 5-book restriction, even if you return books early.
- hoopla won't always play from a downloaded track, which may be a phone issue for me, I've not looked into it. I like the variety, though not everything I've searched has not been available (audio harry potter for example)
- Hoopla works great, but it's weird to have wait lists or limits on digital assets
- Hoopla works very well. Quick and easy.
- Hoopla, zinio and other third party sites have been a nightmare to get going on.
- I accessed some magazines through Zinio. Worked fine.
- I borrow through the "Libby" app and it is so easy!
- I checkout e-audiobooks mainly. Overdrive does not seem to have added any new titles for at least a year and a half. The same books have been listed as new titles for over a year and a half now. Once in a while I will come across a newer title but then the wait list is long. I've been #87 of 2 copies of an audiobook which is a long wait if people check out an item for 4 weeks. I have just checked out the hard copy of an audiobook and copied it many times. Also, some items are in overdrive but not available to Warrenville Library patrons. Sometimes these are newer titles so that can be frustrating.
- I do it all the time, it is easy and tends to have a decent selection.
- I don't like having to jump through different websites, but otherwise it has been a positive experience.
- I don't remember it being especially easy — I think I tried recently too and there was a technical issue with the site and I didn't try again later
- I downloaded the apps but have not used them yet. Only have an iPhone which is pretty small for reading.
- I enjoyed it when I used it. Can't even remember how to do it again though.

- I find it interesting
- I find it to be a more limited selection than what I had available at my previous library ebook collection
- I had a hard time finding the books I wanted available for check out on Kindle. It did not seem worth all that effort when I could find the physical book much easier.
- I had a librarian help me with my Kindle Fire and she explained how to load new books
- I have not as of yet. Looking forward to learning all about it.
- I have not used e-materials.
- I have not utilized this service yet.
- I have used audiobooks but I prefer book on CD for driving.
- I have used Hoopla
- I like holding the materials in hand over using a kindle
- I like how its been in a pdf form
- I like the fact you can "checkout" an ebooks very easy to do. Still prefer to read the actual book
- I LOVE borrowing books using either Overdrive or sometimes Hoopla. I have the app for Libby on my phone, but use Overdrive most of the time.
- I love borrowing e-books!!
- I LOVE Hoopla and look forward to my 5 books to check out monthly. I also use Overdrive.
- I love hoopla fir audiobook. I can't read an ebook....just not the same. But audiobook is amazing!
- I love overdrive and the Libby app, easy to use, I use it daily. I use hoopla for my kids and love that there's books, movies and music.
- I love overdrive!!!
- I love using hoopla to listen to audio books.
- I needed assistance of library staff to get connected. Technology is a bit intimidating for me.
- I prefer downloads to streaming. Some books can be downloaded; while most can only be read online.
- I rarely end up reading the ebooks I check out. I should try eAudiobooks. I didn't know those existed.
- I really enjoy it because I could use them for school projects
- I really enjoyed this experience. I was on a trip with my husband (long car ride!!) and we were looking for some variety. We downloaded an e-book and it was great fun!
- I received audiobooks
- I tried eMagazines with zineo, it was a really poor interface and I never tried again.
- I tried one time but had problems logging in and I never tried again
- I use Hoopla all the time
- I use Hoopla and at first figuring out the website was tricky but now that I know it I use it semi regularly.
- I use Libby and Overdrive, both are great
- I used Hoopla and it's right on my phone so it's convenient.
- I usually use the digital library to read books now. It seems that the digital selection is geared toward teens. It would be great if a wider digital selection was available.
- I was able to use on my computer but not my amazon fire
- I wish the Overdrive app had a wider selection of audiobooks. I also wish the rental period on the Overdrive app was as long as the rental time for physical audiobooks.
- I'm old-school - prefer CDs in my car
- I've been pleased with the ease of access
- I've really enjoyed the e-books. Wish we could borrow more than 5 per month.
- I've used Hoopla and it's been great! Only thing is I sometimes want more than 5 books or audiobooks per month.
- I've downloaded Hoopla and OverDrive, and I love both of them. They are both easy to use.
- I've tried and the most popular Titles are unavailable
- It feels a bit cumbersome to have to go through the Overdrive site and Amazon,

but I'm getting used to it. I'm just grateful that's an option!

- It has been great, I love the two options and the wide variety of books we have access to online! Such a great service.
- It is difficult and I feel like I'm learning how to do it all over again each time
- It is easy to use, cannot always get the books I want. Have made several recommendations, and some have been added.
- It is simple and convenient.
- It is sometimes difficult on the webpage to filter choices for jsut ebooks
- It is wonderful! It is nice to be able to "check out a book" at night or if out of town. It is a great resource!
- It took time to figure out but now then fine
- It was a bit cumbersome but someone helped and it worked
- It was a pleasure to have so much kind assistance
- It was a pleasure to have so much kind assistance
- It was easy enough.
- It was easy to access it just didn't work for what I was using it for.
- It was easy to use.
- It was fairly easy
- It was good, but it's been a while & I've forgotten how to do it
- It was great, no problems.
- It was pretty good. But, it was disappointing how many titles were not available. It was hard to browse the top selections and then actually get them because most were already checked out.
- It was very nice and easy
- It went extremely well! No problems :)
- It worked like a charm.
- It works great!
- It's a simple process, and the search function works well.
- It's awesome!
- It's been awhile and I found it difficult to download to my Nook. It's probably better now.

- It's been good but I wish there was more books available
- It's been wonderful! Download audiobooks for car trips mostly, but also watch thru TV (Hoopla)
- It's good
- It's ok
- Kindle - liked it
- Like Hoopla the best. Expands what is available.
- Lots of apps to download to make that happen; only tried one time
- LOVE
- Love it
- Love it!
- Love the Hoopla App
- Love the hoopla app, and others.
- Love using HOOPLA
- Loved being able to download through the kindle app!
- Low/poor audiobook selection
- Mainly come in for research
- More copies!
- Most eAudiobooks I'm looking for aren't available in OverDrive. Perhaps I need to learn about different systems for access to more audiobooks offered by the library?
- Mostly good. Though the offerings seem limited at times. Then when I suggest things to purchase on Overdrive, it's over a year or more before they are purchased. By then, I have forgotten about them completely. Hoopla seems particularly limiting. You're only allowed so many checkouts per month, but in most cases you have to check out a single episode of a show at a time.
- Mostly positive.
- Movies, see 6. above
- Muy bien alsistema
- Muy bien y si te tengo preguntas me ayudan
- My main need is audiobooks for long drives, access via my phone. The books I've found are fine, but I still subscribe to Audible for the ones not available thru Overdrive.
- N/A
- N/A

- N/A
- N/A
- N/a
- N/A
- N/A
- N/A
- N/A
- N\ a
- NA
- NA
- NA
- na
- NA
- Neutral
- Neutral
- Nice when a book is not available to borrow
- No
- No
- No
- No issues
- No problem. If a problem, staff has resolved it.
- No problems
- No problems
- No problems!
- No problems.
- No problems. Good for traveling, otherwise I prefer hard copies of books.
- None
- Not a big fan, would rather have the book
- Not a problem
- Not always easy to find if not sure of exact title/author
- Not my thing.
- OK
- ok
- ok, except for the paucity of titles
- Ok, I prefer hard copies but it's convenient when they aren't in stock
- Okay. Did not realize the due date for ebooks starts at 12:01 am. I assumed I had until 11:59 pm. Did not find book.
- Okay. I have the same access through my other library, which I use a lot. Libby made it easy to have both libraries collections available in one app, but I simply do not end up toggling back and forth to check again for a book that's

unavailable in one. The only database I use as a patron, with any frequency is consumer reports and I use my other library's as I have that card number memorized.

- Once I learned how to access the materials it was easy, but I it a challenge to learn how to follow the directions, and I have not done it frequently because I don't remember the steps.
- Once set up, easy to navigate - trouble is remembering what I have "checked out" and finding the link again.
- Once set up, it is easy to access through Hoopla
- Overall, I've had a great experience. I sometimes wish there were more copies of certain books, but I understand that it makes the collection less diverse.
- Overdrive keeps getting easier and easier...yay! Selection and collection ebooks is also getting better and better.
- OverDrive not the easiest app/system to use. Not user-friendly. New releases frequently not available (because the library doesn't own them - I don't mind waiting for a copy).
- Painful
- Research
- Satisfactory
- Selection and availability is limited
- Selection is sometimes limited
- Simple and convenient
- So far so good
- Sometimes easy, sometimes not. Hoopla is easier than emedialibrary/libby to understand, but I enjoy that both are options.
- Somewhat cumbersome.
- Still learning to do this
- Super easy to do with the apps
- Super easy to navigate.
- Super easy!!
- The e-books collection on Hoopla and Libby are very limited. You should also consider frequently updating VDOO box with more and latest content.
- The eaudiobooks work amazing.

