

## SPPL Online Survey Appendix

### Q4.How do you typically use the South Pasadena Public Library (check all that apply)?Other responses

#### Attend – 17 comments

attend book group

South Pasadena Book Club

Adult book club

Adult book group Tuesday

concerts

I attend the monthly book club.

Concerts during South Pasadena Eclectic Music Fest

Community Room for South Pasadena CERT Fire Department meetings

Tuesday night book group

Attended a lecture.

chamber music concerts

Library Community Room events

Book Club meeting

Adult book group

Attend community events

Restoration Concerts, Volunteer

Attend meetings

#### Friends – 7 comments

Browse the used book table downstairs.

Volunteer at Friends Book Store

Donate books

Buy books at the 50-cent table

Donate material to Friends.

Volunteer

donate used books

#### Collection – 8 comments

child uses audio/ visual while I look for books for her and me

I browse online books available regularly

Just relax and read material or do assignments for school.

download audio books

take out audio books

Borrow books

Play w/ blocks, etc. with children

Parking can be a challenge. .

## **Other**

Use as a nice reading room, unfortunately insufficient space and lounge seating

Ask librarian for advice, opinion.

Ask questions of the librarians

I am from out of town and use the library when I come to the area to visit family

Check fliers at the Entrance

take my grandmother

I visit from New Jersey several times a year and when in South Pasadena try to use the library as much as possible in the 3-4 weeks I am there.

Focus on my paperwork in the nice quiet

Study

write in a quiet location.

Telecommute. I get lonely at home.

Prepare for bible study

As a cooling center in summertime

the Wi-Fi is painfully slow

## **Q13.What could the library do to improve its technology services?**

### **eBooks – 18 comments**

Improve the ebook collection catalog.

Get the 3M ebook reader service. Not just Overdrive.

More books available to check out on Overdrive. More advertising of what else is available, such as language classes, Consumer Reports, etc.

Have a wider selection of ebooks.

Do a training or provide help using the downloads available from the library

More ebooks maybe.

explain better how to get e-books to compete w/ kindle, which is where I get the majority of my books because of the ease

More audiobooks in overdrive

More Audiobooks on CD

Have sessions on how to download audio books

Additional online content

Make you site to check out online books easier to use

advertise promote online services.

that I said before: make finding ebooks easier, and add renewals to the web system

More ebooks

Better digital book resources

Make checking out e books easy

Add more E-Book

## **Computers – 37 comments**

Improve Internet connections

Keep up maintaining computers hardware and software.

More computers

New update computers

More stations; faster downloads

To have a faster connection to Internet.

offer more computers as tablets as well desktop

more computer stations

Upgrade the WiFi service.

Bigger monitors

more computers

library computers are old but they do the job

Upgrade the computers

The wifi needs to be improved

Put in more computers and remove the ostrich !

Better computers and wifi

easier to access e-books

Upgrade computer.

have more computers

Better internet - staff have to keep restarting router

faster internet

New computers.

offer more computers. have faster wifi.

Offer greater range of computers

improve wifi, computer workstations, all tech

Provide i-pad (tablets) when are the computers are being used.

Add computers and computer-use time.

More stations

Maybe have more computers? The card payment system for printing is difficult and clumsy..

iPads for use alone or in concert

Use the endowment funds for upgrading the computers, wifi and other facilities

more computers

computer at children library are very cumbersome to navigate

Newer computers

Upgrade internet speed; provide more terminals; offer classes in evaluating online sources (so important for kids doing research), provide excellent training in accessing info sources from mobile devices.

a dedicated lab and technician with 10+ computers

Have more computers for public use

## **WIFI – 55 comments**

make sure the WiFi is able to connect AUTOMATICALLY to always on devices like phones. I would like a faster WiFi and increase the loan amount for the eBooks to 3 weeks.

strong WiFi, and digital access

The wifi never seems to work lately

Faster WiFi, better coverage in library and community room

more charging outlets, faster wifi

improve Wi-Fi, add more content to webpage

Make WiFi faster

Better Wifi that doesn't crash

Improve wifi speed and lending library selection, which is limited.

Provide wifi

Speed up your wifi

Better wifi and better website.

Better WiFi

better Wifi, faster Internet connection, more computers, maker space, classes on digital devices

Make the WIFI faster, and buy some more recently published Chinese books.

Improve wifi signal & speed. Have a wifi friendly area with usb & electric ports etc

Wifi is slow and sometimes doesn't work. Dead spots also in library

Provide usable wifi

Fast Wifi is necessary for modern life and study.

Fix the wifi

more robust WiFi

Better wi-fi. Desks and tables more suitable for today's technology. I used to live in Huntington Beach. Most of the desks and tables had built-in electrical outlets. Once while in the library one of your staff told me to put on my slippers because I might catch something from the carpet but it was ok to crawl on my bare hands and knees to plug my computer in at a plug behind the desk. Go figure. If this is truly a problem desks with built in outlets would alleviate that.

Faster wifi more dvd newer book teens

Faster wi-Fi

Improve wifi speed

Allow longer computer sessions, improve wifi

Wifi could be faster, but is good enough.

Faster wifi

Improve wifi, have chrome books for in library use

Faster wifi that extends to other parts of town

Better performing wifi and more computers. Also a more high quality printer and printer payment system that uses credit/debit card or library payment card. It would be nice if you could scan, and use a thumb drive through the printer.

I say no because how can one use technology with bad wifi

faster wifi

Have better Wi-Fi

Better Wi-Fi Service!

Improved wi-fi, more computer workstations

Better Wifi system

Wifi is very slow except when library first opens

The wifi was not strong

More public computers. Better WiFi.

better wi-fi and updated computers.

use social media, better wifi

It would be wonderful if the wifi was faster and more reliable

The wifi is very slow and erratic. Can it be improved?

Third time's a charm -- better wifi perhaps?

Your wifi is terrible.

WiFi too slow. Slower than YMCA. That speaks a lot. It really should be as good as Starbucks.

Provide WiFi for the parents in the Children's Dept

Get faster WiFi

Get more reliable wifi.

Improve wifi by having more than one router or putting a password so only people who come in to ask for password can use the wifi

more computers, better wi-fi

Stronger, more consistent wifi

The wifi is too slow and the signal could be stronger. Also, the online catalog interface is very dated.

If there's only one thing you do, I'd recommend improving your WiFi. Require people to have a library card/id to log on as well.

## **eMail Notices – 22 comments**

It is so inappropriate for SP library to NOT send "book now due" notices via email. Every other library we use does do, but at SP it appears to be sneaky way to increase late return fees

Remind me via e.mail if the books are due back to the library just the way other cities do.

books due notices via email

I would love an email reminder for upcoming due dates and an option to renew online

Actually i have no knowledge of the technology at the library. It would be nice to get an email when my books are due or the reserves are ready.

Email reminders when books are almost due; more Ebooks to check out online

Get rid of the plastic card, make user be able to borrow by showing id. Notify people about events on social media and perhaps an email newsletter. That way I'd also know if you have an update with technology such as borrowing an ebook which I didn't know until I read this survey. know

it would be nice to get email reminders on book return dates and when a hold book is in.

Send emails to remind patrons of due dates, give easier access for online renewal

Send automated messages through either email or over the phone to remind members that a checked-out item is due.

E mail warnings about books close to being over due

Send email reminders for due dates

Email reminders of due dates

Having a personal online account, which could notify me of items coming due.

Automatic email notices of due dates, online renewal

Reminder overdue reminder by email

Email reminders for materials due

Text/email reminders for due dates / overdue books.

Send email reminders when books are due (Alhambra Library sends out a notice about 2-3 days before materials are due)

Offer online renewals and due-date reminders.

there should be an automatic notification via email for the overdue books

Auto email reminders for due dates.

email reminders for due dates please!!!! this library is so behind and it is a MAJOR HASSLE that we do not receive email reminders a few days before books are due. it's a major stress to mark it in my google calendar when books are due because i don't want to get fined. it creates a very negative and stressful feeling associated with borrowing materials from the south pasadena library. espeically for busy moms with young children. please please please update this system!!!

## **Library Web site – 11 comments**

Make online searches more user friendly

browser friendly website

Library website could be more mobile friendly. Also it's VERY hard to figure out how to find ebooks in the catalog search and to figure out how to check them out. I still haven't figured it out.

inform with emails when books are due or close to deadline

website with better usability.

More online functions

Improve website

Build a Website separate from city services. Use current technology. Join the 21st Century. Bring in experts and spend some money to accomplish all this

Website could be easier to use

Update the website and make the search engine easier. Add a dedicated search of new releases. The County of Los Angeles library has an excellent website.

Improve website

## **General – 65 comments**

i think they've done a decent job keeping up. I have plenty of technology in my life from other places--that's not really what I look to the library for.

Automated check-out. More streamlined internet database.

keep it minimal. libraries are one of the few places left to immerse oneself in books. you can get technology anywhere/everywhere and nobody trusts public computers anyways in terms of privacy.

Self check out and a better way to search DVD's on line

Develop a SP Lib app.

more dvd options/choices ; better and faster WiFi

have videogames available to borrow

This means NO 3D printer in liaison with local tech school and creating a digital pattern library

Better advertisement of the special events.

City wide interloan book base

all is good

I'm not sure, I don't think of the library as a place where one can access technology, so I 'm totally ignorant of the current state of tech at the library.

I moved to Monrovia, so I don't use this library very often.

