

CITY OF GLENDALE LIBRARY REVIEW COMMITTEE

5909 North Milwaukee River Parkway
Glendale, Wisconsin 53209

This meeting is held via Zoom

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MEETING AGENDA

Wednesday, May 19, 2021

6:00 p.m.

1. Call to / Roll Call
2. Approval of the March 23, 2021 meeting minutes.
3. Presentation of Survey Results
4. Discussion of next steps.
5. Set next meeting date and location.
6. Adjournment

NOTICE: Although this is NOT a meeting of the Glendale Common Council, a majority of Council members may be in attendance. No action or deliberation by the Council will take place.

– Upon reasonable notice, efforts will be made to accommodate the needs of persons with disabilities.

CITY OF GLENDALE LIBRARY REVIEW COMMITTEE

Meeting Minutes

March 23, 2021

Meeting was called to order at 6:01 p.m. by the Chair via Zoom

Roll Call: Present: Amanda Seligman, Helaine Glass, Lin McCracken, Mary Lynn Cinealis, Lyndsay Smanz, Katie Wood. Absent: Ben Koziol, Catherine Hansen.

Other Officials Present: Rachel Safstrom, City Administrator, Sarah Armstrong, Consultant, and Kaela Sullivan, Administrative Secretary.

Approval of the March 3, 2021 Meeting Minutes

Motion by Ms. Cinealis, seconded by Ms. McCracken, to approve the March 3, 2021 minutes. The motion carried unanimously.

Approval of the Survey for Residents

The Committee was updated on the final changes to the Community Survey. Administrator Safstrom thanked Ms. Armstrong for creating the Library Community Survey.

Motion by Ms. McCracken, seconded by Ms. Glass, to approve the Library Community Survey for public distribution. The motion carried unanimously.

Update on Community Leader Input

Ms. Armstrong shared the input received by community leaders, including the Glendale Senior Citizens Club and schools throughout the city. The Common Council members have shown interest in the library data and have been supportive thus far. Ms. Armstrong will send a summary of these discussions to the committee members via email.

Ms. Seligman stated it would be beneficial for all residential schools and students to participate in the survey. Ms. McCracken wondered whether the committee should be reaching out to daycare locations. Ms. Armstrong stated some daycares have been sharing their opinions.

Finalize Plans for Survey Dissemination

Administrator Safstrom stated the city newsletter mailing list will be used for the postcard mailing. The mailing is anticipated to be the first week in April 2021. Residents may complete the survey online, request a paper survey be mailed to them, or go to Glendale City Hall to complete a survey. The City of Glendale's website and social media channels will also be updated with a link to the online survey. Ms. Seligman added that flyers may be dispersed throughout the City and the alderpersons agreed to distribute survey information, as well.

Ms. Glass questioned whether the committee should respond to resident questions on NextDoor regarding the North Shore Library. Ms. Safstrom stated she will ask Mayor Kennedy to form a post for NextDoor.

Set Next Meeting Date

Ms. Wood stated the May 19, 2021 Library Review Committee meeting will be hosted via Zoom at 6:00 p.m.

Adjournment

Motion by Ms. McCracken, seconded by Ms. Cinealis, to adjourn the Library Review Committee meeting of March 23, 2021 at 6:14 p.m. The motion carried unanimously.

**CITY OF GLENDALE
LIBRARY REVIEW COMMITTEE**

COMMUNITY SURVEY RESULTS

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INTRODUCTION & METHODOLOGY

INTRODUCTION

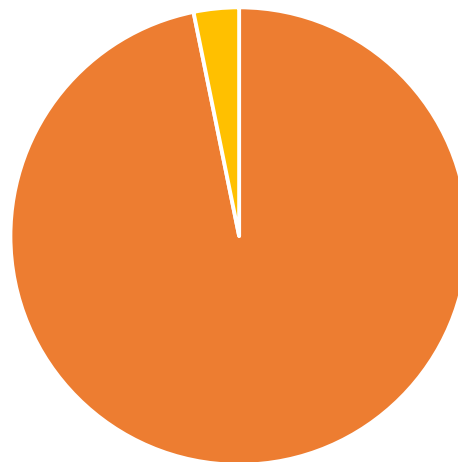
In August 2020, the City of Glendale Common Council voted to give notice to leave the North Shore Library in 2023.

The North Shore Library is a joint library comprising the member communities of Glendale, Fox Point, Bayside, and River Hills. After more than a year of discussion focused on improving the library building and enhancing library service to its community, Glendale made the decision to leave the joint library and move forward with a plan to provide library service that will better meet the needs of its residents.

During April 2021, the City of Glendale sought input from residents on what the community desired for public library service. Surveys were disseminated electronically via social media, e-blasts, the City of Glendale website, and among community partners. Paper copies of the survey were made available to residents as requested.

The City of Glendale received 719 survey responses, and of those, 96.8% of respondents reported that they lived in Glendale. The following analysis provides details on the responses provided by Glendale residents.

DO YOU LIVE IN GLENDALE?

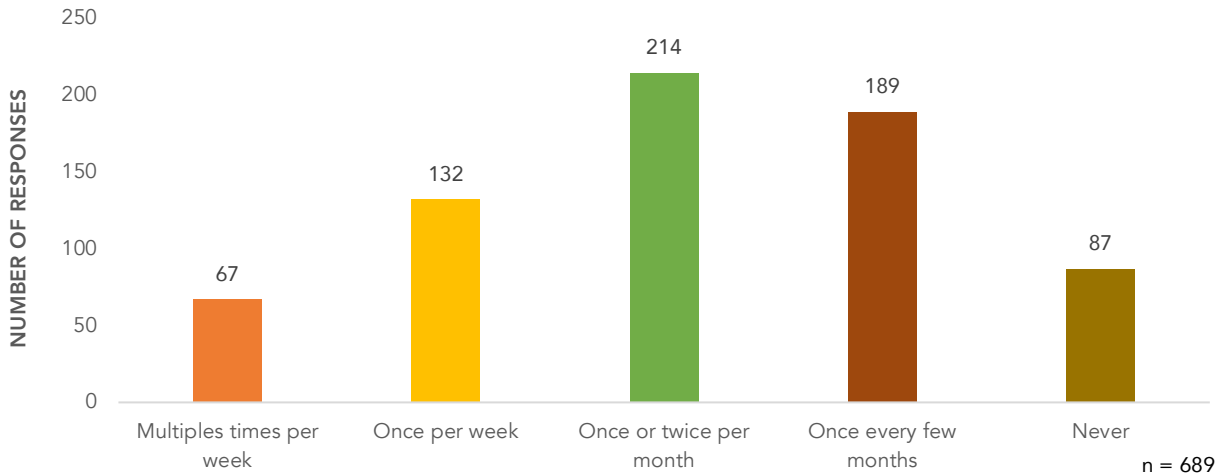


■ Yes, 696 (96.8%) ■ No, 23 (3.2%)

n = 719

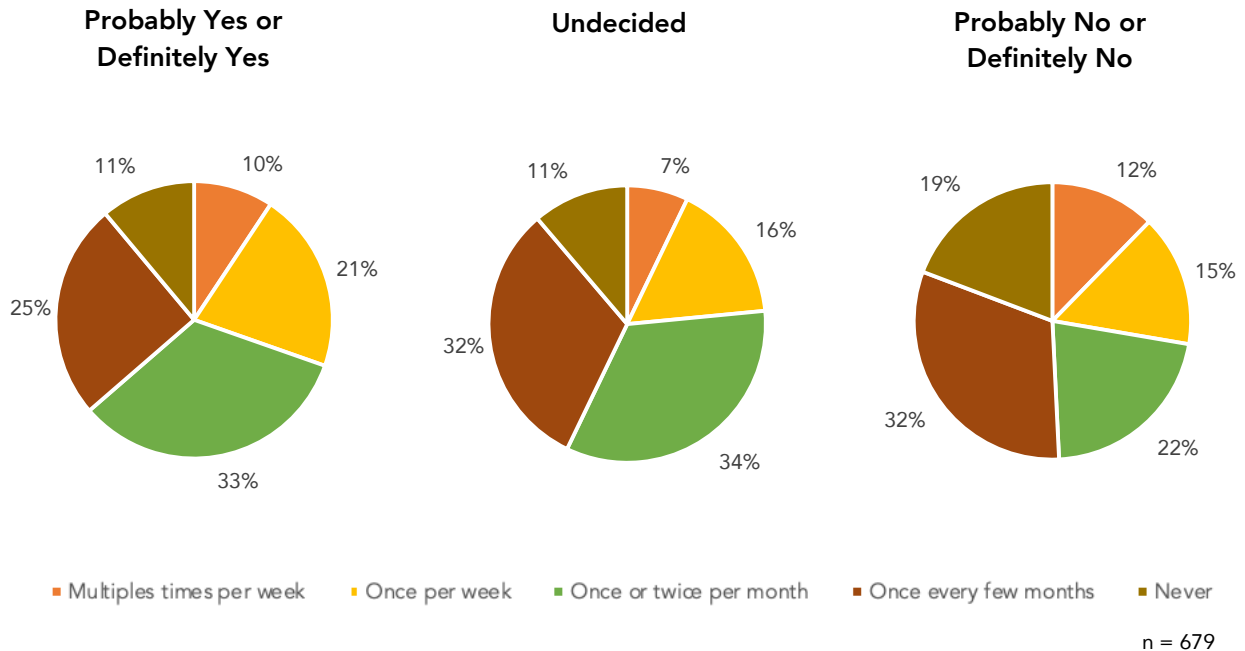
HISTORY OF LIBRARY USAGE

BEFORE THE COVID-19 PANDEMIC, HOW OFTEN DID YOU VISIT THE NORTH SHORE LIBRARY?



BEFORE THE COVID-19 PANDEMIC, HOW OFTEN DID YOU VISIT THE NORTH SHORE LIBRARY?

BY SUPPORT FOR LIBRARY IF IT INCREASED TAXPAYER SUPPORT

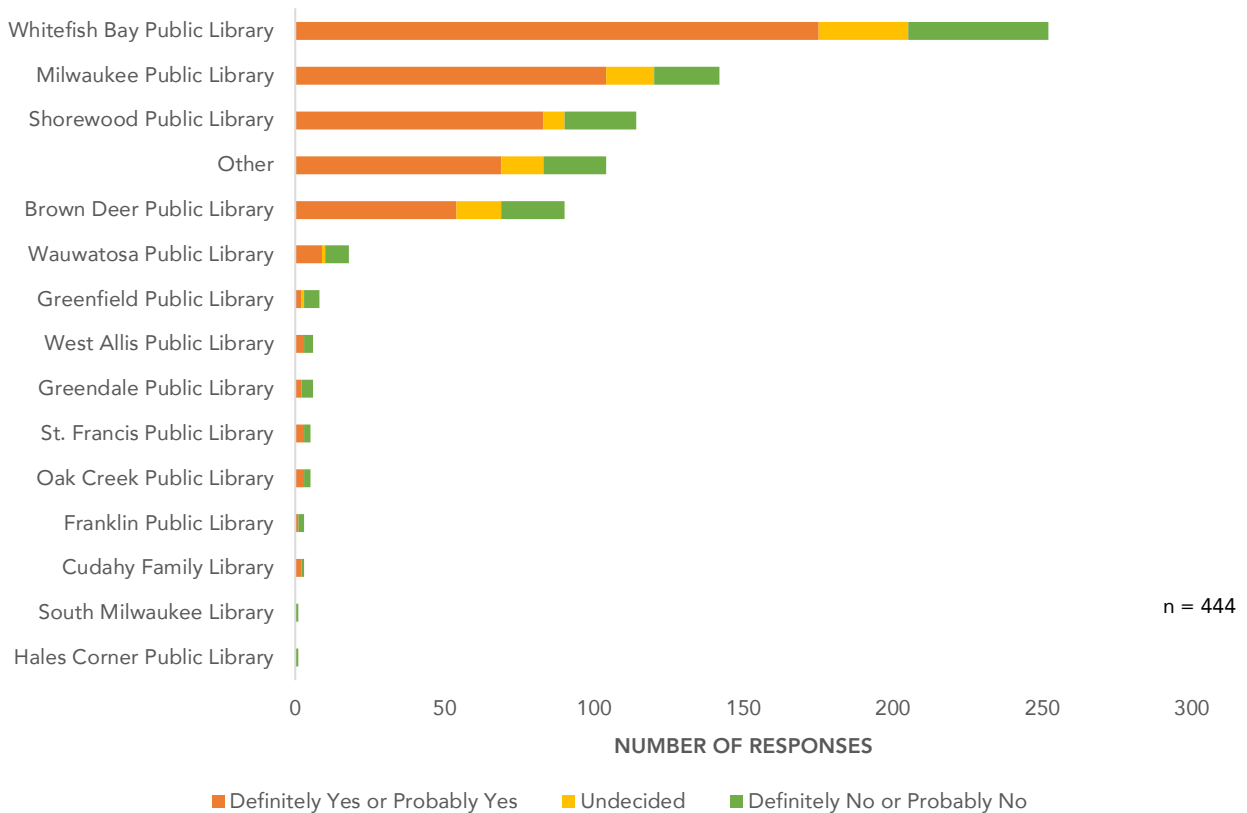


INSIGHTS: Resident support for a library-related tax increase does not monolithically align with resident usage of the current library.

HISTORY OF LIBRARY USAGE

WHAT OTHER LIBRARIES DO YOU USE, IF ANY? (PLEASE CHECK ALL THAT APPLY.)

BY SUPPORT FOR LIBRARY IF IT INCREASED TAXPAYER SUPPORT



INSIGHTS: Use of other public libraries is not strongly correlated with support of potential tax increase.

Other responses included:

- Access to the Consolidated System of Milwaukee
- Antigo Public Library
- Bayview
- Cedarburg Library
- Central
- Central library
- downtown Milwaukee Public Library
- East Side Library (Milwaukee Public Library)
- East Side Public Library
- Elmhurst IL public library
- Francis de Sales Seminary Library Cedarburg Public Library
- Germantown
- Google books and similar online resources.

HISTORY OF LIBRARY USAGE

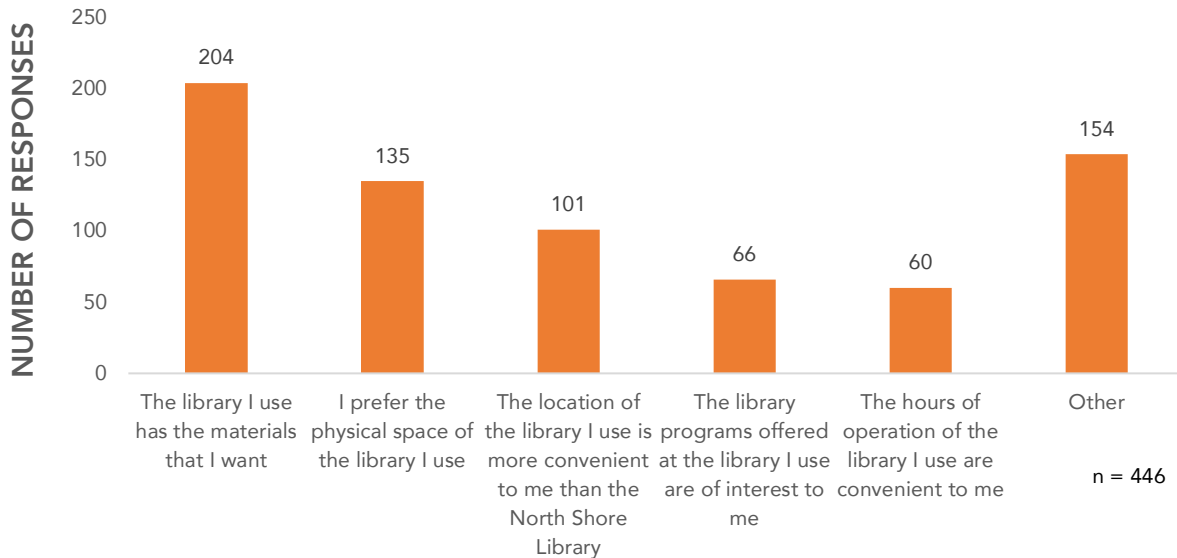
- Grafton Public Library
- Grafton Public Library
- I almost exclusively borrow audiobooks from the North Shore Library. I borrow at least one audiobook per week.
- I also order books and materials online from all county libraries and pick them up at North Shore Library.
- I don't physically go to other libraries, but I do often request items that are not in stock at North Shore from other system libraries.
- I moved here after the start of COVID-19. I had no reason to use the library.
- I only use Northshore - but they cooperate with the other libraries
- I only use the North Shore Library because it's within walking distance
- I only use the North Shore library but frequently request books that are transported from other libraries.
- I order items online from other libraries to be delivered to the North Shore Library
- I purchase books.
- I request books from other libraries, but usually pick them up at Northshore.
- I stopped at the Cedarburg library every now and then because it was right off of the interurban trail and it is nice.
- I use the CountyCat through the Glendale Library 2 or 3 times a month
- I use the MPL on Villard
- I use these libraries when I was looking for special books.
- I used Germantown and Milwaukee in past.
- I used to work at UWM so used their library mostly for music from the fine arts quartet or other faculty, or events in the building.
- I would order materials from other libraries but pick them up at North Shore
- I've only used the North Shore Library.
- If I order audio tapes, books, etc. on line, the items might come from any of the above libraries, but I pick them up at the North Shore Library and I return them at NSL.
- If this is the library on Port Washington Road, I don't use any other library - this one is convenient to me, just a few blocks from my house. I can walk there.
- Just the Wisconsin Digital Library
- Kenosha Public Library University of Wisconsin-Stevens Point Library
- Lived in New Berlin the year before the pandemic. Went there a few times in that year.
- Logan college
- Main & East Side branches of MPL
- Marquette University and UW-Milwaukee
- Mequon-Thiensville
- Mill Road Library
- Mill Street, Locust St.
- Milwaukee County Federated Library System
- None directly but we get material from all over that comes to Glendale.
- none. To be clear, I am REALLY angry that Glendale didn't bother to ask in a survey if north Shore library was wanted. which it is. WFB is my next closest and it SUCKS by comparison.
- North Shore Library is the only Library that I use
- Not all too often
- Not too much. I do most of my reading online.
- Oak Lawn,IL library
- Ocean Springs Library in Mississippi
- On-line service
- Online card for digital reading.
- Online Milwaukee County
- online through Overdrive/Wisconsin Public Library Consortium.
- Only North Shore Library
- Our kids use the library at Glen Hills Middle School.

HISTORY OF LIBRARY USAGE

- Pewaukee, Brookfield library, WCTC
- Port Washington for a specific program.
- Public School Library
- Rarely use another library.
- Rhinelander
- School libraries
- Special requests for books that are from other libraries in the Milwaukee county federated system.
- Sussex Public Library
- The books I request are provided by many libraries in the MPL network. Access to those resources are very important to me.
- the Milwaukee Federated Library system on-line to request books from other libraries within the system.
- The online app to stream audio books. Use it heavily.
- Tippecanoe Public Library
- University libraries (I work at a university)
- University of Milwaukee Golda Meir Library
- University of Wisconsin System, Wisconsin Historical Society
- UWM
- UWM Golda Meir Library; Marquette Law School Library; Milwaukee County Courthouse Library; UW Madison Law School Library; Wisconsin Historical Society Library
- UWM Library
- UWM Library
- UWM Library MPL East Branch
- UWM Milwaukee
- Wauwatosa
- we use online services and access the CountyCat multiple times per week.
- Weyenberg in Thiensville
- WLPC digital books via Milwaukee Federated System
- would often reserve books that came from a variety of other libraries also
- Zablocki Library

HISTORY OF LIBRARY USAGE

BEFORE THE COVID-19 PANDEMIC, WHICH OF THE FOLLOWING REASONS EXPLAIN WHY YOU USED A LIBRARY OTHER THAN THE NORTH SHORE LIBRARY, IF APPLICABLE? (PLEASE CHECK ALL THAT APPLY.)



Other responses included:

- All of above libraries have loaned materials thru MCFLS @ NORTH SHORE LIBRARY
- All of above. North Shore Library was very convenient to me.
- Although North Shore library is a convenient location, I typically only visit to pick up the books reserved using CountyCatMobile. Pre-pandemic, as a remote employee, I'd often find a spot in a library to work for the day. The North Shore library has been my least preferred working spot, simply because the building itself is like a cave and not pleasant to visit.
- Amazon's easier and milwaukee's main library has a better reference desk.
- As noted above, access to the MPL network is very important to me. I am always amazed at the books and materials that I can access through MPL.
- Both the Shorewood Public Library and the downtown Milwaukee location have great children's sections that we liked to visit - the Shorewood for its play area and the Milwaukee for its play things and great selection of kids books,
- Brown Deer Library often has copies of books that North Shore does not have.
- Certain books that I wanted weren't always available at North Shore but may have been available at Whitefish Bay or even Brown Deer when it was still open. Still, I used North Shore as my go to library.
- Convenience at school.
- Did not use another library
- did not use any other libraries
- Downtown drive-thru pick-up or vending library at 64th and Silver Spring
- Drive thru pick up is great at Central MPL * Also, staff at other library locations are kinder and more welcoming to people with disabilities than staff at NSL
- During the COVID pandemic the Milwaukee Library was the only one open.

