



**LCPL**  
LOUDOUN COUNTY  
PUBLIC LIBRARY

Loudoun County  
Public Library  
Virginia

## Facilities Master Plan

Prepared by  
Grimm + Parker Architects

July 15, 2024







Brambleton Children's Area

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# CONTRIBUTORS

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Brambleton Grand Stair





Gum Spring Multigenerational Space

## EXECUTIVE SUMMARY

As the needs and functions of Loudoun County Public Library (LCPL) building infrastructure change to keep up with the demands of a growing and ever-changing diverse population, this Facilities Master Plan (FMP or Plan) for FY-2025 to FY-2035 will help inform decision-making for service improvements, maintenance, upgrades, and renovations of LCPL facilities throughout Loudoun County.

The primary goal of effective library design and space planning is that the facility must respond to the needs of its service population. As the County's population grows, so does the need and demand for library services. As such, library facilities in Loudoun County should be updated for current community needs and be planned in relation to population growth so they can provide equal and inclusive access to library resources to everyone.

**This first-ever Facilities Master Plan** for LCPL supports the fundamental vision of LCPL to build community through activities and resources that celebrate the joy of reading and learning. It also supports LCPL's mission of inspiration, information, innovation, and inclusion.

Library facilities are constantly evolving, forcing decision makers to rethink and reimagine interior spaces so that they meet the demands of communities. LCPL recognizes that communities change, and existing facilities require reimagination and consistent upkeep and maintenance to ensure they remain clean, safe, accessible, welcoming, functional, and inviting for the public and staff.

**The process followed** in this Facilities Master Plan by LCPL, the Loudoun County Department of Transportation and Capital Infrastructure (DTCI), and professional consultants, Grimm + Parker Architects (G+P), started with an existing conditions assessment where G+P visited all existing LCPL facilities to understand the conditions of the facilities. Loudoun County Public Library has nine (9) library buildings, one (1) in the courthouse complex, and an administrative headquarters co-located within a senior center building.



The process included a review of trends in public library systems across the region, three (3) in-person meetings with the community, one (1) virtual meeting, and an online survey to learn about the community’s needs and expectations of LCPL. LCPL staff was engaged via a collaborative questionnaire about each branch. The team also performed a high-level review of neighboring counties’ best practices.

**The observations** to enhance the existing libraries can be used to facilitate discussions regarding minor renovations, major renovations, or additions to existing facilities. These observations were derived from direct review of each library, research and data on the size of each library’s geographical service area, and feedback from the community meetings and survey.

This Plan offers a snapshot, capturing data and observations at one moment in time to delineate current library needs and point towards a plan of action to address them. This Plan is flexible and general in scope and does not detail implementation, operations, logistical, or budgetary requirements for projects. Planning is an ongoing process, and this Plan should be revised and updated periodically to reflect changing community needs and population realities. The schedule for implementation of projects will depend on funding and follow the County’s planning and capital improvement processes.



Brambleton Children’s Area



# BACKGROUND



The Loudoun County Public Library system was established in 1973. Today, Loudoun County Public Library (LCPL) serves nearly **421,000 residents\*** through ten libraries, one administrative headquarters, two mobile vehicles, four book vending machines throughout Loudoun County, and virtual presence. Services in each library are based on the needs of the community, the proximity to similar services, and the capacity of the space.

**LCPL currently has over 1.72 million visits each year to its libraries, collectively.**

**Just over 325,804 residents (or 77% of Loudoun County's population) have library cards.**

**In FY24 LCPL saw the following:**

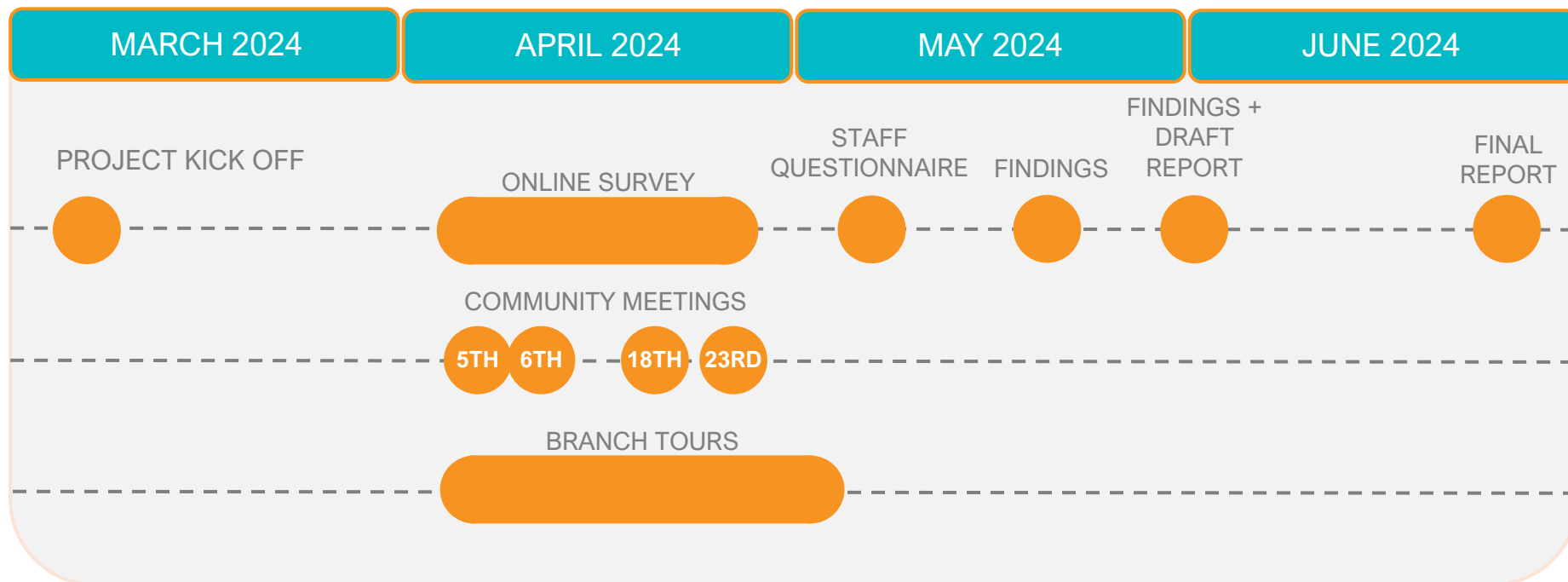
- Collection Size (Physical): 569,000
- Material Borrowed (Physical): 3.3 million
- Public Computer (PC) Sessions in Branches: 105,681
- Wi-Fi sessions: 352,000
- Total attendance to library programs/classes: 500,689
- Number of Employees: 173 Full-Time and 78 Part-Time
- Passport Processing: 5,486 Applications and 4,766 Photographs

\*U.S. Census Bureau, Decennial Census in 2020

In 2024, the Loudoun County Office of Management and Budget estimated Loudoun County's population at 448,961.



## REPORT TIMELINE



## STRATEGIC PLAN

In 2020, a Strategic Master Plan which outlined six major goals for LCPL, was completed under a separate consultant. One of those goals was to study facilities usage and growth plans, which precipitated this first-ever Facilities Master Plan for LCPL.

The strategies for that goal are listed below.

- Evaluate the hours of operation and service model at branches and adjust as needed to better meet community needs.
- Explore trends in other communities nationwide, such as kiosk services, smaller footprints, pick-up locations for holds, and co-locating with partners to effectively expand the range and types of services at future facilities.
- Work with the County to develop a long-range facilities master plan to address the need for diverse facilities, building standards, and ongoing maintenance requirements.

## FUNDING FOR THIS REPORT

This Facilities Master Plan for LCPL was funded 100% by a grant from the Library of Virginia.



# BENCHMARKING

## EVOLVING TRENDS

Libraries are continuously evolving and in a post-pandemic world, libraries prove to be more than buildings with books. Resources include access to computers and Wi-Fi, passport services, food pantries, and community-based programs and events. The library has become the center of the community, delivering programs, classes, and social services that patrons rely on heavily. Over the past two decades, public libraries in the region and at a national level, inclusive of LCPL, have experienced rapid and game-changing transformation at a scale that's never been seen in the industry. With communities relying on and expecting more services and amenities at their libraries, the review of existing library facilities is now even more critical than before.