Make rooms for high schoolers to do group projects

DVD donations should be put on shelves and not given to friends of the library.

Keep up with technology.

Provide free paper for computers

am quite happy

I am not a big technology user

more selections

Promote it.

show us how to use them?

This is not an important issue for me; I use it for the books.

one on one tutoring in basic computer use with qualified volunteers

pay online or other than check or cash

Develop a South Pas Library App for phones

nothing

Have more parking spaces

Get the word about what services it offers. I wasn't even aware that there was a website for the library

More seamless way to locate research material

Book renew

have self check out

Make it so the opac doesn't say you've timed out every time you start a search. Better website for mobile.

more staffing?

I have not used the technology since I have access to the Internet at home. I did not think that there was a website. I shall be looking at it in the future to check out the e- books

Have some.

Find a way to ePark. :)

Promote how to use or integrate my devices with your services

You could have a partnership with e-libraries.

more computer basic & intermediate classes

To begin with allow use of credit card. Go digital; so we can access the books online;

Library app

Haven't had an issue with the site

Renew library cards online

Provide staff assistance with research

Not sure. I don't really use the library for tech stuff. Just to check out books and media.

Since I am not a full time resident I don't feel qualified to answer intelligently. It more than adequately serves my purposes for which I am appreciative.

let people know they are available! who knew!

Allow use for longer periods during slow times

Not sure. I don't need the resource so didn't use yet.

I'm not a good example for an opinion

Have an online tracking system so there are emails when things are almost due

I can't say because I don't use them.

The library is substantially understaffed. I'm not sure if the problem is poor management within the library or from the city government but the staff always seem extremely overworked. I'm not sure if that from lack of training in how to do their job or just the sheer volume of work. My impression is that on the afternoons when I visit, the place is packed and crowded and very loud and the librarians are completely overwhelmed.

Provide subscriptions to paid services, and advertise it if that's the case

I'm not a techie. No comment.

Nothing, you guys are great

Parking

Nothing. The library is doing great

allow online reservation of books and e-books

Paying fines online

The online system could be much better to place books on hold and search for books

Make the technology services more apparent

"Advertise" the technologies that are available

More user friendly tech devices; some Apple devices

### **Don't Know – 17 comments**

I don't know.

not sure as I don't use it much

Not sure -

I have not been in a long while. Can not comment on that.

no

I'm not sure

do not know at the moment

No comment

Not sure

I'm not sure yet. I've been writing my treatise at home.

Not sure

not sure of the libraries tech status

don't know

Not sure

N/A (I don't use technology at the library)

Nothing, I don't know

I don't know.

## Q14 What type of programs/classes do you attend the most?

### Concerts – 10 comments

concerts

I would attend music concerts/programs, computer classes...

movies, concerts, music events

#2, music programs/concerts.

Community Room CERT Training,

Tuesday night book group

I wish this allowed for more than one choice! I attended a film and concert the other night at the community room. That was great. I often attend author nights at Vromans, and will if they are offered at South Pas Library. Any kind of literary or cultural programming would be great to have at the library

Friends events

The live performance of "Pillars of Fire" was excellent. More please!

I also like the music programs

### Workshops/Classes – 9 comments

Weekend gardening workshop / talk / demonstration

ESL class

My mother-in-law attends the ESL class once a week and wishes it was more than just once a week.

Classes to learn something new

classes

watercolor classes, construction class starting in January

When's the book club coming back?

Water savings lecture

I belong to Sisters-In-Crime which meets in the Community Room.

### None/Other – 31 comments

Don't have time in evening.

None

none

none

Have not attended any

Didn't know there was other programs

None.

none

With my grandchildren

this should be "would you attend the most"

You don't even have any of those programs except author talks, music, and book groups. You have ZERO stuff for teens.

Don't attend because I don't know about them. What about sending a short, mass email to everyone with a library card: "Happening this Month at South Pasadena Public Library"

should probably attend

Haven't heard about music programs, but might attend if parking's avail

When I retire I hope to attend more programs

I don't know about the event's how do I find out about them?

I haven't attended events yet

I have not attended any sessions. Somehow I was not aware of the classes or the book discussion group which I would love to join if the hours are suitable for me.

I'm not on their email so I don't know about programs; I'll look into that

since i work weekends there are not too many weekday events i can get to

Do not attend

None

None of the above

never took a class

I don't.

None, don't know when they are scheduled

None

None

None of the above

Didn't know there were classes!

None

I haven't attended any of the program yet, but I will look forward some programs that fit me the most in the future.

None

I dont

would attend children's story time if offered on weekends

I haven't, maybe next time

None

You barely have programs

**Q15. How likely are you or a member of your family to attend any of the following? Please indicate "Very Likely" for no more than your top seven choices. Comments - 25**

Adult Book Group 4th Tuesday of each month

very positive

CA readers award annual event!!

Sex workshops

gardening workshop

MAKER and fabrication literacy workshops

history

Internet Security for Children...How/which settings to protect kids on the internet.

democratic club

Many of these sound good for the community (even if our family would not participate)

Tuesday night book group

Author nights - do you have them?

We have a young granddaughter, so you children activities are good and when I retire I'd like to attend some of the workshops that were mentioned

History workshops, interesting speaker events

Book signings

More informational classes/workshops geared toward senior citizen interests.

GRE prep

Since I am only visiting most workshops etc. would not work for me. I am sorry if this does not help you.

World history, science

Maker community

Tech petting zoo. Helping Hands where teens assist seniors how to use their mobile devices

Barks and Books

cookbook exploration

app development, online business opportunities, home networking

I am a disabled senior so only attend very special events/concerts.

## Q16.What can the library do to improve its programs/events?

138 responses

### Programs – 26 comments

Increase Steve's author nights/talks budget.

I would like to see more variety in the adult programming. It always seems to be the same type of author talk or music group over and over, and I'm not really interested in that.

Support adult/senior programs

Continue with the adult book group 4th Tuesday of each month

more events, concerts

make kid programs in evenings/weekends! (like the writing classes... those type of programs are always in the afternoons)

Continue the book club.

Offer a good mix of programs offering different areas of interest: arts, dance, music, etc

have more events for toddlers

Host more events for tweens.

lectures on sociology, history, medical advances, advice on tax preparation

Make them on weekends

Do teen programs

Programs and events are great. I'd suggest having more.

More events outside of building. Great lawn and weather for picnic-type gatherings.

Offer diversity

Reach out to peripheral communities.

Would love weekend kids events as a full time working parent!

restore Tuesday night book group's old format/staff

Art shows

More Opera

movie nights without a live re-enactment at the beginning.

Increase foreign language books especially now since there are DI programs in the school district. Also story times in Spanish and Mandarin.

Bring in interesting speakers who discuss interesting topics.

See above And bring the library museum pass program.

More author events

### **Promotion/Partners - 37 comments**

Better promotion of the programs, other than the library calendar.

Work more in conjunction with local businesses/organizations.

Advertise, e-mail card holders to inform us of an event

Announce in emails. I don't receive emails about the library but I did receive this survey to fill out.

have more visuals of upcoming events

Send emails to cardholders about upcoming events.

advertise, social media

email to people for up coming events

E.mail and notify the residents about these events.

Inform the public

more online/email advertising

Advertise all events in one easy to find location or send out email notices of all events

Advertise at other libraries

Better promotion definitely needed

Use e-blasts to keep us informed of new programs.

Email newsletter

Lists events on website, so would help if it were easy to sign up on website to hear about upcoming events.  
List events/programs on Pasadena culturenet

Advertise and program evaluation after each event

Include in Newsletter (city and/or library)

I didn't even know the programs/events/services listed above like workshop on how to volunteer existed. So you can improve on getting the word out.

Advertise more effectively

Create an option to communicate with patrons via email list and/or social media. I'd probably come to more programs if this were an option.

Greater promotion.

have an e-mail news letter

Publicize the programs more

Reach out to retirees

I've not attended, but I would like good parking, early morning or mid-day classes, and plenty of notification - calendars 2 months out

Again, include informational sessions, etc. for senior citizens interests, coping sessions.

Make the flyers more appealing

better communicate the programs it has. I received an email for this survey but don't recall the last time I received an email from the library about programs/events. Did I receive even one and if so did I change my email preferences? Who knows.

Probably to announce them.

Due date email reminders

Fliers in local coffee shops.

maybe some flyers with the programs available

Email newsletter with info on programs. I didn't know you offered other things!

Send emails or create an enewsletter like Pasadena Public library

Email its patrons separately from the city's emails

### **Facilities – 3 comments**

more parking

larger community room space. Can a floor be added to the top of the existing structure or is there a basement that could be utilized for community events?

Updating and expanding children's' area.

### **Other – 46 comments**

The Library is doing a fantastic job, maybe a survey of more specific kind of events people are interested in attending to draw more people to the library.

Increase links into professional databases for scholarly recent research

put parenting books in near the children's library - very hard to get over to the adult book section from children's area

doing a good job

It doesn't need any improvement.

I think the library does well in these areas.

Start after 6:30 pm

add staff to support programs/events; charge admission

more ref librarians? When I've asked for help, not enough staff

Have computers for teens to do homework

Stay open later on Fri, Sat, Sun

Food and coffee

this survey seems like a good start!

Community discussion on variety

Have more nonfiction Audio books.

Better study space.

Provide something different or be the "expert" in an area or two

More parking, lighting outside walkways

Just buy more books. Continue curating the collection.

