



NSLD

North Suburban Library District

NORTH SUBURBAN LIBRARY DISTRICT

2023 DECENNIAL COMMITTEE REPORT

NSLD/Loves Park
6340 N. Second Street
Loves Park, IL 61111

northsuburbanlibrarydistrict.org
Facebook.com/NorthSuburbanLibrary

NSLD/Roscoe
5562 Clayton Circle
Roscoe, IL 61073

The attached 2023 Decennial Committee report was compiled for the North Suburban Public Library District (NSLD). NSLD is submitting this report in accordance with the Decennial Committee on Local Government Efficiency Act, 50 ILCS 70/1 *et seq.*

NSLD has two library locations:

NSLD/Loves Park
6340 N. Second Street
Loves Park, IL 61111

NSLD/Roscoe
5562 Clayton Circle
Roscoe, IL 61073

The main administrative office is located at NSLD/Loves Park, which is located in Winnebago County, Illinois. NSLD serves 69,307 residents (2020 census) living in the Northern Illinois counties of Winnebago and Boone. Copies of this report will be filed with both counties and will be on hand for interested parties.

Library Contact:

Mary M. Petro, Library Director
NSLD/Loves Park
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Library Operations

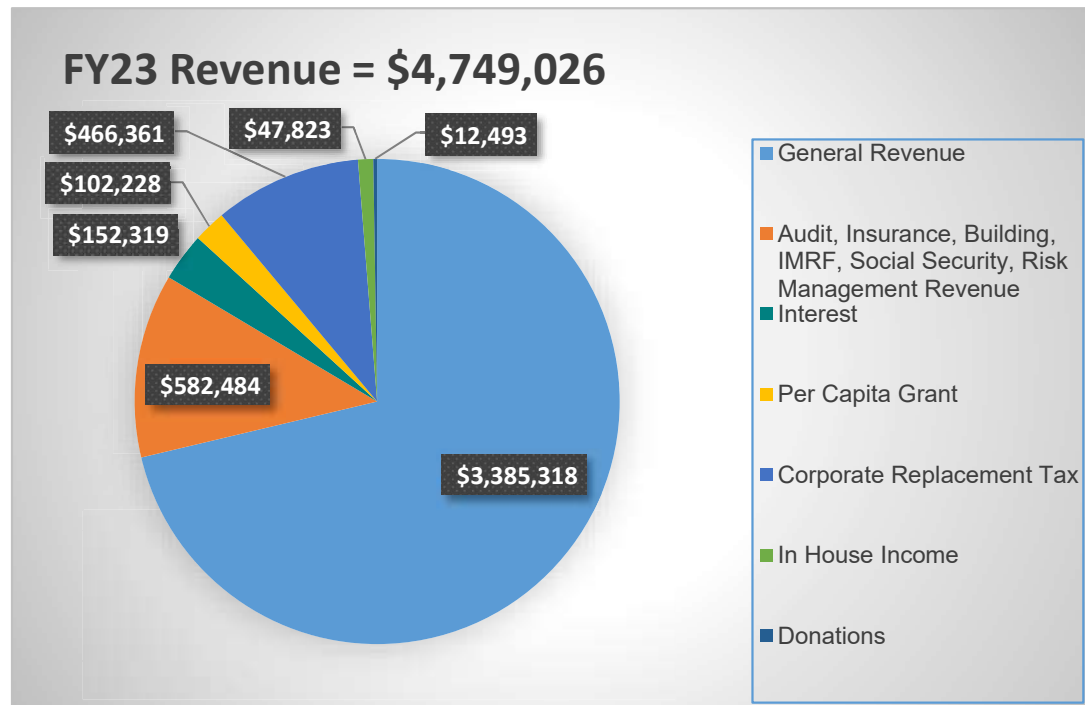
Funding from local property taxes, corporate replacement taxes, grants, and donations go to pay for library building and grounds maintenance and improvements, library programs and services and library administrative costs.

Working Budget

Budget (FY22)	\$4,219,100
Budget (FY23)	\$4,422,400
Budget (FY24)	\$5,001,200

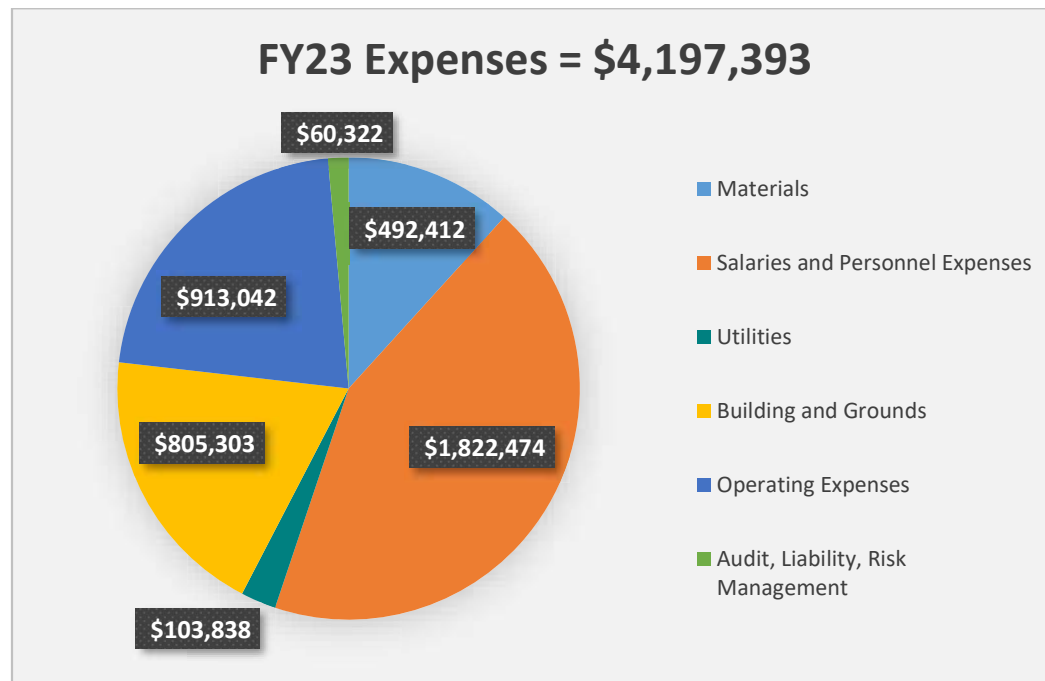
Revenue

FY23 Revenue Description	FY23 Revenue
General Revenue	\$ 3,385,318
Audit, Insurance, Building, IMRF, Social Security, Risk Management Revenue	\$582,484
Interest	\$152,319
Per Capita Grant	\$102,228
Corporate Replacement Tax	\$ 466,361
In House Income	\$ 47,823
Donations	\$12,493
Total	\$ 4,749,026



Expenses

FY23 Expense Description	FY23 Expenses
Materials	\$492,412
Salaries and Personnel Expenses	\$1,822,474
Utilities	\$103,838
Building and Grounds	\$805,303
Operating Expenses	\$913,042
Audit, Liability, Risk Management	\$60,322
Total	\$4,197,393



Levy Rates*

Tax Extensions	Boone County	Winnebago County	Total Extensions
2018	137,090	3,515,918	3,653,008
2019	136,721	3,738,553	3,875,274
2020	134,205	3,891,923	4,026,128
2021	144,366	3,995,052	4,139,418

*North Suburban Public Library District Annual Financial Report (Audit) for the fiscal year ending June 30, 2022. Copies of the audit report are available at the NSLD website (<https://www.northsuburbanlibrary.org/about-us/administration/>).

Equalized Assessed Valuations**

Assessed Valuations	Boone County	Winnebago County	Total Tax Rates
2018	45,767,028	1,173,537,411	0.2996
2019	48,268,591	1,239,941,512	0.2981
2020	49,926,436	1,309,008,681	0.2844
2021	52,048,204	1,371,728,048	0.2849

**North Suburban Public Library District Annual Financial Report (Audit) for the fiscal year ending June 30, 2022. Copies of the audit report are available at the NSLD website (<https://www.northsuburbanlibrary.org/about-us/administration/>).

Administration

NSLD operates in accordance with the Public Library District Act of 1991 (75 ILCS 16/). The Board of Trustees is made up of seven elected trustees who each serve 4 year terms, without compensation, as outlined in the Act.

NSLD Trustee	Term Expiration
Rachel Parry, Board President	2027
Jane Burden, Vice-President	2025
Sara Porter, Treasurer	2025
Melissa Leuzinger, Secretary	2025
Christopher Galetsis	2027
Tom Yoe	2025
Marcy Mitchell	2025



The Library Board of Trustees is charged with setting the budget, setting library policy, and hiring the Library Director to oversee library operations.

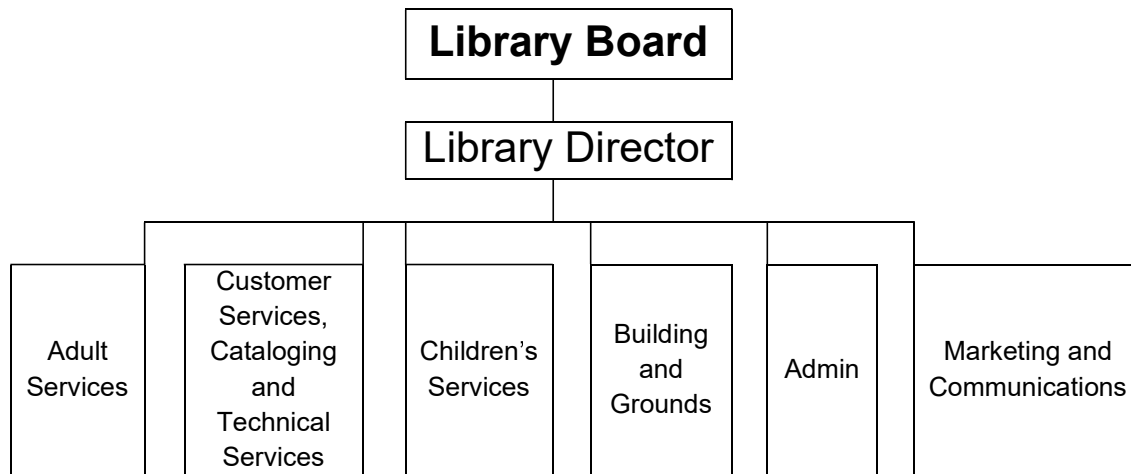
(75 ILCS 16/30-55.35)

Sec. 30-55.35. Administrator; legal counsel; consultants.

(a) The board may appoint and fix the compensation of a qualified librarian to act as administrator of the district's daily operations. The administrator may hire other employees deemed necessary by the administrator, fix their compensation, and remove those employees, subject to the approval of the board.

Employees

On average, NSLD employees about 35 part-time staff and 21 full-time staff. To maintain up-to-date information on library compensation (rate of pay, paid time off, IMRF benefits, holidays, insurance) anyone interested in this information is asked to contact the NSLD administration office at administration@northsld.org. The NSLD library director works with department supervisors to hire qualified staff to run library operations, programs and services.



History of NSLD

In 1944 members of the North Suburban Woman's Club (NSWC) saw an opportunity to establish a library district. NSLD was the first public service project of the NSWC following its charter in March 1943. The Illinois legislature had recently passed the Library District Law enabling library districts to be formed. Members of the Woman's Club saw this as an opportunity to provide families living in area school districts with a public library.

OFFICIAL BALLOT

NORTH SUBURBAN PUBLIC LIBRARY DISTRICT

_____ Voting Precinct.

To be used at a special election in voting on the question of organizing and establishing a public library district to be known as North Suburban Public Library District, which said public library district shall be composed of contiguous territory co-extensive with the territory embraced within School District Numbers 122 and 55, in the County of Winnebago, and State of Illinois.

SPECIAL ELECTION NORTH SUBURBAN PUBLIC LIBRARY DISTRICT, WINNEBAGO COUNTY, ILLINOIS, SATURDAY, APRIL 14, 1945.

For establishment of a public library district	
Against the establishment of a public library district	

FRED J. KULLBERG,
County Judge for the County of
Winnebago, and State of Illinois.

In 1945, voters approved the referendum, and NSLD was established. In the early years, NSWC members donated books, furniture, supplies, and served as trustees on the Library Board. In 2016, the NSWC gifted their property to NSLD.



Photo: The North Suburban Woman's Club (NSWC) circa 2020. Photo: NSWC sign 2014.



These women were familiar faces for decades in the library's history. Pictured are Ethel Gilmore, Jane Pratt and Ruth Bomp.



Carlotta Burden was co-founder of North Suburban library along with Charlotte King.

Photo: NSLD article, Parks Journal, Volume 28, Number 14, 6 April 1994

Fifty years of history in a glance

1943 – North Suburban Womans' Club members start talking about the need for a local library. They "noise around" the idea of starting one and find wide community support in the form of cash, material and labor donations, such as a year's worth of free coal from Patterson Lumber.

1944 – The womens' club opened the library doors on Saturday, April 15, 1944, in the George May building at 5426 N. Second St.

About 3,000 books were donated by individuals, organizations and the Illinois State Library. The budget for that first year was \$600, including \$28 per month for rent. It was staffed by volunteers, including Charlotte King and Carlotta I. Burden (grandmother of Bob Burden, current president of the library board of trustees and also a city alderman). Just 153 books were checked out the first month.

1945 – By a vote of 512 to 253, North Suburban Library District became the first district library in the state. The collection of a library tax was authorized, a library board was created and Edith Van Duzer was appointed as the first librarian.

Van Duzer retired after 30 years of service at Rockford Public Library but was persuaded to work 15 hours per week for \$60 per month. By the end of the year, almost 1,500 people held library cards and the beloved "story hour" was established – a program still popular today.

1950 – Book circulation grew from 600 in 1945 to 27,255. To gain badly needed space, the library moved to 515 Loves Park Drive where it shared a building with the Loves Park Post Office.

1956 – A North Park branch was opened in 1956 under the care of Mrs. Grace Broman, in the former Ruth's Tog Shop. Jane Pratt took over the role Van Duzer had played as head librarian at the Loves Park library, when Van Duzer announced she would retire in 1955.

1956 – A North Park branch was opened in 1956 under the care of Mrs. Grace Broman, in the former Ruth's Tog Shop. Jane Pratt took over the role Van Duzer had played as head librarian at the Loves Park library, when Van Duzer announced she would retire in 1955.

1960 – Circulation grew to more than 150,000. Again the library needed to expand and moved to 535 Loves Park Drive, across from what was then city hall and is now the police station. That building was constructed by then-alderman Kenneth Homewood and leased to the library.