- The experience was definitely fine, but I enjoy paper books better.
- the Kindle fire I checked out was in wonderful condition, and was easy to use, I would have liked it to have a wider variety of materials on it, but the selection I found was OK, and I one of the series that was on it is now one of my favorites.
- The librarians did a great job of teaching me how to use it.
- The program is easy to use and books are readily available for my Kindle. I like that I can recommend books for the library to make available.
- There are so so many books I look up that are not available. The app recognizes the title or author I search for but then comes up with zero matches. It's maybe 10% of the time I'm successful finding what I'm looking for.
- They never have the book I'm looking for available. Don't like it. I usually have to search multiple titles before I can find one available.
- Took an online class a while back
- Tried a kids ebook but was hard to navigate
- Tried to, see below - I had a visit with a librarian, showed me how to access through Hoopla and ... got discouraged because book I wanted weren't available. Now lost interest and now forget how to get in and use it.
- Trouble free experience
- Updated - very handy
- Use hoopla rarely
- used Hoopla - nice option!
- Very convenient to access reading materials.
- Very easy
- Very easy to borrow and user friendly.
- Very easy to do - but prefer paper
- Very easy to use
- Very easy. I sometimes like the ease of having several books with me when I travel, and I can bring them all on my Kindle. The library's eBook selection is not REAL huge, but I can usually find something. I didn't know there were eMagazines available!!
- Very easy... Wonderful resource
- Very good
- Very good. I sometimes have a problem when I renew a kindle book I have not finished.
- Very great! Simple.
- Very helpful
- Very limited, not satisfied
- very nice
- Very pleasant
- Very useful
- Was fairly easy to do but have not done so in a while
- was very nice and easy to access
- Website easy to use but I wish more titles of romance suspense were included
- wonderful
- Wonderful
- Wonderful no problems
- Wonderful!
- Yes
- Yes
- Yes, I checked out an e-reader once to try it out. I found it not as comfortable as reading a physical book.
- Yes, wish it was more by Userid (email) and not library number...because who remembers that?

If you HAVE NOT accessed e-materials through the library, why not?

- -
- ?
- ?
- "e"-what?
- Again, it's not something I ever think of.
- All the books I've looked for have not been available as ebooks.
- Am an Aurora patron (resident) but use Warrenville closer and easier
- Am unsure of the process
- As my granddaughters tell me, their grampa is technologically impaired.
- As Wheaton resident I don't think I'm allowed to
- Because I didn't know they had them here.
- Because i don't know what that is or how to use it.
- Because I don't use them
- Because I never really have been interested in them.
- Brand new member. Plan on using it soon.
- Can't figure out how
- Convenience. I can just do everything I need online from home.
- Couldnt figure it out in the past
- Did not know
- Did not know about
- Did not know about it
- Did not know about it
- Did not know about other e-materials
- Did not need to
- Did not realize that Warrenville had a library.
- Did not think of it.
- Didn't know about it
- Didn't know about it
- Didn't know it was available
- Didn't occur to me to do so.
- Didn't realize I could
- Didn't think of it
- Difficulty with technology (most likely personal)
- Do not have internet access for my laptop/home computer.
- Do not know how to access
- Do not know how to set it up.
- Doesn't have what I want
- Don't feel I need to.
- don't have a device that would make it easy for me to use e-materials
- Don't have a need or device capable of accessing e-materials.
- Don't have a reader
- Don't have anything I'm interested in Materials available
- Don't have e-devices to use
- Don't have time to figure it out
- Don't know about these materials. I think I'd use.
- Don't know about this resource
- Don't know how
- Don't know how
- Don't know how
- Don't know how to do so or manage materials other ways.
- Don't know how to.
- Don't know how, or how I'd use.
- don't like E stuff....want the physical book to read.
- Don't need
- Don't need them yet
- Don't need to
- Don't need to.
- Don't read electronically
- Don't remember how to use it, even though I've used it in the past.
- Don't think about it.
- Don't typically read a lot of e-books
- Don't understand the medium.
- Don't use e-books
- Don't use these
- Don't know how
- Don't know how or what is available.
- Don't know how to
- Don't know how.
- Don't know how.
- Don't know how
- Don't know how. No information on how to do it.
- Dunno
- easier to access the materials for free through a google search

- eAudio required Mac or Windows. I run Linux. You should, too.
- Generally prefer hard copies.
- Had not thought about it.
- Hard to search for what I want.
- Have no need for them
- Have not been interested yet.
- have not had a need to
- Have not had chance to
- Have not signed up
- Have not thought about it
- Have not thought of it
- Haven't had a need as of yet
- Haven't had a need!
- Haven't had the chance
- haven't had the need (yet)
- Haven't needed to
- haven't really thought about it or needed to
- Haven't taken time to learn how to. This would make a great evening class
- Haven't thought about it
- Haven't thought about it. I am still active , so am quite busy with other things and activities.
- Haven't thought to do it.
- haven't tried it with no real reason
- Haven't tried yet
- Haven't had a need for them yet
- Haven't had the need to yet
- Haven't seen the need
- Haven't taken the time to figure out how to do it.
- Haven't taken the time to learn how
- Haven't had the time to
- Hoopla is wonderful; E-Media not as great but good. For me finding classes and then using the site has been a little cumbersome. Like being able to use resources such as Consumer Reports
- I access these through another library usually.
- I actually did not know you had this option
- I am a reciprocal borrower, so I'm not allowed.
- I am no longer living in Area.
- I am not real familiar with e-materials.
- I am not sure how to do that, need to look into it.
- I am not sure how too
- I can at home or at C.O.D.
- I come to checkout books
- I didn't know they had them.
- I didn't think to look!
- I didn't for awhile due to not knowing the pin
- I do not fully understand how to use them
- I do not fully understand how to use them
- I do not have a library car
- I do not have a mobile device new enough to access them besides my phone.
- I do not like online materials; I prefer a physical copy of the book.
- I do not live close to the Library, I visit the Library in my town.
- I do not need this service
- i do not own any devices that would support those materials
- I do not use e-materials.
- I do not wish to read books etc on a small screen
- I don't anything about it
- I don't care for electronic devices much. I will use it if I have to though.
- I don't do e-materials much.
- I don't have enough storage on my Kindle
- I don't know how to access as I belong to Naperville system, even though you are quicker & easier to get to... I haven't asked if I can ALSO access you as well as Nprvl.
- I don't know how to do it
- I don't know how to do that.
- I don't know how to use these materials.
- I don't know how.
- I don't know how.
- I don't know how.
- I don't know what is available.
- I don't know where they are
- I don't know why. I will have to look it to this.
- I don't like ebooks. I like to hold the printed book as I read!
- I don't like reading in my phone. I'd rather read a book I can hold.

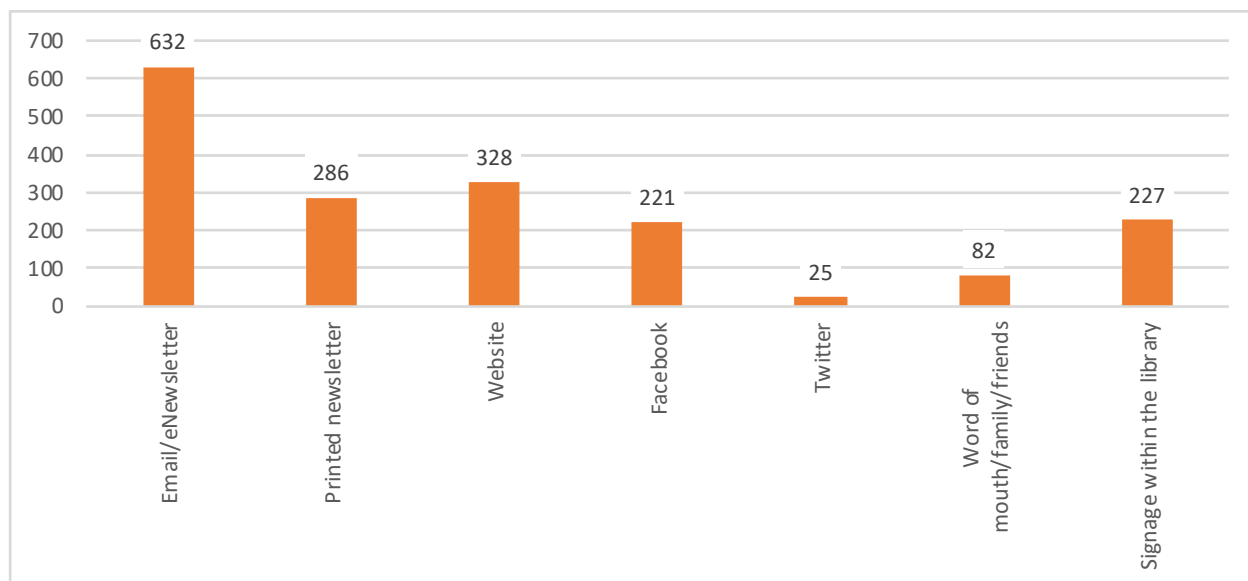
- I don't like to read in that way
- I don't read e-materials
- I don't know where it is and they never have kids events so I go to Naperville
- I don't like to read on a screen.
- I don't need
- I enjoy physical books
- I enjoy reading the printed word in a tactile non-screen format.
- I forgot how to. I know there is a book a librarian. I did that once but not I forgot how again.
- I have a Kindle & access books for free through Amazon Prime!
- I have at COD but I prefer print materials
- I have had no need.
- I have never needed to
- I have no need to
- I have not figured out how to access e-materials yet.
- I have not had the need for them yet.
- I have not needed to. The library has had all the physical materials I have needed.
- I haven't had the need to
- I haven't had the need.
- I haven't heard of them
- I haven't need to
- I haven't had the need to desire to yet.
- I haven't used this service because I wasn't aware that you had it. Now I know!
- I haven't need to
- I just do my homework
- I just haven't gotten around to it.
- I just know about this links, I will try to access in the future
- I just rather the physical thing in front of me.
- I keep forgetting it is an option
- I keep forgetting to! I intend to soon.
- I like BOOKS
- I like books I can hold.
- I like good old fashioned books and regular magazines
- I like having the physical source material. I look at a computer screen more than I would like and am trying to limit the amount of screen time I have per day.
- I like holding a book
- I like holding the materials in hand over using a kindle
- I like paper
- I like paper books!
- I like physical books
- I like reading paper versions
- I like real books better
- I like real books!
- I like real books.
- I like to hold a actual book in order to read.
- I like to just read books.
- I like to read books on paper
- I moved back to Warrenville recently and do not know how.
- I never did it
- I never thought about doing it. I should though!
- I order from home subscription
- I prefer a book in hand
- I prefer a book in my hand
- I prefer a real book.
- I prefer books
- I prefer hard copies of books. I do not want to read online. I listen to the radio in my car and on my Sony Walkman. I also listen to music cds and audiobooks on the cd player in my car.
- I prefer paper books.
- I prefer physical books
- I prefer physical books/CDs
- I prefer print materials.
- I prefer real books
- I prefer real books! I thin in general
- I prefer regular books.
- I prefer the hardcover books - I'm 52 years old!
- I prefer the old-fashioned "analog" materials
- I prefer the physical book
- I prefer to have a physical copy of the material
- I prefer to read books.
- I prefer to read real books.
- I really didn't pay attention to them.
- I tried once but have up during log in. I didn't have my card or needed a password or something.