Certification program

Offer child care for single/working parents at event

weekend events for children - some parents have jobs!

More outreach maybe via online

provide more adult programs

It would be good if that beautiful piano in the community room could be used for music programs other than the restoration concerts.

More new authors. Lesser known. Local.

At events, you can put crayons and paper for kids, and newspapers for adults.

Be open longer hours

I would love to see more reference staff. I always feel guilty for taking up someone's time in case they are needed elsewhere. It would be nice to know there is enough help to go around.

Please expand your hours!

more hours, more support for the staff (they are great and always try to be helpful).

Not have Steve involve

More publicity in other cities

Have enough staff to support the planning and execution of programs and events.

Publicize them more on social media/posters

Increase the physical size of the library and make parking less difficult

promote, promote, promote...get the word out

more advertising

better marketing

Publicize more.

t's all so wonderful already! We are L.A. Residents, otherwise might be more involved!

more outdoor live music events. larger and brighter play area for young children.

Just keep doing what you're doing. I think you're doing great annd am really impressed by the breadth AND depth of your offerings.

It seems you provide a wonderful program for all; the community should be grateful! If I weren't disabled I would be there a lot!

Newer books

Expand the existing library by moving the Sr. Center across the street.

Have a wide variety which appeals to lots of different tastes

### **Don't Know- 24 comments**

I don't in the moment

I didn't know about them.

Don't know

No.

Not sure.

do not know at the moment

I'll let you know when I retire!

Nothing

Not sure, I like the library

Not a user--don't know

Not sure, haven't attended.

Not sure

Yes, they can.

I will know when I visit more. Starting next week.

No opinion at the moment.

don't know

Nothing, it seems like you are doing a great job

it does pretty good job as far as events.

Programs/events are already good.

Can't think of anything.

Programs are very good

I like the current ones

Don't know.

Keep up what they are doing now

### **Q18. Should the library**

39 Comments

#### **Programs – 4 comments**

Continue with book group

Literacy program for adults, programs for English learners

movies nights with introduction by a movie expert

More programs for teens. Expand the hours you are opening. Especially EARLIER

#### **Space – 18 comments**

Provide a coffee bar (like Pasadena Main). I'd spend less time at Starbucks.

The space is very old dark and drab looking

small hydroponics / aquaponic gardening demo site

expand the space

Actually you do offer quiet spaces already which is wonderful.

already a quiet environment

Additional "comfy" spaces (e.g. large bean bags on floor) for parents to read to kids at library

You should have study rooms so teens can study and talk without bothering people. Get rid of the ostrich, it just takes up space where you could have seating. Make the library bigger. You need to create teen and adults programs.

I assume library already provides quiet space, so think most visitors would want to retain that

Booths and tables with electrical outlets

It would be nice to provide a separate room babies and preschool children because it gets very noisy time to time in the children section since they make excessive noise and running around the room it is very annoy and bothersome.

Space for Scout groups to have meetings

small coffee shop area with tables/separate from quiet area

Quiet rooms for sure. Some don't get "quiet", and it matters.

Please don't turn the library into a Barnes and Noble.

Better teen space and programs for teens!

But a quiet space doesn't necessarily mean all library spaces have to be quiet.

What is a "quiet" space if not comfortable seating space? for reading

## Other – 17 comments

Not sure if this is something to wish for. The library already provides some of these.

keep it about the books and interacting with books and people. technology is secondary. please preserve the last holdout for physical books!

more parking

It would help if the web site is made more mobile friendly and if it's clearer how to find and borrow ebooks. If the website is easier to navigate, it will also make it easier for people to see the reasons to come to the library (programs + facilities). It is a very text heavy website and not easy to navigate on mobile devices like smartphones.

It MUST stay at the same level as private industry & wireless technology

join county library system (or similar)

what is this - an all in one alternative? I thought it was a library what's wrong with that/

I would like to see programming focused on arts, culture - especially literature (speakers on trending and important topics, workshops, author events, etc\_

Should provide classes on how to use all library facilities

I am not sure whether the library needs to offer more technology services as most people in S. Pasadena can afford to have internet services at home. May be the library should consider offering classes for older folks who don't know how to use the technology. Also I believe there is a great need for tutoring services in math if the library does not already offer it.

Get more music scores.

When you have a series available, do not string out on the last book in the series if it is out - in my experience, the series was several years old and the final volume was unavailable! This was Spawn Vol. 4.

Get friendlier staff that don't act annoyed when a question is asked.

Provide additional parking.

What is the difference between "Perhaps Do" and "Maybe Do"??

Add some ventilation to the bathrooms!

Restrict children from running around inside the library

**Q19. How would you describe an "amazing library"? Think in terms of materials, programs, physical spaces, services, and expertise.**  
218 responses

The library is an excellent place to study, find books, DVDs, and music. Also the reference provided by the librarians is awesome.

Physical space would be large, bright, and colorful. It would have different seating and meeting options from individual, small and large group. Programming for children, youth and adults.

Beverly Hills library a pleasant place to be even provides a snack area and a kiosk to check out your books

I think an amazing library maintains it's collection of materials in a complete and balanced way, offers programs that are actually connected to the people the use the library and are part of the community, and, most importantly in some ways, has trained staff to help people find the information they need and even find things they didn't even realize they would want. some of my favorite library visits are when a great staff members points me to something I didn't know about that I end up thoroughly enjoying.

Clean, lots of light and quiet spaces

Ready and easy access to technical material not housed in our library - for example medical journals, technical material in architecture, genealogy and others. Well trained, friendly, helpful, and professional staff, especially reference librarians. Cutting-edge technology.

South Pasadena Library is amazing. Try and get more film noir.

After having good materials, the most important issue for me is have good, knowledgeable staff.

Higher ceilings and less crowded feeling.

The South Pasadena Library with a coffee bar.

Attractive and quiet space to visit and work in

Our library has lots going for it already. My friends come from other areas (e.g. Highland Park, Silver Lake) to come to our library.

Streamlined automated services. Working alongside local business, organizations, schools, etc. More events. Better use of existing space or expansion on existing property. Environmentally friendly. Current technology.

great librarians like the children's librarians we had the past few years. ones that have read so many of the books and can discuss and make recommendations. same for the older age groups, but i don't have experience with those in south pas. also, of course, a great collection of books and pulled out books to catch people's eyes.

Lots of LIGHT and places to sit and read. User-friendly on line access to books and DVD's different ways to search for items. Open longer hours to accommodate those who work Workshops and programs of interest, health, fitness

An amazing library has a variety of places to work. From a silent work area to a collaborative area, it appeals to all learning and studying styles. Additionally, an amazing library would include new and fully updated

technology to allow all ages and backgrounds to have the resources needed to succeed. With these resources would be those who are trained on how to use them and are able to train patrons who enter the library as well as new employees.

Aside from having a good collection of materials, to me an amazing library is all about the physical space. It should have a lot of comfortable, quiet, open space for people to sit and read. Also, lots of natural light and indoor foliage to provide a peaceful environment.

Knowledgeable people who help you find what you're looking for.

Large and quiet. I miss the days when libraries were quiet and you could actually think and read quietly. Filled with updated books along with vintage books. Plenty of space to sit and read in a clean environment.

Full of different types of areas; quiet space with comfortable chairs for reading, play space to make the library fun for kids, enclosed garden/outdoor space with seating.

Your library is wonderful. All of your employees are kind, helpful, friendly, well informed.

A lot of rare books

A welcoming environment with an abundance of space for diverse range of uses from quiet study/reading areas to community areas for programs, events, and community interaction. Provides a place for kids, teens to go to study, hang out, get involved in programs or learning experiences or club type of activities not normally offered in school or at home (topics: art, music, drama, writing, cooking, personal money management, life skills, computer classes both for fun and skills. Some of the above would also be applicable to adults and seniors.

Bright, open, welcoming, interesting, varied materials

Something that other libs don't have.

I hate to compare but San Marino Public Library has a great layout with an open, airy feel yet small spaces where one can nestle in a comfy chair and take time to peruse the many books, magazines and calendar for upcoming events. State of the art computers, all access wi-fi, interactive programs, regular author visits and lectures, outdoor sitting areas with water features are also my idea of an "amazing library."

Good light and use of space, art and creativity to inspire, various work stations (quiet spots, tables, seating areas, learning and meeting areas), place for "new" stuff, and various bits of info.

Good amount of all above.

Comfortable, quiet spaces with lots of books and other materials available

Large collection of fiction bestsellers. Study areas for teens and adults. Clean, well lighted, comfortable. Open to all. Author nights.

A place you like going to and do indeed go to.

Extension of hours

Physical space would be great. Comfortable chairs, quiet spaces, maybe an outdoor reading area.

an amazing library would be a place where people would be actively reading, listening to music, interacting with each other in a bright, friendly environment using the latest reading materials, technology, etc.

Beautiful resources, beautiful staff

A place that delivers information to its patrons in various formats that assists them in improving their lives.

Stacks and stacks of real books, quiet space, old fashioned ambiance.

variety of books available on a subject

Very comfortable physical spaces for people can read books at library.

More space, facilities - Alhambra library is probably the best

A place where you can get access to resources including advice on apps, books, movies and government regulations.