## NEIGHBORING COUNTIES FINDINGS

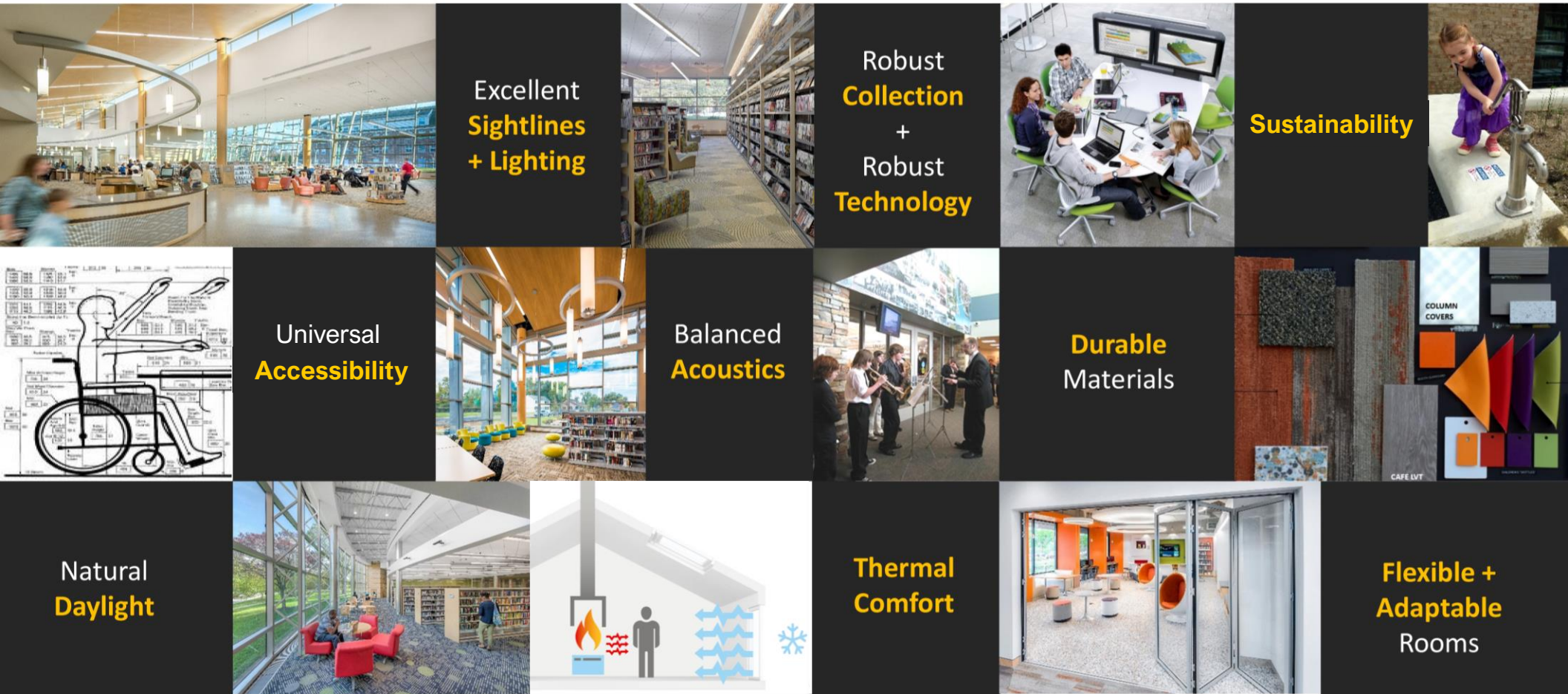
Ranking a library fairly against a comparable system requires a great deal of knowledge about the operations of each system. Best practices indicate that any comparisons should be established between libraries of similar size, square miles served, and data points such as circulation per capita and visits per capita, as done so in this Plan.

## LIBRARY TYPOLOGIES

Library typologies provide a way to categorize library buildings based on their size, function, and services provided. Library systems often prefer one-story library buildings for several reasons including ease of navigation, flexibility, customer service, and better sightlines from one service point. Best practices indicate a 40,000 to 50,000 square foot library to be on the larger size for a one-story library, suggesting that libraries over 50,000 square feet be organized on two or more floors.



The list and images below represent some “Timeless Classics” and have been **expected and required** in public libraries for decades.



The American Library Association (ALA) tracks trends in librarianship, and some of the current trends in public libraries that may impact LCPL are included in the following pages.

# 12 TRENDS

Image: [www.cooling-heating-services.com](http://www.cooling-heating-services.com) (bottom row, center)

# PUBLIC LIBRARY TRENDS

## These Are Here to Stay



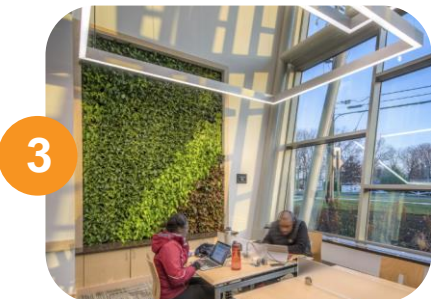
### Technology + More Power Everywhere

Library patrons expect more than easy access to outlets to charge their devices. Library spaces are being designed to support evolving technology, use of devices, and access to the internet, as well as collections of media beyond printed books. This includes talking books, DVDs, virtual reality, 3-D printing, and streaming services of library programs and classes for live and independent viewing.



### Coworking and Connected Learning

The post-pandemic world has people looking for adequate public spaces from where they can remote in to work. Libraries are designing spaces to support traditional study, research, and reading alongside newer trends of coworking spaces where workers from different backgrounds can collaborate, share expertise, and explore new ideas.



### Well-being + Comfort

Welcoming environments with comfortable furniture, natural lighting, and serene and inspiring spaces are included in libraries all over the country. Biophilic design is in demand to provide occupants with direct and indirect connections to nature and create a relaxing and comfortable psychological environment. Stress-less/Calm Rooms that are visually soothing and provide a place of refuge to patrons who may get overstimulated in a public environment are being incorporated into public libraries in neighboring Prince George's County, Maryland.



### Special Collections

Public Libraries across the country are dedicating space to collections specializing in a variety of unconventional materials that directly benefit unique library communities. In Howard County, Maryland, the makerspace is adjacent to the tool-lending library with a collection ranging from decorative baking molds to chop saws and sewing machines for patrons to borrow and take home.



# PUBLIC LIBRARY TRENDS

These Are Here to Stay

5



## Co-Located + Blended Facilities

Co-location is the sharing of real estate (land and building) and services (infrastructure, technology, etc.) by two or more organizations to offer many benefits, including resource conservation and operational cost-effectiveness. Neighboring Fairfax County in Virginia has co-located a public library with a senior center, childcare, office suites, and a police station—all under one roof!

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## Outdoor Space

Research shows the stress-reducing benefits of nature, as well as how it contributes to learning, improved brain function, increased energy, and better overall health. The outdoor spaces at the Miller Library in Howard County, Maryland include a working garden (food and ornamental plants) and roof terrace with plenty of seating overlooking a vegetative green roof.

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## Building Technology

Public libraries are improving their facilities using better, modern construction materials and building systems, with a focus on clean indoor air and improved mechanical systems. There is great focus on eliminating the presence of pollutants, potential hazards such as volatile organic compounds (VOCs) and formaldehyde, as well as non-manufactured irritants like dust or mold. The design and construction industry is often required to use non-toxic construction materials, finishes, and furnishings that are designed to support health and wellbeing.

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## Sustainability + Net Zero

Libraries and public buildings across the country are designing and updating facilities to cause less harm to the environment and improve energy efficiency, as well as relying on local and renewable resources. Some local counties, including Fairfax County in Virginia, are going a step beyond and setting net zero targets to achieve the balance between the amount of greenhouse gas (GHG) that is produced by their buildings and the amount that is removed from the atmosphere.