- I tried to get an audiobook and it wasn't in the library's system (but I only tried one book)
- I use the library mostly for my 2 young children and they don't need digital material yet.
- I usually get them through my home branch
- I want to! I am going to go next week and ask about how to do it!
- I was busy to study
- I will try it in the future...promise.
- I work in a library.
- I would like to !
- I would like to have access to this through my library login pages.
- I'd like to learn how.
- I'm not familiar with e-materials.
- I'm not sure what that is.
- I'm not sure what they offer.
- I'm old fashioned, I guess.
- I'm old fashioned, I only use the computer for homework and research, and libraries should never do away with hard copies of books.
- I'm not interested in that.
- I've been using my husbands log. I hope to get mine up & running,soon.
- I've been using my husbands log. I hope to get mine up & running,soon.
- I've forgotten how to do it
- It doesn't often occur to me to look into e-materials.
- It's just not part of my routine. Maybe have an Adult Orientation to show us what there is for adults. "How Libraries are Great for Empty-Nesters" I think I'd use audio books if I thought of my library as a place to get them!
- Just haven't bothered. I should.
- Just haven't taken the time to learn
- just haven't thought about it
- Just haven't tried
- Just Haven't done it yet.
- Just like old school reading a book and the feel of books away from technology
- Just not interested
- Just not interested...prefer hard copies
- Just not ready yet
- Just recently got my card. I do plan on using this feature though.
- Just singed up!
- Lack of knowledge
- Lack of time will do so eventually
- Lazy and lack of experience
- Like books better than digital
- Like hard copies
- Like paper books
- Like print material..too much screen time anywa.
- Like to hold a book
- Like to read the books
- Location
- Login problems
- Maybe too dumb to use this system
- Mostly utilize children's materials.
- My devices don't support them
- My eyes prefer reading physical books. The lighting from electronic screens hurts my eyes.
- My granddaughters tell me I am technologically impaired
- My Kindle died.
- N/A
- N/A
- N/A
- N/A
- N/A
- N/A
- NA
- Need time to meet with a librarian to learn how to use tech
- Need to learn
- Need to learn how
- Need to learn how
- Never comes to mind. Need to explore further, i.e. access to available podcasts, audio books, etc.
- Never crossed my mind to utilize this
- Never get around to it.
- never knew about it
- Never thought about it
- Never thought about it
- Never thought about it
- Never thought about it - didn't know I could access those items
- Never thought about it. Might have to check it out next week.

- Never thought of doing so
- Never thought of it.
- New to eaudio/books
- No comfortable with the technology yet
- No computer to access them.
- No e reader and prefer regular books
- No familiar with these items
- No info on it.
- No interest
- No interest
- No interest
- No interest
- No interest
- no interest
- No me gusta libros electrónicos
- No need
- No need
- No need
- No need
- No need
- no need
- no need
- No need at this tiem
- No need right now.
- No need thus far.
- No need to
- No need to
- No need to!
- No need to.
- No need yet
- No need yet
- No need.
- No need.
- No particular reason
- No problem.
- No real reason
- no real use
- No reason
- No reason, do plan on using in the future.
- No reason, other than "not on my radar."
I am hoping to access audiobooks soon.
- No reason.
- No reason.
- No sabia
- No se que tipo de electronicos tienen
- no time to learn how
- No update phone
- No, prefer traditional books and magazines
- Non tech
- Not as... aware of them and aware of how to do that as I'd like to be?
- Not close
- Not familiar
- Not familiar with it.
- not familiar with the process
- Not familiar with what I can borrow or use it on.
- Not good with computers, tablets, etc.
- Not interested
- Not interested
- Not interested
- Not interested
- Not interested
- Not interested
- Not interested
- Not interested
- Not interested
- not interested I like the hold the books I read.
- Not interested in doing that.
- Not interested in e books, like hard cover books
- Not interested in them currently
- Not interested. I'm old school when it comes to reading material. I still like books.
- Not my thing
- Not my thing
- Not need it
- Not needed
- Not needed to
- Not really aware of it and I like hard copies of things.
- Not so interested in e-materials
- not sure how
- Not sure how
- Not sure how
- Not sure how
- not sure how
- Not sure how
- Not sure how - but I'd be interested
- Not sure how it works
- not sure how it works
- not sure how to
- Not sure how to access on personal Kindle
- Not sure how to use.
- Not sure how to.

- Not sure if Aurora residents are able to use the e-materials
- not sure of the process, need to look in to that!
- Not sure why I have not accessed e-materials through the library. I think it is perhaps because I prefer hard copy.
- Not tech - there yet!
- Not tech savvy
- Not that tech-y and do still love to hold a book (stare at computer all day for work)
- Not very familiar with the process
- Only one of us in the family has used e-materials (the tech-savvy eldest child), but she uses the e-stuff with Naperville, because we have Naperville cards. I don't know if we are allowed to use Warrentville e-materials as reciprocal borrowers?
- Personally prefer physical/printed material.
- Por que no se como funciona
- Prefer a hard copy book to read
- Prefer actual book in hand.
- Prefer actual items.
- Prefer books; don't like to deal with passwords etc to start reading
- Prefer bound materials
- Prefer CD audiobooks
- prefer hard book
- Prefer hard-copy items.
- Prefer physical materials
- prefer physical materials
- Prefer physical materials.
- Prefer printed materials.
- Prefer reading physical books to accessing them electronically (just a dinosaur!)
- Prefer real books
- Prefer real books
- Prefer reg books
- Prefer the feel of a real book
- Prefer to have actual book in hand
- Prefer to have hard copies
- Prefer to read in print
- Prefer to read paper materials.
- Prefer turning pages
- Pure ignorance! I would attend an informational presentation about them.
- Reciprocal borrower
- Reciprocal borrower
- See previous
- They do not offer popular books.
- This does not appeal to me.
- This is my first visit.
- Time!
- Too complicated k
- too hard
- Tried but couldn't
- Unaware
- Unaware of availability
- Unaware of what available and how to access.
- Unsure of how it works
- Unsure of how to do so and what device would be needed
- Unsure of the procedures to access materials
- Use audible
- Use computer at home
- Use other library e-materials
- Was not aware of this access.
- Wasn't aware
- Wasn't really aware of this choice.
- We just moved back to Warrentville this summer and I didn't know you had that program.
- Went through training at library but couldn't do it on my own.
- Wheaton library patron although I need to check out what Warrentville has available since it might be different!
- Would rather have a book in my hands.
- Would rather read, may try an audiobook in the future
- Wrong Kindle
- Your site is horrible to navigate

How would you prefer to receive information about the library in the future? (Please check all that apply.)



Additional responses included:

- ?
- App
- definitely e-mail, the magazine that is sent to residents, doesn't spary my interest.
- Do not like social media
- Do not over swamp me with material. Sometimes too much can discourage me.
- Facebook
- I.B. Boost
- Instagram
- Instagram
- Instagram
- Instagram, actually more than Facebook
- Mail is a great way to receive a printed newsletter.
- Maybe you could have a small promotion in the city newsletter which is delivered to all homes in Warrentville?e.
- Mom
- Phone
- Phone
- Por la escuela
- Staff talking
- Text
- Text
- Text message
- Text messages!
- Text to cell phone
- Text updates
- Text with a link
- Texts
- Texts
- texts
- Texts
- Weeek in Warrentville
- Your newsletter is nice

What do you think the community does not know about the Warrenville Public Library?

- -What a pleasant place it is just to sit and read, or browse on computers
- -How welcoming the staff is and how knowledgeable/helpful the librarians are
- ?
- ?
- ?
- ?
- ?
- ?
- ?
- ??
- A lot they are missing!
- Ability to order multiple DVDs with long due dates via interlibrary loan.
- About all of its new/awesome programs and spaces!
- About all the mobile devices you have. Very good!
- Access
- All I can say to this question is : There are library people & not library people.
- All it has to offer
- all it has to offer
- All it has to offer. I hadn't been there other than to work for years until I started taking my grandson (a toddler).
- All of the available electronic hardware but that is okay because then it is checked in when I want it
- All of the bonus technology that the library owns that you can borrow.
- all of the FREE resources
- All of the offerings for children, teens, and adults
- All of the online resources and programs like museum passes.
- All of the programs and materials that the library has to offer throughout each month!
- All of the services they offer, especially homework help
- All resources available
- All services available
- All that is available to them.
- All that it has available.
- All that it has to offer
- All the amazing programs and materials available.
- All the different types of media you can use for free!
- All the electronics that be checked out
- All the exciting programs-kid friendly events, adult programs and resources there.
- All the great activities for young & old.
- All the great programs for kids
- All the great programs that are offered.
- All the materials available for use and rental besides books/magazines. Great meeting rooms for groups
- All the media resources
- All the opportunities and amenities it has to offer.
- All the programs it offers
- All the programs offered, especially for children
- All the programs you offer
- All the resources
- All the services
- All the services it offers.
- All the services offered
- All the services offered.
- All the services, events and access to wide variety of books, DVDs, CDs, etc.
- All the technology stuff available such as Hoopla, Consumer Reports, etc.
- All the things offered besides books
- All the things offered besides borrowing books
- Although the internet has lots, the library has people and resources that are absolutely still valid!!
- Amount of material available.
- Amount of materials available besides books
- Anything
- Audiobook availability
- Availability of study rooms
- Available workspace
- Beautiful renovation
- Because they are too busy at times