HISTORY OF LIBRARY USAGE

- Enjoy the varied spaces and amenities at the different libraries.
- Errands take me to different areas of metro Milwaukee. I visit what is convenient that day.
- FEB is closer to my grand kids house when we are watching yhem.
- For work in between appointments
- Friendlier and more helpful staff at the other libraries I use
- Grandchildren live in WFB
- Grandparents live there and beautiful children's library
- Had an item that I wanted immediately
- Had no need for the library
- Had what I was looking for
- Happened to be in the area.
- Husband worked close to Greenfield
- I also used Brown Deer and WFB when my daughter was little. Purely for variety of outings and exposure to books and shared space.
- I am close to numerous libraries so if it was more convenient or expedient to visit a different library, I would.
- I didn't
- I do a lot of law specific research, while I would not be looking for that from Glendale, the thing of most importance would be a beautiful view and a comfortable seating area for study. Not to be rude, but not a stuffy basement with no view like last time.
- I do not use any other library at this time
- I don't North Shore has lots of great materials and they are KNOWLEDGEABLE. Glendale Common council has made a grave error. REVERSE IT!
- i ENJOY VISITING DIFFERENT LIBRARIES
- I found all of the signs telling patrons what they should not do in the library really uninviting, so I would go to any other library other than North Shore, even if the drive was longer.
- I had a problem with the very outdated tables and chairs, i.e. uncomfortable chairs and table height unsuitable for ergonomic working from a laptop.
- I had business on the south side so this location was the closest.
- I have been charged twice for damaged books that I did not damage, cranky head librarian
- I have lifetime membership
- I just moved to Glendale, was not able to use the library prior to Covid as I lived elsewhere.
- I like the book sale rooms at WFB and Wisconsin Ave Library Cafe.
- I like the current location.
- I lived in Milwaukee before moving to Glendale in 2019.
- I love libraries and love to see different libraries.
- I moved from Shorewood last year and I also liked the layout of that library and how open it is...WFB too. We had meetings at the library, voted there...it was very welcoming.
- I moved here after the start of COVID-19. I had no reason to use the library.
- I moved here after the start of covid.
- I never physically went inside any other library.
- I only use the North Shore Library
- I only use the one on Port Washington Road
- I only visit the NS library.
- I prefer the ebooks available thru the Milwaukee Library Consortium
- I recently moved to Glendale
- I resided in IL pre pandemic
- I try to pick up the book at the library that has it on the shelf. I prefer the North Shore as it is close to my condo. But I work in WFB so I use them and Shorewood too.
- I use other libraries because they have better collections of materials than NorthShore. It is an embarassment that NorthShore has such a poor collection of materials.
- I use the North Shore Library, I just don't "visit" it physically in person.
- I used an app to download my reading material but my card expired so I no longer use the app. My fault for the lapse but still sad.
- I used online books so online books from Milwaukee federated were available
- I used to live in Shorewood so just went there
- I wanted to check out their books for sale.
- I was driving near it to drop off a book.

HISTORY OF LIBRARY USAGE

- I was often nearby or I could see via CountyCat that WFB library had on their shelf the book I was looking for.
- I wasn't aware of the North Shore Library, I visited in March but it wasn't much space to do anything probably. Due to Covid regulations the capability or capacity was limited.
- I work at the WFB library
- I would like a more appealing physical space. A amazing children section.
- I would use the Milwaukee Public library for specific archives and collections. I use the East Branch for nice, reservable study space. I sometimes use Whitefish Bay Library if it has a title I want. I overwhelmingly use the Northshore Library and am especially grateful to be able to request items online from other libraries for pick-up at my local branch.
- I'm a student at UWM
- If I am in an area I often use the library of that area.
- If northshore didn't have it, i then tried Whitefish bay, down town milw, our UWM
- in rare occasions Whitefish Bay had a book I could get quickly
- in the area
- In the neighborhood at the time
- In the vicinity
- It's a warmer newer environment, also close to me and they provide the services I need.
- Just for variety.
- Just get some of my books digitally.
- Just in the neighborhood
- Kids play area
- Lived elsewhere (we moved here in fall 2020)
- Location near family member
- Location not convenient
- Location over Dr. Center
- Longer loan period
- Material I was looking for was available at other libraries; sometimes just happened to be in a different part of town and went into the library to see what they had.
- meetings for plant based diet group
- More available to young kids.
- more child-friendly physical space with multiple children programs and materials better/larger selection of audioCD books
- More new materials at the downtown library.
- Most importantly was a superior digital system with a large archive.
- moved to glendale
- Na, I only use the NS library.
- Near my work
- Never used another library.
- North Shore is very conveniently located for us, as is Whitefish Bay. Milwaukee Central Library often has materials aren't available at North Shore or WFBay. I am personally a "browser"... love to wander the stacks, which is always fun to do at the downtown library.
- North Shore Library was my main library. About once a month I would go to different libraries for the variety of communities, their library environments and their patrons.
- Northshore library seemed unorganized and chaotic. I like the WFB library because of the way it's laid out. It's a welcoming space and makes me want to spend a couple of hours there.
- Offered more kid friendly space
- On-line to download items
- Online books
- Online databases are only accessible at MPL
- Online digital is convenient for me.
- Only download for reading.
- Only would go to another library if they had a book I wanted that day, otherwise I would order that book to go to North Shore.
- out of town in summer
- out of town use
- Previously resided in Shorewood
- Provided children books that I was looking for. It was easier to go in rather than requesting them.
- Recently moved to Glendale
- Recently moved to Glendale (November 2020)
- Shorewood and WFB have the best kids area. Wauwatosa has amazing community rooms And meeting space.
- Shorewood senior center is in its library so that one was convenient
- Since the pandemic I am working from home and now walk to the library on a routine basis. I now rely solely on the North Shore library.
- So many books!

HISTORY OF LIBRARY USAGE

- Some libraries had a larger selection of the books I am interested in.
- Sometimes it's faster, easier than transferring a book from one library to another. The North Shore is my favorite library.
- Sometimes we stop in at other libraries to look at new materials or buy used materials.
- Space and personnel more friendly and welcoming in Whitefish Bay. Materials easier to find.
- Story time was at a time that worked best for me.
- The amount of days that I could keep a DVD was more generous.
- The book I was looking to read would be available.
- The children's section of the Milwaukee public library is physically bigger and has more materials/books/program's for the children.
- The county libraries have s broader collection of books than the North Shore library. Is the new Glendale library going to be connected to the County system?
- THE LIBRARIAN HAS MORE TIME TO HELP YOU
- The Library Downtown is gorgeous. I would make an outing of it. The Tippecanoe Library is near a friend's house and a convenient place to meet.
- The library had a book sale I wanted to check on.
- The location of the library was closer to work office building.
- The North Shore Library is most convenient to me.
- The other library's that we use offer more children fun interactive and fun activities that are interest to our children and us as a family. They also had tablets and better selection of kid books and programs.
- The services of my institution's library are very appropriate for my professional needs.
- The staff is significantly nicer.
- They were on my way home from work and happened to have the book I wanted at the time, so it was convenient to stop by for it.
- This was my childhood library
- Use of copy machine
- Used to live closer to downtown Milwaukee
- way bigger children's section. So cramped at North shore
- We enjoy the Whitefish Library due to the large children's area. They have a variety of stations and the flow is really nice - big and open.
- We just moved to the area
- We love the free events for kids at the libraries in the Milwaukee Area
- We moved to Glendale from Whitefish Bay 12 months ago. The Northshore library felt cramped and dark compared to the Whitefish Bay Library. We would love a library that is closer than Whitefish Bay but has some of its amenities, including use of community rooms that give Glendale residents preference.
- We stopped using the NS library a few years back. Other libraries have staff that are more friendly—and appreciate diversity. The WFB library is also much closer.
- We would sometimes travel to the main library downtown just for the experience as well.
- We're pretty recently moved to Glendale, the others are on the way up from work... Not actually sure where the North Shore Library is.
- WFB is close to my work place.
- Whenever I am downtown, I visit the Main Library as a treat (love the space)
- Work takes to areas of another library's jurisdiction.

INSIGHTS: Residents use other libraries out of convenience and for amenities, such as larger collections and larger, more updated space.

USING A FUTURE LIBRARY

AS GLENDALE TRANSITIONS FROM THE JOINT NORTH SHORE LIBRARY, WHAT DO YOU HOPE FOR IN FUTURE LIBRARY SERVICE?

Common themes of responses to this open-ended question included:

1. Breadth and depth of physical and electronic collection (page 13);
2. Resources for children and teens (page 15);
3. Location of library facility (page 17);
4. Library programs (page 17);
5. Characteristics of the space within the library facility (page 18);
6. Comments that included multiple categories of suggestions (page 19);
7. Questions and concerns about maintaining existing library service through the North Shore Library (page 24); and
8. Miscellaneous comments (page 27).

PHYSICAL & ELECTRONIC COLLECTION

- A better variety of new books and dvds.
- A broad selection of DVD's
- A good selection of books along with educational and information/data sources.
- Good selection of current periodicals and newly released non fiction.
- Good selection of materials, community programming and resources.
- Good selection of new books.
- Great book and DVD library with lots of current fiction.
- I borrowed mostly puzzles and some Dementia materials. Loved the idea of the Barn Shed/ lending things other than books.....
- More video game systems
- Movie cd on rare occasions
- My primary interest is in access to the spectrum of materials available from the North Shore Library and the MPL network. The people at North Shore Library are excellent, the activities for all ages, especially the book club all contribute with my delight with the North Shore Library.
- new books
- Newspapers, magazines, books for sale
- Offer a wide selection of materials & a beautiful child area & selection
- Online services like Libby and Hoopla
- Computers, books, DVDs.
- Continue the Hoopla app
- A wide variety of books across fiction and non-fiction, a wide variety of magazines, audio books, movie dvds, whatever the North Shore Library and any other library would offer.
- Access to a larger collection of books!
- Access to books, etc. Acceptance of books to library - used and newly used books
- Access to libraries for downloads.
- access to numerous books
- Access to the broadest possible library materials and increased online access to films, recordings, magazines, and ebooks.
- Access to the County federated library system
- Access to the Milwaukee County Federated Library System
- Additional current adult books.
- availability of books and movies
- availability of books even when coming from other libraries. -The outstanding service currently given at North Shore

USING A FUTURE LIBRARY

- Based on where I live in Glendale I'll probably always be closer to the WFB Library for physical books but I would love to have access to more digital books and steaming movies via the Glendale library.
- Better browsing capabilities. I like to browse new/recent titles to find new authors/series. Also, when I discover a new series NSL rarely has so I end up putting on hold and having interlibrary transfer
- Better/more options for e-books
- Books on tape
- Continue to provide access to audiobooks. If it's a nice library with an impressive collection and technology, then I will visit. I've found the NSL depressing and I'm not impressed with their collection.
- Continued access to the Milwaukee County Federated Library System. Most critical is continued access to the Hoopla service for audiobooks for blind and visually impaired people. Also, continued friendly and highly service-oriented staff as well as a reading room with current periodicals and newspapers.
- Digital access to books both text and audio versions.
- Digital book rental
- Digital loans, an app to reserve books
- E-books; access to digital magazines; access to Wall Street Journal online.
- easy availability and accessibility of information and materials
- Ebook and audiobook availability
- Large digital archives, especially availability to local publications (Whitefish Bay Herald for example) from the 60's and 70's. Would desire a large traditional American History selection.
- Large print books
- Larger capacity for shelving of more books.
- Shorter waiting lists for books in high demand.
- That materials are quickly available if not in our local library
- Continued online services, i read most of my books online.
- Continued partnership with the Milwaukee Public Library system, so that we can borrow books from any branch library.
- I hope the plan is to stay in the Milwaukee county system. Maintain digital services. I use online resources like Libby and other programs of the Milwaukee system. Also borrow books from other libraries.
- Inclusion of large print books
- larger selection of hardcover books to borrow, especially new best-selling novels
- Mainly I use online book so I hope we are able to join a group where we will have access to a large collection of online or ebooks available
- more books available at the library versus having to request and wait for the books from another library.
- More materials online
- More movie options
- More movies to rent.
- Retaining membership in hoopla and overdrive. Interlibrary loan program.
- That there are more books on the shelves; more books available.
- That you retain or expand the book selection
- I primarily use the library for access to books on CD. I hope the future library will continue to have access to a variety of books in this format.
- I really want us to still be part of the Milwaukee Public Library System, so that we can reserve books from this larger system. I check County Cat all the time for books. I'm in 2 book clubs.
- more best sellers-fiction and non-fiction. more books in an educational/current affairs venue
- The major concern for me is that Glendale continues to be a part of the Milwaukee County Federated Library system so that during transition and beyond I can always get materials from another library within the system.
- to be a part of the Milwaukee library system
- To be able to have the same access to books and with the same renewing privledges.
- To still be able to get books from other libraries
- Top quality lending/materials available at North Shore Library just as before pandemic.
- Updated reference materials in arts/crafts sections.

USING A FUTURE LIBRARY

- Use on line library most of time
- I want in-person ability to browse the collection of materials including books, magazines and DVDs
- I want to make sure we remain members of the county library system so that I can continue to reserve books and materials from throughout the entire county system.
- I would hope that the Glendale library is still part of the main library system where books/movies can be requested from other libraries within the Milwaukee Public Library System if not available at our local library (not that it will be independent of the system).
- This library should discontinue DVD and video game rentals. It should be devoted to reading, research and studying, not Blockbuster 2.

RESOURCES FOR CHILDREN AND TEENS

- A better kids area.
- A better layout so my kids can more easily find books they want to read
- A better space for children to learn and explore in the library and expanded book selection.
- A big children's section with lots of books and toys similar to the central library location before COVID.
- A caring space that promotes true values for our children and grandchildren. nothing political! Politics are destroying our society Keep it a happy space NO agendas!
- A great kids program and area within the library
- A large children's section with both books and activities for kids. Something besides books to make kids want to stay longer. Continue to offer programs for kids - reading time, songs, etc.
- A large, colorful children's area.
- A library geared more toward middle and high school age children. Something that welcomes them and doesn't make it feel overwhelming to find new adventures that are the right reading level.
- A more comfortable space for kids and better children's programming.
- A more interactive and engaging children's library
- A more interactive children section, more Lucky Day books, more recent audiobooks
- A nice, quiet, safe place to take my daughter for something to do on the weekends. Young children seem to really enjoy the act of picking out/exchanging physical children's books (the checkout process as well!). Children's activities are a plus. It's also wonderfully fun and convenient when there's a playground onsite/short walking distance.
- Great Children and Teen Programs, lots of books and media including new items.
- Great children's area, continued great selection of books, classes and programs.
- Great reading programs for kids and frankly a more inviting, aesthetically-pleasing space.
- Hours and thought given to families with children. Larger children's area.
- A place for kids to use their imagination.
- A place to take children (story time, fun programs, etc)
- A space that is child-friendly and that is easily accessible to Glendale residents, particularly those who use public transit or rely on others to get around. A place for people from all over Glendale to congregate and utilize library services.
- Child play/reading area, group crafting activities, trivia nights, or other get togethers that harness the community.
- Children's area and services Ability to seamlessly request and pick-up
- Children's programs
- Children's Programs and crafts (the homeschool program in particular)
- Children's programming
- Children's section with an area to read books, selection of DVD's, curbside pickup
- Children's services and community activities & services
- Clean and inviting space for children, access to Milwaukee library system's book catalog, space to study
- A very large Children's section, Story Time, and lots of windows!
- An amazing kid space! Newer books, a play area, kids programming and a dedicated room for it, etc. I find the current NSL kid area to be so subpar to shorewood and WFB

USING A FUTURE LIBRARY

- An improved children's area. A place with a lot of reading nooks as my kids and I love to read books while we visit
- Better organization of kids fiction with non fiction
- Better space and programming for children--that's why we go/went elsewhere most often. Nice work spaces, separate rooms as well as general work spaces. It is great to have a space outside the home to go to and work when staying home is just not desirable.
- Better space for kids
- Bigger kids section and more activities for children. More encouragement for the summer reading programs, story times etc.
- Books for children to help reading at home
- Continued, huge variety of books for kids 0-18, convenient location & weekend & evening hours for working families
- Continuing excellence in children's library services.
- Expanded programs and spaces for middle school and high school students
- Extensive children and teen collection so that the library becomes a gathering place for families with children of all ages.
- I want a strong children's section; I'm willing to request books from elsewhere in the library system but when I go to the library with my children we need to leave with a book or movie then.
- Kid friendly, lots of space for kids to enjoy reading.
- Kids activities/programs
- Kids events on Saturday's are great. I like the curbside service. I like ordering items online to pick up.
- Kids programming
- Kids programs and better space for the children's area. More community space to read and play in a nice setting.
- Lots of children's programs
- Lots of kids programming, events, and materials.
- services and classes for kids
- Similar services. Children's area, books and a reading room. Videos
- Strong children's programming
- Strong kids program, wide selection of kids and juvenile fiction and nonfiction kept in proximity of each other. Play area. Open on Sundays.
- Continued and perhaps more children's activities. I have been pleased with children's opportunities so far and the zoom and bag of activities. I would like this to continue. A bigger children's area with toys. More materials. Often when I look for a specific top it is not available at NS.
- I hope there is a robust children's department (events, activities, diverse materials).
- I loved going to the library when I was younger because everything I would be looking for would be in the kids section. I think that having sections in categories or what a certain age group might enjoy would be cool. Puzzles and Board Games would be cool as well.
- I would still like to see toddler/children's groups/activities available to participate in
- I'd like a library that's close to my home that offers free events for children, since I have 2 young children.
- I have appreciated the programs that encourage kids to read. I would like to see those continue.
- It's critical for a creative space for early childhood development and programs that make it unique. Also STEM and hands on technology such as VR and 3D printers will allow the community to learn in great ways.
- more children programs and a better children space
- More kids programs
- More programming for young children. Technology and resources to help older students succeed. Reading spaces that incorporate the outdoors.
- Programs and activities for my child
- Programs for children. Video / movie lending.
- Programs for toddlers
- Reading programs for children.

USING A FUTURE LIBRARY

- With a 1 1/2 year old and a newborn, I'd hope for good programs to be offered for young kids and families.
- Would love to see a great kids space. Love the ability to rent out board games as well. And a fine forgiveness program please! We always rent 20 or so kid books at a time, and if I'm a little late returning, we rack up awful fines that makes me not able to rent again so I can pay them off!
- I recently moved to Glendale from WFB and we own our first home here. I hope that Glendale will develop robust options for children as well plan to raise our family here. We absolutely would love storytimes and a fun children's area.
- I want a place my kids can enjoy.
- More activities for children and a place for tutoring
- Toddler/children programming

LOCATION OF LIBRARY

- A close, convenient, nice location that is supported by it's users.
- parking and proximity to MCTS
- Close and convenient.
- Availability of use at a nearby library like Brown Deer or WFB
- Convenience of location, access to all library function that exist now.
- Convenient location and access,
- Convenient location in Glendale Please leave the library in the same location. Very convenient
- Convenient location with ample ground level parking. I hope we can hold on to all or most of the services and resources we have at the North Shore Library.
- Convenient location with ample parking.
- Conveniently located to where I live
- Similar convenient location.
- I like the current location. Try to stay there.
- I'd love to have it located in a place which I felt comfortable biking with children.
- Keep it in the same area it is in due to everyone in the area can use the library. Clean out the old books in back of the library but keep the areas for us to read and enjoy the resources it provides
- Location is important. The North Shore Library's location has been perfect for us. It's easy to stop there.
- That you remain in Glendale
- Within walking distance - I don't drive
- Would like to see a more inviting space that is more centrally located. The location of the library east of the expressway and on a street that was not pedestrian or bike friendly is a problem

LIBRARY PROGRAMS AND EVENTS

- Great classes and activities for children and adults.
- Multigenerational community events (after covid restrictions)
- I hope to feel a sense of community. I would like to see a lot of interest in book discussion groups and movies.
- Local events, such a community hobby groups or discussion groups
- More interested programs for the community
- More programs
- Programming
- Story times and other programming for the youth in the community & a book club for Adults

USING A FUTURE LIBRARY

LIBRARY FACILITY, SPACE, AND ATMOSPHERE

- A better physical space. Big, modern, great play area, and space for classes gatherings kid events etc. good technology too
- A brand new, state-of-the-art building instead of a run-down, dilapidated cavern with books in it.
- A cleaner, more updated and aesthetically pleasing space like Whitefish Bay or Shorewood library
- A comfortable safe area to read , research and get materials
- A community space that offers classes, resources, etc.
- A functional and inviting space that is up to date with books and technology.
- A functional state of the art library in Glendale, or Or together with a neighboring city/village.
- A large inviting space (much bigger than current location) that has public meeting spaces, a coffee house vibe, enhanced children’s programming and indoor/outdoor community gathering space. Maybe in Bayshore?
- A library that will be designed more for 2031 than 2011.
- A lovely space, access to the materials I want/use.
- A more appealing/comfortable atmosphere. Otherwise, I was happy with the services offered by the North Short Library.
- A more open no larger physical spce
- More space - a little more breathing room inside and in the parking lot. A space you could rent out would be nice too.
- more welcoming atmosphere and comfortable areas to read
- Natural light, inviting space. Comfortable places to sit so you can read or work. Bigger children’s area to include toys and places to read.
- nice convenient location, with plenty of parking. and a modern facility
- Our own library in Glendale with a green space.
- A nicer space, if possible. We mainly use the library to check out books though, so really, book accessibility is the most important thing for my family.
- A place to browse for books and DVDs. I enjoy the atmosphere of books around me. I enjoy the book sales. It is fun to hear folks talk to the check-out folks and kids little voices. I enjoy the teens snickering to one another.
- Comfortable, roomy, socially distanced (because this is the new normal) work and reading stations.
- Comfy place to read magazines and newspapers
- A world-class space that creates a sense of community and provides the resources our city needs.
- All the services that are currently at the North Shore library but with a larger community room that can hold up to 50 people comfortably.
- An attractive space and drive up book return.
- An inviting and attractive space to read, do research and be part of the intellectual community. Also I am a professional artist and would be willing to donate a work of art to the new library.
- an physically attractive library conducive to in library reading and magazine browsing
- An updated facility
- Attractive space for reading, quiet time, spreading papers out on a table to work on.
- Beautiful views with wide open spaces and a comfortable reading area. Like the UW Law School main reading room.
- Beautiful, comfortable, functional hard copy and virtual reading/work space.
- Better accomodations for reading, browsing, relaxing with books and magazines.
- better seating, more room
- Large enough gathering spaces for community meetings and small group meetings.
- Larger Community Meeting Spaces Would be nice for big groups.
- Looking for a cozy reading area and ample parking.
- The same services I enjoy now, but in a more pleasant facility
- An attractive community space - full of children reading and a hub of activity. Location and aesthetics of the building are very important to me.

