



Wednesday, March 25, 2026
Board of Trustees Meeting - 6:30 PM Meeting Room 2

1. **Call to order and roll call**
2. **Approval of agenda**
3. **Consent agenda**
 - a Agenda approval
 - b Consent agenda approval
 - c Regular Minutes of the February 25, 2026 Board of Trustees Meeting

**Journal of the Proceedings of a
REGULAR LIBRARY BOARD OF TRUSTEES MEETING
February 25, 2026**

Library Board President Paliatka called the meeting to order at 6:30 p.m. Upon roll call a quorum was determined.

Members Present: Library Board President Paliatka, Trustees Mihelic, Parker, Weglarz, DeJonghe and Jakubiak

Members Absent: Trustee Kampschroeder

Others Present: Executive Director Kimberly Coughran, Administrative Assistant Fran Montoro and Village Liaison Jennifer Hendricks

CALL TO ORDER

APPROVAL OF AGENDA

Motion by Trustee Parker seconded by Trustee Jakubiak to approve the agenda of the regular Library Board of Trustees Meeting of February 25, 2026.

CONSENT AGENDA

- A. Agenda Approval
- B. Consent Agenda Approval
- C. Regular Minutes of the January 28, 2026 Board of Trustee Meeting
- D. January 2026 Financial Statements
- E. January 2026 Statistical Report

Motion by Trustee DeJonghe and seconded by Trustee Weglarz to approve the consent agenda of the regular Library Board of Trustees Meeting of February 25, 2026. Ayes: President Paliatka, Trustees Mihelic, Parker, Weglarz, Jakubiak and DeJonghe. Nay: None. Absent: Trustee Kampschroeder.

COMMUNICATIONS AND CORRESPONDENCE

COMMENTS OF VISITORS

Jennifer Hendricks announced the Village is working on a zoning update as a result of a change in Illinois Law. Additionally, the Village received a \$600,000 OSAD grant to improve Creekside Park.

LIAISON REPORTS

Director Coughran shared the Friends & Foundation have agreed to donate \$28,000 to purchase new laptops, 10 for staff and 10 for resident use. The book sale will take place March 13-15th, 2026.

PRESIDENT'S REPORT

President Paliatka reported she had an agenda setting call with Director Coughran. Additionally, she announced her recent appointment of an ad hoc committee (Trustees Jakubiak, Weglarz and Parker) for the Director review tool.

DIRECTOR'S REPORT

Director Coughran discussed an incident that occurred at the Library on Sunday, February 22, 2026 involving an apparent Westmont resident and staff. She additionally shared information about Rotary's hosting of an Oscar party

gala on Sunday, March 15th; the bid opening scheduled for Tuesday, March 17th; and the One Small Step initiative under way.

NEW BUSINESS

Action: Resolution 2026-01 District 102 Intergovernmental Agreement

Motion by Trustee Parker and seconded by Trustee Jakubiak to approve the District 102 Intergovernmental Agreement. Ayes: President Paliatka, Trustees Mihelic, Parker, Weglarz, Jakubiak and DeJonghe. Nay: None. Absent: Trustee Kampschroeder.

Action: Finance Committee – Monthly Bills

Motion by Trustee DeJonghe and seconded by Trustee Weglarz to approve the warrant dated February 25, 2026 in the amount of \$194,937.39. Ayes: President Paliatka, Trustees Mihelic, Parker, Weglarz, DeJonghe and Jakubiak. Nay: None. Absent: Trustee Kampschroeder.

Action: Firearms on Library Property, Friends of the Library and Fund Balance Policies

Motion by Trustee Jakubiak and seconded by Trustee Mihelic to approve the Firearms on Library Property, Friends of the Library and Fund Balance Policies. Ayes: President Paliatka, Trustees Mihelic, Parker, Weglarz, DeJonghe and Jakubiak. Nay: None. Absent: Trustee Kampschroeder.

Discussion: Solar Panels

A discussion was led by Trustee Jakubiak regarding Illinois state renewable energy (e.g. rooftop solar panel opportunities).

Discussion: Director Evaluation Tool

President Paliatka announced her recent formation of an ad hoc committee (Trustees Jakubiak, Weglarz and Parker) to review evaluation tools for the Director evaluation.

ANNOUNCEMENTS

April 17th is this year's annual LACONI Trustee dinner for those interested in attending.

FINAL PUBLIC FORUM

None

ADJOURNMENT

Motion by Trustee Parker and seconded by Trustee DeJonghe to adjourn the Regular Library Board meeting of February 25, 2026 at 7:01 p.m.

Phil Weglarz
Secretary Pro Tem
Board of Trustees
LSF Brookfield Library

LSF Brookfield Library
Budget vs. Actual By Class
January - February 2026

FY2026 16.66% Complete	Building and Site				FICA				General Operating Fund			
	Jan - Feb 26	Budget	\$ Over Budget	% of Budget	Jan - Feb 26	Budget	\$ Over Budget	% of Budget	Jan - Feb 26	Budget	\$ Over Budget	% of Budget
Income												
4010 · Property Taxes	47,364.96	92,000.00	-44,635.04	51.48%	51,656.14	90,000.00	-38,343.86	57.4%	1,148,694.53	2,300,000.00	-1,151,305.47	49.94%
4020 · Replacement Tax	0.00				0.00				0.00	20,000.00	-20,000.00	0.0%
4030 · Grants	0.00				0.00				0.00	23,000.00	-23,000.00	0.0%
4035 · Other Grants	0.00				0.00				10,000.00			
4040 · Fees and Fines	0.00				0.00				716.41			
4050 · Gifts and Memorials	0.00				0.00				500.00			
4060 · Library Fund Interest												
4061 · General Fund Interest	0.00				0.00				14,395.31	25,000.00	-10,604.69	57.58%
4062 · Special Reserve Interest	0.00				0.00				0.00			
Total 4060 · Library Fund Interest	0.00				0.00				14,395.31	25,000.00	-10,604.69	57.58%
4070 · Miscellaneous Income	0.00				0.00				829.33			
Total Income	47,364.96	92,000.00	-44,635.04	51.48%	51,656.14	90,000.00	-38,343.86	57.4%	1,175,135.58	2,368,000.00	-1,192,864.42	49.63%
Gross Profit	47,364.96	92,000.00	-44,635.04	51.48%	51,656.14	90,000.00	-38,343.86	57.4%	1,175,135.58	2,368,000.00	-1,192,864.42	49.63%
Expense												
4051 · Gift and Memorial Expenditures	0.00				0.00				340.00			
5000 · Personnel												
5010 · Salaries-Operating Regular	0.00				0.00				129,940.99	858,115.70	-728,174.71	15.14%
5020 · Salaries-Part Time	0.00				0.00				43,289.33	320,581.21	-277,291.88	13.5%
5030 · Medical Insurance	0.00				0.00				31,781.05	206,112.60	-174,331.55	15.42%
5040 · IMRF	0.00				0.00				0.00			
5050 · FICA	0.00				12,776.00	90,170.31	-77,394.31	14.17%	0.00			
5051 · IL Unemployment	0.00				0.00				283.43	3,346.20	-3,062.77	8.47%
5052 · Personnel Contingency	0.00				0.00				50.00	2,000.00	-1,950.00	2.5%
Total 5000 · Personnel	0.00				12,776.00	90,170.31	-77,394.31	14.17%	205,344.80	1,390,155.71	-1,184,810.91	14.77%
5560 · Payroll Expenses	0.00				0.00				1,104.36	6,200.00	-5,095.64	17.81%
6000 · Materials												
6010 · Books												
6011 · Adult Non Fiction	0.00				0.00				2,034.96	23,000.00	-20,965.04	8.85%
6012 · Adult Fiction	0.00				0.00				3,175.46	26,000.00	-22,824.54	12.21%
6013 · Lucky Day	0.00				0.00				954.15	12,000.00	-11,045.85	7.95%
6014 · Youth Fiction	0.00				0.00				1,525.85	15,500.00	-13,974.15	9.84%

LSF Brookfield Library
Budget vs. Actual By Class
January - February 2026

FY2026 16.66% Complete	Building and Site				FICA				General Operating Fund			
	Jan - Feb 26	Budget	\$ Over Budget	% of Budget	Jan - Feb 26	Budget	\$ Over Budget	% of Budget	Jan - Feb 26	Budget	\$ Over Budget	% of Budget
7010 · Professional Associations	0.00				0.00				720.00	6,000.00	-5,280.00	12.0%
7020 · Co-Worker Services	0.00				0.00				1,467.55	8,100.00	-6,632.45	18.12%
7030 · Continuing Education												
7032 · Staff Education	0.00				0.00				6,177.36	17,350.00	-11,172.64	35.6%
7034 · Board Education	0.00				0.00				0.00	4,000.00	-4,000.00	0.0%
7036 · Continuing Education - Other	0.00				0.00				0.00	500.00	-500.00	0.0%
Total 7030 · Continuing Education	0.00				0.00				6,177.36	21,850.00	-15,672.64	28.27%
7040 · Professional Sevices												
7041 · Legal	0.00				0.00				0.00	7,000.00	-7,000.00	0.0%
7042 · Audit	0.00				0.00				0.00	8,000.00	-8,000.00	0.0%
7043 · Financial Consultant	0.00				0.00				184.74	3,500.00	-3,315.26	5.28%
7046 · Employee Benefit Mgmt Fees	0.00				0.00				150.00	4,700.00	-4,550.00	3.19%
7040 · Professional Sevices - Other	0.00				0.00				0.00	0.00	0.00	0.0%
Total 7040 · Professional Sevices	0.00				0.00				334.74	23,200.00	-22,865.26	1.44%
7050 · Insurance-General	0.00				0.00				24,979.00	31,250.00	-6,271.00	79.93%
7060 · Maintenance-Office Equipment	0.00				0.00				16,044.70	110,500.00	-94,455.30	14.52%
7070 · Printing and Publications	0.00				0.00				1,525.00	23,000.00	-21,475.00	6.63%
7080 · Telephone and Internet	0.00				0.00				2,353.38	16,500.00	-14,146.62	14.26%
7090 · Office Supplies	0.00				0.00				1,048.71	6,800.00	-5,751.29	15.42%
7091 · Tech Services - Equipment	0.00				0.00				0.00	850.00	-850.00	0.0%
7092P · Technical Services Processing	0.00				0.00				135.09	4,500.00	-4,364.91	3.0%
7092S · Technical Services Supplies	0.00				0.00				640.74	6,500.00	-5,859.26	9.86%
7093 · Circ Services Supplies	0.00				0.00				211.74	5,500.00	-5,288.26	3.85%
7094 · Recip Borrowing Svcs/Billing	0.00				0.00				76.42	1,700.00	-1,623.58	4.5%
7100 · Postage	0.00				0.00				2,723.40	10,500.00	-7,776.60	25.94%
7110 · Programming												
7112 · Adult Programming	0.00				0.00				1,899.76	11,500.00	-9,600.24	16.52%
7114 · Youth Programming	0.00				0.00				2,091.11	16,500.00	-14,408.89	12.67%
7115 · Maker Studio Classes & Events	0.00				0.00				451.79	3,000.00	-2,548.21	15.06%
7116 · Young Adult Programming	0.00				0.00				758.64	5,000.00	-4,241.36	15.17%
7118 · Movie Licensing	0.00				0.00				448.00	550.00	-102.00	81.46%
Total 7110 · Programming	0.00				0.00				5,649.30	36,550.00	-30,900.70	15.46%

LSF Brookfield Library
Budget vs. Actual By Class
January - February 2026

FY2026 16.66% Complete	Building and Site				FICA				General Operating Fund			
	Jan - Feb 26	Budget	\$ Over Budget	% of Budget	Jan - Feb 26	Budget	\$ Over Budget	% of Budget	Jan - Feb 26	Budget	\$ Over Budget	% of Budget
7120 · Outreach & Engagement (PR)	0.00				0.00				1,554.01	19,000.00	-17,445.99	8.18%
7130 · Gifts Given	0.00				0.00				202.15	1,000.00	-797.85	20.22%
7140 · Contingency	0.00				0.00				0.00	1,000.00	-1,000.00	0.0%
7000 · Services and Supplies - Other	0.00				0.00				0.00	1,000.00	-1,000.00	0.0%
Total 7000 · Services and Supplies	0.00				0.00				65,843.29	335,300.00	-269,456.71	19.64%
8000 · Capital Expenses												
8010 · Computers												
8012 · Hardware	0.00				0.00				2,160.48	28,000.00	-25,839.52	7.72%
8014 · Software	0.00				0.00				0.00	27,650.00	-27,650.00	0.0%
8016 · Computers - Other	0.00				0.00				0.00	2,000.00	-2,000.00	0.0%
Total 8010 · Computers	0.00				0.00				2,160.48	57,650.00	-55,489.52	3.75%
8020 · Photocopiers	-477.62				0.00				606.34	7,000.00	-6,393.66	8.66%
8025 · Janitorial	0.00				0.00				7,788.00	49,000.00	-41,212.00	15.89%
8030 · Maintenance-Building	8,382.00	79,875.00	-71,493.00	10.49%	0.00				1,842.32			
8050 · Other Capital Projects	975.42				0.00				570.00	119,650.00	-119,080.00	0.48%
Total 8000 · Capital Expenses	8,879.80	79,875.00	-70,995.20	11.12%	0.00				12,967.14	233,300.00	-220,332.86	5.56%
9000 · Debt Service	0.00				0.00				0.00	344,754.00	-344,754.00	0.0%
9100 · Capital Expenditures (SR)	0.00				0.00				0.00			
Total Expense	8,879.80	79,875.00	-70,995.20	11.12%	12,776.00	90,170.31	-77,394.31	14.17%	321,959.34	2,615,009.71	-2,293,050.37	12.31%
Net Income	38,485.16	12,125.00	26,360.16	317.4%	38,880.14	-170.31	39,050.45	-22,829.04%	853,176.24	-247,009.71	1,100,185.95	-345.4%

LSF Brookfield Library
Budget vs. Actual By Class
January - February 2026

FY2026 16.66% Complete	IMRF				Special Reserve				TOTAL			
	Jan - Feb 26	Budget	\$ Over Budget	% of Budget	Jan - Feb 26	Budget	\$ Over Budget	% of Budget	Jan - Feb 26	Budget	\$ Over Budget	% of Budget
Income												
4010 · Property Taxes	11,232.38	26,000.00	-14,767.62	43.2%	0.00				1,258,948.01	2,508,000.00	-1,249,051.99	50.2%
4020 · Replacement Tax	0.00				0.00				0.00	20,000.00	-20,000.00	0.0%
4030 · Grants	0.00				0.00				0.00	23,000.00	-23,000.00	0.0%
4035 · Other Grants	0.00				0.00				10,000.00	0.00	10,000.00	100.0%
4040 · Fees and Fines	0.00				0.00				716.41	0.00	716.41	100.0%
4050 · Gifts and Memorials	0.00				0.00				500.00	0.00	500.00	100.0%
4060 · Library Fund Interest												
4061 · General Fund Interest	0.00				0.00				14,395.31	25,000.00	-10,604.69	57.58%
4062 · Special Reserve Interest	0.00				10,887.86	45,000.00	-34,112.14	24.2%	10,887.86	45,000.00	-34,112.14	24.2%
Total 4060 · Library Fund Interest	0.00				10,887.86	45,000.00	-34,112.14	24.2%	25,283.17	70,000.00	-44,716.83	36.12%
4070 · Miscellaneous Income	0.00				0.00				829.33	0.00	829.33	100.0%
Total Income	11,232.38	26,000.00	-14,767.62	43.2%	10,887.86	45,000.00	-34,112.14	24.2%	1,296,276.92	2,621,000.00	-1,324,723.08	49.46%
Gross Profit	11,232.38	26,000.00	-14,767.62	43.2%	10,887.86	45,000.00	-34,112.14	24.2%	1,296,276.92	2,621,000.00	-1,324,723.08	49.46%
Expense												
4051 · Gift and Memorial Expenditures	0.00				0.00				340.00	0.00	340.00	100.0%
5000 · Personnel												
5010 · Salaries-Operating Regular	0.00				0.00				129,940.99	858,115.70	-728,174.71	15.14%
5020 · Salaries-Part Time	0.00				0.00				43,289.33	320,581.21	-277,291.88	13.5%
5030 · Medical Insurance	0.00				0.00				31,781.05	206,112.60	-174,331.55	15.42%
5040 · IMRF	5,287.54	29,194.10	-23,906.56	18.11%	0.00				5,287.54	29,194.10	-23,906.56	18.11%
5050 · FICA	0.00				0.00				12,776.00	90,170.31	-77,394.31	14.17%
5051 · IL Unemployment	0.00				0.00				283.43	3,346.20	-3,062.77	8.47%
5052 · Personnel Contingency	0.00				0.00				50.00	2,000.00	-1,950.00	2.5%
Total 5000 · Personnel	5,287.54	29,194.10	-23,906.56	18.11%	0.00				223,408.34	1,509,520.12	-1,286,111.78	14.8%
5560 · Payroll Expenses	0.00				0.00				1,104.36	6,200.00	-5,095.64	17.81%
6000 · Materials												
6010 · Books												
6011 · Adult Non Fiction	0.00				0.00				2,034.96	23,000.00	-20,965.04	8.85%
6012 · Adult Fiction	0.00				0.00				3,175.46	26,000.00	-22,824.54	12.21%
6013 · Lucky Day	0.00				0.00				954.15	12,000.00	-11,045.85	7.95%
6014 · Youth Fiction	0.00				0.00				1,525.85	15,500.00	-13,974.15	9.84%

LSF Brookfield Library
Budget vs. Actual By Class
January - February 2026

FY2026 16.66% Complete	IMRF				Special Reserve				TOTAL			
	Jan - Feb 26	Budget	\$ Over Budget	% of Budget	Jan - Feb 26	Budget	\$ Over Budget	% of Budget	Jan - Feb 26	Budget	\$ Over Budget	% of Budget
7010 · Professional Associations	0.00				0.00				720.00	6,000.00	-5,280.00	12.0%
7020 · Co-Worker Services	0.00				0.00				1,467.55	8,100.00	-6,632.45	18.12%
7030 · Continuing Education												
7032 · Staff Education	0.00				0.00				6,177.36	17,350.00	-11,172.64	35.6%
7034 · Board Education	0.00				0.00				0.00	4,000.00	-4,000.00	0.0%
7036 · Continuing Education - Other	0.00				0.00				0.00	500.00	-500.00	0.0%
Total 7030 · Continuing Education	0.00				0.00				6,177.36	21,850.00	-15,672.64	28.27%
7040 · Professional Sevices												
7041 · Legal	0.00				0.00				0.00	7,000.00	-7,000.00	0.0%
7042 · Audit	0.00				0.00				0.00	8,000.00	-8,000.00	0.0%
7043 · Financial Consultant	0.00				0.00				184.74	3,500.00	-3,315.26	5.28%
7046 · Employee Benefit Mgmt Fees	0.00				0.00				150.00	4,700.00	-4,550.00	3.19%
7040 · Professional Sevices - Other	0.00				0.00				0.00	0.00	0.00	0.0%
Total 7040 · Professional Sevices	0.00				0.00				334.74	23,200.00	-22,865.26	1.44%
7050 · Insurance-General	0.00				0.00				24,979.00	31,250.00	-6,271.00	79.93%
7060 · Maintenance-Office Equipment	0.00				0.00				16,044.70	110,500.00	-94,455.30	14.52%
7070 · Printing and Publications	0.00				0.00				1,525.00	23,000.00	-21,475.00	6.63%
7080 · Telephone and Internet	0.00				0.00				2,353.38	16,500.00	-14,146.62	14.26%
7090 · Office Supplies	0.00				0.00				1,048.71	6,800.00	-5,751.29	15.42%
7091 · Tech Services - Equipment	0.00				0.00				0.00	850.00	-850.00	0.0%
7092P · Technical Services Processing	0.00				0.00				135.09	4,500.00	-4,364.91	3.0%
7092S · Technical Services Supplies	0.00				0.00				640.74	6,500.00	-5,859.26	9.86%
7093 · Circ Services Supplies	0.00				0.00				211.74	5,500.00	-5,288.26	3.85%
7094 · Recip Borrowing Svcs/Billing	0.00				0.00				76.42	1,700.00	-1,623.58	4.5%
7100 · Postage	0.00				0.00				2,723.40	10,500.00	-7,776.60	25.94%
7110 · Programming												
7112 · Adult Programming	0.00				0.00				1,899.76	11,500.00	-9,600.24	16.52%
7114 · Youth Programming	0.00				0.00				2,091.11	16,500.00	-14,408.89	12.67%
7115 · Maker Studio Classes & Events	0.00				0.00				451.79	3,000.00	-2,548.21	15.06%
7116 · Young Adult Programming	0.00				0.00				758.64	5,000.00	-4,241.36	15.17%
7118 · Movie Licensing	0.00				0.00				448.00	550.00	-102.00	81.46%
Total 7110 · Programming	0.00				0.00				5,649.30	36,550.00	-30,900.70	15.46%

LSF Brookfield Library
Budget vs. Actual By Class
January - February 2026

FY2026 16.66% Complete	IMRF				Special Reserve				TOTAL			
	Jan - Feb 26	Budget	\$ Over Budget	% of Budget	Jan - Feb 26	Budget	\$ Over Budget	% of Budget	Jan - Feb 26	Budget	\$ Over Budget	% of Budget
7120 · Outreach & Engagement (PR)	0.00				0.00				1,554.01	19,000.00	-17,445.99	8.18%
7130 · Gifts Given	0.00				0.00				202.15	1,000.00	-797.85	20.22%
7140 · Contingency	0.00				0.00				0.00	1,000.00	-1,000.00	0.0%
7000 · Services and Supplies - Other	0.00				0.00				0.00	1,000.00	-1,000.00	0.0%
Total 7000 · Services and Supplies	0.00				0.00				65,843.29	335,300.00	-269,456.71	19.64%
8000 · Capital Expenses												
8010 · Computers												
8012 · Hardware	0.00				0.00				2,160.48	28,000.00	-25,839.52	7.72%
8014 · Software	0.00				0.00				0.00	27,650.00	-27,650.00	0.0%
8016 · Computers - Other	0.00				0.00				0.00	2,000.00	-2,000.00	0.0%
Total 8010 · Computers	0.00				0.00				2,160.48	57,650.00	-55,489.52	3.75%
8020 · Photocopiers	0.00				0.00				128.72	7,000.00	-6,871.28	1.84%
8025 · Janitorial	0.00				0.00				7,788.00	49,000.00	-41,212.00	15.89%
8030 · Maintenance-Building	0.00				0.00				10,224.32	79,875.00	-69,650.68	12.8%
8050 · Other Capital Projects	0.00				0.00				1,545.42	119,650.00	-118,104.58	1.29%
Total 8000 · Capital Expenses	0.00				0.00				21,846.94	313,175.00	-291,328.06	6.98%
9000 · Debt Service	0.00				0.00				0.00	344,754.00	-344,754.00	0.0%
9100 · Capital Expenditures (SR)	0.00				16,545.47	1,765,000.00	-1,748,454.53	0.94%	16,545.47	1,765,000.00	-1,748,454.53	0.94%
Total Expense	5,287.54	29,194.10	-23,906.56	18.11%	16,545.47	1,765,000.00	-1,748,454.53	0.94%	365,448.15	4,579,249.12	-4,213,800.97	7.98%
Net Income	5,944.84	-3,194.10	9,138.94	-186.12%	-5,657.61	-1,720,000.00	1,714,342.39	0.33%	930,828.77	-1,958,249.12	2,889,077.89	-47.53%

LSF Brookfield Library
Balance Sheet Prev Year Comparison
As of February 28, 2026

	Feb 28, 26	Feb 28, 25	\$ Change	% Change
ASSETS				
Current Assets				
Checking/Savings				
1010 · First Natl Bank of Brookfield	15,882.20	63,134.70	-47,252.50	-74.84%
1045 · FNBB MONEY MARKET	3,215,688.49	2,647,536.31	568,152.18	21.46%
1055 · FNBB HOME TOWN CHOICE SAVINGS	21,313.95	21,313.95	0.00	0.0%
1056 · Illinois Trust Client Services	729,206.27	411,254.09	317,952.18	77.31%
1056K · ITCS - CD - Harmony Bank	0.00	247,209.51	-247,209.51	-100.0%
1056L · ITCS - CD - T Bank, TX (2)	0.00	247,228.66	-247,228.66	-100.0%
1056M · ITCS - CD - Mission Nat'l Bank	0.00	247,770.30	-247,770.30	-100.0%
1056N · ITCS - CD - Kendall Bank, KS	0.00	247,676.04	-247,676.04	-100.0%
1056O · ITCS - CD - Flagstar Bank, MI	0.00	247,636.94	-247,636.94	-100.0%
1056S · ITCS - CD - Solera Nat'l Bank	247,345.68	0.00	247,345.68	100.0%
1056T · ITCS - CD - Mission Nat'l Bank2	247,345.68	0.00	247,345.68	100.0%
1056V · ITCS - CD- Firstbank Southwest	247,888.12	0.00	247,888.12	100.0%
1056W · ITCS - CD - Bank of China .	247,931.83	0.00	247,931.83	100.0%
1060 · FNBB - Imprest Account	791.13	639.84	151.29	23.65%
Total Checking/Savings	4,973,393.35	4,381,400.34	591,993.01	13.51%
Accounts Receivable				
1200 · Accounts Receivable	7,585.06	7,585.06	0.00	0.0%
Total Accounts Receivable	7,585.06	7,585.06	0.00	0.0%
Other Current Assets				
1202 · Replacement tax receivable	5,059.96	5,059.96	0.00	0.0%
1255 · Due to General Fund from Bldg	-0.06	-0.06	0.00	0.0%
1260 · Taxes receivable - SS Fund	79,704.00	79,704.00	0.00	0.0%
1270 · Taxes Receivable - IMRF Fund	13,794.00	13,794.00	0.00	0.0%
1280 · Taxes Receivable - Site Fund	-2,968.00	-2,968.00	0.00	0.0%
1290 · Taxes Receivable - Library Fund	2,099,353.00	2,099,353.00	0.00	0.0%
1500 · Prepaid Expenditures	-0.06	-0.06	0.00	0.0%
Total Other Current Assets	2,194,942.84	2,194,942.84	0.00	0.0%
Total Current Assets	7,175,921.25	6,583,928.24	591,993.01	8.99%
TOTAL ASSETS	7,175,921.25	6,583,928.24	591,993.01	8.99%
LIABILITIES & EQUITY				
Liabilities				
Current Liabilities				
Accounts Payable				
2000 · Accounts Payable	-32,191.24	1,640.04	-33,831.28	-2,062.83%
Total Accounts Payable	-32,191.24	1,640.04	-33,831.28	-2,062.83%

LSF Brookfield Library
Balance Sheet Prev Year Comparison
As of February 28, 2026

	Feb 28, 26	Feb 28, 25	\$ Change	% Change
Credit Cards				
VISA - FNBB	420.00	420.00	0.00	0.0%
Total Credit Cards	420.00	420.00	0.00	0.0%
Other Current Liabilities				
2006 · Additional Accounts Payable	7,247.31	7,247.31	0.00	0.0%
2100 · Payroll Liabilities				
2101 · IMRF Payroll Liabilities	35,502.19	35,499.72	2.47	0.01%
2102 · Mission Square Payroll Liab	-22,028.77	-12,137.75	-9,891.02	-81.49%
2103 · EBC Payroll Liabilities	-60,873.79	-34,809.38	-26,064.41	-74.88%
2104 · LIMRiCC Payroll Liabilities	18,348.68	18,348.68	0.00	0.0%
2105 · AFLAC Payroll Liabilities	-2,195.71	-1,795.27	-400.44	-22.31%
2106 · HSA / Avadia	-7,791.52	-7,791.52	0.00	0.0%
2107 · Bankruptcy	-5,175.00	-5,175.00	0.00	0.0%
2108 · NCSPERS	-804.42	-457.56	-346.86	-75.81%
2100 · Payroll Liabilities - Other	21,677.34	-4,185.48	25,862.82	617.92%
Total 2100 · Payroll Liabilities	-23,341.00	-12,503.56	-10,837.44	-86.68%
2111 · Accrued Payroll	476,420.00	476,420.00	0.00	0.0%
2112 · Accrued Compensated Absences	529,011.00	529,011.00	0.00	0.0%
2120 · Deferred Rev. - SS Fund	83,000.00	83,000.00	0.00	0.0%
2130 · Deferred Rev. - IMRF Fund	14,000.00	14,000.00	0.00	0.0%
2140 · Deferred Rev. - Site Fund	13,000.00	13,000.00	0.00	0.0%
2150 · Deferred Rev. - Library Fund	2,678,242.00	2,678,242.00	0.00	0.0%
Total Other Current Liabilities	3,777,579.31	3,788,416.75	-10,837.44	-0.29%
Total Current Liabilities	3,745,808.07	3,790,476.79	-44,668.72	-1.18%
Total Liabilities	3,745,808.07	3,790,476.79	-44,668.72	-1.18%
Equity				
3010 · Fund Balance - SS Fund	73,906.00	73,906.00	0.00	0.0%
3020 · Fund Balance - IMRF Fund	130,396.00	130,396.00	0.00	0.0%
3030 · Fund Balance - Site Fund	42,200.00	42,200.00	0.00	0.0%
3040 · Fund Balance - Library Fund	853,394.00	853,394.00	0.00	0.0%
3050 · Fund Balance - Reserve Fund	10,328,973.00	10,328,973.00	0.00	0.0%
3900 · Retained Earnings	-8,929,584.59	-8,439,277.57	-490,307.02	-5.81%
Net Income	930,828.77	-196,139.98	1,126,968.75	574.57%
Total Equity	3,430,113.18	2,793,451.45	636,661.73	22.79%
TOTAL LIABILITIES & EQUITY	7,175,921.25	6,583,928.24	591,993.01	8.99%



Statistics At-A-Glance February 2026

Goal: Design and implement Library services, classes and events to engage the community and promote literacy, personal information gathering and entertainment, and encourage Library use.