An amazing library is one that combines 3 things: (1) community gathering place; (2) collection; and (3) learning tools. A gathering place allows the community to come together with collaboration rooms, community space, and tables and other resources where study groups and other informal groups can come together. The collection needs no explanation. Learning tools include computers and Internet access, reconfigurable rooms with projectors for lessons and community meetings, and tools relevant to the area. A maker space may or may not be useful. It seems outside the purview of a traditional library but I don't think the missions are in opposition. It also needs to be accessible, meaning it is centrally located, isn't dark/foreboding (or sterile), allows reasonable noise, and is open in evenings and weekends. People also need a quiet area without the clacking of keyboards or other sounds of our digital age.

Open longer hours. Easy to browse catalog online and request materials that are out of stock & put on hold as they become available.

Lots of natural light, easy to find books and digital materials, WiFi that does NOT slow down during times the library is busy (after school hours especially), lots of outlets so people who want to spend time working in the library CAN spend time there

Starbucks with outdoor seating and better coffee

I would describe South Pasadena Library as the definition of an amazing library.

South pas library is very nice, WiFi just happens to be very slow and glitchy

Plenty of sitting space. Comfortable interior.

more lectures, classes and groups

Light and airy not dark and dingy. South Pas library seems very dated. San Marino library is a bit more inviting, not because it is only because it is new.

Ability to borrow from other libraries for free. Borrow movies for free. Be notified by email when books are due. Not be charged for forgotten library card.

An amazing library is multiple floors with many people working there to be of assistance. There are tons of books and clean facilities. There are creative spaces and computers on every floor to be used by the public.

Large selection of books that is constantly being refreshed and expanded. Comfortable, well-decorated, and clean space throughout.

Provide comfortable sofa chairs for The Quiet area.

An expansive area where physical books and technology meet

Very specific areas for kids and teens and adults that are a nice size. Very specific area to read periodicals and things other than books where coffee or food can be eaten. Books online access would be in the actual main part of the building.

quite happy now

One that meets the needs of the community. I worked at a university library and understand how the focus of libraries is changing. It seems that you are thinking about what is needed and you have a lot of choices to make. Just do it within your budget and make sure your constituents are on board with your choices so the changes you make will be appreciated and utilized.

My millennial daughter says, Is that an oxymoron? A place for everyone for info and hanging out. So people don't know they're in a library. Coffee bar.

Akin to the Los Angeles public library located in downtown LA

It would have up to date printed, audio and digital

Good

A library where you can download e-books to your I pad or reader, movies to your tv, and music to your phone or player.

ability to obtain information, ref lib help w/regulations for example, lots of quiet, great e access to references, books, and data bases go to Seattle if you want to understand what I am talking about.

Lots of books, the latest ones in many topics: fiction, art, biography, social science, cooking, etc. and CDs and DVDs. Programs not just for children, but for teens, adults and seniors. You should move the senior center and use the space for study rooms and a bigger collection. More outlets. FIX THE WIFI. It makes me crazy and I have to ask the librarian to reset it all the time.

Fosters education/learning/creativity, has available community meeting rooms at a reasonable rate, good selection of classics and current literature, QUIET spaces

More space for privacy

The Santa Barbara Public Library is amazing - variety of books, atmosphere, space for reading and studying, quiet, approachable staff.

Book collection.

Deepen the collections of good literature. Give classes on the quality of literature, explain why a writer or poet has deserved The Pulitzer, P.E.N, The Nobel. Allow more natural light, filtered by shade trees.

Adequate space for those needing quiet. Noise baffles and acoustic glass sliding glass doors could create a quiet area within the existing library. Space for homework and other group-speak activities requiring electronic collaboration, good wifi and sufficient power outlets to remove hazards of tripping over cords. Some provision for in library childcare so parents trying to read, research or use internet computers are not tasked with child care simultaneously. Ongoing community input into collection development for different types of materials perhaps with volunteers looking through the same purchase suggestions submitted by the public to the open-minded librarian responsible for that area of the collection development plan. Parents, Non U.S. born library users and local business owners may have first hand information on current unmet needs in library services and collections and could provide valuable affirmation or tweaking suggestions for future growth subject always to librarians and library administration having the final say subject to economic realities and adherence to the living document known as the collection develop plan.

Better lighting, warmer and brighter. Interior of library is very drab. I love going to a coffee shop to sit and read, sometimes meet with friends to chat. Would love to have the library as a gathering place where one can go not only to quietly read/meditate but also to join with others in our community.

The children's librarian Maida Wong makes the library amazing. For the adult collection, it might be helpful to have more inter-library loans books available.

Space, quiet, strong resources, good copy room.

Awesome book selection (of ALL genres, including speculative fiction and a huge YA section), author events and creative writing workshops, comfortable chairs, meeting rooms, plenty of desks for people to work at (including tutoring spaces for local tutors to meet their students), friendly staff, and lots of programs promoting reading for kids.

Clean, open and airy spaces, expanded children's' area that has extra copies of popular books.

It's already amazing.

SP is already an amazing library.

Comprehensive selection of books and other learning resources, outdoor spaces for reading, plenty of trees/plants, and free/low cost educational/entertainment programs. Also a resource center to help needy community members.

All encompassing

One that keeps up with changing times especially technology. A library that keeps up to date reading materials especially in the arts and sciences. One that offers a pleasing and peaceful atmosphere, a welcoming place for all.

It would create a desire to linger for hours in a climate controlled environment with comfortable cozy seats and an absence of homeless or houseless people. Not much of a problem I don't think, but it could be.

Have a look at Cerritos Library. For me, that's pretty much the perfect public library.

A research environment with creature comforts

Books, lighting, book discussion, kindle style books, nice people who read and talk about books, grass, trees, benches, quiet but not too much. windows

Plenty of staff.

Amazing to me would be to find any published Egyptian text and new grammar books. However, that is a university research library.

Places to do homework, study, and tutor without disturbing others Places to do research, quiet, good lighting, electrical outlets, temperature control, good bathrooms, and working drinking fountains. Also, a way to control creepy people who hang out at libraries and make kids and parents feel uncomfortable. ALSO, display real art (local or otherwise) in or near group discussion and other appropriate areas.

Access and order in from outside libraries for genealogy materials.

Books of all kinds available and if not able to be able to obtain it. Clean, bright and up to date materials.

Make certain online video training courses available (e.g., Lynda.com)

It probably need larger room for more tables and books. You also need more books of variety types for book reports and reading for younger children.

Any book you could possibly want. Comfortable and quiet. Great WiFi.

Comfortable seating. Quiet places to read. Also areas to socialize and study where one can make noise. Small rooms to get tutored her studied or just make walks. Better technology resources. More selection of books.

Lighting is key! Fluorescent tubes are not inviting; they make my eyes tired and give me a headache. An amazing library would also have a good balance between communal reading/studying spaces and more private reading /study nooks, plenty of outlets, and a fast WiFi connection. The librarians would be knowledgeable as well as connected to the community and in touch with potential resources (human, organizational, governmental, educational, digital, etc.) for library patrons. A library that keeps incredible books in circulation even though they might not get checked out as often.

Fast internet (WiFi), many comfortable and varied study areas, multiple copies of best sellers and new books, clean, more people studying than sleeping, digital access to academic journals, and automated check out.

Art

Easy access online. Quite and comfort environment.

Large selection of physical readings of important materials with the ability to rent e-book readers that have a selection of what the library doesn't have. There should be a large amount of space to study, modern computers and staff who are well versed in research to help students.

Classes for learning, like music appreciation, various topic book clubs, lectures, how to do research, art classes

Lively energy-the idea of a maker space, perhaps upstairs with big signs, is a very cool idea, though for best effect it would need someone to help on hand all the time.

More private areas for individual work

Connect the disciplines in content and imagery

One that is responsive to its community

I believe South Pasadena is already an amazing library with an extensive selection of books by well known and popular authors. The DVD section has a excellent collection.

Has great WiFi, shows also list of events/classes, comfortable seats, quiet areas to study, a good example is the Pasadena public library (that is the gold standard library, I respect it very much, South Pasadena is good but WiFi improvement much needed we are falling behind) also has many electric plug outlet which South Pasadena library does pretty well.

Large open areas with nice furniture, colorful displays, well trained staff, streamlining of technology and equipment, easy to read instructions on how to use catalog and other facilities.

I would like to see the library send out online reminder notices when books are overdue and allow us to renew online as sometimes the deadline passes and there is no way to renew online.

Open, inviting, easy to explore, separate space for children where they don't have to worry about being too loud, beautiful, comfortable seating areas for children and adults to relax and read.

One that remembers the past, equips the present, and envisions the future

Gorgeous, well-maintained, and all information services with lots of paid and volunteer staff, all ages

Comfortable, inspirational. Makes me want to linger, browse, be curious and learn. A beautiful place that makes me want to be better.

One that focuses on and strives to meet needs of, not only children and teens, but on senior citizens -- a vast number in the South Pasadena community. The reception area with the display of upcoming and current classes offered is so poorly designated and displayed. The entire area needs a drastic uplift -- lighter paint colors, re-arranging displays/tables, the entrance upgrade and its function needs to be addressed. It is currently dark, sad and dusty. Consideration to hiring an interior decorator would be an excellent idea which would create enthusiasm, fun and excitement! On another note, I've attended the Yoga classes mornings with your current excellent instructor on staff, but attention needs to be made to cleaning or just sweeping the floor. Once a week at least. Thanks for this opportunity to speak about improvements that would greatly improve the South Pasadena Library treasure of facility and grounds.

The newly build San Marino Library is a great example.