USING A FUTURE LIBRARY

- I hope for a quiet environment.
- I hope there will be meeting rooms for groups to gather.
- I need a place where I can think. Attractive light-wood clad, sunlight-friendly, seating space.
- I would still like a library but with better flow and larger children's area. Also, I think a large outdoor space with a garden and summer events would be a really cool way to get the community together.
- I would like the space layout etc. to be more inviting. Increased community rooms.
- Inspiring architecture.
- More inviting, modern space, larger library with comfortable seating. Better location than in a boring office building.
- More modern facility. Nicer space than in an office building. Maybe at or near Bayshore mall. Nice sitting area inside.
- More selections, nice sitting areas and meeting space
- More space
- Public meeting space with WiFi and a kitchenette.
- Quiet and private spaces to sit and read or do work. Good wifi.
- Welcoming space where I can work, good hours, walkable
- WFB is a great example from an aesthetic POV. A coffee shop (perhaps run by a program that serves the disabled in our community), a bookstore, a book exchange, meeting rooms (large and small), weekly/monthly programming for kids-adults, a space for Nicolet rec programs.
- To remain part of the county system to be in or near Glendale to continue to employ beloved staff. Bigger space maybe?
- Up to date design, space for different groups-adults, youth of all ages and laptop borrowers. Also, it would be great to have more comfortable and ventilated space for 1 or 2 people working in a small room.
- Updated amenities. Updated play area for the children. The library needs to be more broadly looked at as a source of knowledge and learning and is a platform for information.
- I want to see nice large workspaces that are naturally lit, comfortable chairs, and access to things like 3d printers and laser cutters.

MULTIPLE SUGGESTIONS

- 3D printer, continue to provide children's picture books,. I feel like we did all this when we gave input on what we wanted if they remodeled the present North Shore library. That survey was much more detailed as well. Meanwhile the library failed to progress.
- 7 day service. Hours morning afternoon and evening. Movie programs. Special programs. A wide range of physical books. Using meeting rooms. Large space for lectures, civic topics.
- a beautiful space, more room for books, a cute and comfortable children's space, a coffee shop in library, size-inclusive seating (<https://canweallgo.com/2020/02/27/watch-share-experts-explain-how-to-pick-seating-plus-size-people-love/>)
- A better facility that is maintained to appropriate standards and a collection that is sufficiently broad to serve the community and other libraries.
- A better, more inviting space, better book selections and continued public educational opportunities
- A conveniently located, clean space that is well stocked & offers interesting programs
- A digital hub with internet service from this century not tin cans and wire. A commitment to periodicals. Rental space. Maintaining levels of books and media. Children's librarian
- A focus on traditional literature/history library, as well as a place for people to access free internet/basic research resources especially for those of lower income
- A full working library connected to the library system, offering a range of resources, books, technology and programs.
- A good location with ease of access. A meeting place with educational venues. Helpful staff
- A large selection of movies and TV shows on DVD -Training programs for computers and electronic devices -Community classes, games, craft lessons, etc -Senior programs, including a delivery service for disabled folks

USING A FUTURE LIBRARY

- A modern library needs to be up to date with the latest technology available for accessing information. I hope it will be part of the county library system to allow for access to more materials.
- Good electronic capabilities, good programs for children and adults
- Good hours - ideally opening a little earlier than ten - and good children's/young adult fiction and non-fiction selections.
- Great selection of materials, kids' and adult programming, computer usage, community space, part of the Milwaukee County Library system, reading area, private rooms for study
- More space inside, plenty of good parking; great selection of hardcover and softcover fiction books; books on tape for sight challenged friends. Also magazine eg National Geographic; Achaeology; crafts.
- More space, more recently published books.
- Online availability with a separate website and a wide selection of books
- Online book request; movie rentals; printing services
- Online e-book services, community gathering space, expanded children's section, more computer access,
- Online ordering and curbside pickup. Children's reading clubs/programs. Adult study/work areas with extended early/late hours and private office type video conference areas.
- Online requests; community programs; book club
- More space, that's truly the only reason I go to other library's. I still use the North shore branch but once 2-3 families come in the children section its cramped.
- A parking lot that doesn't get bottle necked. Continue to have print magazines and newspapers and a good area to read in. Significant weekend and evening hours.
- A physical library with access to books, videos, music, and computers staffed with librarians.
- A strong system of recommendations, friendly librarians who know their stuff--the things we had before. I would like it to still be close to Nicolet High School because that's really convenient for students.
- Closer to us in Glendale, centrally located, easy to access by students, close to residential. More inviting space for studying, group work. Materials catered to browsing; can order other materials from other Milwaukee Counties libraries on demand. For example, a good selection of kids books, videos, etc. Focus on community/study space.
- Collaboration with the Milwaukee Public Library CountyCat system. Interesting book groups and guest speakers. Community room availability. Airy, inviting physical premises. Availability of journals and periodicals.
- Collaboration with the schools for easy check out of books used in the battle of the books competition
- Community building activities, continue increasing of lending items beyond typical media, central location easily accessed without driving
- Community room. Classes. Books. Teen programs. Good location. Safety.
- Connection to the Milwaukee County system, computer access, online services like eBook, language learning resources, family activities/children's space
- Continuation of current movie rentals, children's programs, computer and copier availability.
- A type of traditional library with features of the new technology that keeps its services up-to-date.
- A wide selection of actual books and films; comfortable atmosphere; good children's collection, area and programs; meeting space.
- a. Adequate/Safe parking b. Available staffing when needed c. Ability to obtain books and/or materials from other libraries that are not available in Glendale Library d. Qualified staff
- Ability to browse books, DVDs, audiobooks & CDs. Pickup held items requested online. Scan items to my email address. Buy books, etc 2x during the calendar year. Additional space to show items on shelves. Craft projects for all ages..Assistance from librarians.
- Ability to order books from any Milw library Access to genealogy databases Assistance from librarians
- Access to new books, dvds. A strong collection. Community Room with public events and activities. Keep your children's reading programs -- very vital!
- Accessibility. It is important to have hours that are convenient to people in school or who work during the day.
- Accessible location, self-checkout, continue tech classes, access to video transfer, photo scan equipment, magazine reading area

USING A FUTURE LIBRARY

- Accessible, broad variety of reading materials, quiet areas.
- ALL of No. 6 are needed.
- All of the things listed in Question 6.
- An inclusive Library that offers quality programming. With a top notch staff to serve our diverse population.
- An increase in current books and media and more community events.
- As large a circulation as we now have. Ability to get books from other libraries through inter library loans. A reference librarian always on site for help. Internet axis.
- Availability to specific needs of all ages - workshops-current topics of interest to attendees-volunteer opportunities
- Best seller books, copy machines, tax forms, special events room, book sales, available computers
- Better book selection, more copies of new releases, improved lighting, more programs, space for book clubs to meet and continuation of book sales.
- Better children's library (space, programming, and resources), better access to online research databases, more access to digital resources such as retaining hoopla and expanding e-book and online audiobook collections, other services would be great such as tool rental, 3d printer, digitizing tapes, etc.
- Better space for community meetings. Better parking. A place that is accessible by bicycle or walking without endangering your life being forced to ride or walk on busy streets with no alternative. Hopefully safe access from the high school.
- Big, clean, organized, comfortable, inviting, with online features and simple hold/pickup
- Books, magazines, DVDs with self serve stations. Special events/programs
- Borrowing books, kids programming, movie rentals, work space rentals, cafe space
- brainstorming space for team work and individual time. Quality technology, materials, and resources. Conference rooms or one nice size one for community gatherings. Presentation equipment and white/dry erase boards. etc.. Coffee and snack machines
- E-books, public internet access, physical book check out. Space for community events/educational programs. Child/family events/activities.
- Easy access. Study tables. Welcoming, cozy feel.
- Enhanced materials/better collection. Better designed physical space.
- Keeping the amazing staff and kid programming is my biggest concern. A better kids area, with activities and programs for all ages. A maker space, with 3-d printers and tools. A community kitchen space would be amazing, with classes. Better meeting spaces. Available for meetings and events.
- Knowledgeable helpful staff Programs for adult education/book discussion
- Knowledgeable librarians who can provide professional help and education for adults and children seeking materials and information and who can teach the use of databases and technology. Lots of children's programming which promotes literacy,fun, promotes library use and collaborates with local schools to promote summer reading programs. Room for small group collaboration as well as meeting space for larger community groups.
- Large selection, clean and organized space
- Larger area More books on CD
- Larger community space, programs for all ages
- Lots of children's books. Lots of new books selections. Programming for adults and kids. Performances.
- Lots of different programs that appeal to lots of different age groups: cooking classes, beer classes, wine making and tasting classes, toddler classes, summer programs, hs tutors...
- Shorter waiting period for new released books and DVD's. -Keep the current library staff -Afternoon and evening programs for all ages
- Continued collection of paperback and hardcover books. Secure Computer access.
- Continued ease of in/ out and availability of thr books I want. I want study space so if my kids need to work in a quite space outside of home they have somewhere to go
- Continued prompt receipt of books from other libraries in the County System. Convenient hours
- County cat availability, a place to take grand children to read or partake in children's activities, borrow books and pictures.

USING A FUTURE LIBRARY

- County cat availability; same hours; friends of the library sales; same or expanded book availability
- Curbside pick up continued Online reservation Easily navigable online resources
- Current releases of new fiction. Year round weekend hours.
- For the North Shore joint libraries working together to update and purchase better selection of LGBTQ+ movies. I find less than resourceful at this time. New groups, to use facilities. Helpful instructors, such as writing classes, reading classes - classes I missed in school.
- Free, high speed internet access; wide range of periodicals.
- Friendly staff, reasonable hours, easy access.
- Friendly, good selection, staff are given disability and cultural competency professional development. Drive thru pick up would be terrific.
- Friendly, inviting staff. Electronic upgrade, self service, more non-fiction books. Prefer books over e-books as they tend to cause headaches if reading a long time
- Glendale needs a library! A convenient location with adequate parking and staff.
- I got to the library weekly with my kids, so youth programming is important to me. We also really value being connected to the network of Milwaukee libraries where we can borrow books from other branches. We use this service heavily and find great value in sharing books across many branches. I have also been very impressed with the community programming that's run out of the library. I have begun to see it in a new way - as a community hub, not just a place to check out books.
- I hope the new library will be in an easily accessible location with plenty of parking. We hope for a large selection of books , movies and music. The library should still be part of the Milw County Public Library System.
- I would love to be able to WALK safely to the library. I have been happy with all the services, staff, and multimedia available at the North Shore Library.
- I would use a local public library that has a decent collection, including ebooks, videos, and programming.
- improved surroundings; convenient location
- Increased family and and children's programs, A Strong Children's Library that offers up to date tech options to practice, programs to teach children how to do create or do new innovative things. Better hours. Small group rooms for children and adults to work on projects or have meetings. A better connection with our public school and what students will be learning about/ benefiting from.
- I would like book clubs. It would be nice to have a coffee shop reading room that would house the 'books for sale". I have used and loved access to the small private study rooms. SPACE, SPACE, SPACE, SPACE, SPACE.
- increased space, improved layout of physical space, more programs for adults and children
- Interlibrary loan, children's programs.
- Internet access, variety of research materials, comfortable seating/work areas
- It should be big enough in space to hold many books of various kinds without the necessity of having to regularly order from another library. Second, focus on Newer Books.
- Larger selection of everything , private study rooms , better disposition of the librarians, significant children's area with good programming for children. More reference type books so you don't always have to go to downtown to use them.
- Less physical building and materials and more online offerings in materials, programs and services.
- Location, service, materials easy to access and sense of community
- Magazine subscriptions, reference books for Everyday living, technology opens (download books on tape), good Selection of Contemporary books, meeting room Space)educational Options (how to use technology to optimize Library use)
- More books in the library; convenient central location in Glendale.
- More books, not so dark and better spaces, more materials (databases, other items)
- More current movies to borrow; ability to borrow past issues of magazine. I read Threads regularly but can't get issues more than a year old because of lack of storage. That sends me to Brown Deer Library where I can get them. events for older adults are mostly scheduled during the day. I work and cannot attend them. I know that older people don't want to go out at night, especially in the winter but a late afternoon slot might be a compromise. Putting useful user friendly info in the newsletters about using

USING A FUTURE LIBRARY

electronic materials. I just got a notice about Hoopla being discontinued but have not seen an explanation as to why.

- More Materials and space, better Internet Access
- More materials on hand at Glendale's library and better programs.
- More programs for all ages. More space for meetings and quiet space
- Pleasant environment, lots of choices, programming for the community members of all ages, easy of service.
- Private study and meeting spaces; programming for children
- Programs for all ages. Up to date material/ books. Computer space. Study rooms. Community room for programs. Good children's area with variety of books and space.
- Quiet space for studying. Bigger room for kids to play in.
- Quiet spaces, areas to meet with others to work/study, interesting programs for all ages, variety of learning resources and technology
- reasonable hours and depth in the materials available
- Reasonable hours, plentiful books.
- Remain Part of the federated system for Milwaukee County period increase the availability of popular books weather in print or digital. Improved offerings for programming for non-child adults
- We go for the kids books and the kids story times, programming for kids, a good kids area, adult books, adult education
- Welcoming children's area. Bring back the friends book sale.
- Wide hours of availability and lots of access especially for children
- wide isles, large selection of current books and magazines, comfortable seating and a coffee bar would be great.
- Wide range of materials, earlier opening hours, pleasant, up-to-date space
- Wide selection of books media and community engagement
- Wide variety of materials. Less cramped space.
- Youth and adult programs, study/small group rooms.
- I hope for a library that is technologically advanced, has flexible meeting space for a wide variety of needs and audiences, has plenty of parking for larger events and activities, caters to all individuals across the lifespan, and has plenty of small and mid-size meeting spaces for residents to use for a variety of purposes
- I think books and ebooks in all formats are important. Programs for children are important. Adult and teen programs are not important. public computers, scanners, copiers and wifi are important
- I want a library with a large and broad collection of books easily accessible for browsing. A nice selection of music and movies is a plus. Although my kids are older now, a robust children's library is important. And, naturally, pleasant and helpful staff is to be valued.
- Modern library, up to date technology, large selection, separate area for non adults
- The same services provided at the North Shore Library, possibly longer hours (until later) due to the hours for people, particularly those working 9-5 jobs, not being advantageous to come.
- to continue. expand collection of books, cd's, magazines etc. increase adult and child programs. update computer area.
- To have it continue to be a place where people can run into others from the community. To have a place where I can physically browse available items. Loved how North Shore put themed displays of movie choices or book choices.
- Variety of recently published books, as well as historical works; meeting space for local organizations; access to printers for use with thumb drives, etc.
- Very basic: a good selection of books (current and otherwise) in a nice setting.
- video library, book borrowing, Ebooks, E audiobooks, children's section with playthings, reference, librarian to help as needed, place for community gatherings
- I want a robust community partner that provides an excellent and easy to use robust collection, modern online services and community programming. I want a gathering place that becomes a hub for diverse peoples to socialize, interact, learn and relax.

USING A FUTURE LIBRARY

- I would hope that the library is more centrally located, if it is a true Glendale library. I'm in the part of Glendale that is close to Estabrook Park, and North Shore was twice as far as the Whitefish Bay location. For parents, I think having nice areas for children to play and have story time, etc., would be a nice feature. Continued access to interlibrary loans, providing access to services for those that don't have WiFi, computers, etc.
- I would hope that we still have access to a large catalogue of books and ebooks, and that there is a welcoming space for community members to meet and attend programs
- Maintain services and inventory. Nicer space. Outreach to school children. Access for seniors (I'm not there yet, but they are a HUGE base of patrons).
- Maintain status as part of a federated library system so that interlibrary loans are still available ... *Bright, cheerful, well-stocked children's area with children's librarian available + large- and small-muscle equipment + children's programming ... *Online catalogs and search capabilities + computers available for community use with high speed internet ... *Physically pleasant and welcoming space in checkout area with helpful, pleasant staffing ... *Librarian on premises for assistance as needed ... *Private quiet space that can be reserved for studying ... *Private quiet space that can be reserved for internet-based meetings for those who cannot conduct them at home ... *A wealth of physical books to browse and to check out ... *DVDs, CDs, audiobooks, and other media, available to check out ... *Community resources and programming to encourage learning and use of tools like sewing machines, 3D printers, and other scientific and domestic tools and equipment ... *Adequate comfortable sitting areas throughout the library to encourage solo reading ... *Separate coffee shop / snack area with seating, to encourage people to gather and interact with other community members ... *Restroom facilities ... *Guest speakers and other programming to make learning opportunities available to all age groups ... **Volunteer opportunities for adults and teens, to foster a sense of community ownership and participation in the library and its programming, as well as the city
- The service that's most important to me is being able to request titles online via the CountyCat system and to be able to pick them up at my local branch. Second most important to me is study space that is welcoming and reservable. Third most important to me is that it be a community space serving the community's needs, even if those needs don't line up with the way I most often want to use the space. For example, I think library programming and public access to computers/internet/printing is extremely important, even though I don't tend to utilize those services.
- There needs to be books to browse, especially for kids. I hope there are programs. Glendale has no senior center and the library already fills some needs. Also for kids (or grandkids.) Must be part of MCFLS. I use the library extensively, often reserving books first. I'd love nice space for reading magazines or newspapers.

MAINTAINING CURRENT LEVEL OF LIBRARY SERVICE

- A library located in Glendale, providing the same services as the North Shore Library.
- A library nearby, just like the one we have!
- Hope similar services and materials are offered at a comparable tax burden
- Hoping we don't transition and all the grown ups and sit down and work it out. However, if that can't be accomplished, I hope a new library would have a better selection of newer materials, keep community programming for children and seniors.
- I actually have been extremely happy with this library- including the building, the layout, the employees and staff and the available books and media and programming. I really have no idea why we are leaving this wonderful library but I can only hope that the new one is as nice
- I actually like the library just the way it is
- I am happy with the status quo.
- I am satisfied with the North Shore Library
- I am totally disappointed as I LOVE the North Shore Library and it's location. A replica. Why couldn't you negotiate w/ them???

USING A FUTURE LIBRARY

- I am very disappointed in the decision to leave the joint North Shore Library. In future library service I would hope for a diverse material collection, vibrant programming for all ages, and multi-purpose space.
- My taxes better not go up because of this
- North Shore Library provides all services I need.
- North Shore served my needs just fine.
- not losing tax payer money, from it.
- Not too concerned about a library in Glendale when other libraries are available.
- Continue a great service.
- continue the good service that we now get classes on how to use certain types of electronic equipment or how to use certain Libby functions.
- All the programs and services now offered at the North Shore Library to be continued.
- All the same services that North Shore Library currently offers. Also, why weren't Glendale residents asked about this decision BEFORE it was made? I love the North Shore Library and will continue to use it. This decision seems to be a waste of my tax dollars since North Shore is great, convenient and connected to the greater Milwaukee library system. It seems our tax dollars should be used for something more important than a new library when we have a perfectly good one in the community.
- All the services that are provided now.
- All the services we have now are necessary for the community
- As good and convenient as the old library
- Continued services
- Current service is great.
- Don't plan on using a Glendale library, or any in the north shore area. Am concerned about any added cost to taxes that the split will create.
- Don't transition. Figure this out. It's a great library. Move it and make it better.
- Everything Northshore has, kids through adult and senior programming.
- Everything that the NSL offers me!
- Keep Services
- Same as now.
- Same as offered by the current library. Good parking. Convenient location
- Same as we have now
- Same service
- same service, ability to reserve and request books within the system, new books
- same service, it has been great
- Similar location, this one, no shore is very convenient, good hrs, good service.
- Similar service
- Similar services to those available at the North Shore Library, such as online reservation system, reciprocity with other Milwaukee County Libraries, e-book borrowing.
- Similar to services at North Shore. The book collection, the DVD/CD collection, the ability to look things up online while there, collaboration with the other county libraries, meeting space, programs for kid and adults, workspace for students.
- STAYS JUST AS GOOD AS THEY ARE - OR IF EVEN BETTER
- Still a member of CountyCat. Have all the features that are now available.
- That it continues to provide the services it did provide and that it maintains an adequate inventory of book selections, especially current material.
- That nothing changes
- That NS Library employees don't lose their jobs.
- That they stay as good as they are right now.
- The present library is top notch. Continue these great services.
- The same
- The same
- The same amenities that were provided to us in the past.
- The same as now.

USING A FUTURE LIBRARY

- The same basic library services any library should provide.
- The same friendly, efficient, competent service I have come to enjoy in my years here.
- The same great service and staff as have been at the North Shore Library.
- The same library services and programs the now exist.
- The same or better than what was offered at North Shore
- The same quality as North Shore Library.
- The same service I have been getting at the North Shore Library
- Continue to be able to request materials online from other libraries. Children/youth programming
- Continue with current services.
- Go back to joint service
- I hope it continues to serve this North Shore area
- I hope it never comes to fruition. Spend the money on our own Dept. of Public Works so they can hire more employees 2 keep our community looking good.
- I hope it's the same as it was.
- I hope that I will still have access to all of the resources available through the County System, such as, Hoopla, Libby, RB Digital, CountyCat Mobile App, etc.
- I hope that it will go back to providing services before COVID.
- I hope the library service will return to offering the same or better services than before the Pandemic of 2020/2021
- I hope the services will be similar to what is already offered.
- I hope we can still offer a library of some sort in our own town.
- I hope we continue to have a library at all.
- I hope we have a great library that equals the North Shore library.
- I just like that we have one that is available to us
- I like all the services we receive now from North Shore. I really don't understand why we are separating.
- I like using the existing joint North Shore library service.
- I liked the North Shore Library very much, similar services.
- I would like to stay w North Shore Library & see it improved
- I'm not sure. I find the services of the North Shore are what I use most. They get things from other libraries if I want a book not in their library.
- I'm worried - I want the north shore library to stay!!
- I cannot imagine how a freestanding Glendale library would be an improvement over the shared resources of the Northshore library. Why buying a whole new library of books and other resources when you have one available already? What is the price tag?
- I don't think a physical library in Glendale is absolutely necessary. I will continue using Whitefish Bay.
- I would like all the same services that the NS library provides now.
- I would like the Glendale library to stay with the North Shore library.
- I would like the library to still be in Glendale and continue to offer a book club for adults.
- Joint library with other communities
- Keep it similar to what we have. I have used the library in Glendale more often than others and usually find what I want there
- More of the same we now have:wonderful reading material,,tables,chairs,comfortable nooksfor relaxing and reading and a separated children's area.
- Please be as good as the service at the North Shore Library. Please have as good a collection as the North Shore Library
- Question on why are you leaving North Shore Library?
- Same as currently available at North Shore Library
- We like the library location and the people that serve us.
- We really liked all the programs the NS Library offered! As grandparents and caregivers, we made use of all the children's activities and events. The grandkids enjoyed going for the events and then checking out materials. Continued on-line services. Audio-visual materials, DVDs, recorded books, friendly helpful staff members. Study rooms.