1968 – By this year, space became such a serious problem that adding a new book to the shelves meant removing an old one. The Board of Trustees decided to build its own library on land previously purchased at 6340 North Second Street, on the corner of Burnwood Avenue, from the estate of Esther O. West. The big white house which occupied the corner was put on wheels and rolled away to make room for the 19,000 square foot shiny new library.

1969 – The new library officially opened for business. It was formally dedicated in April 1970. Mrs. Florence K. Hale was named Head librarian upon retirement of Jane Pratt.

1977 – Mrs. Alice Targo named Head librarian after Florence Hale retires.

1982 – Ms. Joan Kapstein named head librarian after Alice Targo retires.

1984 – The Friends of the Library was organized. This group plus the Roscoe Friends assist the library and its staff in many ways.

1985 – On Jan. 2 the Roscoe Branch Library opened its doors. On Nov. 4 that year a successful annexation referendum added Roscoe Township to the district, doubling its size.

1987 – An addition of nearly 19,000 square feet was added to the library in Loves Park, making room for an auditorium, meeting rooms, display cases as well as additional space for staff and books. The existing building was renovated.

1988 – After a three-year effort, the district's collection was computerized.

1990 – The library acquired land and doubled the size of its parking lot. Mrs. Ann Powell named head librarian – making a total of six to date in the library district's history.

Today – The library is 50 years old. At last count the circulation was well over 398,000, and the library owned almost 139,000 books. The annual budget is almost \$1 million and the district library serves more than 50,000 residents from two locations. The next hot topic for the board will be expansion of the bulging 2,500 square foot facility in Roscoe.

Photo: NSLD article, Parks Journal, Volume 28, Number 14, 6 April 1994

Decennial Committee

The NSLD Decennial Committee is comprised of the following members. The makeup of the law complies with 50 ILCS 70/10).

- Rachel Parry – NSLD Board President
- Jane Burden – NSLD Board Vice-President
- Sara Porter – NSLD Treasurer
- Melissa Leuzinger – NSLD Secretary
- Tom Yoe – NSLD Trustee
- Christopher Galetsis – NSLD Trustee
- Marcy Mitchell – NSLD Trustee
- Mary M. Petro – Library Director
- Nicole Johnson – NSLD Adult and Teen Department Head
- Rita Weber – Community Member
- Sheila Mills – Community Member

(50 ILCS 70/10)

Sec. 10. Formation of committee; members; vacancy; administrative support.

(a) By June 10, 2023 (one year after the effective date of this Act) and at least once every 10 years after June 10, 2023, each governmental unit must form a committee to study local efficiencies and report recommendations regarding efficiencies and increased accountability to the county board in which the governmental unit is located.

(b) Each committee's membership shall include the elected or appointed members of the governing board of the governmental unit; at least 2 residents within the territory served by the governmental unit, who are appointed by the chair of the governing board, with the advice and consent of the governing board; and any chief executive officer or other officer of the governmental unit. The committee shall be chaired by the president or chief elected or appointed official of the governing board or his or her designee. The chairperson may appoint additional members to the committee as the chairperson deems appropriate.

Committee members shall serve without compensation but may be reimbursed by the governmental unit for their expenses incurred in performing their duties.

Decennial Committee Meeting Dates

- 5:00pm on June 8, 2023 – Organizational Meeting
- 5:00pm on July 20, 2023 – Review of report
- 5:00pm on August 17, 2023 – Approval of final report

Decennial Committee Minutes

The Decennial Committee minutes will be housed with the regular board meeting minutes. Copies of the minutes can be found at the NSLD administrative offices at NSLD/Loves Park. A complete copy of the Decennial Committee report is also available at NSLD/Loves Park.

Library Programs and Services

Mission Statement

With unmatched service, North Suburban Library District opens the door to learning and entertainment, creating lasting memories for all.

Vision Statement

North Suburban Library District is known for excellence. Both its patron community and regional libraries recognize NSLD's leadership in: Providing superior customer service, responding to community needs, managing library resources responsibly, opening doors to discovery and entertainment, cultivating an ideal workplace, maintaining a high-caliber staff and board.

Library Departments – Core Programs and Services

Cataloging and Technical Services

Much of the work that is done to enter materials into the online catalog is done by the technical services and cataloging staff. It requires staff get training and be certified on the PrairieCat Innovative Interfaces, Inc. software. Below is an overview of the role this department plays in providing access to library materials in all formats.

- Acquisitions of materials includes physically ordering materials that were selected by Adult Services and Children's Services staff, creating order records for materials, and marking items paid in the Integrated Library System (ILS).
- Ordering records management, which includes monitoring software order records and receiving shipments, unboxing and checking packing list against contents of shipment.
- Item entry includes attaching barcodes to items, creating item records that contain codes, assigning call numbers, and printing out spine labels with call numbers on them.
- Material cataloging, which includes finding bibliographic records in MARC format for items in OCLC database. This requires knowledge of Library of Congress subject headings, MARC fields, etc.
- Processing of materials (placing spine labels and any other stickers (genre, location, etc.) on materials, packaging AV into cases that allow



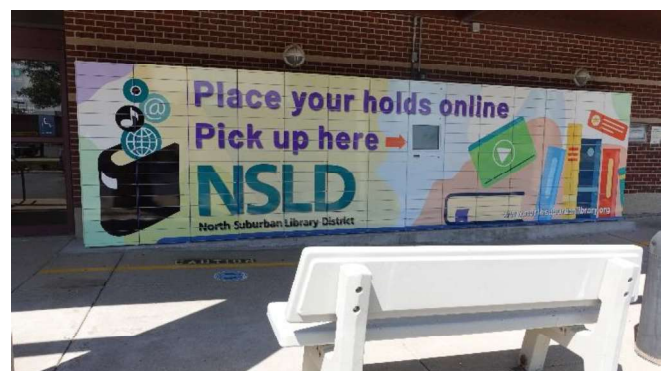
protect the materials.

- Withdrawing items from ILS, pulling old, outdated, worn item from shelves, working with the buyers to repurchase updated materials, marking item records for removal from ILS (knowledge of codes) and managing the removal of items.
- Maintaining the item database/online catalog, requires cleanup of codes, locations, subject headings, authority records, participating in PrairieCat consortium continuing education and policy/procedure meetings.
- Serial processing/maintenance; receiving magazines, item entry, labeling, communicating with vendors on magazine ordering/damaged items and the renewal for over 100 titles.
- Material collection fund maintenance includes monitoring the fiscal reporting software, running monthly fund reports, resetting the annual fiscal budget in the ILS.
- Book sale management.
- Work with vendors who sell materials; including setting up vendor profiles in both the ILS software and vendor websites, managing incoming invoices, statements, packing slips.

Customer Services/Circulation

NSLD libraries have Customer Services staff at each library who support services that facilitate circulation of materials, patron library cards, passive programming, meeting room use and the book sale. This is the largest department at the library and training is required for many areas of service within this department.

- Issuing library cards, both in person and online applications, which includes a knowledge of library district boundaries, library card registration law.
- Checking in and out of library materials
- Loading and maintaining holds in lockers, troubleshooting with locker system.
- Shelving of materials, which includes such things as keeping materials in order on shelves, finding materials that are 'claims returned', 'overdue' or 'missing'.
- Empties the daily van delivery bins, receives items with holds to and from other area libraries, and routes these to, and from, departments within the library.
- Prints overdue notices, checks shelves for overdue items, and sends out notices (mailing, calls to patrons) on lost, damaged or found items.
- Manages billing and collections of overdue fines, damaged, and lost items. Works with



selectors to set replacement costs. This requires an understanding of collection laws, the procedures and policies that Unique Collection Agency and PrairieCat consortium requires libraries follow.

- Removing out of date materials from the New Shelf and works with staff to change the item location in the ILS.
- Mending slightly damaged items, cleaning DVD's, music CD's and books on CD.
- Assists with book sale management, keeping shelves in order and stocking and restocking book sale shelves.
- Collects money for book bags, fines/fees and book sales.
- Answers general questions, both in person and over the phone, about library location, hours, and services.
- Passive Programing/Take and Makes/Coloring Pages – planning for, budgeting for materials, and creating these patron engagement activities.
- Homebound Services that includes registering patrons, selecting materials for homebound patrons, and coordinating delivery of materials.
- Taking in items for the community bulletin board postings and the brochures/pamphlets (i.e. Rules of the Road), which requires an understanding of the policies for posting/handouts.
- Assists with room rentals, which requires an understanding of the software, room rental policy, coordination of staff to support technology use, room setup and cleanup.
- Orders the Federal and State tax forms, and maintains the Federal and State tax form handouts.
- Receiving and dispersing mail and newspapers to the various departments.
- Maintains statistical reports on department activity, including such things as item circulation, patron visits, mobile app usage, and library card registration.
- Participates in consortium meetings.
- Supports outreach programming, providing assistance for agencies needing information on NSLD library cards.



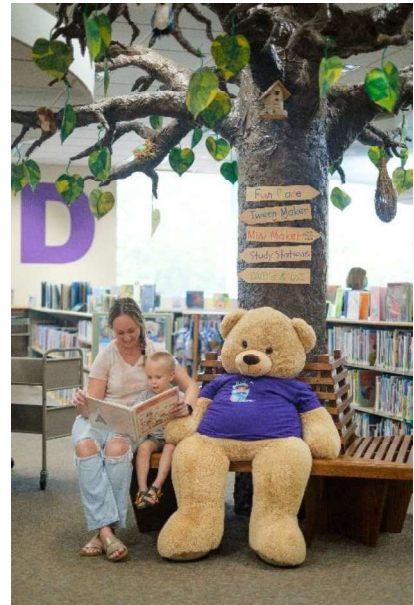
Children's Reference/Reader's Advisory

The Children's Services desk is staffed during the hours that the library is open. The staff member assigned to the information desk answers patron's questions, either in person or on the phone, answers department email, helps patrons find library materials, works with area teachers to gather classroom collection materials, assists with computer use, and monitors the patrons using the department. Printed lists of titles that are difficult to locate are developed and available for patrons to use.

Children's Services Department

NSLD/Loves Park Children's staff manages the following areas:

- Reference/Reader's Advisory
- Teacher Services
- Fun Place
- Toddler area
- Maker Space
- DIY table
- LEGO table
- Children's computers
- Shelving of Children's materials



NSLD/Roscoe Children's staff manages the following areas:

- Reference/Reader's Advisory
- Teacher Services
- Fun Place
- Toddler area
- Maker Space
- DIY table
- LEGO table
- Children's computers
- Homework Room
- Large Program Room (when events are in session),
- Children's Self-Check
- Children's Book Return
- Shelving of Children's materials

Collection Development

Currently seven Children's department staff members are responsible for selecting new materials to add to our collections. Orders are sent in monthly for books and several times per year for other types of materials. The current collections include:

Board books
 Picture books
 Beginning readers
 Intermediate books (beginning chapter books)
 Juvenile fiction
 Graphic Novels
 Juvenile Nonfiction (for children 4th grade through 6th grade)
 Easy Nonfiction (for children through 3rd grade)
 Magazines
 Parent/Teacher Materials
 DVDs
 Books on CD
 Music Recordings- CDs
 Spanish Language Books
 eBooks/eAudiobooks



Children's Special Collections:

- Reader Kits come in a transparent carry case and pair books with a game, activity or manipulative. The idea is to help kids to bridge the gap between the written word and the experience to assimilate learning.
- Sensory Kits come in a transparent carry case and provide toys and tools that give children the opportunity to explore and learn through hand-on tactile play. The sensory tools and toys can help calm or stimulate a child's nervous system.
- Phonics Kits contain books that follow a defined sequence to teach a set of letter-sound relationships. Most kits include a guide sheet or booklet. Phonics instruction provides key knowledge and skills needed for beginning reading.
- Preschool Theme Kits rotate to home daycare providers within the NSLD area and are filled with books, toys, activities, and teaching tips for caregivers and their daycare children that otherwise may not have the opportunity to checkout library materials.
- Puzzles – Simple wooden puzzles are available for checkout.
- Parent/Teacher – A special collection in Children's services that provides and preserves materials on sensitive, educational and professional topics that may not widely circulate, but need to be available upon request.





Early Childhood Programs

NSLD weekly programs are based on the American Library Association's 5 best literacy practices: Sing, Talk, Read, Write, and Play to incorporate the 6 literacy skills, vocabulary, print motivation, print awareness, letter knowledge, narrative skills, and phonological awareness. NSLD Story Hour and Wiggle-Giggle-Grow are also available to view on the NSLD Facebook page.

- **Story Time** for children between the ages of 3 and 5 is offered each week, for 10 months of the year, with the exception of spring and winter breaks. Story hour sessions last 45 to 60 minutes and include several stories, finger plays, rhymes, songs, movement and a craft activity. Weekly sessions are offered 2 times per week at both NSLD/Loves Park and NSLD/Roscoe.
- **Wiggle, Giggle, Grow (WGG) - Toddler Time** is designed to encourage interaction between toddlers 9 – 36 months and their parents or caregiver. These 45 minute sessions are offered 2 times per week, 2 sessions per day for a total of 4 sessions per week. NSLD/Roscoe Wiggle-Giggle-Grow (WGG) holds 2 sessions on Tuesdays and NSLD/Loves Park holds 2 WGG Toddler Times on Thursdays. Sharing of books, movement, rhymes and songs is followed by time to socialize and explore fun learning stations and activities. This program is offered 10 months out of the year.



1000 Books Before Kindergarten is a national program encouraging one on one reading experiences between parents/caregivers and young children, from newborns until entering kindergarten. Anyone with a child not yet in kindergarten can register at NSLD, or any of the participating libraries. A library card is not required. Parents and caregivers are given a folder to track books and are given a colorful sticker to commemorate every 100



books read. Once 1000 books is reached, children can return to NSLD to receive a free book and certificate. This program runs all year round.

Outreach

- **Early Literacy** books with tips and game suggestions can be delivered to area preschools. NSLD supports parents and caregivers in their daily efforts to help their children learn.
- **NSLD Preschool Theme Kits** can be delivered* to home daycares requesting this service. The kits include books and assorted literacy and learning materials related to a theme.
 - *Delivery of NSLD Preschool Theme Kits is available through a partnership with the YWCA Child Care Solutions. From time to time delivery has been indefinitely suspended due to YWCA budget/staffing constraints. When this occurs, it is up to Children's Staff to determine whether NSLD can provide delivery, and if so, coordinate the process.
- **School Visits** – Can be arranged a month in advance. Staff members can visit area schools and preschools as NSLD staffing and calendars allow. (See **Classroom Visits** below.)