# PUBLIC LIBRARY TRENDS

## These Are Here to Stay

9



### Library In a Shopping Mall

In Maryland, Anne Arundel County Public Library and Westfield Annapolis partnered to bring the library to customers where they were already spending time: an upscale shopping mall that was reinventing itself. Discoveries: The Library at the Mall became so popular in its temporary spot that it won support from the county to build a permanent location resulting in a 3,000 square-foot storefront across from Under Armour and near Crate & Barrel.

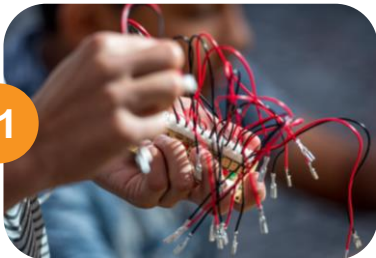
10



### Mobile Libraries

Mobile libraries bring resources to residents who may not have access to a fixed library location. They provide books and educational resources and access to technology in the form of hardware, hotspots, Wi-Fi, iPads, and laptops. Some mobile libraries welcome patrons to enter and browse or step in to take a class. In Howard County, Maryland The STEAM Machine is a 33' bus featuring a climate-controlled classroom that seats 12 students and is equipped with Wi-Fi, laptop computers, two 49" LED TVs, sound system, and video production equipment. A 55" LCD monitor and two awnings allow classes to be taught and activities to be conducted outside.

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### STEM + STEAM Libraries

Public libraries are offering free, accessible spaces for people of all ages to engage in STEM and STEAM activities. This is especially significant for lower-income individuals and families who might not otherwise participate in such learning experiences. Public libraries serve as informal learning hubs. They provide opportunities for students, families, and adults to engage in STEM education beyond formal classroom settings. These STEM + STEAM programs support workforce development and lifelong learning.

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### Artificial Intelligence

AI can help libraries automate processes, provide personalized services, and improve user experiences. AI-powered collection development tools may soon find their way into libraries. These tools can offer deeper, more powerful insights into materials. Looking to audiobooks, the comparatively low cost of AI narration is likely to increase the number of titles published annually. While this is a concern for narrators, it is potentially beneficial to overall collection accessibility.



# NEIGHBORING LIBRARY SYSTEMS FINDINGS

FY 2023

|                     | LOUDOUN COUNTY VIRGINIA | FAIRFAX COUNTY VIRGINIA | HOWARD COUNTY MARYLAND | MONTGOMERY COUNTY MARYLAND | PRINCE GEORGE'S COUNTY MARYLAND |
|---------------------|-------------------------|-------------------------|------------------------|----------------------------|---------------------------------|
| POPULATION          | <b>421,000</b>          | 1.1 MILLION             | 335,000                | 1.1 MILLION                | 947,000                         |
| SQ. MILES (LAND)    | <b>520 SQ. MILES</b>    | 391 SQ. MILES           | 251 SQ. MILES          | 493 SQ. MILES              | 483 SQ. MILES                   |
| # OF LIBRARIES      | <b>10</b>               | 23                      | 7                      | 22                         | 19                              |
| CIRCULATION /CAPITA | <b>12.8</b>             | 9.3                     | 15.2                   | 8.9                        | 3.3                             |
| VISITS/CAPITA       | <b>3.8</b>              | 2.4                     | 4.4                    | 3.3                        | 1.2                             |

**CIRCULATION PER CAPITA** is a measure of the community's use of the library. It can be thought of as representing the average number of items checked out in a year by each member of the community. **A high number on this measure indicates heavy use of the library's circulating materials.**

**VISITS PER CAPITA** reflects the number of visits per person in the library's service area population per year.

# LIBRARY OF VIRGINIA PLANNING FOR LIBRARY EXCELLENCE: Standards For Virginia Public Libraries 2021

Planning for Library Excellence (PFLE) has established the following service ratings: essential, enhanced and exemplary, accompanied by a corresponding star rating for ease of use and advocacy.

★ = “**Essential**” services meeting the basic needs and expectations of a public library, including circulation, internet access, and basic reference assistance, as mandated in the Code of Virginia.

★★ = “**Enhanced**” services, providing a robust array of services beyond basic needs and expectations, such as community programming for all ages, a responsive digital environment, and specific research assistance.

★★★ = “**Exemplary**” services with advanced features in service provision on all fronts.

PFLE 2021 service ratings are simultaneously cumulative, progressive and aspirational. For example, to attain a ★ rating, a library will meet ALL criteria but may surpass some ★ requirements. Wherever possible, the measures are progressive and aspirational, as a library system purposefully and strategically sets its sights on the next rating, as community needs and funding dictates.



|               | Population Level | Up to 25,000                       | 25,001 – 100,000  | 100,001 – 500,000 | Over 500,000       |
|---------------|------------------|------------------------------------|-------------------|-------------------|--------------------|
| Service Level | Essential Level  | 0.6 SF per capita with 0.8 desired | 0.6 SF per capita | 0.6 SF per capita | 0.6 SF per capita  |
|               | Enhanced Level   | 0.9 SF per capita                  | 0.8 SF per capita | 0.7 SF per capita | 0.65 SF per capita |
|               | Exemplary Level  | 1.0 SF per capita                  | 1.0 SF per capita | 1.0 SF per capita | 0.85 SF per capita |

Please note that the square footages (SF) per capita indicated above are total square footages for the population and may be spread among branches.

Loudoun County’s population at the time of this Plan places LCPL in this Population Level category.



# NEIGHBORING LIBRARY TYPOLOGIES

## Providing Flexibility For Libraries

The following three library typologies found in neighboring counties work together to provide an ideal library system. Some counties have all three typologies while other counties have only regional and community typologies. Offering a mix of different typologies aims to serve a variety of end user wants and needs. Parking requirements for libraries are to be per the zoning ordinance based on the occupancy load, number of staff, and staff work shifts.

### REGIONAL

Size: 25,000 to 40,000 SF

- Offer a comprehensive collection of materials, services and programs.
- Provide services to their local community and support information needs of all county residents.
- Staff: 24-30 full-time employees, with the actual number determined by level of business.
- A regional library is most successful when located in a densely populated area or a destination with other popular amenities such as a recreation center or retail businesses.

### COMMUNITY

Size: 10,000 to 20,000 SF

- Offer a collection of materials, services and programs designed to serve the community in which the library is located.
- Staff: 10-15 staff, with the actual number determined by the level of business.

### RETAIL

Size: 3,000 to 6,000 SF

- Offer a collection of materials, services and programs designed to serve the community in which the library is located.
- Staff: 6-8 staff, with the actual number determined by the level of business.
- An example of this may be a storefront library. Traditionally, storefront libraries have been used as temporary locations while permanent structures are being constructed/renovated. However, a permanent (long-term), fully-designed library can be achieved in a storefront.

# OVERVIEW

## LCPL LOCATIONS

Of the ten LCPL branches, seven: Ashburn (ASH), Brambleton (BRM), Cascades (CAS), Gum Spring (GUM), Law (LAW), Rust (RUST), Sterling (STR) are in eastern Loudoun County which is much more densely populated than western Loudoun County. Three branches: Lovettsville (LOV), Middleburg (MID), Purcellville (PUR) of the ten LCPL branches are in western Loudoun County. While eastern Loudoun is filled with suburban neighborhoods, western Loudoun County is still largely farmland with land density of one dwelling unit per 20 to 40 acres. There are also two LCPL book vending machine locations in eastern Loudoun County and two in western Loudoun County; all are in community centers.

Cascades and Sterling branches are border branches. Since they are so close to the county border, they have a higher proportion of borrowers from areas outside Loudoun County, such as Herndon and Reston, from across the county line in Fairfax County. Lovettsville and Middleburg are also border libraries attracting patrons from neighboring Frederick County in Maryland and Fauquier County in Virginia, respectively.

## POPULATION

US Census information from 2020 was used to determine the service population for each LCPL branch based on the total population of the branch's zip code.