USING A FUTURE LIBRARY

- Why do we need our own library? The current library is so nice. Why does it have to be so hard to just keep things the way they are? Why do tax payers need to pay to create another library in the Milwaukee County system? It seems silly to me and a huge waste of time and resources. Why do you have to charge the other municipalities just because it's in Glendale? It's run very well for years and years. I believe i speak for many Glendale parens that know nothing about this survey. The whole idea of splitting away from the North Shore makes no sense.
- Why wasn't the public notified about what was going on and their opinions wanted before this. This is a project requiring everyone's input before now. But our deep pocket mayor and aldermen never get it!!!! I will not support a standalone Glendale library ever. This is just like the high school and its idea for millions of dollars to endlessly supplement their ambitions year after year after year. I think this is a huge mistake. Once again politicians can't work it out. The North Shore library is excellent as far as helpful staff and access to materials. The library needs physical updating - you are missing the boat. The combined communities can do more than one alone!
- I have had everything I needed at North shore. And i have used almost every aspect, program, and type of material. And more than weekly, for YEARS.
- I have loved the library just as it is. I hope not to lose anything. I do enjoy Hoopla as well.
- I really enjoy the location of our present library along with all it has to offer.
- I see no reason to have a new library. Since we have one in Glendale now.
- I think that Glendale should reconsider leaving the NSL.
- I think the North Shore Library is a wonderful place and I am extremely upset that you want to raise my taxes for something we already have.
- I thought that this issue was resolved to keep the existing library based on the last council meeting decision. Can't this group figure this decision out what was previously decided?! suggest Glendale decision makers ask the kids that use the library for their opinion such as students attending schools in Glendale.
- Maintain the same high level of service to the community
- That you will keep the existing. Why are we making a new library when we have a perfectly functioning one already? It's a waste of money.
- the library that we have is fine. We are a small city and people in Glendale need to remember that. We should not expect a big and shiny library as some of the bigger communities have. We have a smaller tax base.
- The same, basically the same hours and books available, and of course the book sale.
- To be as good as it was before. I kind of liked the place
- to provide what NSL offered plus more if possible: books, movies, etc
- I will stop using the library system if it moves to Glendale, or I will continue using the North Shore. Glendale does NOT need its own library and will lose money on the project. Additionally, it will be an additional tax burden on us, the already overtaxed residents.
- I wish to continue using the North Shore Library.

MISCELLANEOUS

- 1. An explanation of how this happened 2. An explanation why this happened 3. Will the GLENDALE independent library participate in a Milwaukee County Loan Service? 4. What will happen to the existing North Shore Library holdings? Will there be a duplication of administrative staff? 2 directors? We do not use the CURRENT LIBRARY THAT much because as a former UWM academic staff member most of my serious library use has been at the Golda Meir Library. MY WIFE'S BOOK LUB "ASSIGNMENTS" have generated most of our library use in retirement.
- happy Glendale
- Have lived in Glendale for 44 years. Went to Whitefish Bay Library long before we got own own library. Was thrilled when the North ShoreLibrary opened. Went there all the time but it started to feel less and less comfortable so I gravitated back to Whitefish Bay. Before the pandemic I went to the Whitefish Bay Library once or twice almost every week. A couple years ago I did take my granddaughter under 2 years

USING A FUTURE LIBRARY

old to a program at North Shore with Miss Mary. We both loved it. Tried the next program up with less success. I've stopped in at the North Shore Library regularly through the years but usually come away feeling disappointed.

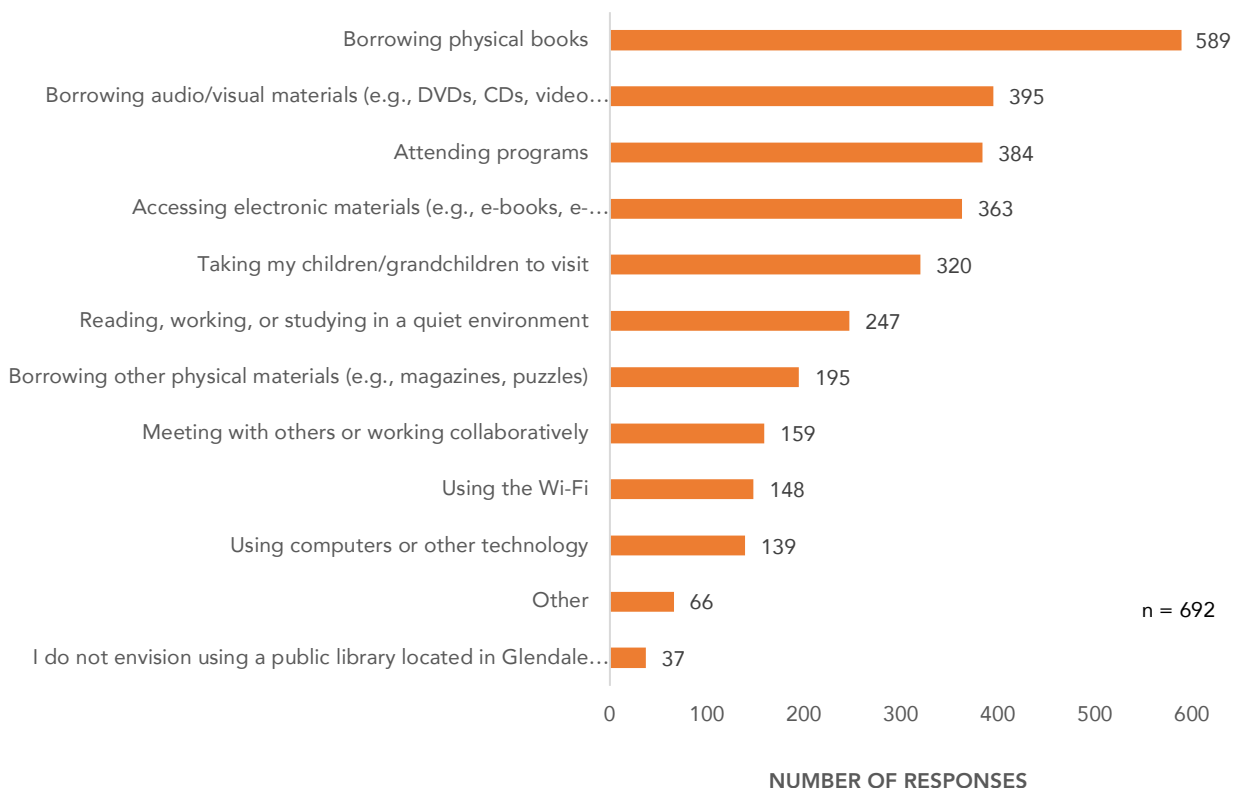
- I can't believe Glendale is leaving without detailed planning. I haven't used the library since COVID. It needs an inviting children's section with BOTH fiction and non-fiction easily accessible, room for movement and good lighting. Themed activities should be provided. All should have good lighting and easy parking outside.
- online book check out
- Continue to be a part of the Milwaukee county cat. Also, an expansion of our library.
- A variety of services that meets the needs of all individuals to assist in expanding the mind
- Ability to share resources.
- All that the Glendale people are using and have a need for.
- any help I need for 21st Century use!
- As good or better than North Shore
- As little tax burden on the community
- availability
- Better hours, more accessible on nights and weekends.
- book delivery for those unable to drive
- Convenient hours
- Convenient hours (later) and wide selection
- Convenient location and hours.
- Earlier opening or the ability to pickup 24 hours a day.
- Fiscally responsible library services
- Kill it off. Better to license access to a real library instead of pretending to operate a second-rate imitation.
- Longer times before renewal.
- Lower cost
- Same connection with Milwaukee Public Library system for wide variety of sources. Large indoor space with plenty of seats, tables, windows for ample natural lighting. Newspaper and periodical area for catching up on latest news. Community center for guest speakers or events. Wi-fi. Common puzzle area; puzzles and games to check out
- Same services available now. Add a drive through for dropping off books. Continue the roadside pick up or include it in the drive through service.
- Services that meet the needs of its constituents.
- Since the pandemic began I have come to rely on ordering things ahead and picking them up - not just for buying groceries and pet food, but also books. I anticipate doing more of that: putting books on reserve and picking them up at the library when my name is at the top of the list.
- Something more akin to Whitefish Bay
- That I can still use the north shore library.
- That staff will turn over, or receive training to not be so snotty.
- continued great resources and services for all ages. it's a treasure.
- I hope we do not forget that libraries are for books and not glorified community centers.
- I loved the library as it was so as long as it is just as good, I'm happy.
- I would like to donate books.
- I'd love for the library to connect local adults with civics/government education.
- In the pandemic I have become used to placing orders online and picking them up. This is true for groceries and pet food as well as library books. I envision myself doing even more of that in the future.
- I don't think libraries are needed with the internet. Most libraries I've been in past 10 years, people are just using computer and renting movies. A mixed use space i think better use, coffee shop, free internet, meeting rooms, indoor and outdoor playground for kids, small volume of books

USING A FUTURE LIBRARY

- I have always felt welcome and the staff has been very helpful. Looking back I feel like I have noticed a lack of diversity. And Glendale is such a diverse community. As such, it would be nice to have a more diverse staff and environment.
- Leadership that is responsive to the needs of the community; membership in the county system; technology for those who need it and space for community gatherings
- Less arguing and politics bc it will be one community supporting the library instead of four. The Library should be located near the elementary or middle school so students can easily walk to it after school. Equal amount of space for children and adult area (unlike NSL), plus a dedicated teen space (not in the middle of the adult or children areas). Fine-free for everyone. That will bring in money as non-residents are drawn to the new Glendale Public Library bc the library system pays for circulation for non-residents that come in and use another library. Circulation department and some self-check machines, but don't rely on only self-check like Shorewood and Tosa do. It's nice to walk into the library and be greeted with a hello by friendly circulation staff. Going to a library is often about connecting, not just picking up and book and checking it out from a robot. Be ready to offer a mix of physical materials and e-materials (which cost much more). A dedicated storytime room in the children's department. Plus a large meeting room that can be used for other programs and be available for use by community groups. Small study rooms for 1-2 people at a time, plus a couple larger meeting rooms for groups of 4-8. Good soundproofing of the big rooms is important, as teens studying together get noisy. Comfortable seating options for those who prefer to sit back and read, plus study tables for those who need room to spread out materials and for tutors to work with students. A drive up return book that goes directly INTO the library building. A circle drive with an external drop box is a hassle to empty in the winter with snow. Try pushing a bin full of books through slush and snow! An area for self-pick-up of holds for those who do NOT want to HAVE to go to the desk and ask for their hold. If it is a sensitive book topic, some patrons prefer to be able to pick-up and check-out those items in privacy.
- More hours that the library is open. Earlier hours that the library opens.
- More online services.
- Plenty of computers for online
- That we have a full scale library with up to date technology.
- We need a Library in Glendale!
- We want to have a library that serves as a community center.
- I use the County Cat app and am very pleased on how well I can request books for pick up at the North Shore Library.
- I will continue to use the Brown Deer Library and it's even better in it's new location.
- I would be greatly disappointed if the Glendale library participated in Drag Queen Story Hour.

USING A FUTURE LIBRARY

HOW DO YOU ENVISION USING A PUBLIC LIBRARY THAT IS LOCATED IN GLENDALE IN THE FUTURE? (PLEASE CHECK ALL THAT APPLY.)



Other responses included:

- A place to connect with others.
- All of above depends on the location relative to our home.
- All of the above are of necessary value to attendees of the existing library. Search to read about existing news that is reliable, verifiable, accurate, sustainable and of course of interest to the public.
- Assistance from research librarian to locate information and books via interlibrary loan.
- Attending author programs.
- attending the movies provided
- book sales and donations
- Borrowing cake pans or tools possibly or using a 3D printer like in other MPL buildings.
- Borrowing children's books also
- Browsing the Wall Street Journal, other news papers.
- Buying books at \$1 and \$2.
- Community gatherings - book clubs
- Community meeting room
- Community meeting room
- Currently the library (before the corona pandemic), there were many services that met the needs of residents.
- Donating sometime, where needed.
- for all the above reasons and maybe more
- Getting book recommendations from library staff. Serving as a polling place.
- Having access to study carrels &/or ability to book rooms for tutoring and group learning.
- Having an available meeting space for community gatherings

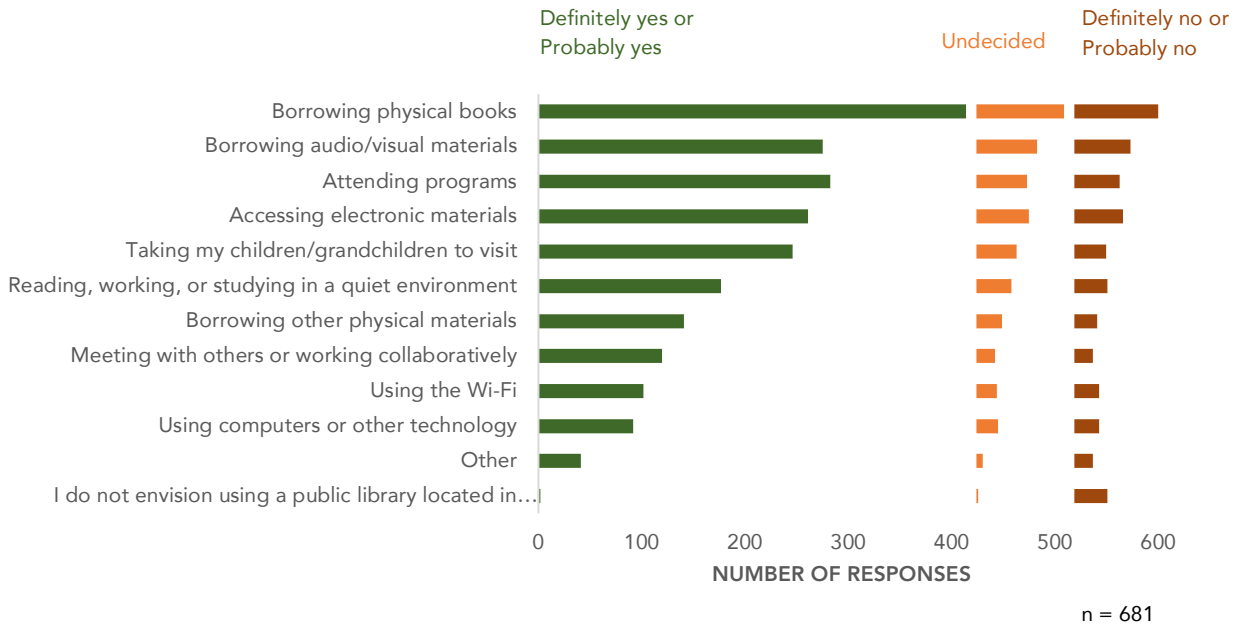
USING A FUTURE LIBRARY

- I do not wish for our tax dollars to be used for a new Glendale Library when North Shore Library will suffice
- I hope it is bright and airy and especially to have GOOD lighting between all aisles of book shelves so it is easy to read authors and barcodes.
- I hope my children will see it as a good place to meet friends for studying.
- I will stick with the Brown Deer Library. Glendale should have joined when they had the opportunity. The library is beautiful, has more kid-friendly spaces, more kid-friendly books and categories, the staff goes out of their way to assist and is much friendlier.
- I won't use the computers or the library's Wi-Fi but I would expect our town's library to have these features. I do use other technology that the NSL has; the equipment to copy old VHS tapes to CDs. A town library also needs to have a quiet environment for reading, working or studying.
- I would like to see the use of virtual programs.
- I would love to see a public access maker space with things like 3D printers. And possibly community programs for skilled residents to offer teaching, knowledge, and resource sharing.
- If you move it, I won't be able to go there anymore.
- Increased family and children's programs, A Strong Children's Library that offers up to date tech options to practice, programs to teach children how to do create or do new innovative things. Better hours. Small group rooms for children and adults to work on projects or have meetings. A better connection with our public school and what students will be learning about/ benefiting from.
- Interacting with all the employees.
- It depends completely on location. The WFB library walking distance from my home.
- It's hard to envision using spaces we have never had
- It's important to me to be able to read print additions of New Papers and Magazines.
- Kids are computers are nice.
- Knitting group meetings, book clubs
- Learning about and using equipment (including, but not limited to: sewing machines and 3D printers).
- All of the above. I'd like a library like North Shore Library.
- Mostly a large reading room with beautiful views, lots of windows, tall ceilings and wide open spaces.
- My husband and I are hoping to start a family soon and if we are able to, I will absolutely take our child(ren) to the library regularly.
- my husband is a stay at home parent, so activities for kids that dads feel welcomed to
- North Shore would be better than just Glendale
- On-line resources; participating in events and activities. Although we do not use the computers there personally, we feel it is important to offer computers and internet for other community members who may otherwise not have access.
- One of my favorite parts about the MPL downtown library is the cafe/bookstore connected to it, as well as the cafe at the UWM library. I don't think the library itself should serve food, but I would love a nearby addition like that if possible. It might attract people to the space more regularly too.
- Online access to newspapers
- Pickup of items reserved through the Milwaukee Library Catalog.
- Please see my answer to question 8.
- Possibly attending programming.
- Purchasing used books?
- Recording studio (audio/video)
- reference
- Return to volunteering
- Scheduling meetings of community groups.
- Seeing movies
- Small meeting rooms that can be checked out for maximum of 4-5hrs by one or more persons
- Some of the NS Libraries have controversial publications that are not appropriate for youth. I have basically discontinued going to those locations.
- Starting using Hoopla recently too, but loved the puzzle exchanges.
- The availability of inter library loans is important.

USING A FUTURE LIBRARY

- The library should be a community gathering place with art and educational programs.
- use of meeting space for groups in Glendale
- Using the printer and copier that are available.
- Why are you leaving North Shore Library?
- Won't mind if stayed with North Shore. Don't remember being asked. That location could be upgraded.
- Working on crafts or taking a craft home
- yOU GUYS make some BAD decisions. wow.

BY SUPPORT FOR LIBRARY IF IT INCREASED TAXPAYER SUPPORT



INSIGHTS: Regardless of their support of a potential tax increase, community members primarily envision borrowing physical books, audio/visual materials, and electronic materials; attending programs; and taking children/grandchildren to the library.

USING A FUTURE LIBRARY

HOW IMPORTANT TO YOU ARE THE FOLLOWING ATTRIBUTES OF A FUTURE PUBLIC LIBRARY IN GLENDALE?

ATTRIBUTE	WEIGHTED SCORE
Access to the materials I want	4.44
Convenient location	4.25
Space for children to attend programs	4.00
Meeting space for community groups	3.66
Space for students to work collaboratively	3.52
Quiet area to read or work independently	3.51
Space for adults to attend programs	3.50
Access to computers and/or other technology	3.31

n = 688

	Access to computers and/or other technology	Convenient location	Access to the materials I want	Space for adults to attend programs	Space for children to attend programs	Quiet area to read or work independently	Space for students to work collaboratively	Meeting space for community groups
EXTREMELY IMPORTANT	193 (28.7%)	343 (50.7%)	405 (59.5%)	186 (27.7%)	313 (46.9%)	196 (29.3%)	173 (26.2%)	193 (28.9%)
VERY IMPORTANT	150 (22.2%)	211 (31.2%)	214 (31.4%)	181 (26.9%)	188 (28.1%)	185 (27.7%)	199 (30.2%)	217 (32.5%)
MODERATELY IMPORTANT	119 (17.7%)	91 (13.5%)	39 (5.7%)	152 (22.6%)	77 (11.5%)	135 (20.2%)	158 (23.9%)	152 (22.8%)
SLIGHTLY IMPORTANT	94 (14.0%)	11 (1.6%)	5 (0.7%)	92 (13.7%)	31 (4.6%)	71 (10.6%)	55 (8.3%)	52 (7.8%)
NOT AT ALL IMPORTANT	117 (17.4%)	20 (3.0%)	18 (2.6%)	61 (9.1%)	59 (8.9%)	82 (12.3%)	75 (11.4%)	54 (8.1%)
TOTAL	673 (100.0%)	676 (100.0%)	681 (100.0%)	672 (100.0%)	668 (100.0%)	669 (100.0%)	660 (100.0%)	668 (100.0%)

USING A FUTURE LIBRARY

HOW IMPORTANT TO YOU ARE THE FOLLOWING ATTRIBUTES OF A FUTURE PUBLIC LIBRARY IN GLENDALE?

FOR THOSE WHO RESPONDED “DEFINITELY YES” OR “PROBABLY YES” TO:
WOULD YOU SUPPORT THE CREATION OF THE GLENDALE PUBLIC LIBRARY IF IT INVOLVES INCREASED TAXPAYER SUPPORT?

