

Comment Cards

July 2025

Positives

There were 15 positive comments, and of those, four mention the environment. Other compliments:

- Free services
- Pride
- Ukrainian Storytime
- New elevator

"I really enjoyed the library. It is a very cozy place with so many books. Palatine Library is a very spacious and the staff is very friendly and professional"

Negatives

There were 23 negative comments and most varied in the subject. Some of the topics:

- Pride
- Russian Books
- Workshop hours and services
- Computer security
- Notary
- Lack of floor maps
- Lack of democracy programs

"No flags except USA or Illinois. When you start accepting others you leave yourself open to discriminatory against other groups with flags."

Themes

Several themes emerged in the comments, some of which conveyed mixed messages. I've included more in-depth information about these themes in this report.

Pride

We received 11 comments about our pride activities. Seven were negative and mentioned the flag, pride fest, and collections for youth. The remaining five comments were positive. I responded to all of the comments with contact information.

"Why are there so many pride/LBTGQ books for children? Even Board books? That any child can pick up - causing confusion and chaos. Every family needs to decide if/how to approach this topic. It is wholly inappropriate for a public entity to have board books like "binary baby" out for any child to grab."



"Thank you so much for your pride display, and for flying the pride flag as well! It's so nice to have a library that is inclusive and represents all in the community. Well done Palatine Library!"

Ukrainian Storytime and Russian Books

Immediately following our Ukrainian storytime, we received six written comments that praised the storytime but criticized our small Ukrainian collections and large Russian ones. Most of the more severe negative comments left aliases and bogus contact information. The following comment that included contact information embodies both the positive and negative feelings.



"This library is a beautiful place. Everything is well decorated and beautiful. I visited reading-room very often because I like reading books. I am Ukrainian and I didn't find many Ukrainian books. But I noticed a lot of Russian books. Russia is our enemy's country. They stole 20 thousand Ukrainian children and made them slaves. They are killing Ukrainians every day. I am very sorry, but I am very unhappy that terrorist Russia is in great honor here. P.S. I wish I can see more Ukrainian programs, especially for children in the library."

Free Services

We received two comments regarding free copies, and again, they were opposites. This is a service that we are evaluating this year to decide if we will continue to offer it for free.

“Palatine Library team members; Thank you for all of the services and offerings at and within the Palatine Library District. Most grateful for photocopier service being with no commercial tether to it and same with notary services all in on same goals that way but more ambitious than naturally capable of. Though, where there is a will, there is a way!”

“As I watched a company and then another time a store (Euro fresh) use the Library's Xerox machine and facilities I/We were appalled esp. when we Palatine residents voted for the TAX increase for this library. This is outrageous. These are stores and companies (ie Real Estate) who can well afford to absorb the costs vs. we, the taxpayer, esp to see the wasted sheets/pages left behind (x 20 from one person). I later found out that ANYONE can use our wonderful library facilities and machines. Really?!! We have to use a library card to check out movies, etc. then the same should apply to the use of equipment the taxpayers pay dearly for.”

Staff Appreciation

Only one staff member was mentioned by name in a positive light this month.



“I reported this situation to Megan who assured me she would put in a Tech ticket. She then put an 'out of order' sign on the screen after I logged out. I'm very glad she did so.”

• Megan

Workshop Hours and Environment

We received a few comments requesting better workshop lab hours. As you know, this is something we are actively studying. In addition we are exploring ways to make workshop equipment more accessible outside of the lab and at the branches.

“More hours for the workshop - some night hours too.”

“Why isn't the workshop open on the 2 days people work from home most? Friday is ideal time to come here - customer focus!”

“You really need a quiet area in the workshop section like upstairs. Many believe that area to be a starbucks or Mac's playground for kids. It's not! IT's a Library. People are trying to concentrate and can't! Tables are moving, families chatting, business calls, etc.”



Technology

The final theme is technology issues that were a result of the additional security following our cyber incident. These were known issues that we are working hard to implement solutions for.

“I logged onto LAB10W10 using my library card number. When I went to gmail.com using Chrome, I could see a previous users gmail address. They were logged out, but I don't believe that information is something I should have seen.”

“More Mac computers that are not out of order. Also there should be more than 1 mac upstairs also working.”

“1. Can you please explain why I can no longer use my USB device? 2. Can you please let me know how I can open up files that are on a USB key/SD card using the Library's computers?”