# LCPL PROGRAMS AND AWARDS

## Decades of Delivering Quality Programs and Services

### PROGRAMS

- Storytimes and story walks for children
- Literacy skill building and preschool programs for children
- Book discussions for all ages
- ESOL - English language lessons and practice sessions for adults
- STEM, STEAM, Science on Tap, and other science-focused programming for all ages
- Summer Reading Challenge Program for all ages
- LCPL Annual Contests: LCPL Short Story, Novel Expressions Art, and Rhyme On Poetry contests for teens and adults
- After Hours Teen Center, Teen Leadership, and other teen-focused programming
- History, art, music and other cultural programming for adults and teens
- Career preparation and improvement programs for adults



**2024** — Received four National Association of Counties (NACo) Awards for Spoke'n Word Bike Event, Civic Lab, Raising Awareness of the Law Library, and Teen Micro Art Gallery.

**2024** — Won Innovative Outreach Effort Award from the Virginia Public Library Directors Association

**2023** — Received VACo award for LCPL Fights Food Insecurity program

**2023, 2022, 2019, 2018** — Voted "Favorite Government Service" by readers of *Loudoun Now*

**2023** — Received NACo Award for Pre-K Skill Builders

**2022, 2021, 2020, 2018, 2017, 2016, 2013** — Named an America's Star Library by *Library Journal*

**2022** — Won VACo award for Teen Micro Art Gallery at Brambleton Library

**2022** — Received NACo Award for the Online Learning Hub and Quarantine Survival Kit

**2021** — Named Honorable Mention for Library of the Year by *Library Journal*

**2021** — Received four NACo awards for COLLAB residency, online summer reading program, PPE production and serving seniors through a pandemic

**2019** — Received Excellence in Library Programming Award from the American Library Association (ALA)

### AWARDS

For a complete list of programs and awards please visit <https://library.loudoun.gov/>

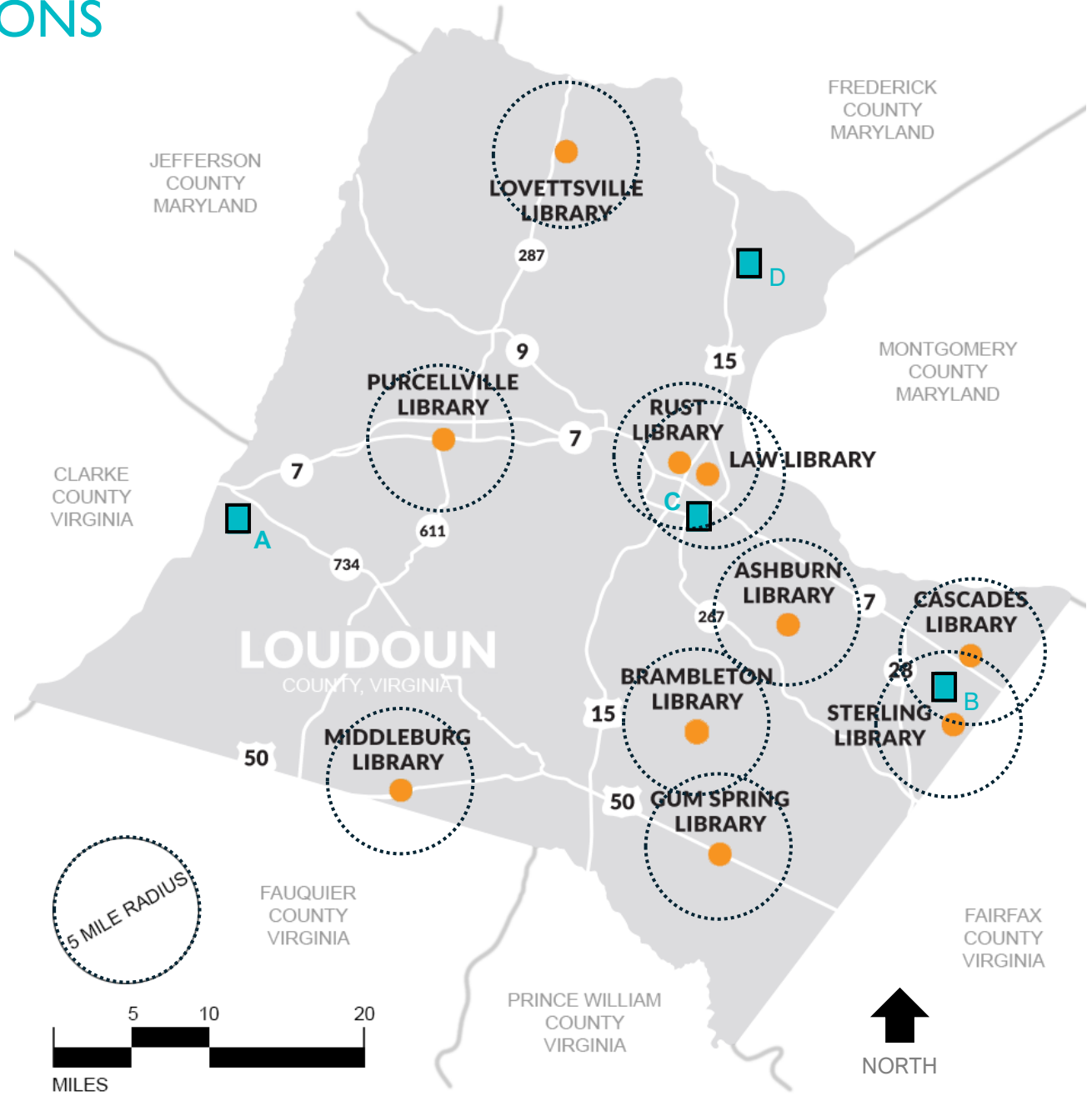
# MAP OF LCPL LOCATIONS

The eastern part of Loudoun County is much more densely populated than western Loudoun County. LCPL locations in the eastern part of Loudoun County include:

- Ashburn
- Brambleton
- Cascades
- Gum Spring
- Law
- Rust
- Sterling

While eastern Loudoun County is filled with suburban neighborhoods, western Loudoun is still largely farmland. LCPL locations in the western part of Loudoun County include:

- Lovettsville
- Middleburg
- Purcellville



Book vending machine locations include:

- A.** Bluemont Community Center
- B.** Claude Moore Recreation and Community Center
- C.** Douglass Community Center
- D.** Lucketts Community Center