Have more access to the best sellers. Have a larger magazine sitting section.

South Pasadena Library is the perfect library.

Lots of audiobooks on different media, open Sunday mornings, variety of spaces, lots of power outlets, some areas where food or drink is permitted

As many books as possible, a beautiful space, lectures readings and cultural events

Large selection of books

Up to date books, friendly service

Where everything is accessible online for those who cannot make it to the library due to disability or work hours.

Great catalog of books, DVDs/ blu Rays, CDs, audiobooks. Reservation/ wait list system and the ability to put things on hold and renew online. Extended hours so that people with 9-6 jobs can use the services either on week nights or weekends. Space to work at tables on laptops, with access to electrical outlets.

Lots of room for quiet study and research, the best collection of current fiction and nonfiction, intelligent and helpful staff (especially when it comes to research), a place to unwind/breathe for a bit (beautiful garden, coffee shop etc.).

Programming is strong already. Great job. My family uses the library a lot even though I personally do not.

Physical space. Libraries that have nooks and places to escape from people. I know that is a rarity in So Cal, but the DTLA library has great space.

Like the one in Amsterdam, beautiful surroundings, overlooking the canals, tons of books and in all areas and subjects, especially the ones not found in typical libraries.

Always open; expert help navigating & sorting through online research & analog resources; comfortable lighting-easy on the eyes, not too bright ambient light and flexible task lighting; high power secure wifi and fast streaming/loading; comfortable space w/great sound for talks & readings; digital expertise to help w/technology - including glitches, recommendations, etc.; full analog resources-don't get rid of real books in favor of ebooks! Likewise old fashioned research as well as online separating wheat from chaf. More solo/duo cubbies - but don't lose the lively conference tables. Inspiring & stimulating programs for kids (growing up Ray Bradbury was an active supporter of my local library)

An amazing library focuses on the community, where citizens feel comfortable and safe gathering to read, to research, and to learn together. It does not have to have "whiz bang" gizmos, which effectively become outdated once purchased. Focus on the core experience of making it easy to check-out books and to encourage the love of reading.

Large, well-designed, well-maintained, airy and light-filled space with wide variety of reading materials for all ages, and relevant programming.

Extensive collection, space for quiet study that is actually quiet. Computers that don't quick you off after a certain time. Circulation and information desk that is pleasant. Library doesn't feel dark or closed in, space that allows natural light. Clean tables.

It's all about the books and other materials. Comprehensive, in-depth, a collection curated with love and care.

Not sure.

Online activity

a friendly atmosphere, lots of room, one place that is quiet, comfortable furniture, meeting/study/project rooms good lighting, plenty of computer stations, a used bookstore that has enough room to house their books

Alhambra

More attractive spaces, more books.

user friendly, good staff to assist with questions, "living room" seating atmosphere, as many best sellers available as possible and state of the art technology

Large eclectic and comprehensive collection primarily of books and AV with some technical publications. Well lit, pleasant, relaxing, well ventilated, CLEAN physical space. Absence of obviously unbathed, junk-laden homeless persons.

While I have not lived in Santa Monica for a while, the library there was maybe 3 stories. It was really designed for people to do research, study groups or alone in a quiet room. They separated certain activities on different floors, and it was beautifully done, and you couldn't hear the other floors. The space itself was light and airy on each floor. It gave us a sense of being able to breathe. People were not on top of each other. I liked it. I didn't care for it being so modern, but I liked how it felt.

Wide selection of books. Especially new ones

rapid acquirement of new materials, modern physical facilities

1st cosmetic. The exterior and internal aesthetic is impressive, the content is amazing, the ability to easily find what you need to, get good person to person support, quiet space for adults, ample space for kids to read and explore. Perhaps a place to safely snack and recharge (coffee, vending machines).

A good example would be Los Angeles downtown library .

Multicultural programs, theatre, films, income tax services, more space for children to play

Santa Monica Main Branch on 6th Street, Open, Airy, modern feeling, courtyard cafe, themed reading programs, CA Reads book club, private study rooms, wireless printing capability, more & better access to outlets for laptops, Weekly or Bi-weekly email of upcoming events

I used to live in Huntington Beach and I really liked their library with respect to the items mentioned especially with respect to the physical space. I know it's a bigger city with probably more money but perhaps you can get some ideas.

SPPL is fairly good at the moment.

More private nooks and quiet areas/private rooms to work.

Large book collection

Lots of good books to read, quiet and relaxing spaces, and interesting lectures to attend.

One like a museum, that makes you want to visit often because there's always something cool happening.

Large, airy, lots of quiet areas and meeting spaces. Good lighting. Lot of electrical outlets. Specialty collections. Better on-line reference materials, newspapers and magazines. Staff that knows technology instead of too old or uninterested in knowing.

I'm pressed for time. No opinion. My wish list always surpasses anyone's budget, including my own.

A welcoming, quiet space with plenty of resources at your fingertips.

Plenty of work space with outlets, a good selection of materials and open on the weekends.

One that never closes. One that provides free ILL, free copies, free printouts.

Helpful and knowledgeable librarians, willing to give recommendations for all ages. Email reminders for those who forget book due dates please!!!! Provide classes for water wise planting gardening.

Is it possible to enlarge your foreign section from just Spanish and Chinese to maybe French, Italian, Arabic, Hebrew, Korean, German, and Persian.

Nice open light space that is quiet and inviting filled with books and tools for learning and research

Cultural and natural science displays Comfortable reading areas

An amazing library has a large collection of books and a staff of helpful and knowledgeable librarians. It is a place where children can read quietly and explore books independently with very little supervision. It is a place free from ipads, iphones, computer games and other distractions. It is a place for imagination--a place to be free.

Central Library.

Plentiful in resources both up to date and old, with multiple copies. Clean, quiet, organized spaces. Kind and expert help from staff.

Books, books and more books!! Quiet. Open most of the time.

Basically the Alhambra Library: Large and open with comfortable and ample study space and inventory of books. I feel like I can find any movie or book at the Alhambra Library. The only problem is that it is not so close where I live.

A place to meet with adequate print etc. material but also WiFi and tablets for public to use

New York Public Library Fifth Avenue, the Free Library of Philadelphia, Benjamin Franklin Parkway

Large selection easily searchable online

Friendly, helpful staff. Quiet spaces for reading/study (I like little nooks), access to online databases, community classes, community events, broad range of resources

Ability to reserve items, check out e-books, etc. without having to call during business hours or visit the library.

A library has the book I need, even for professionals in the area.

A children's reading area that is not cramped, that feels clean, with book reviews and recommendations for kids of all reading levels.

Physical Space you want to be in- Windows comfortable seating - online materials - popular books and Mags- programs attract a range of people.

different spaces in library for various activities (with various noise levels - from quiet to noisy)

Clean, bright, open spaces

You've got it now. We travel from LA every week for storytime with Miss Maida. Her tone, energy and generosity of spirit help engage young readers. The people build community, not the buildings.

A great collection of resources, knowledgeable and helpful staff, a physical space that is comfortable yet feels worthy of respectful behavior.

A space that is large enough. Staff and resources are plentiful. Staff makes the experience as pleasant and as enjoyable as possible.

Plenty of activities for people of all ages. Adequate staffing, both in peak and non-peak hours. More resources for teens to use. Longer business hours. Especially earlier. The place is dirty. The cleaning staff needs to improve.

Educated staff that can help with research, great books and other media, pretty and comfortable, quiet, lots of databases (historic newspapers and archives, academic journals)

I think a good library would have a quiet place filled with cushions, where you can sit and read. There can also be a Computer Room, where you can sit and study. There can also be a "Whole Year Reading" Where you earn a prize at the end of the year. That would be a great opportunity for kids to encourage their reading and they will be eager to win the prize.

An amazing library is connected with the community and provides services according to the community's needs.

A great collection and smart and helpful staff. A clean, safe, quiet space to read and study. Current technology and good WiFi.

An amazing library is one which has the comprehensive and best possible collection of books. And lots of space and comfort to read and do work.

An "amazing library" would appear larger than it really is, brighter, and inviting with a broad range of available new books while offering programs/services for all ages.

Has a comfy space to sit and do work, brightly lit, gets some sunlight through windows, friendly librarians

An amazing library would include enough staff to provide the services and programming. The materials would be broad and cover both physical and downloadable resources. The programs would be supported by and related to information from library materials and resources. The physical space would include room for quiet study, group study and meetings, programs and events. There would be librarians with the expertise to help connect with resources and information. Staff would be friendly and helpful.

I would suggest having more space in the library, frequent weeding of older books, putting water wise plants outside the Community Room.

Helpful librarians that know where everything is and if not how to help get that information, fast wifi, diverse programs that help kids, teens, adults, elderly.

A large, accessible library with many resources and a place where people can focus.

I'm a "dinosaur" and love the idea of a building full of wonderful books and people who can share them.

Large and diverse selection of materials available online. Programs geared toward all ages during appropriate hours (adult programs early evening).

One where staff delineations are clearly defined and there is a distinct difference between circulation and reference services.

The SP library would be amazing if it were updated with better technology.

Available technology. Clean restrooms, with adequate ventilation. The women's downstairs restroom always stinks of sewage and is so stuffy it makes one nauseous. Please get a new ventilation system and possibly new sinks and doors!

Clean, has areas for quiet and areas for collaboration, great selection of materials

Beautiful space. Easy to visit I.e. Evening hours and easy parking. Events that bring the community together. Something for all ages.