ATTRIBUTE	WEIGHTED SCORE
Access to the materials I want	4.52
Convenient location	4.34
Space for children to attend programs	4.20
Meeting space for community groups	3.80
Space for students to work collaboratively	3.63
Space for adults to attend programs	3.60
Quiet area to read or work independently	3.55
Access to computers and/or other technology	3.41

n = 453

	Access to computers and/or other technology	Convenient location	Access to the materials I want	Space for adults to attend programs	Space for children to attend programs	Quiet area to read or work independently	Space for students to work collaboratively	Meeting space for community groups
EXTREMELY IMPORTANT	126 (28.4%)	231 (51.8%)	267 (59.3%)	119 (26.8%)	235 (53.0%)	120 (27.0%)	120 (27.2%)	139 (31.4%)
VERY IMPORTANT	109 (24.5%)	145 (32.5%)	156 (34.7%)	132 (29.7%)	124 (28.0%)	139 (31.3%)	141 (32.0%)	151 (34.1%)
MODERATELY IMPORTANT	84 (18.9%)	62 (13.9%)	22 (4.9%)	111 (25.0%)	44 (9.9%)	87 (19.6%)	111 (25.2%)	97 (21.9%)
SLIGHTLY IMPORTANT	73 (16.4%)	5 (1.1%)	2 (0.4%)	60 (13.5%)	17 (3.8%)	59 (13.3%)	35 (7.9%)	36 (8.1%)
NOT AT ALL IMPORTANT	52 (11.7%)	3 (0.7%)	3 (0.7%)	22 (5.0%)	23 (5.2%)	39 (8.8%)	34 (7.8%)	20 (4.5%)
TOTAL	444 (100.0%)	446 (100.0%)	450 (100.0%)	444 (100.0%)	443 (100.0%)	444 (100.0%)	441 (100.0%)	443 (100.0%)

USING A FUTURE LIBRARY

HOW IMPORTANT TO YOU ARE THE FOLLOWING ATTRIBUTES OF A FUTURE PUBLIC LIBRARY IN GLENDALE?

FOR THOSE WHO RESPONDED “UNDECIDED” TO:
WOULD YOU SUPPORT THE CREATION OF THE GLENDALE PUBLIC LIBRARY IF IT INVOLVES INCREASED TAXPAYER SUPPORT?

ATTRIBUTE	WEIGHTED SCORE
Access to the materials I want	4.52
Convenient location	4.38
Space for children to attend programs	3.85
Quiet area to read or work independently	3.75
Meeting space for community groups	3.65
Space for adults to attend programs	3.56
Space for students to work collaboratively	3.49
Access to computers and/or other technology	3.41

n = 99

	Access to computers and/or other technology	Convenient location	Access to the materials I want	Space for adults to attend programs	Space for children to attend programs	Quiet area to read or work independently	Space for students to work collaboratively	Meeting space for community groups
EXTREMELY IMPORTANT	31 (32.0%)	54 (55.1%)	63 (63.6%)	32 (33.0%)	37 (38.1%)	38 (40.0%)	24 (25.8%)	24 (25.5%)
VERY IMPORTANT	22 (22.7%)	29 (30.0%)	26 (26.3%)	22 (22.7%)	31 (32.0%)	21 (22.1%)	26 (28.0%)	31 (33.0%)
MODERATELY IMPORTANT	17 (17.5%)	14 (14.3%)	9 (9.1%)	20 (20.6%)	14 (14.4%)	21 (22.1%)	25 (26.9%)	27 (28.7%)
SLIGHTLY IMPORTANT	10 (10.3%)	0 (0.0%)	0 (0.0%)	14 (14.4%)	7 (7.2%)	4 (4.2%)	8 (8.6%)	6 (6.4%)
NOT AT ALL IMPORTANT	17 (17.5%)	1 (1.0%)	1 (1.0%)	9 (9.3%)	8 (8.2%)	11 (11.6%)	10 (10.8%)	6 (6.4%)
TOTAL	97 (100.0%)	98 (100.0%)	99 (100.0%)	97 (100.0%)	97 (100.0%)	95 (100.0%)	93 (100.0%)	94 (100.0%)

USING A FUTURE LIBRARY

HOW IMPORTANT TO YOU ARE THE FOLLOWING ATTRIBUTES OF A FUTURE PUBLIC LIBRARY IN GLENDALE?

FOR THOSE WHO RESPONDED “DEFINITELY NO” OR “PROBABLY NO” TO:
WOULD YOU SUPPORT THE CREATION OF THE GLENDALE PUBLIC LIBRARY IF IT INVOLVES INCREASED TAXPAYER SUPPORT?

ATTRIBUTE	WEIGHTED SCORE
Access to the materials I want	4.10
Convenient location	3.81
Space for children to attend programs	3.32
Quiet area to read or work independently	3.16
Meeting space for community groups	3.16
Space for adults to attend programs	3.07
Space for students to work collaboratively	3.04
Access to computers and/or other technology	2.78

n = 126

	Access to computers and/or other technology	Convenient location	Access to the materials I want	Space for adults to attend programs	Space for children to attend programs	Quiet area to read or work independently	Space for students to work collaboratively	Meeting space for community groups
EXTREMELY IMPORTANT	32 (26.2%)	52 (42.6%)	68 (55.7%)	31 (25.4%)	36 (30.3%)	34 (28.3%)	25 (21.4%)	27 (22.1%)
VERY IMPORTANT	15 (12.3%)	33 (27.0%)	29 (23.8%)	23 (18.9%)	29 (24.4%)	22 (18.3%)	29 (24.8%)	31 (25.4%)
MODERATELY IMPORTANT	17 (13.9%)	15 (12.3%)	8 (6.6%)	21 (17.2%)	19 (16.0%)	25 (20.8%)	20 (17.1%)	26 (21.3%)
SLIGHTLY IMPORTANT	10 (8.2%)	6 (4.9%)	3 (2.5%)	18 (14.8%)	7 (5.9%)	7 (5.8%)	12 (10.3%)	10 (8.2%)
NOT AT ALL IMPORTANT	48 (39.3%)	16 (13.1%)	14 (11.5%)	29 (23.8%)	28 (23.5%)	32 (26.7%)	31 (26.5%)	28 (23.0%)
TOTAL	122 (100.0%)	122 (100.0%)	122 (100.0%)	122 (100.0%)	119 (100.0%)	120 (100.0%)	117 (100.0%)	122 (100.0%)

USING A FUTURE LIBRARY

PLEASE SHARE ANY ADDITIONAL COMMENTS YOU HAVE REGARDING A FUTURE PUBLIC LIBRARY IN GLENDALE:

Common themes of responses to this open-ended question included:

- Concerns and suggestions about funding sources (page 37);
- Support for moving forward (page 37);
- Concerns about moving forward (page 39);
- Suggestions for future library resources, space, and amenities (page 41); and
- Miscellaneous comments (page 44).

CONCERNS AND SUGGESTIONS ABOUT FUNDING SOURCES

- A new library would cost millions. Don't know if Glendale is in a position to borrow money for this Glendale charges 1.00 a year for use of the present library space. What happens with that?
- charge a fee to use the library
- How much will a new Glendale Library cost? This won't let me go to the next page
- I don't understand how we will be financing this library. I'm assuming that Fox Point, Bayside and River Hills will still use a new library.
- I hope Glendale residents can utilize neighboring libraries in the future and not increase taxes with a physical structure that may be out dated or unable to be used in the future, example prolonged closure for recent virus.
- I hope you could grow the sale of donated books. I'm always looking to buy books and it's a great way for the library to make some money.
- I'm hoping that we're moving forward with this separate library if it makes sense for us fiscally. We may have held a greater 'share' than other North Shore communities, but if we won't have similar access to what is available now for comparable taxes we need to examine if this really makes sense or whether our NS communities can still come together for what is best for all.
- Keep is affordable, many retired live in Glendale. don't drive them out with another tax increase. These seniors have paid for most of what Glendale has today! You need to keep that in mind as you move forward!
- My taxes better not go up. There is nothing wrong with the current library.
- Will the costs of running the library, such as labor, utilities, book purchases, go up for Glendale residents now that the other communities will not be contributing monies?
- I would like to see a cost/benefit analysis comparing new library vs staying with the North Shore Library.
- What is this going to cost
- Glendale taxpayers? Surely going it alone and having to start from scratch is more expensive than staying with the North Shore Library.

SUPPORT FOR MOVING FORWARD

- A public library is the most basic of services that a community can provide to its residents. With so many of our residents being low income, or lacking reliable internet, or having other barriers to the vast educational resources a library provides, the library serves a function that simply cannot be outsourced. Glendale must figure out how to provide this to its citizens if we are to consider ourselves an inclusive, accessible community for all residents.
- An excellent public library is an essential service in our community.
- Any library is a space for all members of the community have equal access to services. It is an opportunity to bring folks together and helping those who have less access or knowledge a leg up into the future.
- As a older man - I would be willing to help raise funds for the library, through phone calls, mailings, copying or use of computers to help raise funds to meet the system's goals, as a Glendale resident.

USING A FUTURE LIBRARY

- Every community its needs a physical library system for its children
- For libraries to be sustained, we need to make them vital vibrant community epicenter for a wide swath of patrons, but we especially need to make them a destination for younger people/teens/kids to ensure they bridge into another generation.
- Glendale doesn't have a lot of community gathering spaces. This could be a chance for Glendale to do something bold!
- Having a public library is extremely important to this household. I would not want to live in a community that did not have and fully support a public library.
- I am excited about the possibilities and commend Glendale for making the commitment. libraries are the backbone of democracy.
- I hope we can count on a library in Glendale
- I think all the attributes in #7 are extremely important for the community. Not necessarily for me personally!
- I think it's a good decision to leave. BD and WFB have the resources to accommodate our community, given if it's been a low to moderate usage.
- I use the federated library system to access books and audio /video materials from other libraries within the entire Milwaukee County system, this is very important to me.
- I want a great library.
- I'm a firm believer in the value of a community library and would love to see North Shore assume its position as a valuable asset. Right now I feel it is being held back. Libraries are becoming more important not less and should be given the attention and resources needed.
- It is a very important part of life.
- Libraries are the ne place that some people can access computers and wifi. Some people also need a quiet place to study and access to books.
- Libraries function today as community centers; they are an important resource that showcases the community's commitment to serving all residents
- Looking forward to the library existing.
- Our library is highly important as even Thomas Jefferson said when he donated his own library to the Library of Congress!!!
- Public libraries are very important to the community. It's the place where anyone can still go for information and attend programs for children and Adults.
- So excited for the future!
- So excited to come back to our library! I would really like to see expanded children and YA materials.
- Thank you for allowing input.
- Thank you for making an emphasis on creating disability friendly spaces and services. Thank you!
- Thank you for the opportunity to share my opinion. Lifelong library liver!
- Thank you for thinking about this and the beautification of Glendale.
- Thank you! Very exciting!
- The current facility has been in decline for a number of years. The facility has a poor collection and is poorly maintained and staffed. Glendale residents have been more than patient with this state of service and time for a change to something better, not worse.
- The library can help keep Glendale attractive and set apart from neighboring communities
- The library is an essential service for me. Without a good library, Glendale is a less desirable community for me to choose to stay in as I consider downsizing to a condo. I'm sorry the NSLibrary isn't working - though it was overcrowded and I'm sad that it wasn't a place more people (esp. kids) could walk to. One thing I noticed on my visits was the diversity of patrons. I'd spend time in the kids' section and go to programs with my grandkids at times, and it was a pleasure to see the mix of people and popularity of kids' programming. (Thus far I've attended few adult programs, but they were worthwhile.)
- The library is the cornerstone of a civilized community and should be offered and maintained no matter what.
- The very presence of a library in the community reinforces the importance of reading, study, and societal acceptance of these things.

USING A FUTURE LIBRARY

- There are some libraries that are thriving!! I think it would be good to get ideas from some of the other libraries in different towns and states.
- This is a wonderful opportunity to re imagine the library and services. To be on the fore front of the future. To really serve the community as the hub of community activities. I would love to see how other innovative communities have created their library.
- This is such a wonderful opportunity to build a state of the art library for the Glendale community, with great community spaces for events and classes; smaller, readily accessible gathering places for students to study in small groups together and comfy spots for individual reading or areas for technology use. I would love to see Glendale survey the wonderful libraries in metro Milwaukee to draw on their various strengths of design and incorporate the very best elements into an outstanding Glendale Library.
- Very excited for the future of a Glendale Library!
- We love the library and all the programs for young toddlers. I am looking forward to having my kids in programs again soon.
- We need a Library in Glendale!

CONCERNS ABOUT MOVING FORWARD

- All of the above are already at the current library. The current library is clean and well kept. We have an excellent facility. There is no reason to make such unreasonable requests from the other municipalities.
- As a single Senior Glendale Public Library was FINE the way it is!!
- As I questioned why are you wanting to leave the North Shore Library and establish Glendale's own library? Have you considered the cost? This is one of the many reasons our property taxes are so high. Have you considered the cost of a building, cost of staffing, and cost of material which by the way North Shore already has?. Continued consolidation with Shorewood, WFB, etc. should continue for library services. What is wrong with you-all? Why are you fixing something which is not broke? I do not expect an answer from Glendale. And by the way your gift cards are also coming out of our taxes.
- As I stated before, a physical library in the city of Glendale is not absolutely necessary with other options nearby. If Glendale is upset with their share of operating the North Shore, how much will it cost to secure their own location? Obviously more than sharing the current location. I say stay where we are and put money into improving the current service.
- Go back and renegotiate!!!!
- Going alone? Is this economically feasible and still have a decent library?
- I am disappointed that Glendale is unable to work with neighbors to provide a library that would serve us all. While I'm not familiar with the problems that have led to this decision, it seems that a better library could be provided by joining with our northshore neighbors. The biggest problem with the current library is the location (and small size). A library needs to be safe to get to for children. Closing off access under 43 was a stupid decision for everyone concerned. I honestly don't know how Glendale is going to offer anything that will match what we could do with our neighbors. I'm so disappointed with our elected officials.
- I am sorry that Glendale and the surrounding communities cannot agree.
- I am still not sure why we're leaving the North Shore Library
- I believe that the joint North Shore library already has all the attributes that I want in a library, so I do not understand the need to duplicate all the services in the same community.
- I don't believe that a Glendale library will have as many resources or be used as much as the North Shore Library. Leaving the North Shore Library is a mistake.
- I don't understand how the conclusion that the North Shore Library is not meeting the needs of Glendale residents was reached. Can you enumerate their failings?
- I don't understand why Glendale is splitting from the North Shore library (and would appreciate more on this in future communication) but will be extremely disappointed if the split results in an even smaller facility, fewer resources, materials, and reduced programming.

USING A FUTURE LIBRARY

- I found the North Shore Library to be very convenient, and was surprised to hear of the opening of a Glendale Library, which I presume will be in fairly close proximity. I don't have full understanding of the decision.
- I have no problem using a library that is shared by multiple communities, if by combined budgets and scale it can develop great collections and programs. However, that can't happen unless each community partner contributes a realistic and sustainable budget for an adequately sized library. If Glendale or other communities can't make a reasonable financial commitment to do that, don't bother.
- I have volunteered at the library. Space and bldg. seem more than adequate. What is the purpose of the change?
- I see no reason not to have a joint library in NorthShore. Independent Library in Glendale makes no sense. Having lived here for over 40 y, the decision to terminate relationship with our NorthShore Communities needs wider citizens input I recommend a referendum.
- I think it is unfortunate that the other communities were not able to come to a solution that was fair to Glendale as our family has happily used the existing library for many years.
- I think that leaving the North Shore Libray is the stupidest thing the city has ever done!
- I think this is a waste of your time and mine. I believe the Mayor and the city administrator need to be held accountable for this debacle.
- I urge the Glendale City Council to rise to a leadership opportunity here, and look at the long term quality of life benefit of the NS Library to Glendale residents.
- I was surprised to hear we want to go it alone.
- I would like Glendale to reconsider and remain a part of NS Library with Fox Point and River Hills (and Bayside if they would reconsider as well). While I understand the motivation behind the decision to leave, I believe it was short-sighted and will prove to be cost prohibitive for Glendale to replicate the quality of staff and services currently offered by the NS Library on its own.
- I'm not convinced that creating a brand new library system when we already have a very adequate one is a good use of our tax dollars.
- I'm sad that Glendale couldn't reach an agreement with the other communities to continue sharing a library.
- I'm sorry to see that the alderman running the government have to change our library system - I am happy the way it is - I can't afford to have my taxes razed because of the library - some of us don't have a big income - leave it alone -
- It is a mistake to leave the North Shore Library!! Too expensive!! Too much duplication of resources. Not in favor of a Glendale only library. Can Glendale join the Whitefish Bay Library?
- Need more info on why Glendale is leaving North Shore. It does not seem fiscally responsible to set up a separate library.
- No explanation was given on the why a change is being made. However, I am not sure I understand why Glendale thinks a separate system can support a full comprehensive catalog of library materials (in person or online without sharing the costs with other surrounding communities. It this move to a separate system being driven by subjective politics, rather than objective analysis of costs then it seems we should revisit working with some other communities to share the cost and vision. I am not against spending the dollars to have a nice library, but really wonder how a separate system would be possible without a large taxpayer cost.
- Not needed as a separate entity from our North Shore Library. Life will never be the same, so forget your grandiose ideas and plant a tree. Get Your Egos out of Your ASS!
- Please reconsider the greater expense of building new Glendale Library vs staying in functional North Shore Library!
- Pulling out of the North Shore Library is a horrible idea that will eventually cost Glendale much more money than is currently being spent in the shared agreement with the other communiities.
- See my comments in question 5. A new library seems such a waste of tax dollars when we have a perfectly good library in Glendale already.
- Seems that separating would be more expensive than sharing the NS Library. Love the location and building that we have. Would like more information why this even came up.

USING A FUTURE LIBRARY

- Since other local libraries are available, I don't feel Glendale needs a library. It would be a savings on taxes if Glendale does not pay for a library.
- Skip it. Put the effort into something more useful.
- Somehow I missed why Glendale is leaving the North Shore Library. Why?
- Stay jointly with north shore
- The attributes I checked above are important to me only if you're going forward, however, I do not believe that a new public library is necessary in Glendale, There are enough libraries around and a new park with a community room. Enough already!
- This is stupid to be redundant in creating what we already have. We must be part of the Milwaukee County system.
- We can do all the above at the current location!! Or at home!!
- Why can't Glendale work out a deal to stay in the North Shore library? I've been here in Glendale for 45 years and enjoy the library we have.

SUGGESTIONS FOR FUTURE LIBRARY SERVICE

- ample parking
- A bright, inviting atmosphere would be a lovely, welcome change from the current dull, dreary library.
- A good place for adults and children to have meetings and brief classes would be great .
- A library is an essential building and service in a community. Glendale will benefit greatly from adding its own library by continuing to provide services to our community.
- A library should be a place of peace and should be void of materials considered controversial
- Abundant, accessible parking, easily visible signage both inside and out, longer hours, more access to self-serve options.
- Access to MCFLS system wide collection
- Also staff or classes to explain and train people on how to use electronic devices and technology to learn what you want to find out about or explore some realm of knowledge and information.
- Am an older member of the community so my Opinions are shaped by the experience of Libraries while growing up. Additionally, I like the idea of a Book Specialist who could advise me on Books (fiction and non-fiction) to read.
- an outdoor reading area with some chairs and tables and shade and perhaps pretty flowers would be a nice addition. The Wisconsin Dells public library has a large and gorgeous outdoor area! Please consider calling them and actually viewing their patio and grounds. Also I like a library that is all on one level, but if on multiple levels then a CENTRALLY located elevator for use- I am a senior so very important.
- Any library must have a representative collection and a means of gaining access to materials that it does not have.
- As a Senior and less in need of a Library now it would be nice and convenient if one were in closer proximity to my home should I have a need to participate in any programs available.. Thank you
- At this time my primary use of the library is to borrow online ebooks. Given this my primary request would be to ensure a large collection of ebooks be available. On occasion I did borrow physical books.
- Attributes you didn't ask about include operating hours and virtual programming, and both of those are important to me. I fear that the choice to withdraw from the NS consortium will lead to declines in hours, available materials, and programming as they will all need to be funded by Glendale. If they do, I suspect many Glendale resident will continue to use the NSL, and the City of Glendale will take a hit in public opinion as a result.
- Can you build it on that little bit of lawn in front of the fire station, near City Hall. That puts it right across from Parkway. Then you have easy access for kids after school, and parents with younger kids for storytime after they drop off their gradeschoolers in the morning. That is a HUGE draw. Parents + coffee (have a kuerig - coffee shops in libraries are never profitable) + storytime = 50% of library use and circulation.
- Centrally located, ADA compliant. Maybe rent a space at Bayshore.
- Children and well known artist's work adorned the walls at the Shorewood Library. Students, elderly, and children had a space to call their own. It brought us together and kept us all happy together.