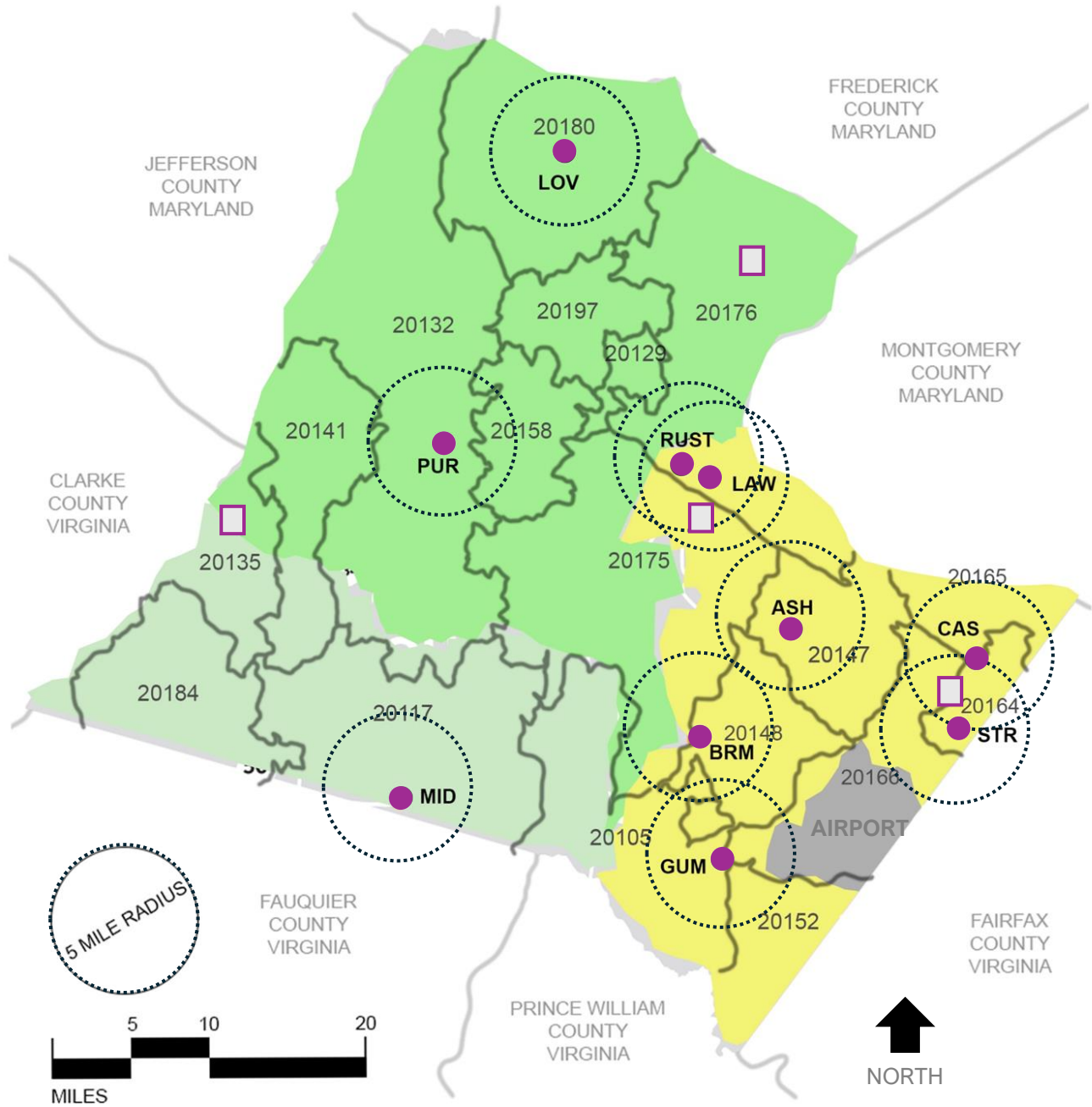


# SERVICE POPULATION

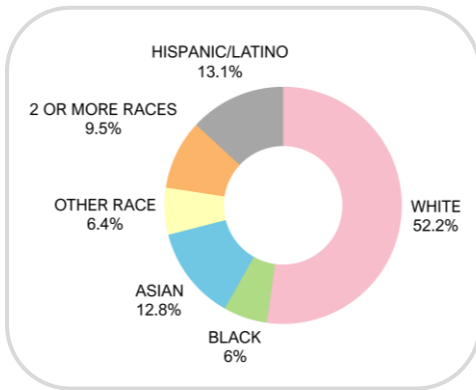
## PER ZIP CODE

- LOW DENSITY RURAL  
@ 1 dwelling unit per 20 acres
- LOWER DENSITY RURAL  
@ 1 dwelling unit per 40 acres
- RESIDENTIAL/HIGH DENSITY RESIDENTIAL/  
BUSINESS
- LIBRARY
- BOOK VENDING LOCATION

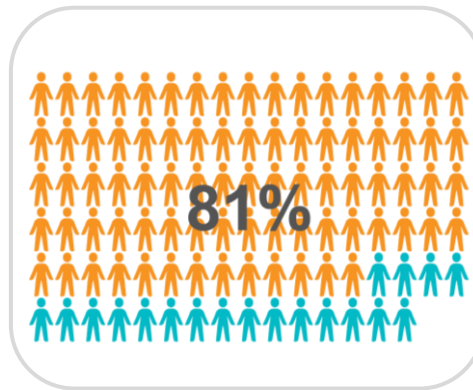
| Zip Code | Population |
|----------|------------|
| 20147    | 66,917     |
| 20148    | 62,554     |
| 20165    | 34,317     |
| 20105    | 33,967     |
| 20152    | 37,313     |
| 20180    | 8,073      |
| 20189    | 2,558      |
| 20117    | 2,746      |
| 20132    | 18,483     |
| 20158    | 4,639      |
| 20123    | 482        |
| 20141    | 8,178      |
| 20175    | 33,245     |
| 20176    | 51,777     |
| 20164    | 40,888     |
| 20166    | 14,164     |



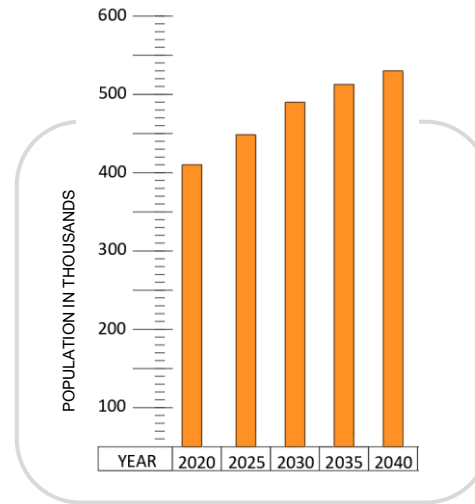
# SERVICE POPULATION



**POPULATION BREAKDOWN BY RACE**



**PERCENTAGE OF POPULATION OVER 18 WITH POST HIGH SCHOOL GRADUATION: 81%**



**LOUDOUN COUNTY'S EXPECTED POPULATION GROWTH**

Projections to 2040 show a shift to more stabilized growth. In 2040, the County's population is projected to be more than 500,000, growing at a rate of approximately 7 percent between 2030 and 2040.