Circulation	Current FY	Last FY	Change	FYTD	Last FYTD	Change
Adults	4,049	4,463	-9%	8,515	9,514	-11%
Teens	235	263	-11%	464	564	-18%
Children	5,300	5,734	-8%	10,746	11,538	-7%
Digital Downloads	6,530	6,380	2%	12,981	12,668	2%
Interlibrary loans	2,226	2,203	1%	4,768	4,783	0%
Total	18,340	19,043	-4%	37,474	39,067	-4%

Active Cardholders	Current FY	Last FY	Change	FYTD	Last FYTD	Change
Added	71	65	9%	143	143	0%
Deleted	59	67	-12%	73	91	-20%
Total	13,870	13,802	0%	27,728	27,606	0%

New Cardholders	Current FY	Last FY	Change	FYTD	Last FYTD	Change
Total	71	65	9%	143	143	0%

Visits	Current FY	Last FY	Change	FYTD	Last FYTD	Change
Total	10,981	9,682	13%	21,605	18,553	16%

Notary Transactions	Current FY	Last FY	Change	FYTD	Last FYTD	Change
Total	18	17	6%	43	40	8%

Room Use	Current FY	Last FY	Change	FYTD	Last FYTD	Change
Study Rooms	482	468	3%	959	881	9%
A/V Studio	41	45	-9%	83	97	-14%
Maker Studio	16	18	-11%	32	35	-9%
Storytime Room	47	46	2%	91	88	3%
Meeting Room 1	38	35	9%	74	67	10%
Meeting Room 2	29	39	-26%	56	69	-19%
Meeting Room Combined	17	11	55%	31	25	24%
Total	670	662	1%	1,326	1,262	5%

Community Outreach	Current FY	Last FY	Change	FYTD	Last FYTD	Change
Staff Outreach Visits	9	8	13%	17	15	13%
People Reached	289	974	-70%	349	1,051	-67%

Community Visits to the Library	8	1	700%	14	1	1300%
People Reached	13	10	30%	87	10	770%
Home Delivery Visits	4	11	-64%	11	19	-42%
Total Outreach Visits	21	20	5%	42	35	20%
Total People Reached	306	995	-69%	447	1,080	-59%

Goal: Continually adopt new methods to communicate with residents, including carrying on and expanding social media efforts to increase connectedness.

SOCIAL MEDIA-Posts	Current FY	Last FY	Change	FYTD	Last FYTD	Change
#Facebook Posts	27	27	0%	59	59	0%
#Instagram Posts	24	25	-4%	54	56	-4%
#TikTok Videos	1	0	100%	3	2	50%
#YouTube Videos	1	1	0%	2	3	0%
Constant Contact Emails	0	4	-100%	0	5	-100%

SOCIAL MEDIA-Followers	Current FY	Last FY	Change	FYTD	Last FYTD	Change
#Facebook Followers	3,308	3,085	7%	6,600	6,165	7%
#Instagram Followers	1,747	1,525	15%	3,479	3,034	15%
#TikTok Followers	1,147	946	21%	2,269	1,896	20%
#YouTube Subscribers	113	92	23%	223	183	22%
Constant Contact Sends	0	8,950	-100%	0	13,193	-100%

SOCIAL MEDIA Engagement	Current FY	Last FY	Change	FYTD	Last FYTD	Change
Facebook Engagement	1,457	1,232	18%	2,935	2,579	14%
Instagram Engagement	308	318	-3%	760	560	36%
TikTok Engagement	139,000	224	61,954%	314,490	834	37,609%
YouTube Engagement	345	162	113%	570	352	62%
Constant Contact Opens	0	3,955	-100%	0	6,034	-100%

Goal: Design and implement Library services, classes and events to engage the community and promote literacy, personal information gathering and entertainment, and encourage Library use.

Classes & Events	Current FY	Last FY	Change	FYTD	Last FYTD	Change
Adults	45	55	-18%	90	96	-6%
Attendance	488	504	-3%	1,266	983	29%
Teens	12	36	-67%	21	73	-71%
Attendance	61	68	-10%	120	123	-2%
Childrens	39	36	8%	74	73	1%
Attendance	1,008	619	63%	1,702	1,330	28%
Total Classes & Events	96	99	-3%	185	186	-1%
Total Attendance	1,557	1,191	31%	3,088	2,436	27%

1-on-1 Appointments	Current FY	Last FY	Change	FYTD	Last FYTD	Change
Total	18	6	200%	38	15	153%

Reference Questions	Current FY	Last FY	Change	FYTD	Last FYTD	Change
Adult Reference	749	771	-3%	1,535	1,276	20%
Adult Non-Reference	1,078	964	12%	2,063	2,114	-2%
Youth Reference	306	307	0%	557	630	-12%
Youth Non-Reference	328	346	-5%	603	649	-7%
Circulation	233	176	32%	422	241	0%
Total	2,694	2,564	5%	5,180	4,910	5%

Goal: Foster a knowledgeable, technologically savvy Library one step ahead of its users by promoting ongoing continuing education opportunities for staff members.

Training Hours	Current FY	Last FY	Change	FYTD	Last FYTD	Change
Total	19.00	2	850%	29	3	867%

Goal: Implement user-friendly technology that supports public service.

Technology Use	Current FY	Last FY	Change	FYTD	Last FYTD	Change
Public Computer Use	763	1,075	-29%	1,738	2,028	-14%
WiFi Sessions	4,423	4,426	0%	9,003	8,671	4%
Website Sessions	10,154	9,679	5%	20,713	19,720	5%
Android App Sessions	2,716	1,469	85%	4,593	3,046	51%
IOS (Apple) App Sessions	1,047	771	36%	2,152	1,548	39%
Printer Usage (Pages)	12,141	10,075	21%	23,295	17,293	35%
Scanner Usage (Sessions)	362	421	-14%	671	912	-26%
Maker Equipment Reservations	7	3	133%	16	16	0%
Online Resource Use - Adult	5,426	2,858	90%	11,747	5,916	99%
Online Resource Use - Adult (Remote)	4,437	1,944	128%	9,739	4,193	132%
Online Resource Use - Youth	24	29	-17%	48	34	41%
Online Resource Use - Youth (Remote)	15	5	200%	16	6	167%

	Current FY	Last FY	Change	FYTD	Last FYTD	Change
Self-service Checkouts	3,666	3,790	-3%	7,043	8,007	-12%

Goal: Provide collections, classes and events, and other resources to support residents in meeting their lifelong learning goals.

Interlibrary Loan	Current FY	Last FY	Change	FYTD	Last FYTD	Change
Received	2,226	2,203	1%	4,768	4,783	0%
Sent	1,153	1,113	4%	2,373	2,145	11%

Volunteer Hours	Current FY	Last FY	Change	FYTD	Last FYTD	Change
Total	94	72	30%	149	124	20%

Items Added	Current FY	Last FY	Change	FYTD	Last FYTD	Change
Items Added	414	487	-15%	848	1,079	-21%
Withdrawn	0	236	-100%	399	846	-53%
Collection Total	0	140,276	-100%	0	140,276	-100%

Hot Picks Checkouts	Current FY	Last FY	Change	FYTD	Last FYTD	Change
Fiction	127	143	-11%	264	334	-27%
Nonfiction	0	8	-100%	37	14	62%
Total	127	151	-16%	301	348	-16%

4. **Items removed from the consent agenda (if any)**

5. **Communications and Correspondence**

a Comments of visitors

Visitors who wish to address the Board at this time are asked to introduce themselves. This item on the agenda will take no more than 15 minutes. The President of the Board will divide this 15-minute segment by the number of persons who have requested to speak to the Board to determine the amount of time allotted to each person. The President will then call on those people one at a time to stand and address the Board for no more than the allotted time.

b Liaison Reports

6. **President's Report**

7. **Director's Report**

Director's Report

March 2026

Submitted by Kimberly Coughran

Building

► **Envelope Replacement**: The extension of the bid opening date via addendum from March 17 to March 20 was key this month as was the March 20 bid opening itself. The lowest responsible bidder is Ward Contracting and Building Restoration, Inc with the not to exceed bid of \$1,763,000. See below (and attached in BoardBook) the March 20 Bid Tabulation sheet.

Independent Construction Services Inc.										
Client:	Linda Sokol Francis Brookfield Library									
Project Name:	Partial Reclad									
Project No.:	25-005									
Bid Date:	Friday March 20, 2026. 12:00PM									
Project Designer:	WJE									
BID TAB WORKSHEET										
Contractor	Total Bid Amount	Addendum Acknowledged			Bid Bond	Alternates		Units Prices		
		1	2	3		#1 Salvage Tiles and Reuse	#2	D#1 F/I Interior Strywall	#2 Tuckpoint CMU	#3
L Marshal Roofing	\$2,250,000.00	X	X		X	NO BID		\$ 320.00	\$ 35.00	
Reed Construction	\$2,383,000.00	X	X		X	\$65,000.00		\$ 475.00	\$ 175.00	
Ward Contracting	\$1,763,000.00	X	X		X	NO BID		\$ 3,600.00	\$ 18.00	

► **Play Reorganization in Youth Services**: New Velcro blocks arrived in March and are in play. Next up is the installation of new carpeting in the baby coral area, which Kyle cuts to fit the space.

► **Meeting Room Divider Wall**: The divider wall took the majority of the month with the prep work to remove drywall and insulation surrounding the divider track actually taking longer than the reconfiguration itself on Monday and Tuesday, March 9 and 10. Since then, Kyle has been hard at work replacing the insulation and drywalling/mudding/taping with priming and painting soon to come. The newly configured wall is incredibly easy to move, and Kyle will be giving mini training sessions to staff members the week of March 23.

Financial

As of the end of February, 16.66% of the fiscal year was complete. The Library expended \$365,448.15 or 7.98% of the FY2026 budget. Snapshot of expenses:

1. Personnel – the Library expended 14.8%

2. Materials – the Library expended 10.83%
3. Services and Supplies – the Library expended 19.64%
4. Capital Expenses – the Library expended 6.98%
5. Debt Service – the Library expended 0%

FY2025 Audit

Lauterbach and Amen spent Wednesday, March 4 at the Library for their annual in-house visit. We note that thanks to the use of their portal, we are able to upload all requested / required financial documents in advance of their visit, making their time at the Library significantly faster and faster. This was the first year of just one-day on site, and of course Business Manager Fran Montoro gets all the credit for maintaining excellent banking, vendor and personnel files. As usual, I expect a first draft of financial statements to be sent to me in early April. I will then write the management discussion and analysis and the audit should be completed shortly thereafter.

Statement of Economic Interests

A reminder to all Trustees of the May 1 deadline to submit your statement. As a reminder, non-filers are reported to the Cook County State's Attorney's office and are fined \$15 followed by \$100 for those who fail to file by May 16.

Strategic Plan

As has been touched on in recent meetings, the current strategic plan was approved by the Board of Trustees in April of 2023 and expires this year. A review of the 2022 – 2023 process led by consultant Sarah Keister Armstrong follows, and attached to this month's discussion item on the March agenda is the sixty-four-page summary of the community's input. Reviewing and absorbing the process and feedback is an excellent place to get started.

STRATEGIC PLANNING PROCESS TIMELINE

The following timeline details the progress of the Linda Sokol Francis Brookfield Library's strategic planning process. During the initial three months of the process, we engaged in a comprehensive community engagement phase, soliciting input in English and Spanish from trustees, library staff, local community organizations, and Brookfield community members.

From January through April 2023, the planning team met monthly, reviewing the community engagement themes, revising the library's mission statement for greater clarity, drafting goals that composed a strategic direction for the library, and fine-tuning strategies to support these broad goals. A summary of activities is provided below:

SEPTEMBER – NOVEMBER 2022

- Conducted individual interviews with library trustees
- Conducted survey of library staff (received 23 responses)

Conducted survey of community partner organizations (received responses from representatives of the Brookfield Aging Well Team, the Brookfield Recreation Department, Priority Print, S.E. Gross Middle School, St. Paul's Lutheran School, and the Village of Brookfield)
Conducted survey of Brookfield community members (received 1,042 responses)

JANUARY 2023

Facilitated listening sessions with community members
Planning team meeting: Reviewed community engagement feedback, brainstormed initial direction for the strategic plan

FEBRUARY 2023

Planning team meeting: Refined the broad goals to be included in the draft of the strategic plan
Presented overview of process to date to the Board of Trustees

MARCH 2023

Planning team meeting: Refined the strategies to be included in the draft of the strategic plan
Managers discussed the draft with their respective teams and provided feedback to the planning team

APRIL 2023

Planning team meeting: Prepared the draft of the strategic plan for review and action at the April 26 Board of Trustees meeting

AI Team

The Library's staff AI Team continues its monthly meetings and conversations about utilizing AI in library work. Our two primary angles are that of educating members about AI's potential / downfalls as well as that of our staff members supplementing and/or enhancing their own work product via AI tools, and the ethics thereof. Our Team agrees the AI landscape is nascent, at best, and from my own perspective worryingly market-driven. We now work toward the goal of bringing forth an AI policy for Trustee review and action at the June Board of Trustees meeting.

Policy Review

Continuing the policy review this month are:

1. Gaming Device Lending - retirement recommended;
2. Gifts to the Library – updated form for book/item donation plus form for donating other types of items;
3. Hotspot Lending;
4. Study Room policy – new.

Volunteer Appreciation Lunch

This year's Volunteer Appreciation Lunch, which we are endeavoring to hold again at Skadarliya, will take place on Tuesday, April 28 at noon. Please mark your calendars.

PLA Conference and Virtual Conference

Four Library managers will attend 2026's Public Library Association conference in Minneapolis April 1 – 3. As schedules permit, all Library staff members will participate in this year's PLA Virtual Conference via the two simultaneous sessions setup in the Library. See the general PLA line-up:

Linda Sokol Francis Brookfield Library
 Director's Report March 2026

Day, Date	Time	Event	
Wednesday, April 1, 2026	8:30 AM–10:00 AM	Opening Session with Bryan Stevenson	
	10:30 AM–11:30 AM	Creating Conversations: Making Space for Staff Discussion and Support	Jedi Communications Masters: Using the Force to Overcome a Crisis
	12:00 PM–1:00 PM	Inclusive Makerspaces for Youth with Disabilities	Redesigning Rules to Reflect Library Values
	1:30 PM–2:15 PM	Author Spotlight with Mac Barnett	
	2:45 PM–3:45 PM	Welcoming Newcomers: U.S. Public Library Services for Refugees	A Queer and Present Danger: Protecting Queer and Trans Library Staff
	4:00 PM–5:00 PM	Virtual Networking Event TBA	
Thursday, April 2, 2026	8:00 AM–9:00 AM	Big Ideas with Dr. Ruha Benjamin	
	9:30 AM–10:30 AM	Legislation and Executive Orders: What To Know	You've Gotta Break a Few Eggs: The Case for Making a Mess
	11:00 AM–12:00 PM	Beginning Conversations: A Systemwide Model for	The Revolution Will Not Be Alphabetized: Good Trouble in Libraries

Linda Sokol Francis Brookfield Library
 Director's Report March 2026

		Staff-Led Equity Learning	
	12:30 PM–1:30 PM	Summer Sizzlers from BookPage	
	2:00 PM–3:00 PM	Unusual Storytimes: Beyond the Basics	AI with Heart: Serving People in a Digital Age
	3:30 PM–4:30 PM	Building Successful Behavior Management Solutions	Leading with Intention: Establishing a Healthy Leadership Culture
Friday, April 3, 2026	8:00 AM–9:00 AM	Neurodiverse Programming for Adults	Boundary Building with Patrons
	9:30 AM–10:30 AM	Public Libraries as Leaders in Community Archiving	Highway to Hell: The Good Intentions Journey
	11:00 AM–12:00 PM	Creating a Queer-Inclusive Teen Advisory Board	Trust & Verify: Information Accuracy in the Age of SEO, AI, and Algorithms
	12:30 PM–1:30 PM	Author Spotlight	

Linda Sokol Francis Brookfield Library
Director's Report March 2026

	2:00 PM–3:00 PM	Voices to Results: Actionable Tools to Implement Diverse Community Input	Creating a SPARK: Developing Library Programs for Justice- Impacted People
	3:30 PM–4:30 PM	Closing Session with Chef Sean Sherman	

8. **New Business**

- a Action: Award of Building Envelope Replacement Contract to Lowest Responsible Bidder Ward Contracting and Building Restoration, Inc. Not to Exceed \$1,763,000

Linda Sokol Francis Brookfield Library
Partial Reclad
OVERALL PROJECT BUDGET
March 25, 2026

Construction Cost			
Construction Cost	Ward Contracting	\$ 1,763,000.00	
Construction Contingency	Included in Bid	\$ 80,000.00	
Total Construction Amount			\$ 1,763,000.00

Lump Sum
Budget

Professional Fees			
Phase 1 Evaluation and Design	WJE	\$ 78,800.00	
Phase 2 Bidding	WJE	\$ 10,600.00	
Phase 3 Construction	WJE	\$ 97,300.00	
Estimating	WJE	\$ 8,000.00	
Owner's Rep Fee	Independent Construction Services	\$ 49,050.00	
Reimbursable Expenses	Printing		
Total Professional Fees			\$ 243,750.00

Lump Sum
Lump Sum
Lump Sum
Lump Sum
Budget

Other Owner Costs			
Owner Provided Info/Services			
	Soil Borings		
	Independent Testing HVAC		
	Construction Testing	\$ 1,500.00	
	Environmental Remediation		
	Environmental Survey		
	Moving Expense		
	Temporary Facilities		
Owner Cost Items Purchased			
	Appliances		
	Audiovisual + IT		
	Telephone System		
	Permit Costs	\$ 3,000.00	
	Graphics/Owner Signage		
	Other Misc. Costs		
Owner Cost-Potential & Project Specific			
	Plan Commission and Board Approvals		
	Builders Risk Insurance		
	Utility disconnects ComEd/Nicor/Water		
Total Other Costs			\$ 4,500.00

Budget

Budget

Estimated Total Project Cost

\$ 2,011,250.00



Wiss, Janney, Elstner Associates, Inc.

330 Pfingsten Road
Northbrook, Illinois 60062
847.272.7400 tel
www.wje.com

Via Email: kcoughran@lsfbrookfieldlibrary.org

24 March 2026

Ms. Kimberly Coughran
Executive Director
The Linda Sokol Francis Brookfield Library
3541 Park Avenue
Brookfield, Illinois 60513

Linda Sokol Francis Brookfield Library

Review of Bids for Partial Reclad Project

WJE No. 2025.2217.0

Dear Ms. Coughran:

As requested, Wiss, Janney, Elstner Associates, Inc. (WJE) has reviewed the bids received for the Partial Reclad project at the Linda Sokol Francis Brookfield Library and is providing this summary letter including our recommendation for award following the public bidding process. The contract documents were prepared by WJE and made available to interested parties through Cross Rhodes Print and Technologies Online Planroom. The contract documents consisted of the following:

- Partial Reclad Drawings dated February 11, 2026
- Partial Reclad Project Manual dated February 11, 2026
- Addendum No. 1 dated March 5, 2026
- Addendum No. 2 dated March 16, 2026

The bid opening was held at the library on Friday March 20, 2026 at 12:00pm. Three bids were received from L. Marshall, Inc. (L. Marshall), Reed Construction (Reed), and Ward Contracting and Building Restoration, Inc. (Ward) The bids consisted of the following amounts, with the low bid submitted by Ward:

- L. Marshall - \$2,250,000
- Reed - \$2,383,000
- Ward - \$1,763,000

A tabulated bid summary was prepared by Dan Eallonardo with Independent Construction Services Inc. and is attached to this letter.

WJE representatives Heidi Mase and Richard Koziol along with Dan Eallonardo and yourself held a virtual conference with Martin Ward of Ward on Monday March 23, 2026 to review their bid. Discussions were held regarding scope of work, proposed means and methods of construction, the requirement to utilize the proposed AIA agreement between Owner and Contractor, and other project relevant items pertaining to their bid.



Based on our review of Ward's bid and follow up discussions with them, WJE is of the opinion that Ward is qualified and the lowest responsive bidder for this project. Additionally, based on our prior experience working with Ward on several projects, including the restoration of Holy Name Cathedral in Chicago, Illinois, we feel confident in their qualifications to be able to undertake the Partial Reclad project on behalf of the Linda Sokol Francis Brookfield Library.

Sincerely,

WISS, JANNEY, ELSTNER ASSOCIATES, INC.

A handwritten signature in black ink that reads "Heidi L. Mase".

Heidi L. Mase, RA (IL)
Senior Associate and Project Manager

cc: Dan Eallonardo, Independent Construction Services Inc.
Rich Koziol, WJE

b Discussion: Strategic Plan



LINDA SOKOL FRANCIS
BROOKFIELD LIBRARY

INFORM • INSPIRE • INNOVATE

STRATEGIC PLAN

2023 - 2026

Vision

Inform, Inspire, Innovate!

Mission

To be a leader in providing diverse cultural, educational, and information resources and opportunities for the community.

Diversity Statement

At the Linda Sokol Francis Brookfield Library, we value equity, diversity and inclusion which in turn powers an innovative culture. Excellent service is at the core of what we deliver to the Brookfield community. Integral to our mission is an inclusive workforce driven to help create welcoming collections, classes and events, and spaces for all.

Goal 1

Strengthen the Library's identity as a cultural, educational, and informational destination.

Goal 2

Leverage the Library's existing marketing reach to connect with targeted audiences.

Goal 3

Explore new and deepened community partnerships.

Goal 4

Continue the Library's work to serve its diverse community by promoting an inclusive environment.



Goal 1 **Strengthen the Library's identity as a cultural, educational, and informational destination.**

Outcome *The Library will grow its service to the Brookfield community.*

Strategies

- Serve as the chief resource for Brookfield residents to learn about technology.
- Promote and enhance Maker Studio opportunities.
- Increase opportunities to use the Library outdoors.
- Collaborate with the library foundation to host arts and culture classes and events.
- Consider long-term vision to potentially expand and minimize barriers to access library service.

Goal 2 **Leverage the Library's existing marketing reach to connect with targeted audiences.**

Outcome *The Library is a well-known community resource, offering opportunity for every Brookfield resident.*

Strategies

- Re-examine how we advertise and develop targeted communication tools.
- Use the new book bike as a non-traditional method of promoting the Library.
- Increase in-person advertising opportunities.
- Identify and pursue ways to increase the accessibility of the Library's marketing materials.
- Pursue opportunities to create hands-on experiences outside the Library.



Goal 3 Explore new and deepened community partnerships.

Outcome *The Library is a visible and connected resource that enriches the Brookfield community.*

Strategies Identify a comprehensive list of community organizations with which the Library partners.

Explore how the Library can use these partnerships to reach underrepresented communities, support community initiatives, and emphasize that the Library's resources belong to the community.

Champion local artists, musicians, authors, and chefs and showcase their crafts.

Increase capacity to build and coordinate collaborative relationships with local schools.

Goal 4 Continue the Library's work to serve its diverse community by promoting an inclusive environment.

Outcome *The Library provides equitable access to the Brookfield community.*

Strategies Regularly utilize demographic resources to maintain awareness of Brookfield's population.

Evaluate collections on a consistent basis to ensure representation and interests of the community.

Lead by example in promoting acceptance and diversity to encourage a welcoming environment for all.

Foster community diversity by developing an array of remote and in-person classes and events for all audiences.

Employ innovative professionals who have varied perspectives, experiences and ideas.

SUMMARY OF
COMMUNITY ENGAGEMENT

LINDA SOKOL FRANCIS BROOKFIELD LIBRARY

JANUARY 2023

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EXECUTIVE SUMMARY

COMMUNITY ENGAGEMENT

During October 2022 through January 2023, the Linda Sokol Francis Public Library pursued a comprehensive community engagement process, intended to inform the goals and strategies of its new strategic plan. This process, facilitated by an external consultant, included individual interviews with members of the Board of Trustees, a survey of library staff, a survey of representatives of community organizations, a community survey of residents, and a series of listening sessions.

KEY THEMES

Several key themes are present in the outlined feedback from the Linda Sokol Francis Brookfield Library's community, including, but not limited to the following:

- ▶ Member of the Board of Trustees, library staff, community leaders, and residents all value and recognize the important role of the library within the Brookfield community and were complimentary of the library's new facility and the additional benefit it offers community members.
- ▶ Community members consider strengths of the library to be wide and deep access to information, resources, and opportunities to attend programs; offering meaningful assistance; and maintaining what some listening participants referred to as "the community center of Brookfield."
- ▶ While community members view the Maker Studio positively, several express a level of hesitation or limited awareness of what the space is and how to use it.
- ▶ Areas that present opportunity for improvement include specific examples related to community members' experiences during the Covid-19 pandemic, expanding awareness in the Brookfield community about what the library offers—and what the new facility offers, and continuing to accommodate the demand for space for members to read, work, and study.

NEXT STEPS

Library trustees and staff will use this data and community feedback to develop long-term planning goals and strategies. The information provided in this report will help provide context regarding the library's role in Brookfield community, the priorities of community members regarding library service following the completion of the library's new facility, and how the library can best pursue its mission to create a cultural, educational, and informational center for the community by providing readily accessible and organized materials, programs, and services that enrich the lives of residents of all ages.

COMMUNITY PROFILE

Between 2010 and 2020, Brookfield saw a change in population of 498 people, representing a 2.62% change¹:

2010 Population: 18,978

2020 Population: 19,476

STUDENT DEMOGRAPHICS

Please note that while Brookfield students are served by multiple school districts—and the districts below may serve students in communities other than Brookfield—these data points are intended to provide insight into the primary public school districts utilized by Brookfield residents².

	Brookfield LaGrange Park School District 95	Riverside School District 96	La Grange Elementary School District 102	Lyons School District 103	Lyons Township High School District 204	Riverside Brookfield Township School District 208
Students	1,311	1,660	2,962	2,121	3,919	1,625
Low Income Students	184 (14%)	315 (19%)	355 (12%)	1,591 (75%)	470 (12%)	422 (26%)
Students with IEPs	210 (16%)	232 (14%)	533 (18%)	382 (18%)	470 (12%)	211 (13%)
English Learners	66 (5%)	100 (6%)	178 (6%)	785 (37%)	157 (4%)	65 (4%)

COMMUNITY DEMOGRAPHICS

Demographic Indicator for Brookfield ³	2016	2021	Percent Change
Total Population	18,966	19,517	2.9%
Households	6,865	7,590	10.6%
Median Age	39.2	40.2	2.6%
Speak language other than English (population age 5+)	3,174 (17.9%)	4,173 (22.9%)	31.5%
Educational attainment: High school graduate (or equivalent) or more (population age 25+)	12,297 (94.4%)	12,638 (93.0%)	2.8%
Educational attainment: Bachelor's degree or more (population age 25+)	4,846 (37.2%)	5,979 (44.0%)	23.4%
Median annual income (household)	\$75,336	\$90,083	19.6%
Below 100% of the poverty level	1,843 (9.8%)	1,206 (6.2%)	-34.6%

¹ U.S. Decennial Census

² Illinois Report Card, Illinois State Board of Education, 2021-2022

³ American Community Survey Five-Year Estimates, U.S. Census Bureau

STAFF SURVEY

During the open survey period (September 28 through October 12, 2022), Linda Sokol Francis Brookfield Library received 23 responses to its survey of library staff.