USING A FUTURE LIBRARY

- Cleanliness is a must
- Connected with other businesses is great, like post office, restaurant, small movie theatre etc. Coming with housing above it.
- Could the City of Glendale combine with Nicolet High School for library services?
- Do not need large spaces as COVID proved that remote works.
- Easy parking
- Good natural lightning should be considered
- Good public transit and bike access so all in the city have reasonable access
- Handicap bathroom that has room in the stall to turn a wheelchair.
- Has to have bike access and walking from main trail system, maybe off mke parkway. Putting off good hope or something would not be good. Is this just for glendale residents or anybody?
- Have different sections for young adult, middle school, graphic novels, elementary school, etc., types of books. Having that at Brown Deer has been beneficial, and gives the kids a wider variety to choose from. It isn't as inundating as having to dig through shelves with multiple age groups of books.
- Hire consultants. Look at other libraries within 20 miles. Our library is NOT inviting due to its basement feel. I like it's proximity to Nicolet as it feels it serves the high school district. It's the only thing that unified the Nicolet population. Perhaps there is a big sonar that would like to have naming rights to something spectacular. I have visited many libraries, specifically to help me decide on what was wrong with the North Shore library. All were much lighter, roomier and inviting. The books and magazines at North Shore were great, however. I know people that have chosen a home in a community because of a library.
- Hope for a good location and more parking for program attendees
- I actually rarely use the library. But as a senior it would be nice to have someone who can answer technical questions regarding smartphones and computers.
- I am proud that our library, although small, is wonderful
- I am a senior citizen with mobility issues. Other family members will also use library
- I believe locating the library in or nearby a developed area would be a good choice. For example, the Bayshore Mall area would be a good choice. Oak creeks library is a great example. Oak creek built their library in the "city center" area.
- I do not have any student age children, but I'm sure that computers, research materials, and group study areas would eventually matter.
- I love our library. But it's because of the staff. The actual location is the worst in the area. But we come for the staff and programs. We need a space that better serves the community.
- I think having maximum hours of operation is most important, but could be offset with a vending machine like the one at 64th and silver spring. Going it alone is counter intuitive to all other efforts at shared services and it is difficult to see how this will lead to either better or cheaper service. I think Glendale should stay involved with the North Shore Library rather than going it alone.
- I think it would be awesome if the library had a nice outdoor space to bring out books and read. It would also be cool to have a mini "Bookworm Gardens" where kids could explore scenes from classic books and attend outdoor activities.
- I think that the new library should be planned with the needs of all ages in mind. As a senior citizen, I would appreciate enriching and stimulating lectures that would help people connect with others. The WFB, Brown Deer and Glendale libraries could take turns hosting Midwest author visits, a maker space would be wonderful, especially if Bayshore does not follow through on their proposed plans for one off of the rotunda.
- I think we should enter into a partnership with Brown Deer like they suggested a while ago.
- I value education for our children as well as adults. The quality of schools was one of the primary reasons for selecting Glendale. I think that the plan for a new library should include its role in supporting the educational experience for students of all ages. Engaging our local schools in this plan might reveal some innovative opportunities for enhancing Glendale's role in lifelong learning for its citizens. This would include all schools, Parkway, Glen Hills, Nicolet, Stritch, the school at Bayshore, the Jewish Academy, and any others.
- I want a community room that can be rented out for use by groups.

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- I want a quiet environment to read and study.
- I want to stay part of Milwaukee Federated Library system
- I would hope to have Spanish-language materials and storytimes for children. We speak Spanish in our household and it would be great to have more resources for my children.
- I would love it to be easily accessible for pedestrians or by bike.
- I would want it to be what you would typically see from a library space.
- If the city is going to build a new library it doesn't need to fall in the same fate of the City Hall having that "look" for no reason. If it's built to last, it should be inspiring, somewhere people are drawn to go to to read, research and relax. Have a competition between architects, it could be the centerpiece of the community instead of bayshore "brown" center.
- If this library participated in Drag queen story hour, I would be extremely disappointed. Tax dollars shouldn't fund a program, or any other like this which promote an ideology which is dangerous to children.
- If you are looking for further input or help with the Children's area I would love to help.
- Is it possible to revisit a collaboration with the Brown Deer Library?
- It is important to me for the space to feel clean, spacious, and inviting. It is also important to me that it be easy to get to. It's not terribly easy to reach the current library because Port Washington Rd isn't bike-friendly.
- It should have easy access with adequate parking. Similar to the current North Shore Library, but with more space provided for more books and seating area, etc.
- It would be great if it was easily accessible by bike or near the bike path.
- It would be helpful for a book drop that could be accessed from one's car without having to park and walk to it.
- It would be nice if new locations are considered, that you poll Glendale residents as to their preferences.
- It would be nice to have programs for adults in their 30s and 40s that aren't focused on kids or retirees.
- It would not have to be located in Glendale if a great option is available in a neighboring north shore community
- It's super important to stay part of the MCFLS and work collaboratively (not competitively) with other libraries. I hope you keep the same wonderful staff. The people who currently work at the library are part of what makes it such a special place.
- Just want a card for download access to read books.
- More people space. We loved the design we saw in Fall of 2020. Why are area businesses not more involved in funding and supporting the library?
- More space between shelves. The present set up is almost claustrophobic.
- My preference is that the new library will be at the same location as the current one.
- need a wide range of topics and depth in topics carried
- Needs to be bikeable/walkable. This is a big limitation of the current site and to create a new site without having it truly be accessible would be a huge missed opportunity.
- Parking also needs to be very accessible.
- Please focus on most marginalized community members' needs (not mine)
- Please keep the same wonderful librarians and assistants, and make it easily accessible.
- Please leave the library in the same location. Very convenient
- remain @the same location
- Sufficient parking for both cars and bikes (maybe also strollers?) is something to keep in mind.
- The future public library in Glendale has to be a part of the Milwaukee Federated Library system so that Glendale community members would be able to request items that were not physically in the Glendale library. This way the Glendale library could have a smaller item inventory with the ability for residents to borrow items from the other town's libraries.
- The Glendale Library should continue being a fixture in the community.
- The librarians do a great job and are very helpful and friendly. I would hope that that would continue. I personally don't use the self checkout because I usually need help anyway. Once the library is remodeled it would be nice to have small group (6-8) tours of what is all available. A small group allows for more questions and interactions. It would be an investment of time that would pay off with visitors feeling more

USING A FUTURE LIBRARY

confident about using the space and equipment and save having to ask a librarian questions because the patron is self sufficient.

- the library needs to reach many audiences in Glendale. Children and students will need access as well as older adults. A flexible venue is needed. The library will need to be part of the Milwaukee County system..
- The location should be near the North Shore Library. Cardinal Stritch University, several Elementary Schools, Middle Schools and Nicolet. There is also convenient shopping and restaurants.
- The re-envisioned Bayshore mall seems like a perfect location
- Washington Park and WFB libraries are nice examples of what I enjoy about library space.
- We use the current library frequently, and we hope the new location will be in close proximity to the current site.
- What we have has worked well. Replicate it.
- Would be nice if it was within somewhat close proximity to other Community services such as restaurants/cafes, coffee shops, and other activities.
- Would like to see it west of the expressway. Near one of the schools (Parkway, Glen Hills, Nicolet) would be great.
- Would love for a library to be a showpiece in the community and not in the basement of an office building.
- I used the Northshore Library a lot when my kids were younger. We borrowed tons of books & listened to books on CD. At this time in my life it would need to be a community meeting place to be useful- but eventually I'd like a nice place to take my grandkids.

MISCELLANEOUS COMMENTS

- A library is extremely important for the growth and education of our community. I fully support the need for a library and will be sad to see the North shore Library go. I hope there is a new library as good as that one.
- Again, I surely hope that you have not been shortsighted in jobs that are now in jeopardy.
- All of the issues listed in 7. above are important to my family in meeting their expectations. From what I see as existing currently involving involving the aforementioned decision making, " The decision makers have talked the talk and now it is time for them to walk the walk"i.e. Implement their decision.
- As said before I have no problem with things as they are. Present location is great for me.
- Bayshore would be a GREAT location!
- Books have lost much of their importance and moved to online.
- I am an avid reader and great proponent of public libraries. I have minimal knowledge of the reasoning behind development of a Glendale library, which I presume will be in close proximity to the North Shore library
- I am fortunate to have a computer and WiFi at home to use
- I believe that this is an issue that should be left to the voters to decide.
- I cannot believe this is the first you are asking for opinions from constituents. It's insulting. I would rather you'd asked my opinion to let it INFORM THE BIG DECISION. What a farce.
- I found North Shore library staff very welcoming and helpful.
- I have lived in Glendale and worked in Glendale for over 50 years and my children used the Library all through there schooling years. I am Also a friend of the Library.
- I indicated I had not used the Glendale library prior to Covid 19. We added a child to our household in February 2020 and I see great value in programs for children from the library. Because of Covid we've not begun taking advantage of those programs but I would be very disappointed if those were no longer available to us due to Glendale departing the North Shore Library.
- I know of a former public library director who now lives in Fox Point -- she'd be a great consultant. Let me know if you want her contact information.
- I like the current location and was sorry when it was no longer my polling place.

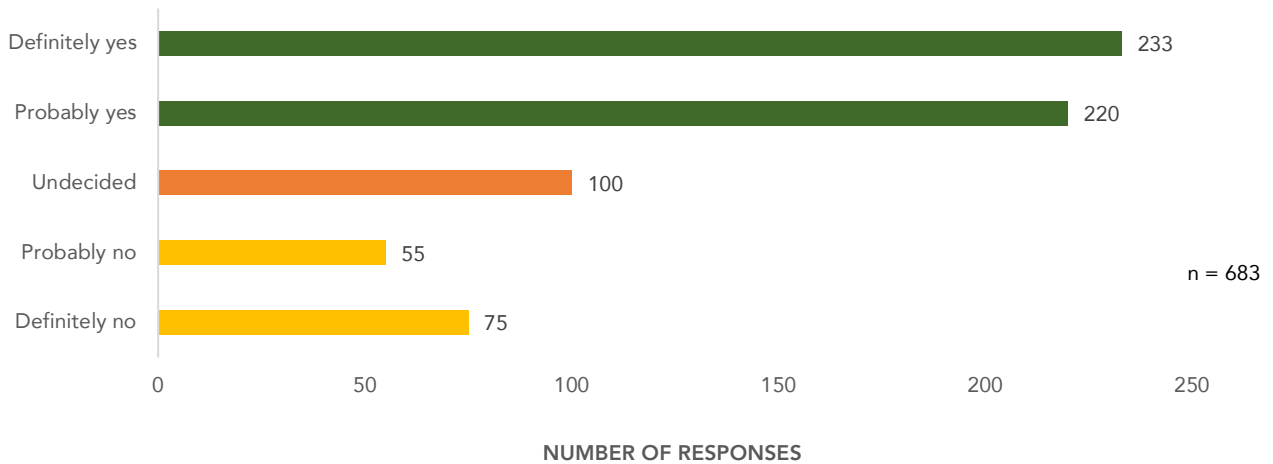
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- I love spending time at the library with my children. When I'm studying, it is also a big resource for me. With my position at work remaining in a flexible schedule, I envision spending time there doing heads down work.
- I love that we are part of the larger Milwaukee library system.
- I love the CountyCat system and have found it to be very efficient. It also allows the collaborating libraries to share materials in a cost effective manner. I think book storage is secondary and diverse community integration and learning opportunities are critical.
- I miss being able to go to the library in person. I liked looking at their books for sale, etc.
- I moved to Glendale during the pandemic, so my answers will not accurately reflect the questions in this survey.
- I think the COVID pandemic will be with us for years to come. Thus, for me to use it frequently, the library should have space and a good ventilation system.
- I used the library more when my children were young. It would be a shame if that same service wasn't there for other young families. Thank you for all you do!
- I will continue to use North Shore Library.
- I would hope that planners look closely at what is being done in Shorewood, Whitefish Bay and Milwaukee to make better use of the library buildings: apartments, businesses, kitchens for cooking classes, meeting spaces, herb classes, bringing in teachers for classes other than what we have traditionally offered. Look at what the Franklyn public library offers. We need to think way outside of our normal comfort zone box for use of the building and classes and other programs. Using the building this way brings in money for the rentals that can cover costs.
- I've answered #7 based on how I use the library, but it was difficult because I think all of the services mentioned are important for a community library. For example, I don't have children, but I think it's very important that libraries offer free programming for children.
- I've never visited the North Shore Library, but I'd like there to be a library close by for the future because I now have 2 small children.
- I'm sure this has been brought up but, as Bayshore transforms, apartments going up on Lyell starting later this year, BS being the new "town center" there has to be room and feasibility to put the library there...central to what should become a great gathering place for Glendale and all.
- Is this going to be part of the Milwaukee County Federated Library System? If it is not it is never going to be worth much period. How many librarians and other staff are you going to support, 0?? Is this going to be another "virtual" project.
- It is scary that just a few people will decide the future of the library for generations to come. I hope that are selfless in their decision.
- Location is crucial. Current location is perfect, Hours and staff not so helpful.
- Quest 7 asked how import it was to "me" not what I thought we import for glendale as a community.
- Students at Nicolet are a very important potential base.
- The current location on a bus route is fantastic!
- We are very interested to know where the library will be located or what various locations are being considered.
- Where will you build a new library in Glendale?

FUNDING A FUTURE LIBRARY

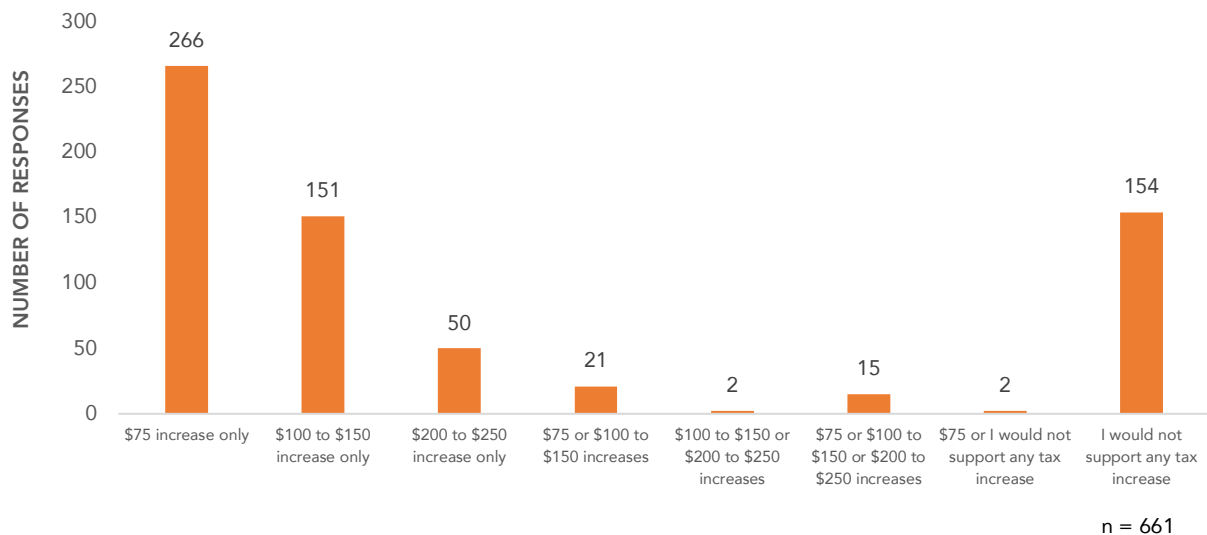
A \$250,000 HOME IN GLENDALE CURRENTLY CONTRIBUTES \$62.50 IN TAXPAYER SUPPORT ANNUALLY FOR PUBLIC LIBRARY SERVICE THROUGH THE NORTH SHORE LIBRARY.

WOULD YOU SUPPORT THE CREATION OF THE GLENDALE PUBLIC LIBRARY IF IT INVOLVES INCREASED TAXPAYER SUPPORT?



WHAT INCREASE, IF ANY, WOULD YOU SUPPORT THROUGH AN OPERATIONAL REFERENDUM TO HELP GLENDALE PROVIDE PUBLIC LIBRARY SERVICE? (PLEASE CHECK ALL THAT APPLY.)

BASED ON THE YEARLY TAX IMPACT OF A \$250,000 HOME, I WOULD SUPPORT A:



FUNDING A FUTURE LIBRARY

PLEASE PROVIDE ANY ADDITIONAL COMMENTS REGARDING THE FUNDING OF A FUTURE PUBLIC LIBRARY IN GLENDALE:

Common themes of responses to this open-ended question included:

1. Uncertainty and concerns about leaving the North Shore Library (page 47);
2. Support for moving forward (page 49);
3. Concerns about moving forward (page 51); and
4. Miscellaneous comments (page 52).

UNCERTAINTY AND CONCERNS ABOUT LEAVING THE NORTH SHORE LIBRARY

- Again I really do not understand what is at all wrong with our current and existing NorthShore Library except for earlier closing times during this pandemic. The library has served my families needs well for the past approximately 35 years!!!!
- Again, I'm a strong proponent of public libraries. I believe they provide great value to communities. However, I don't have full understanding as to the development of a Glendale library. Also, related to the tax impact - would I continue to be taxed for the North Shore Library, in addition to the new library?
- Again, we have a great library here already. This is a waste of tax dollars!
- I already have two libraries within a couple miles of my house. Why do we need an additional one that will cost us more and not provide additional services? Just help out the ones that already exist.
- I am angry. Got to the amount you want to increase our taxes because YOU decided to withdraw from cooperating with our northshore neighbors. I will vote against ALL of you!!!! You are NOT qualified to make decisions for this community. I am willing to pay the same as the other northshore communities for a good library but why should I more than double my taxes because YOU made a BAD decision. My advise, get off your high horse and figure out a way to make this work with our neighbors. Glendales contribution to the current library system is inadequate. The building is bad. The location of the building is BAD. Figure out how to cooperate or we WILL VOTE YOU OUT.
- I am sorry to see that the communities cannot reach an agreement to work together to provide a first rate library- this seems to be a logical place for a joint effort.
- I don't fully understand why we left the current North Shore Library. It was very nice.
- I don't see why we would create an Glendale library at a greater cost than than what it would cost to just stay with the NorthShore library. I have been very pleased with the services provided by the North Shore library and would have been happy to continue to receive services from the North Shore Library,
- I don't understand the need for a change in a system that seems to work. That should have been more prominently illustrated to residents of all the participating communities.
- I don't understand why it is important to move away from the North Shore Library. I have only seen the comment "better meet the needs of its residents". How does moving away from the North Shore Library better meet the needs of Glendale residents?
- I have concerns that the communities were unable to work together in the North Shore Library--will separate libraries function or will there be a loss of service? Community funding may be difficult. I am not confident that my fellow residents will continue to support the library when presented with a \$75.00 tax break.
- I really liked the north shore library and think the duplication of services is silly. However - more libraries can never be a bad thing if it can be done.
- I still feel it was a mistake for Glendale to withdraw from the North Shore Library. Going-it-alone may appeal for the short term but collaborative sharing is probably a better long-term solution. Otherwise, a level of service similar to what is currently available meets the needs of my family.
- I struggle with the increase in taxes, since the schools are successful with their referendums and my taxes just keep going up. I guess I don't understand why Glendale wants to do this project alone.
- I think there is strength in unity. Glendale leaving is a lose-lose for both Glendale and the NSL.

FUNDING A FUTURE LIBRARY

- I think this is probably a needless use of time and money. I believe there are a number of things that would be more beneficial to the residents on which to spend money. I don't understand why this needs to happen.
- I think we should stay at North Shore Library
- I think we should stay with the consolidated library.
- I was happy with the old system, and have a hard time understanding the need for this change, especially with any tax increase involved !! With the addition of a propose tax increase for Nicolet AGAIN. Glendale is making it more difficult for long time, tax paying, retired citizens on a fixed income to live here!! This is ill conceived ! No more new tax increases !!!
- I would like an explanation as to why this decision was made and a reassessment of this decision.
- I would like Glendale to reconsider and remain a part of NS Library with Fox Point and River Hills (and Bayside if they would reconsider as well). While I understand the motivation behind the decision to leave, I believe it was short-sighted and will prove to be cost prohibitive for Glendale to replicate the quality of staff and services currently offered by the NS Library on its own.
- I would prefer keeping shared expense of the library with the other communities of the North Shore (Fox Point and Bayside).
- I would rather have the North Shore library how it is than pay more in taxes for a similar situation, or pay even more just to have a few added bonuses.
- I would support tax increases if we did not already have an existing library (Northshore) at our disposal. The Northshore library seems more than adequate for the needs of Glendale residents. I have a post graduate education and am an avid reader.
- I'd need to know more about the potential benefits of Glendale having its own public library, as opposed to remaining part of the North Shore Library before I supported a tax increase.
- I'm not sure why Glendale is separating from the North Shore library but I feel it is a bad decision.
- I'm somewhat concerned that we're leaving a functional system to pay At least double for something we already have
- I'm still not sure I understand why we needed to break off. If north shore library is still there, I suspect I will use both libraries
- It doesn't make sense to leave a system and then charge us more...
- It is unfortunate that we did not do for our north shore library what we are doing now.
- Leave it the way it is. We had a GREAT DEAL.
- My husband and I are retired. I see no benefit to our family to leave the NS Library and have tax increases.
- No info has been provided on why Glendale is leaving North Shore. What is the nature of the dispute? This explanation should be provided on the City of Glendale website and sent out to residents.
- Question #10 was not clear. I do not understand why we would have to pay more than double the amount that is already being spent to get the same service. If this is the case, why is Glendale leaving the North Shore Library System? I also don't understand what is meant by a fully comprehensive library service and why it would cost \$200 to 250 more than we already pay. I thought that we already have a fully comprehensive service. This is confusing. I will put my email at the end and I would appreciate clarification.
- So - I would be taxed for use of the North Shore Library - in addition to being taxed for the new Glendale Library?
- There is absolutely no reason the four communities can't work out the problems to continue the NS Library. Every community doesn't need their own Library.
- There is significant financial economy to having a joint library. It is unclear to me why the Glendale Common Council voted to leave North Shore Library. Sharing the costs to build a new joint library would be a better solution.
- There is strength in unity. I think that by leaving the North Shore Library neither Glendale or the NSL will be able to provide the same programs and services that now exist.
- There was nothing wrong with going down the road to use the current North Shore Library. I don't want to pay more just so Glendale can have it's own library instead of using existing resources.