- **Summer Reading Club Outreach** – Y Day Camps, Stepping Stones, Harlem Community Centers and area summer school groups are given a collection of books and library materials so that they can participate in Summer Reading Club. Library staff makes visits to switch out books and hand out prizes and incentives.
- **School and Community Events** -Requests for Library Card Registration materials and promotional flyers can be sent for schools and community organizations to put out at special events.

School Connections

Services are offered to all public, private, and home schools within the NSLD service area including eleven in the Harlem School District, four in the Kinnikinnick School District, Prairie Hill School, Hononegah High School, Concordia Lutheran School, St. Bridget Catholic School and home schools.

- **Field Trips:** Field trips are available during the school year for groups and schools within our district. Requests must be made at least one month in advance to allow for rearranging of staff schedules. Field trips last between 90-60 minutes, depending on age range, group size and purpose of visit.

- **Classroom**

Visits: NSLD Staff goes to the school (advance notice required, arranged as staffing allows) to promote library services.

- **Teacher Cards** are available to teachers and home school



educators that teach within the NSLD service area. A teacher card allows NSLD teachers to request NSLD materials for students' classroom use.

- **Classroom Resource Collections** may be requested by a teacher or home school educator in the NSLD service area for use with their students. Teachers may phone, email or send a form requesting materials on a subject. Items are gathered, checked out using the teacher's courtesy card, and boxed for delivery or pick up. A printout with due dates is included with each box. The Harlem School District courier stops at NSLD/Loves Park to pick up and return boxes of materials. Other teachers stop in the library to pick up their boxes. The number of items requested may range from one to 100 or more.
- **Accelerated Reader Online** - AR testing is used in both the Harlem and Kinnikinnick school districts. AR booklist access is available through the NSLD website and from Children's Department computers. AR online helps students and their parents pinpoint books needed for school requirements.
- **Reserve Materials** - Library materials needed for school assignments given to multiple classrooms at a time are placed on reserve to make resources available to everyone. "Assignment Alert" information may be sent by email, phone or written form. Most of the time students' requests alert us to the need for reserve materials.



Summer Reading Club



The months of June and July are devoted to Summer Reading Club (SRC). For the Children's staff this means encouraging children from birth through 6th grade to join SRC. Children who are reading on their own receive a reading log with reading challenges and tasks to complete during the 8 week program. Those not yet reading receive a log that encourages someone to read with them and do early literacy activities. Incentives such as guessing games, bookmarks, pencils, food coupons donated by area restaurants, and a prize book, encourage children to visit the library and complete their reading logs. All patrons at NSLD are invited to bring their entire family to celebrate summer reading at "All Ages" off-site events, such as Family Pool Parties at local pools, and YMCA night.

Winter Reading Club

Beginning the last week in December and into February, NSLD Winter Reading Club encourages children and parents to read together. Children are encouraged to try different genres and learn about the library. There is a program for those reading and those who are read to. Each child completing the program may choose a book to keep.

Children's staff members create the reading logs, program materials, posters and flyers for both Summer and Winter Reading Clubs.

Programs

Programs are designed to encourage reading, learning, enrichment, entertainment and family engagement.

- **All Ages Off-site Events** are coordinated and arranged with large, local venues and are open for patrons showing a library card for admittance. Off-site Events are sometimes scheduled on a “day off school” date. This provides an opportunity for school aged children and their families/caregivers to attend.
- **Reading Buddies** is offered bi-annually in the fall and again in late winter/early spring. Students in grades two through four are paired with a high school volunteer. Each pair reads together and plays reading games for 4 sessions lasting 45 minutes. The high school students receive two hours of training and are monitored by a staff member. The staff member prepares games and selects appropriate books for Reading Buddy use.



Daily Passive Programming

- **The Fun Place** is a collection of developmentally appropriate materials and toys that children and a parent or caregiver may use at the library. The preschool materials encourage and demonstrate beginning literacy activities based on the 5 best practices adopted by the American Library Association. Inventory, updating and purchasing of Fun Place materials takes place throughout the year. It is the responsibility of Children’s Staff to do the upkeep, cleaning and ordering of these materials.
- **Maker Space** – A Maker Space is loosely defined as an area where people can experiment, design, tinker, create and share ideas. Materials include basic STEM/STEAM activities and an assortment of arts and craft supplies to encourage creativity. Our Maker Space areas are designed for children aged 9 and up to provide fun learning and entertainment opportunities that will help kids gain problem solving skills.
- **DIY Table** – Our DIY table offers arts and crafts as well as early literacy activities for children 18 months-8years old. Age appropriate materials encourage younger kids to delve into the creative process and have fun learning basic skills.
- **LEGO Table** – Our colorful LEGO table is just the right size for kids to sit and enjoy building their very own creations.



- **Toddler Areas** – Puzzles and toddler toys are available in our Board Book areas.
- **Games for Older Kids** – For those who enjoy playing checkers and board games; these can be found on the Maker Space cart at NSLD/Loves Park and at the Tween area at NSLD/Roscoe.

Special Passive Programs: Include, but are not limited to:

- Crafty Reader, Family Reading Night, Guessing Games, Scavenger Hunts, Grab & Go Book Clubs, Drawings for Prizes, Collaborative Art Projects, Sensory Kits



Virtual Programs: Available on the NSLD Facebook page and/or NSLD YouTube channel

- NSLD Story Hour – one recording per month
- Wiggle-Giggle-Grow – one recording per month
- Tween Take & Make – intermittent recordings
- Summer Reading Videos- based on SRC theme, vetted by NSLD staff and linked from YouTube Kids to NSLD Event Calendar in June, July and August
- Crafty Reader – one recording available each month, Sept – April



Reference Services

NSLD libraries have reference desks at both libraries that are staffed with trained librarians, many of whom have a Master of Information and Library Science (MLIS). During regular library hours these staff man the reference service desks and assist the public by providing the following services:

Access to Materials and Information Resources

- Placing holds on items for patrons in the PrairieCat Consortium.
- Instruction on use of eMaterials and technology (computers and printing for example).
- Interlibrary Loan Services to facilitate the borrowing for NSLD patrons of library materials that are not available at NSLD libraries, or PrairieCat Consortium libraries. This requires an understanding of the software, policies, and procedures for OCLC.
- Interlibrary Loan Services to facilitate the lending of NSLD materials to other libraries. Again, this requires an understanding of the software, policies, and procedures for OCLC and an understanding of the Interlibrary Loan Code for the United States.
- Reader's Advisory for patrons who are looking for book suggestions for series order, LEXILE scores, award books for local school assignments and introducing readers to their new favorite book.
- Subscription database assistance (i.e. Ebsco magazine articles, HeritageQuest)
- Homework research
- Tax Forms – Locating and printing from the IRS and State of Illinois websites.
- Local History questions on how to use the microfilm reader, online newspapers, IDA database searching.



Collection Development

- Selection of physical materials (books, magazines, DVDs, etc.) including the purchase of and weeding of materials in the collections to support patron demand for current, relevant information.
- Digital materials (eBooks, eAudio, movies) – purchase of new materials to support patron demand for popular titles.



Outreach/Partner Agencies

- YWCA Literacy Council – tutor study rooms, liaison between the two organizations
- Harlem Middle School – curriculum support and homework assistance
- Harlem High School - curriculum support and homework assistance
- Kinnikinnick School District/Roscoe Middle School- curriculum support and homework assistance
- Hononegah School District – curriculum support & homework assistance

Adult and Teen Programming



- In-person/off site events (i.e. Klehm Arboretum, Burpee Museum, Severson Dells Nature Center)
- In-person onsite (i.e. AARP Safe Driver's Class, The Workforce Connection Resume Class)
- Virtual programs (i.e. Ancestry Library Edition Basics, Art Tutorials)
- Passive program Take & Make bags
- Summer and Winter Reading Clubs
- Passive program in-house activities (teen bulletin board and break-in bags)



Local History Services



- Preservation of NSLD Local History materials

- Harlem High School and Hononegah High School Yearbook assistance
- Local History reference questions research
- Post Journal digital copies searches
- Rockford Register Star database assistance

Library Partnerships and Intergovernmental Agreements



Reaching Across Illinois Library System (RAILS)

NSLD is a member of RAILS, which is a regional library system that serve 1,250 private, public, school and university libraries in a 27,000 square mile area of Northern Illinois. RAILS offers a number of services to libraries that benefits NSLD residents.

Benefits of RAILS

- Interlibrary loan delivery - RAILS delivers millions of items between Illinois libraries each year, providing NSLD patrons with access to materials from across the state
- RAILS eRead Illinois Axis 360 eBook and eAudiobook service is available to NSLD patrons
- RAILS Inkie.org program allows NSLD patrons access to software they can use to create and publish an eBook at no charge
- RAILS Explore More Illinois program allows NSLD patrons access to free and discounted admission, parking and gift store purchases (including coupons for NSLD book sales) to 66 cultural and recreational attractions in, and around, Illinois
- RAILS manages continuing education opportunities (email lists, networking events, and continuing education) for library staff
- RAILS provides consulting services to NSLD library staff and board members
- RAILS provides grants to libraries. A RAILS grant helped fund programs such as the *1,000 Books Before Kindergarten* program for example.
- RAILS provides free attorney (legal) support for FOIA/OMA questions
- RAILS coordinates group sharing/discount programs for members libraries for eResources, HR Consulting, Baker and Taylor, and other vendors saving libraries like NSLD money



PrairieCat Consortium

NSLD is a member of the PrairieCat consortium made up of 138 libraries (including public, academic, school and special) of all sizes, in 22 counties within the state of Illinois. The members of PrairieCat work together to support (through financial support and governance) an integrated library automation system known as PrairieCat. By sharing the cost of central site equipment, computer and database maintenance staff, and telecommunications, libraries of all

sizes (including public, academic, school and special) have found it possible to join the consortium and to realize the advantages of automated resource sharing.

PrairieCat Mission Statement: PrairieCat engages members in sharing resources effectively and equitably, expanding the quality and quantity of information accessible to our library users.

Benefits of the PrairieCat Partnership

NSLD patrons have access to an online consortium catalog that lists more than one million titles of books, periodicals, cassettes, videos, CDs, DVDs, electronic resources and other library materials. The catalog shows which libraries own a given title and if it is currently on the shelf and available for use. Through the catalog, NSLD patrons can manage their own accounts, place holds, track their reading history, and pay for any fines with a credit card.



School Districts within the Library District

The partnership between NSLD and local school districts dates back to the start of the library district. The original library district was made up of two school district boundaries, back in 1945. Since then, the number of school districts that NSLD serves all, or part of, has grown. Library and school district staff work closely to support literacy efforts in the Northern Illinois area.

- Harlem School District
- Kinnickinnick School District
- Prairie Hill School District
- Hononegah High School
- Concordia Lutheran School
- St. Bridget Catholic School



Licensed Pre-K/Day Care Facilities: Licensed day care providers within the library district are supported by day care delivery programs that are facilitated by van delivery run by the Y.

The Literacy Council of Northern Illinois

NSLD provides study rooms, space for literacy tutors and training materials for the Literacy Council of Northern Illinois. This long standing partnerships support the work of these two agencies in providing resources to increase literacy in the area.

Rotary, Kiwanis, Lions and other Local Clubs and Agencies

Many local clubs and agencies list literacy as one of their initiatives and to achieve their goals they select NSLD to partner with. Throughout the year NSLD receives gifts and donations from these organizations as part of the work they do to support local literacy efforts.



Local Venues

NSLD has a long history of partnering with local venues to provide programming opportunities. A partial listing of these local venues includes:

- Anderson Japanese Gardens
- Macktown Historical Sites and Forest Preserve
- Rockford Park District
- Discovery Center
- Burpee Museum
- Sand Park Pool
- Walt Whitman Pool
- Carlson Ice Arena
- Midway Village
- Nicholas Conservatory
- YMCA
- Klehm Arboretum



Illinois State Library (ISL)

The Illinois State Library (ISL) supports library development (public, school, and academic throughout the state), through grants and other initiatives. The ISL staff act as a bridge between local libraries, library systems, and federal government programs meant to support libraries. This includes funding for library construction, online access, resource sharing, van delivery of materials between libraries, literacy, and diversity.

NSLD files reports such as the Illinois Public Library Annual Report (IPLAR) with the ISL. NSLD applies for grants (Per Capita Grant, Beyond Books, and others), follows library standards (Serving Our Public), ILL Code (ILLINET, OCLC), Library certification guidelines, and Non-resident library card guidelines. The ISL also supports programs for Library Trustee Training and eRate (USF) guidelines.

Illinois Municipal Retirement Fund (IMRF)

Qualified NSLD staff belong to the Illinois Municipal Retirement Fund (IMRF). The Illinois Municipal Retirement Fund was created in 1939 by the Illinois General Assembly and began operating in 1941 with 5 original employers and \$5,000 in assets. Today IMRF serves almost 3,000 employers and has approximately \$41 billion in assets.

Review of Laws, Policies, Rules and Procedures

To operate NSLD library board and staff must adhere to a number of laws (codes, statutes and regulations), policies (Intergovernmental Agreements, rules and procedures) and best practices. Below is just a partial listing of some of these that provide the structure behind the governance of the library.