Describe the library's role within the Brookfield community in one sentence:

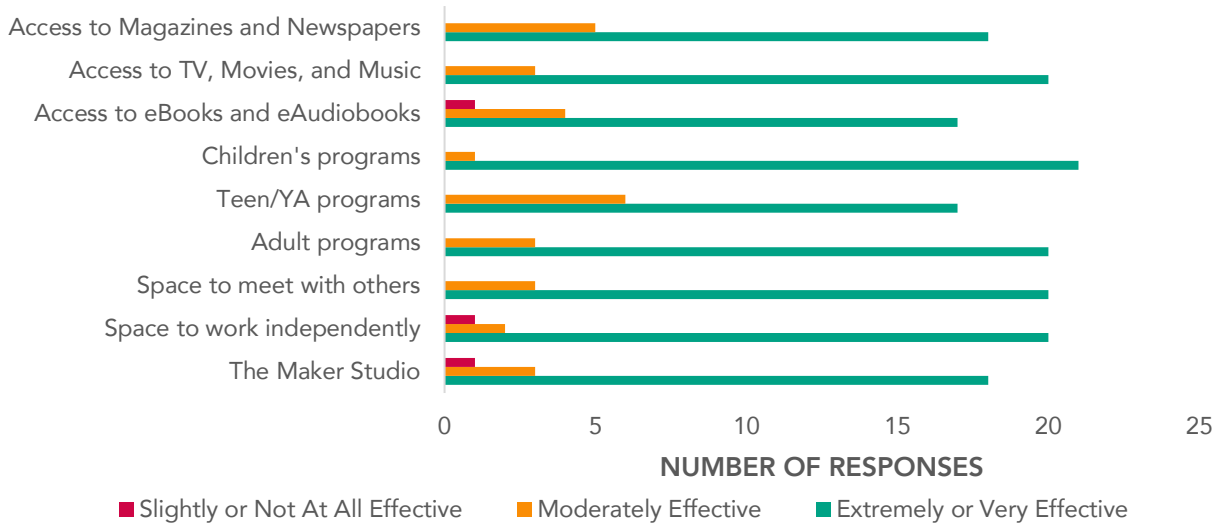
- ▶ A center for information and social connection
- ▶ A friendly and familiar place for learning and reading.
- ▶ A place to come and learn new skills, enrich your mind, explore all the wonderful things the library has to offer.
- ▶ Bringing people together and providing opportunities.
- ▶ Provide services to our community.
- ▶ Serving all in all ways, always
- ▶ Serving the community through multiple resources
- ▶ The Library is a place for people to come together to learn, explore and engage with each other.
- ▶ The library is a space in the community that people are free to use for learning, enjoying the materials within, or just a space to be in for reason's of your own..
- ▶ The Library is instrumental in providing educational and informational service to the community to assist others in their everyday life.
- ▶ The Library proactively serves the residents of Brookfield and their information / recreational reading and viewing needs via our print and digital collections, classes and events, and bright new building.
- ▶ The library serves as source for information, inspiration, entertainment and social interaction for its members and guests.
- ▶ The library unites the community and provides resources.
- ▶ The library's role in Brookfield is to be a community center with programs and educational opportunities for all.
- ▶ The library's role in the Brookfield community is to provide resources, enrichment, and assistance.
- ▶ The library's role is to inform, inspire and innovate the community of Brookfield.
- ▶ The library's role is to provide materials and resources for educational, entertainment, and technological purposes.
- ▶ The LSF Brookfield Library's role is to provide and serve a variety of resources, programming and communal space for the residents of Brookfield.
- ▶ To give stellar customer service.
- ▶ To serve and provide space to join together for the community.
- ▶ We serve to inform and inspire the community.

CURRENT LIBRARY USAGE

Fill in the blank: During the past three years, the best thing the Linda Sokol Francis Brookfield Library has done is:

- ▶ add additional physical space for the community.
- ▶ Being a live friendly library!
- ▶ Build a Library that better meets the public size and needs
- ▶ Build a new state of the art facility.
- ▶ build the new facility and tear down the old one!
- ▶ Build the new facility to serve our growing community.
- ▶ Build the new library, and provide services during covid to the best of our ability.
- ▶ Evolve
- ▶ Evolve
- ▶ Expand classes and events to all ages and interests.
- ▶ Expand its resources through the new building (study rooms, maker space, teen space, meeting rooms, etc.)
- ▶ Increased our awareness of how our services can be accessed outside of the building, and helped to make that easier.
- ▶ Increased square footage programs and services.
- ▶ open a new building with more meeting room space, greater technology, and visiting space.
- ▶ Provide a safe place to learn, provide information, and a wonderful variety of materials to check out.
- ▶ provide an outlet for everyone to feel welcome
- ▶ Provide opportunities to everyone
- ▶ Provided a space for all members.
- ▶ The building renovation
- ▶ The sweat equity to construct such a beautiful state of the art library and its services.
- ▶ to bring the community together in a safe and informative setting.
- ▶ to get a new building/facility.

Please indicate how effective you feel the following library resources are in meeting the Brookfield community's needs:

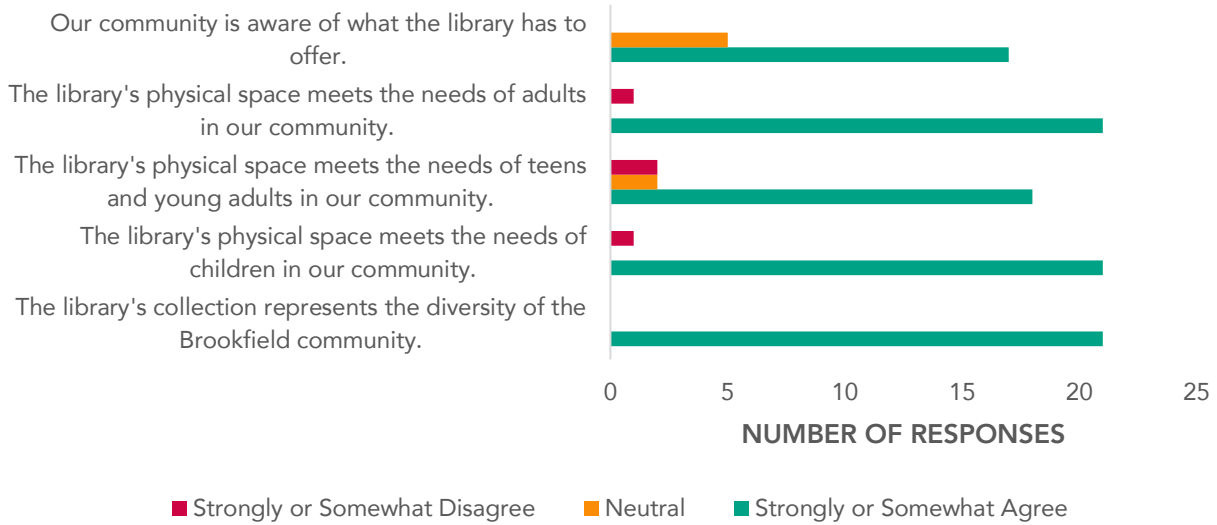


	EXTREMELY EFFECTIVE	VERY EFFECTIVE	MODERATELY EFFECTIVE	SLIGHTLY EFFECTIVE	NOT AT ALL EFFECTIVE	TOTAL
The Maker Studio	7 (31.8%)	11 (50.0%)	3 (13.6%)	1 (4.5%)	0 (0.0%)	22
Space to work independently	11 (47.8%)	9 (39.1%)	2 (8.7%)	1 (4.3%)	0 (0.0%)	23
Space to meet with others	9 (39.1%)	11 (47.8%)	3 (13.0%)	0 (0.0%)	0 (0.0%)	23
Adult programs	8 (34.8%)	12 (52.3%)	3 (13.0%)	0 (0.0%)	0 (0.0%)	23
Teen/YA programs	8 (34.8%)	9 (39.1%)	6 (26.1%)	0 (0.0%)	0 (0.0%)	23
Children's programs	11 (50.0%)	10 (45.5%)	1 (4.5%)	0 (0.0%)	0 (0.0%)	22
Access to eBooks and eAudiobooks	9 (40.9%)	8 (36.4%)	4 (18.2%)	1 (4.5%)	0 (0.0%)	22
Access to TV, Movies, and Music	10 (43.5%)	10 (43.5%)	3 (13.0%)	0 (0.0%)	0 (0.0%)	23
Access to Magazines and Newspapers	8 (34.8%)	10 (43.5%)	5 (21.7%)	0 (0.0%)	0 (0.0%)	23

Do you feel that there are segments of the community who are underserved by the library? If so, please explain.

- ▶ Aside from the little teen room the teens really have no space to lounge and hang out. There are many opportunities available for many ages. It is getting them to come.
- ▶ families with children/members in different age ranges.
- ▶ Hearing and visually impaired members
- ▶ I believe everyone is served and many things are available to patrons, I also feel some of the things are not used to their capacity, such as adult and youth classes.
- ▶ I may have included this in the previous comments, but there are some older persons in the population that are looking for basic computer classes (i.e. MS Word, Excel, Email). The "seniors" who are in the workforce longer might be getting left behind.
- ▶ I think community members with disabilities are not always taken into consideration. I have seen seniors struggling to walk from the parking lot to the main entrance with walkers and canes on multiple occasions. The handicapped spaces are too far away for many seniors. I think it would be great if staff were trained on how to do a few basic signs in ASL and a few basic phrases in Spanish. It could help these members of our community feel more included and staff could better assist them.
- ▶ I think the library should expand its Spanish language materials and programs to better serve the Hispanic population in Brookfield.
- ▶ More social events for seniors and retirees.
- ▶ N/A
- ▶ N/A
- ▶ no
- ▶ No.
- ▶ No.
- ▶ No.
- ▶ Not intentionally. Some populations are harder to reach than others
- ▶ Not sure.
- ▶ People with disabilities, how to navigate the library and resources for them. If we do have them then how to promote, communicate to that population.
- ▶ Spanish-speaking community -- maybe more Spanish-speaking staff, community outreach (school/club visits?)
- ▶ The south end of Brookfield is underserved by all of the town's municipal services e.g recreation, library, etc. due to the geographic layout and history of where the municipal buildings are situated. Or, the community has made them to feel they live on the wrong side of the tracks. Sometimes it is hard to tell.
- ▶ Yes, possibly a percentage of the south end of Brookfield

Please select your level of agreement with the following statements.



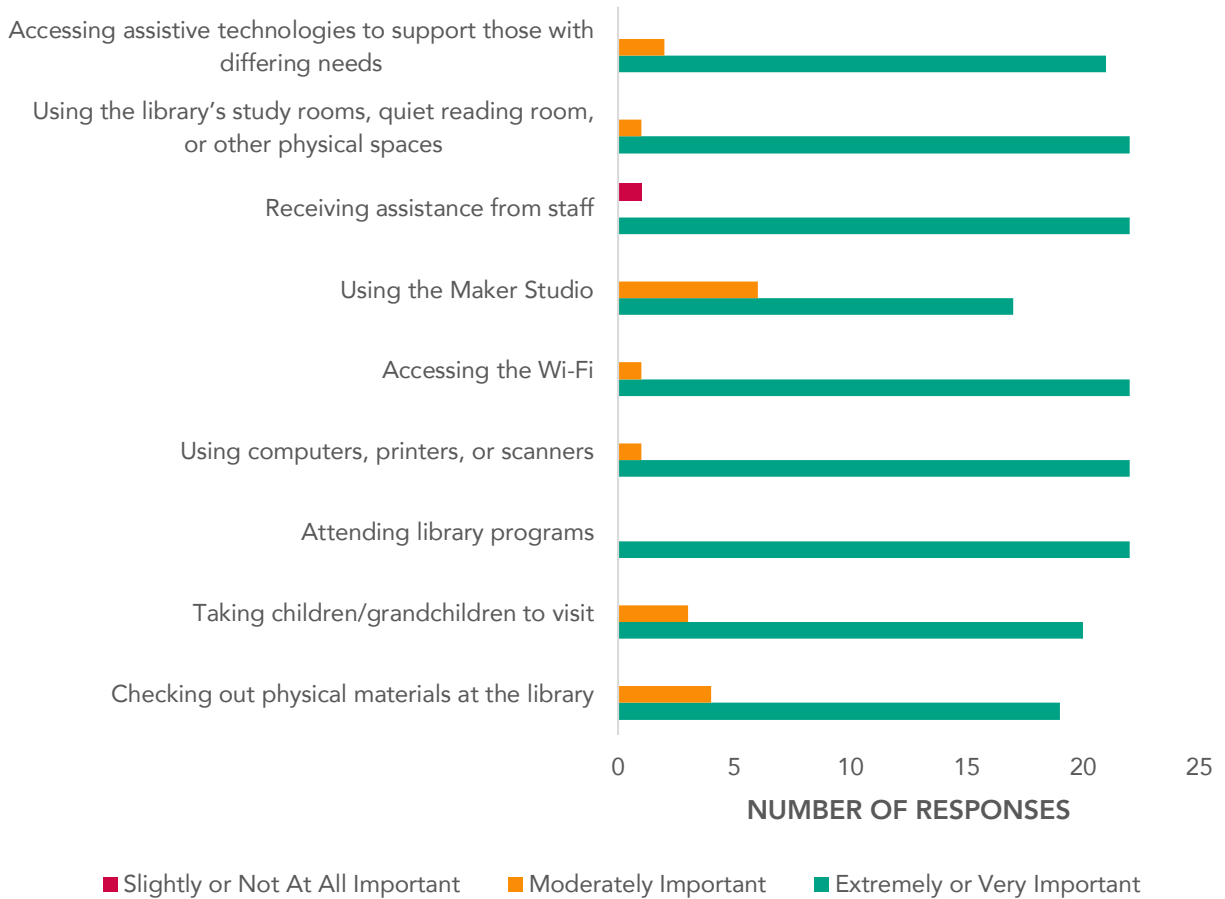
	STRONGLY AGREE	SOMEWHAT AGREE	NEUTRAL	SOMEWHAT DISAGREE	STRONGLY DISAGREE	TOTAL
The library's collection represents the diversity of the Brookfield community.	10 (47.6%)	11 (52.4%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	21
The library's physical space meets the needs of children in our community.	15 (68.2%)	6 (27.3%)	0 (0.0%)	1 (4.5%)	0 (0.0%)	22
The library's physical space meets the needs of teens and young adults in our community.	6 (27.3%)	12 (54.5%)	2 (9.1%)	1 (4.5%)	1 (4.5%)	22
The library's physical space meets the needs of adults in our community.	14 (63.6%)	7 (31.8%)	0 (0.0%)	1 (4.5%)	0 (0.0%)	22
Our community is aware of what the library has to offer.	5 (22.7%)	12 (54.5%)	5 (22.7%)	0 (0.0%)	0 (0.0%)	22

If you answered "Strongly Disagree" or "Somewhat Disagree," please explain:

- ▶ At times it feels like there is not adequate space available for teens and adults. Many adults who come to the library to use the computers want a quiet environment. However, if the teen space is in use, there is going to be a considerable amount of background noise. Even if the teens are behaving appropriately, the room is glass and not sound proofed at all so it gets noisy on the second floor. Many adults want to use the computers in a quiet environment and that is simply not possible sometimes. Since the library is not a "silent space" if there is a lot of chatter from people sitting at the tables and teens in the teen space, adults feel like their needs are not being met. In regard to the teens, the teen space is very small. Some days this is not an issue, but other days the space gets filled to capacity. When this happens teens spill out into the quiet reading room or book study rooms. Of course they are allowed to use study rooms, but these rooms are not sound proofed in any way, shape, or form. If we tell an adult who finds the computer area too loud to check out a laptop and use it in a study room, if they are right next to loud teens, they are going to be in a loud environment once again. Even if people are talking at a normal level and not shouting, you can hear everything in the study rooms. I understand that libraries are a community hub, not silent spaces, but I don't think it is unreasonable for adults and seniors to expect to be able to have some spaces within a library that are dedicated for silence. In addition, it is difficult for the teens to be themselves in the teen space. They want to be loud, listen to music, watch videos, film tiktoks, hang out with each other, etc. But the space is not really built for that. If teens are just talking at a normal level, it gets loud quickly. Noise levels become an issue very easily which is frustrating for adults, seniors, and teens.
- ▶ Both the children and the adults have a dedicated floor to each sector. 100s of items are made available either physically or electronically and the collections continues to evolve.
- ▶ I think there are adults who choose not to pay attention to what the Library has to offer.
- ▶ There is not enough space for teens and young adults that they can call there own, the same with the children's area. It serves the little ones pretty well, but the 4th and 5th grader's face the same challenges as the middle schoolers and teens, no where to be and hang, No comfy reading couches, or space away from adults and little kids.

FUTURE LIBRARY USAGE

In the next 3-5 years, how important do you believe each of the following will be to the library's community?



	EXTREMELY IMPORTANT	VERY IMPORTANT	MODERATELY IMPORTANT	SLIGHTLY IMPORTANT	NOT AT ALL IMPORTANT	TOTAL
Checking out physical materials at the library	9 (39.1%)	10 (43.5%)	4 (17.4%)	0 (0.0%)	0 (0.0%)	23
Taking children/grandchildren to visit	10 (43.5%)	10 (43.5%)	3 (13.0%)	0 (0.0%)	0 (0.0%)	23
Attending library programs	9 (40.9%)	13 (59.1%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	22
Using computers, printers, or scanners	16 (69.6%)	6 (26.1%)	1 (4.3%)	0 (0.0%)	0 (0.0%)	23
Accessing the Wi-Fi	15 (65.2%)	7 (30.4%)	1 (4.3%)	0 (0.0%)	0 (0.0%)	23
Using the Maker Studio	8 (34.8%)	9 (39.1%)	6 (26.1%)	0 (0.0%)	0 (0.0%)	23
Receiving assistance from staff	13 (56.5%)	9 (39.1%)	0 (0.0%)	1 (4.3%)	0 (0.0%)	23
Using the library's study rooms, quiet reading room, or other physical spaces	13 (56.5%)	9 (39.1%)	1 (4.3%)	0 (0.0%)	0 (0.0%)	23
Accessing assistive technologies to support those with differing needs	13 (56.5%)	8 (34.8%)	2 (8.7%)	0 (0.0%)	0 (0.0%)	23

What challenges do you anticipate the library will face during the next few years?

- ▶ A dwindling aging population that use the library and a young population that will use alternative methods and not use the library.
- ▶ Although we have a new facility, maintaining and updating the collection to fit the space provided will be a unique challenge.
- ▶ Community outreach, making sure library is engaging and accessible
- ▶ competition with internet
- ▶ Cybersecurity issues, managing behavior in the library space, and getting adults and teens engaged in programming.
- ▶ Don't know.
- ▶ Ever changing personal opinions about what should or should not be provided etc.
- ▶ Finding a balance between physical materials and electronic resources and effectively budgeting for both needs
- ▶ having quiet space
- ▶ I anticipate the library may be challenged with their physical space limits in the next few years. The study rooms currently get booked up very frequently and the teen space also reaches capacity often. We also see patrons from other communities utilizing our spaces often. It is fantastic that our new building is getting so much use, but at times it feels like we are limited in our space, especially after school. "If you build it, they will come" seems to be quite accurate in our case.
- ▶ I suppose to anticipate, plan and keep up with technology needs and to balance those needs with maintaining and weeding our physical material collection.
- ▶ Juggling the needs of different age groups, helping those with financial difficulty, being a place for all kinds of people and beliefs.
- ▶ Keeping up with technology, environmental challenges. Its really hard to look in to the future, things are changing so quickly.
- ▶ Keeping up with technology, providing enough programs for the community and continuing to meet the needs of the patrons.
- ▶ Keeping up with the trends in technology and in libraries.
- ▶ Maximizing dollars during this inflationary period; increasing outreach/marketing; materials challenges from the right-wingers.
- ▶ Members less inclined to visit even after whenever the pandemic is officially declared to be over
- ▶ More programming, etc.
- ▶ Physical materials becoming more obsolete, people thinning the library doesn't offer things they need
- ▶ Staying atop the technology trends and balancing the needs for both physical and digital formats.
- ▶ The biggest challenges include making the variety of resources available to such a diverse population of patrons and the various needs of such.
- ▶ The challenges I anticipate include balancing the needs of an older English-speaking population with that of a younger, Hispanic, Spanish-speaking population. I like the MakerSpace, but I also see some people at the front desk looking for basic MS Word and email computer classes (which we used to offer.) There is a great divide between the technologically advanced and those just starting their computer learning journey.

What opportunities do you hope the library seizes during the next ten years?

- ▶ Always reach out to the community regarding classes/events, technology, etc...
- ▶ Becoming more of a hub for different ages and interests. Increasing community visitation without decreasing service quality.
- ▶ Continue to provide educational and entertaining programs for all types of audiences
- ▶ Creating more focused and specialized programs that involve technology outside of crafts.
- ▶ Diverse programming for the upcoming generations.
- ▶ Expanding our nascent maker home lending / library of things; book bike in summers; determining a means of better serving residents on south end of town.
- ▶ I hope that the library continues to adapt to technology trends
- ▶ I hope that we are able to bring more people into the Maker Space
- ▶ I hope the library continues to expand their collection of things available for checkout. I also hope the library continues to listen to their members to prioritize their needs. It is difficult to anticipate what the next big thing will be in 10 years, but I hope the library will be able to keep up the current trends in terms of technology and materials.
- ▶ I hope the library finds a way to bridge the gap between the aging population and the younger population.
- ▶ I hope the Library takes the opportunity to be an example to the community on green and sustainable practices
- ▶ I hope the library will continue to expand its resources with a Library of Things which will allow residents to rent sports equipment, power tools, assistive technology, and other useful (but expensive) items.
- ▶ I think the Library should focus on more learning opportunities especially those that are new to patrons of various ages, such as iPhones and electronics,
- ▶ I'm not sure ...
- ▶ I'm not sure. I think the library should continue to utilize and promote the wonderful spaces we have in our new facility.
- ▶ Library of things, capitalizing on seniors' interest in library
- ▶ Meeting the communities needs, more partnerships with local organizations & schools.
- ▶ More library-wife programming to bring in more interest. Like STEAM fest.
- ▶ Opportunities to make the library as environmentally friendly as possible. Rethinking how we do things to be more sustainable.
- ▶ outreach
- ▶ Staying updated with the current times
- ▶ To remain a permanent fixture in the community.

ADDITIONAL COMMENTS

What about the Linda Sokol Francis Brookfield Library makes you the most proud?

- ▶ Besides our new facility, our customer service and our comprehensive collection and programming.
- ▶ Giving members great quality service.
- ▶ How we balanced architecture aesthetics without sacrificing practicality and utility with the new building.
- ▶ I am proud of my team that managed to work through a pandemic with ever changing regulations, opened a new building, and managed to keep our chin up.
- ▶ I am proud to work at a library that offers a wide variety of resources and materials to our patrons. The staff members at this library also share a passion for libraries and helping others. I truly enjoy working with our patrons. While we do have to deal with rude patrons from time to time, there are many incredible people who utilize our library. I enjoy interacting and providing service to our wonderful community.
- ▶ I love that we are always evolving to meet the community's needs; trying new things and adjusting what doesn't work.
- ▶ I love the toys and games available to check out and am excited that they are in high demand!
- ▶ I love to see the community become involved in the Libraries resources.
- ▶ I'm proud of how helpful and friendly the staff is and all the programs we offer
- ▶ It is a beautiful, thoughtfully planned library! Very welcoming.
- ▶ It's a beautiful library that truly cares about the community and its needs. Their priority are the patrons. It strives very hard to be a welcoming place for everyone.
- ▶ Our willingness to serve ALL who enter our doors exceptionally well. We see many area nonresidents who aren't served well in their home communities.
- ▶ Serving the community through thick and thin such as having the current building operating through the pandemic
- ▶ The diverse collections we have
- ▶ The effort and dedication of the staff to assist anyone and everyone if possible
- ▶ The great staff, our willingness to work hard.
- ▶ The Library has been willing to be experimental with what kinds of events we plan and what interests we represent in our services
- ▶ The Maker Studio! It helps people learn and use crafting technology in a way they can't on their own because the cost of materials and time is too prohibitive.
- ▶ the many resources it provides, specifically technology.
- ▶ The new facility and the staff working there.
- ▶ The staff and how they work together to achieve balance and
- ▶ The welcoming staff and variety of programs and event the Library strives to provide.

Please provide any additional comments:

- ▶ A library must serve a diversity of thought and opinion, even those that differ from staff or a majority of community members.
- ▶ I do not have any additional comments at this time.
- ▶ This staff survey did not include any questions about the staff experience of working for this library. I am not sure if employee experience or staff retention/ turn over is being addressed in the strategic plan. I think these are topics worthy of investigation. Without our fantastic staff this library would not be able to operate. It is important that their voices are heard and that they feel safe to express their concerns without fear of negative consequences for their honesty.

COMMUNITY PARTNERS SURVEY

During November 2022, Linda Sokol Francis Brookfield Library received 6 responses to its survey of partners and community organizations, including representatives of:

- ▶ Brookfield Aging Well Team
- ▶ Brookfield Recreation Department
- ▶ Priority Print
- ▶ S.E. Gross Middle School
- ▶ St. Paul's Lutheran School
- ▶ Village of Brookfield

Please select your level of agreement with the following statements.

	STRONGLY AGREE	SOMEWHAT AGREE	NEUTRAL	SOMEWHAT DISAGREE	STRONGLY DISAGREE	TOTAL
The library's collection represents the diversity of the Brookfield community.	2 (33.33%))	3 (50.00%))	0 (0.00%))	1 (16.67%))	0 (0.00%))	6
The library's technology offerings meet the needs of the Brookfield community.	3 (50.00%))	3 (50.00%))	0 (0.00%))	0 (0.00%))	0 (0.00%))	6
The library's physical space meets the needs of children in our community.	4 (66.67%))	0 (0.00%))	1 (16.67%))	1 (16.67%))	0 (0.00%))	6
The library's physical space meets the needs of teens and young adults in our community.	3 (50.00%))	1 (16.67%))	1 (16.67%))	1 (16.67%))	0 (0.00%))	6
The library's physical space meets the needs of adults in our community.	5 (83.33%))	0 (0.00%))	0 (0.00%))	1 (16.67%))	0 (0.00%))	6
Our community is aware of what the library has to offer.	3 (50.00%))	3 (50.00%))	0 (0.00%))	0 (0.00%))	0 (0.00%))	6

Comments included:

- ▶ I think that programs need to be more open.

What do you consider to be the library's greatest strengths?

- ▶ Always looking forward
- ▶ Brand new facilities with modern technology.
- ▶ It is a great community meeting place.
- ▶ Location
- ▶ The monthly newsletter is so informative and well written. Seniors like their mail! The depth and variety of programs is well appreciated.

In the next three to five years, how important do you believe each of the following will be to the Brookfield community?

	EXTREMELY IMPORTANT	VERY IMPORTANT	MODERATELY IMPORTANT	SLIGHTLY IMPORTANT	NOT AT ALL IMPORTANT	TOTAL
Checking out physical materials at the library	3 (50.00%)	1 (16.67%)	1 (16.67%)	1 (16.67%)	0 (0.00%)	6
Taking children/grandchildren to visit	1 (20.00%)	3 (60.00%)	0 (0.00%)	1 (20.00%)	0 (0.00%)	5
Attending library programs	4 (66.67%)	2 (33.33%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	6
Using computers, printers, or scanners	3 (50.00%)	2 (33.33%)	0 (0.00%)	1 (16.67%)	0 (0.00%)	6
Accessing the Wi-Fi	4 (66.67%)	1 (16.67%)	1 (16.67%)	0 (0.00%)	0 (0.00%)	6
Using the Maker Studio	2 (33.33%)	3 (50.00%)	1 (16.67%)	0 (0.00%)	0 (0.00%)	6
Receiving assistance from staff	2 (33.33%)	3 (50.00%)	1 (16.67%)	0 (0.00%)	0 (0.00%)	6
Using the library's study rooms, quiet reading room, or other physical spaces	4 (66.67%)	2 (33.33%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	6
Accessing assistive technologies to support those with differing needs	3 (50.00%)	2 (33.33%)	1 (16.67%)	0 (0.00%)	0 (0.00%)	6

What would you like to see the library do differently or more of?

- ▶ I have always strongly believed that the library should open by at least nine on weekdays and extend hours to be more available to the community.
- ▶ I would have a sign in / sign out system for minors to help hold behavior more accountable. All elementary and middle school students have student IDs issued to them. This can be a way to monitor students and have accountability for their actions. No ID to check in to use the space, then no entry without an adult present. In their early youth these developing children need accountability so that they do not disrupt others within the space.
- ▶ It would be great if you could highlight what the schools are doing in the neighborhood like ours! Maybe also provide information on teaching philosophy, curriculum, etc.
- ▶ Nothing

Please consider the community-level needs your organization recognizes in Brookfield. In that context, how relevant do you feel the following library services will be during the next five years?