For me it an amazing library is one with a great collection. I often come into the library with a list of books that I am looking for - sometimes I find them, but often I find other books that I'm excited to read too.

I think we already have an amazing library.

larger and brighter children's play area. more sitting down spaces to cozy up with kids to read to them. there is not enough space to read to your kids in the children's area. not allow sound on the computers without use of headphones in the children's area.

Provide service and collection for learning and entertainment.

An amazing library should include plenty of natural light and space for people to read and browse in safety and comfort.

"Amazing" = a community resource that meets the needs of users across a broad range of ages and backgrounds. Should be a safe, stimulating environment available to all. Not easy to do with limited resources.

Plenty of books, music CDs, DVDs

Good selection of literary fiction (since that's my main interest), maybe some author events, clean facilities, knowledgeable librarians, most nonfiction categories covered with high-quality books. Ideally, parents would go outside when their kids start screaming.

Culturally, musical activities , multiple book groups, easier digital books and more of them

Look at San Marino's Library, it's busy and always full.

One that has a vast collection of materials available in print and online, regular (free or low cost) classes beyond basic skills (i.e. web or app development), collaboration rooms, lots of light, quiet areas, coffee shop where you can sip and read, lots of wonderful (and perhaps local) art on display and/or rotation, plenty of knowledgeable staff.

bright and comfortable reading areas

You're pretty close already. Upgrade the WiFi, enforce the quiet zone spaces. Allow people working in groups to reserve little cubbies or a meeting room. I am an adult student who often finds the teenagers' incessant chattering quite distracting (and loud!). I would also try to address the issue of the homeless using the facility as a second home. I say that in all sympathy. I love that there's a space for them, but I think the presence of the many homeless people at the Library shows that there's a dearth of municipal services meeting their needs. They have a right to use the Library as much as everyone else, but if they're using it because they don't have anywhere else to go, it's functioning as a resource that it's not intended to be.

Great selection of books, space to read and research, informed librarians to help navigate the library, computers to offer internet and printing to those without those resources at home.

Physical space and space exclusively for IT training

Physical space to promote team work is a must. Our building is beautiful, just need updated lighting, furniture and finishes. Perhaps more natural light would really help either through skylight or larger windows. We also need updated material, I love the audiobook section, but it's somewhat limited. Through the county library, we can Lynda.com for free, that would be great for our community.

One that pleases EVERYBODY if there is such a thing.

One that can offer all services listed above in an environment, and with a staff, that is welcoming and helpful at all times.

A library should be flexible and adaptive to changes in the community

Don't know

good

**Q20. What do you like best about the South Pasadena Public Library?**  
319 responses

I like the location, the collections, the services provided, the staff, and the atmosphere.

The librarian and volunteers in the Children's section are very helpful. I also like the staff picks of books near the check-out line.

Its location, the outside trees (shade) and grounds, that it has a local feel, the employees, recent books section.

Outside area for picnic and the shady area a lot of trees, location

the staff and the books.

I love the Adult Book Club. So sorry the library is not supporting the adult book club as in the past. Friendly and helpful staff. One a month Author Nights. I take my granddaughter as often as possible.

Friendly, busy place in a beautiful park like setting.

The book group 4th Tuesday of each month

beautiful building nice people

It is very friendly and helpful.

The Community Room is great. The head librarian is top notch

Walkable and decent hours.

The scale

location and landscaping

The staff (especially at the info desks in both the children's and regular library), the accessibility of books. It is also small enough to think of it as "homey".

Convenience. Knowledgeable staff. Great location. Bookstore. Good selection, considering the size.

children's librarians!! (at least the ones we had the past few years... i haven't been there as much since the flood...). i love that the library has been a place my kids LOVE to come and gather up oodles of books for 11 years. i love that there is no limit on the number of books they can take out. nice space, quiet. i don't like computers and screens, especially in the kids area... i don't know how it is the past 5 years since my kids grew up, but previously it was too tempting and always a fight to get my toddlers away from the computer games.

Ease of checking out and return, one can return books and DVD's outside in the return boxes; Pasadena Library insists you WALK your DVD's in and only have a 4 day check out for DVD's. Sweet neighborhood location, charming and friendly. Walking distance from my work.

good collections for children and teens; and good collections for adult nonfictions

I like the place it provides for me to work and find resources that I enjoy and can help me excel academically.

For a small-town library, it has a lot of resources. The building is also nice and the location is central and convenient. I also like that it offers e-books and other electronic resources for people like me who often don't have time to physically visit the library.

availability to the community, helpfulness of the staff

Children's section

The location and outside appearance of the building. The friends bookstore. The DVD selection.

The collections budget. The staff. The large tables.

I love the look and feel of the library. The architecture is beautiful and I love that it still looks the same way as when I was a child visiting. The outside space around the library is beautiful and its central location is great.

The book club and your willingness to consider books that aren't in your collection.

Good collection of graphic novels, willing to acquire books people request

SPPL is more community-oriented than most city libraries I've been to. Has a beautiful building and filled with art, sculpture, architecture and a wonderful park area. Love the Community Room events, especially the author, artist, film nights, music events and Restoration Concerts.

children's librarians are great although lot of new faces lately

Location with the historical tree & culture

It's location

Children's/Family Story time & crafts

The location is good. I like the garden and trees outside the library. Feels like in a small park.

Location, hours, various accessible info (books, magazines, DVDs, CDs,...great for browsing), availability of web and information at home.

Nice selection of DVDs.

the setting... the quiet.... the resources....books on sale....events.....

Staff

Good selection of books. Close to my home.

I love the 50¢ used books - last chance books!

Muted grandeur of the architecture - nice scale of collection.

It's open longer than other public libraries.

The library is great, the space is friendly and inviting, I like checking out the bookstore, which is amazing to have.

Staff and materials

It's park-like setting and friendly atmosphere.

Great kids resources.

Location

I love the feeling of warmth it offers. It is not a sterile and cold environment.

all

There are books inside! Plus its close to my home, has a pretty good collection and is welcoming.

Good location.

Extensive new book and DVD collection, especially the racks near the checkout. Also the 3 week checkout duration.

size and atmosphere

The online resources.

location in town. Friendly, intelligent staff

Cozy

Nice location, garden outside.

The DVD and CD collection is great!

It's a small library with great collection of cookbooks and technical books.

The people are nice

Close and easy to use

Location

Customer service and material choices.

Lots of magazines

nice location, good collection.

The big tree outside and the green garden. It is a leisure to sit on the grass to read.

The location.

it's a part of the community & is a great resource for all to use & share

Movie nights and author events. Good DVD selection.

Convenient and friendly

location

Sense of community

location

I have been coming to the library since I was born. So I like the familiarity of it.

Great children's section, including the play area, the toy selection, the small tables for kids to sit at, and the computer resources for kids

Very homely.

the location and staff.

The physical site. It's peaceful and beautiful

The neighborhood and atmosphere. Love the grass and tree. I like the cozy feeling inside. It is quiet too.

accessibility

The people who work there. They are knowledgeable and very helpful.

It is an intimate place.

Small town feel. Personalized service

It's appearance

The location of the library is in a lovely area and easy to get to location, the range of books and audio/visual material is very good, and there are many events occurring. It's a great space in general and I love having the library close by.

Accessible

Well maintained, surprisingly and eclectically well stocked. Building is homey and "old school," good small community feel to the facility.

The central location, the grounds and trees.

The staff is great and I know I can do whatever I came to do without interruption and know there is help if I need it!

Easy access.

It's pretty, you have good books and a good music collection. I get really good book recommendations from the librarians, especially Chelsea.

has been a part of my life since I was a child - was incredible when the entire downstairs was children' section and upstairs adult, but is still a nice local library with a decent selection of books and other materials

Friendly helpful staff

Location

Ambiance

The warmth and intimacy of a small-town library, and the personal quality of the librarians calling when a book is ready.

Location, serenity.

1. It's accessibility. 2. It's compact size.

books

The books on CD, the trees on the outside of the building & the kid's section.

Cleanliness, variety of services, friendly staff, and its close proximity to home... thanks for that and more!

Location and friendly staff

Children's programs, collection, and librarian Maida Wong. My son is in elementary school at Marengo (public school) and librarian Wong and staff are very in tune with the assignments given at school. My son did a project about the South Pasadena Library and even interviewed librarian Wong. It was a great learning experience.

Friendly...helpful

Great experience, but small.

Children's Library

Location

It's pretty. Parking sucks though.

It is close to where we live.

I love the outdoor area and location.

It's warm and cultural.

For the most part I can count on SPPL to be doing "it" right, whatever it is at any particular moment.

The location, book selection, organization, and programs activities.

Historic, nice staff, clean.

Location

The location with its beautiful fauna and trees. The library as a comforting almost homey feel to it. The staff is usually friendly and very helpful.

Location, outdoors space for meeting up/kids to run. Toys and kids books are amazing but packed in tight.

Convenient

Location and community room

It's location less the limited parking

The Tuesday book group. Just the right size for browsing the shelves. Nice librarians, Paula and Chelsea. Soft chairs.

All my memories of using it back in the 60s.

The location - short distance from the Gold Line.

The environment and the friendly staffs

Small, pretty architecture, quiet, parklike setting, well maintained. Helpful, knowledgeable librarian. Have had interesting programs.