**PERCENTAGE OF POPULATION WITH ENGLISH AS SECOND LANGUAGE: 33%**

# STATE/COUNTY STANDARD 0.6 SF PER CAPITA

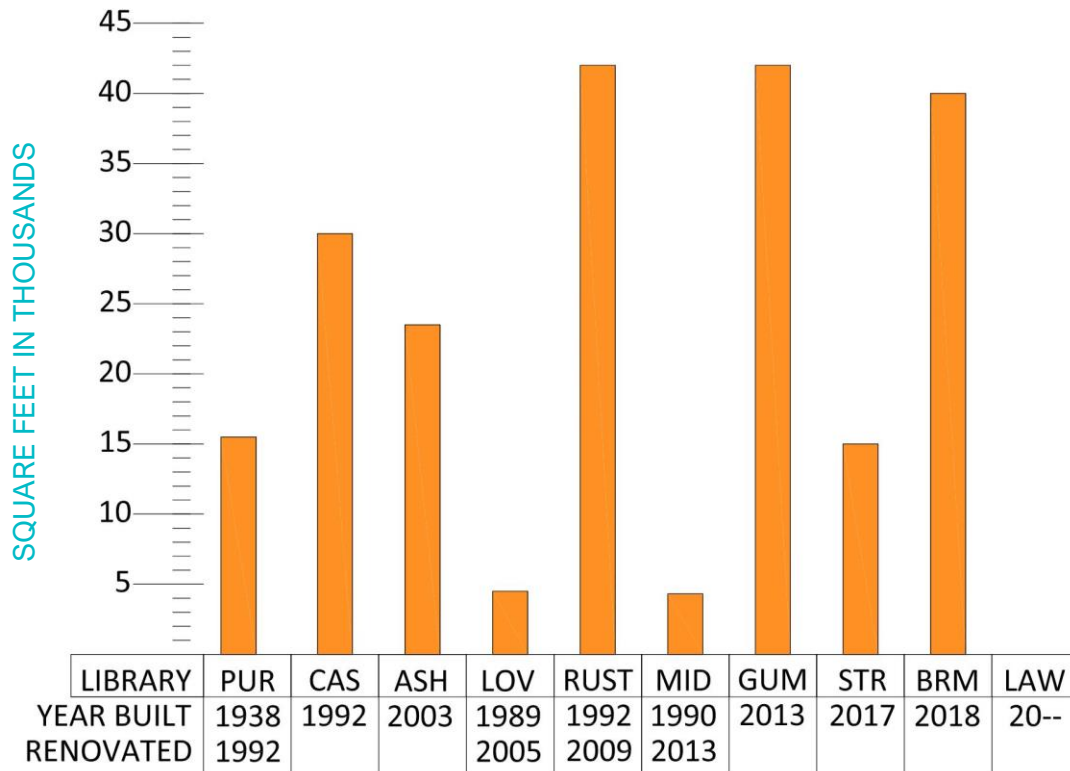
| LCPL Library      | Zip Code(s) Served  | Population Per Zip Code         | Current Population Served | LCPL Current Library SF | SF PER CAPITA**<br>0.6 sf per capita for "essential" level of library services | Percent Under or Over Sized (Note: A positive percentage indicates the library is undersized by that percentage. A negative percentage means the library is oversized by that percentage.) |
|-------------------|---|---------------------------------|---------------------------|-------------------------|--|--|
| 1 Ashburn         | 20147   | 66,917                          | 66,917                    | 23,400                  | 40,150   | 72%  |
| 2 Brambleton      | 20148   | 62,554                          | 62,554                    | 40,000                  | 37,532   | -6%  |
| 3 Cascades        | 20165   | 34,317                          | 34,317                    | 30,000                  | 20,590   | -31%   |
| 4 Gum Spring      | 20105 (Stone Ridge/Aldie)<br>20152 (South Riding)                           | 33,967<br>37,313                | 71,280                    | 40,220                  | 42,768   | 6%   |
| 5 Law Library     | NA  | NA                              | NA                        | NA                      | NA   |  |
| 6 Lovettsville    | 20180<br>20189 (Waterford)  | 8,073<br>2,558                  | 10,631                    | 4,600                   | 6,379  | 39%  |
| 7 Middleburg      | 20117   | 2,746                           | 2,746                     | 4,540                   | 1,648  | -64%   |
| 8 Purcellville    | 20132<br>20158 (Hamilton)<br>20123 (Paeonian Springs)<br>20141 (Round Hill) | 18,483<br>4,639<br>482<br>8,178 | 31,782                    | 15,500                  | 19,069   | 23%  |
| 9 Rust (Leesburg) | 20175<br>20176  | 33,245<br>51,777                | 85,022                    | 42,000                  | 51,013   | 21%  |
| 10 Sterling       | 20164<br>20166  | 40,888<br>14,164                | 55,052                    | 15,000                  | 33,031   | 120%   |

**\*\*SF PER CAPITA**  
For Virginia, the SF per capita is defined in the 2021 [Library of Virginia Planning for Library Excellence: Standards for Virginia Public Libraries](#).  
  
The recommended SF for delivering "essential level" library services is 0.6 SF per capita while "enhanced" and "exemplary" service levels range from 0.65 SF to 1.0 SF per capita.

This Plan analyzed the state standard for "essential level" services requiring a minimum 0.6 square feet (SF) of branch library space per capita as established by the Library of Virginia Planning for Library Excellence: Standards for Virginia Public Libraries and Loudoun County's Adopted Capital Facility Standards (Adopted December 6, 2022). This space per capita is a gross square foot measure, meaning that it includes all staff, support, and non-assignable spaces associated with service delivery in the branches. When using this square foot to population framework, facilities primarily occupied by system wide administrative functions are excluded.

In the chart above, a positive percentage on the last column indicates the library is undersized by that percentage, while a negative percentage infers the library is oversized by that percentage. For Loudoun County, this indicates Ashburn, Gum Spring, Lovettsville, Purcellville, Rust, and Sterling are undersized for the population they serve while Brambleton, Cascades, and Middleburg are oversized for the population they serve. This is based on the actual population of 421,000 in 2020. It does not account for the expected population growth in Loudoun County in the coming years. Based on the calculations in the chart above, LCPL as a whole is undersized by almost 35,000 SF for the County's population in 2020.





LIBRARY BUILDINGS IN CHRONOLOGICAL ORDER BY YEAR BUILT

## LCPL BUILDINGS

AGE AND SIZE

### ABBREVIATIONS

LIBRARIES IN ALPHABETICAL ORDER

- ASH ASHBURN
- BRM BRAMBLETON
- CAS CASCADES
- GUM GUM SPRING
- LAW\* LAW
- LOV LOVETTSVILLE
- MID MIDDLEBURG
- PUR PURCELLVILLE
- RUST RUST
- STR STERLING

\*The Law Library will be relocated once design and construction of new space is complete.

# PARTICIPATION

## STAFF AND COMMUNITY INPUT

This section features the information received from branch staff as well as the community via three in-person community input sessions, one virtual community input session, and an online survey.

Refer to Appendices for a complete list of staff responses, community input and survey responses.

# STAFF ENGAGEMENT

## Featured Successful Spaces

The branch survey asked staff to describe and provide a photo of the most successful space(s) in their branch. The following are some highlights of the spaces with staff quotes included.



BRAMBLETON – CHILDREN'S AREA

“Storytime room **dedicated to children's** programming with appropriate flooring and access **to outside space**...location in building allows for noise control.”



STERLING – TEEN AREA

“Having an **enclosed teen area** is a great benefit to any library that is located near a middle school or high school. Not only does it give teens their own space within the library, but it **helps mitigate noise** and other complaints that may come from other patrons based on teen behaviors.”



GUM SPRING – OPEN AREA

“...the spaces with comfortable seats and outlets that allow [patrons] to complete work/focus. Most patrons like to have a **flexible, open space to do multiple things: relax, play, study, etc.**”



# STAFF ENGAGEMENT

## Featured Successful Spaces



**MAKERSPACES**

(Brambleton, Gum Spring, Rust, and Sterling)  
“The makerspace is one of the most successful spaces in the library as they have the most repeat customers, staff is involved, it offers the widest variety of services, **it (the makerspace) built a small community of local makers who use the space frequently (if not daily).**”



**LOVETTESVILLE – WORK POD**

“**Work pod is used on a daily basis** by people who are telecommuting, running their own businesses, doing schoolwork, or holding meetings and interviews.”



**MIDDLEBURG – FRONT ROOM**

“The front room serves as the bustling heart of our small building, housing the circulation desk and the children’s area. It facilitates the borrowing and returning of materials as well as fostering vibrant community connections among families, nannies, and au pairs who gather while their children immerse themselves in activities. **It enables children to learn and explore, serves as a meeting point for caregivers to share experiences and support one another.**”

# STAFF ENGAGEMENT

## Rooms For Improvement

The branch survey asked staff to describe a space they wished they had in their library. The following are select highlights of the requested spaces that seek to address both staff and community desires.

### CAFÉ + MORE for Cascades

“**Coffee shop, a café and comfy seating**, teen-only area and flex space for Art Lab, updated children’s wing and family toilet.”

### MAKERSPACE for Lovettsville

“**Additional room to increase makerspace** abilities as we are frequently asked when we’ll offer more options, but we would need a larger staff and additional space to help with this.”

### TEEN AREA for Ashburn

“**A dedicated teen area within eyesight of the main service desk.** Creating a comfortable space for teens where they can study, play, and relax but still be able to be passively monitored by staff. Noise dampening/reduction so they could be louder than average without being cut off completely.”

### VERSATILE SPACES For Middleburg

“Quiet study spaces and staff accommodations, we envision a more inviting teen center, an updated children’s corner, and outdoor programming spaces. **Versatile venues for community engagement** and enhancing the overall experience for patrons of all ages.”

### ADDITIONAL SPACE for Purcellville

“**More meeting room and study room space/more space** in general for makerspace, dedicated teen area, convenient and accessible book return into the building, more lounge-type seating, and laptop bar.”

### SPECIALTY AREAS for Rust

“**Space for tool lending library.** Space for expert assistance for mental health/housing needs and meditation area for teens with important information available for them/that talks about tough topics, a café and snack vending machine.”