- Being new to Warrentville, I'm not sure how to reply to this.
- Book sales
- Breadth of material
- Breadth of programs and reference databases
- Can't think of any.
- Certain meeting rooms for age groups to convene.
- Children activities
- Classes available for kids.
- Community may not know about the great programs.
- Community members are probably not aware of the range of resources the library provides.
- Didn't receive anything in the mail
- Digital AV that can be checked out
- Doesn't know the vast collection of music CDs, videos, and books on CD.
- Don't know, refer to #6
- Don't think enough parents know about the variety of kids' programs.
- Don't understand English.
- DVD selection, quiet place to read, book selection
- DVDs & e books are available
- Ease of access to lots of various information
- eBooks
- Everyone I know is a huge fan of our library :)
- Everything besides books it has to offer
- Everything it has to offer
- everything that is offered
- Everything that is offered. While I didn't know about the classes there are probably other services that the library offers that others may not know about themselves.
- Everything that it has to offer
- Excellent programs offered. Reserve movies.
- Extra activities and digital formats that are available
- free passes to activities
- Free research online i.e. Consumer Reports
- Friendly staff
- Great children's play area
- Great collection of books on variety of subjects ranging from cooking all the way to neuroscience.
- Great meeting space for professionals
- Great place
- Great place for reading and getting away everyday stress. Plus jigsaw puzzle is fun.
- Great place to be with family
- Great place to spend quiet time, so many kinds of books to use. Thank you for being opened for many without a card.
- Great place to work
- Great programs and concerts
- Great programs and resources available.
- great programs for adults and children
- Great programs for kids/adults
- Great resources, programs and how helpful the staff is.
- Great variety of programs
- Has a lot of space for privacy.
- Homeschool resources
- Hoopla
- Hopefully our community loves the library!
- How absolutely bright and open and full of energy and the staff is always, always willing to help (I have trouble with my glasses focusing on the bottom shelf and someone is always been able to help me)
- How absolutely gorgeous it is...
- How amazing it is
- How amazing the kids programs are
- How awesome it is
- How awesome it is after the renovation.
- How awesome it is until they come visit.
- How awesome the kid section is!!
- how awesome you are!!!
- How beautiful and great the facility is
- how beautiful it is!
- How comfortable and calm the environment is.
- How comfortable it is
- How comfortable it is. The amazing puzzle area to meet.
- How comfortable it is. The amazing puzzle area to meet.
- How cool it is
- How easy it is to use website
- How easy it is to use!
- How easy to use and friendly staff is.

- How good it is.
- How good it is.
- How great it is
- How great it is
- how great it is and all it offers
- How great it is!
- How great it is!
- How great it is! And it has a wonderful staff ready to help always
- How great it is.
- How great it is.
- How great it is. The great collection and staff.
- How great it really is.
- How great of study environments there are here
- How great the selection is for a small-town library.
- How great the staff are!
- How great the staff is
- How great the staff is. The quantity of children's programs.
- How great this space and staff are.
- How helpful staff is. Especially Diana! :)
- How inviting is is for children
- How it has progressed
- How lovely it is since the renovations.
- How many activities are offered. How nice the kid's space is.
- How many amazing offerings the library has
- How many amazing programs for adults there are
- How many books the library has.
- How many free resources there are.
- How many items it contains
- How many programs you offer
- How many resources are available
- How many resources are available.
- How many resources it has; how many programs it offers.
- How many resources there are provided for the community
- How many services they offer. However the schools have a lot of supplies, materials, sources they are using instead.
- How many tech things are available
- How many things are available
- How much info is available and help when you don't know how to use things
- How much is here
- How much it has to offer
- How much it has to offer
- How much it has to offer
- How much it has to offer. Also, I have been wondering if other areas can use it, or only Warrenville folks.
- How much more than books it is
- How much the library has to offer!
- How much the library offers (such as activities for children/adults/music in the commons)
- How much the staff cares about the library
- How much you actually have to offer
- How much you get for your tax dollar
- How much you get for your tax dollar
- How nice a place it is to visit and utilize
- How nice and clean and friendly it is, especially for kids.
- How nice it is
- How nice it is now!
- How nice it is.
- How nice it is.
- How nice it is.
- How nice the library is/all it offers
- How nice the remodel is
- How nice the remodel is!
- How nice the remodeled space is!
- How pleasant an environment it is and how much they can find
- How pleasant and easy it is
- How social and current, up to date the library is in 2018.
- How to use more e-resources
- How truly comprehensive it is
- How up-to-date it is and how quickly they get new materials in
- how user-friendly it is
- How valuable a resource it is, how wonderful the free programs are
- How valuable it is.
- how vast the collection is
- How willing and able to staff is to help
- How wonderful all the staff is!
- How wonderful and helpful the staff is.
- How wonderful it is

- How wonderful it is - all the services offered
- How wonderful it is and how great the staff is.
- How wonderful it is:)
- How wonderful it is!
- how wonderful it is!
- How wonderful it is.
- How wonderful you are - everyone is so friendly. Need to make better use of all you do.
- I am sure there is something I don't know but if someone has never been there they are missing out.
- I believe service to shut-ins. If you don't understand something in the library, there is help. There are things to read other than books. Also DVD.
- I can't think of anything.
- I didn't realize it had been renovated!!! Looks great! (I had a baby last year so I guess I was a hermit??)
- I do think they do, but everyone has internet at home.
- I don't have a feel for what answer would be to this.
- I don't know
- I don't know
- I don't know
- I don't know if they are aware of all the library offers.
- I don't know, possibly the remodeled building
- I don't know.
- I don't know.
- I don't know. I feel I'm well informed.
- I don't think many people know about the online library options.
- I don't think most people are aware of the extensive services and great employees at the library.
- I don't know enough to answer this :(
- I don't know what I don't know... (wink)
- I don't think so
- I encourage my students to participate in activities and check out books.
- I find that most people don't know just how much their local library is capable of

providing for them, as least in terms of technology.

- I have no answer.
- I have no idea, the location is perfect
- I hope they all enjoy it as much as I do.
- I LOVE the library -- what better resource is there for information?
- I think in general people do not realize how helpful their library can be. That's why I love the fact that our library brings school and pre-school children in. I think you have to learn to love your library when you are young then you'll be using it as you age.
- I think many people don't know how wide a variety of services the library offers.
- I think people are fairly aware
- I think the community realizes how good it is; have talked to people from surrounding communities that know about our library
- I think the community would know more about the library if you could send/mail newsletter home because there are people out there who don't really access information via internet/website.
- I think the library does a great job letting people know what they offer
- I think there is no reason to the community don't know about the Warrenville Public Library
- I think they may be unaware of all of the wonderful programs/activities that you offer. They all need to come in and explore!!
- I would say events/activities could be advertised better
- I'd guess few are yet taking advantage of the electronic materials accessible remotely.
- I'm not sure. I personally just know that it is here and that is about it.
- I've been astounded, how many people I've talked to that have no idea what a library is, or what a library does
- I'm not sure. Just moved here
- IDK - would need to see a list of all your services

- Initially I did not know where it was. I passed it all the time going down 56 but did not know it was there - it's a little hidden from the road.
- Inter-library loan
- Inter-library loan
- Interlibrary loan - you can get most items even if you can't find something here
- Internet
- It carries more material than they realize!
- It has a robust and balanced collection
- It has been remodeled
- It has been renovated
- It has good books
- It has lot of events interesting - wish I had time to take my kids for all of it
- It has lots of study rooms and a kids room!
- It has many textbooks and things students need to learn and study. It has great new movies and books
- It has very convenient hours, especially when compared to other libraries.
- It is a calm and nice place to do work or just to read.
- It is a good place to hang out and do homework
- It is a resourceful, friendly and SAFE place. I would also say there is lack of awareness about some of the non-musical programming and events in the general community. Perhaps put flyers up at Frank's Family Foods.
- It is awesome
- It is open on weekends
- It is such a good place for kids
- It seems to be heavily used, especially for computers and DVD's. I think many do not know that the library offers help with computer skills, and has interesting programs you can attend.
- It very nice The staff is very kind
- It's a beautiful place to visit and enjoy!
- It's a great place to focus
- It's a great resource for many things!
- It's a great space even for little kids who can't read yet.
- It's a great, inviting location for younger people too
- It's a safe environment
- It's an updated facility with lots of choices in books.
- It's convenient
- It's fun and free
- It's fun to visit. It has a very relaxing atmosphere.
- It's here
- It's newer services
- It's other options like lynda.com or consumer reports
- It's the best library around.
- It's very peaceful
- It's a second home.
- Its abundant resource materials, services, etc.
- Its existence and services
- Its hours, its policies
- Just moved here, don't know the community well yet.
- Kid programs
- La biblioteca muy util para todos
- La comunidad no sabe que aqui ay mucha ayuda y material que te pueden prestar gratis
- laptops
- Library Elf! Saved me \$:) Friendly staff.
- Location
- location and convenience to access materials on line and in person
- Location?
- Many just don't bother
- Many other services available
- Many people have no idea about resources other than books/DVDs/CDs. I would add that security/safety for children and women should be a priority - cameras outside of the building, outside bathrooms, and downstairs would be great.
- Maybe all the services you provide and the programs.
- Maybe if they host events? I didn't know if they host classes or events.
- Maybe many are not aware of the events/activities wpl sets up?
- Maybe that equipment can be checked out
- Maybe the library needs more publicity