Intimate, sufficient, safe.

location

Cannot say at the moment

books for my kids and the Criterion DVD collection.

Most of the personnel and librarians are very knowledgeable and helpful.

#### Hours

It's in my neighborhood and a few days a week it closes at 9 PM.

It's surrounded by a park like lawn that my kids can run around in. It feels safe. I love that it carries many resources that aren't available at other library systems in the area, like The Great Courses materials for example.

#### Location

Well curated selection of titles for a small library, great hours of operation (although 10am is a little late), beautiful grounds, friendly staff.

#### Cozy

It has a great community atmosphere. We think the children's librarians see so kind and helpful.

Great location. Beautiful space. I like the stacks and magazine room and feel of the place. I assume the Community Room where I attended an event (I am new to the city) is part of the library - and think that is an incredible resource for hosting literary and cultural events.

The garden is pretty

Location and setting.

Location!

Overall the library isn't lacking of anything, it is good all-around

the hours are good and they have lots of books and services for children

Small town ambiance, landscaping, friendliness, selection of audio books, Great Courses DVDs, ease of renewal

Location.

Story time is great!

a true gathering place with the ability for everyone to access information whether in book form or through new technologies

Comfortable atmosphere, nice staff

Good overall services for small library. Good to have evening opening.

It's old and classic.

the 3 week rental period

It's concern about doing a great job. It all starts there.

Great children's services, customer service

Excellent fiction and children's books

I like the availability of new releases from my favorite authors, having the ability to place a hold on a book and receiving a personal notification from your staff when I can pick it up. I really like the 3 week due date plus the renewal (if applicable) of another weeks. My husband really likes the great selection of DVDs available and notices new DVDs are added periodically.

Customer Service is wonderful, it does have a good amount of electric plug, but the more outlets the better :)

It has a great history, is cozy and beautiful, nice people and neighborhood. Great historical archives :)

The staff are friendly and helpful. There is a wide variety of magazines and I like to browse at the book store.

Location

Good selection of books. Inviting space. Friendly staff.

Small-town feel, friendliness of staff, children's room is well-stocked.

The librarians

It's charming.

Old, local, personal

The beautiful exterior. The history. The location with easy access and easy parking.

The variety of services offered in the Library. A reconfiguration of several areas need immediate attention -- the location of the copy machine, the very poor location of the computers and the printer needs attention. I like the quaintness of the library and the variety of services offered.

I love the antique architecture building.

It still has small town atmosphere and convenience.

It's close to home, very convenient and the Resource Desk is extremely helpful when I call to check on a book's availability.

Ease selection service community encouragement - love this library

Quiet, great location , pleasing to the eye.

Close and local

There is a good selection of books in a beautiful location

We love it!

Music collection

Clean and good staff

Location and availability of book selection

The building itself and its location.

I always find a book I would enjoy reading

It is open more hours than most libraries nowadays.

Everything!

timings

I like that the library is open on weekends.

The best collection of current quality literature, and the comfortable/small feel of the library.

## Location

Proximity to home. Pretty decent book selection. Graphic novel selection is good. I check them out periodically to bring to work (I am a school counselor and the kids LOVE to look at them in the office). The music selection is great. There is a CD collection that is dedicated to a former employee and all the selections in that series are wonderful.

Its atmosphere, the staff, nice parking and good books in general.

Great ambience of classic building. It's comfortable, peaceful, spacious enough without feeling uncomfortably cavernous. Has much of what I'm looking for when I go there

## Location

The children's area librarians are knowledgeable and make children feel very welcome. It's a bit cramped, but lovely nonetheless.

Good resources available given the small space

## Location

## Staff

Great children's space

Ebook collection, physical fiction books

Wonderful setting, one of the best collections in CA.

How close it is

Location ??

The toddler reading hour!

Beautiful and comfortable

The feeling that it is a community icon.

Walking distance

The amazing children's section with informed and helpful librarians

It is charming and fits in with the community.

Great location. Great surroundings and landscaping. Small town library feel and sense of local community. Staff is always extremely friendly and helpful.

The history of Pasadena goes way back, and it has old world charm. It's intimacy is charming as well. I think it could be larger, and provide a space for people who really want to work. There should be a separate floor for children so they can express themselves, and also learn how to conduct themselves in a library. There are architects that know how to design in old world fashion with great acoustics, high ceilings, and give it life.

Children's section

## Location

I liked that I was able to search online for the language CDs and find that they were onsite. Then went in and found them. In some cases I didn't.

That's its in the community.

Great staff

Super convenient location, broad range of materials

Convenience with respect to location.

Intimacy and good librarians.

location and staff

It's close-by. Good assistance at the help desk. Good collection of magazines.

The children's library including collection of books toys computers puzzles and librarian/assistants

The books I want to borrow are usually there.

Location

The books!

That is so close to my home and has a nice manga collection

Great children's selection.

Neighborhood. Charming architecture. Feel of history.

Good location. Fairly quiet. Fairly good inventory. Staff are helpful and pleasant.

the smaller size, convenience and pleasant atmosphere.

Small intimate space. Less busy and impersonal than Pasadena. Usually has what I want in book options. Can usually get down there but hard during the farmers market.

The selection of books.

I think they have a good collection, a good variety of children's books.

Its location

Knowledgeable and friendly librarians. Love the library book shop.

The Librarian that chooses the NEW materials really has a pulse on what is occurring in the world. I have checked out some of the most amazing media.

That it exists and provides a place to gather for the community

books

The librarians are excellent. The check out desk is friendly and helpful. The children's collection is very well curated. The space is comfortable and accessible. The outdoor space is lovely--that huge tree on the side of the library is amazing. The library was one place we spent some time at before we moved to South Pasadena and the day after we moved here we got the children library cards.

Variety of books. And storytime, graphics novels. Great building. GROUNDS, etc.

Location is central in the heart of SP.

Quiet environment and great selection of Chinese fictions.

The collections

The grounds! The stacks! The staff!

The selection is fairly good.

The space and the people

It's convenient location and hours

Great selection of movies, cds, and books. Please don't stop. Would love to see more books on film and filmmakers and cinema in general.

It is easy to navigate, and small, and a good collection of digital media (dvd, cd, language, audio books)

Location

I love the books for sale. The staff is very friendly. I wish it was bigger

It has a great selection of books, unlike the library nearer my home.

I like the building, the available books, the nice outdoor space, & the neighborhood it is in.

Proximity to home.

Open on Sundays

It's for the community only. So that I could borrow some books without waiting for a year : )

The help that the staff gives you...book and movie selection too

Friendly environment

It is beautiful from the outside

The children's section and Ms Maida

Open Sunday. Helpful Children's librarian. Adequate collection.

Location

Children's program

Staff

Children's department

Friendly

The intimacy of the space.

That giant tree outside!

The staff. The books/music cds/DVDs. Where it is.

There are some very nice employees there

Friendly staff, nice selection of new books

What I like about the South Pasadena Public Library is that there are books galore! All the books are great and kids LOVE them. People can learn many things from them!

Staff are knowledgeable and friendly. There's a very nice tall dark haired woman who always helps me and is very knowledgeable and friendly.

There is a librarian who's name I keep forgetting. She is tall and calm and extremely helpful. I think her name is something like Mary but different

The children's department

The new books is great and has a great selection. Also, the staff is very friendly and helpful. I don't know the information librarian's name -- maybe it is Mary Sue? -- but she is always very friendly and professional.

love that it's there as a gathering place for the community.

It's charming. The collection is nice and well rounded. The staff is great. You always have a decent variety in the new books section.

Children's section.

SPPL is quaint and nearby with the friendliest staff.

High level of customer service

The children's area

I have two little kids and am very content with the spacing, the reading time on Tuesday nights, the selections, having some toys to play with.

children's section

I can't think of any one thing that is the best, but, the staff is nice and definitely helpful.

I like that they have a bathroom that's nearby. Other places nearby don't. And they have an excellent children's' section.

That it is still available. Offers well planned hours

It is full of wonderful books and generally people who can share them, especially in the Children's Dept.

Hours open are convenient

The Library's Director, Steven Feldsted

The staff is very helpful. The collections are extensive. The environment is "friendly" and allows for various interests and oh yes, periodic "sales" are interesting and valuable.

Location

The children's section and programs are vast.

Very wonderful home town library, with good customer service, friendly. I feel at home when I am there.

The people who work there, and the fact that they aren't wearing headsets and bothering people with questions like "can I help you?" when all they want to do is browse the shelves.

I like the classic Carnegie library exterior, the wood interior and the mix of quiet and meeting spaces.

I love the opportunity to check out books. The setting is parklike and inviting. It's a community meeting place.

Love the children's story times and summer reading program, and Barks n Books

The Wi-Fi service, the up to date new books, the movie DVD collection.

Convenience

It's in the center of town and near other services/

It is a great community resource. My family is transitioning out of the children's area into the teen area and my girls still find plenty of books that they are excited to read there. We put books on hold all the time and are excited when they are available for pick up.

Friendly and helpful staff. Clean and pleasant facility. Great bookstore. Amazing Author Nights.

Great collection, great staff!

I enjoy the broad selections within the Children's library.

Hours open, safety, quiet atmosphere, feeling of community and respectful helping attitude of staff, literary events in Community Room.

That it is in the center of the community--it is a central location and is a gathering point. I love seeing young children rolling around on the grass outside. I love seeing the mix of people and ages that are outside the library on Thursday during the Market--hence, changing opening hours to Thurs is probably a very good idea.