	EXTREMELY RELEVANT	SOMEWHAT RELEVANT	MODERATELY RELEVANT	SLIGHTLY RELEVANT	NOT RELEVANT AT ALL	TOTAL
Increasing connection with social services and information	4 (66.67%)	2 (33.33%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	6
Accessing library materials or resources remotely	3 (50.00%)	1 (16.67%)	1 (16.67%)	1 (16.67%)	0 (0.00%)	6
Accessing job/skills training and resources	1 (16.67%)	66.67% 4	0 (0.00%)	1 (16.67%)	0 (0.00%)	6
Supplementing school-based learning for youth	2 (40.00%)	2 (40.00%)	0 (0.00%)	1 (20.00%)	0 (0.00%)	5
Accessing resources for local businesses	1 (20.00%)	2 (40.00%)	1 (20.00%)	1 (20.00%)	0 (0.00%)	5

Do you feel that there are segments of the community who are underserved by the library? If so, please explain.

- ▶ Maybe the Christian community?
- ▶ Perhaps the south side of town, as there are barriers to their visiting. Spanish-speaking families may find that they do not have many resources available.
- ▶ Yes, south of Ogden due to location

What opportunities can you imagine for your organization and the library to work together during the coming years?

- ▶ As mentioned above, it would be nice for library goers to learn about our school and what we are teaching, etc. We teach classical education, and I am currently working on a presentation that I would like to present at the library. (St. Paul's Lutheran School)
- ▶ Helping to curate and guide the school library. We have had a strong working relationship in the past that we would like to continue to foster. (S.E. Gross Middle School)
- ▶ Space sharing and community engagement (Village of Brookfield)
- ▶ Summer Camp (Brookfield Recreation Department)
- ▶ Using the library's meeting space has been very helpful. The support given for the senior resource guide was so helpful. Will need to keep updating that and will need your support. Perhaps we could promote that availability more. (Brookfield Aging Well Team)

Please provide any additional comments:

- ▶ Thanks for asking me to complete this, the library is great!
- ▶ The Brookfield Public Library is a great community asset!
- ▶ The only complaint that I have heard is about the parking lot. Some seniors say it is hard to find parking if the lot is full. They have said it is a far walk too.

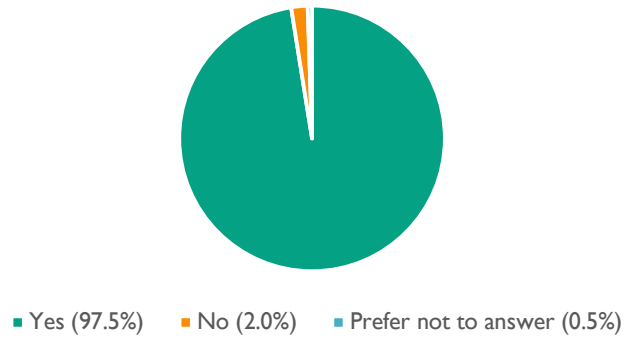
COMMUNITY SURVEY

During October and November 2022, the Linda Sokol Francis Brookfield Library sought input from residents regarding the community's public library service and preferences regarding future library service. Surveys were disseminated electronically and on paper via social media, e- blasts, the library website, in person at the library, and with community organizations.

The Linda Sokol Francis Brookfield Library received 1,042 survey responses. The following analysis provides details on the responses provided by community members.

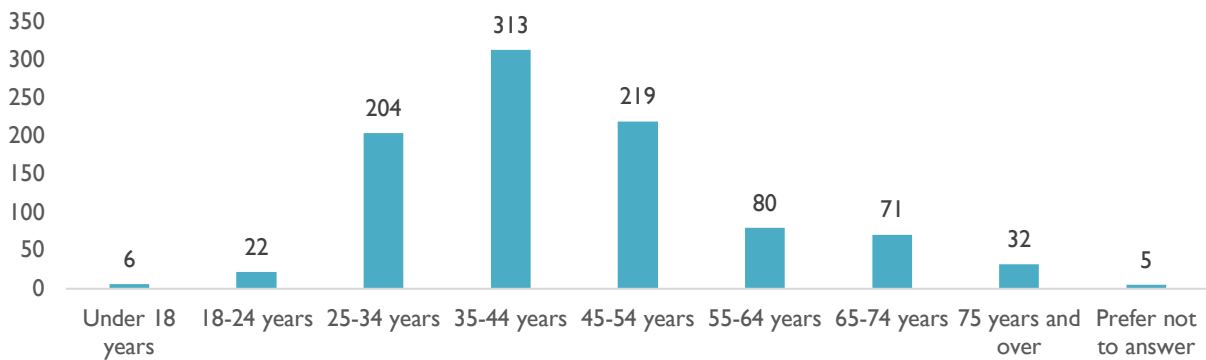
ABOUT THE SURVEY RESPONDENTS

Do you live in Brookfield?



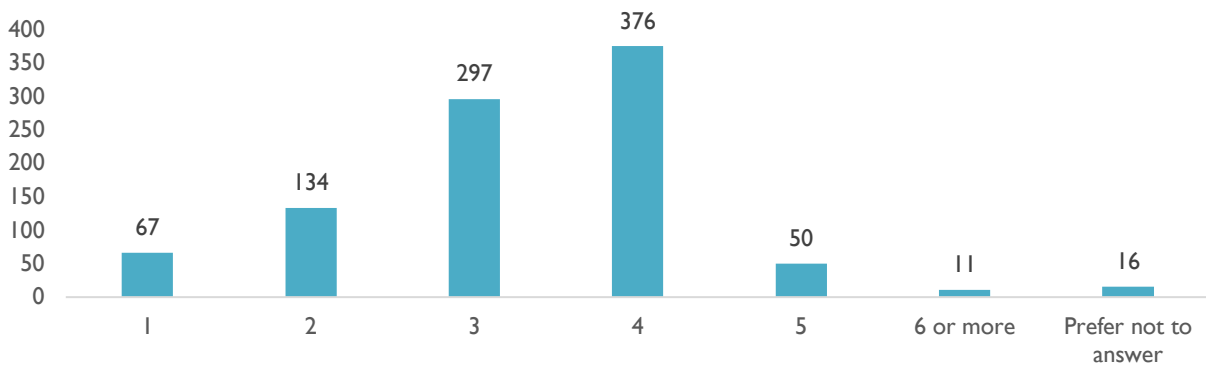
n = 951

Please select your age range.



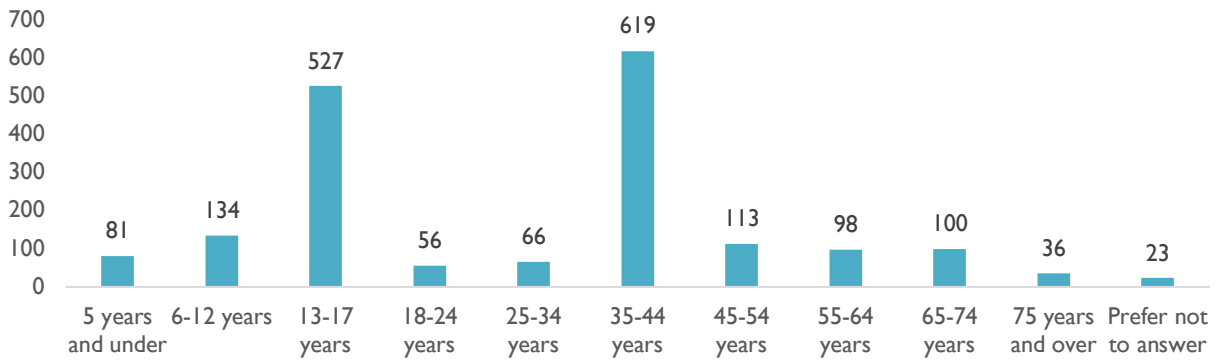
n = 952

Please select how many people live in your household, including yourself.



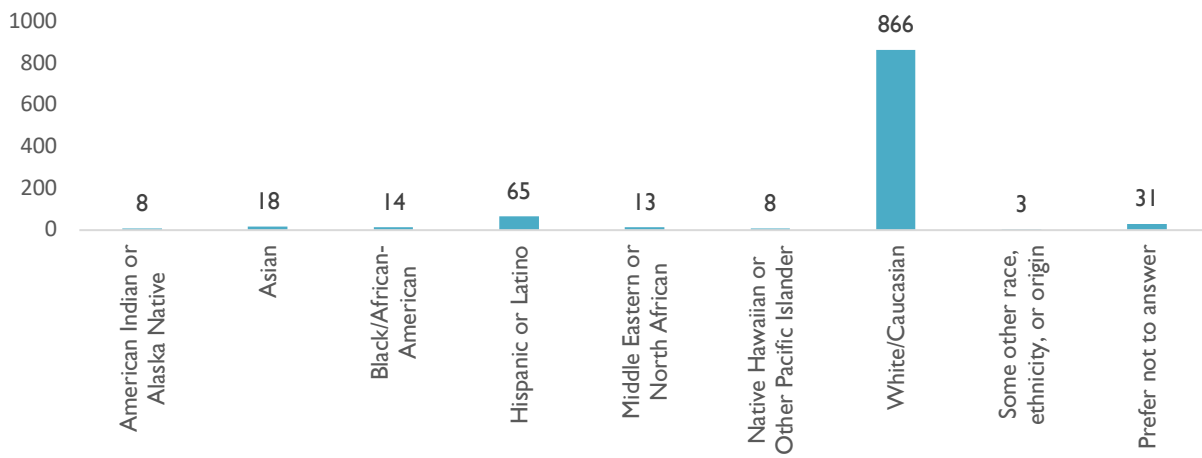
n = 951

Please select the ages of the people in your household, including yourself.



n = 948

Please select the following categories with which you and those within your household identify.



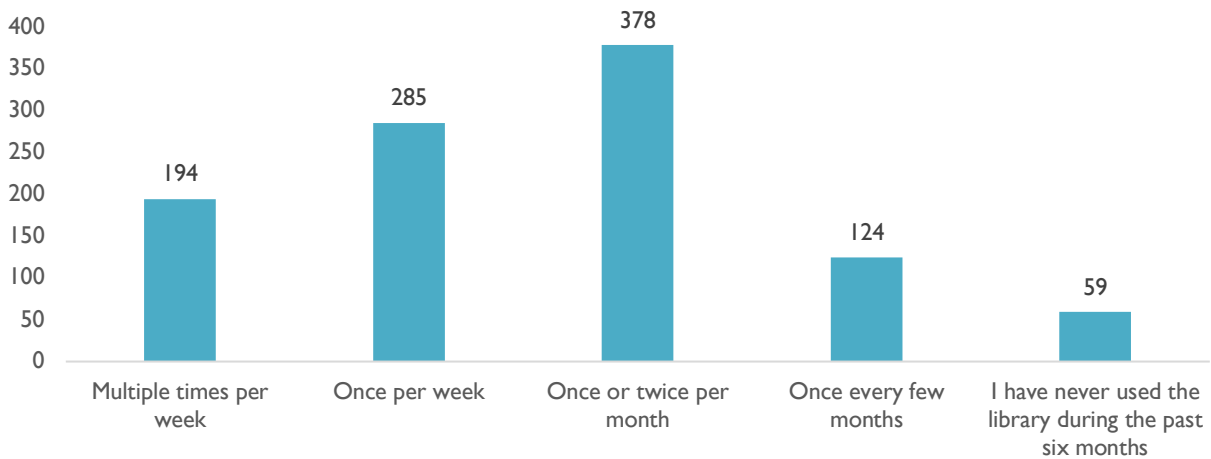
n = 950

Other responses included:

- ▶ British
- ▶ Czech Slovak
- ▶ Italian American
- ▶ Jewish

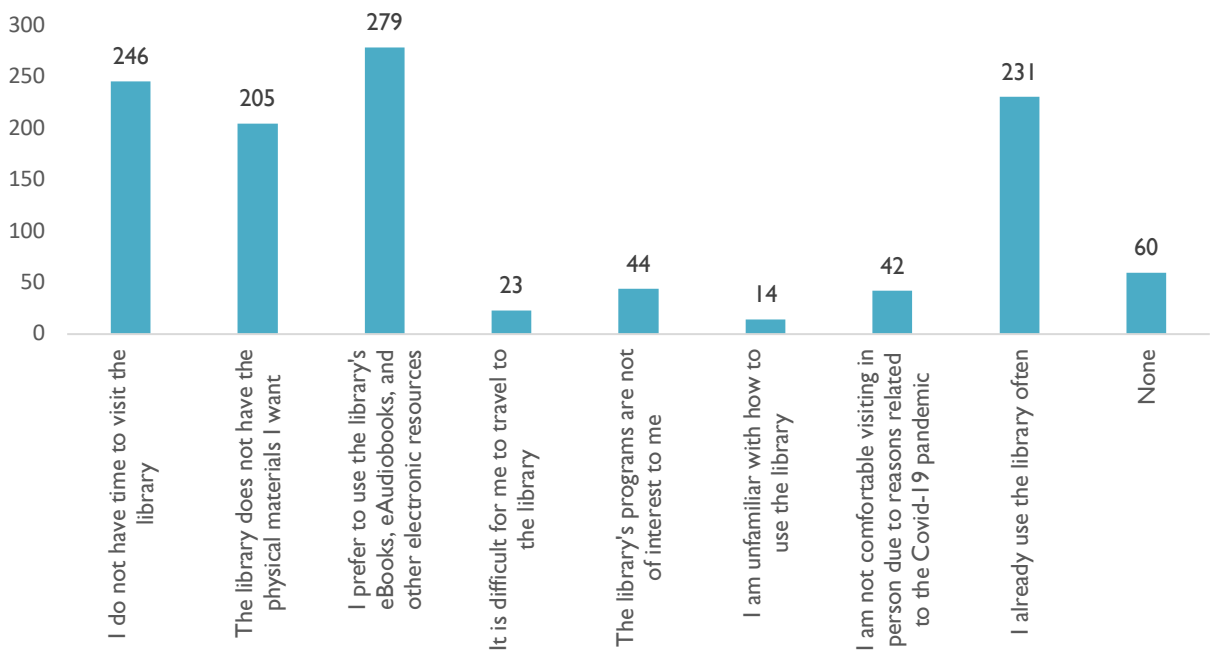
CURRENT LIBRARY USAGE

During the past six months, how often have you visited the library in person?



n = 1,040

Which of the following affect how often you use the library?



n = 1,032

Other responses included:

- ▶ Don't feel comfortable around staff and volunteers
- ▶ Driven by specific need and occasionally a program that is held in person
- ▶ Even with COVID, I reserve books and pop in to get them

- ▶ I already own most of the books I'm most interested in reading, at least until I have enough time to finish those.
- ▶ I am closer to the LaGrange Library
- ▶ I am delayed in catching up on Library events
- ▶ I discipline myself!
- ▶ I do not support the new library
- ▶ I don't need to use the library.
- ▶ I experience chronic pain and limited mobility
- ▶ I get multiple books at a time, so they take me a while to read.
- ▶ I go to the library when I can
- ▶ I have difficulty walking, so I use the curbside pickup
- ▶ I have joint problems that make it painful to sit upright for long periods of time - if there were a few recliners or lounges to read in I would read and work at the library more often!
- ▶ I just have no need to attend.
- ▶ I live in Palos Heights. But I did visit your lovely library when I presented an Interior Design Workshop.
- ▶ I live in Westchester, but I lived in Brookfield for 56 years. I facilitate the Books N' Bites cookbook club.
- ▶ I live part of the year in Los Angeles.
- ▶ I love this library and I use the online services often
- ▶ I own many books.
- ▶ I plan to up my visits once my kids go off to college!
- ▶ I prefer online classes.
- ▶ I take it for granted and forget to come by - also read on my Kindle.
- ▶ I use ILL a lot
- ▶ I use the library as meets my needs, which is 1-2 times/month
- ▶ I use Zoom courses from libraries. Right now I am in seated yoga from Brookfield Library. I am handicapped and no longer drive. With Zoom courses I do not have to look for ramps, etc
- ▶ I would like to download ebooks or audiobooks but they are frequently not available and the time designated for reading is too short
- ▶ I would like to use the makers machine.
- ▶ I would love to get work done there but my kids need supervision
- ▶ informational kiosks should be clearly identified. The last time I used a library, I had to look in a catalog drawer for the location of a book. And searching the library system should be easier. The main screen is very busy looking.
- ▶ It has been loud the few times I've visited.
- ▶ It seems there are fewer new physical books.
- ▶ It's much too loud to do anything but simply pick up and dropoff materials
- ▶ Just moved back to Brookfield but my household are library users - can't wait to use more
- ▶ Kids event, group meetings
- ▶ LATELY, the programs for seniors have not been appealing. I enjoy speakers (went to quite a few at the old building and chair yoga. Would like to see some more meet and greet.
- ▶ Library hours
- ▶ Live out of town, but visit mom
- ▶ Lots of preteens running around stresses me out
- ▶ Most of the tot programs are in the morning during my work day
- ▶ Need a better offering of coffee! Would get more people.
- ▶ No woke
- ▶ Noise level is too high
- ▶ noise level of kids
- ▶ Not aware of the programs
- ▶ printer, maybe wi fi
- ▶ Programs too late for me
- ▶ rather generic in displays of books and new ideas
- ▶ Sadly, I don't have enough time for reading. As I come to retirement, that will change
- ▶ Sometimes I use LaGrange park library because it's closer to my house
- ▶ Start a new job and just getting back to the rhythm of coming to the library
- ▶ Technology info
- ▶ The hordes of unruly kids running around
- ▶ The La Grange Lib. Is closer to my home.
- ▶ The new search feature is far inferior to the previous search feature. The criteria the new search uses are too broad to be useful
- ▶ The patrons are very LOUD.
- ▶ The time we have to travel to the library
- ▶ There's a really loud group of kids who use the teen area. Their behavior is really off putting
- ▶ Uncontrolled noise levels and rowdiness
- ▶ Unruly kids
- ▶ With my work schedule I do not get to the library as often as I would like.
- ▶ Work obligations
- ▶ Work takes up a lot of energy. I'd live at the library if I could.

LIBRARY STRENGTHS

What does the library do best?

Responses to this questions were largely positive, which the large majority of survey takers expressing high satisfaction with the library. Among the aspects of service survey takers felt the library does best were:

- ▶ Providing access to information;
- ▶ Serving as “anchor in the community” that offers “opportunities” for library users of all ages;
- ▶ Offering meaningful assistance and providing customer service by “friendly” and “helpful” staff;
- ▶ Maintaining a “beautiful space” and “inviting” facility; and
- ▶ Offering a variety of engaging programs, particularly children’s programs.

Please select your level of agreement with the following statements:

	STRONGLY AGREE	SOMEWHAT AGREE	NEUTRAL	SOMEWHAT DISAGREE	STRONGLY DISAGREE	TOTAL
I receive good customer service when I use the library.	41.17% 424	22.14% 228	21.65% 223	14.47% 149	0.58% 6	1,030
The library's collection represents the diversity of the Brookfield community.	22.02% 225	31.12% 318	30.14% 308	16.34% 167	0.39% 4	1,022
The library is accessible to everyone in my household.	42.65% 435	20.39% 208	19.71% 201	17.06% 174	0.20% 2	1,020
The library's physical space meets the needs of children in our community.	28.94% 294	24.41% 248	31.40% 319	15.16% 154	0.10% 1	1,016
The library's physical space meets the needs of teens and young adults in our community.	24.46% 248	26.23% 266	33.43% 339	14.89% 151	0.99% 10	1,014
The library's physical space meets the needs of adults in our community.	30.23% 308	28.07% 286	23.45% 239	17.47% 178	0.79% 8	1,019
Our community is aware of what the library has to offer.	13.84% 141	33.66% 343	31.60% 322	19.82% 202	1.08% 11	1,019

Comments included:

- ▶ A few study rooms should have been put on the first floor for children
- ▶ A lot of people don't know all the services and various forms of available, DVD, book, online...
- ▶ A lot of residents are anti-library, because of tax reasons, and therefore w do not visit
- ▶ Adults had difficulty finding places to sit and there weren't enough kiosks. I had to wait a long time to use one.
- ▶ Anyone living in this area has the use of public libraries. The suburbs offer people the luxury of having services like libraries.
- ▶ Consider haivng n/a to some of these questions bc for instance...i dont have kids.
- ▶ Despite being brand new, there doesn't seem to be much chatter about the library. Maybe some social media or general marketing efforts to get the word out!
- ▶ Downstairs meeting room is too small to hold a lot of people. I find the adult reading area rather small
- ▶ Everyone in my household uses the library at least twice a month.
- ▶ Folks say that they have zoo passes sometimes to check out but the library staff told me that's not true. I have no idea what's true.
- ▶ FYI—I expect that the children and teens areas are great, I just don't really know because I haven't exactly explored those areas enough.
- ▶ Good job with newsletters and such. Staff always helpful
- ▶ Great staff
- ▶ I am always surprised when my neighbors tell me they don't go to the library, especially when they have kids. I have spent a lot of time talking about the available tools and programs for younger people
- ▶ I am fairly new in Brookfield so far I have been very pleased with what the library has to offer.
- ▶ I am from Chicago so I don't know much about the community's needs, so I strongly agreed for myself: I'm the only person in my household who goes to the library. I go to you because I like you better than my own community's library. I am an adult with no kids and no contact with kids, teens, or young adults. Therefore, I can only speak for myself, as an adult. I like that you have STEM for adults, because they didn't have those when I was in high school (that came around shortly after I graduated). So I think I have a chance that I was sure I didn't before in being current and competitive in the job market, even though I have a good education.
- ▶ I answered neutral above to the questions that I felt like I personally didn't have answers for based on my household's use of the library.
- ▶ I answered with neutrals because I do not have small children or teens.
- ▶ I believe the library has great rooms!
- ▶ I can't answer for what other people don't know
- ▶ I can't speak to what other people know.
- ▶ I did not answer the questions regarding the space as I have not been to the library in 1+ years
- ▶ I do not think people who do not use the library understand its purpose or the resources available
- ▶ I don't hear anyone in town talking about the library
- ▶ I don't know the answer to some of these. I haven't browsed the library enough.
- ▶ I don't know what else I can ask you guys to do. You do the newsletter which we get. I'll admit I don't know if you have an Instagram account
- ▶ I don't receive very much information about what is going on at the library.
- ▶ I don't think a lot of folks have been inside or know how to use things like conference rooms.
- ▶ I don't think the community (or most people for that matter) realize all that one can check out at the library. Being able to check out video games saved us when I was without a job and helped to test games before dropping \$100 on a game that wont be played.
- ▶ I don't think it's announced more in the community/ social media/mailers
- ▶ I don't think people know about the equipment there to use. I don't think people read the library news that comes out regularly.
- ▶ I feel a lot of adults forgot what a library is & is unaware of the up to date resources & services they offer
- ▶ I feel like lots of people think the library is only for physical books and aren't aware of the digital offerings of the events, classes. I also think people without kids don't realize what a resource the library is for kids of all ages
- ▶ I feel that I don't receive enough communication from the library letting me know what's available
- ▶ I feel the teen areas sometimes intrude on other areas like the quiet section by the periodicals. I don't like to see candy/food wrapper, etc left laying around. Even though I don't usually sit in the quiet area, people

shouldn't sit there and talk on their phones. Also, if people in the community aren't aware of what the library offers, that's more on them than the library.

- ▶ I feel there may be programs at the library that not all households are widely aware of.
- ▶ I have a toddler- unsure of cleanliness of space. There were dead bugs in the padded area. The books with babies class didn't even fill the 30 minute time frame outlined. Teacher didn't seem prepared.
- ▶ I haven't been in the library for quite some so I don't
- ▶ I often find out about great library programs after the fact
- ▶ I really dislike the design and layout of the new library. I would have strongly preferred that the children and teen/young adult areas be separated from the adult space. Having them intermixed does not create a welcoming environment for me as an adult to visit or spend time there, because the noise and chaos of the children and teens is constant and everywhere. BUT, of course, it's much too late now that everything is built and done. I believe the entire layout was poorly planned.
- ▶ I received good customer care when I call the library. Anybody that wants to come to the library has access.
- ▶ I see people complain online about the library thinking it's just books. I wish they knew all the programs and digital materials available
- ▶ I think I've gotten things in the mail about the library but I haven't looked into it. I live in a weird part of Brookfield off of 47th and Maple so I live closer to the La Grange library than the Brookfield one.
- ▶ I think older adults should have been mentioned above - it is an important population for the library to serve.
- ▶ I think that too many people don't understand what the library brings to the community, they are too focused on possible tax implications
- ▶ I think they should know what is offered but I wonder how many really read the flyer that comes in the mail explaining what it's going to be offered for the next month or so.
- ▶ I think this has more to do with the willful ignorance of the community than the library's outreach efforts. Hard to imagine why you wouldn't vote to fund such a critical public amenity.
- ▶ I think we have a great new library. I haven't been there a lot, I think it was due to COVID and now I'm babysitting my grandchildren and I'm busy a lot of the time.
- ▶ I was not aware until recently that you had the book "This Book Is Gay" by Juno Dawson available to children. I am shocked, disgusted, and saddened that the people in charge would OK this pornography. Have you read the book? It doesn't matter what sexuality the book is about - it is porn for kids. Do any of you have kids/grandkids? Little brothers/sisters? How in your right mind could you be OK with this? Besides this book, are there any other age-inappropriate books on the shelves that we should be aware of? I'm am so disappointed in our library.
- ▶ I wonder about offering some access to social services or employment services through the library. Some libraries are starting to adopt this.
- ▶ I would prefer that the children and teen/young adult areas would be on one floor, completely separated from the adult areas.
- ▶ I'm not much of a library goer myself
- ▶ I've learned not to go to the library after school hours. There are a bunch of noisy, disruptive tween/teenagers both inside and outside and the staff seem to be de facto babysitters, regularly having to tell them to quiet down, that their behavior is inappropriate for the library, etc. Eg the study rooms on the second floor become hang-out spaces and it's no longer a place I can work or study. I don't mind some background noise at all - it's the running around, shouting, etc.
- ▶ I've seen a great number of books in the children's section that are about race. Not just a few, it seems like it is practically every other book. I don't see how it could be productive to constantly remind young kids so often about their physical differences.
- ▶ I'm not sure the community understands what the maker space has to offer!
- ▶ I'm not sure whether all residents have a good understanding of what you have available
- ▶ If the community knew what the library actually offers they'd be banging on the doors to get in daily!
- ▶ In general I think all libraries (Brookfield included) can do a better job of educating the public on what services the library has to offer. Old thinking is, "oh library just has books". Portable wifi, video games, movies, other loanable items are all offered. I want libraries to better explain their offerings other than just books.
- ▶ It can always do better
- ▶ Lack of books
- ▶ Large print books, mostly used by older adults on 2nd fl, was not a logical decision, there is an elevator, it would be easier on the 1st floor
- ▶ Limited interest
- ▶ Lots of folks who complain about the new building clearly haven't had opportunity (or interest) to visit.

- ▶ Many people don't see the point of a library, wish they would see the programs and community space it can be
- ▶ Many people I speak to about the digital services are unaware of them.
- ▶ Middle schoolers take over the teen space which makes it less appealing to actual teens. They are also very loud and often inappropriate when on the first floor.
- ▶ More different languages offered for books, videos, etc.
- ▶ My neighbor thinks libraries are outdated. I had to explain all the uses.
- ▶ My opinion-people think the library is still just books not all the amazing offerings available
- ▶ Neutral = don't know so can't render an opinion
- ▶ Neutral question has to do with limited need/exposure on my part.
- ▶ No gay shit
- ▶ no programming for disabled young adults in the community
- ▶ Not enough people seem to know about everything the library can and does offer.
- ▶ Other than the flier I'm not familiar with anything going on
- ▶ Our library is not the quiet, relaxed atmosphere I would expect from this institution. It is too loud to perform any of the tasks I would expect to be able to accomplish, aside from picking up resources and leaving.
- ▶ People I've talked with aren't aware of the makers lab or reservable work rooms
- ▶ Really good self promotion. The mailer keeps me current on new and fun library activities.
- ▶ See comment under "What does the library do best?".
- ▶ Since room is labeled "Teen Room," why not label quiet room "Adult Room"? The teens completely take over 3-6 pm. Monitor kid's behavior much better between 3-6 pm. Nice weather they need to go outside, as in school all day they want and need to be active. Gym more appropriate.
- ▶ Some people cannot get to the physical library because of physical handicaps. For some people the distance driving is too much. Some may not because of parking. Some may not have gas money to drive to the library. Some maybe sick and need to stay at home. Nasty winter weather may scare off some people like those that do not want to fall on ice or snow or sleet.
- ▶ Some people choose to be ignorant of all the wonderful resources the library provides
- ▶ Teen space is full of younger children that are loud and disrespectful. They don't let anybody work, and they don't listen to anybody. When somebody tried to set rules, they knew who to go to and get away with their shannanigans. When we are trying to work or study, they are loud. Middle schoolers should be in the first floor
- ▶ Teens being loud were a problem a couple times early in the year. The small meeting rms in the back were not able to be adequately supervised.
- ▶ teens need a space and often takes over the entire 2nd floor
- ▶ The "teen space" is always filled with destructive middle schoolers
- ▶ The above "Neutral" responses should be interpreted as "I don't know."
- ▶ The adult space is cramped. I prefer the digital collection for a better selection and ease of access
- ▶ The folks at the front desk greet you, new materials are available near the front door. People where I work are aware of what the library has to offer.
- ▶ The library has no many free and amazing workshops and activities. It's always sad to see when they are not full.
- ▶ The library is built and used as a daycare. It's not suitable for quiet study or work.
- ▶ The library sends out emails monthly with the month's activities as well as mailings to the community.
- ▶ The library should offer "get to know the facilities" tours with explanations on how to use the features.
- ▶ The newsletter explains much of what is offered locally.
- ▶ The overall library space is pretty small. It doesn't allow for a very large adult collection. The physical design made the lobby too large which created a lot of unusable empty space.
- ▶ The selection of children's books would make one think that every child is LGBTQ+ etc in the community. It wouldn't be so much of an issue with me if the books weren't poorly written and uninteresting to my kids.
- ▶ The staff are always very courteous and helpful
- ▶ The staff is friendly and helpful
- ▶ The staff is kind and efficient. Always courteous and helpful. Great visibility, it's hard not to notice the building when passing by.
- ▶ The teen room is often filled with younger children. I even saw a 6 year old in the room, although he behaved better than most of the elementary-early junior high children who frequent the teen room.
- ▶ The teens are loud and not supervised. There are often several of them in the teen room and they trash it. They also use the study rooms and are loud in them as well. The upstairs is not conducive to adults with the

noise and large number of teens. There also are not comfortable places to sit down and enjoy some quiet reading. The existing furniture is not that comfortable. I would prefer couches or arm chairs.