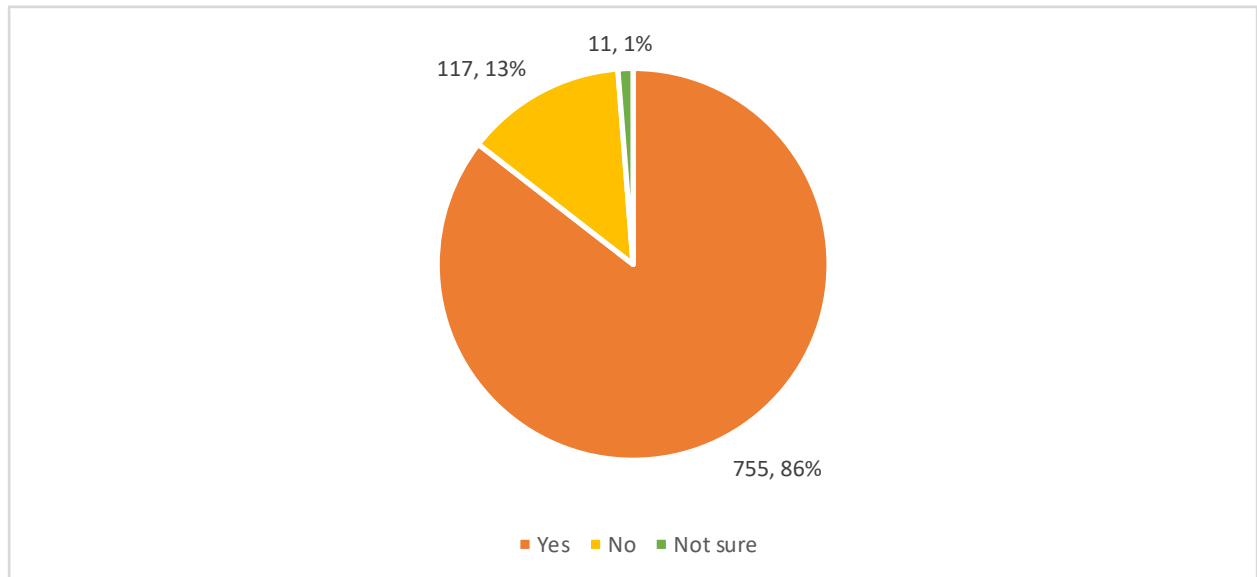
- modern building always improving its surroundings. enjoy the guest speakers and short classes
- More outreach to satellite areas, Warrentville is spread out
- Most likely the online databases available.
- Most of the librarians are friendly and willing to work and help you.
- Movies can be rented
- n/a
- n/a
- n/a
- n/a
- n/a
- n/a
- N/A
- N/A
- N/a
- no
- No
- No comment
- No creo la mayoria de gente viene aqui
- No idea
- No sure
- No sure - new to the community myself
- none
- Not enough advertising?
- Not sure
- Not sure
- Not sure
- Not sure
- Not sure
- Not sure
- Not sure
- Not sure
- Not sure
- Not sure
- Not sure
- Not sure
- Not sure
- Not sure
- Not sure
- Not sure I'm not from Warrentville.
- Not sure, I know most people know there is one.
- Not sure?
- Not sure. I think all info regarding the library and programs is well advertised.
- Not too sure
- Nothing
- Nothing
- Nothing comes to my mind.
- Nothing, you all do a good job of sharing information- especially through the mailed newsletter.
- Nothing.
- Of how cheap it is to use.
- Offers dvds
- Offers so much more than books!
- On how much other things you can do classes ect.
- Online classes/ resources
- Online holds for items
- Open-ness/availability to all age groups
- Our community may not be aware of the many and varied offerings our library provides.
- Outside - that there was a lovely tree-lined path that is now near-barren :(Hope it gets fixed soon! Also: outside housing development would have been better omitted in favor of a playground or park!)
- People always underestimate libraries. They are so much more than quiet rooms full of old books
- Perhaps some of the non-book/non-traditional amenities are less known or assumed about the library -- when someone thinks "library" they are picturing a building of books and magazines and DVDs, but your e-stuff, your computer/related amenities (scanner, printer, copier, computers, etc) might be less known as an inexpensive/free community resource.
- Possibly the various programs offered
- Probably a lot of the programs you have an resources you offer
- Professional
- Programs
- Programs available - no Warrentville newspaper anymore :(
- Programs for nonreaders
- Renovations
- Rent movies
- Rent movies

- Residents should. They get your printed newsletter. We all miss the print newspaper.
- Resources such as textbooks are available
- Room availability
- Science kits
- Selection of DVDs is pretty good. It's also pretty easy to print things here. Also, kids programs are cool, but I'm not sure how they're advertised.
- So many great programs and resources available for many different ages, interests, etc. all for free! The Check Out a Museum Pass is another great perk of the library, and the free access to Consumer Reports, etc.
- So much for kids
- Some are unaware of the services.
- Some fellow Warrenvillians rarely visit - I don't know why! They are missing out!
- Some of the passes you have available for zoos, etc.
- Some of us don't know how to access ebooks etc as we are Nprvl library members & don't have a warrenville card. I know, I could stop by or call...
- Some people don't know how great it is.
- Some people might not know how it got re-done
- Some probably do not know that they can scan/fax for free.
- special seasonal programs in the library
- Special speakers
- Specialty events - that you can order items from other libraries
- specialty speakers
- Storytime is amazing
- Students can get help with homework!
- That is a safe and quiet place
- That is good library with good people
- That is has business resources like databases for business owners, and that you can borrow passes to area places of interest.
- That it has a good environment, and more than just books.
- That it has awesome staff
- That it has been completed renovated.
- That it has DVDs
- That it has many programs and services for the public
- That it has many services and devices available besides just books. That it is a community center.
- That it has more then just books and computers it has game,movie,and much more.
- That it is an exceptional facility and as well-equipped as libraries in bigger cities.
- That it is available and such a wonderful resource so close to home
- That it is family friendly
- That it is fun!!!!!!
- That it is great
- That it is not a small-town library. Its resources, staff, meeting rooms, etc. are all state-of-the-art.
- that it is the most community-minded organization in the city and that its resources and facilities are FREE to use
- That it lets you borrow cool stuff like the video camera
- That it offers much more than lending books
- That it offers the new science kits
- That it provides access to DVDs and that there are spaces for conferencing with others.
- That it's a great place to be at
- That it's a really nice place
- That it's open until 9
- That it's pretty cool.
- That it's super kid friendly
- that its great
- That kids can play video games and board games in their own space
- That knowledge is in books.
- That Mrs. Diana is amazing at storytime and getting the kids to interact and have fun.
- That the WPLD has so many AV items that can be checked out.
- That there are specific rooms for studying
- that there is a wonderful play area for the kids.
- That there's a lot more happening there than books.

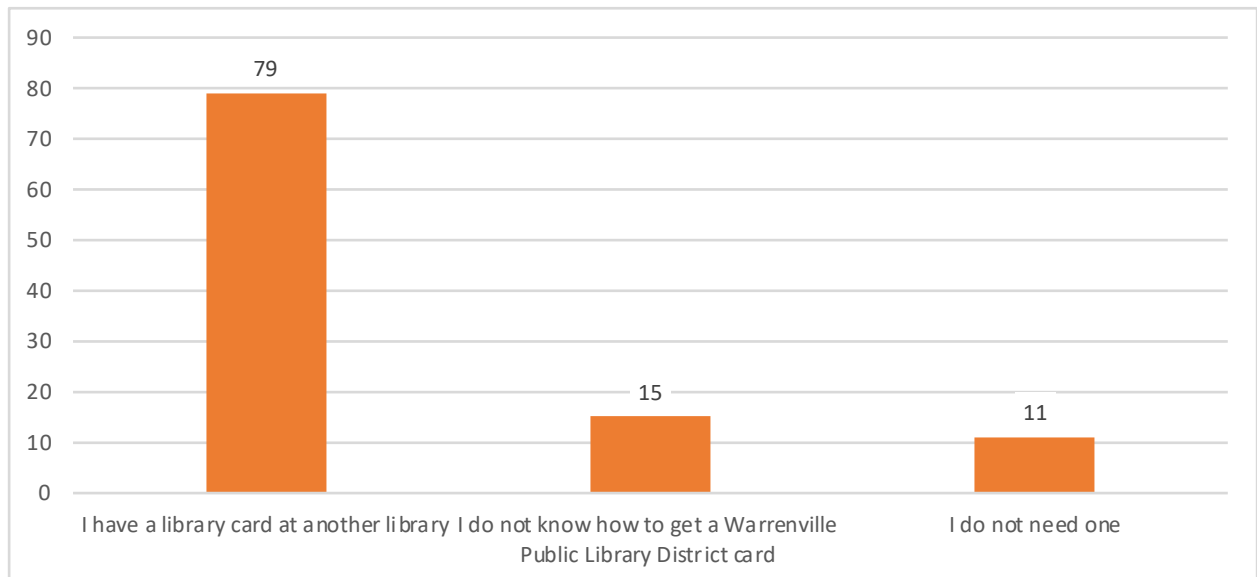
- That there's several great events that they host and it's free.
- That they can check out passes to local museums.
- That they can get almost anything they want to view or read for free!
- That they have a cool childrens section
- That they have a lot of computers
- That they will borrow from other libraries
- That we have the nicest library in DuPage County
- That you can borrow movies and science boxes
- That you can check out tablets.
- That you can do a lot of things
- That you can get textbooks for College sometimes through the library or inter-library loan.
- That you can get use anything that they have for you.
- That you guys have best customer services.
- That you provide private work/meeting spaces
- That your physical atmosphere is very welcoming & bright!
- The abundance of information it has.
- Children area
- The activities
- The amazing programs
- The amazing selection of materials
- The amount of materials available online.
- The automated check out for books/DVD's?
- The availability of computer accessories (slide scanners, etc.) and photography gear.
- The beautiful grounds it is on
- The classes they offer. I am going to one next week on how to repair drywall!
- The comfortable meeting spaces.
- The community doesn't know about the subscriptions, and other items that are free.
- The community needs to learn.
- The completeness of the services/materials offered and available free of charge.
- the databases available to cardholders
- The devices you can borrow? I am not sure.
- The diversity of programs it offers and materials available.
- The events that they offer.
- The excellent programs offered.
- the extent of services
- The extent of the collection and how easy it is to get materials from other libraries.
- The knowledge that the library can help you gain.
- The many offerings you can find
- The many programs and lectures offered
- The many programs that are available.
- The many programs you offer! But maybe people know and just can't attend due to busy schedules.
- The new areas of the building.
- The new STEAM room isn't well known yet!
- The plugs at every table - genius!
- The programs that it offers, the resources for younger children
- The programs they offer
- The remodeled children's space
- The remodeling
- The remodeling!
- The resources it has such as the kits for robots or the others.
- The special informational programs and presentations
- The staff is well-informed.
- The tech materials available for checkout (preloaded kindles, lightboxes, etc.
- The technology services offered and classes
- The variety of service provided
- The various things it offers!
- The wealth of services offered
- The Wi-Fi hotspots, community passes, and materials like that.
- the wide variety of materials and formats available
- The wide variety of materials available, and the availability of meeting/study space.
- There are a lot of cookbooks.
- There is a great amount of things the Library offers.