The atmosphere, the book collection, the CDs and movies

I think it's gone a bit downhill the past year in terms of the quality of the collection. Sometimes books on the bestseller list aren't listed in the catalog (e.g., the last Don DeLillo book) until several weeks later.

The adult book group and special events, speakers, music etc

the staff

Great Service

Its inclusiveness, diversity and creativity. I also like how it seems to use a nontoxic management approach, which I really appreciate, as I am very allergic/sensitive to noxious cleaning chemicals and pesticides.

The special events/concerts offered.

The Children's section is great and has helped foster a love of reading in our son.

Very "homy" atmosphere

Neighborhood environment, everyone knows one another, it's a safe place for kids to gather and do

homework. Beautiful trees! Love the outside patio area.

Great selection, open everyday, and very much used by the community.

It is familiar, comfortable, a retreat from too many distractions of modern life.

Beautiful outdoor areas. Friendly staff. Wide selection of children's books.

the ambiance, the quiet nooks and crannies in the library

The staff, the selections of books.

Its intimacy, helpful staff, etc.

Great space in town. Free restrooms

### **Q39. Anything else you would like to tell us?**

I have used this library for decades, and recent years I have noticed a much higher turnover rate for staff, and that in general there does not seem to be enough staffing support to provide the services that I think most commend this library. I truly hope that more staff can be brought on, and that whatever changes need to be made to keep them are actually implemented. I'd hate to feel like this place is a lost cause.

Thanks for the opportunity to provide input!

Please reinstate the adult book club, please reinstate the adult book club and provide appropriate audio visual and Internet technology to support the discussions.

No

To continue with the book group

Please keep the library a friendly place with friendly and knowledgeable people where both young and old feel welcome..

I really appreciate all the library staff does for the people who come in. I see them helping people with things and I can't help but smile. Thank you so much.

Pls send emails promoting the library and communicating events that are happening at the library.

I have come to love the library over time but my first impression of it was that it was a dark and dreary place that I did not want to spend time in. Especially the children's area which has improved a bit with recent changes.

thank you being friendly and open to outside visitors.. you have a lovely library

Keep up the good work!

keep up the excellent work

The friends library is a great resource, I have bought many books for my own use, and lots of children's books. The staff there is wonderful

To many questions!!

This survey was long, but I appreciate the community outreach efforts! Best of luck.

I don't understand question 5 on this survey - it asks about reasons for not using the library - but there is no option for "not applicable" for those of us people who \*DO\* use the library. What I mean is that, I do use the library - rather than not using it. There's no answer in #5 that is correct for me.

Would love to see a revived library! Answered no to volunteering because we are volunteering a lot at the schools.

I don't like seen children running around wild in the children area because I go to the library to read book to my grandchildren. If they want to run around and loud they need a park not a library!

Not sure if much can be done about police brutality but I would encourage reading materials that highlight solutions. There is a new book out called "Nobody" that I plan on reading. I forget the authors name. It just came out this year.

Don't feel you have to provide everything to everyone. Giving everything away seems to have become a national obsession. You're the experts, do what you think is right.

thanks for your interest in what the community thinks/wants

keep up the good work

Overall I think the library does a good job and is a great asset to S Pas.

I feel stupid for not realizing there were electronic options here. I promise to find out more!

There is a technical glitch in this survey e.g. hours and days question You can't fill in without some other answer being erased.

For us, the South Pasadena library is one of the major benefits of living in this area.

When not visiting grandkids in S Pas, we read together via Skype -- use identical copies of the same book.

If you rebuild or remodel the building, please preserve the large shade trees, and add mid-story foliage to shade the windows.

I will be retiring as a community college librarian at the end of this year. I have background in library design, remodeling, building apart from reference services, information literacy instruction and multiple years as a hourly public services librarian at Downey, Santa Monica and Beverly Hills public library. I would be interested in volunteering at So. Pas. Public Library for a while after I retire while I figure out what I want to do next, which may be applying to work at So. Pas Public Library..

Thanks for years and years of good service!!

The library is one of our favorite things about South Pasadena.

Love programs like barks and books

While a resident of the city I enjoyed the library immensely. If it ain't broke don't fix it?

Broken record here... wants to make sure you know how important the book group is to many people and Chelsea's extraordinary contribution to helping make it that.

I do lots of mentoring and work with children I bring to or atr brouhy the library

Is there any chance that you can get the TV series "Dig" (on DVDs) that I believe was produced by AMC?  
Not available anywhere.

I would like electronic reminders of when the checked out books are almost due.

Keep up the great work.

Outdoor tables/study areas would be great as the grounds are so beautiful. The existing outdoor tables are in disrepair and in the sun. Also each of the free text questions (23-27) would take 10 minutes to answer,

this survey is too long! And question 3 and 13 are not formatted properly, number of responses is too limited per section (using Chrome on a MacBook Air).

Some questions here was irrelevant

I liked the library- quaint and helpful, but I no longer work in the area so I never go to that library anymore.

It is often difficult to get the books my kids want to read. Also, the late book fine system seems punitive.

Thanks for providing a great resource for the community.

I love this library

I was excited to move to South Pas knowing that my new community has a well regarded public library.

Good luck in improving the cleanliness, creating more fun, more enthusiasm and excitement for all ages!

Very happy with the services provided. A little more modernization and better maintenance would be great.

I love the library!

I think one of your library's greatest assets are the friendly and very helpful employees!

Good survey.

My family lives in South Pasadena and I work abroad. When I come home, I utilize library facilities!

We have only lived in So. Pas for 2 1/2 yrs. so couldn't answer some of the questions.

I would love to volunteer, however, we are getting ready to move out of California for retirement.

I have been coming to the South Pasadena Library for many years, since my children were born. I love it.

Why was it necessary to ask for race/ethnicity?

A larger teen section. Possibly work with the senior center to provide a safe space for the homeless to rest and to use the restroom. We love the SoPas library and spent many hours there when the children were in preschool. We still visit every week because it is a beautiful and welcoming place.

We love the children's library librarians! Please purchase more children's books in Spanish

Survey too long and not always a response for, not applicable. For example, I'm a us citizen. Offering courses for citizenship is not applicable to me. Nor are many others, but they may be a good idea. Just not for me.

I use the Arroyo Seco Regional Branch Library a lot, usually placing a hold via the web site and picking up my books.

I hope you don't follow the example of Glendale libraries: throwing away thousands of books for more couches and DVDs. So sad.

I love our library!

We used library for books for grandson, who lives in area. Now we've outgrown need.

more information on citizenship and literacy programs if they exist May be interested in helping with those

If you could come up with something for active seniors that are not rocking chair people that would be great. I live with two others around my age, and we are musicians, actors, and artists.

No

Thank you!

Thanks for reaching out, I hope the survey gives you good insights.

Glad you finally asked.

Survey too long.

No

Email due date reminders

The staff is very well-mannered and efficient. You hire quality people.

Do not let homeless people just hang out in the library all day/evening and update collection.

Thanks for all that you are doing!

I would like to thanks all of you who are working hard to make me easier for knowledge.

This survey was way too long - sorry, but if you want people to respond - be realistic about what people will spend their time on- way too long!

Please find a way to email due date reminders to patrons as all other public libraries do. This is very helpful and appreciated.

I have spent about \$100 in late fees since i joined. Should receive notifications and info regarding days allowed to borrow books, dvds, and cds.

Several of these options (e.g., how effective is the library at encouraging reading) are broken because they're limited to one per row rather than one per column. Survey is pretty long and unlikely to get complete results.

Thanks for asking the library users input.

Library staff and resources need to be increased. Not reduced. The library must be protected.

More teen services. More staffing. Cleaner library. Earlier openings. Better Wi-Fi. The reference desk is EXCELLENT. Kudos for that.

You need more staff people have to wait for help

Why can I have multiple answers for some multiple answer questions but only 1 for others. I am not able to fully answer some questions because of this oversight.

This survey could not be successfully completed on my mini iPad, as only one button could be selected for each question, even though the question indicated that more than one answer is expected.

For some of the questions, I was not able to check more than one box. Specifically, #5 and #13 did not allow me to answer fully. #5 asked for reasons but only one box could be checked. #13 would not allow more than one group to have the same level of effectiveness.

Thank you for the services you DO provide already!

I would be glad to offer my services as teacher of citizenship class if started

Question 13 needs to be adjusted to permit the same answer for Children's, Teen and Adult

The library is one of the best things about South Pas. There's room for improvement, but it's still a good institution.

Thanks for letting us give you our opinions. Although in some sections, I would like to answer more than one.

I've enjoyed using the South Pasadena Public Library for over 20 years!

Question 13 only allowed one check per row.

Need to update travel and interior design collections. Dated and limited.

Please do not discard the books! If the library discards its books and relies exclusively on online resources, it will make itself redundant. If patrons could access all available resources online from home, why would they need the library any more?

I think you're doing great. Keep it up!

Although ebooks and other IT materials are excellent, I still like the feel & smell of a book that I can hold and flip the pages

I think you're asking the right questions. I also don't know if S.P. being such a small community can be everything to everyone. Focus on a few areas and do those first. I don't think 3D printer is what you need right now.

Doing a great job!

Did anyone actually test out this survey? Some questions only allow one choice when it should allow more. While others allow more answers when there should only be one.

Constantly sending me emails. Most of your community events are not relevant to me.

Not at this time.