# COMMUNITY INPUT SESSIONS

## BUILD LCPL's Future

COMMUNITY  
INPUT  
SESSIONS



### Community Input Sessions

**Cascades:** Friday, April 5 @ 11am

**Purcellville:** Saturday, April 6 @ 2pm

**Virtual:** Thursday, April 18 @ 7pm

**Brambleton:** Tuesday, April 23 @ 7pm



Cascades

During this facilities master plan process, LCPL invited the community to three in-person community input sessions hosted throughout Loudoun County and one virtual session. The consulting team led each session and the community shared responses to the following four questions. The following page illustrates the community's most frequently expressed comments. Please refer to the Appendices for a complete list of all the community's comments.

Q1

What do you like **the most** about LCPL and its locations?

Q2

What do you like **the least** about LCPL and its locations?

Q3

Are you currently visiting the library branch that is closest to you? What changes, improvements, or upgrades would attract you to visit or visit more?

Q4

List or describe the **top three** things the library should improve, include, or consider for you and your community?



# COMMUNITY INPUT SESSIONS

## What We Heard

The following are a selection of quotes from participants that were received during the community input sessions. The responses fell into three categories:

### SERVICES DESIRED

- Include activities and crafts for kids that originate from authors and books.
- Opportunities to attend interesting lectures. Workshops, slideshows of travel, similar.
- Classes for all ages that help explain technology; how to use your iPhone, how to use a Chromebook, how to use Minecraft.
- Expand bookmobile service; add at Metro Stations, breweries, various community spaces.
- Stream lectures or recording of lectures for independent viewing.
- Operational hours are not the same across all branches requiring patrons to travel to other branches which are open longer/later.
- Offer more programs such as tutoring programs, reading programs over summer targeting LCPS students where there is a lot of learning loss.
- Offer programs for adults who do have family or children.
- Bring back the consolidated book sale.
- Stay on brand from branch to branch (consistency of same event at all locations).

### TECHNOLOGY DESIRED

- Elderly who reduce costs by eliminating internet at home and exclusively use the library have no protection from scammers.
- Calendar of events on the LCPL website is hard to find. Test website with someone who isn't savvy and make corrections.
- There is no ability to ID computer user in the event of criminal activity (i.e. cyber attack, etc.) done through the library's public computers.
- Not all libraries have color copying capabilities and makerspace equipment. All branches should have comparable equipment.
- Charging lockers for customer use while visiting the library.
- Better room reservation system – rooms can only be booked two months in advance; challenge for recurring meetings.

### SPACES DESIRED

- In open space areas, more privacy needed for those working at tables.
- Coffee shop amenity on site so customers do not have to leave, and return is desired.
- Integration of community center with a library may result in efficient use of space and multigenerational benefits.
- Access to a large space for a large audience.
- More outdoor space desired at library facilities with great views from within the library to outdoor opportunities.
- Some libraries do not have dedicated teen spaces. Ashburn needs a teen center like Rust.
- More one-person study rooms for work or virtual meetings.
- None of the western Loudoun County libraries have a makerspace. Wish all locations had a makerspace!
- More flexible rooms that can be divided.
- Quiet space for teens, not all teens want noise. Brambleton teen area is loud!
- Not all libraries are bright like Brambleton, Ashburn is darker.
- More room for books.

# ONLINE SURVEY

## Community Responses to Open-Ended Question: If you're not visiting a library, why not?

### CASCADES

"Cascades. It is depressing, interior is empty and uninviting. Shelves have outdated, old books, hardly anything to choose from. It looks abandoned instead of being a thriving social activity center. Why can't the library look like Barnes & Noble bookstore?"

### ASHBURN

"The Ashburn Library (closest to me) is very outdated and needs renovation ASAP. I visit the Brambleton Library but that is far from my house."

### BOOKS

"I don't visit because use e-books more."

### BRAMBLETON

"I actually visit the Brambleton library almost every day. I share my room with 2 of my other siblings, the home environment is not safe and comfortable for me to study and do my homework. I spend hours after school in the library."

### AWARENESS

"I don't have a whole lot to do in store. I also don't know what all is available at my location. I use online app for checking out books instead."

### BOOKS

"Everything I need is made available by the library through Libby."

### BOOKS

"I borrow some of my books electronically via the Libby app, so I don't always need to visit the library."

### BOOKS

"Books I want are not available."

### TRANSPORTATION

"My visits are limited by my inability to drive. LCPL visits to Ashby Ponds are welcome."

### HOURS/PROGRAMS

"We would like more activities for school-age children of working household. I would also love more classes in the makerspace at times that accommodate working adults."

### CASCADES

"Cascades. Not very inviting or comfortable. Looking for cozy areas to read/work and at the libraries I visit - they only have spaces like that for children."

## SUMMARY OF RESPONSES

85 out of 215 (40%) of the online survey participants for this question described the reason for not visiting the library as they borrow books electronically or the books are not available. Could this mean that many patrons are not aware of all the services the library offers that extend beyond book borrowing? The community also described the outdated interior character of Cascades and Ashburn branches as a reason why they do not visit. Hours of operation and transportation challenges were also among the popular responses for not visiting.

# ONLINE SURVEY

## Community Responses to Improvements They Would Like to See at LCPL

Responses from the participants of the online survey fell into the following categories:

### SERVICES DESIRED

- Remove time limits in study rooms to better accommodate students or add more study rooms.
- More storytime/class options around 4:30-5:30pm on weekdays!
- More programs (crafting, book clubs, general gaming, quirky programs, etc.) for adults IN THE EVENING. NOT AT 2PM!
- Continue to expand online offerings.
- More non-digital options for occupying kids.
- Increase weekend hours.
- More social and intellectual programs for adults that are not about tax prep.
- Groups/events for emerging adults 18-25 years old.
- Community classes.
- Rentable cookware/tools (have seen things like this at other libraries to reduce consumerism and help spread opportunities).
- More of a marriage between art and the library; maybe have community art installations or host art classes (child or adult) and then showcase that work.

### SPACES DESIRED

- **Cascades:** Meeting space, book displays, reserved book access, self-checkout, the fancy book return slots.
- **Cascades:** Cozier vibe; dedicated space for teens.
- **Purcellville** needs a makerspace!!!!
- The **Purcellville** branch does not have enough comfortable seating and has no makerspace.
- Enlarge **Ashburn** to include makerspace and teen center.
- **Cascades** library is "my" library. It feels very impersonal, cold. The personnel are nice, but I just don't feel comfortable there.
- **Ashburn** library needs to be upgraded with modern furniture and layout; it looks to be stuck in the 1980s.
- **Ashburn** makerspace, and teen area (like **Rust**).
- **Lovettsville** to get a larger center so they can continue having great programs. There is a great demand in **Lovettsville** for the kids and teens programs.
- Makerspace for **Middleburg**.
- Bring makerspaces to Western Loudoun. More meeting spaces and/or open rooms for large gatherings.

### SUMMARY OF RESPONSES

35 out of 241 (15%) of the online survey participants for this question described desired improvements to Ashburn Library. Almost 13% of participants expressed a desire for makerspaces in branches that currently do not have them, especially in the branches in western Loudoun County. The community also expressed a desire for additional study rooms, expanded hours of operation, programs for teens and adults similar in quantity and quality to children's programs, and program times which accommodate working families.



# BRANCHES +

## BOOK VENDING LOCATIONS AND OUTREACH VEHICLES

A branch analysis was conducted based on observations during visits to each branch by the following professional consultants:

- Architects: Grimm + Parker Architects
- Mechanical, Electrical, and Plumbing Engineers: CMTA
- Structural Engineers: Ehlert Bryan

The following pages give an overview of the condition of each library and list observations and considerations for updates. The end of this section includes information on LCPL's book vending machines and outreach services.

A facility infrastructure analysis or **feasibility study** is recommended for LCPL to accurately assess feasibility and associated costs for any upgrades. A feasibility study is an evaluation and analysis of the architecture, site, and building systems of an existing facility. The study aims to support the process of decision-making by objectively and rationally uncovering the facility's strengths and weaknesses, opportunities and threats, and communicating the estimated cost of potential solutions.

Refer to the following under separate cover.