- They all know or I think they heard about it
- They also love the library
- They have a sweet kaleidoscope
- They may not know everything the library offers - may think it's only books.
- They need more night time enrichment classes
- They offer a lot of classes
- They probably do not know as much as they should about the events there for kids, the ability to rent ebooks, and the wide selection.
- They use toxic conventional lawn treatments. The building was designed to send all rainwater straight into the sewer instead of using rain barrels. The hiring practices are bizarre. They result in highly competent, kind, wonderful hires, but then at the same time you get people who are so cruel. []
- things like light boxes that are available to borrow
- This is one of the best libraries around. I wish Warrenville Public Library was my home library! Much better than Wheaton!
- Truly how great a resource it is. I find it a wonderful and FREE escape for kids on rainy or long days!
- Unsure
- Very good internet connection.
- Very nice and good help
- We are not part of the local community
- Wealth of information
- Wealth of materials available
- What a community place it is.
- What a gem it is.
- What a great place it is and how friendly and helpful the people are that work there.
- What a great place it is!
- What a great resource it is for everyone.
- What a great resource it is for the information available - especially the various programs available.
- What a great resource it is.
- What a great resource the library is for our town.
- What a great variety of items available.
- What a valuable resource exists for them
- What a welcoming place it is and how cost effective it is to borrow rather than buy books, DVD's, etc.
- What a wide selection of materials they have and if they don't have something you need, the interlibrary loan system works well.
- What a wonderful place it is to visit.
- What a wonderful source of knowledge and entertainment.
- What all it has to offer besides books.
- What all it offers
- What an inviting pleasant atmosphere!
- What excellent resources and programs it offers.
- what it has other than books
- What it has to offer.
- What kinds of services and materials they can get besides books.
- What the library has to offer. I don't know Consumer Reports is available here. I was thinking of buying it myself.
- What things are available
- What to do in the teen lounge
- Where it is located
- Where it is located
- Where it is? Perhaps overall city signage on 59 could further help awareness if applicable.
- Who can use it? ReciprocalIncarda with neighboring town?
- You can fax things (didn't know that for awhile). It's the perfect place to read and relax.
- You can get books from other libraries
- You can get movies for free and there are a lot of options of shows and movies as well as things like Roku. It's general existence would be my guess :). It's kinda tucked away and not real big. I live nearby so I think I frequent it more than most.
- You can make requests for future programs
- You can use services w/o having library card
- Your newsletter provides a great deal of info
- Your open on Sundays

Do you have a Warrenville Public Library District card?



If no, why do you not have a Warrenville Public Library District card?

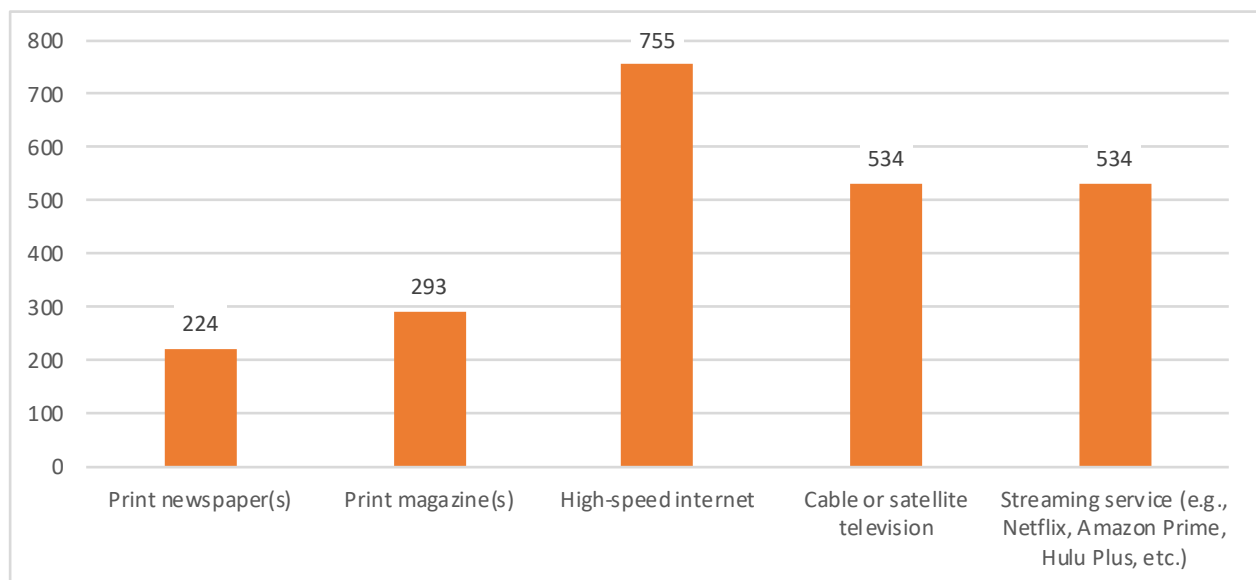


Additional responses included:

- Also have Naperville card.
- At this time I do not need one...however when I do then I will apply for one
- Aurora resident
- But it soon expires, as I moved out of Warrenville a while ago.
- deactivated card unincorporated
- Did not realize that there was a library in Warrenville and live outside of Warrenville.
- Had problem with a lost book that someone borrowed from me - decided to avoid problems in future - read at library
- Has expired.
- Have a card

- I already have a card
- I did when I lived in Warrenville .
- I do have one
- I do not live in Warrenville
- I don't know what a library district card is
- I don't live in the district
- I don't live in Warrenville
- I have access to Warrenville library through my local library.
- I have library card
- I have one
- I have one
- I have one!
- I just moved and haven't updated my drivers license. It's still on my to do list.
- I live in Oswego. I work in Warrenville.
- I moved out of state
- I no longer own property within the boundaries of Warrenville. However, I do own and live in a house just outside of Warrenville and would very much like to have a Warrenville Library card.
- I use my childrens.
- I use my daughters card
- I use the materials while I am at the library
- I usually only come here to study
- Is my library card a district car?
- It's expired, I'm sure
- mine is expired
- my family has one, not me personally
- My mom has one
- my Winfield card is registered at the warrenville library
- N/A
- N/A
- N/A
- na
- Naperville resident
- Need to find out if library has things I could use
- Never used
- no real reason
- None
- Not resident
- not sure if mine qualifies as a district card
- out of district
- Plan to get one, keep forgetting mail to prove address
- Reciprocal borrower
- Transportation
- We have a Warrenville Public Library card.

Which of the following services do you subscribe to at home? (Please check all that apply.)