- ▶ there are too many preteens upstairs and it is distracting when you need quiet space
- ▶ There should be more room for young adults. They are usually running around the upstairs of the library being disruptive.
- ▶ There was a lot of debate about “new library” and how it benefitted community; clearly not all of community sees or understands value
- ▶ They have a lot of options and are friendly and knowledgeable
- ▶ This is a topic that can always be improved. There are library lovers like myself who come no matter what but how do we get others?
- ▶ Too many distractions demanding attention
- ▶ very few senior programs
- ▶ We love the library and all the new things it has to offer.
- ▶ What does diversity truly mean and who determines it?
- ▶ When on Brookfield Facebook group, so many people complained about getting a new library. I suspect these are people who never used the old library. Had they used the old library, they would know new one was needed. I'm not sure how you can get those people into the library. Note: I didn't comment on children, young adults or adults because I use my local library regularly. But, when able, I go to exercise classes and special events at Brookfield.
- ▶ With diversity, I mean it in regards to more intellectual diversity. More conservative points of view and more things to do with financial education and ownership would be great
- ▶ YA needs more attention; I don't think the community knows what the library does or that referendum would have passed

FUTURE LIBRARY USAGE

ANTICIPATED PRIORITIES

In the next three to five years, how important do you anticipate each of the following will be to your household?

	EXTREMELY IMPORTANT	VERY IMPORTANT	MODERATELY IMPORTANT	SLIGHTLY IMPORTANT	NOT AT ALL IMPORTANT	I AM UNAWARE OF THIS RESOURCE	TOTAL
Checking out physical materials at the library	24.32% 242	28.54% 284	25.23% 251	20.00% 199	1.71% 17	0.20% 2	995
Taking children/ grandchildren to visit	16.92% 167	26.04% 257	24.62% 243	19.86% 196	11.55% 114	1.01% 10	987
Attending library programs	12.80% 127	29.84% 296	32.76% 325	22.08% 219	2.52% 25	0.00% 0	992
Using computers, printers, or scanners	10.45% 103	24.44% 241	29.92% 295	24.75% 244	10.45% 103	0.00% 0	986
Accessing the Wi-Fi	11.41% 112	26.27% 258	24.75% 243	26.88% 264	10.49% 103	0.20% 2	982
Using the Maker Studio	7.64% 75	23.83% 234	28.62% 281	26.99% 265	7.84% 77	5.09% 50	982
Receiving assistance from staff	19.86% 197	30.75% 305	25.71% 255	21.67% 215	2.02% 20	0.00% 0	992
Using the library's study rooms, quiet reading room, or other physical spaces	13.84% 137	28.59% 283	28.59% 283	22.93% 227	5.66% 56	0.40% 4	990
Accessing assistive technologies to support those with differing needs	10.69% 105	26.58% 261	19.86% 195	26.58% 261	12.02% 118	4.28% 42	982

The Linda Sokol Francis Brookfield Library opened its new doors on July 31, 2021. As we look to the future to gain understanding about our long-term needs, please rate how strongly you agree with the following statements.

	STRONGLY AGREE	SOMEWHAT AGREE	NEUTRAL	SOMEWHAT DISAGREE	STRONGLY DISAGREE	TOTAL
The library should offer more space for individuals to read, study, or work independently.	10.53% 104	30.47% 301	40.89% 404	17.71% 175	0.40% 4	988
The library should offer more space for small groups to meet or work collaboratively.	8.59% 85	30.43% 301	40.85% 404	19.31% 191	0.81% 8	989
The library should offer more space for large groups to meet.	6.38% 63	27.56% 272	45.49% 449	19.45% 192	1.11% 11	987

What should the library be doing differently?

Survey takers provided responses suggesting aspects of library service, the building, or their experience using the library that could be improved. The themes of these responses included:

- "More!" Survey takers desired more of the programs, resources, and materials they appreciate and value, rather than a departure from what the library is currently offering;
- Heightened noise as a result of the location of the teen space and some respondents' limited ability to work or read in a quiet atmosphere; and
- Desire of amenities that would strengthen the library's role as a third place (e.g., seating on the first floor).

TECHNOLOGY

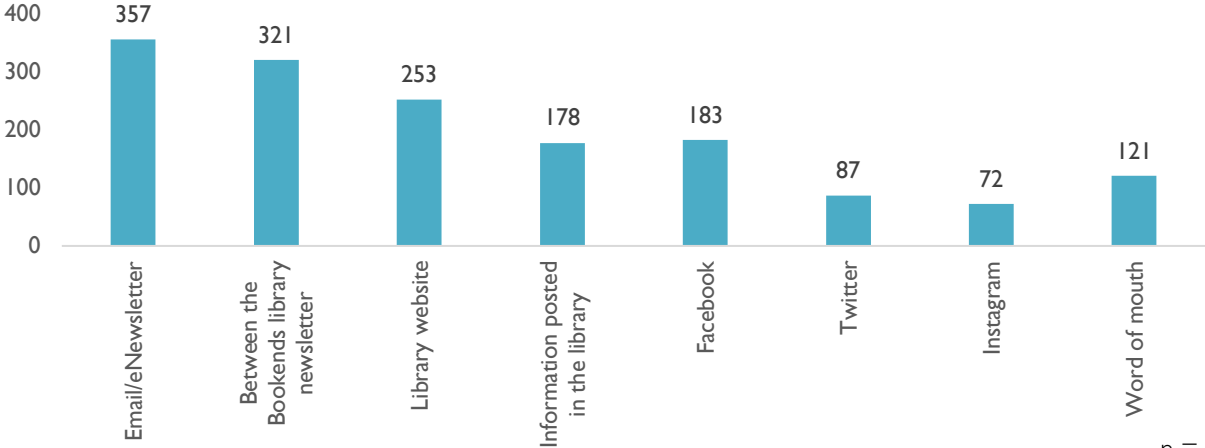
In the next 3 to 5 years, which creative tools or forms of technology do you feel your household will benefit most from during the next few years? Please consider your household's use of technology for educational purposes, entertainment, and to support those with differing needs.

Responses from survey takers ranged from traditional technology tools (personal computers) to creative tools. In addition, several respondents noted their interest in using tools found in the Maker Studio. Responses included:

- ▶ 3D printing;
- ▶ Computers, tablets, and printers;
- ▶ Portable Wi-Fi hotspots;
- ▶ Maker tools, including those targeted for users of all ages; and
- ▶ While at a less frequent rate, several survey takers noted interest in tools that would expand accessibility of the library's programs and resources.

COMMUNICATIONS

How do you most often receive information about the library?

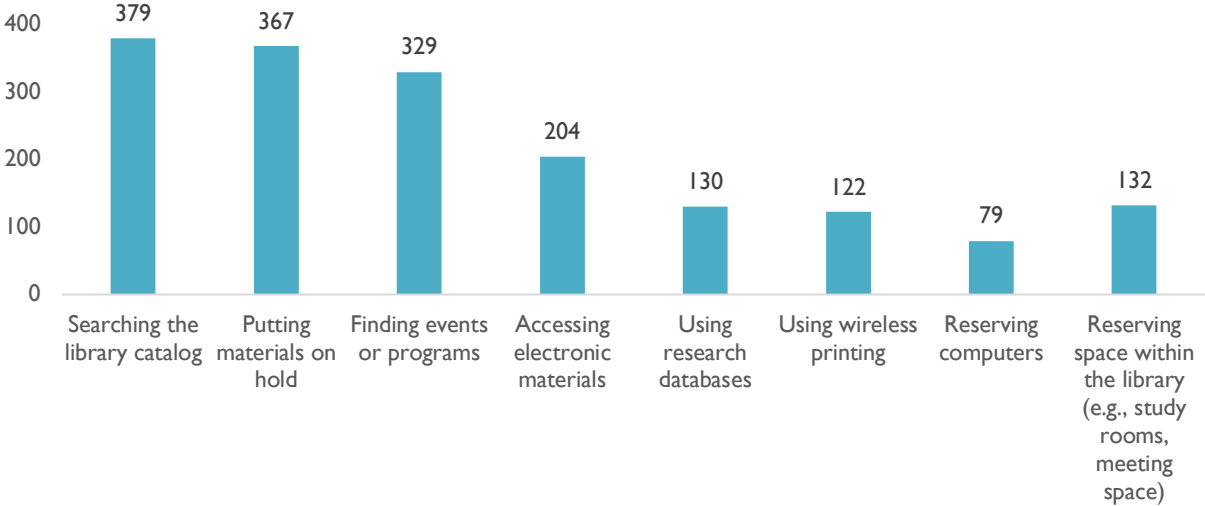


n = 947

Other social media or form of communication included:

- ▶ At the farmers market
- ▶ Brookfield connections
- ▶ Coming to the library
- ▶ E mails
- ▶ facebook
- ▶ Facebook
- ▶ Landmark newspaper
- ▶ Local newspaper
- ▶ Mailer
- ▶ Paper newsletter
- ▶ Posts on Brookfield Connections
- ▶ The Landmark
- ▶ The library news you send in the mail to our homes.
- ▶ TikTok
- ▶ US mail
- ▶ US mail

What do you use the library website for?



n = 929

Other responses included:

- ▶ Checking hours 😊
- ▶ Digital Library of Illinois
- ▶ Do not use
- ▶ Haven't used
- ▶ I didn't know about some of these services
- ▶ I don't think I've used your website.
- ▶ I don't.
- ▶ I don't
- ▶ I haven't used it yet
- ▶ i havent visited the new library but it looked nice
- ▶ I rarely use it. I am from the "old school". I feel the need to come in and discover what the library offers.
- ▶ I would love access to ancestry.com again
- ▶ Keeping abreast of community involvement/events!
- ▶ Links to other library resources
- ▶ My children do some of these things, but I do not.
- ▶ Not much. I use the app on my phone for Swan.
- ▶ NOTHING
- ▶ Nothing
- ▶ participating in the Take-Out Challenge via the Beanstack App
- ▶ Possibly graphic designing.
- ▶ Really have not used the website. Read the booklet you send to our homes.
- ▶ Registration for events and programs.
- ▶ Reserving maker equipment
- ▶ Seeing my checked out materials

How can the library improve its website?

Survey takers noted a few suggestions for improving the functionality and appearance of the library's website. These suggestions included:

- ▶ Featuring library services (e.g., "Reserve a Room") more prominently both to increase visibility of them and to ease website visitors' ability to navigate to them;
- ▶ Streamline the navigation of the website;
- ▶ Simplify the events calendar and improve usability of the search feature; and
- ▶ Refresh the aesthetic design of the website.

OPEN-ENDED RESPONSES

What does the library do best?

- ▶ A good job all around. I do enjoy the lectures and programs, book selection, electronic services.
 - ▶ A good space for kids on the first floor. The nice shelf with new stuff on the first floor. The events are good. The maker space is great. The bookable meeting rooms on the second floor are great.
 - ▶ A great resource for books/info
 - ▶ A great resource for everything.
 - ▶ Access to books & other materials remotely
 - ▶ Access to information
 - ▶ Access to materials online and interlibrary loan
 - ▶ Advertise
 - ▶ Advertise programs
 - ▶ Allow too much noise.
 - ▶ Allowing card holders to copy articles for free (up to ten)
 - ▶ allows kids to be kids
 - ▶ Always helpful with my questions, book requests, etc.
 - ▶ An anchor in the community, help kids learn to read and enjoy reading
 - ▶ Love fireplace!
 - ▶ Assist with technology.
 - ▶ Assisting customers
 - ▶ Assisting me with my technology questions. Movies.
 - ▶ Atmosphere
 - ▶ Atmosphere, material selection
 - ▶ Awesome collection and customer service ▶
- Be friendly!
- ▶ Beautiful building and responsive staff
 - ▶ Beautiful space. Great book selection. Informative programs.
 - ▶ Book clubs Exercise programs for seniors Very polite and helpful staff
 - ▶ Books and programming
 - ▶ Books are complete
 - ▶ Books are full
 - ▶ Books are more than
 - ▶ Books complete, content
 - ▶ Books comprehensive, can find me what I need
 - ▶ books, newspapers, magazines, hold
 - ▶ books, programs and staff
- ▶ Books.
 - ▶ Brookfield library is so clean, organized, practical, has plenty of private rooms in which meetings or studies can take place. My favorite room is the room that has the fireplace
 - ▶ Children and Adult Programs are first class!
 - ▶ Children and teen programming is excellent
 - ▶ Children's activities
 - ▶ Children's librarians always have excellent suggestions
 - ▶ Children's programming is stellar - I love all the maker toys. Please get board games.
 - ▶ Children's programming and teen and adult programs are all great. It is a wonderful resource for our community. The maker space is amazing.
 - ▶ Children's programming! It's fantastic.
 - ▶ Children's programs, public services and always finding specific books in the rare event the library doesn't have them
 - ▶ Children's programs.
 - ▶ Children's section
 - ▶ Classify many
 - ▶ Clean, comfortable
 - ▶ Clean, well layed out easy to find what you want. Excellent collection of materials
 - ▶ Communicate
 - ▶ Communicate programs through newsletter and email
 - ▶ Communicate services and provide books, films, and programming.
 - ▶ Communication. Friendliness and helpfulness of staff.
 - ▶ Communications and programs
 - ▶ compliment our community as being progressive and modern, a peaceful friendly place to visit
 - ▶ Computer Internet Stations
 - ▶ concern itself with the satisfaction of its patrons
 - ▶ Create community through events. Give kids a safe place to develop a love of books.
 - ▶ Customer service
 - ▶ Customer service
 - ▶ Customer service
 - ▶ Customer service
 - ▶ Distribute a wide collection of books
 - ▶ Easy checkout experience and good access to audio books.

- ▶ Easy Kindle access, warning about Kindle returns, reference and personal help, no late fees
- ▶ Ebook
- ▶ Ebooks and using the library's printer
- ▶ EDUCATE!!!
- ▶ Even if Brookfield doesn't have book I want they are able to get it usually pretty quickly if it's on shelf
- ▶ Even though I have not had a chance to use the services at the library much recently, I love that there are so many different programs and services available, should I (or anyone) need them.
- ▶ Every service the library offers is excellent. The staff are excellent. Management has done a very good job.
- ▶ Everyone is extremely courteous, and the library seems to keep up with the latest books.
- ▶ Everyone that works there is extremely helpful. I am very pleased with the staff.
- ▶ Everyone who reads books is very quiet, which I think is the best
- ▶ Everything
- ▶ Everything
- ▶ Everything from the selection of books, the in-person programs, and the layout of the library. The entire staff is amazing and very customer-focused.
- ▶ everything that I've needed from it
- ▶ Everything they do is great!
- ▶ Everything! Very helpful
- ▶ everything
- ▶ Excellent description of resources online so you can prepare before a trip
- ▶ Excellent staff!! [he front desk is top notch. The new space is beautiful!! Love everything from the furniture to the rooms and the layout.

- ▶ Exhibit a community focus, attempts to serve many subgroups in community.
- ▶ Extremely helpful and knowledgeable
- ▶ fast helpful service
- ▶ Feels welcoming
- ▶ Find the information want
- ▶ For me: Provide specific material that a resident would like - a specific title. I'm sure their work for others is more important.
- ▶ For the most part, there is usually someone there to help if needed.
- ▶ Free and educational
- ▶ Friendly
- ▶ friendly and helpful
- ▶ Friendly and helpful staff

- ▶ Friendly people who work there
- ▶ Friendly staff
- ▶ Friendly staff Online book ordering
- ▶ Friendly staff helps with everything!!
- ▶ Friendly staff nice sized collection of books, CDs, and DVDs
- ▶ Friendly staff, easy scanner station helpful, free \$1 per day printing
- ▶ Friendly staff, great kids area
- ▶ Friendly staff, nice facilities, great materials,
- ▶ Friendly, helpful employees
- ▶ Full of poetic surging spirituality filled with fragrance, flowing melody, deductive wonderful place
- ▶ Fun and safe for my two year old. Get books fast from other libraries. Organize and inform about holds. Offers great online access to training/services
- ▶ Fun children's section
- ▶ General overall high quality of all library services and staff.
- ▶ Get books I request in a timely manner.
- ▶ get materials and information
- ▶ gets the books I want
- ▶ Gets the books I want if you don't specifically have it
- ▶ getting books for patrons who place holds on materials
- ▶ Good book inventory. Polite helpful staff. Very nice facility.
- ▶ Good customer services. People are friendly and help is at its best.
- ▶ Good ebooks/audiobooks.
- ▶ Good programs.
- ▶ Good staff
- ▶ good support finding books that are outside of our Suburban system; Warm, friendly service
- ▶ great book selection - friendly - clean
- ▶ Great childrens area
- ▶ Great circulation team
- ▶ Great customer service and selection of materials.
- ▶ Great kid and youth programming
- ▶ Great kids area. There's lots of activities, blocks, games, books at small child height so they can pick.
- ▶ Great knowledgeable employees, clean, excellent upkeep, organized. Excellent selection of materials. ***Great quiet rooms***
- ▶ Great location interesting presentations, nice staff, great building, welcomes all
- ▶ Great programs and classes
- ▶ Great programs, great rooms to rent.
- ▶ Great programs, great selections of material, always helpful!

- ▶ Great selection, knowledgeable staff. & Great adult education
- ▶ Great space for kids and families to spend time and pickup educational and entertainment resources. Easy to pick and reserve materials
- ▶ Great staff, very helpful and friendly.
- ▶ Great variety of everything offered; easy to locate and assistance always available. Virtual events and access to apps plus superb maker room.
- ▶ Greeters at the front desk make you feel welcome and always ready you help. Plus having the "book sale" books are always interesting to look at and purchase!
- ▶ Has a variety of activity bags.
- ▶ Has an ok book selection
- ▶ Has computers with Roblox, SWAN app.
- ▶ Have a great array of books
- ▶ Have a great location!
- ▶ have a nice childrens section.
- ▶ Have a variety of children books and activities
- ▶ Have a variety of reading formats/options for guests as well as access to various technologies/equipment.
- ▶ Have books
- ▶ Have current DVDs
- ▶ Have good programs
- ▶ Have the Taste of Brookfield
- ▶ Have updated material and always tries to stay updated with books and technology
- ▶ Having movies to pick up and assistance when I'm looking for certain books is a huge asset.
- ▶ Having people ready to help
- ▶ Help me find materials.
- ▶ Help people find what they are looking for
- ▶ Help!
- ▶ Help! Anytime my kids or I have needed help finding something, your staff has always gone above and beyond to help.
- ▶ helpful and friendly employees
- ▶ Helpful finding resources
- ▶ Helpful in research
- ▶ Helpful staff
- ▶ Helpful staff, awesome resources. We regularly check out books and audiobooks, I've used the small rooms as a workspace, the scanner for old family pictures, love the maker space, etc.
- ▶ helpful staff, good material loan policies with partner libraries, easy hold and email notifications, easy to use swan and IT system
- ▶ Helpful staff! Great selection of books plus magazines
- ▶ Helpfulness
- ▶ huge knowledge base
- ▶ Of course, access to books is what it does best
- ▶ I don't know how to answer this. At the former location, I would say customer service, really connecting with each individual patron, listening, going above and beyond to meet their needs. All of that has disappeared with the staff that has left since the move.
- ▶ I enjoy the library for the programs - particularly exercise programs, presentations, etc
- ▶ I enjoy the variety of programs and the availability of computers. I also think it's great to offer kids so many opportunities and teen space. I love the craft room, but haven't had a chance to utilize it yet. I love being able to order a book online and have it ready for pick up after I get an email notification. Also I do enjoy assistance from your librarians. I greatly appreciate the accessibility of genealogy resources. I also enjoy reading the newspapers and magazines.
- ▶ I love everything about the new library and it is a joy to have in our town. Excellent staff, great programs, books for everyone in my family, beautiful building. What's not to love?
- ▶ I love how open it is and how much natural light is allowed in.
- ▶ I love the Childrens programs!!!
- ▶ I love the convenience of requesting books online and having them sent to the Brookfield Library
- ▶ I love the easy availability of reserving meeting spaces and easy check out system.
- ▶ I love the library and am an avid reader of the e-booked
- ▶ I love the reading programs for children and the kids section of the library.
- ▶ I love the selection of materials and the new space.
- ▶ I love the texting phone number to reserve a book. Super helpful! The programs are also great. I've been to hot cocoa bomb making and candle making and both were great.
- ▶ I really like the craft programs that you offer.
- ▶ I use the library primarily as a meeting space. The facilities are top notch.
- ▶ I use the library primarily for leisure reading, and the library does a great job fulfilling that need for me!
- ▶ i used to go as a kid a lot, i had a la grange library card. i used to participate in the

events there like m and m bingo, anime night, and check out books and games.

- ▶ If our library does not have a book I want, it's easy to get through the larger system.
- ▶ If they don't have a book it's so fast to get it from another library, such a great service!
- ▶ Inter library loan/SWAN
- ▶ Inter-library SWAN system is great to get the materials I want
- ▶ Interlibrary loan services
- ▶ It gives access to books, computers and internet to that cannot do that in their apartments or homes.
- ▶ It is a beautiful, welcoming space. The children's area is excellent
- ▶ It is a great place to get different kinds of materials and for kids to play and explore
- ▶ It is a safe place for all regardless of income, and it is chockablock with books.
- ▶ It is z as free place of community, when my children were young, it was a terrific destination for a family outing.
- ▶ It looks really cool.
- ▶ It offers a huge selection.
- ▶ It offers an extensive selection of books online.
- ▶ It provides access to a world of information available through the Swan library connection. It also provides in-person assistance, access to technology tools and in-library events to its patrons.
- ▶ It's a beautiful space and I love the variety of services. The notary services are especially useful to me as I occasionally need to have documents notarized for work.
- ▶ It's a great place for kids!
- ▶ It's a wonderful community resource, much more than just stacks of books.
- ▶ It's beautiful
- ▶ It's beautiful and clean. I feel like my child is safe.
- ▶ It's big and quiet.
- ▶ It's staff is good
- ▶ It's a beautiful space.
- ▶ It's convenient, has many interesting services. I love the trove of historical documents. The building is beautiful and a pleasure to visit.
- ▶ just to be there in the community
- ▶ Keep a clean and inviting facility; providing work space
- ▶ Keep people quiet
- ▶ Keep up with current events and programs
- ▶ Las personas que trabajan en ella siempre son amables y están dispuestas a ayudar. [*The people who work there are always friendly and willing to help.*]

- ▶ Layout, friendly and helpful librarians, variety of books. Love the option to check out games for my kid too. I'm excited about the programming options, but I haven't taken advantage of them yet.
- ▶ lend books
- ▶ Let kids act wild and disturb other guests.
- ▶ Librarians and support staff are always helpful.
- ▶ Locates and obtains materials for me from other libraries.
- ▶ Love all the new books and how it's right in front! Love the programming and so many things to do there for all ages.
- ▶ Love that you have a maker studio
- ▶ Love the craft room that all can use and learn
- ▶ Love the inter-library loan and digital offerings.
- ▶ Love the kids programs and looking forward to the true crime book group
- ▶ Love the maker space
- ▶ Love the new building!
- ▶ Love the new space. Good amount of events, something for everyone.
- ▶ Make resources available to everyone. I made great use of the technology to copy vhs video to digital. I also used to go to story hours with my grand daughter.
- ▶ maker studio, ebooks, audio books
- ▶ Makes me feel safe.
- ▶ Many programs for all different age levels for both children and adults
- ▶ Many resources available online
- ▶ Many things. I think it has been very open minded expanding its services via Zoom to people for one reason or another can't physically go to the building. It also has been keeping people safer from covid and other germs other people may carry and infect others who are physically close by to them.
- ▶ Monthly activities, panels, writer's group, activities for various ages. Good hours, access to online materials too. GREAT FACILITY.
- ▶ Most everything
- ▶ Multiple programs and resources
- ▶ Multiple services for people, such as clubs. presentations, etc.
- ▶ My favorite personal use of the library is via holds through Swan or Kindle books. I love that my kids consider it a safe space, and eagerly ride bikes there to borrow books on their own, or utilize the teen space. Spaces where teens and preteens are welcome can be challenging to find, and the library is wonderfully welcome and safe.
- ▶ My teenage daughter visits regularly to check out books. I like the small business programming and would love to check out

the makers room. I appreciate the communication I get about the library even when the programs are not a fit for my family.

- ▶ New and clean. Good staff.
- ▶ New building looks nice and the landscape is a pleasant change of scenery compared to an empty lot.
- ▶ newsletter
- ▶ Nice building
- ▶ Nice people. I like ebooks.
- ▶ Nice selection of ebooks and magazines online.
- ▶ not sure. I dont access the new space often enough to have a well-informed opinion on that, IM afraid.
- ▶ Obtain books I want
- ▶ Obtain materials from other libraries
- ▶ Offer a variety of activities
- ▶ offer curbside pickup
- ▶ Offer opportunities, access to free books and classes to our community
- ▶ Offer options for varied interests and ages
- ▶ Offer programs and resources for all ages
- ▶ Offering free seated yoga classes . That helps people get healthier. I was impressed it was not limited to just people in Brookfield. Wonderful. The classes are on Zoom. I no longer drive. Am handicapped so it is hard even trying to walk. The Zoom saves me time and physical energy. I am sure this gives library access to some people that can not get to the library physically or do not come because of distance.
- ▶ Offering programs for all ages; great, helpful staff, good materials, beautiful new building
- ▶ Offers a beautiful, welcoming place for the community to learn whatever it is we want/need to learn.
- ▶ Offers a nice variety of books
- ▶ Offers a place for Brookfield residents to access information
- ▶ Offers a variety of family oriented events.
- ▶ Offers a variety of resources, materials, classes, and workshops for different age groups.
- ▶ Offers current material that is easy to locate.
- ▶ Offers information through through the local flyer. Very nice and easy to read layout
- ▶ Offers me great books to read!
- ▶ Offers need-to-know/grow info
- ▶ Offers something for everyone.
- ▶ On a big scale
- ▶ On premise Early Childhood programming is top notch. Librarians are welcoming and very friendly. What little I have experienced of Adult programs was well done. And a smaller

collection of materials on site is amply enhanced by the intrastate loan system. Book holds and pickups are very easy.