- Illinois Compiled Statutes [75 ILCS]
- Public Library District Act of 1991 [75 ILCS 16/2]
- Open Meeting Act [5 ILCS 120/1 *et seq.*]
- Freedom of Information Act [5 ILCS 140/1 *et seq.*]
- State Records Act [5 ILCS 160/1 70/2 and 5/1-7 *et seq.*]
- Electronic Commerce Security Act [5 ILCS 175/1]
- Identity Protection Act [5 ILCS 179/1 *et seq.*]
- Intergovernmental Cooperative Act [5 ILCS 220/1]
- Oaths and Affirmations Act [5 ILCS 225/0.01]
- Illinois Public Labor Relations Act [5 ILCS 315/1 *et seq.*]
- Illinois Governmental Ethics Act (Economic Interest Statements) [5 ILCS 420/4A-101]
- State Officials and Employees Ethics Act [5 ILCS 430/1-1]
- Local Municipal Codes (building codes, obscenity code, signage codes, parking codes, health and safety, and so on)
- Election Code [10 ILCS 5/1-1]
- Campaign Finance Reporting [10 ILCS 5/10-6.1]
- State Library Act [15 ILCS 320/1]
- Illinois Literacy Act [15 ILCS 322/1]
- Public Funds Statement Publication Act [30 ILCS 15/1] and [50 ILCS 305/1]
- Statement of Receipts and Disbursements [30 ILCS 15/1] and [50 ILCS 305/1]
- Public Funds Investment Act [30 ILCS 235/1] and [50 ILCS 340/1]
- Interest Rate on Public Debt [30 ILCS 305/2]



- Local Government Debt Reform Act [30 ILCS 305/1]
- Illinois Procurement Code [30 ILCS 500/1]
- Joint Purchasing Act [525/1]
- Architectural, Engineering and Land Survey Qualifications Based Selection Act [30 ILCS 535/1 and [50 ILCS 520/0.01]
- Drug Free Workplace Act [30 ILCS 580/1 *et seq.*]
- Property Tax Code (formerly Revenue Act) [35 ILCS 200/1-1]
- Estimate of Revenues [35 ILCS 200/18-50]
- Truth in Taxation Law [35 ILCS 200/18-55]
- Property Tax Extension Limitation Law (PTELL) [35 ILCS 200/18-185]
- Fiscal Responsibility Report Card [35 ILCS 200/30-30]
- Illinois Municipal Retirement Fund (IMRF) [40 ILCS 5/7-171]
- Conflict of Interest (Public Officer Prohibited Activities Act) [50 ILCS 40/0.01 *et seq.*]
- Local Governmental Employees Political Rights Act [50 ILCS 55/1 *et seq.*]
- Local Government Wage Increase Transparency Act [50 ILCS 155]
- Local Records Act [50 ILCS 205/1 *et seq.*]
- Local Government Financial Statement Act [50 ILCS 305/1]
- Governmental Account Audit Act [50 ILCS 310/1]
- Fair Labor Standards Act [29 U.S.C. 201 *et seq.*]
- Illinois Human Rights Act [775 ILCS 5/1-101 *et seq.*]
- Americans With Disabilities Act [42 U.S.C. 12101 *et seq.*]
- Occupational Safety and Health Act [29 U.S.C. 651 *et seq.*]
- Family and Medical Leave Act [29 U.S.C. 2601 to 2654]
- Civil Rights Act *Title VII* [42 U.S.C 2000c]
- Illinois Accessibility Code [71 Adm. Code 400 *et seq.*]
- Library Records Confidentiality Act [75 ILCS 580/1 *et seq.*]
- Bloodborne Pathogens Standard [29 C.F.R. 1910.1030]
- Wage Payment and Collection Act [820 ILCS 115/1 *et seq.*]
- Minimum Wage Act [820 ILCS 105/1 *et seq.*]



Just wanted you
to know how much
you are appreciated -

It is a great service
for the community
being able to receive
books at home -

you have both been so
helpful in making
great selections for
my books -

- Equal Pay Act [820 ILCS 112/1]
- Once Day at Rest in Seven Act [820 ILCS 140/3]
- Family Military Leave Act [820 ILCS 151/1]
- Military Leave of Absence Act [5 ILCS 325/0.01]
- Illinois Governmental Activities [5 ILCS 420/4A-101 *et seq.*]
- Personnel Record Review Act [820 ILCS 40/0.01 *et seq.*]
- Personal Information Protection Act [815 ILCS 530/5]



- Right to Privacy in the Workplace Act [820 ILCS 55/1 *et seq.*]
- Victims' Economic Security and Safety Act [820 ILCS 147 *et seq.*]
- Equitable Restrooms Act [410 ILCS 35/1]
- Smoke Free Illinois Act [410 ILCS 82/1]
- Firearm Concealed Carry Act [430 ILCS 66/1]
- School Visitation Rights Act [820 ILCS 147 *et seq.*]
- ILLINET Interlibrary Loan Code
- (ALA) Interlibrary Loan Code
- Theft of Library Materials [720 ILCS 5/16-0.1] and [720 ILCS 5/16-3]
- Official Misconduct 720 5/33-1]
- Parental Responsibility Law [740 ILCS 115/1]
- Right to Breastfeed Act [740 ILCS 137/1]
- Illinois Wage Assignment Act [740 ILCS 170/1]
- Illinois State Library/Illinois State



- Library Office of the Secretary of State Grant Requirements
- Federal Grant Requirements
- Schools and Libraries Program of the Universal Service Fund administered by the Universal Administrative Company (USAC) eRate Program Requirements
- Federal Communications Commission (FCC) Requirements
- NSLD Policies and Procedures
- NSLD Marketing and Brand Guidelines
- Serving Our Public Guidelines for Per Capita Grant (best practices)
- Social Media (best practices)
- PrairieCat Intergovernmental Agreement, Policies and Procedures
- RAILS Van Delivery guidelines
- OCLC Agreement for Interlibrary Loan

Recent NSLD Capital Projects

Citizens to Maintain NSLD – 2014

NSLD went to the ballot in 2014 to request the taxpayers redirect monies from the expiring building bond to the operating fund. The initiative passed in fall of 2014, and the funding from the referendum has since been used to support capital projects such as the NSLD/Loves Park infrastructure renovation project (2016-2017), the NSLD/Roscoe parking lot expansion project (2016-2017), and the NSLD/Loves Park parking lot renovation (2023).



NSLD/Loves Park - Main Floor/Infrastructure Renovation Project (2016-2017)

The monies received from the passage of the 2014 referendum allowed NSLD board and staff to complete a 4 million dollar renovation of the NSLD/Loves Park library. This renovation included replacement of the HVAC units, renovation of the main floor service areas, replacement of the main floor windows, replacement of the main floor and basement electrical wiring systems, and replacement of the roof among other things.



NSLD/Roscoe - Parking Lot Expansion Project (2016-2017)

The increased operating rate, brought about by the passage of the referendum in 2014, provided funding for the expansion of the NSLD/Roscoe parking lot in 2016-2017.



NSWC Building and Property Gift to NSLD (2016)

In a full-circle moment, the ladies of the North Suburban Woman's Club (NSWC) voted to gift their property to the library district in 2016. The difficult decision was made to close up the club and gift the property to the library district. NSLD renovated the existing NSWC parking lot in 2023 and installed grass, a walkway and gardens in this space.



Next Steps

NSLD board and staff have been working through a list of capital improvement projects. These projects were identified as part of a major review of the library infrastructure that took place over the past 5 years. The next major projects that the NSLD board and staff are planning for as part of this infrastructure improvement plan are as follows:

- NSLD/Roscoe library renovation
- NSLD/Loves Park Children's department renovation
- NSLD/Loves Park Administrative, cataloging and staff offices renovation

Funding for these projects will be paid for with operations money, monies saved, grants, and fundraising.



Appendix I
North Suburban Library District
Decennial Committee Meeting
6/8/2023

Call to Order: Jane Burden, Board President called the meeting to order at 5:00pm.

Committee Members Present:

Board Members: Jane Burden, Marcy Mitchell, Melissa Leuzinger Sara Porter, Rachel Parry. Absent: Tom Yoe and Christopher Galetsis.

Staff Members: Mary Petro, Library Director and Nicole Johnson, Adult and Teen Services Department Head.

Community Members: Rita Weber and Sheila Mills.

Public Comments: None

Approval of Minutes: None.

New Business:

Decennial Committee Welcome

Jane Burden welcomed the committee members and thanked them for their service. Members of the committee went around and introduced themselves. Jane went over the charge of the committee and provided a brief overview of the project including the timeline.

Timeline for the Project

Library Director Mary Petro reviewed the timeline in more detail. Information on the upcoming meetings was shared with committee members in a handout.

Project Outcomes

Library Director Mary Petro provided information from the training that lawyers for the RAILS library system held on this project, noting that NSLD attorneys have been engaged in the oversight of this project as well. Mary Petro provided the committee with information on the filing requirements as well.

Reports

Library Director Mary Petro went over the information that will be compiled for the Decennial Committee Report on NSLD. Mary Petro reviewed the plans for developing the report, which includes working with NSLD staff to compile the recommended documents for this report, creating a cover page, index and summary, and making both hard copies and electronic copies of the report to have on hand at NSLD libraries for public review.

Mary Petro went over the list of items that the attorneys recommend be included in the report including:

- information on NSLD
- minutes from the committee meeting
- information on core library services
- intergovernmental agreements
- community partnerships
- listing of policies
- accomplishments
- upcoming and future projects

Next Steps

Discussion was held on the report items, timeline and process. Jane Burden reminded the committee to let Mary Petro know if they would be unable to attend the upcoming meetings on July 20 at 5:00pm and on August 17 at 5:00pm. Jane Burden thanked the committee for being willing to serve on the committee and the committee moved to end the meeting.

Motion to adjourn was made at 5:37 pm by Sara and seconded by Rachel. Approved. Motion carried.



North Suburban Library District
Decennial Committee Meeting
7/20/2023

Call to Order: Rachel Parry, Board President called the meeting to order at 5:00pm.

Committee Members Present:

Board Members: Rachel Parry, Jane Burden, Marcy Mitchell, Melissa Leuzinger Sara Porter, and Tom Yoe. Absent: Christopher Galetsis (arrived at 5:09pm).

Staff Members: Mary Petro, Library Director and Nicole Johnson, Adult and Teen Services Department Head.

Community Members: Absent: Rita Weber (arrived at 5:04pm) and Sheila Mills.

Public Comments: None

Approval of Minutes: Motion was made by Jane and seconded by Marcy to approve the June Board minutes. Approved.

New Business:

Decennial Committee Welcome

Rachel thanked the committee members for attending the meeting. Jane offered to provide a copy of the report to Sheila. New members of the committee who were not at the last meeting were introduced.

Rita Weber arrived at 5:04pm and Christopher Galetsis arrived at 5:09pm.

Timeline for the Project

Library Director Mary Petro reviewed for the committee the timeline for the Decennial Committee project, which is to file a NSLD Decennial Committee 2023 Report on how NSLD serves the community. The goal is to get the Decennial Committee report finalized and filed by the end of the year.

Project Outcomes

Library Director Mary Petro provided information to the committee on the required outcomes, which include creating the Decennial Committee report and filing it with both Boone and Winnebago Counties. The benefits of doing this project during NSLD's 80th anniversary year was discussed.

Reports

Library Director Mary Petro went over the draft NSLD Decennial Committee 2023 Report with the committee. An April 1945 Illinois State Library (ISL) report that proves that NSLD was the first library district in the state was provided to the committee. Nicole Johnson reported on the work that she and her staff did to find this information, with the assistance of the Illinois State Library (ISL) staff. The goal of doing this research was to confirm that NSLD was the first library district in the state.

The committee members were asked to take home the draft NSLD 2023 Decennial Committee report to review it, and send any comments, suggestions, edits and changes they might recommend to Mary Petro before the August committee meeting. The goal is to compile these comments into the final NSLD 2023 Decennial Committee Report that will be handed out to the committee at the August meeting.

Next Steps

Rachel Parry thanked the committee for their work. Mary Petro asked anyone with questions about the draft report to please contact her.

Motion to adjourn was made at 5:24 pm by Sara and seconded by Jane. Approved. Motion carried.



North Suburban Library District
Decennial Committee Meeting
8/17/2023

Call to Order: Rachel Parry, Board President called the meeting to order at 5:00pm.

Committee Members Present:

Board Members: Rachel Parry, Jane Burden, Marcy Mitchell, Melissa Leuzinger Sara Porter, Tom Yoe and Christopher Galetsis.

Staff Members: Mary Petro, Library Director and Nicole Johnson, Adult and Teen Services Department Head.

Community Members: Rita Weber and Sheila Mills.

Public Comments: None.

Approval of Minutes: Motion was made by Jane and seconded by Chris to approve the July Board minutes. Approved.

New Business:

Decennial Committee Welcome

Rachel thanked the committee members for attending the meeting.

Timeline for the Project

Library Director Mary Petro reviewed with the committee the Decennial Committee project timeline. The committee is still on schedule to file the NSLD Decennial Committee 2023 Report by the end of the year.

Project Outcomes

Library Director Mary Petro went over the project outcomes, which include creating the Decennial Committee report and filing it with both Boone and Winnebago Counties. The benefits of doing this project during NSLD's 80th anniversary year was discussed.

Reports

Library Director Mary Petro went over the draft NSLD Decennial Committee 2023 Report with the committee. Nicole Johnson reported on the work that she and her staff did to digitize the Post Journal newspaper, which was used in this project. Committee members were asked for any comments, suggestions, edits, and changes they might like to see added to the report. Discussion took place.

Rachel motioned to accept the NSLD Decennial Committee Report, and Melissa seconded the motion. All approved. Motion carried.

Next Steps

Rachel Parry thanked the committee for their work. Mary Petro reminded the committee that the Decennial Committee minutes, the final report, and other working documents would be kept on file with the regular board documents.

Motion to adjourn was made at 5:18 pm by Rachel and seconded by Sara. Approved. Motion carried.

Love Your Library 2023 Survey Results



NSLD
North Suburban Library District

NSLD Love Your Library (2023) Report Narrative

In February 2023, the North Suburban Library District (NSLD) staff conducted a public opinion survey called; *Love Your Library*. The public opinion survey asked users of the library (residents, non-residents, cardholders and non-cardholders) their opinion of library facilities, programs and services. The survey was offered online through:

- QR code on handouts,
- Facebook,
- Website links to Survey Monkey,
- Paper surveys handed out at NSLD library service desks, and in “Take and Make” bags, book club bags, day care tubs, homebound bags, and at other agencies.

The survey was open during most of February 2023 and into early March 2023. A total of 1,689 people answered the LYL survey during this time. The vast majority of people answered the survey online.

The survey included questions on library programs and services along with some open-ended questions that allowed library users a chance to provide feedback on library facilities, collections, programs, and services not included in the survey. The data from the opinion poll was entered into Survey Monkey and a summary of the results are included in this report.

The purpose of this report is to help readers better understand the information contained in the *Love Your Library* (LYL) opinion poll. As with all surveys, the *Love Your Library* survey has strengths and weaknesses. This report is designed to help readers better understand the perceptions of those who use NSLD programs and services.