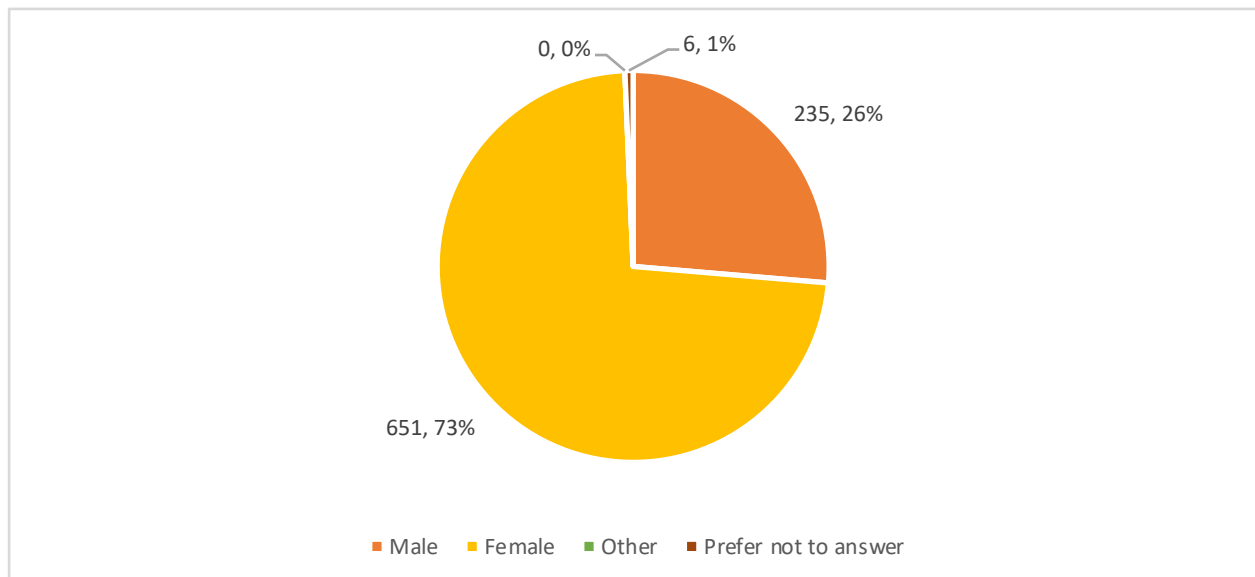


Additional responses included:

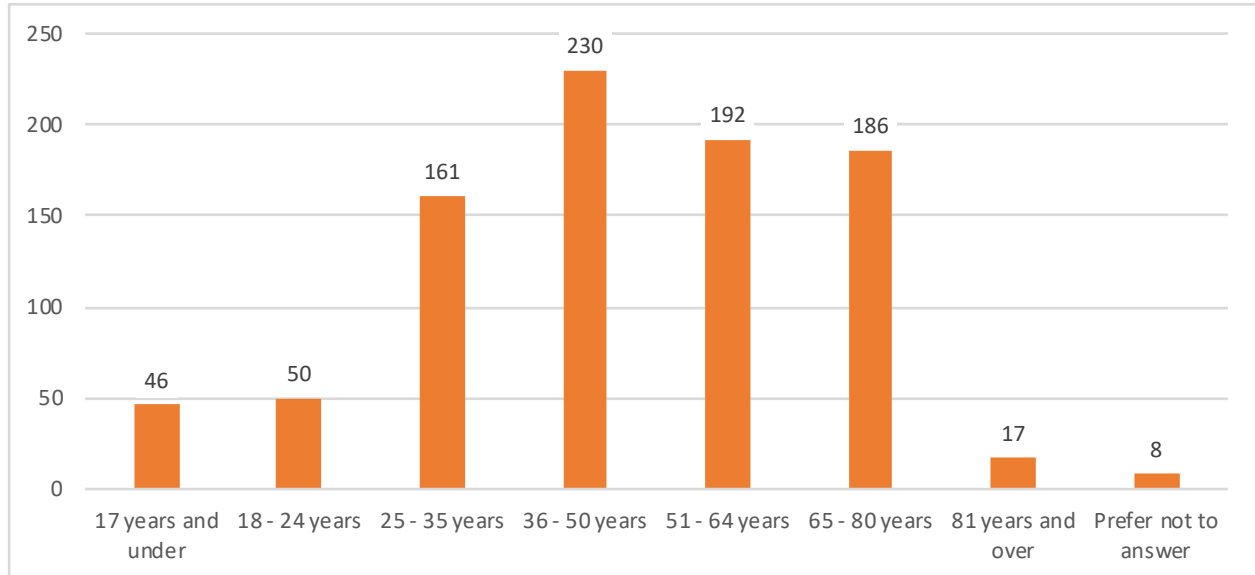
- Basic TV
- Cable internet
- E versions of print papers
- e-books for my kindleone

- e-version of print newspapers
- eBooks
- emagazines
- Email newspaper
- Email on phone
- I used to subscribe to print newspaper and magazines but recently dropped due to cost, especially daily newspaper. But I miss reading a physical newspaper. I get tired of always looking at a screen. This survey has reminded me that I could go to the library to read the newspaper.
- Monthly newsletters
- Nada
- none
- Online Chicago tribune and SLING tv
- Online newspaper
- Photo- editing subscription (Picmonkey and Photoshop)
- podcasts (via Patreon)
- Purchase and read Sunday NY Times
- Regular DSL computer
- Spotify
- Spotify music
- Stream internet for free via streamsmart device
- Streaming music
- We have low speed internet
- yahoo, and face book.

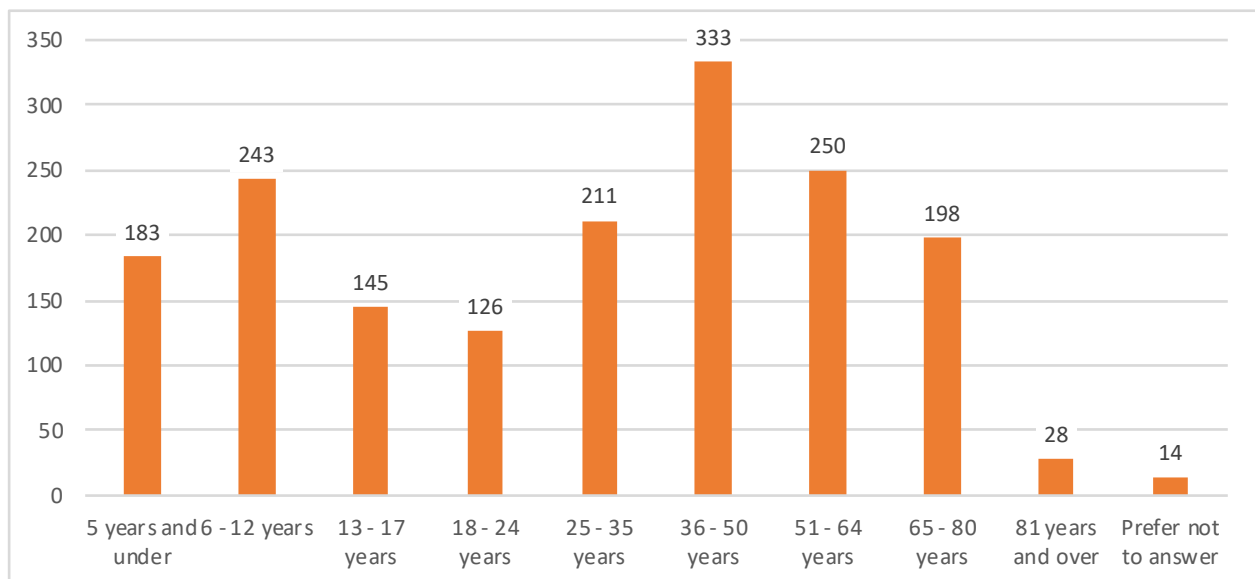
Please select your gender.



Please select your age range.



Please select the ages of the people in your household, including yourself. (Please check all that apply.)

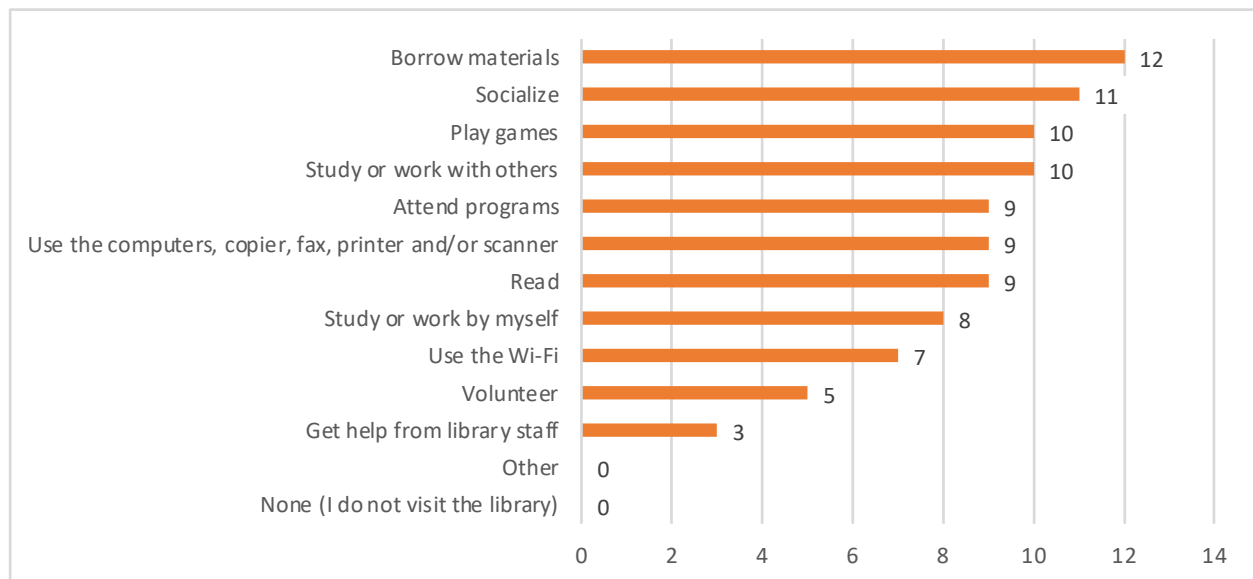


TEEN SURVEY

An online survey for teens was distributed during November 2018. Paper copies were also made available at the library. During the open survey period, 18 survey responses were received. Survey results are provided below.

Please note: With the exception of minor spelling and grammar corrections, written comments appear as they were submitted.

What are your reasons for visiting the library? (Please check all that apply.)



Fill in the blank: When I think of the Warrenville Public Library, the first thing that comes to mind is:

- A really cool place to hang out and read
- A safe place to go to
- All the fun books there are to read! :)
- Books
- Books
- Chilling
- Community
- Doing homework
- Fun times
- my friend Nayeli
- Nice
- peaceful and amazing
- Renting out movies and books
- Studying, reading, and books
- Teen Room
- The amazing selection of books
- The best place on earth for me and my friends to be
- The books and computers
- The many different ways I can socialize
- The study rooms
- The teen area

What is your favorite thing about the library?