FUNDING A FUTURE LIBRARY

- These options seem wildly skewed. The lowest option is more than doubling the cost from \$62.50 to \$132.50 for something similar to current service. It begs the question of why not stay with the Northshore system.
- This feels silly. Let's be adults and realize it's better to work together than apart. That is what we try to teach our kids. Go back to the drawing board. Figure out how to make this work with everyone. Have everyone raise the tax a little and build something awesome with more resources.
- This should have been explored prior to voting to leave the North Shore Library unless that decision can be reversed. I do not understand how a separate Glendale Public Library would provide greater benefits to our community than what we currently have, nor do I see how this could possibly be financially feasible without raising taxes.
- Very disappointed that the public was not consulted prior to making the decision to leave. Not in favor of providing any additional funding for a separate library. Do not think a future Glendale public library adds any value that wasn't already there with the current library.
- We are already part of the North Shore Library and do not need a separate Glendale library which would increase our taxes -- we are close enough to Shorewood and Whitefish Bay to use their fine libraries.
- We are one of the families that think NSL is perfectly fine and that Glendale taxes are too high.
- we are opposed to a separate library. If emergency services could be merged with other NS communities so should the library. TRY AGAIN WITH NEGOTIATIONS!!!
- We don't need our own library.
- We have one! Don't fix it if it ain't broke!
- Why are we branching out if it would cost households an additional \$75 per year or more to provide the same services we already have with the Northshore Library. Convince me of this need.
- Why are we leaving the North Shore Library? If it is going to cost more than staying, it seems like a stupid idea to leave. We are satisfied with the services provided by the North Shore Library.
- Why are we separating from the other NS communities to pay more in taxes to keep the same comparable services? It seems like some city officials need to learn to compromise and work together. It may not seem 'fair' that Glendale pays a greater share, which may be true, but it isn't fair to raise taxes and separate to keep the same level of library services just to prove a point. Glendale may have a larger population, but what about looking at who is using the Northshore Library and split the costs based on community usage? You should be able to pull that data since our drivers license was shown when signing up for a library card. Normally I would support a tax increase for the library, but doubling the taxes for the same service doesn't seem to make a whole lot of sense.
- Why can't we stay in the North Shore System??
- Why did Glendale leave the Milw. County system? This is not clear. Why pay more for our own system when we are in a good system now that only costs \$62.50?
- Why is this necessary. Info on this would be appreciated. I've found the staff at the North Shore Library to be helpful
- Why should we pay more for same or less service than we are getting through North Shore Library?
- Why would I want to pay \$75 more a year to get the same services we already receive from North Shore Library?
- WHY????????? When we already have a library.
- Wish we could leave it just as it is
- Would prefer to beautify and upgrade the North Shore Library. Has had a meaningful, useful place in my family's needs/life.

SUPPORT FOR MOVING FORWARD

- A fully functioning Library is as important to a community as is the Police, Schools and Fire departments.
- Aesthetics are important. I use the library for working on writing away from home. A feeling of beauty, spaciousness, and calm seems to be what any library should offer--besides all the books to browse among.
- Any tax increase that goes towards an excellent library is fine with me.

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- Because we were the biggest user of the NS PL, I'd anticipate that we'd be able to create a very impressive public library.
- Don't be afraid to raise taxes. You're important.
- Franklin said that libraries are the cornerstone of democracy. Now, more than ever, all citizens require access to information and a public repository for that information in whatever form it is available. This is not the time to decrease public access to information in book form; it is the time to INCREASE access to all forms of information for citizens. It is also necessary that the library establish itself as a focal point of the community for activities and meetings. Whitefish Bay and Shorewood have refused to participate in the race to the bottom mentality so frequently taken by government officials. They have set library services as a public value and provided outstanding libraries for their citizens. It is time for Glendale to do the same as a matter of community pride.
- How could Glendale call itself a "community" without a state of the art library? Why would anyone consider not having the best possible library? Why would Glendale sponsor a race to the bottom of the literacy ladder?
- I believe having a space for the community to meet is increasingly important assuming it's promoted so there's awareness
- I believe public libraries are very important to a community.
- I feel strongly that the library should be well-funded but I would hope that there would be some moderation. Don't go crazy.
- I hope we can continue Glendale location with remodeled space
- I really like the Northshore Library and am happy with it. However, I understand the reasoning for creating a Glendale Library. I'm happy to support it if the tax impact is reasonable (I know everyone's definition of "reasonable" is different! But I think all of the potential increases mentioned in question #10 are pretty reasonable, given how important libraries are to communities.)
- I regard a public library as absolutely critical to a community. As a senior citizen, library services are so important to me as a recreational and educational facility.
- I think libraries are a cornerstone of a community. I realize that I am an outlier willing to pay much more for public libraries.
- I would wish to have similar services as at NS Library.
- I'd love to bring my kids to a library that is inviting and pleasing to adults and kids alike, that I don't have to travel the few extra minutes to go to WFB's or Shorewood's
- It's frustrating to see another operational referendum in Glendale. However, I think that a better library meets the needs of more residents throughout their lifetime than a school request which benefits a narrower band of residents for a short period of time. So I am much more supportive of a request in support of the library.
- Mailings, text messages to residents, phone calls (BLOCK CAPTAINS, in districts meeting with residents to raise FUNDS). More VOLUNTEER SUPPORT STAFF, important!
- Menomonee Falls has a nice library. You can't have a nice town without a nice library.
- My family has used the current library extensively during the last 30 years, while I was a home owner in Glendale. I believe a public library is an essential service.
- Personally, I would support the \$100-\$150 increase but I worry about families of more moderate incomes trying to make a go of it.
- This is a critical aspect of the infrastructure of democracy. Our democracy is fragile and support of accurate research-based information as well as common ground for gathering and discussion is one way that our small community can make a meaningful contribution of democracy in ours and our children's future.
- Very important to future of Glendale
- We enjoy the services currently provided through the existing library however, if there are additional costs that attain the benefits of additional services, I consider an additional tax may be required and approved to meet these additional service goals.
-

FUNDING A FUTURE LIBRARY

- We must use this opportunity to improve our library facilities and programs. This is a vital community resource. It would be amazing if we could put it in bayshore, helping grow and revitalize the area.
- We need to DUMP the other communities like Fox Point who just want to sponge off of Glendale. We need to break ground on the newest, greatest library in the history of Glendale.
- We would pay more than an additional \$75 for similar services.

CONCERNS ABOUT MOVING FORWARD

- A library is essential but I don't feel we need a new one.
- Future proof your ideas of what a library is or could be. Digital first. It's a hard landscape when you can learn about almost anything on YouTube and Google. How will this library enrich people's lives that doesn't already exist in our community or accessed online? I'd support tax increases that were truly innovative, tech oriented, local history focused, or creativity minded but based on these questions...that does not seem to be under consideration or on the radar.
- Glendale does not need a library.
- Glendale poorly spends their taxpayer dollars today and considerations from corporate partners should be the major funding source. The "Johnson Controls Public Library" for example, I would also support usage fees. However I would not support simply taxing me more. I think there are some smart folks running Glendale left and even meeting rooms could have sponsorship ("The Maglio Conference Room" for example or "the Sprecher Brewery quiet area"). In recent years the crime rate in Glendale has surpassed that National average, careful attention to attendees and their security should be considered.
- Glendale should continue to work with other communities.
- I do not agree with this initiative. Pass this out more rigorously to Parkway, Glen Hills, and Nicolet parents. See if they want you to do this.
- I do not believe Glendale alone can support a library by itself. The NS Library has all the features a good library should have.
- I do not see a tremendous benefit to separating from the rest of the north shore, I would have hoped things would work with adults figuring it out
- I do not support increasing taxes to support a new library when the current joint North Shore library provides all the services I consider necessary.
- I do not want my taxes increased to provide a building for free movie rentals.
- I feel there is better programs to spend our taxes. It is not your money and don't fix what is not broken.
- I live in Glendale but am within walking distance to the NSL, so I cannot see a reason to financially support the creation of another library.
- I object to paying for something I won't use.
- I want our library to stay as is
- I will lobby my neighbors not to support the unnecessary expense of building a new Glendale Library
- If new library would be in a different location & not within walking distance, then I wouldn't be able to visit it. Hence, I would not support a tax increase.
- If our services and the space remain the same we would have a hard time paying more in taxes.
- If the increase in taxpayer support is a lot greater than now, I'd have a hard time with that. I'm a senior on a fixed income.
- If there's going to be a tax increase we should really be getting more value than current state
- In some cases a short term increase for the early build stages could help agreeable if planned well.
- Milwaukee County taxes are way too high as it is
- My taxes better not go up. There is nothing wrong with the current library
- Not another "elitist" Glendale project. I have lived in Glendale decades and am looking to leave it if possible. This community is just for the elites with endless money pocket ideas. This is another big idea - like Bayshore Area Shopping District - now we make us a learning desert too!
- Our taxes are high enough! I hope this is not another boondoggle like Bayshore Town Center. Disappointed that our politicians could not work something out with the other communities.

FUNDING A FUTURE LIBRARY

- Stop spending taxpayers funds when our economy is hurting. This is NOT the time for this project. too many people not able to work because of restrictions.
- Taxes will be going up under Pres. Biden, Nicolet will be asking for a building referendum. Residents can only support so much additional taxes.
- There are many older people living on a fixed income, in addition, Glendale's low income population is growing by leaps and bounds. Glendale cannot support a decent library! Fox Point, Bayside etc., have lucrative incomes. Stay with North Shore!
- There's LOTS of better ways to spend fifty or a hundred bucks per house than a mini-library.
- Unable to see an upside to creating our own library.
- We had a library before with these thinks, why pay more. I am sick of all these add ons. More federal taxes, school wants money and I am on disability. I cannot snap my fingers to earn more money. 35 years in same home same on you.
- We longtime residents of Glendale (I've lived here 50 years) have enough trouble keeping up with continual referendum increases for our schools. I would not support the building or obtaining a new library that would increase my taxes yet again.
- We're already taxed to death. How many more referendums do we need? Learn to be more fiscally responsible. That goes for the schools, too. Spend, spend, spend... Try budget, budget, budget.
- With the soon to be, depression, super inflation, care should be taken to plan for lower property taxes, lower home values and more unemployed in Glendale.

MISCELLANEOUS COMMENTS

- add business and corporate sponsors
- Any increased taxes for construction or remodeling of an existing building should have a sunset date which is followed and not extended.
- Are private donations going to be part of cost for maintenance and upkeep. You do not make clear if the \$75 is in addition to the \$62..50 or just an additional \$12.50 on top of the 62.50. The latter would be easier to accept. Thx-this will be a great undertaking!
- Are you asking if I'd support an increase of \$75, meaning the total amount would be \$138? Or an increase to the total of \$75? I'd support \$75 annually, but not more than doubling the annual cost.
- As an apartment resident of Glendale, I do not pay property tax. Therefore I will not be able comfortably make decisions at the expense for those who do pay property taxes.
- ask the Koch brothers or Rupert Murdoch
- Besides the homeowners other revenue sources should be considered. In Wisconsin the burden of services falls on the taxpayers and there should be other equitable ways for revenue considered.
- Could we still partner with some of the other communities? For capital costs, a joint venture with a residential or commercial property (coffee/sandwich shop) could be a beneficial option.
- Don't forget we have increases due to Nicolet renovations, keep this increase very low. Why not do some fundraising or private donations.
- Finding a spot or cultivating one that is pedestrian/ foot traffic friendly would be great.
- Get on it for the infrastructure bill! And start to hammer State government for funds, I drive around the State and other communities are getting a lot more funding then Milwaukee County. Stop wasting money on Bayshore.
- Get some big donors. Don't leave River Hills out of the mix. Let donors name some areas of the library. Be proud. This should have been done before. Glendale was North Shore because of the library. I would be willing to donate rather than a big tax increase. There needs to be community buy-in and pride in what a library can accomplish and how it can serve a community. It should be a hub. Can't believe Glendale quit without a plan. Maybe if we can see a plan we can see value. Right now we are losers and have nothing to get us excited about anything different. This is the time to rethink what a library should be and to make it representative of our best efforts. You might be surprised as to what volunteers can do, if proud and feel they make a difference.
- Glendale has always been City with a future and we should keep it that way.

FUNDING A FUTURE LIBRARY

- I believe that this is an issue that should be left to the voters to decide.
- I don't see the need for a new expensive building. A library is vital for a community. Why can't current
- I don't think many households in our Glendale community can sustainably and realistically support an increase of \$200-250/year, despite our desire for a new library that provides fully comprehensive library services.
- I don't understand if questions 9 and 10 are related. Q9 says taxpayers pay \$62.50 for current partnership at North Shore. Q10 asks what level of increase I'd be comfortable with. Does a \$75 increase translate to \$137.50 total tax burden annually ($\$62.50 + \$75 = \$137.50$) for same level of service as North Shore? Or does a \$75 increase translate to \$12.50 total tax burden annually ($\$75 - \$62.50 = \$12.50$)? If \$137.50 for similar services by moving out of North Shore partnership for same services, no way. If \$12.50 increase for similar services, then fine. But I do not fully understand why Glendale would leave the North Shore library system.
- I feel as though you will have more support if you can grab the attention of students. Make it a modern space conducive to their learning preferences rather than traditional set up
- I happen to live close to the N.Shore library, even if I walked there. I've gone to the Brown Deer Library if N.Shore didn't have something I knew was there. I've attended talks by public figures (county ex. , information about League of women Voters for example, at Brown Deer and White Fish Bay libraries. Brown Deer Library
- I might be willing to pay more if, e.g. there were a senior center or more recreational space for teens. I admire the Shorewood and Tosa libraries and would pay more for something of that caliber.
- I reluctantly put "\$75 increase". There needs to be a better solution to this problem!
- I support use of existing space if possible — at Bayshore?
- I think Glendale should look into grants, fundraising, gifts and donations to acquire the money to start up.
- I think it could also have supporting programs to help offset new costs too. Especially if it has several large meeting rooms (yoga, fitness class, etc.)
- I think you have to consider the financial environment of the post covid world and the selectivity of a survey monkey tool requesting information from people about a library initiative. Only those interested in libraries are going to fill out the survey which will skew your results.
- I would accept the decision made
- I would also like to see the city reappropriate tax funding from other programs/projects to support the operational costs of the library.
- I would at least like to see the same service that I have today. If the proposal is for more services or comprehensive services, I would have to know exactly what those additional services would be before I could make a decision about supporting the tax increase.
- I would expect at minimum we would receive the same type of services for a similar cost.
- I would have supported \$20 to \$25 but that was not an option above.
- I would like to be kept informed about the expenditure of funds collected for the library.
- I would need to see the plans. Also, is this a one time increase or will it continue annually?
- I would support a tax increase, however, I would not want to jump to an additional \$75.
- I wouldn't support a \$75 increase, but a smaller amount might be considered. Maybe between \$25 and \$50.
- I'm assuming Q10 is based on the assumption that Glendale would operate its own library, not shared with another community? How does that impact the estimated increases in the responses previously?
- Increased family and and children's programs, A Strong Children's Library that offers up to date tech options to practice, programs to teach children how to do create or do new innovative things. Better hours. Small group rooms for children and adults to work on projects or have meetings. A better connection with our public school and what students will be learning about/ benefiting from.
- It would be adequate to order books and other physical materials online, then pick them up at carry out location.
- It would be nice to start a library that is built on full-time, benefited, staff. That results in less turnover and stronger services. (Like Shorewood) If budgets are balanced by making most positions part-time with no

FUNDING A FUTURE LIBRARY

benefits, then we'll have trouble keeping staff longterm. We'd get into a cycle of constantly training, which makes it difficult to offer consistently excellent services.

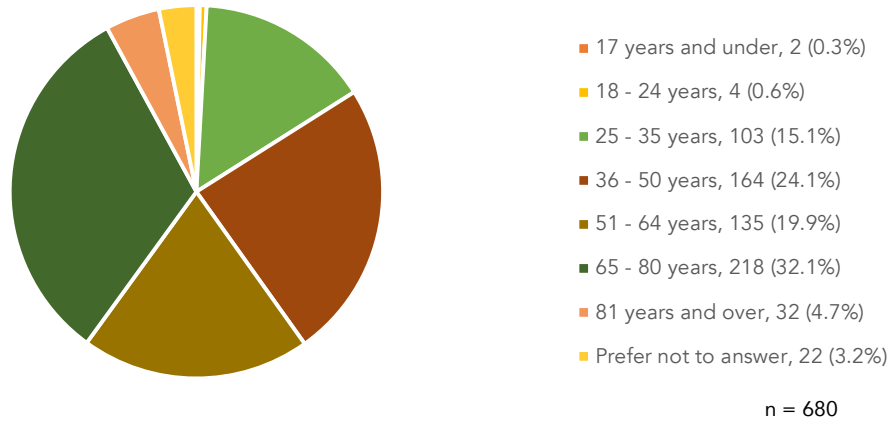
- It's the alderman who have pushed for this project let them pay not the residents
- Libraries are basically obsolete given the internet et al.
- Library does not have to have "everything".
- Like I said previously, I think this is a waste of time.
- Look to large businesses in the area to fund, similar to how Maslowski park and its athletic fields were funded.
- Maybe if you do mix used space wouldn't have to raise taxes, or operate another dept more efficiently
- My one concern is that I have contributed to the North Shore Library Foundation. I've only seen moderate changes following their fundraising. Would there be any way for a portion of those donations from Glendale residents to be redirected to the new Glendale library?
- My preference would be to align with the Brown Deer library with the hope that the combination would provide for greater access to materials for residents of both communities at no greater cost.
- Need to understand referendum, like how many years higher tax would apply.
- Needs a city wide referendum on this issue.
- Not looking for a tax increase, but certainly desire a lovely Glendale library.
- Number 10 is not a good question. What is the purpose to be achieved at each level of increase? What does fully comprehensive library services mean? There is no context given here for me to judge the value of any of these.
- Please allow public comment at future Library Review Committee meetings. Also conduct City Council Meetings in public session when dealing with the new library and the North Shore Library.
- Please consult w disability advisory groups to help w design of space, services, etc. thank you!
- Please do not censor books. Let parents decide what their young children read and let the rest of us read what we want. I will NOT support the library if it is a "nanny state"
- Private Donations would be another option
- Publicize the need for donations from businesses and Area Corporations. Even personal donations
- Publicize using RMD funds directed to 501 (c) (3) to Federal Tax ID number. It will reduce their tax liability..
- Question #10 is difficult to answer since I don't know what "more services" or "fully comprehensive library services" involves!!!
- Question 10 was difficult as we really don't know how the facilities/services might relate to those of the alternate facilities we frequent.
- Request tax-deductible donations, matching grants, etc.
- Rethink the old joint venture, why pay more to get less.
- solicit donations from businesses and individuals, and recognize their contributions within the new library.
- Space near City Hall or Bayshore would be excellent spaces for a new library.
- Start a go fund me page!
- thank you for the survey
- Thank you!
- Thanks to all who've made this survey possible.
- The North Shore library's presence in Glendale was a factor in my family's choice to buy a home here; it tells people that this community values education, self-betterment, access to valuable materials even for those unable to buy them and providing space for community groups, students, Shakespeare fans, preschoolers and parents and seniors to meet
- The northshore library should be neighborhood library. The ability to share materials through the county and online materials makes it not so important to have specific materials. The one thing I find I like looking at the books to make a selection is adult fiction.
- The parking situation has not been the most convenient. If there is an increase in library patrons, parking would most definitely have to be more efficient

FUNDING A FUTURE LIBRARY

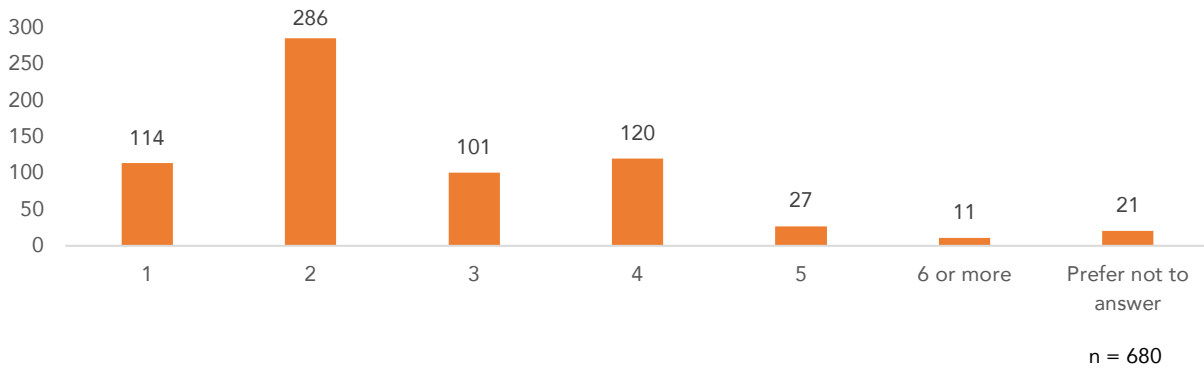
- The staff members at the NS library are friendly, helpful, and very knowledgeable. Our family and grandchildren always feel welcome. We hope a Glendale library would hire staff members with similar expertise and communication skills.
- Thinking it may be wise to save the money and visit other libraries.
- Try to get donations or sponsors
- Undecided at this time
- use Voluntarism to pay for a library for those who volunteer to pay and use
- We expect transparency re the issues. Please post the details about the issues - otherwise it might seem like we are being punished because of big egos.
- We see very little promotion of the Glendale library among community businesses.
- We should be able to do the same with the money we spend now. Nicolet just had a referendum and may do another one in the near future.
- What does "fully comprehensive library services" actually entail??
- What is the over all expected cost to create a new library, including a physical site, stocking it with everything needed, staff, etc? Why is that not included in this survey?
- When and where would it be? What books and materials will we have?
- While I am willing to contribute funds toward the library, not everyone can afford that tax increase. It is my sincere hope that instead of assuming this will solely be funded through property tax increase, that the City of Glendale governance is taking a hard look at spending priorities. It is a difficult pill to swallow that we needed to spend over \$3 million on a new city hall building, but claim we have no money for a library. I realize that ship has sailed, but before we embark on new bike paths or whatever else is in the pipeline for major expenditures, a library needs to be treated as the priority it is.
- Would a new building be necessary? Or the remodel?
- Would like more adult book clubs.
- Would like to know more information re: Location, building design, costs proposed and finished, when project will start, and any future information that pertains to any final and future decisions available as time goes on..
- would like to see a full review of options carried out before a new expensive venture is pursued. Costs of any program should be shared across all taxpayers and likely in conjunction with some other groups and/or communities.