Mary M. Petro
Library Director
815/633-4247 x118

NSLD/Loves Park
6340 N. Second St.
Loves Park, IL 61111

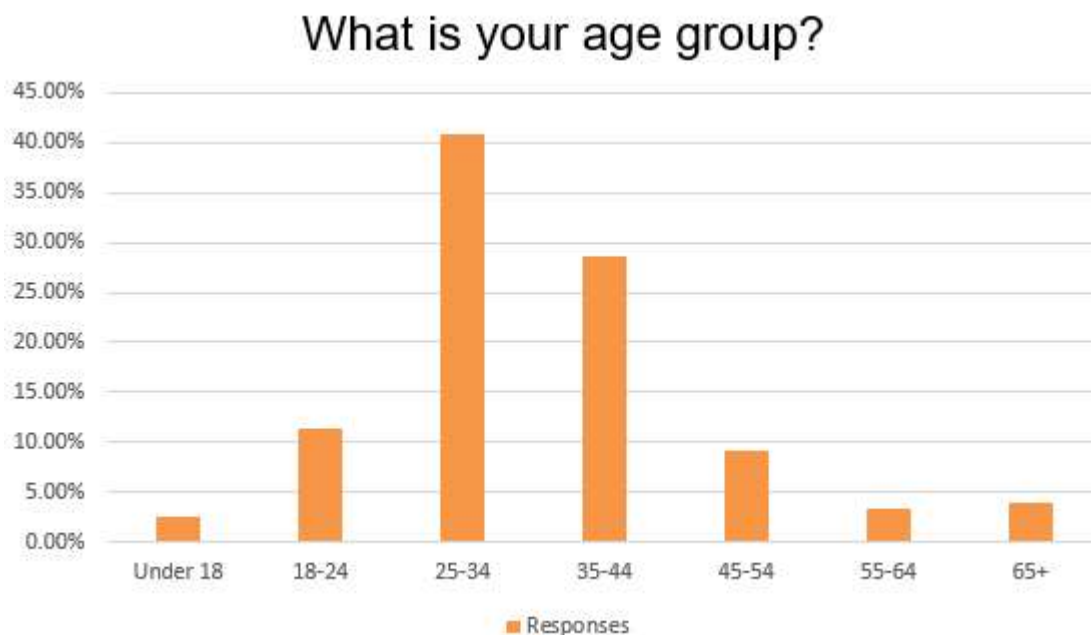
NSLD/Roscoe
5562 Clayton Circle
Roscoe, IL 61073

www.northsuburbanlibrarydistrict.org
[Facebook.com/NorthSuburbanLibrary](https://www.facebook.com/NorthSuburbanLibrary)



Demographics

Survey Monkey software was used to compile and organize 2020 and 2023 survey results. The results from the Survey Monkey software show that 1,689 people answered the LYL survey in 2023.



A total of 1,570 people answered the question about age. Those who answered this question identified their age as:

- Under 18 years of age: 39
- Age 18-24: 180
- Age 25-34: 641
- Age 35-44: 450
- Age 45-54: 145
- Age 55-64: 65
- Age 65+: 61

In comparing the 2023 LYL survey with the 2020 LYL survey, the following change in demographics was noted;

- -58% decline in the 55-64 age group
- -68% decline in the 65+ age group

In comparing the 2023 LYL survey with the 2020 LYL survey, it was noted that there were gains in the following age groups:

- 757% increase in the 18-24 age group
- 457% increase in the 25-34 age group
- 128% increase 35-44 age group

It is unclear if the changes are due to demographic shifts in the community, or if they are due to other factors. Other factors might include such things as:

NORTH SUBURBAN LIBRARY DISTRICT
TAKE THE LOVE YOUR
LIBRARY SURVEY and
WIN PRIZES!

FEBRUARY 14-28, 2023

Take the NSLD Love Your Library Survey and have a chance to win prizes! Your opinion matters to NSLD! Take this short survey now!

You can take the survey from the NSLD website, by scanning the QR code below or at either library location. Your name will be entered in a drawing for gift cards. For more information visit: www.northsuburbanlibrary.org



NSLD
North Suburban Library District

NSLD/Loves Park
6340 North Second Street
Loves Park, IL 61111
815-633-4247
www.northsuburbanlibrary.org

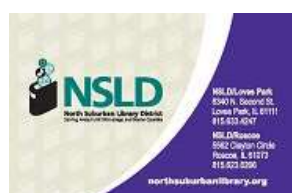
NSLD/Roscoe
5582 Clayton Circle
Roscoe, IL 61073
815-623-6268



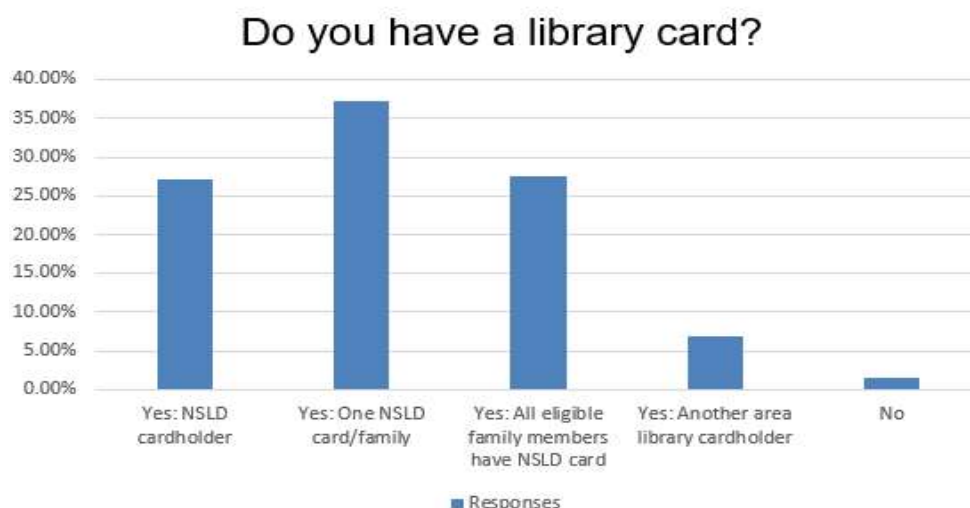
- More surveys reaching parents at storytime and Wiggle, Giggle, Grow programs,
- Increased use of the online (QR codes) surveys by certain demographics over the traditional paper surveys.
- The impact of mobile library services, which do not require as much face-to-face interaction (self-checkouts, online/mobile apps, hold lockers) that do not provide as much opportunity to reach older users.
- Use of services (public computers, newspapers, literacy rooms, study rooms, and other services) that do not require staff interaction, and the opportunity to offer users a survey.

Observational feedback from staff indicates that there does not appear to be a drop in older patrons using library services.

Library Cardholders



Yes: NSLD cardholder	27.04%	418
Yes: One NSLD card/family	37.19%	575
Yes: All eligible family members have NSLD card	27.49%	425
Yes: Another area library cardholder	6.79%	105
No	1.49%	23
Answered		1546
Skipped		143



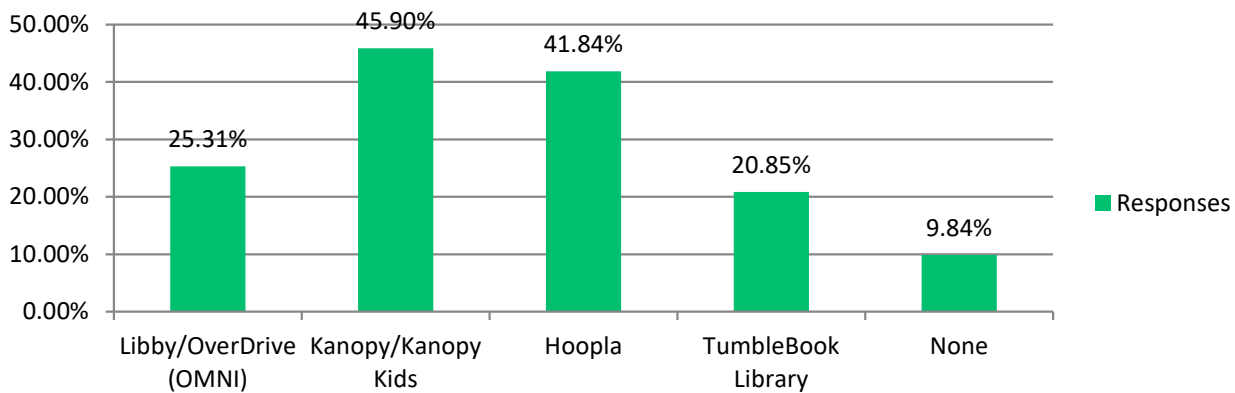
Library Visits

Respondents were asked how often they visit the various NSLD libraries. The majority of the responses (over 79%) were in the top 3 categories; daily, weekly and monthly.

Service Usage

Librarians know that patrons use those services that resonate with them and meet their needs. On the 2023 survey we asked a variety of questions about program and service usage designed to better understand how patrons used services and programs and what their perceptions were of them.

NSLD provides patrons free online services for eBooks, eAudiobooks, eMagazines, downloadable movies, T.V. shows and music. Which services do you use? (Check all that applies).



NSLD provides patrons free online services for eBooks, eAudiobooks, eMagazines, downloadable movies, T.V. shows and music. Which services do you use? (Check all that applies).

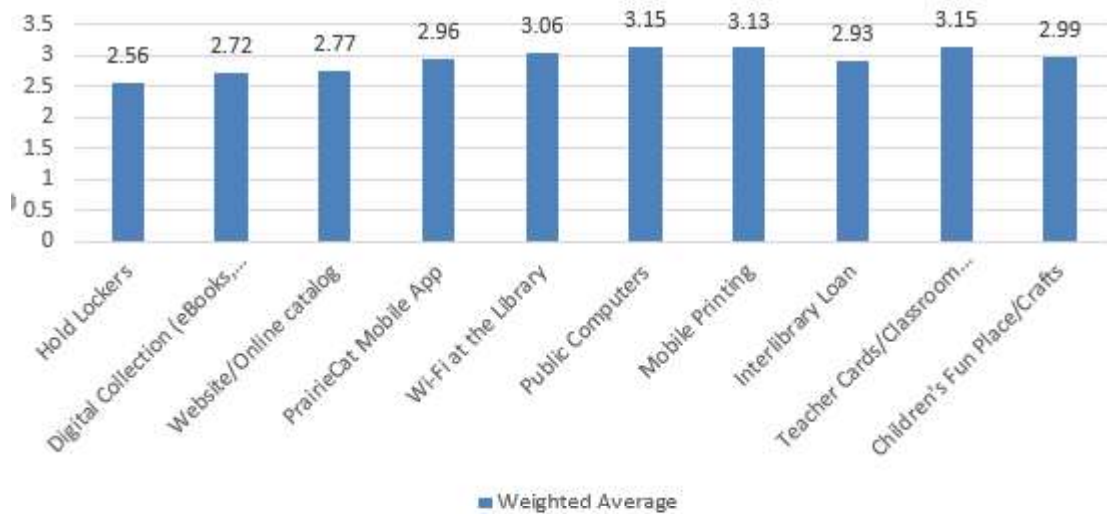
Answer Choices	Responses	
Libby/OverDrive (OMNI)	25.31%	386
Kanopy/Kanopy Kids	45.90%	700
Hoopla	41.84%	638
TumbleBook Library	20.85%	318
None	9.84%	150
	Answered	1525
	Skipped	164



Library staff got a **very nice** message from a NSLD/Roscoe patron about Hoopla. She said: "I just wanted to say how thankful I am that the North Suburban Library District gives us Hoopla. It is an immense joy and a blessing to me every day. I love it. Thank you for doing that. Please don't ever get rid of it. Keep up the good work".

She said she goes back and forth between Hoopla and Libby, but she **loves** Hoopla the most. 😊

How often do you use the following library services?

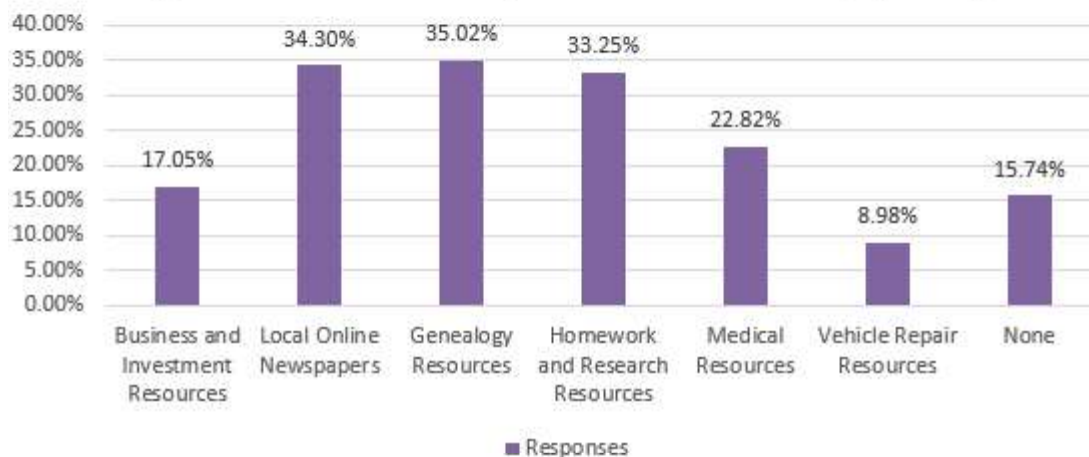


	Daily		Weekly		Monthly		Less than monthly		Never		Total	Weighted Average
Hold Lockers	17.99%	258	32.91%	472	31.10%	446	10.95%	157	7.04%	101	1434	2.56
Digital Collection (eBooks, etc.)	12.86%	184	35.71%	511	29.70%	425	9.99%	143	11.74%	168	1431	2.72
Website/ Online catalog	11.47%	164	31.54%	451	32.80%	469	17.06%	244	7.13%	102	1430	2.77
PrairieCat Mobile App	10.38%	148	25.95%	370	33.66%	480	17.18%	245	12.83%	183	1426	2.96
Wi-Fi at the Library	8.35%	119	26.86%	383	31.84%	454	16.62%	237	16.34%	233	1426	3.06
Public Computers	8.57%	122	23.05%	328	29.94%	426	21.29%	303	17.15%	244	1423	3.15
Mobile Printing	8.79%	124	24.31%	343	30.69%	433	17.79%	251	18.43%	260	1411	3.13
Interlibrary Loan	8.06%	114	29.14%	412	32.96%	466	21.43%	303	8.42%	119	1414	2.93
Teacher Cards/ Classroom collections	8.81%	125	22.55%	320	33.54%	476	15.43%	219	19.66%	279	1419	3.15
Children's Fun Place/Crafts	8.69%	123	25.99%	368	34.96%	495	18.79%	266	11.58%	164	1416	2.99
										Answered		1458
										Skipped		231

Do you use any of the following online resources which are part of the NSLD digital collection? (Check all that applies).

Answer Choices	Responses	
Business and Investment Resources	17.05%	260
Local Online Newspapers	34.30%	523
Genealogy Resources	35.02%	534
Homework and Research Resources	33.25%	507
Medical Resources	22.82%	348
Vehicle Repair Resources	8.98%	137
None	15.74%	240
	Answered	1525
	Skipped	164

Do you use any of the following online resources which are part of the NSLD digital collection? (Check all that applies).