- ▶ Online options: I like being able to participate in the reading program my just taking some books home because I can use the Beanstack app. I also am looking forward to using your Facebook page to do one of October's crafts.
- ▶ Only in the library can I read at ease
- ▶ Our family loves all the programs, for kids & adults. Also, the staff is very friendly and helpful.
- ▶ Patron service-going above and beyond to help serve the community with access to the information and materials that they need/request
- ▶ People are super friendly. The banned books display was fantastic
- ▶ Personal service
- ▶ Personal service. They are kind and helpful
- ▶ Physical site looks amazing, love the new building. Great part of the neighborhood.
- ▶ Physical site looks amazing, love the new building. Great part of the neighborhood.
- ▶ Pleasant and knowledgeable librarians. Good programs
- ▶ pleasant space to visit
- ▶ Programming. My kids love the classes.
- ▶ Programs and lectures
- ▶ Programs and online content availability.
- ▶ programs for adults , making copies
- ▶ Programs for children
- ▶ Programs of interest and presentations
- ▶ Programs, books and staff
- ▶ Provide a nice clean place to borrow materiala
- ▶ Provide a safe place for young people
- ▶ Provide access to all level of information.
- ▶ Provide access to books recently released which is the service I most use. I also love the free access to LinkedIn learning. In general, the library has so many resources available that I think a lot of people don't get to use.
- ▶ Provide access to media. Provide access to maker tools.
- ▶ Provide an inspiring environment
- ▶ provide great books, programs that are of interest to many people
- ▶ Provide great customer service and excellent programming to the community. The library staff members are very helpful and kind, and the programming is unique and plentiful.
- ▶ Provide great customer service!
- ▶ Provide great resources in various formats as well as community spaces and programming
- ▶ Provide hotspots
- ▶ Provide interesting and helpful programs

- ▶ Provide interesting materials/classes for children.
- ▶ Provide knowledge
- ▶ Provide materials
- ▶ Provide reading and audio books
- ▶ Provide reading material
- ▶ Provide resources and meeting/study spaces. I've used the private study rooms for meetings multiple times.
- ▶ Provide resources for kids
- ▶ Provides a beautiful and functional place for all ages to use the many services provided.
- ▶ Provides a clean, comfortable and friendly place to learn.
- ▶ Provides a lot of free resources
- ▶ Provides a nice comfortable space for my kids and I to browse and check out books
- ▶ Provides a welcoming space for children to read and do activities.
- ▶ provides a wide offering of resources, particularly with the option of interlibrary services
- ▶ Provides an educational, cultural, social hub for the community
- ▶ Provides customer service and use of fax/internet/copier/scanner
- ▶ Provides helpful resources, a great catalog/access to ebooks, and friendly staff!
- ▶ Provides useful resources, fun activities and crafts. Friendly smiling staff members.
- ▶ Provides valuable resources and programming to the community, like book talks, story time for kids, classes on a variety of topics, the makers studio, meeting rooms.
- ▶ Providing comfortable space, particularly for adults.
- ▶ Providing great programs and challenges
- ▶ quickly get holds from other libraries. the staff is all super helpful.
- ▶ quiet
- ▶ quiet
- ▶ quiet
- ▶ Quiet environment is good
- ▶ Readers advisory is good, especially for YA and Genre fiction; ILL is fabulous
- ▶ Regular programs of interest, wide variety of inventory
- ▶ Requesting books through Swan, elementary aged kids activities
- ▶ Runs programs for all ages
- ▶ Seamlessly provided physical content through their collection or through interlibrary loans.
- ▶ Seems to be using a lot of technology in the building itself.
- ▶ Sense of community
- ▶ Serve Brookfield residents and out-of-town visitors.
- ▶ Serve their community
- ▶ Service
- ▶ Service
- ▶ So much really! It's really an impressive thing for a town this size. So many programs, so many book clubs. Fortunately for me many of the most attractive offerings are during the day and I still work full-time. That's OK, soon come.
- ▶ Space is great. The staff are friendly and helpful. Nice area for kids.
- ▶ spend my tax money
- ▶ Staff helpful and friendly, always leave with something even if not what I came for
- ▶ Staff is a always friendly and helpful. Maker lab is awesome. Classes I've taken have been good.
- ▶ Staff is always helpful; very family friendly with crafts and activities and areas targeted toward children
- ▶ Staff is amazing, best around, thanks
- ▶ Staff is amazing. Good programs and glad they accommodate kids for study purposes
- ▶ Staff is very helpful!!
- ▶ Staff is very knowledgeable and helpful
- ▶ Strong application of technology.
- ▶ Study room space, customer service, fun programs for kids
- ▶ Study rooms online check in
- ▶ Support our community
- ▶ Swan catalog, ability to borrow anything basically
- ▶ Technology help with internet, printing documents that I can't do at home.
- ▶ Terrific staff. Very accommodating. Great selection and if not here - will get for you. Beautiful facility!
- ▶ The abundance of books
- ▶ The books and it is fun
- ▶ The building is bright and inviting. The meeting rooms are wonderful now. Staff is pleasant and helpful. I like the outside seating area.
- ▶ The computers laptops etc are nice I guess . But terrible collection of books . For example not a full collection of Terry Brooks , very few Tolkien books , you don't have a hard or softcover version of The Stand by Stephen King . Also your Clancy collection is incomplete. This needs to be fixed .
- ▶ The customer service is wonderful.
- ▶ the employees are very accomodating
- ▶ The friendly and helpful staff!
- ▶ The hours of the library are awesome.
- ▶ The inter-library loan program, the auto renewal of books, the text message alerting me that the book on hold is ready for pick

up, the new parking lot, the new e-book return and e-book check out both of which are situated at the library, the beautiful new building, and the ever helpful staff.

- ▶ The kids area is fantastic! I absolutely love all the different toy and craft options. My kids are very entertained there.
- ▶ The library adds to our quality of life!
- ▶ The library does best at greeting guests and the cleaning crew always keeps the library clean.
- ▶ The library is clean, organized, librarians greet you but don't stalk you. You are given respect and distance.
- ▶ The library offers a variety of activities/presentations for various ages. When i have been in the library the staff have been extremely helpful.
- ▶ The library offers a variety of programs for people of various ages. It also publicizes those programs effectively on social media and in the library.
- ▶ The library provides books, DVDs, information, and materials that I would otherwise not have access to. It also offers books discussions, which encourages me to read books I would not consider reading. The programs offer socialization and good healthy age-related tips.
- ▶ The library's programs
- ▶ The new building is beautiful.
- ▶ The new library seems to have a bunch of amazing opportunities and things to use and try. I just really haven't had the time to get over there and experience it yet. I'm looking forward to it.
- ▶ The people, books and programs
- ▶ The programs for kids are great - always have been
- ▶ the public computers and the adult fiction collection. Also, hours of operation are convenient (at least for me)
- ▶ The redesigned children's area is wonderful!
- ▶ The reserve rooms are great! I would love to see more creative outdoor space for kids there too.
- ▶ The resources and materials are amazing. The people are friendly. There are always activities or classes for all ages and interests. The library does a great job! I also love that they have activity bags made up and then demonstrate it online or video so you can't still make it.
- ▶ The space is beautiful, staff helpful, and programming awesome.
- ▶ The staff are nice and helpful. The building is beautiful and welcoming. They have a nice

selection of books, and the library system has basically everything I want.

- ▶ The staff are very competent & friendly
 - ▶ The staff is approachable and helpful when I need support find specific materials. I appreciate we are a part of a system of libraries where I can easily request materials be sent from other libraries.
 - ▶ The staff is really kind and sweet.
 - ▶ The staff is so friendly and helpful. My daughter loves the kids area as well.
 - ▶ The staff is very helpful
 - ▶ The swan system is great for requesting materials, I do wish you here were more
- new release movies
- ▶ The time I visited the whole staff was nice, polite and helpful.
 - ▶ The times I have visited, the staff has been very helpful and welcoming. The new renovations are great for study time.
 - ▶ There are an array of great meeting spaces for individual reading/work or group gatherings.
 - ▶ There are independent study rooms
 - ▶ There are lots and lots of separate Spaces
 - ▶ There are lots of independent study Spaces
 - ▶ There are many kinds of books
 - ▶ There is independent space
 - ▶ There is more space now
 - ▶ They are courteous and knowledgeable
 - ▶ They are great at catering to children.
 - ▶ They are open and allow us to take books and don't charge us when the books are due.
 - ▶ They have a great selection of kids books and adult books.
 - ▶ They have many interesting programs for both adults and kids
 - ▶ They have very friendly and helpful staff. They have clean bathrooms. They have many different section of books.
 - ▶ Through the rails system, I am able to gain access to all the kids books I want to read to my kids.
 - ▶ To help maintain and stimulate a social lifestyle in the community. Also to stimulate curiosity and enlightenment to those that seek it.
 - ▶ USED to. Programming. It has come down in quality. Keeping up with technology.
 - ▶ Variety of programs
 - ▶ variety of programs, friendly circulation staff
 - ▶ Variety of programs.
 - ▶ Very friendly

- ▶ Very friendly staff
- ▶ Very helpful employees
- ▶ very helpful finding obscure items
- ▶ Very helpful in finding items
- ▶ very helpful people
- ▶ Very helpful with book club selections; Offer interesting suggestions such as with the check-out challenge; Always friendly and helpful
- ▶ Very helpful, knowledgeable staff.
- ▶ Very quiet
- ▶ Very quiet
- ▶ Very welcoming!! We love that the first floor is open to families and children and the children's programs are wonderful!
- ▶ Warm and welcoming. Great kid programming.
- ▶ Warm, welcoming, competent help, wide range/variety of services. best, best, best.
- ▶ we love it all
- ▶ Welcome and guide guests.
- ▶ Welcoming inclusive place with a lot of great materials and resources
- ▶ welcoming to children
- ▶ When I visit, its well set up. I hope to enroll in some of the classes in the future, when I will have more personal time.
- ▶ Winning
- ▶ With the inter-library loan taken into account, the selection of titles available is incredible. I also love the quiet reading room and study rooms.
- ▶ Wonderful employees; beautiful building - inside and out - carrying the Readers Digest!
- ▶ Wonderful kid space! We're new to the village, so still exploring other resources.
- ▶ working/quiet spaces
- ▶ You have a great selection of books and lots of special events.
- ▶ You have kept up with the changing times. I love all of the new maker spaces and things. You do a good job programming.
- ▶ Youth activities

What should the library be doing differently?

- ▶ 1. Put a one-way sign across the street from the east parking lot exit. 2. lobby for more copies of kindle ebooks. (The wait for popular titles is too long.)
- ▶ A bit more programming for Gen Xers.
- ▶ A frog talk
- ▶ A little more control of the after school kids
- ▶ AC was very high this summer; not suitable for summer clothing.
- ▶ Add a coffee shop
- ▶ Add more books in Spanish for children and young adults. We tend to borrow from other libraries that have more selections in Spanish.
- ▶ Add Sunday hours during the summer
- ▶ Adding more science and math tech for toddler/primary
- ▶ all is great
- ▶ Allocate more resources to appropriate staffing
- ▶ Allow longer time rental for Kindle, ebooks, audio books
- ▶ Although I may be unaware of these, things out on the sidewalk that invite you in
- ▶ An evening story time (e.g., 5:30pm) for kids would be nice to accommodate working parents. I also think it would be cool to do a cook club of the month where people gather and share a recipe from the same cookbook.
- ▶ As a parent of young children, the months off from activities have been timed a little oddly. I would wonder if maybe the seasonal two week break would still offer sufficient planning time, without interrupting a budding routine.
- ▶ As mentioned above, find some way of enticing the non-library residents to "give you a try".
- ▶ As per above, should have separated children and teens entirely from the adult space, but too late now. I limit my time at the library because of this.
- ▶ Better community outreach
- ▶ Better furniture that facilitates quiet reading or study. I don't like how the upstairs is set up. Teens should not be using the library as a hang out spot. There are too many of them and not enough supervision.
- ▶ Book reservations for readers
- ▶ Can't think of a thing!
- ▶ Can't think of anything
- ▶ Can't think of anything
- ▶ Can't think of anything!
- ▶ Cannot think of anything
- ▶ Cannot think of anything the library should be doing differently.
- ▶ Check how the library's computer system communicates with end users.
- ▶ Classified different
- ▶ Clear browser on laptops between patrons.
- ▶ Communicate more of the programs and provide available of programs in the evening or weekends
- ▶ Continue community building opportunities
- ▶ Continue to offer classes, clubs, excercises group classes
- ▶ Could, not should. Have more speakers on a variety of subjects.
- ▶ Development of e-books
- ▶ Different arrangement and assortment
- ▶ Displaying more - new / employees picks and top 10 -20 books non-fiction and fiction
- ▶ email for makers studio
- ▶ Emails on the maker studio
- ▶ employees should NOT park in the spaces directly across from the front entrance. this is not fair to the older patrons especially when it is raining or cold weather-many have difficulty walking. employees should park at the back of the parking lot and be courteous to people visiting the library
- ▶ Encourage adults to keep voices down
- ▶ Encourage patrons to use the parking lot. Not allow children/ teens use the front of the library as a playground (throwing balls), but "hanging out" is fine.
- ▶ Encourage teens to be less disruptive when using the shared spaces
- ▶ Enforce better behavior for children.

- ▶ Enforce quiet atmosphere. More current selections both physical and digital books.
- ▶ Enforce volume control of the patrons.
- ▶ Evening events?
- ▶ Expand it's resources to East and South Brookfield
- ▶ Explaining to public library offerings.
- ▶ Facilitating the search of books. And having more books available. When they are not available, I go online and order from Abe Books or Amazon.
- ▶ Faster turn around on reserved books when possible
- ▶ Find a dedicated place for middle schoolers
- ▶ find a more active and comprehensive way of informing the community of what the library has to offer. Many people do not know and consequently they don't care about the library or what is available.
- ▶ Fix the computer on the second floor that patrons can use to look up catalog - almost every time I try to use it, it's frozen.
- ▶ Focus on stimulating children's interest in reading
- ▶ Front desk staff could be more friendly and work with some urgency to fix problems. Some are great but some my family distinctly knows not to approach/ask for help due to past interactions that were made to seem a hardship
- ▶ Get your Tolkien , Stephen King, Terry Brooks , and Tom Clancy collections up to date AND complete
- ▶ Hard to improve upon perfection
- ▶ have a bookmobile for those who can't get there.
- ▶ Have better control over unruly minors
- ▶ Have Day trips for seniors
- ▶ Have more crafty classes like the candles, wish i got a seat in it but just missed it. I would love to learn how to sew or just do more crafts that are fun and not just kids stuff
- ▶ Have more kids programs, send out more/better communications of programs, possible implement a text feature to receive notices
- ▶ have more remotes and more tech classes that explain how to use the web resources .
- ▶ Have more Summer events for smaller Children
- ▶ Having more Landmarks for free available.
- ▶ Having patrons park in the parking lot. Please communicate to the patrons not to park on the street
- ▶ Higher limits for Hoopla. It was higher during Covid so it can be done.
- ▶ Hire more full time dedicated MLIS librarians
- ▶ Hire more staff so employees aren't being run ragged. Insist on top notch customer service — with a genuinely positive attitude — from every employee, including those at the top of the heap who seem to think they don't need to be polite or interested in serving people.
- ▶ Hiring more resources to better manage the needs of visitors
- ▶ Hold a book seminar
- ▶ I actually can't think of anything they don't offer.
- ▶ I always enjoyed the Taste of the Library and would love to see that brought back!
- ▶ I am happy the library offers all that it does
- ▶ I am only guessing as to the varying activities and books you have got all ages because I was only in the event conference space, but your library looks very nice,
- ▶ I believe that the teens should be on the same level as the kid's section. Lately when I have come to the library the teens are running around and being disrespectful.
- ▶ I believe they are doing fine.
- ▶ I can't think of anything .
- ▶ I can't think of anything. The library does such a spectacular job!
- ▶ I can't complain I think it has everything a person is looking for.
- ▶ I cannot think of anything
- ▶ I don't have any problems with the library offerings and enjoy them especially with my grandchildren.
- ▶ I don't think I've been there long enough to offer any suggestions at this time.
- ▶ I don't think there's anything the library should be doing differently.
- ▶ I don't think you are the problem. I think many people have outdated ideas of what a library should be. Maybe a "it's not your grandfather's library" campaign. I do know some seniors think there is too much activity and would prefer the quiet of old models.
- ▶ I feel there's been a drop off in staff knowledge/ability since the new library opened. I'm often answered with "let me ask someone else" when in the past they were able to answer the questions.

- ▶ I had a problem once where the elevator wasn't working and we had to call the fire department to get my mom up the stairs (limited mobility). Although a unique situation and only happened once, my mom is always hesitant to go now because of the elevator situation. I think my having some of the resources on the entry level like taxes and some lower attendance activities would help ease my mom's anxiety and making her feel better.
- ▶ I have friends whose libraries offer very interesting day trips. I would love to see - and I would definitely attend - outings to museums, botanic gardens, festivals, historic towns, and other places that appeal to residents. I see too many outings scheduled around visits to the casino and sporting events. I do not like either.
- ▶ I have no issues, but often my senior mother has to come with me, and she has a problem with there being no seating on the ground floor for her. She has knee problems and wants to sit, but the seats are too far down and painful and difficult to get up from. When she took the elevator up with me, she found the seats pretty hard to get up from too, apparently, and the table she used to balance on to get up was wobbly.
- ▶ I have trouble interacting or reacting to the offerings. Would like to join events or clubs but I see them once in the flyer then forget, I'm not sure how to make it better - possibly have flyers or newsletters specifically geared toward the topics a person signed up to receive? (Vs all info / overload)?
- ▶ I hear you have non traditional things available to check out or use, like board games. But unclear where these are.
- ▶ I honestly can't think of anything. We are so lucky to have this resource in Brookfield.
- ▶ I know funding is an issue but I'd love to see a larger collection of books.
- ▶ I like e-news
- ▶ I love the library
- ▶ I love the library. I'm not sure how else the library can do outreach to the community.
- ▶ I might be too old school but I wish it was quieter on the second floor.
- ▶ I often miss programs even though I go to the library a lot, read the Brookfielder and follow on social media. So more info out there about events and programs would be really helpful!
- ▶ I really enjoy the information sessions that are presented and would enjoy seeing more of that.
- ▶ I seem to have to check out a lot of books from different libraries.
- ▶ I think it has many offerings.
- ▶ I think it is doing a terrific job in a new modern building.
- ▶ I think it's in the right place, love "Between the Bookends"
- ▶ I think the library has already stepped forward with innovation by adding Zoom courses. The Brookfield library has expanded the people it is serving by its own smart decisions.
- ▶ I wish the study rooms were quiet as you can hear conversations going on or meeting in the adjoining rooms
- ▶ I wish there was more in the maker space--more programming available to people other than teens
- ▶ I would like to "hang out" looking at books, etc...but you need a real coffee/smoothie bar.
- ▶ I would like to see libraries offer coffee and snacks on site. I know it could make for messiness. But people visit Starbucks and read, and maybe they would visit libraries and stay for coffee.
- ▶ I would like to see more activities or story time for kids outdoors while the weather allows it.
- ▶ I would like to see more options for magazines. It is difficult to find the Brookfield Library on the list of libraries when I'm looking for a book. I forget to look under "L". I would love to see "Brookfield" first in the name in the library search list.
- ▶ I would love a satellite drop box and or pick up location closer to me near East and Ogden
- ▶ I would love more displays of recommended books, particularly in the children's picture book section. The faced-out shelving makes it more difficult to browse through everything that is available.
- ▶ I would love to see a library of things offered, such as those some of the other suburban libraries have. A friend who visited another area library was disappointed when her daughters were told they did not offer reciprocity for Brookfield residents for these materials. Let's get our own going!
- ▶ I write from a household of adults. I think the library would benefit from more program announcements and reminders on social media to keep the community up to date and aware of programs. I will sometimes see a post but then it gets lost in the stream. More posts to keep events on the public's radar would be beneficial, especially for those who do not find themselves visiting the physical library very often.
- ▶ I'm hard pressed to answer that
- ▶ I'm not sure if there are employees who speak more than just English.
- ▶ I'm satisfied with their service to the community. More people need to visit the new building.
- ▶ If a class fills up automatically, a second class should be offered ie: sugar skulls.
- ▶ Imposing quiet in the quiet spaces.

- ▶ Improvement in learning
- ▶ In specialized areas, medical, history, religion, forensics, sports, it would be 'exciting' for librarian expertise!
- ▶ In the old space, it felt like there was more take and make opportunities for the small kids as well as a nice space to read and a large puzzle collection. What happened to the puzzles in the zip top bags? Also the take and make stuff (that my kids love) on fridays doesn't always align with the time we visit the library, which is often on week nights.
- ▶ Increasing communication with elementary schools about maker services as part of the STEM Expo would be helpful.
- ▶ It is great...unfortunately, the kids running around, yelling, make using the work rooms difficult.
- ▶ It is hard for me to think of anything. I use all 3 libraries, LaGrange, LaGrange Park and Brookfield. Of the 3, Brookfield is superior in all aspects.
- ▶ It is now gorgeous, but we need more diverse kids content. Berwyn does this outstandingly.
- ▶ It may be helpful to showcase the other media the library carries (magazines, DVDs, cds) as one comes into the library. I think lots of people don't realize it's available upstairs.
- ▶ it should be easier to sign up
- ▶ It would be nice if they had workshops for how to use the kits they offer kids to check out. They seem underutilized and sometimes intimidating.
- ▶ It would be nice to have weekend programs for toddlers. Many of them are during the early evening which doesn't align well with our schedule.
- ▶ It's fine the way it is
- ▶ It's very biased in promoting progressive agenda. If you believe in free speech, give equal prominence to conservative viewpoints. Provide more classical literature for my children, especially my teens, who desire reading material at their reading level that doesn't fly in the face of their moral values.
- ▶ It's doing fine for my needs.
- ▶ It's great as it currently is and I'm sure it would adapt as times change.
- ▶ Just keep getting the word out about all the great things the library has to offer. When I've visited, it seems to be quite busy, so I think the community really appreciates the facility.
- ▶ Keep communicating and keep up the social media presence!
- ▶ keep doing what you are doing, it is working
- ▶ Keep everything the same. You are doing well
- ▶ Keep it up! We love it!
- ▶ Keep pornography out of the library and DO NOT have any drag queen events at the library. Please.
- ▶ Keep spreading the word about the wide variety of offerings of the library.
- ▶ keep the kids quiet
- ▶ KEEPING KIDS ON THE 2ND FLOOR QUIET, UNDER CONTROL OR SIMPLY REMOVE THEM AS THEY ARE LOUD, undisciplined, disruptive, unruly, destructive, rude. This is why I don't come as much as I used to.
- ▶ Leave the closest parking spots open for visitors. They are full every time I visit even if I'm early for opening. Employees should be parking in the main lot.
- ▶ Less exposure to children on sexually themed topics.
- ▶ Less polarizing books for children.
- ▶ Library has very few literary magazines
- ▶ Listen to their patrons: in social media we have been complaining about these middle schoolers and it seems like they are the ones running the library. There is no consistency when it comes to discipline, and the kids know it.
- ▶ Longer hours for study rooms unless there's a long waiting list.
- ▶ Maintain a quiet policy in the library.
- ▶ Maintaining hardcopy periodicals rather than decreasing number. Reviewing periodical titles, perhaps changing selections.
- ▶ Make more 3D printers available also email me for the maker studio
- ▶ Make people feel more comfortable about using the rooms instead of being rushed out if in there for more than 20 minutes
- ▶ Make some drinks and food
- ▶ Make something to eat and drink
- ▶ Make sure pre teens who are there are quiet and respectful
- ▶ Make the new search feature more specific when looking for an item
- ▶ Marketing? Going to West Suburban Chamber of Commerce and Industry for networking, etc.

- ▶ maybe a wider variety of programs for adults - not seniors
- ▶ Maybe be on Nextdoor.com to reach more people
- ▶ Maybe coordinate programming with Parks Dept.
- ▶ maybe have more activities for seniors
- ▶ Maybe more electronic notices instead of so much print. Personally I like the "you might enjoy" notices I get.
- ▶ Maybe redo some of the programs that were offered online during the pandemic and make them available in person. There were a few I was interested in, but really didn't want to do zoom or whatever it was library was using.
- ▶ Maybe sharing about events more (ahead of time) on social media.
- ▶ Missed having an adult summer read program. Wasn't too interested in doing the yearly one.
- ▶ More classes
- ▶ More classes, maybe more and varied book discussion groups.
- ▶ More communication and family events, my little one isn't very quiet
- ▶ More electronic books for check out.
- ▶ More electronic offerings, more adult programming
- ▶ More events and newsletters. More events for adults without kids.
- ▶ More for youth
- ▶ More green plants upstairs please. How about offering cocoa and green tea besides coffee? How about a Friday "news" discussion group? How about subscribing to New Yorker? Times Area to watch cable. Bring back revolving newspaper holders, please.
- ▶ more hip and innovative non generic programs, more adult not senior programs, back to cooking demos,
- ▶ More kids audiobooks, more kids early chapter books, more kids magazines (Weekly Junior!)
- ▶ More lending of items like tools or kitchen gadgets
- ▶ More new titles!
- ▶ More non-book resources for kids.
- ▶ More options for advertising program offerings. Perhaps emailing information to interested parties (sign-up through email list)
- ▶ More outreach and services to older adults
- ▶ more outside seating w/shade in the summer
- ▶ More programs for children
- ▶ More regulations to stop rowdy kids
- ▶ More senior programs
- ▶ More toddler day programs
- ▶ More virtual programs
- ▶ My 9-year-old feels the play space is for very young children. She doesn't know where the train is, or the puzzles and activities we used to do in the old building.
- ▶ My family would love more kids classes. Robotics or engineering, more kids book clubs (more topics/ themes? More age groups!), preschool things that aren't in the morning (that's when we have preschool 😞). More opportunities for the middle grades to use the maker space with guidance/ supervision.
- ▶ My only request would be to offer children's story times at a different time slot or an additional time slot than morning if it were possible.
- ▶ Naming rites should not have been sold.
- ▶ Needs more books and variety of books
- ▶ Needs more materials. If I ever search Swan Brookfield rarely has the item
- ▶ No complaints but please see above re: how to increase local visibility.
- ▶ No summer adult reading challenge The year long adult reading challenge is so limited in options and October is frankly terrible and inappropriate to some like myself. I miss the old software where you could read others reviews and write your own. The new software has confusing navigation and doesn't do much at all.
- ▶ No sure
- ▶ No woke
- ▶ Not able to give an answer
- ▶ not be a defacto daycare center
- ▶ Not letting teens ruin the rooms and make noise. Get it under control.
- ▶ Not much
- ▶ Not sure. I think it turned out to be a beautiful building but I just don't see the need for it.