DEMOGRAPHIC INFORMATION

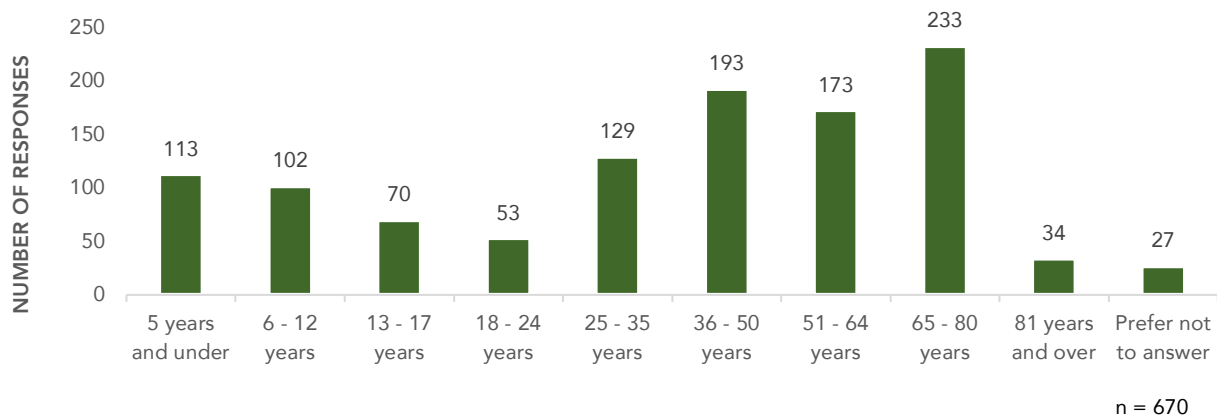
PLEASE SELECT YOUR AGE RANGE.



PLEASE SELECT HOW MANY PEOPLE LIVE IN YOUR HOUSEHOLD, INCLUDING YOURSELF.

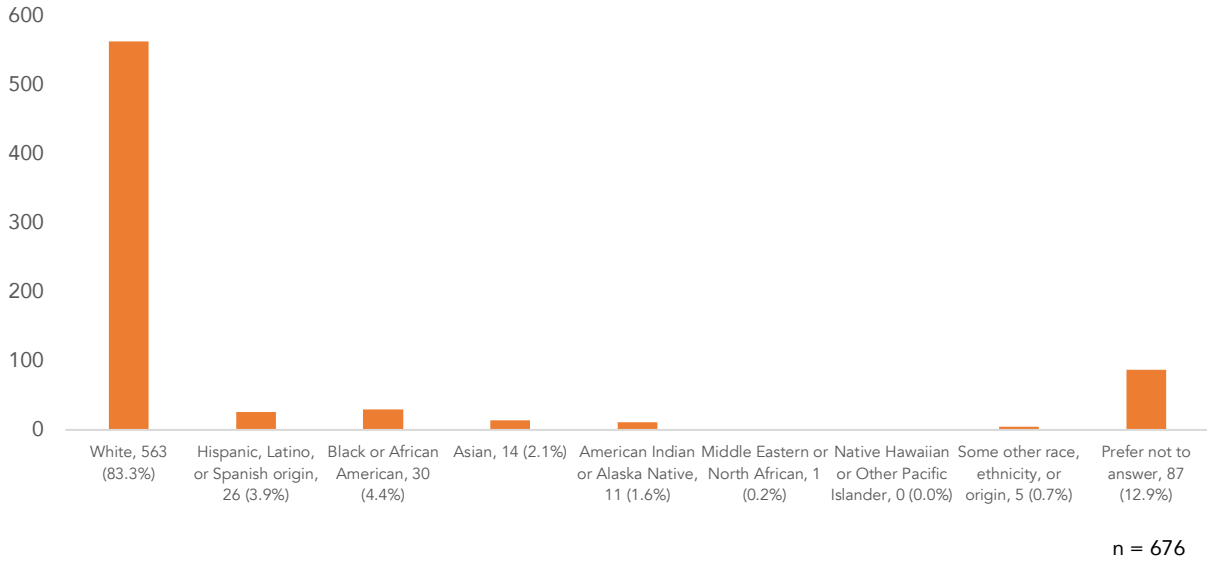


PLEASE SELECT THE AGES OF THE PEOPLE IN YOUR HOUSEHOLD, INCLUDING YOURSELF. (PLEASE CHECK ALL THAT APPLY.)

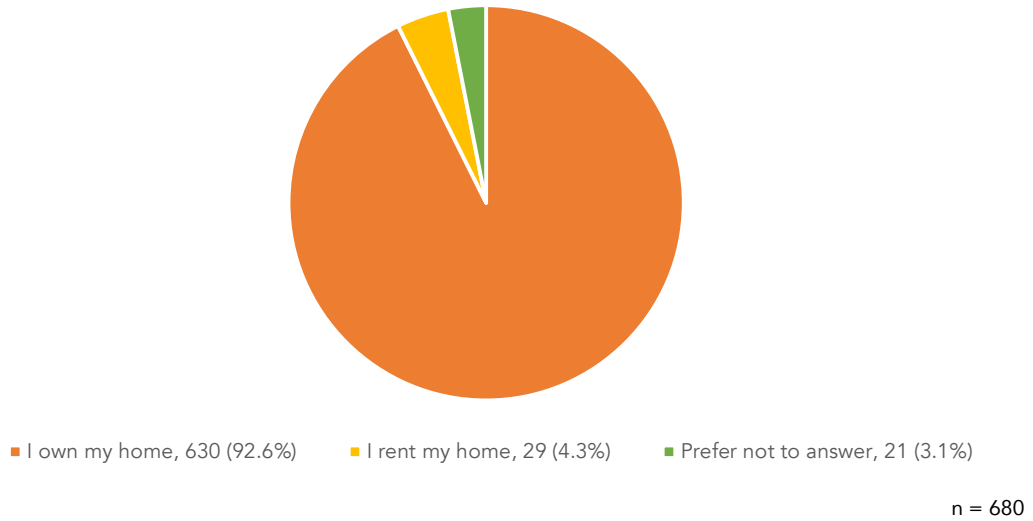


DEMOGRAPHIC INFORMATION

PLEASE SELECT THE FOLLOWING CATEGORIES WITH WHICH YOU IDENTIFY. (PLEASE CHECK ALL THAT APPLY.)



DO YOU RENT OR OWN YOUR CURRENT RESIDENCE?





Help us write our next chapter.

HOW YOU CAN HELP:

Please submit one survey per household by **April 30, 2021**.

What led to this moment?

In August 2020, the City of Glendale Common Council voted to give notice to leave the North Shore Library in 2023. The North Shore Library is a joint library comprising the member communities of Glendale, Fox Point, Bayside, and River Hills. After more than a year of discussion focused on improving the library building and enhancing library service to our community, Glendale made the decision to leave the joint library and move forward with a plan to provide library service that will better meet the needs of its residents..

What does this mean for Glendale?

We'll be using the results of this community survey to identify the types of public library service that best fit our community in Glendale.

PRIZES:

A random drawing among those who entered will be held for a **\$100 gift card** to each of the following:



Public Library Survey

1. Do you live in Glendale?

- Yes No

2. Before the COVID-19 pandemic, how often did you visit the North Shore Library?

- Multiple times per week Once every few months
 Once per week Never
 Once or twice per month

(Survey continues on back)

3. What other libraries do you use, if any? (Please check all that apply.)

- | | | |
|--|---|---|
| <input type="checkbox"/> Brown Deer Public Library | <input type="checkbox"/> Milwaukee Public Library | <input type="checkbox"/> West Allis Public Library |
| <input type="checkbox"/> Cudahy Family Library | <input type="checkbox"/> Oak Creek Public Library | <input type="checkbox"/> Whitefish Bay Public Library |
| <input type="checkbox"/> Franklin Public Library | <input type="checkbox"/> Shorewood Public Library | <input type="checkbox"/> Other (please specify) _____ |
| <input type="checkbox"/> Greendale Public Library | <input type="checkbox"/> South Milwaukee Library | |
| <input type="checkbox"/> Greenfield Public Library | <input type="checkbox"/> St. Francis Public Library | |
| <input type="checkbox"/> Hales Corner Public Library | <input type="checkbox"/> Wauwatosa Public Library | |

4. Before the COVID-19 pandemic, which of the following reasons explain why you used a library other than the North Shore Library, if applicable? (Please check all that apply.)

- | | |
|--|---|
| <input type="checkbox"/> The library I use has the materials that I want | <input type="checkbox"/> The hours of operation of the library I use are convenient to me |
| <input type="checkbox"/> The location of the library I use is more convenient to me than the North Shore Library | <input type="checkbox"/> Other (please specify): _____ |
| <input type="checkbox"/> I prefer the physical space of the library I use | |
| <input type="checkbox"/> The library programs offered at the library I use are of interest to me | _____ |

5. As Glendale transitions from the joint North Shore Library, what do you hope for in library service?

6. How do you envision using a public library that is located in Glendale in the future? (Please check all that apply.)

- | | |
|---|---|
| <input type="checkbox"/> Borrowing physical books | <input type="checkbox"/> Reading, working, or studying in a quiet environment |
| <input type="checkbox"/> Borrowing audio/visual materials (e.g., DVDs, CDs, video games) | <input type="checkbox"/> Meeting with others or working collaboratively |
| <input type="checkbox"/> Borrowing other physical materials (e.g., magazines, puzzles) | <input type="checkbox"/> Using computers or other technology |
| <input type="checkbox"/> Accessing electronic materials (e.g., e-books, e-audiobooks, genealogy resources, databases, downloadable content) | <input type="checkbox"/> Using the Wi-Fi |
| <input type="checkbox"/> Taking my children/grandchildren to visit | <input type="checkbox"/> I do not envision using a public library located in Glendale in the future |
| <input type="checkbox"/> Attending programs | <input type="checkbox"/> Other (please specify): _____ |

(Survey continues on next page)

**7. How important to you are the following attributes of a future public library in Glendale?
(Please mark with an X.)**

	Extremely important	Very important	Moderately important	Slightly important	Not at all important
Access to computers and/or other technology					
Convenient location					
Access to the materials I want					
Space for adults to attend programs					
Space for children to attend programs					
Quiet area to read or work independently					
Space for students to work collaboratively					
Meeting space for community groups					

8. Please share any additional comments you have regarding a future public library in Glendale:

9. A \$250,000 home in Glendale currently contributes \$62.50 in taxpayer support annually for public library service through the North Shore Library.

Would you support the creation of the Glendale Public Library if it involves increased taxpayer support?

- Definitely yes
- Probably yes
- Undecided
- Probably no
- Definitely no

Operating expenses for a public library include costs such as staff, library materials, utility costs, and supplies.

Operating costs do not include expenses associated with construction or renovation of a library building.

(Survey continues on next page)

10. What increase, if any, would you support through an operational referendum to help Glendale provide public library service? (Please check all that apply.)

Based on the yearly tax impact of a \$250,000 home, I would support a:

- | | | |
|--|--|--|
| <input type="checkbox"/> \$75 increase: The City of Glendale should provide similar service to what is available through the North Shore Library | <input type="checkbox"/> \$100 to 150 increase: The City of Glendale should provide more services than currently available through the North Shore Library | <input type="checkbox"/> \$200 to 250 increase: The City of Glendale should provide fully comprehensive library services |
| | | <input type="checkbox"/> I would not support any tax increase |

11. Please provide any additional comments regarding the funding of a future public library in Glendale:

12. Please select your age range.

- | | | |
|---|--|---|
| <input type="checkbox"/> 17 years and under | <input type="checkbox"/> 36 – 50 years | <input type="checkbox"/> 81 years and over |
| <input type="checkbox"/> 18 – 24 years | <input type="checkbox"/> 51 – 64 years | <input type="checkbox"/> Prefer not to answer |
| <input type="checkbox"/> 25 – 35 years | <input type="checkbox"/> 65 – 80 years | |

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

- | | | |
|----------------------------|------------------------------------|---|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 4 | <input type="checkbox"/> Prefer not to answer |
| <input type="checkbox"/> 2 | <input type="checkbox"/> 5 | |
| <input type="checkbox"/> 3 | <input type="checkbox"/> 6 or more | |

14. Please select the ages of the people in your household, including yourself. (Please check all that apply.)

- | | | |
|--|--|---|
| <input type="checkbox"/> 5 years and under | <input type="checkbox"/> 25 – 35 years | <input type="checkbox"/> 81 years and over |
| <input type="checkbox"/> 6 – 12 years | <input type="checkbox"/> 36 – 50 years | <input type="checkbox"/> Prefer not to answer |
| <input type="checkbox"/> 13 – 17 years | <input type="checkbox"/> 51 – 64 years | |
| <input type="checkbox"/> 18 – 24 years | <input type="checkbox"/> 65 – 80 years | |

15. Please select the following categories with which you identify. (Please check all that apply.)

- | | | |
|--|---|--|
| <input type="checkbox"/> White | <input type="checkbox"/> American Indian or Alaska Native | <input type="checkbox"/> Native Hawaiian or Other Pacific Islander |
| <input type="checkbox"/> Hispanic, Latino, or Spanish origin | <input type="checkbox"/> Middle Eastern or North African | <input type="checkbox"/> Some other race, ethnicity, or origin |
| <input type="checkbox"/> Black | | <input type="checkbox"/> Prefer not to answer |
| <input type="checkbox"/> Asian | | |

16. Do you rent or own your current residence?

- | | | |
|--|---|---|
| <input type="checkbox"/> I own my home | <input type="checkbox"/> I rent my home | <input type="checkbox"/> Prefer not to answer |
|--|---|---|

17. OPTIONAL: Please include your contact information to enter for a chance to win a gift card.

Email address: _____ Daytime phone number: _____

CROSS-TABULATIONS

HOW DO YOU ENVISION USING A PUBLIC LIBRARY THAT IS LOCATED IN GLENDALE IN THE FUTURE? (PLEASE CHECK ALL THAT APPLY.)

BY RESPONDENT AGE CATEGORY

	17 years and under	18 - 24 years	25 - 35 years	36 - 50 years	51 - 64 years	65 - 80 years	81 years and over
Borrowing physical books	2 (100.0%)	4 (100.0%)	89 (86.4%)	146 (89.0%)	103 (76.3%)	191 (87.6%)	25 (80.6%)
Borrowing audio/visual materials	0 (0.0%)	2 (50.0%)	51 (49.5%)	101 (61.6%)	78 (57.8%)	131 (60.1%)	16 (51.6%)
Borrowing other physical materials	0 (0.0%)	3 (75.0%)	23 (22.3%)	46 (28.0%)	42 (31.1%)	55 (25.2%)	12 (38.7%)
Accessing electronic materials	1 (50.0%)	3 (75.0%)	56 (54.4%)	98 (59.8%)	79 (58.5%)	103 (47.2%)	8 (25.8%)
Taking my children/grandchildren to visit	0 (0.0%)	3 (75.0%)	73 (70.9%)	109 (66.5%)	41 (30.4%)	75 (34.4%)	9 (29.0%)
Attending programs	0 (0.0%)	2 (50.0%)	66 (64.1%)	101 (61.6%)	64 (47.4%)	114 (52.3%)	16 (51.6%)
Reading, working, or studying in a quiet environment	2 (100.0%)	4 (100.0%)	46 (44.7%)	72 (43.9%)	47 (34.8%)	59 (27.1%)	4 (12.9%)
Meeting with others or working collaboratively	0 (0.0%)	3 (75.0%)	23 (22.3%)	52 (31.7%)	39 (28.9%)	34 (15.6%)	2 (6.5%)
Using computers or other technology	0 (0.0%)	3 (75.0%)	16 (15.5%)	28 (17.1%)	33 (24.4%)	43 (19.7%)	7 (22.6%)
Using the Wi-Fi	2 (100.0%)	3 (75.0%)	25 (24.3%)	44 (26.8%)	40 (29.6%)	24 (11.0%)	2 (6.5%)
I do not envision using a public library located in Glendale in the future	0 (0.0%)	0 (0.0%)	2 (1.9%)	6 (3.7%)	14 (10.4%)	9 (4.1%)	2 (6.5%)
Other	0 (0.0%)	0 (0.0%)	6 (5.8%)	14 (8.5%)	12 (8.9%)	24 (11.0%)	4 (12.9%)
Total Respondents	2	4	103	164	135	218	31

A \$250,000 home in Glendale currently contributes \$62.50 in taxpayer support annually for public library service through the North Shore Library.

WOULD YOU SUPPORT THE CREATION OF THE GLENDALE PUBLIC LIBRARY IF IT INVOLVES INCREASED TAXPAYER SUPPORT?

BY RESPONDENT AGE CATEGORY

	17 years and under	18 - 24 years	25 - 35 years	36 - 50 years	51 - 64 years	65 - 80 years	81 years and over
Definitely yes	2 (100.0%)	1 (25.0%)	37 (35.9%)	70 (42.7%)	33 (24.4%)	78 (36.1%)	10 (31.3%)
Probably no	0 (0.0%)	0 (0.0%)	41 (39.8%)	49 (29.9%)	47 (34.8%)	64 (29.6%)	11 (34.4%)
Undecided	0 (0.0%)	2 (50.0%)	10 (9.7%)	24 (14.6%)	17 (12.6%)	38 (17.6%)	5 (15.6%)
Probably no	0 (0.0%)	1 (25.0%)	7 (6.8%)	11 (6.7%)	15 (11.1%)	16 (7.4%)	2 (6.3%)
Definitely no	0 (0.0%)	0 (0.0%)	8 (7.8%)	10 (6.1%)	23 (17.0%)	20 (9.3%)	4 (12.5%)
Total Respondents	2 (100.0%)	4 (100.0%)	103 (100.0%)	164 (100.0%)	135 (100.0%)	216 (100.0%)	32 (100.0%)

What increase, if any, would you support through an operational referendum to help Glendale provide public library service? (Please check all that apply.)

**BASED ON THE YEARLY TAX IMPACT OF A \$250,000 HOME,
I WOULD SUPPORT A:**

BY RESPONDENT AGE CATEGORY

	17 years and under	18 - 24 years	25 - 35 years	36 - 50 years	51 - 64 years	65 - 80 years	81 years and over
\$75 increase	2 (100.0%)	1 (25.0%)	48 (47.1%)	65 (41.9%)	57 (42.9%)	109 (51.9%)	12 (40.0%)
\$100 to \$150 increase	1 (50.0%)	0	42 (41.2%)	54 (34.8%)	32 (24.1%)	49 (23.3%)	9 (30.0%)
\$200 to \$250 increase	1 (50.0%)	1 (25.0%)	12 (11.8%)	31 (20.0%)	8 (6.0%)	12 (5.7%)	2 (6.7%)
I would not support any tax increase	0 (0.0%)	2 (50.0%)	17 (16.7%)	28 (18.1%)	40 (30.1%)	46 (21.9%)	9 (30.0%)
Total Respondents	2	4	102	155	133	210	30

HOW DO YOU ENVISION USING A PUBLIC LIBRARY THAT IS LOCATED IN GLENDALE IN THE FUTURE? (PLEASE CHECK ALL THAT APPLY.)

BY AGES OF YOUTH LIVING IN HOUSEHOLD

	5 years and under	6 – 12 years	13 – 17 years
Borrowing physical books	105 (92.9%)	98 (96.1%)	63 (90.0%)
Borrowing audio/visual materials	69 (61.1%)	69 (67.6%)	45 (64.3%)
Borrowing other physical materials	33 (29.2%)	29 (28.4%)	19 (27.1%)
Accessing electronic materials	61 (54.0%)	60 (58.8%)	45 (64.3%)
Taking my children/grandchildren to visit	110 (97.3%)	88 (86.3%)	39 (55.7%)
Attending programs	89 (78.8%)	72 (70.6%)	42 (60.0%)
Reading, working, or studying in a quiet environment	46 (40.7%)	50 (49.0%)	38 (54.3%)
Meeting with others or working collaboratively	30 (26.5%)	33 (32.4%)	26 (37.1%)
Using computers or other technology	17 (15.0%)	22 (21.6%)	16 (22.9%)
Using the Wi-Fi	27 (23.9%)	31 (30.4%)	27 (38.6%)
I do not envision using a public library located in Glendale in the future	1 (0.9%)	1 (1.0%)	2 (2.9%)
Other	7 (6.2%)	12 (11.8%)	4 (5.7%)
Total Respondents	113	102	70

A \$250,000 home in Glendale currently contributes \$62.50 in taxpayer support annually for public library service through the North Shore Library.

WOULD YOU SUPPORT THE CREATION OF THE GLENDALE PUBLIC LIBRARY IF IT INVOLVES INCREASED TAXPAYER SUPPORT?

BY AGES OF YOUTH LIVING IN HOUSEHOLD

	17 years and under	18 - 24 years	25 - 35 years
Definitely yes	47 (41.6%)	52 (51.0%)	27 (38.6%)
Probably no	42 (37.2%)	30 (29.4%)	20 (28.6%)
Undecided	11 (9.7%)	11 (10.8%)	11 (15.7%)
Probably no	7 (6.2%)	5 (4.9%)	8 (11.4%)
Definitely no	6 (5.3%)	4 (3.9%)	4 (5.7%)
Total Respondents	113 (100.0%)	102 (100.0%)	70 (100.0%)

What increase, if any, would you support through an operational referendum to help Glendale provide public library service? (Please check all that apply.)

**BASED ON THE YEARLY TAX IMPACT OF A \$250,000 HOME,
I WOULD SUPPORT A:**

BY AGES OF YOUTH LIVING IN HOUSEHOLD

	17 years and under	18 - 24 years	25 - 35 years
\$75 increase	50 (44.6%)	46 (46.0%)	31 (45.6%)
\$100 to \$150 increase	46 (41.1%)	40 (40.0%)	22 (32.4%)
\$200 to \$250 increase	15 (13.4%)	18 (18.0%)	10 (14.7%)
I would not support any tax increase	17 (15.2%)	11 (11.0%)	14 (20.6%)
Total Respondents	112	100	68