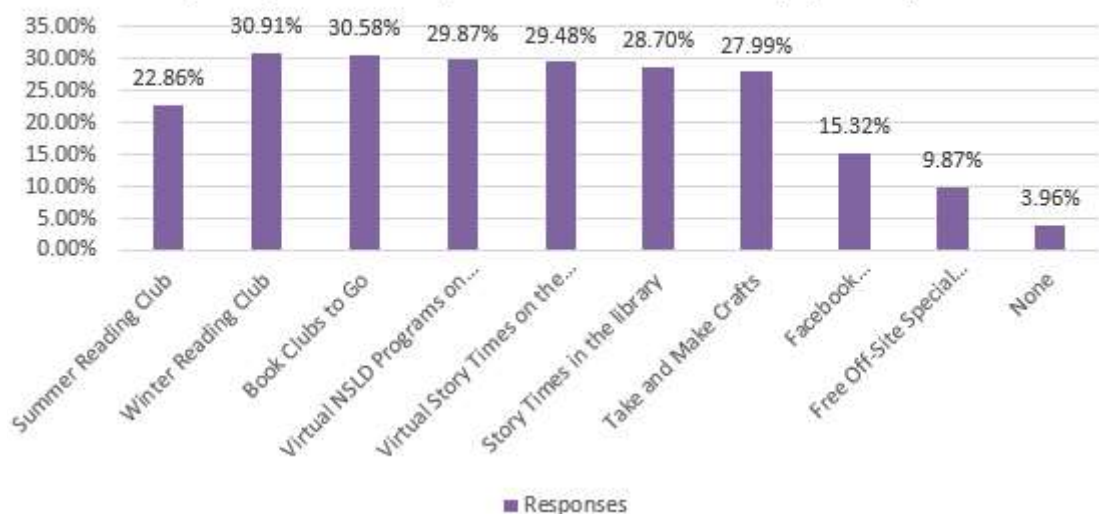
NSLD has been working to make more local history and genealogy resources available online:

- Starting in 2021, library staff worked with an outside vendor to digitize local newspapers (Loves Park Post, Monday Morning Mail, The Post, The Parks Journal, and Machesney Park Pilot). Digitized newspapers are hosted online by the University of Illinois, through their Illinois Digital Newspapers Collection, and newspapers can be searched using keywords.
- Ancestry.com was added to the digital genealogy offerings in May 2023.

Do you participate in any of the following programs? (Check all that applies).

Summer Reading Club	22.86%	352
Winter Reading Club	30.91%	476
Book Clubs to Go	30.58%	471
Virtual NSLD Programs on YouTube	29.87%	460
Virtual Story Times on the NSLD Facebook page	29.48%	454
Story Times in the library	28.70%	442
Take and Make Crafts	27.99%	431
Facebook Promotions/Drawings	15.32%	236
Free Off-Site Special Events (Example: Anderson Gardens, YMCA nights, Discovery Center, etc.)	9.87%	152
None	3.96%	61
	Answered	1540
	Skipped	149

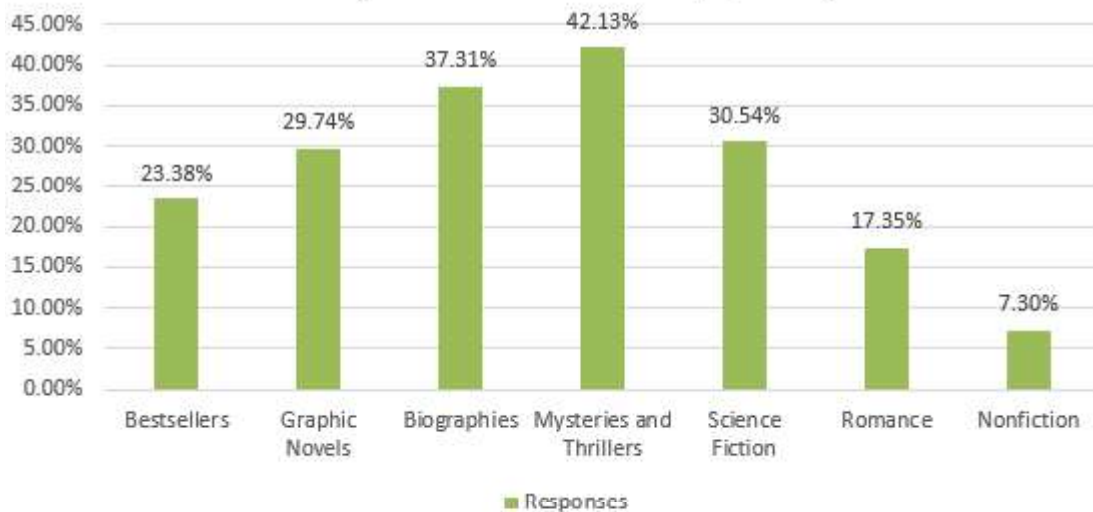
Do you participate in any of the following programs? (Check all that applies).



What genres do you want to see more of? (Check all that applies).

Answer Choices	Responses	
Bestsellers	23.38%	349
Graphic Novels	29.74%	444
Biographies	37.31%	557
Mysteries and Thrillers	42.13%	629
Science Fiction	30.54%	456
Romance	17.35%	259
Nonfiction	7.30%	109
Other (please specify)		40
	Answered	1477
	Skipped	212

What genres do you want to see more of? (Check all that applies).

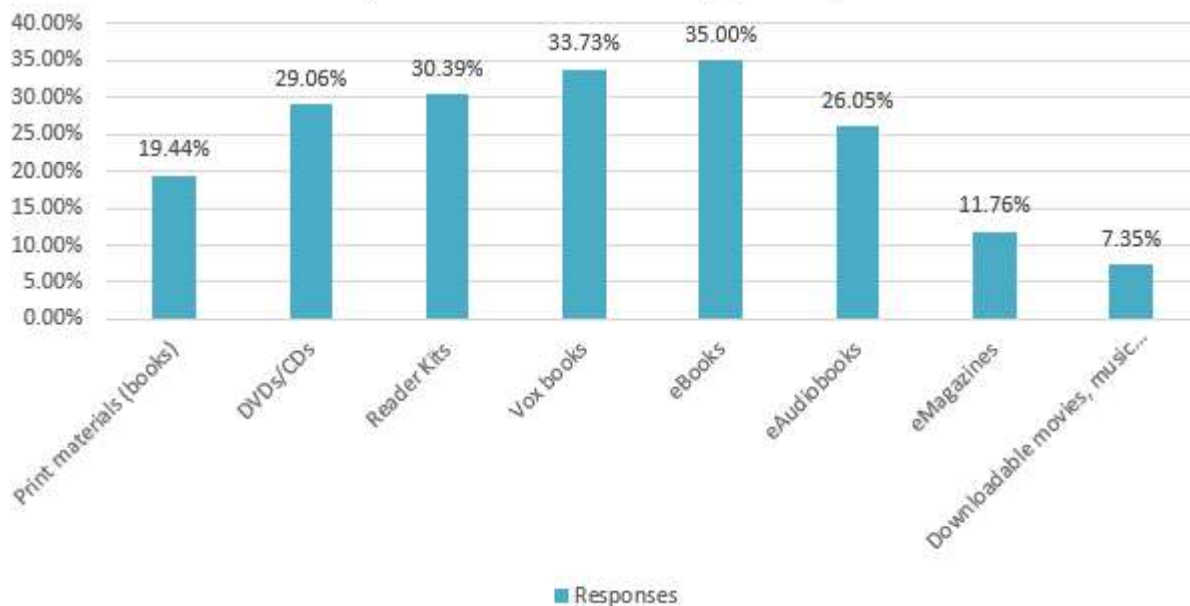


Take Your Library On The Go!

What formats would you like to see more of? (Check all that applies).

Answer Choices	Responses	
Print materials (books)	19.44%	291
DVDs/CDs	29.06%	435
Reader Kits	30.39%	455
Vox books	33.73%	505
eBooks	35.00%	524
eAudiobooks	26.05%	390
eMagazines	11.76%	176
Downloadable movies, music and TV shows	7.35%	110
Other (please specify)		17
	Answered	1492
	Skipped	197

What formats would you like to see more of? (Check all that applies).



Comments on this topic:

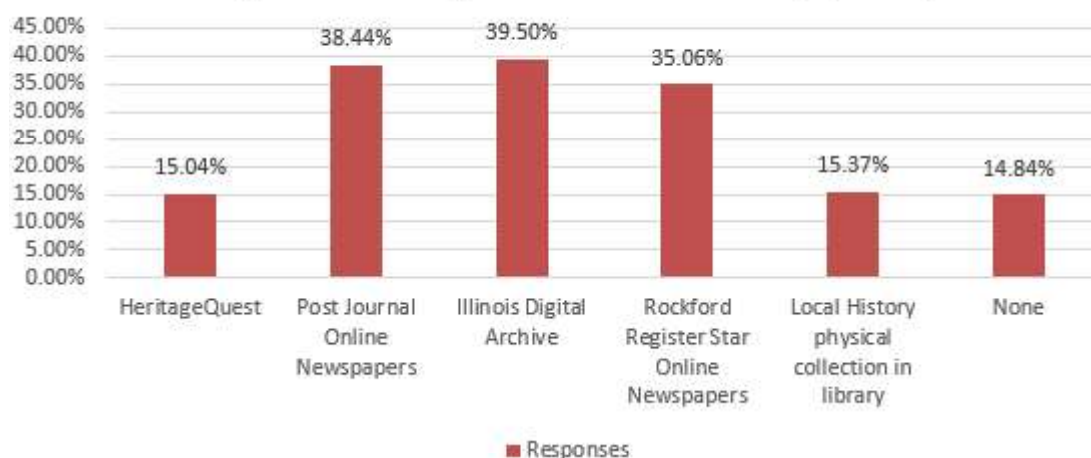
- Magazines-crafts, Autism, more true crime, all movies and TV shows, Large Print, Mangas, puzzles, Tot read group, Digital Audiobooks, Reader kits for elementary age, Print magazines, Bilingual books (Spanish and English), Specifically kindle format.*

*NOTE: No changes (capitalization, spelling, typos) were made to comments in this survey.

NSLD works to preserve the community's local history. Which local history services do you use? (Check all that applies).

Answer Choices	Responses	
HeritageQuest	15.04%	227
Post Journal Online Newspapers	38.44%	580
Illinois Digital Archive	39.50%	596
Rockford Register Star Online Newspapers	35.06%	529
Local History physical collection in library	15.37%	232
None	14.84%	224
	Answered	1509
	Skipped	180

NSLD works to preserve the community's local history. Which local history services do you use? (Check all that applies).



ancestry
library edition
Basics

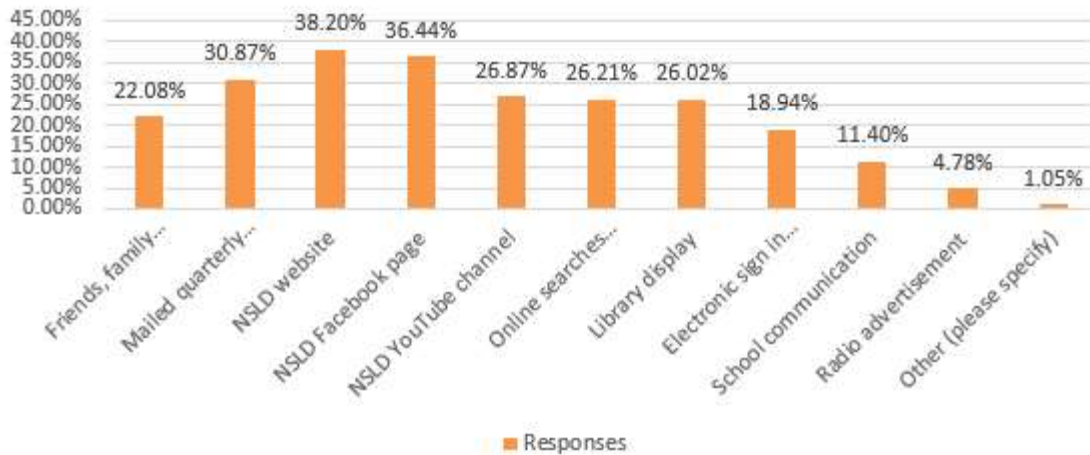
This instructional video teaches you how to do simplified searches, as well as locate census, military, and other records for specific ancestors. Ancestry Library Edition is available in-library only.

Available to watch starting June 1.

NSLD
To access, go to the NSLD website under "Events Calendar," or watch at:
youtube.com/@nsld

New in spring, 2023!

Where have you seen or heard about the NSLD services and programs? (Please select all that applies):



Answer Choices	Responses	
Friends, family members, or colleagues	22.08%	337
Mailed quarterly newsletter	30.87%	471
NSLD website	38.20%	583
NSLD Facebook page	36.44%	556
NSLD YouTube channel	26.87%	410
Online searches (Google, Yahoo, etc.)	26.21%	400
Library display	26.02%	397
Electronic sign in front of library	18.94%	289
School communication	11.40%	174
Radio advertisement	4.78%	73
Other (please specify)	1.05%	16
	Answered	1526
	Skipped	163

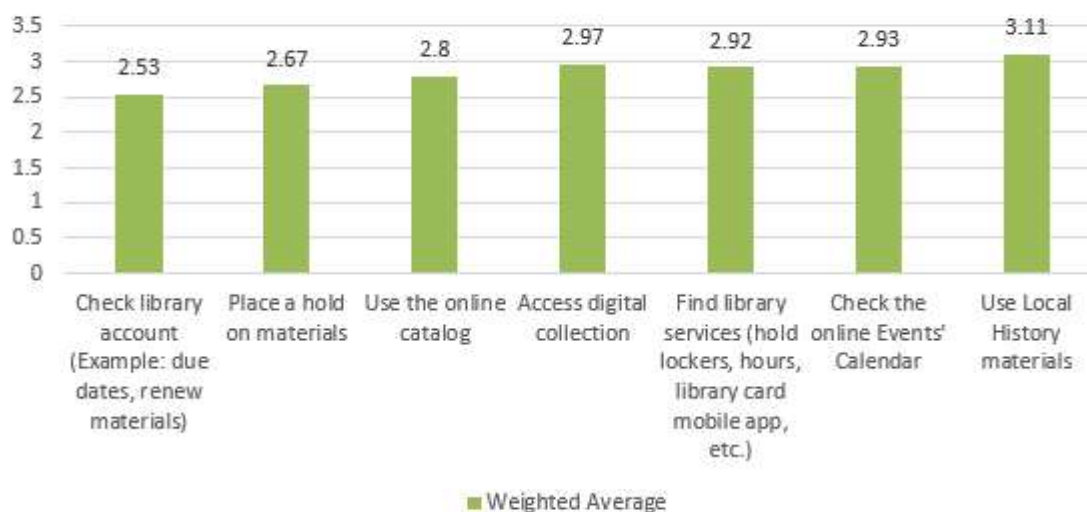


Subscribe to NSLD on YouTube!