- ▶ Not sure. More arts and craft classes? I'm an artist and would love to show my stuff like in the old building.
- ▶ Nothing :)
- ▶ nothing comes to mind
- ▶ Nothing different needs to be done
- ▶ Nothing doing great
- ▶ Nothing everything is perfect
- ▶ Nothing it's fine the way it is
- ▶ Nothing perfect the way it is
- ▶ Nothing that I can see
- ▶ Nothing that i can think of.
- ▶ Nothing that I can think of. Just continue to advertise (via email and USPS) the events and happenings at the library so the community knows what you have to offer.
- ▶ NOTHING THAT I CAN THINK OF. PARKING IS GOOD AND THE STAFF ARE SO VERY HELPFUL. THE EXPANSE OF BOOKS AVAILABLE IS ALMOST OVERWHELMING. I HAVEN'T TRIED TO USE THE TECHNOLOGY BUT I HEAR IT IS EXCELLENT,!
- ▶ Nothing that is can think of. I have no ideas or input on this.
- ▶ Nothing, great job.
- ▶ Nothing, I love our library!
- ▶ Nothing, Keep up the great work!
- ▶ Nothing! Keep doing what you are doing.
- ▶ nothing. my preference is to read books by really good writers. Not sure how you would manifest that perhaps make it a category?
- ▶ Nothing. The library is amazing
- ▶ Nothing. The library is already doing a great job offering diverse resources for people of all ages.
- ▶ Nothing. You're doing a great job.
- ▶ Obtain more print materials since the goal of having a bigger library was more space.
- ▶ Offer a shredder for loan / checkout.
- ▶ Offer more adults around craft activities
- ▶ Offer more programs.
- ▶ Offer more STEAM classes. Bring back the kids Lego Robotics and STEAM clubs
- ▶ Offering more bilingual programs and personal
- ▶ Offering more night and /or weekend events for people with small children
- ▶ Offering more Zoom courses - seated yoga , meditation,etc.
- ▶ Offering programing for disabled young adults also they are often over looked and have very few accessible opportunities to gather and try to socialize
- ▶ Ok
- ▶ Open earlier in the morning.
- ▶ open earlier on the weekend
- ▶ Open more spots for children classes
- ▶ Opening earlier in the morning!
- ▶ outdoor events
- ▶ Overall, I think that the library is doing very good. My only wish would be to have more emphasis on books (especially digitally). Compared to other libraries in our region, that is the only area that is kind of lacking.
- ▶ Perhaps author events, book signings, more demonstrations...cooking, etc. Make sure of the courtyard in front in the spring and summer.
- ▶ Please add more audio books.
- ▶ Please bring more books in Spanish.
- ▶ Please consider maintaining different types of libraries like a tool library. a seed library, etc. Darien library does some of this. That library seems busy all the time. You might look into their approaches.
- ▶ Possibly open at 9:00am.
- ▶ Post more or send our emails
- ▶ Prefer not to answer
- ▶ Promote offerings that don't revolve around children or older adults. Plan night-out events that open up the space to the community, like fundraisers when the building first opened.
- ▶ Promoting their zoo passes etc more, posting in fb groups such as Brookfield connections with updates so people are aware

- ▶ Provide a quiet reading/working environment with better sound insulation from the teen and young adult areas.
- ▶ Provide information retrieval function , so that readers can find the books they want to read and similar books at the first time
- ▶ Reaching out with specific information about programs and events, maybe? I do not recall seeing anything about stuff at our library.
- ▶ rearrange books on shelves more often and don't put books on shelves so close to the floor
- ▶ Reasonable, meticulous, accurate and complete planning can make the whole finishing process simple and uniform
- ▶ Remind everyone that live services and book clubs are available.
- ▶ See note above. But that would only be a bonus to the excellent work you're already doing.
- ▶ seems fine to me.
- ▶ Setting stricter rules for children's behavior while visiting the library.
- ▶ Since I consider the space and specialized rooms still fairly new, I don't feel as though I can accurately assess or make suggestions at this time.
- ▶ Some of the activities offered I feel line up better with other school districts in the community. It would be helpful if there were activities that also lined up with district 103's days off or times etc. Many times it seems there is something great offered when my kids have school. That is one our the biggest issues in our family for the activities.
- ▶ Staff maybe better managing now. I haven't seen this problem recently.
- ▶ Stop going overboard on the woke books
- ▶ Stricter teen space
- ▶ The last 3 times I wanted to sit and read in the 2nd floor "Quiet Zone", there had been a man on his telephone in a lengthy conversation. Would love for it to be a quiet zone for reading.
- ▶ The librarians that work on the 2 nd floor helping with scanning and faxing are great
- ▶ The libraries tech. resources are somewhat hard to access.
- ▶ The library could offer community services such as on site social services for adults and children. Libra could also provide literally programs for developing readers.
- ▶ The library is brand new, the public should appreciate what a gift libraries are to any community.
- ▶ The library is perfect. It's humanity that needs to change and appreciate all that the library has to offer. Being able to read is a gift.
- ▶ The library should be using social media as well as postal service to contact public about activities.
- ▶ The most important thing is to keep quiet. Secondly, the books you have read should be organized
- ▶ The new librarians often do not seem familiar with reference & inter library loan databases
- ▶ The staff are great. I know it is a brand new building, but the decor is not very welcoming. It is cold and sterile. I don't want to stay there. It feels very transactional and not intended for comfort.
- ▶ The toys or take home packets need to be upgraded.
- ▶ The upstairs could be a little quieter.
- ▶ There are new areas like coffee
- ▶ There is a lack of older books and classics; the books on the shelves all appear brand new. For example, in the science fiction section a couple months ago there were two books by Ray Bradbury and one by Asimov. Perhaps they were all checked out but it seems unusual; virtually every book I am interested in has to be ordered from another library, when I used to be able to get these books at Brookfield. The children's section has been completely purged of older books. I was looking at books about reproduction for children and all of them were published in the last 2 years and skated around the biological reality of male and female, ie. "some people have these parts." The children's featured section always contains ridiculous political books and it makes me not want to take my kids to story time if these are the books that will be presented.
- ▶ There seems to be a great reduction of children's picture books than in the former building? Am I mistaken? Maybe beef up you collection or add some more shelves to accommodate more.
- ▶ There should be more people at the circulation desk. Right now it seems like there's only about 1 and everyone else is shelving. I believe there should be pages hired to do the shelving to make sure that the desk is covered AND the books are put away. It seems like there's a major disconnect and what it means to be a circulation assistant versus a page. It also seems like things break a lot which is kind of insane fo a new library but I remember there were times the elevator has been broken, the lights don't always work and the water pipes has had problems in the past.
- ▶ There's nothing to change. Aren't libraries the same

- ▶ They currently do an amazing job especially in the children's department
- ▶ They should more display of holidays.
- ▶ Think the Library does a great job.
- ▶ This may be a thing already but elementary school field trips to the library or even SE Gross to check out the kids area and creator lab space could get kids into the library that may not otherwise check it out.
- ▶ This survey is a start. I'll check and see if there's a newsletter that I can sign up. Urban Farming and Gardening. Are tool checkout available?
- ▶ To scale up
- ▶ Try. TRY to keep the after school kids to respect the library as something other than an extended playground. I know that's not easy, but..
- ▶ using the outdoor space better in the summer. Outdoor story time, ect.
- ▶ Very satisfied . Maybe more programs
- ▶ Way too much noise from unruly kids screaming in front of the library. I'm all in favor of libraries, but you've built more of a community center in the middle of a residential area! People visiting the library should be parking in the parking lot, not in front of our homes blocking our walkways! We should be able to park in front of our own homes to unload our cars or to get elderly people safely up our walkways. The library has added way too much foot traffic and car traffic to our block. Living on the 3500 block of Park Avenue is no longer peaceful since the library has been built! It honestly has been a nightmare for us.
- ▶ We need better marketing.
- ▶ Would like the Chair Zumba and Fitness class to be weekly, Also more presentations
- ▶ Would like to be able to join maker program but working a lot and usually not able to attend. That's on me, not on the library though.
- ▶ Would love to see some young adult offerings/programs for those with young kiddos that need a little break and to get to know other parents or families with younger children.
- ▶ You should advertise the online services more and keep adults aware that there is a lot for them as well as teens and kids.

In the next 3 to 5 years, which creative tools or forms of technology do you feel your household will benefit most from during the next few years? Please consider your household's use of technology for educational purposes, entertainment, and to support those with differing needs.

- ▶ 3-D Printing
- ▶ 3d prince
- ▶ 3D printer
- ▶ 3D printer, maker tools
- ▶ 3d printers
- ▶ 3d printers
- ▶ 3D printers and other creative tech offered by public communities currently in well-to-do communities
- ▶ 3D printers and other tools.
- ▶ 3D printers.
- ▶ 3D printers.
- ▶ 3D Printin / Maker space tools
- ▶ 3d printing
- ▶ 3d printing, etching, wood burning
- ▶ A tool library? Not sure if that already exists here.
- ▶ Access to computers
- ▶ Adaptive technologies for older adults
- ▶ ADULT CLASSES ARE VERY IMPORTANT TO ME ALONG WITH THE BOOKS.
- ▶ all the library has to offer can benefit my family (seniors) as well as families with young children and teens.
- ▶ All tools and technology is important
- ▶ Anything that deals with communication and the transfer of information.
- ▶ Aparato de internet portátil, impresora 3 D, scanner [*Portable internet device, 3D printer, scanner*]
- ▶ apps, ipads, tools that help people with dyslexia, flash cards
- ▶ As a senior, check out of the hotspots and the senior tablets.
- ▶ As I will be retiring soon I'd love to take advantage of the creative tools.
- ▶ As of now i do not see our household in need of these.
- ▶ At this time, I have all the technology at home since that is my career. For the stated purposes, my needs will be less.
- ▶ Audio Books
- ▶ Augmented reality tools that show how to do things such as fix engines, put up solar panels, etc., interactively.
- ▶ Book checkout
- ▶ Books
- ▶ Borrowing a Roku to view streaming services for occasional use.
- ▶ Can't think of any out household would use
- ▶ Checking out laptops and scanning.
- ▶ Chromebook for kids reference. Ipad or other digital drawing and designing device.
- ▶ Communication devices to rent for kids that are in early intervention or have graduated from EI. Also toys games or activities for kids in occupational therapy or speech therapy at school.
- ▶ Computer
- ▶ Computers and Makers audio
- ▶ Computers and printers
- ▶ Computers and WiFi for school
- ▶ Computers, iPads, downloads of videos and movies.
- ▶ Consider loaning out inexpensive audio interfaces. These can be used to record music and podcasts, as well as other content that requires audio. You could also go a step further and loan microphones and/or small midi controllers (keyboards for inputing music).
- ▶ Continued availability of hotspots
- ▶ Continued expansion of Maker Studio.
- ▶ Continued support of the Maker Space in the library as well as additional tools there.
- ▶ copy vhs to dvd
- ▶ Could see a need for office or work space for people working at home or self employed.
- ▶ Crafting
- ▶ creative tools
- ▶ Cricut 3-D printer and other craft makers
- ▶ Color printers and computers
- ▶ Cricut machine! I'm planning a wedding and it would be super helpful to use. I plan on children in the near future so activities would be great.
- ▶ Cricut, 3-D printer and other creative supplies
- ▶ Die cut machine and 3d art
- ▶ Do not have a need for this
- ▶ e-books, maybe- have a lot of home tech, not what I go to the library for
- ▶ Ebooks
- ▶ Ebooks and audiobooks
- ▶ Ebooks and internet .
- ▶ Educational STEAM training tools
- ▶ Electronic equipment
- ▶ Everything in the maker studio

- ▶ Excited to learn more about the makers space
- ▶ Family education is very important
- ▶ Family has interest in use of 3d printer and other maker materials
- ▶ Fax/scanner/internet/
- ▶ Faxing and scanning
- ▶ Forms of educational training courses and resources.
- ▶ Gaming consoles would be fun. I live the maker space machines you can now check out.
- ▶ Glowforge
- ▶ Gosh, I don't know. We go there to use the fax machine from time to time. The maker studio is extremely intriguing.
- ▶ Have used mobile hotspots from library - crucial
- ▶ Honestly, physical books are still the top thing I'm wanting to find at the library, and always will be. We do like listening to audiobooks though. And the kids' toys and art materials are very nice, we love using those.
- ▶ Hoopla
- ▶ Hope to utilize the maker space tools more in the future.
- ▶ Hot spots
- ▶ Hotspot Tools
- ▶ Hotspot lending. Vhs to digital video conversion.
- ▶ Hotspots
- ▶ hotspots, computers, audio, video tech
- ▶ Hotspots, games, use of the STEAM materials (3D printer, etc.)
- ▶ How does one anticipates the wonders of future technology. Aha, stay up on it, try to hone the latest developments (i.e. AI, 3D printers, etc.)
- ▶ I always need to print something
- ▶ I am looking forward to your Zoom programs like seated yoga and meditation. Am interested in programs like visiting via Zoom Christmas markets in Europe and all kinds of travel programs. Like other areas also. Your Zoom courses also save people travel time and gas mileage . Saving time and gas I think is an important plus.
- ▶ I am not aware of any other creative tools or technology.
- ▶ I am not sure at this time. I seem to have everything I need, but possibly a hotspot.
- ▶ I am not sure. Technology changes so quickly. I do like that you have resources available for all.
- ▶ I am not very technologically savvy and would like to learn more about what is out there - what is trending and what is coming in the next few years. I have a home computer and wi-fi, I have a smart phone, and that is about all the technology I use at home.
- ▶ I appreciate the library as an alternative place to work as a remote worker
- ▶ I appreciate the use of the computers at the library.
- ▶ I believe I once saw that there were puzzle and board games available for check-out. I have also seen packs similar to tinker kits. Those hands-on manipulatives are resources that are very creative options for guests of the library.
- ▶ I believe we have everything we need at home.
- ▶ I borrowed a mobile hotspot in the past and it was a godsend during my brother's wedding. I expect I will borrow a hotspot again in the future.
- ▶ I buy my own technology
- ▶ I definitely think the hot spots are extremely important because is online now.
- ▶ I didn't realize there was a printer available - that's big for our family. My daughter has Down syndrome. I'm not sure yet how the library will be able to help her yet. She's 7, but we hope she can start to participate more soon!
- ▶ I didn't realize the library offered mobile hotspots—that can definitely come in handy while remote working. I anticipate greater usage in coming years as my kids get older. I also have a child with special needs so we are interested in some of the adaptive resources available.
- ▶ I do wish a sewing machine could be checked out; I have never been able to check out a laptop or hotspot
- ▶ I don't foresee using the library beyond what I use it for now, which is quite a lot.
- ▶ I don't have any of the maker space stuff at home, so i anticipate using that.
- ▶ I don't use the library for technology purposes
- ▶ I don't anticipate a need but with the works being what it is, you never know.
- ▶ I don't anticipate needed to use the technology but it's important to know that if we needed access to something and our equipment was down, the library is there.
- ▶ I have kids 2 and 4. Not sure.
- ▶ I have nosy electronic devices I need but I am adamant that the library make available these devices for people who don't have them at home
- ▶ I have seen some communities do a small tool exchange. When your speakers do these

great programs have a way to access a video so if you can't make it that night you can still see it

- ▶ I hope to be able to use the maker space in the future, and expect to begin checking out the stem/steam items in the nearer term.
- ▶ I know technology changes anything would be great to learn!
- ▶ I love that they have all the different kinds of cutting machines for different materials.
- ▶ i love the maker studio! important for us
- ▶ I love the self-check out .
- ▶ I love the tooling's you have such as 3D printer
- ▶ I might be interested in checking out an outdoor projector. I also love the idea of a library of things where I could check out items I would only need to use rarely, like cake pans or a fishing pole.
- ▶ I need the use of electronic equipment from this library and appreciate having access to it.
- ▶ I plan on utilizing the library scanners.
- ▶ I sure, we have computers at home
- ▶ I think my daughter will be interested in the maker lab if there are programs targeted for her grade. She's in 2nd grade and very interested in Steam and crafts
- ▶ I would consider the use of technologies within and on loan to be a great option. Though I do not have any current plans to utilize 3D printing, my son may. No need for hot spot anticipated, but Id consider that an important asset for families who may not have home access.
- ▶ I would like to get more involved with the maker space in the near future.
- ▶ I would probably not use much in the way of tech as I am a senior citizen
- ▶ I would say mostly the items in the makers room.
- ▶ I wound need more data on what these technologies include.
- ▶ I'd love it if I could check out some sort of digital art drawing pad or tablet - I've wanted to give digital art a try but can't afford to buy one myself.
- ▶ I'm most interested in the maker studio as exposure to those new tools is important to those who wouldn't otherwise have access to them, especially children. As I've grown older, it has become more and more apparent to me how fortunate I was to have supportive parents the tools available at home to tinker with.
- ▶ I'm not sure of exact tools, but we plan to use several of the items in the Maker Space once we go through training. And we would use

some of them off and on as needed after our training.

- ▶ I'm not sure what would be good for a young child
- ▶ I've always appreciated the ability to copy items and take classes at the library and would like that to continue.
- ▶ I'd like to see more tech education (i.e. photoshop, graphic design programs, maybe Adobe Creative suite, and sketch up.
- ▶ I'd like to take advantage of the Makers Space.
- ▶ I'm unsure, but I have a child in 5th grade
- ▶ I've always been intrigued by 3D printers, so programs relating to that piece of technology would be great. And then of course having staff available to help with its use, as well.
- ▶ Ipads with kids progamming
- ▶ It would be neat to be able to check out kits for children with autism or sensory processing disorders that include fidget/sensory toys, weighted blankets, etc. The library could even partner with the state's Early Intervention program to discover materials and tools that they would recommend for families in our community that they serve.
- ▶ It would be nice to have a tool lending library.
- ▶ It's hard for me to say. I now have health problems and sometimes don't feel well enough. Before I moved out of Brookfield a couple years ago, I used the library all the time. This is the 3rd Brookfield Library in my life. I took 5 books out at a time as a kid. I took my son there often (still the first library). I took chair yoga before Covid and attended evening functions. So, being 77 and sick, I don't know what to answer.
- ▶ Kids language learning programs
- ▶ Kiln (for pottery, glass etc.) Power washer, Window Screen washer, Pickleball equipment, wheelchair, flower bulb planting auger drill, electric bike, electric scooter
- ▶ language classes, cooking class, social aspect for teens if no teen center, 3 d printers
- ▶ Laptop and printing services
- ▶ Laptop checkout
- ▶ Laptop computer
- ▶ Laptop computer
- ▶ Laptop computer
- ▶ Laptop, QR code payment
- ▶ laptops , hot spots and or streaming devices
- ▶ Laptops and printers
- ▶ Laptops for research and writing

- ▶ Laptops, computers, all the copy and faxing and printing, WiFi
- ▶ Laptops, ebooks.
- ▶ Laptops, scanners, mobile hotspots.
- ▶ laptops, wifi hotspots, Roku or other streaming devices or sticks, and printers.
- ▶ Large-scale printing, mixed media printing, evolving maker tools
- ▶ Learn video editing
- ▶ Loan out kindles
- ▶ LOVE the maker space. We haven't used it yet, but I anticipate we will, especially as the kids get older.
- ▶ Maker lab
- ▶ Maker space
- ▶ Maker space crafty things.
- ▶ Maker space, classes around making things
- ▶ Maker space, small CNC mills, screen printing
- ▶ Maker space.
- ▶ Maker Studio
- ▶ Maker studio
- ▶ Maker Studio
- ▶ Maker Studio Using the collection, whether paper or digital Library programming, eg Maker Studio
- ▶ maker studio equipment
- ▶ Maker studio items and hotspots
- ▶ Maker Studio Tech
- ▶ Maker Studio, Kids play area
- ▶ Maker studio. Husband is an art teacher and I sew.
- ▶ Maker tools
- ▶ Maker's studio tools
- ▶ makers lab
- ▶ Makers studio
- ▶ Makers' studio technology, computers, scanners, and printers.
- ▶ Makerspace and production/creation tools
- ▶ Maybe audio books and magazines/newspapers/newsletters etc.
- ▶ meta universe
- ▶ Mobile hot spots for sure and possibly laptops as well.
- ▶ Mobile hotspot
- ▶ Mobile hotspot
- ▶ mobile hotspots
- ▶ mobile hotspots
- ▶ Mobile hotspots
- ▶ Mobile hotspots, AI experiences, tablets
- ▶ More advanced software for things like media production
- ▶ More credits for streaming services and more diversity in material purchases.
- ▶ More info on the types of things available for checkout
- ▶ More machines to scan and copy
- ▶ More online resources, ebooks & downloads
- ▶ More online/virtual programming, live and prerecorded.
- ▶ More programs directed at seniors.
- ▶ More training on new technology
- ▶ Most of my technology needs are met at home!
- ▶ My child may end up using the computers within 3 to 5 years.
- ▶ My children are interested in the maker studio.
- ▶ My children will be older and possibly interested in the maker's studio.
- ▶ My family should have a home library in the next three years
- ▶ My household consists of four adults. We personally do not need these resources. But it is extremely important that they are available to people who need them.
- ▶ My household will benefit on the education this place provides
- ▶ My household would benefit most for the library's eBook offerings. The other forms of technology offered are not things that really apply to my household.
- ▶ My kids are only in preschool and 3rd grade, so I'm not totally sure what they'll need.
- ▶ My personal family doesn't have a use for technology we already are well equipped with technology but I encourage the idea of having accessibility for people with things like Wi-Fi
- ▶ N/A to my family
- ▶ NA would prefer garden tool access.
- ▶ Needs more physical books
- ▶ No need to attend library.
- ▶ NO woke
- ▶ Not sure we need anything techwise - but we love the STEM stuff for kids
- ▶ Offering language classes would be great (ie French, Spanish, etc)
- ▶ Online books
- ▶ Onsite wi-fi, online reservations to interlibrary loan, other library services.
- ▶ Our family has internet access and a computer. But I know others that have used them and it helped them a lot.
- ▶ Perhaps items for the deaf community.
- ▶ Photo printer?
- ▶ Prefer not to answer
- ▶ printer
- ▶ Printer, different computer programs as I am in school for my Masters Degree
- ▶ Printers
- ▶ Printers
- ▶ Printers
- ▶ Printers since ours broke.

- ▶ Probably some video game borrowing, ebook borrowing and possibly use of 3-D printing resources.
- ▶ Provide content to members who like different types of content
- ▶ Provide seniors with help on new technology
- ▶ Providing technical training for the adult population and information.
- ▶ Same as today.
- ▶ Since I'm not a Brookfield resident, I don't think I will be allowed to check any of these out. However, pretending for the sake of the survey, I would really appreciate the chance to check out a mobile hotspot.
- ▶ Social tools and tech for a 5-8 year old
- ▶ Sorry, don't know, can't answer.
- ▶ Stem programming robots or similar...
- ▶ Stream HD movies would be nice.
- ▶ Tablets
- ▶ Technology access is very good
- ▶ Technology, printing, Wi-Fi
- ▶ Teenagers likely will desire exploring more variety of applications.
- ▶ The 3D printer.
- ▶ The maker space
- ▶ The maker space, more kids specific technology.
- ▶ The printer/copier is a great resource since home printers are not reliable. I'm not sure our household has any other upcoming tech needs.
- ▶ The tools/technology to create things, crafty things.
- ▶ This library is recognizing our need to be kind, include children, keep things looking good and staying organized. It is a state-of-the-art building and facility. Everyone should do their part to keep it running smoothly and making Brookfield a village we can be proud of, with dignity, respect, and much love for each other!
- ▶ Touch screens Easy access and directions for audio books
- ▶ Use of wi-fi.
- ▶ Using printers or fax. I study languages and I'd love for there to be more resources for that. Maybe some type of Rosetta Stone or maybe in person language groups like a meet up group for Polish and maybe French
- ▶ Video games for preteens, teens, and adults with limited hand strength and limited mobility.
- ▶ Video games, maker Studio materials, wifi hotspot
- ▶ Virtual reality, metaverse
- ▶ We are able to supply our own electronics.
- ▶ We are fortunate to have our own technology. But we are so happy that you provide these technologies for others. Thank you!!
- ▶ We are interested in the maker, studio, expressly, the 3-D printers.
- ▶ We don't anticipate technological needs unless technology changes dramatically and we don't feel the need to invest in those technologies personally.
- ▶ We have the latest technology in our home. It's just two of us. No children at home
- ▶ We love the makers studio!
- ▶ We love the mobile hotspots for car trips. We use them to listen to our e-audiobooks on our phones.
- ▶ We make great use of the hotspots and I am delighted that there are so many available
- ▶ we need to make sure that everything is current. so far I believe the library currently does this.
- ▶ We plan to use the makers space, borrow tools, and reading materials, do research
- ▶ We will likely continue using streaming services for entertainment and computers for education and research.
- ▶ We won't need these resources.
- ▶ well, i am in classes at college of dupage, maybe the library will offer some computer programs thatll save me money or maybe theyll offer online or physical textbook rentals.
- ▶ Wi-Fi
- ▶ Wifi for power outages
- ▶ Wifi hot spot.
- ▶ WiFi hot spots
- ▶ WiFi, hot spots
- ▶ WiFi/mobile hotspot when our power goes out, games to rent
- ▶ will not be applicable
- ▶ With the development of virtual technology, we can enjoy the atmosphere of library without leaving home
- ▶ You need to have those little portable DVD players like LaGrange had
- ▶ You should use the computer a lot
- ▶ Zoom program's enhancing people's health especially after covid degrading people's health.

How can the library improve its website?

- ▶ 1) Some pages are a little overwhelming with information/text. The way I see it, the presentation is pretty high-contrast and flat, which tends to neutralize information and slow the viewer's processing. Adding icons or other layout adjustments might help the eye/brain find and move more easily into a searched-for item or category. Use of color hierarchies (tones of green or compatible hues, for ex) can also help streamline understanding and speed up navigation.
- ▶ 2) A 'switch' for older readers to enlarge text within the site might be helpful, as many have trouble doing this manually on personal devices.
- ▶ 3) I would consider reordering some of the tabs at top of the home page header. "About" and "Newspapers" seem to me to be the most logical and daily-use type pathways, which would be best encountered immediately as eye moves left to right.
- ▶ A more intuitive interface would be a great asset.
- ▶ Add a chat feature, let us pick our login id
- ▶ Again, I don't use the website. I call.
- ▶ Again, offering more electronic materials would always be a plus, but otherwise I think the website does exactly what it needs to do.
- ▶ Ask a professional to analyze it
- ▶ Aspen works great
- ▶ At one time the search for Kindle material was not as good as in the previous version. I'm not sure if this is still true.
- ▶ be able to search by author and title of book without having to go through a bunch of steps
- ▶ Being more user-friendly
- ▶ Better descriptions of programs.
- ▶ Better links to find reading challenges
- ▶ Book booking for readers, online reading, retrieval
- ▶ By informing and inviting everyone to use website .
- ▶ Calendar of events more visually appealing
- ▶ Can my home library be listed first when multiple holding locations are listed?
- ▶ Can't think of anything, works fine for me
- ▶ Cannot offhand think of how to improve the library's website.
- ▶ Cannot think of any
- ▶ Carry out online reading and retrieval for readers
- ▶ change the name on the list of libraries back to Brookfield as the beginning entry!!
- ▶ Completely blocking or locking out helpful websites.
- ▶ Consult a professional
- ▶ Could be slightly more user friendly
- ▶ Currently not able to check out a kindle book, so making sure to solve tech glitches quickly!
- ▶ Doing surveys like this one and trying the suggestions.
- ▶ Don't need to change
- ▶ Don't use.
- ▶ Event list needs to be filter-able
- ▶ FIX the part where you make a reservation for the maker studio, it always says error no matter how many different ways i try, i always have to just call. i also like how riverside/la grange has their website a little more too
- ▶ Get a professional to analyze it
- ▶ Getting to an item under 4clicks and decrease visual stim on page
- ▶ Have an e-page of staff recommended books.
- ▶ Honestly, I just use it to search for and reserve books I want to read. I haven't spent much time navigating other areas of it to be able answer this question.
- ▶ I am very pleased with it!
- ▶ I can't think of anything at the moment.
- ▶ I do not use
- ▶ I don't know, I don't use it enough.
- ▶ I don't normally use the website. I do review the newsletter that comes in the mail.
- ▶ I don't use it

- ▶ I don't use the library website much. You may consider adding a gallery of images for the room reservation and adding more visual interest to the homepage. It's currently heavy on text and lists. Perhaps there good be more graphic buttons with overlaid text.
- ▶ I don't visit enough now to provide good input
- ▶ I don't have any issues with the website.
- ▶ I don't like how you look for programs- if you are looking through the list and then register for an event you then have to start all over again at todays date and scroll through all the dates to look forward.
- ▶ I don't think it needs improving at least for my needs.
- ▶ I don't use it so I really don't know
- ▶ I don't use website; often use app to access catalogue
- ▶ I don't visit it much
- ▶ I find it very easy to navigate
- ▶ I have no problems with the current website
- ▶ I have no recommendations
- ▶ I have no suggestions for improvement.
- ▶ I have not used the website often enough to make suggestions.
- ▶ I haven't had any issues with it
- ▶ I haven't used it, so I don't have any feedback to offer.
- ▶ I haven't used it in awhile. I don't remember all my numbers, userids, passwords etc.
- ▶ i havent viewed rhe website recently
- ▶ I like it the way it is
- ▶ I like the current website.
- ▶ I sometimes have to look for the search field
- ▶ I think it is fine
- ▶ I think it is great
- ▶ I think it is quite good.
- ▶ I think it is very easy to navigate and find what I am looking for.
- ▶ I think it's an easy to use site. I wish the calendar was a bit better in terms of really working when you use keywords
- ▶ I think it's pretty good
- ▶ I think it's already great
- ▶ I think the website has good information, you can always call to speak to librarians if you need more help
- ▶ I think website is fine.
- ▶ I would like to be alerted when new Childrens programs are added.
- ▶ I'd like to search just books easier.
- ▶ I'm not very tech savvy. This is not my area of expertise.
- ▶ I'm presently ok with the website.
- ▶ I'm really happy with the website, actually. I guess I'd just ask for more information on events: what the range of ages in each are, where in the library you meet, which need registration, what kind of supplies one might need.
- ▶ I've never had a problem with the website. I can't think of an improvement.
- ▶ Improve password retrieval method.
- ▶ Improved and more informative descriptions of events, and who they're suited for would be helpful.
- ▶ Inject some videos highlighting "how to"
- ▶ It can feel a little clunky at times, but overall it's easy to use.
- ▶ It cannot be significantly improved in my view
- ▶ It good now
- ▶ It is fine
- ▶ It is too complicated to use for non techies
- ▶ It is UGLY! Very busy and cramped. The green color is offensive.
- ▶ It is very useful now
- ▶ It seems adequate
- ▶ It seems easy to use to me
- ▶ It should be easier to find hours and open times/days
- ▶ It works fine for what I need it to do
- ▶ It works for me.
- ▶ It's fine the way it is