- All of the books (especially the graphic novel section)
- All the colors after the remodel
- all the events
- Basically everything!! The library staff are also super helpful and kind! I like how now the teen lounge has cameras so no one can do any damage.
- Books
- Different working rooms
- Different working rooms
- Hot chocolate
- Let us play phone
- Soc.
- Teen crafts
- The atmosphere
- The books
- The books and the helpful staff
- The rooms
- The staff
- The teen lounge
- The teen lounge and hot chocolate
- The wide selection of movies it has and the teen room
- They have a special area especially for teens themselves
- To use the computers, the staff is nice

Fill in the blank: I wish the library would:

- A kid lounge for kids in 3th through 5th grade.
- Add giant bean bags
- Books
- encourage more interaction from young adults (18-30)/have more teen-like programs for that age group
- Get even more books
- Have a better chess board
- Have a vending machine for free only if you did a good deed
- Have Magic the Gathering events
- Have marshmallows for the hot chocolate
- Have more snacks
- Have more snacks
- Have more things to do
- Have phone chargers connected to walls
- have sports events
- Make it more clear on where the graphic novels are
- Not change a thing
- Put up the most popular book from the month
- Stay open till 9:30
- Vending machines

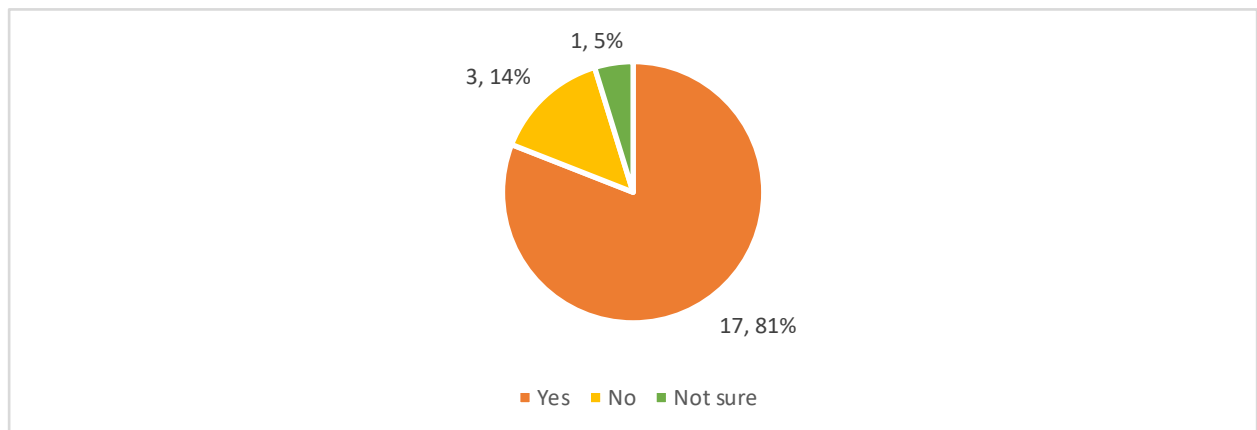
Please rate your level of agreement with the following statements.

	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE
I feel welcome at the library.	20	2	0	0	0
The library has space for me.	17	4	0	0	0
The library has the resources I need.	15	4	2	0	0
Library staff are helpful.	18	4	0	0	0

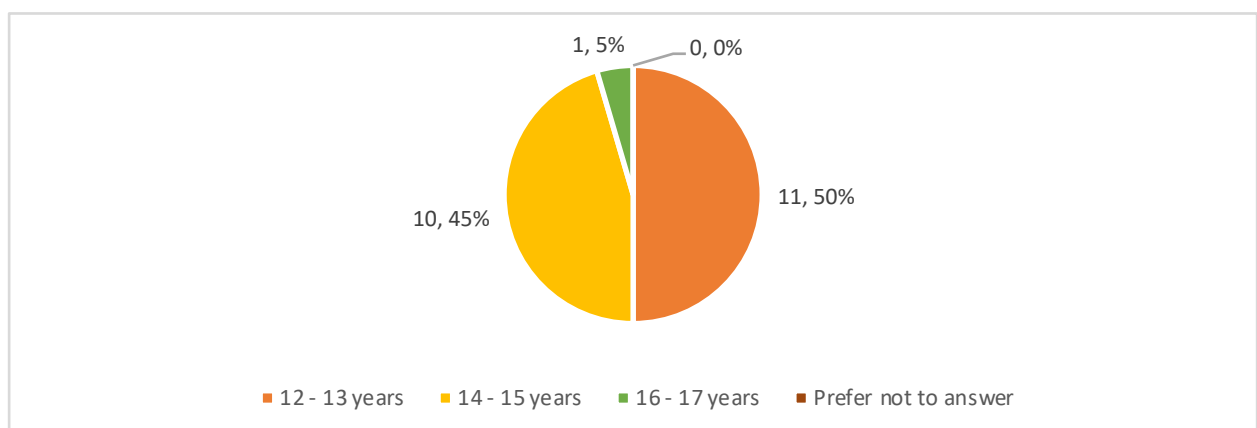
If you could change anything about the library, what would it be?

- A CD player in the teen lounge so we can watch movies
- Bigger, so it could have more books
- Have more board games
- Have more books relating to life
- I would have a school supplies vending machine
- I would keep it the same, except I would make it clear when you can use the teen rooms. I am always unsure when I can use them.
- If it could be closer to my house
- If it could be closer to where I live
- It would be to add more choices of things to do
- More crafty programs for teens!
- Nothing
- Nothing
- nothing
- Nothing, the library is amazing!
- Return policy
- School supplies vending machines
- That you could check out guest passes
- The books

Do you have a Warrenville Public Library District card?



Please select your age range.



COMMUNITY FOCUS GROUPS

A series of community focus groups was held during December 2018 to solicit input from a variety of key library stakeholders. A summary of the discussion noting common threads of these conversations is included below.

LIBRARY STAFF

Staff members identified several strengths of the library, including the following:

- "Have the materials that people want"
- "We have really strong community involvement in Warrenville"
- "Our staff are engaging and friendly"
- "The programs are very well attended"
- "Science kits created a lot of excitement"
- "Our ability to offer diverse programming"
- "The new physical layout of the library"
- "We work well as a team"

In addition, staff participants noted the following areas of library service that may benefit from improvement:

- "Teens have really cool crafting programs...it would be great to do this for adults"
- "More things for adults to check out would be cool...puzzles, cake pans, etc."
- "A goal should be to bring in community members we are not getting"
- "It's hard to register new families for programs when the registration is available three months in advance, and the same families sign up for almost everything"
- "We are missing a lot of kids who need the library most"
- "Maybe more Spanish-speaking programs"
- "We could do a better job vocalizing amenities that the library does offer"
- "Parking is an issue – it's confusing, people do not realize there is a parking lot on other side of the building"
- "We have an open door policy, but there are some things that could be better communicated"
- "Getting time off is challenging"
- "It would be nice to try something like English conversation circles again"
- "People don't understand how the DVDs are organized"

COMMUNITY LEADERS

Community leaders, representing organizations such as the City of Warrenville, Metropolitan Family Services, Literacy DuPage, Warrenville in Bloom, Wheaton/Warrenville Early Childhood Collaborative, Warrenville Park District, and Warrenville Youth & Family Services.

Focus group participants listed the following strengths of the library:

- "Librarians here are amazing"
- "It's a really great place for small business owners"

- "Technology is so easy to use"
- "Staff is so accommodating – including something as small as reaching for books off of shelves. It's a small thing, but it's a big thing to me"
- "The facility and meeting space is an awesome amenity"
- "The library definitely thrives in the early childhood world"

Overall, participants noted a need to continue reaching out to members of underrepresented groups who face barriers – including cultural, language, and transportation – to using the library. One participant suggested sharing resources among Warrenville community organizations more effectively, including the possibility of co-locating and working together on outreach initiatives. Lastly, participants cited a weakness of the community as lacking a central location for community information, including a lack of community-wide calendar.

RESIDENTS

Residents spoke highly of the Warrenville community, noting they valued its "diversity," "central location," and "a lot of amenities that weren't available before." Participants of the focus groups identified several strengths of the library and its role within the Warrenville community:

- "This is my vacation home"
- "A lot of young people want to come here after school"
- "Tons of resources available"
- "You want to hang out here"
- "The changes they made are great"
- "Really utilize children's programs and come at least once a week"
- "Programming embraces all age groups"
- "Staff is incredibly friendly and helpful and couldn't be a nicer group of people"
- "We're changing and we've become a central place, and I think as long as the library maintains outreach to the community it will continue to be viable"
- "Love the availability of virtual books from Hoopla and audiobooks"

Residents were asked about any weaknesses of the library. Their responses included the following:

- "A lot of the afterschool stuff happens consistently on Thursday afternoons – maybe mix up the days"
- "There's a lot of things for little kids – but hard for working parents – it's always during the day during the week – more things for little kids at times when working parents can bring them"
- "Would like to see something from birth to three-year-old that is more interactive with parents"
- "They did just add some of that stuff – for babies – but they have some programs just not accessible if you work during the day"
- "Buy all of a book series and start at beginning – make sure it's consistent and reduce reliance on ILL"
- "Put kids computers right in front of play room – most of the kids stop at the computers and never go to the play room"
- "I like SWAN at other libraries"
- "Spanish language collection could grow faster"
- "Bilingual librarians"

- "Their Overdrive selection is really weak"
- "On Hoopla, there are still some things that just are not current – that's not the library's fault"
- "Community does not know we exist – some folks don't know we have a library"
- "Community outreach would be good – it's hard for some people to get here"