Subscribe to the NSLD YouTube channel and never miss a new virtual program. [LEARN MORE](#)



How often do you use the NSLD website for items listed below?



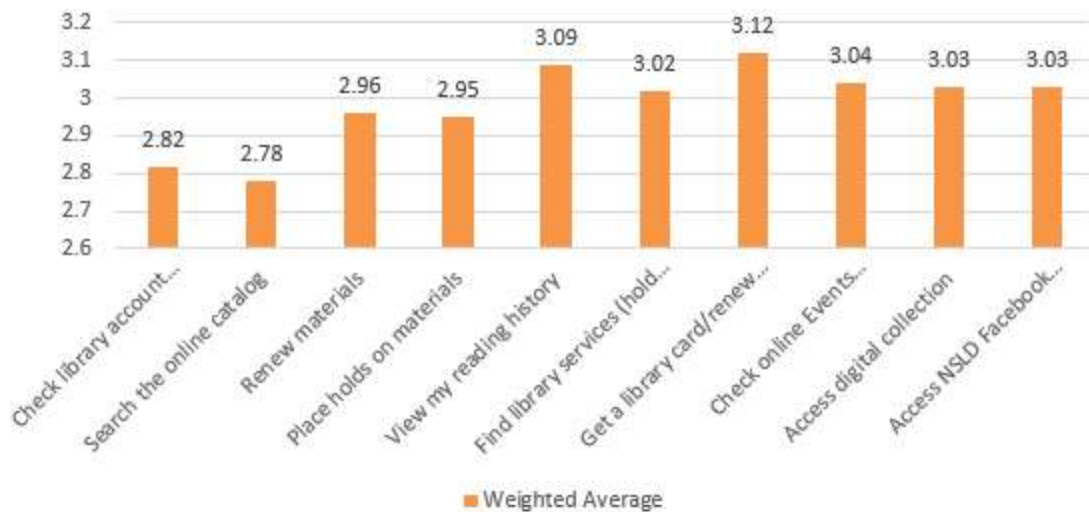
How often do you use the NSLD website for items listed below?

	Daily		Weekly		Monthly		Total	Weighted Average
Check library account (Example: due dates, renew materials)	17.06%	245	34.19%	491	32.80%	471	1436	2.53
Place a hold on materials	11.27%	161	36.04%	515	32.89%	470	1429	2.67
Use the online catalog	10.95%	155	29.59%	419	35.31%	500	1416	2.8
Access digital collection	8.99%	127	27.05%	382	33.71%	476	1412	2.97
Find library services (hold lockers, hours, library card mobile app, etc.)	8.70%	124	28.40%	405	33.38%	476	1426	2.92
Check the online Events' Calendar	9.01%	128	26.34%	374	36.13%	513	1420	2.93
Use Local History materials	9.28%	131	22.75%	321	33.38%	471	1411	3.11
						Answered		1453
						Skipped		236

The utilization of more online library services makes it easier for library users to:

- Apply for a library card online and access materials online,
- Access programs and services via the library calendar, YouTube, Facebook,
- Get materials when they need it,
- Allow library users access to the library catalog, overdue notices, text alerts, hold placement, self-checkout, and checkout via hold lockers.

Do you use the PrairieCat Mobile App for the items listed below and how often?



Do you use the PrairieCat Mobile App for the items listed below and how often?

	Daily		Weekly		Monthly		Less than monthly		Never		Total	Weighted Average
Check library account (Example: due dates, renew materials)	10.25 %	145	31.38 %	444	35.62 %	504	11.66 %	165	11.10 %	157	1415	2.82
Search the online catalog	11.28 %	160	34.18 %	485	31.15 %	442	12.26 %	174	11.13 %	158	1419	2.78
Renew materials	10.29 %	144	25.64 %	359	34.50 %	483	17.43 %	244	12.14 %	170	1400	2.96
Place holds on materials	8.94 %	126	27.16 %	383	36.17 %	510	15.60 %	220	12.13 %	171	1410	2.95
View my reading history	7.86 %	110	26.23 %	367	31.74 %	444	17.08 %	239	17.08 %	239	1399	3.09
Find library services (hold lockers, hours, etc.)	7.51 %	106	28.12 %	397	33.07 %	467	17.63 %	249	13.67 %	193	1412	3.02
Get a library card/renew expired card	8.06 %	114	23.97 %	339	32.32 %	457	18.88 %	267	16.76 %	237	1414	3.12
Check online Events Calendar	8.39 %	118	26.60 %	374	32.22 %	453	18.14 %	255	14.65 %	206	1406	3.04
Access digital collection	9.39 %	132	26.39 %	371	31.58 %	444	16.93 %	238	15.72 %	221	1406	3.03
Access NSLD Facebook Page/YouTube Channel	9.04 %	126	26.61 %	371	32.64 %	455	15.49 %	216	16.21 %	226	1394	3.03
									Answered		1441	
									Skipped		248	

For NSLD tracking purposes, how/where did you take this survey?

Answer Choices	Responses	
In the library at NSLD/Loves Park	23.15%	351
In the library at NSLD/Roscoe	47.36%	718
Online through the NSLD website	44.92%	681
Online from the NSLD Facebook page	26.12%	396
Other (please specify)	2.97%	45
	Answered	1516
	Skipped	173



Hold Lockers Available 24/7
Visit northsuburbanlibrary.org



Library Trends

Like all institutions, public libraries see trends that impact programs and services. Formats come in and out of vogue, programs change, and services need to reflect changes in technology and user interests. Some trends that has impacted libraries and NSLD over the past few years include:

Decline

- Walk-in traffic at libraries is down due to;
 - Availability of information, programs, services online (Mobile app, YouTube, Website),
 - Moving programs offsite to accommodate larger groups of people,
 - Moving services out of the library building (hold lockers, school van delivery).
- Circulation across some formats/collections has declined, such as; travel, atlases/maps, telephone directories, dictionaries, foreign language books, web guides and reference books.
- Reference service continues to see a decline in traditional questions (phone numbers, company contact information, and Readers advisory for example) due to the availability of information online. The increase in this area is for support for technology; software and hardware.
- Public Computer Use is down due to the increased use of mobile devices and laptops.

Increase

- Program attendance is on the increase; specifically “passive” programming which allows patrons to participate in programming on their own schedule. Examples; crafts, Lego tables and reading clubs. Large programs at outside venues that can manage large groups is the trend.
- eMaterial (eBooks, eAudiobooks and eMagazines) usage remains high. Study room, literacy room use, small meeting room remains steady. This drives demand for parking, building maintenance, clean facilities, and safety monitoring.
- Reference services have seen an increase in requests for; technology support for eMaterials, software support, local history assistance, genealogy assistance, and inter-library loan support. These are all staff intensive services that require well-trained personnel to help users.
- Libraries are seeing an increase in younger library users and their caregivers. The trend is to set aside more space in the children’s area for drop in use. The areas need space for toys as well as storage space for toys, display space, space for seasonal items, tables and chairs of varying sizes for use by children and their caregivers. These are heavily used spaces that require staff who can monitor them, support the library users and keep them clean.

For many people, time is a scarce resource and they need their library to work around their schedules. Not every family has the time to take each person to their own program, Demand is on the increase for multi-generational activities that appeal to all members of their family. Staffing costs and the ability to hire more staff to support programs and services are impacting library budgets. Libraries with large populations and multiple sites, such as NSLD, are moving to large program venues and partnerships as a way to support demand for multi-generational library programming. Libraries are always monitoring trends in order to adjust services and programs to meet the needs of our users.

Surveys help the staff and the board see when it is time to start to sunset old programs and services and when to start to bring new programs and services online. No organization can afford to maintain all programs, services and collections people might want, so difficult decisions have to be made. Surveys like the Love Your Library public opinion poll help staff and board members make these decisions based on patron input. Staff will continue to review the comments and work on making improvements to NSLD in light of this feedback.



Flaws/Limitations of the *Love Your Library* Public Opinion Survey

No opinion survey is perfect. All reporting systems have their flaws, especially when you scratch below the surface. For this reason, anyone reading the *Love Your Library* survey should not put too much emphasis on any one comment or suggestion. Readers are advised to keep in mind that these reports do not segregate out NSLD patrons (those paying taxes for services they are using) from other library users who may hold cards at other libraries and are using NSLD libraries.

The NSLD Board and staff use public opinion surveys, such as the *Love Your Library* survey, in conjunction with other program surveys and statistical information, to make long range decisions (1-3 years). The goal is to use a variety of data sources to help make decisions having to do with programming, services, facilities, and collections that serve the public. Recommendations for change also require a review of the law, policy, and intergovernmental agency (PrairieCat, RAILS, Interlibrary Loan, OCLC, and other) agreements. Any decisions to change, add, or sunset services, spaces, collections, or programs is made in conjunction with a review of the libraries budget, staffing, and facilities and grounds in order to assure that there are resources (time, space and money) available to support such changes. This is done to assure that any change made will be met with success.

In Summary

We encourage people to read this report and ask questions. NSLD staff and board review the *Love Your Library* public opinion survey, and use the feedback from it to help make long range planning recommendations. Surveys are living documents that reflect a snapshot in time and are used in conjunction with other documents to make decisions. This survey reflects the information provided by a sub-set of library users in February 2023 on North Suburban Public Library District (NSLD) programs and services.

[Mary M. Petro](#)

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Loves Park, IL 61111

NSLD/Roscoe
5562 Clayton Circle
Roscoe, IL 61073

Appendix 1
Comments from the 2023 LYL Survey.*

- Love my library! Folks there are great!
- My daughter and I come every week and love all the crafts, kid's projects, and reading programs. I love Blind Date w/a Book. I wish we could do this more often. Forces me to try new books. We love everything about the library!
- I love the library
- Great place to study and do homework
- Have autism, quiet time more for disabled people to come in and enjoy there library. More crafts and things for people with disability
- Need more things for people with disability to do and read. More crafts!
- The children's area is great - sometimes finding books is hard. More return bins around are needed.
- The children's dept is excellent in Roscoe. All the workers are wonderful and helpful. The library sure made COVID better than it was. The library came up with ideas and activities throughout that tough time.
- My favorite place weekly - books, newspapers, crafts, friendly always helpful staff (Roscoe)
- I love the library and all the books.
- I love the holding lockers. I value all of the extra stuff NSLD offers. It truly makes our library and community more unified.
- Great library.
- -great place to study!! :)
- -nice workers
- I wasn't aware of the mobile app! I will definitely use this now!
- Great children's program (Wiggles + Giggles)
- Outstanding library service -> Will get books for you not at library. Late fees not severe. Enjoy the \$1-2 books.
- I love the resources available at the Loves Park location. My kids get excited when I mention the library and it is in part of all the interactive take and make crafts associated with the book of the month. My older children like the series books/chapter books and audio books.
- God bless you for all your work in the library; a great influence in our community and elsewhere in Illinois. It is a blessing for so many people; our continue learning and growing as contributing citizens. Your good works help make our world a better place in which to live.
- While I was getting degrees your librarians were very helpful in helping me get resources from university magazines and books. This was almost 40 years ago and before most people owned computers. Your library was a source of entertaining materials for our family. Our son spent many hours on your computers before we could afford to purchase our own computer. They have always been friendly and helpful.
- I truly love the NSLD. So convenient and everyone is so helpful. Unfortunately, I do not utilize the downtown Rockford library while new one is under construction. I do utilize the Northeast Rockford Library. I have been very Covid cautious these last two years. That is why my library attendance is way down.

- 1) Loves Park library needs to either clean their books or get new ones. The actual dirt is sad, and I really hate trying to read a messy, dirty book.
- 2) Roscoe branch is a gem. I especially love the new book section, it has opened up many new authors and genres, both fiction and non-fiction. My latest favorites are a) "Welcome to the Pine Away Motel and Cabins" by Katarina Bivald and translated from the Swedish . and b) The boy and the dog: a novel " by Seishu Hase; translated from the Japanese -- a truly beautiful book. and c) "The Rye Baker" by Stanley Ginsberg (non-fiction) which is an encyclopedia of sourdough and straight rye bread baking--I'm having so much fun!
- We love our Roscoe library! Especially the children's services/books :) I also love the libby app for ebooks and would love if more current books were available sooner.
- The service is always great!!! The check-out workers are friendly, professional, and intelligent. The process of checking out is smooth, quick, and simple.
- I love the library! I brought my kids when they were young, then my grand kids when they lived here. I always smile when I come in. Friendly, happy place. Now I come for me!
- Enjoy movies
- We love the library! My 7 year old loves the rotating store in children's services (loves park). I love interlibrary loans and the hold lockers are a game changer!
- I like that the winter reading program had us explore Hoopla and Tumblebooks. I didn't know about these resources and now use them. We love story time! Having stories, crafts, and a short song/activity are always fun.
- Love Roscoe library, esp the hold lockers and mobile app.
- 1. Like the expanded DVD collection with PrairieCat libraries
 - 1. Suggest improve in transit services of video DVD's. Shipments from some libraries seem inexcusably long.
- your book lockers are the best!!! We love them and use them weekly!
- We love everything you do and provide. Thank you for being such a big part of our family.
- I have no clue how to use my membership card to its fullest capacity! I had no clue how many services you have and I'm interested in learning more about them! I've mostly been researching and printing online information up until now but I'm interested in making my membership go farther if someone is willing to talk me through it, as I have a disability (basically, I just need someone to be understanding while they show me how).
- Not yet
- Classes for older adults, some do not know how to use phone
- NSLD Loves Park is a fantastic library! My family visits at least weekly. We especially love Children's Services and all the programs and activities they have to encourage kids to love books too. The Children's librarians are always super friendly and helpful. Extra praise for Ms. Tricia for always being so kind and patient with my kids. We love our library!
- I love the fun creative crafts you all put out for us to make at home. Thank you!
- We absolutely love Loves Park NSLD. The children's programs and family events are so wonderful. We love taking advantage of the opportunities available to our 2nd grader. The library, itself, has a homey and inviting atmosphere. The staff is so friendly and helpful every time we visit. Thank you!