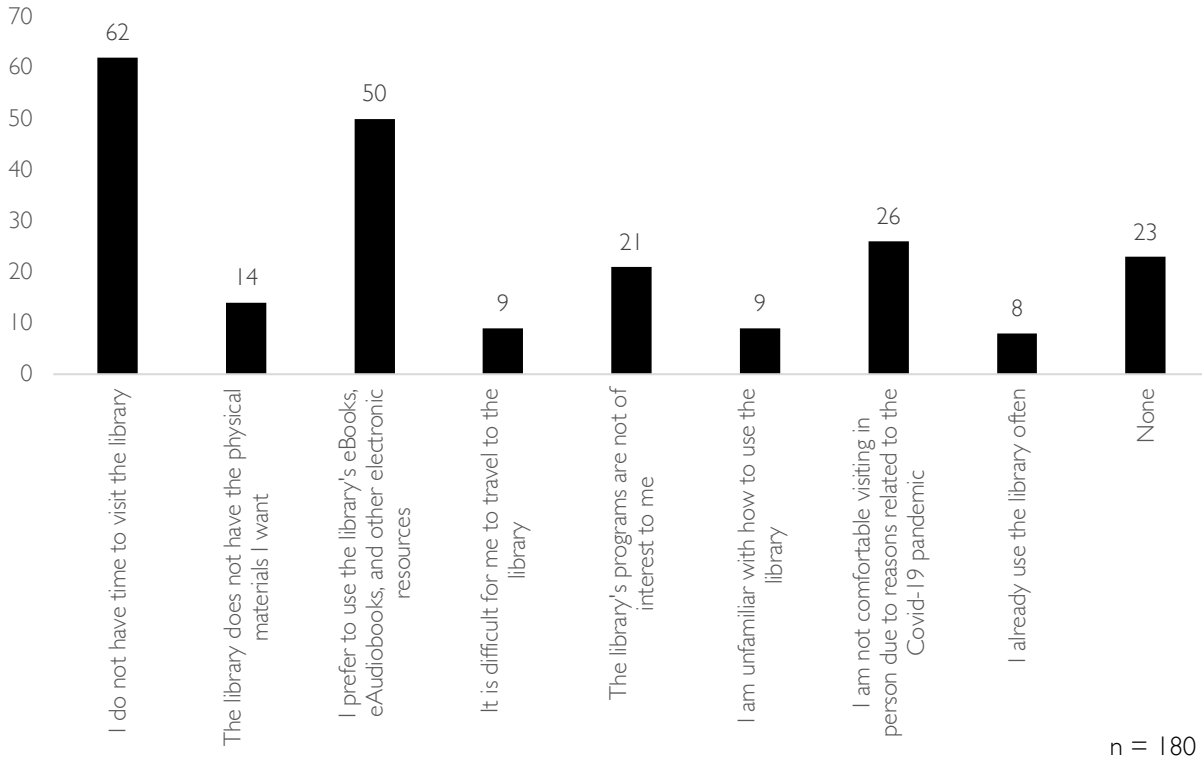
- ▶ It's fine. Maybe more photos of staff or events?
- ▶ It's good now
- ▶ It's good now
- ▶ It's pretty easy to navigate.
- ▶ It's pretty good kinda outdated though
- ▶ It's great!
- ▶ It's great.
- ▶ its fine
- ▶ Its pretty good, maybe improve the search engine algorithms
- ▶ Last I looked which was awhile ago, I couldn't understand how to download an ebook and this process is very easy through Chicago Public Library
- ▶ Login by name instead of number.
- ▶ Looks good and easy to Use
- ▶ Make "Reserve a Room" choice more prominent and move it out from under "Services" - that's not an obviously place to look for reservations.
- ▶ make available where one is on a hold list for an item that our library has rather than the entire SWAN system.
- ▶ Make it a little easier to use for those who are not tech savvy
- ▶ Make it easier to navigate!
- ▶ Make it easier to navigate.
- ▶ Make it more mobile friendly
- ▶ Make it more user friendly
- ▶ Making it easier to navigate
- ▶ Maybe change the color and fonts - the forest green feels dated and dark.
- ▶ Maybe put the programs and events on a calendar and provide an option to download the program or event info to google calendar and iCal?
- ▶ Maybe some links for interesting news or special features would be nice.
- ▶ More detailed descriptions of events.
- ▶ More events
- ▶ more innovative
- ▶ More specific and accurate search results.
- ▶ More user friendly interface.
- ▶ N/a though I think a more active social media presence may help.
- ▶ N/a. I get most info from Instagram
- ▶ Need to check but easy to follow directions to access features
- ▶ Needs to be a bit more user friendly
- ▶ No comments
- ▶ No ideas
- ▶ No issues with website
- ▶ no suggestion
- ▶ No suggestions at this time
- ▶ no suggestions, able to navigate easily
- ▶ No suggestions: I find it to be extremely helpful and adequate at this time.
- ▶ Not a problem for me but I'm an advanced computer user.
- ▶ Not sure yet. Honestly, I have not visited it recently.
- ▶ Nothing, good job. Easy to use.
- ▶ Provide a way to allow use of the fax service via the website.
- ▶ Provide content to members who like different types of content
- ▶ Put a max of 3 materials at a time
- ▶ reach more people in the community with library info.
- ▶ Scrolling through the events is hard and once you register for an event and go back to the calendar it starts all over again.
- ▶ Search feature needs to be updated
- ▶ Search function is often inaccurate.
- ▶ Search functionality improvements
- ▶ seems fine to me
- ▶ simplify

- ▶ Sleeker design
- ▶ Speedy
- ▶ Stream Movies.
- ▶ Streamline mobile app
- ▶ Take advice from others
- ▶ The aspen app is way better than the previous app, so I generally go there before using the library's site when looking for materials. When searching for events, it would be nice to select the age of my child "9" instead of checking all the boxes that include a 9 ("all ages" "5 and up" "6-10" etc.) it's hard to filter.
- ▶ The calendar could be optimized for mobile use.
- ▶ The catalog default to keyword search is a little awkward for me, and search filters are a bit clunky. I've also had difficulty searching for policies and expectations (damaged books, late fees, beverages in the library spaces). It might be nice if they were searchable pages instead of documents?
- ▶ The different catalogues can be confusing. SWAN/OCLC/the different digital formats.
- ▶ The events calendar is very clunky.
- ▶ The homepage of a library should not only attract readers by its beauty, but also retain them by its practicality. (1) The columns of the website or web page should be set from the perspective of readers, with the purpose of facilitating readers' retrieval and utilization, so as to reduce links as far as possible and find resources efficiently. (2) Column name and column classification should be standardized and unified, and it is better to pop up the next level of category directly. (3) to eliminate blank pages and dead links, in order to improve the efficiency and enthusiasm of readers to use network resources. Better set up the image of this website, better service for the majority of teachers and students and scientific research workers.
- ▶ The layout is clear at a glance
- ▶ The library web page should be in line with the principle of convenience, quickness and convenience, so that people are easy to operate
- ▶ The online catalog is difficult to use
- ▶ The only thing I can think of is having an actual calendar for events. It makes it a little easier for me personally to see what days events are held. I completely understand if the website format wouldn't allow for this though, or if it would complicate things.
- ▶ The only thing I think the website needs improving is when I click on a program/event & then hit the back button, it goes all the way back to the current date instead of continuing where I was searching. So then I have to scroll again all the way to where I left off.
- ▶ The website is user friendly already.
- ▶ The website is very good.
- ▶ The website looks great
- ▶ There's a lot of tabs. Maybe condensing might be nice.
- ▶ Update many different kinds
- ▶ Update more frequently
- ▶ Update the library's hours since I know they change during the summer and winter on sundays
- ▶ Use nice colors and make it simple
- ▶ Very user friendly though room reservation system is spotty...sometimes room is reserved, but shows open on website
- ▶ When you click on an event that you're interested in it should provide details.
- ▶ works for me as-is
- ▶ Works well
- ▶ You can learn from other libraries

DATA SEGMENTATION

Non- and Infrequent Library Users

Which of the following affect how often you use the library?



Non- and Infrequent Library Users

In the next 3 to 5 years, how important do you anticipate each of the following will be to your household?

	EXTREMELY IMPORTANT	VERY IMPORTANT	MODERATELY IMPORTANT	SLIGHTLY IMPORTANT	NOT AT ALL IMPORTANT	I AM UNAWARE OF THIS RESOURCE	TOTAL
Checking out physical materials at the library	21.12% 34	22.98% 37	26.71% 43	21.74% 35	6.83% 11	0.62% 1	161
Taking children/grandchildren to visit	18.13% 29	19.38% 31	15.63% 25	16.88% 27	28.75% 46	1.25% 2	160
Attending library programs	11.39% 18	21.52% 34	34.18% 54	23.42% 37	9.49% 15	0.00% 0	158
Using computers, printers, or scanners	10.69% 17	10.06% 16	28.93% 46	26.42% 42	23.90% 38	0.00% 0	159
Accessing the Wi-Fi	15.29% 24	13.38% 21	16.56% 26	27.39% 43	26.75% 42	0.64% 1	157
Using the Maker Studio	5.66% 9	16.98% 27	23.27% 37	22.64% 36	15.72% 25	15.72% 25	159
Receiving assistance from staff	28.75% 46	25.00% 40	18.13% 29	20.63% 33	7.50% 12	0.00% 0	160
Using the library's study rooms, quiet reading room, or other physical spaces	17.61% 28	17.61% 28	27.04% 43	22.01% 35	15.72% 25	0.00% 0	159
Accessing assistive technologies to support those with differing needs	14.01% 22	18.47% 29	14.65% 23	24.84% 39	22.93% 36	5.10% 8	157

COMMUNITY LISTENING SESSIONS

During January 2023, an external consultant facilitated a series of four listening sessions, intended to gather feedback to inform the library's strategic planning goals. Comments from participating community members are summarized below.

ORGANIZATION STRENGTHS

Participants offered overwhelmingly positive feedback on the library's resources, services, physical facility, and programs offered to the Brookfield community. Listening session attendees noted the library's friendly atmosphere, "phenomenal" staff team, and the new building as significant strengths.

- ▶ "I like the drive to making this more of a community-oriented time...the vision of this library."
- ▶ "It's great to see that [the library] has grown."
- ▶ "It's much more accessible now and functions for the community."
- ▶ "The staff is amazing and very knowledgeable and helpful."
- ▶ Listening session participants widely preferred the mailed newsletter to learn about what the library's current offerings are.
- ▶ "I don't read much, so I really don't go to the library too often, but I recently learned about reading books on my Kindle and do that all the time now."
- ▶ "I really enjoyed the virtual programs during the pandemic and would like to see that continued."
- ▶ "The new space is wonderful!"
- ▶ "This is the focal point of the town of Brookfield."
- ▶ "I see more people who would otherwise be working at home working here at the library."
- ▶ "I really liked the mobile Museum of Tolerance exhibit...that was so important, and I really appreciated having that in our little town. It was very impactful."
- ▶ "It's good to see the library become a center for children."
- ▶ "It's so nice to go somewhere where they know you and remember your name."
- ▶ "Now in the new building, I use the study rooms often and really appreciate those."

OPPORTUNITIES FOR THE LIBRARY

While few participants offered significant criticism of the library, some attendees provided ideas and suggestions for how the library can continue to provide what is viewed as exemplary service to the Brookfield community.

- ▶ “New families want more. . .want more recreation opportunities. But that’s vital to the community.”
- ▶ Some participants expressed interest in raising awareness of specific library resources, such as World Cat.
- ▶ *On the Maker Studio*: “I want to use it but haven’t,” and several comments expressing interest in this library resource, with several questions about how to use the space, as well as for whom the space is intended. Another stated, “It would be great to periodically have an introduction to the Maker Studio with other people so that we could know the features that it offers.”
- ▶ “More book discussions! It’s a social thing. They open your eyes to something you’re not used to reading.”
- ▶ “Would love to see the library feature more local authors.”
- ▶ While some participants noted noise issues in the past, they also were “pleased” to see the new library facility being used by young adults, teenagers, and families of young children.
- ▶ “Would love to see more community events and those kinds of partnerships. . .going to the schools, more of seeing the library outside of this building.”
- ▶ There was some limited awareness among listening session participants regarding electronic resources: “I have no used Hoopla, I’m not sure what that is, but I will look into it.”
- ▶ “I would love more opportunities to play cards or meet new people.”
- ▶ “People are not aware of how useful the library can be to them.”
- ▶ “I’d love the library to continue being a resource for anyone needing resources to find a job.”
- ▶ “I think as Brookfield grows, it will get a lot more crowded here for sure.”
- ▶ “It will be hard to reach the people who probably don’t really know the resources that are here and that it’s not all books.” And “I’m not sure how you market all the things the library has to people who aren’t already coming.”
- ▶ “Some libraries have these types of tool-lending libraries or offer people the ability to check out kitchen equipment. . .I think something like that that could save you so much money, stuff like that would be so cool here.”
- ▶ “The Summer Reading Program was really important to us, with a reluctant, Covid-affected young reader. . .the Summer Reading Program gave him this incentive, and that was really, really helpful. However, it was very hands off, and I would like it be drive more with reminders, maybe a raffle midway through, to keep people engaged throughout the summer so that it isn’t as much of a passive experience.”
- ▶ “Recurring youth programs could be helpful in social emotional learning that so many students missed out on in Covid. . .it would be great to get to know other kids and other parents.”

c Action: Monthly Bills



LINDA SOKOL FRANCIS
BROOKFIELD LIBRARY
 INFORM • INSPIRE • INNOVATE

WARRANT - March 25, 2026

Payroll 3/13/26		\$ 41,713.28	Actual
Payroll 3/27/26		\$ 42,000.00	Estimated
Unpaid bills (List below)		\$ 121,798.16	
TOTAL DISBURSEMENTS		\$ 205,511.44	

**Payroll figures include all payroll liabilities/expenses (Federal & State tax payments, etc.)*

March 25, 2026 - LIST OF BILLS

Payee/Vendor	Check Number	Expense Account	Date	Amount Paid
AFLAC	19881	AFLAC	3.25.26	\$ 34.08
AMAZON	19882	Materials	3.25.26	\$ 2,750.14
B & B Networks	19883	Phone	3.25.26	\$ 180.57
B. Allan Graphics	19884	Newsletter	3.25.26	\$ 3,400.00
Blackstone Publishing	19885	Materials	3.25.26	\$ 150.00
Case Lots, Inc.	19886	Bldg Supplies	3.25.26	\$ 272.50
CDW-G	19887	Sonic Wall	3.25.26	\$ 4,683.42
Center Point Large Print	19888	Materials	3.25.26	\$ 49.14
Barry Cloyd	19889	Presenter	3.25.26	\$ 400.00
Comcast	19890	Internet	3.25.26	\$ 930.00
Kimberly Coughran	19891	Reimbursement	3.25.26	\$ 64.58
Creative IT Consulting, LLC	19892	Computers & IT	3.25.26	\$ 8,175.00
Dancing Cranes Yoga	19893	Presenter	3.25.26	\$ 195.00
DELL MARKETING L.P.	19894	Computers	3.25.26	\$ 12,913.40
Folding Partition Services, Inc.	19895	Bldg Repair	3.25.26	\$ 7,220.00
4Imprint, Inc	19896	Bags (F&F)	3.25.26	\$ 486.08
Gale/CENGAGE Learning	19897	Materials	3.25.26	\$ 95.97
Jim Gamlin	19898	Fish Guy	3.25.26	\$ 94.00
Independent Construction Services	19899	Owners Rep	3.25.26	\$ 1,720.00
InfoUSA Marketing, Inc.	19900	Database	3.25.26	\$ 1,100.00
Ingram Library Services	19901	Materials	3.25.26	\$ 3,681.55
Raymond Johnson	19902	Presenter	3.25.26	\$ 150.00
Kanopy, Inc.	19903	Database	3.25.26	\$ 223.55
Konica Minolta Premier Finance	19904	Copiers	3.25.26	\$ 684.57

Payee/Vendor	Check Number	Expense Account	Date	Amount Paid
LaGrange Park Ace Hardward	19905	Bldg Maint	3.25.26	\$ 74.49
Lauterbach & Amen, LLP	19906	Audit	3.25.26	\$ 6,000.00
Libchalk	19907	Web	3.25.26	\$ 425.00
LIMRiCC - PHIP	19908	LIMRiCC	3.25.26	\$ 18,604.84
Brian Michalski	19909	Presenter	3.25.26	\$ 380.00
Midwest Tape	19910	Materials	3.25.26	\$ 3,246.81
Bonnie Mielke	19911	Presenter	3.25.26	\$ 120.00
Marianne Mohrhusen	19912	Presenter	3.25.26	\$ 150.00
Marianne Mohrhusen	19913	Presenter	3.25.26	\$ 150.00
Niche Academy	19914	Database	3.25.26	\$ 1,680.00
Quadient	19915	Postage Machine	3.25.26	\$ 200.97
Quill.com	19916	Office Supplies	3.25.26	\$ 82.98
RAILS	19917	Database	3.25.26	\$ 605.00
Ruskin Productions	19918	Presenter	3.25.26	\$ 500.00
Sabeckis Services	19919	Snow Removal	3.25.26	\$ 830.00
SenSource	19920	Counter	3.25.26	\$ 432.00
ServiceMaster Commercial Cleaning	19921	Cleaning	3.25.26	\$ 3,894.00
Showcases	19922	Tech Supply	3.25.26	\$ 68.90
SMG Security Holdings, LLC	19923	Security	3.25.26	\$ 1,827.93
Smithreen Pest Mgmt	19924	Bug Guy	3.25.26	\$ 100.00
SWAN	19925	Quarterly	3.25.26	\$ 8,450.75
Today's Business Solutions, Inc.	19926	CoinTowers	3.25.26	\$ 2,911.35
Tumbleweed Press	19927	Materials	3.25.26	\$ 639.20
Unique Management Services, Inc.	19928	Collections	3.25.26	\$ 98.50
Value Line	19929	Database	3.25.26	\$ 3,000.00
Village of Brookfield	19930	IMRF	3.25.26	\$ 7,478.88
Visa	19931	Credit Card	3.25.26	\$ 4,893.01
Wiss, Janney, Elstner Associates, Inc	19932	Bldg Repair	3.25.26	\$ 5,300.00
Total				\$ 121,798.16

d Action: Gaming Device Lending, Gifts to the Library, Hotspot Lending, and Study Room Policies



Gaming Device Lending Policy

Effective Date: 12/21/11

Revised: 08/23/12, 6/25/14

Purpose

The Library has as one of its objectives to “design and implement Library services and programs that engage the community and promote literacy, personal information gathering and entertainment, and encourage Library use.” By offering gaming devices, the Library provides users young and old with the opportunity to enjoy gaming and to utilize the Library for their gaming needs.

In-Library Use

The following rules and regulations apply:

1. Gaming devices may be borrowed by resident library card holders in good standing (i.e. users with fines of \$5.00 and over are blocked).
2. The loan period for in-Library use is all day with no limitations. All gaming devices must be returned to the Information Desk before the Library closes.
3. Gaming devices will be checked out on a first come, first served basis. Holds via the SWAN catalog are encouraged.
4. Many gaming devices connect to the Internet wirelessly. Parents must authorize usage of the device and the Internet by signing the Gaming Devices Agreement.
5. The Library does not assume responsibility for lost or corrupted files for any reason, such as hardware failure, or network interruptions. Users wishing to save files they have created must back them up to disks, USB sticks, or personal internet based accounts. All files left on gaming devices will be wiped clean.
6. The user assumes full responsibility for the cost of repair or replacement in the event the gaming device is lost, stolen, or damaged. The Library’s IT Department will assess the costs and charge the user accordingly.
7. The Library’s Public Computer Use policy applies to gaming devices. Users attest that they have read and will adhere to the policy.
8. Co-signers for users under 18 accept the same level of responsibility as the user.

Home Use

The following rules and regulations apply:

1. Gaming devices may be borrowed by resident library card holders in good standing (i.e. users with fines of \$5.00 and over are blocked). If the gaming device is to leave the building:
 - a. A one-time co-signature of a parent or guardian will be required. This release will be kept on file in the Library.
2. The loan period is three days for home use.
3. Gaming devices designated for home use may be reserved in advance. On the actual day of lending, those that have not been reserved may be checked out on a first come first served basis.
4. Gaming devices may only be renewed in person at the Library's Check Out Desk.
5. Gaming devices must be returned in person. Borrowers are advised to wait until the gaming device is checked in and returned with the signature of the staff member on duty at the Check Out Desk.
6. Fines for unreturned home use gaming devices are \$15.00 per day, not counting days the Library is closed. An "on-time" return is defined as a device that is returned prior to closing on the third day of check out. Users who have on three separate occasions returned the devices late will lose Home Use gaming device borrowing privileges for a period of six months.
7. The user assumes full responsibility for the cost of repair or replacement in the event the gaming device is lost, stolen, or damaged. The Library's IT Department will assess issues and charge the user accordingly.
8. The Library's Public Computer Use policy applies to gaming device use. Users attest that they have read and will adhere to the policy.
9. Co-signers for all borrowers accept the same level of responsibility as the user.



Gaming Device Lending Agreement

I have read and understand the Linda Sokol Francis Brookfield Library Gaming Device Lending Policy and Public Computer Use Policy and agree to adhere to the terms and conditions contained therein.

Print Name (First & Last) Library Card Number Additional Identification Provided

Address City Zip Code

Telephone E-mail Address

User Signature Staff Signature

Co-signer Signature (for users under 18)

Return Policy



Gifts to the Library

Adopted: 04/24/2002

Reviewed and Approved: 04/23/2008, 01/28/2015, 03/25/2026

I. General

The Linda Sokol Francis Brookfield Library is grateful for gifts, and its collection has been enriched by donations of materials as well as contributions. Through donors, the Library has been able to acquire materials that could not have been purchased otherwise. The Library staff can supply, upon request, a list of needed materials for consideration by the donor.

II. Donation of Books and Audiovisual Materials

The Library reserves the privilege of deciding whether items donated should be added to the collection. Out of the materials which citizens so generously give, a considerable proportion can be used. Some cannot be used, because though of value in itself, it may be: (1) a duplicate of an item of which the Library already has a sufficient number; (2) outdated--interesting but not of sufficient present reference or circulating value to the Library; and/or (3) in poor condition--which would not justify the expense of processing it. The material will be judged by the same standards of selection as those applied to the purchase of new materials. The Library accepts gift books with the understanding that books deemed useful to the Library collection will be retained and other books not deemed useful will be disposed of according to the Library's policy on disposal of surplus materials. The Library necessarily reserves the right to interfile gifts with other collections on the same subject, so that all collections are organized and classified according to library standards for the best public service.

III. Gift Book Program

The Library welcomes monetary contributions specifically for book purchases in memorial to or in honor of named individuals. In order that the Library can properly honor the generosity, a special form to record the information is used and should be completed by the donor.

IV. Donation of Art Objects and Other Types of Materials

Although such gifts are usually welcomed and valued, final decision on their acceptance rests with the Library Director and the Board of Library Trustees.

V. Donations—Other

The Library welcomes cash contributions, gifts of real property, stocks, and bonds. It is the Library's custom to expend cash gifts on materials, equipment, or a project that is acceptable to the donor. There may be an occasion in which the restrictions set by the donor make it impossible for the Library to accept the contribution. All donations are subject to the approval of the Library Director with the backing of the Board of Library Trustees.

VI. Recognition of Gifts

For memorial books to the Library, the Library may place within the book the name of the donor, if desired. Accepted gifts will be honored in our gift remembrance book.

VII. Use of Gifts

All gifts are accepted with the understanding that it may someday be necessary that they be sold or disposed of in the best interest of the Library. The Library cannot commit itself to perpetually housing a donation.

VIII. Income Tax Statements

The Library cannot appraise the value of a donation of materials or art. It will, however, issue the donor a letter acknowledging the donation. It is the donor's decision whether he or she will determine the value of the donation or utilize an independent appraiser. While the gifts to the Library as a governmental unit qualify as tax deductible, the donor will have to consider the particular circumstances of his or her situation for the specific effect of the tax deduction.

IX. Restriction

No donation can be accepted unless it is given to the Library without restrictions unless the Board of Library Trustees has specifically adopted an agreement to do so. All gifts may be used, sold, or disposed of in the best interest of the Library. All donations are accepted only if, in the opinion of the Library Director and the Board of Library Trustees, they are in the best interests of the Library.

X. Form

A Gift Agreement Form must be signed by the donor and approved by the Library Director for unrestricted gifts and by the Board of Library Trustees for restricted gifts.



Gift Item Initiative

Date: _____

I/we would like to donate/contribute \$ _____ for an item to be placed in the Library's collection.

Preferred Plate Inscription (*Check one*): Donated By In Memory Of

Honoree:

Subject Matter or Preferred Title(s): _____

Donor Information:

Donor Name(s): _____

Street Address:

City: _____ **State:** _____ **Zip Code:** _____

Phone Number: _____

Payment Method:

PayPal Check. *Please make checks payable to:* Linda Sokol Francis Brookfield Library

Notifications (*If necessary*):

The Library will notify the person designated below that the item(s) purchased with your donation has been added to the Library's collection **in memory of** or **honoring** the person or family noted above.

In the space provided, please indicate the relationship between the honoree and the person to be notified of the donation.

Name of Person(s) to be Notified: _____

Relationship to Honoree: _____

Street Address: _____

City: _____

State: _____ **Zip Code:** _____



Gift Agreement Form

Donor _____ Date _____

Address _____
 (Street) (City) (State) (Zip)

Description of material donated:

This Gift Agreement transfers legal title of the gift to the Library.

_____ Unrestricted gift _____ Restrictions (please specify)

I have read the gift policy provisions of the Linda Sokol Francis Brookfield Library and agree that they are acceptable.

Donor signature: _____ Date _____

Accepted for the Library by: _____ Date _____
 Signature of Library Director

 For restricted gifts only:

 Signature of the President of the Library Board Date _____

 Signature of the Secretary of the Library Board Date _____

Date of Board Approval _____



Hotspot Lending Policy

Effective Date: 08/27/14

Revised: 03/25/2026

Purpose

The Library makes hotspots available to library card holders to assist in research, networking, recreational use, and document or presentation production needs. Hotspots are provided according to availability.

Home Use

The following rules and regulations apply:

1. Hotspots may be borrowed by resident library card holders ages 18 and up in good standing (i.e. users with fines of ~~\$5.00~~ **\$20.00** and over are blocked). First-time borrowers must show a photo ID (driver's license or state ID).
2. The loan period is seven days.
3. Hotspots may ~~only~~ be renewed in person at the Library's Check Out Desk or by phone. **Staff members have discretion over the number of renewals and renewal methods.**
4. Hotspots must be returned in person. Borrowers are advised to wait until the hotspot is checked in by a staff member on duty at the Check Out Desk.
5. Fines for unreturned hotspots are \$15.00 per day, not counting days the Library is closed. An "on-time" return is defined as a hotspot that is returned prior to closing on the seventh day of check out. Users who have on three separate occasions returned the hotspots late will lose hotspot borrowing privileges for a period of six months.
6. The user assumes full responsibility for the cost of repair or replacement in the event that the hotspot is lost, stolen, or damaged. The Library's IT Department will assess technological issues and charge the user accordingly.



Hotspot Lending Agreement

I have read and understand the Linda Sokol Francis Brookfield Library Hotspot Lending Policy and agree to adhere to the terms and conditions contained therein.

Print Name (First & Last)

Library Card Number

Additional Identification Provided

Address

City

Zip Code

Telephone

E-mail Address

User Signature

Staff Signature



Study Room Policy

Adopted: 03/25/2026

Study Rooms

This policy is to establish clear guidelines for the use of the Library's study rooms. It aims to ensure the rooms are utilized in a manner that benefits the community, maintains the integrity and condition of the rooms, and promotes fair access.

The Library building includes the following study rooms available for individual or collaborative meetings and work. In general, each of the study rooms are equipped with a monitor for projection as well as a whiteboard.

Room	Capacity
Study Room 1	6 persons
Study Room 2	2 persons
Study Room 3	2 persons
Study Room 4	2 persons
Study Room 5	4 persons

Scheduling Reservations

Study room reservations may be made via the Library's website or by visiting the Reference Desk. Reservations may be made no more than seven days in advance and are subject to approval. Members must be at least 14 years old to use a study room, with younger children requiring adult supervision.

Cancellations and Restriction of Privileges

The Library reserves the right to cancel study room reservation due to unforeseen circumstances. Further, staff may move reservations to other spaces within the Library in order to accommodate additional room bookings. The Library may also cancel a member or group's reservation if policies for use of the meeting rooms are violated.

1. Members and organizations will be held responsible for damage to the Library's study rooms; members are responsible for leaving the rooms in a neat, tidy and orderly condition. Failure to do so may result in the denial of future requests to use a study room.
2. Study rooms are not soundproof and reasonable noise may be heard between rooms. No noticeable noise should be heard outside of the room while it is in use.
3. Study rooms will remain locked when not in use. Rooms will only be unlocked to let a member in once they have signed in at the Reference Desk.
4. Reservations will be held for 15 minutes past the reservation start time. After 15 minutes, the reservation will be canceled and the room will be available for other members.
5. Users may be asked to leave if they disturb others or engage in destructive or inappropriate behavior.
6. Snacks and covered beverages are currently allowed in the study rooms. However, this is a privilege that will be taken away from all, if users fail to clean up after themselves.

7. Activities involving items such as (but not limited to) glue, paint, glitter, or other substances which are difficult to clean when spilled are not allowed. Any special cleaning costs will be billed to the contact person who made the reservation.
8. All Library policies apply to persons using the study rooms including but not limited to the Library Standards of Public Conduct policy.

9. **Final Public Forum**

Visitors who wish to address the Board at this time are asked to introduce themselves. This item on the agenda will take no more than 15 minutes. The President of the Board will divide this 15-minute segment by the number of persons who have requested to speak to the Board to determine the amount of time allotted to each person. The President will then call on those people one at a time to stand and address the Board for no more than the allotted time.

10. **Announcements**

11. **Adjournment**