

Comment Cards

September 2025

Positives

There were six positive comments, with most focusing on the general pleasure with the library and customer service. Other positives were:

- Let Freedom Read Dress
- Graphic novels
- Care Cabinet

"Thank you for the Let Freedom Read Display! It is so important that the right to choose what we read is left to each of us. Also, thank you for setting up The Care Cabinet. That is an excellent addition to the monthly collections bin. Our library is truly serving all of our community in so many ways. God's blessings to the Library Board and staff for the amazing services you provide every day."

Suggestions

This month, there were a couple of suggestions:

- Electrical outlets at the computer desks
- Poetry reading and programming
- Having something to celebrate Palatine High School's 150th

Staff Appreciation

One staff member was called out for their exceptional customer service:

"Sarah helped me on something new and I appreciate her for it! Thank you Sarah you made my work life easier."



Sarah

Negatives

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

- Unhoused
- Let Freedom Read Dress
- Grammar
- Spine labels without series

"When I come early in the morning to return books, I see homeless people sleeping on your front benches. Is this a practice that is encouraged? Can't signs be put up that says no loitering or vagrancy? Can't the benches be removed? Can the police be requested to patrol + bring the homeless to shelters?"

The unhoused comments are an obvious theme over the past couple of months. I spoke with staff from Journeys, and they are seeing an increase in similar comments. Their Executive Director just spoke out about it on the news and sent an open letter to the public. Journeys just opened an on-site weekly shelter, and it is already full. The PADS sites start on October 1, and we will see a decrease in people outside the Library early in the morning once those open up. Additionally, the police patrol the Library at night, but they do not intervene unless they see criminal activity. These members do not disrupt the operation of the Library, and we are glad they seek out the Library as a resource.

"New spine labels are being put on books, but they no longer have the # of the book if its in a series (fiction, specifically mysteries). The author, series name, and series number were all very helpful when browsing the shelves, looking for a new series to read. Would like all 3 pieces of info on the spine labels back, it was quite helpful."

We received two of these comments and were surprised. It is our standard practice to include the author, series name, and series number on our spine labels. It appears we missed this on some of our new books and we are working to correct the oversight. We're glad our members value this information as much as we do.