- -Everyone is so helpful and friendly
 - -I have also purchases used books, DVD's
 - My kids live the crafts and reading programs, I just need to remember to get us in more.
 - More inside
 - There is nothing else for the time being
 - We love the library and hope to come more in the coming months
 - NSLD is a tremendous resource.
 - The ability to search online for books and get them delivered to the local library increases the reach of the resource and makes it a powerful aid to getting hold of the exact book you're looking for.
 - I see that I have been completely unaware of the local history aspect and I would like to know more about "Book clubs to go". I was a member of the Book club that met at the library until Covid caused it to be halted.
-
- We can offer discounts to people who come and get them to spread the word so that more people know about it
 - Spread the word online or offline and let more people know
 - The service is more perfect
 - Prices are better and people are going to visit more
 - Occasionally hold some activities for people to visit
 - On the mobile phone
 - No problem. The plan is perfect and I hope it continues to be perfect
 - No problem. The plan is perfect and I hope it continues to be perfect
 - No problem. The plan is perfect and I hope it continues to be perfect
 - No problem. It's a perfect plan
 - no
 - Increase the number and general category, and the classification needs to be more clear.
 - Update the number of book information, supplement the library information, some books can not find the information should be updated in time Comprehensive book information, professionals to consult if someone has a problem or can't find the book materials they need
 - Update the number of book information, supplement the library information, some books can not find the information should be updated in time
 - Comprehensive book information, professionals to consult if someone has a problem or can't find the book materials they need
 - Complementing each other offline and online, timely updating of book materials and physical novels
 - Hopefully more features can be added for online discussion
 - Hope to update the library in time. I like it here
 - Hope to enrich the library resources, online reading bibliography
 - Supplementary book materials and extended book materials more comprehensive book information, professional staff, if someone has a problem or can not find the book materials they need to ask professional staff for answers,

- I hope it can be better used on social media, which is more convenient for everyone.
- The functions of the library basically meet my daily work and life requirements, if it can be open 24 hours is OK
- More ways to improve the required information.
- Expand other recreational activities.
- You can design interesting web pages.
- A little more knowledge sharing among different age groups.
- It was very heartwarming and I enjoyed it very much.
- Add more interesting books.
- There could be more books
- There could be more books
- There are too few books
- There are too few books
- There are too few books
- There is nothing for the time being
- The library is very popular with our family . It can not only meet the reading and entertainment time of adults , but also provide children with sufficient play time . I hope that the equipment can be continuously improved to provide more people with reading and entertainment
- I love the Roscoe library ambiance, book choices, kind employees, location & book lockers to pick up books & magazines after hours.
- I love the "Hold Lockers". So convenient to pick up materials after hours.
- NSLD is a valuable part of our community. I cherish the fact that we have an awesome library. It's one of the perks of living in Roscoe. Area realtors should let out of town people know about our amazing library.
- I would love to see some events or programs geared towards homeschool families. Other than that, we absolutely love the library!
- Thank you for everything you do, you are the areas greatest asset
- Thank you for everything you do, you are the areas greatest asset
- The Roscoe location is lovely. Staff are very helpful and always kind. I love the activities like "Blind Date with a Book". I really enjoy the Roscoe location.
- We LOVE Monday night story time with Ms Melissa. She is AMAZING and my kids adore her.
- More hands on educational STEM classes for young children.
- My 8 year old grand daughter and I enjoy the Loves Park location. She loves going to the craft table and the childrens room where she plays with the items available. The staff is always helpful and have a smile! Nice atmosphere, thanks.
- Staff in Roscoe is wonderful. Very helpful and happy,
- From what I've heard, it's a very quiet & peaceful atmosphere. I would love to visit & check things out!
- Our family loves visiting NSLD north second street branch library. It has supported us with inter library loans. The staff is very courteous, nice and helpful. We miss the in person art programs from smarty pants and the movie days for kids. Some programs are planned as per Harlem district should also be planned over the weekend or break time so that others also get a chance to participate.
- Great library. You need to restore all the employees that were there before the pandemic, specifically giving high school/college students the opportunity to shelve

books and learn about what jobs are available should they choose to further their education into the library sciences or just working in Customer Service.

- We love the library and thank you for all your services!
- I absolutely love how I can put books on hold and pick them up in the lockers! This is wonderful and I love using this. The staff at the NSLD Loves Park location is amazing and so helpful. I love that you have such a variety of books to choose from. The atmosphere is warm and friendly. Thank-you for always making our Library experience a positive one!
- Really enjoy utilizing eBooks on Libby & using Praise Cat. The outdoor lockers have been a great resource.
- Love your programs and my daughters love their library. Would like to know more about getting books digitally.
- My 2 favorite things about NSLD are access to the Libby app and the hold lockers!!!
- I like this library
- I like this library
- I like this library
- Please bring back book donations!! I have so many books to donate!!
- There should have been a choice between weekly & monthly, like a few times a month.
- We always enjoyed donating to and shopping your twice a year book sales. Are they returning?
- The librarians are amazing!
- Please start accepting donations again!! I have a ton to donate!!!
- The programs in Roscoe are awesome!!! My daughter is now a teenager, but we used to attend all of the special events for children in the summer. My daughter has participated in all of the summer and winter reading programs! She loved the playroom when she was at the library to choose books as well. She always loved going to the library and doing all of the crafts available. The STEM cart was a hit when that was created a few years back. Now, she enjoys the teenager offerings, such as the book clubs. As an adult, I love all of the book club activities! Blind date with a book is a fun surprise during February. During the pandemic, the programs really kept me engaged and gave me something to do. It was very much appreciated! Last, but not least, the Roscoe staff is AMAZING! Anytime I have a question, the staff is right there to help me and go out of their way to meet my needs. I love how they treat my daughter like family and have helped to nurture her love for reading! Thank you for making a difference in our lives!
- We appreciate the library. I personally prefer using the PrairieCat website to using the app. I like that if my kids are interested in a book, the website has a link to click and see the other titles in the series (and it also tells you which # the book is in the series). I did not see the same feature in the app. Is there a place or form where we can recommend books for the library to purchase? I have recommended books through Overdrive, but not actual physical copies of books. There are some series that I've started reading, and the library doesn't have all the books to finish the series.
- Work seminar
- Not yet
- Book exchange activity
- Did not expect at present
- Public welfare activities

- Organize public welfare activities
- Increase the flow of people
- Incoming traffic
- Throw a party
- Hold free reading activities every week
- Always good, no better ideas at the moment
- The Roscoe location has the most wonderful librarian for the kiddos- Miss Tammy. My son loves coming to the library for storytimes and events, but seeing Tammy is the cherry on top for him. She gets on the kids' levels and makes them feel heard. She is a treasure for your library.
Also, we have so enjoyed the storytime that is provided at the Roscoe location. I love how they go between books and songs to keep the kids' attention. The crafts are also wonderful- well thought out and organized. I am currently drawing a blank on the name of the librarian that heads storytime in Roscoe, but her time and effort are always appreciated.
- I love how personal the NSLD is. I would prefer to go there then any of the Rockford public library locations.
- Love NSLD and want to be more plugged in.
- Love Vox books and make and take crafts!
- Great library
- Love NSLD and want to be more plugged in.
- Need a much larger teen book section.
- The adult reading programs help you learn more about what the library offers. For example I did not know I could see the Rockford Star paper on line daily.
- Even though we don't use all the services we love having a great local library.
- Need to bring back kid read out loud time
- We ♥ our library! Thank you for all you do!
- We have a cherry valley library card we use when we are in town but we also can use it as NSLD. My kids love the craft tables, toys, and better choices of books. Thanks!
- As a home daycare provider I am so happy to use your services of Getting all my books ready for the month and having them prepared for me to pick up it is a great time saving service. And the librarian does a great job in picking books that go with my theme when they don't have the book that I want.
- Hope to have more kinds of magazines and books to choose from, more rich content
- I have no idea at the moment
- I would love more contests for teens to get them motivated to write stories or be creative.
- No relevant ideas for the moment
- Lovely welcoming place! I find amazing books everytime I go!
- Have always been helpful in finding and holding books for me to pick up .
- Have always been helpful in finding and holding books for me to pick up .
- So thankful to be part of this amazing library system!
- We love the children's library!
- I used to go to the library with my sons, I have recently started going again to checkout books for myself. The librarian was helpful in renewing my library card,

helping me find books that I might want to read, and provided me with the movie services that I can use through the library. I had told her that I am canceling my cable because I'm getting divorced so she was very helpful in pointing out other resources for me. I look forward to exploring more of the library's resources and I am grateful that we have such a modern library.

- More In Person things, not just online.
- not have
- The collections you pull for our classroom add so much value and depth to our weekly lessons. Thank you!!!
- A lot of books can be viewed
- I have no other ideas.
- There are many kinds of books
- Interest is a good teacher. Only with interest will you have the motivation to study and study.
- Weibo real-time update of NSLD
- The children's area librarians in Roscoe are so personable and always go above and beyond!
- It is recommended that libraries open earlier and close later. It is better to borrow books on Wednesday afternoon, Saturday and Sunday.
- It is suggested to set up a study room in the library, which is open from 8:00 a.m. to 10:00 p.m. from Monday to Sunday
- It is suggested that the library improve the book finder and enrich the network electronic bibliography
- It is suggested to make the classification of books more clear. It is recommended to maintain a good reading environment in the library, with requirements for seat occupancy, loud talking and couples.
- It is suggested to increase the number of books borrowed at one time and increase the seats in the reading room.
- It is suggested that the library should increase the number and types of books, and add more humanistic books and books adapted to the current situation of college students. Buy new books regularly.
- Bring the book sale back please.
- I love NSLD/Roscoe! I live in Poplar Grove, very north part of Boone Co, with no close library service. My family pays for, and uses weekly, the services at NSLD. We go to the library in person each week and use multiple online services. It's a fantastic library.
- My kids love the VoxBooks. Please continue to build that selection. Also, I don't know if it's available, but I would love to see more audiobook selection for children that is not device dependent. I have a child who is dyslexic and devours audiobooks. It would be so nice to have an option for him to listen to audiobooks from the library without having to use the family iPad or a phone. Thank you for all you do!
- Love you all!! I feel like 95% of what I want is right there! The rest i get through inter-library loan. Keep it up!
- Didn't know there was an app!
- Love the kid stuff. More options would be exciting. Thanks for all you do.

- Bring the book sale back please.
- As a mom of preschool aged kiddos, we come to the Roscoe Library every Wednesday for story time with Ms. Debbie. We are also in at least one other day during the week to pick up new books and to make a craft. My daughter loves story time and has made many friends. We also love the reading programs with the free book and the scavenger hunts and the toy room!! Thank you again to the Roscoe Library and Staff!
- Love library services and love the adult book club to go. Wish the toddler storytime was just a tad earlier (get done by 10am) as I have to pickup my other son 10:15. But we do sometimes catch it virtually too.
- Love the programs they put on. Doing an awesome job
- interested in teen programs in library, child's section is great about getting new books, need more teen graphic novel at Roscoe, wish the adult and kids section for non fiction were separated so it's easier to find, adore hold lockers, digital stuff looks great but don't know how to use it on my device, loved safe sitter class
 - A. Why the 2 checkout stations when patrons still have to go to desk to checkout CD's/DVDs?
 - B. Newer people have no idea about eye-contact and "p.r." It's like taking time out of their day. They do not drop what they're doing.
- We love our library! Thank you!
- We love visiting! I would like to see more "reading spaces" -couches, cozy areas to sit and read with my children
- I love my library! I love going online to order books I've heard about, also to be able to pick up the books easily on outdoor lockers. I was disappointed to notice it looked like the magazine section was being reduced to online material! I also was disappointed that the free drop off and pick up free magazines in front of library was not continued after COVID.
- The winter and summer reading programs are fantastic. We also attend the children's programs you have— it would be nice to have ones for 0-5 offered more days/week in person. We don't watch the digital ones because they are not engaging for me 1 and 5 year olds.
- We ♥ our library! Thank you for all you do!
- We LOVE the hold lockers and being able to reserve books from so many other libraries. I prefer ebooks, but my children (young adult and teen) prefer traditional paper books.
- Always enjoyed using your library, even when I wasn't a local. Really like the fiber arts, knitting, etc collection of books. And so happy to have Libby & Hoopla to use, spend much time listening to books; but still do check out hard copies to read, especially Large Print books; which I would like to see more of. Happy to see the NSLD nights offered at local events, wanted to take advantage of the Anderson Gardens lights, but never made it. I'd like to see something for maybe the seniors during the day, like a mah jong, scrabble, etc gathering.
- Seriously, though, the Hoopla app is difficult to read ebooks through. Once you quit out it won't remember where you were in the book and who reads an entire book in one sitting?
- I really enjoy the all ages options for book clubs. Precovid I loved the craft programs for adults as well. If NSLD does not have materials that I am looking for, 9 times out of 10 I can pick it up in Loves Park via interlibrary loan.

- VERY PLEASANT AND HELPFUL STAFF
- Love this library, so happy we have it here.
- Please consider more adult programing, as a Senior I need to go to Beloit for Senior programing. Programs of intererest are gardening, history, crafts, healthy cooking, tia chi, yoga and social events. Please consider.
- no opinion. I love coming here
- We absolutely love our library!! We love all the reading programs, books to go, and the fun themes. The computer terminals and printing are user friendly. The staff is always so gracious! There isn't anything we don't love about the library. When our kids were little we did all of the children's programming, and now that they are teens they participate in the teen/ tween programming. Thank you for being a big part of our lives!!!
- We love the children's services department! The books, crafts, computers, and play area are amazing!
- We ♥ our library! Thank you for all you do!

*NOTE: No changes (capitalization, spelling, typos) were made to comments in this survey.



**Library Survey Summary
January 2003**

	<i>Very Important</i>	<i>Important</i>	<i>Neutral</i>	<i>Somewhat</i>	<i>Not Important</i>
Online Database	68	60	54	18	29
Website	83	63	43	13	21
Programs	15	41	77	28	62
Classes	35	61	52	18	61
Local History	26	61	62	27	49
Spanish Books	9	25	65	24	95
Audiotapes	35	75	43	33	37
Music CD	55	81	39	28	26
Books on Cassette	44	69	39	29	34
Books on CD	46	64	44	27	40
Large Print Books	36	38	60	36	61
DVD	59	54	49	17	45
Video	90	88	31	9	14
CD-ROM	48	70	52	11	33
Magazines	71	83	35	17	22
Story Hour	104	26	37	8	55
Children's Programs	113	35	33	7	38
Children's Books	152	26	23	4	24
Children's Music	100	33	40	11	37
Children's Video	118	39	33	6	31
Children's CD-ROM	84	41	39	9	40
Child Computer Games	95	40	44	8	36
Parking Loves Park	151 YES	40 NO			
Adeq. Space Roscoe	25 YES	20 NO			
AGES 15-18	20				
AGES 19-30	29				
AGES 31-49	114				
AGES 50-60	35				
AGES 61 +	14				