### APPENDIX D

Mechanical, Electrical, and Plumbing Systems Reports for Each Branch

### APPENDIX E

Structural Systems Report for Each Branch



ASH

## ASHBURN LIBRARY

43316 Hay Road - Ashburn, VA 20147

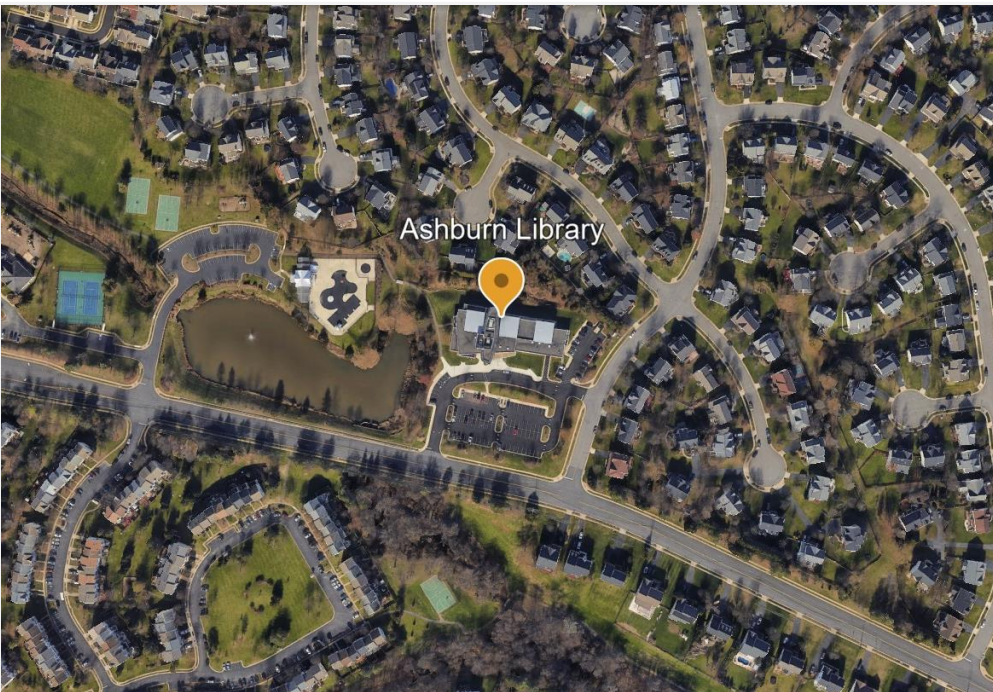
|                    |  |
|--------------------|--|
| Constructed:       | 2003   |
| Renovated:         | Never Renovated  |
| Size in Gross SF:  | 23,400 GSF   |
| Owned/Leased       | Owned by Loudoun County  |
| About This Branch: | <ul style="list-style-type: none"> <li>• Culturally diverse, established community of families at different stages of their lives, economically-climbing focused</li> <li>• Successes: programming for children and seniors, book clubs for all ages, and high circulation of materials</li> </ul> |

## OBSERVATIONS

The following are for LCPL to consider implementing:

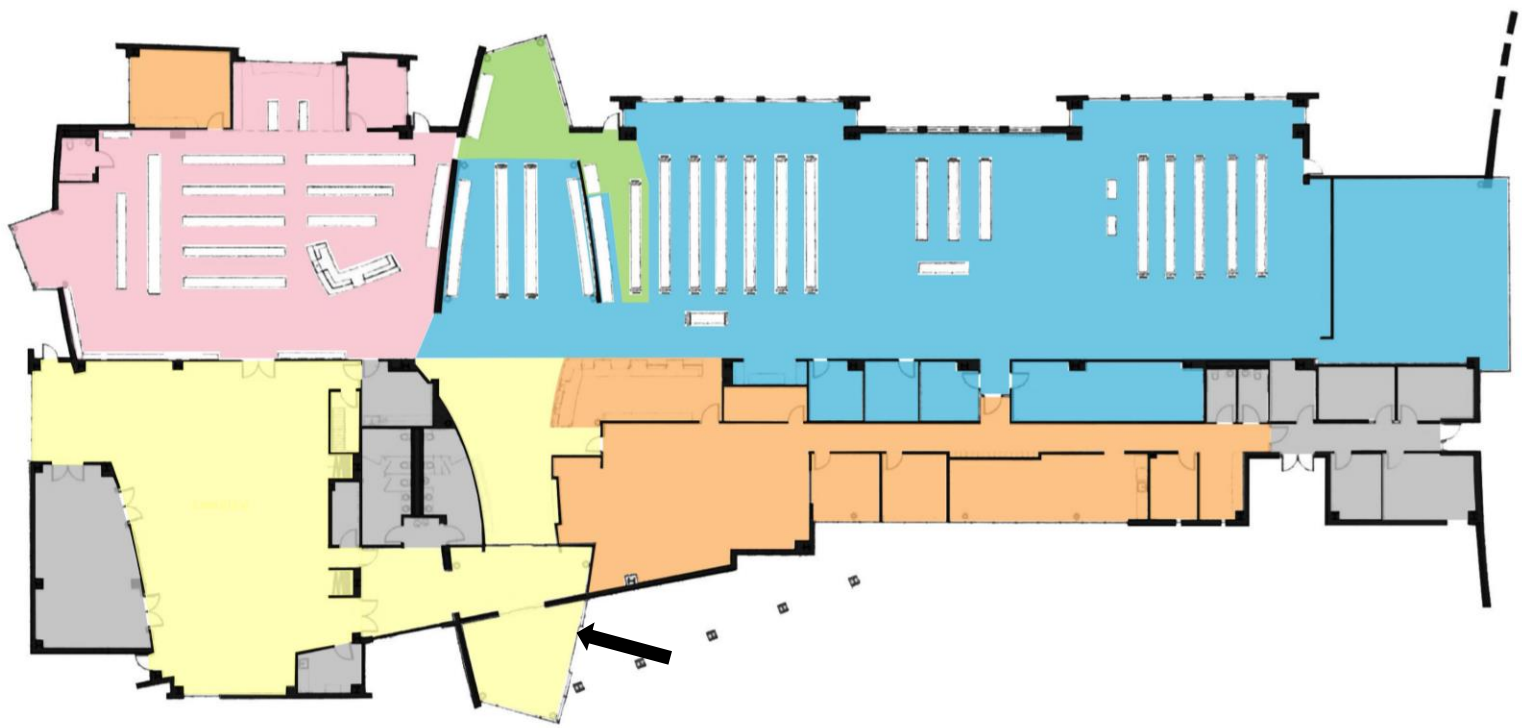
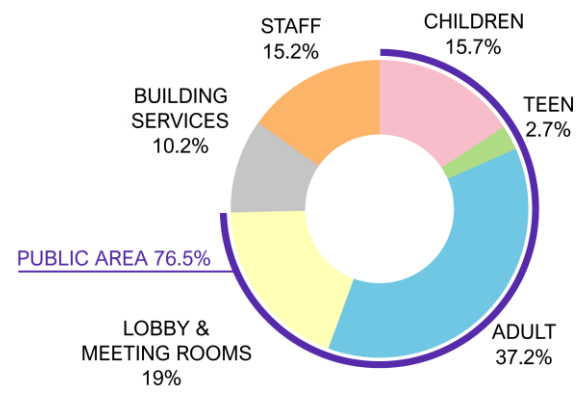
### Services + Spaces

- Provide shaded outdoor seating
- Lower all adult and teen shelving height to 66" high
- Replace all deep DVD shelving with more compact footprint standard shelving to allow room for other functions
- Create a designated teen area by expanding into DVD area
- Replace light fixtures with energy-efficient fixtures to achieve required illumination levels
- Upgrade all finishes such as flooring, wallcoverings, acoustic treatments and paint
- Repurpose the magazine and newspaper area that currently has empty shelves into a makerspace
- Furniture is worn and outdated, consider assessment of loose furniture for possible replacement
- This branch could benefit from a feasibility study focused on space reallocation and distribution



SITE MAP

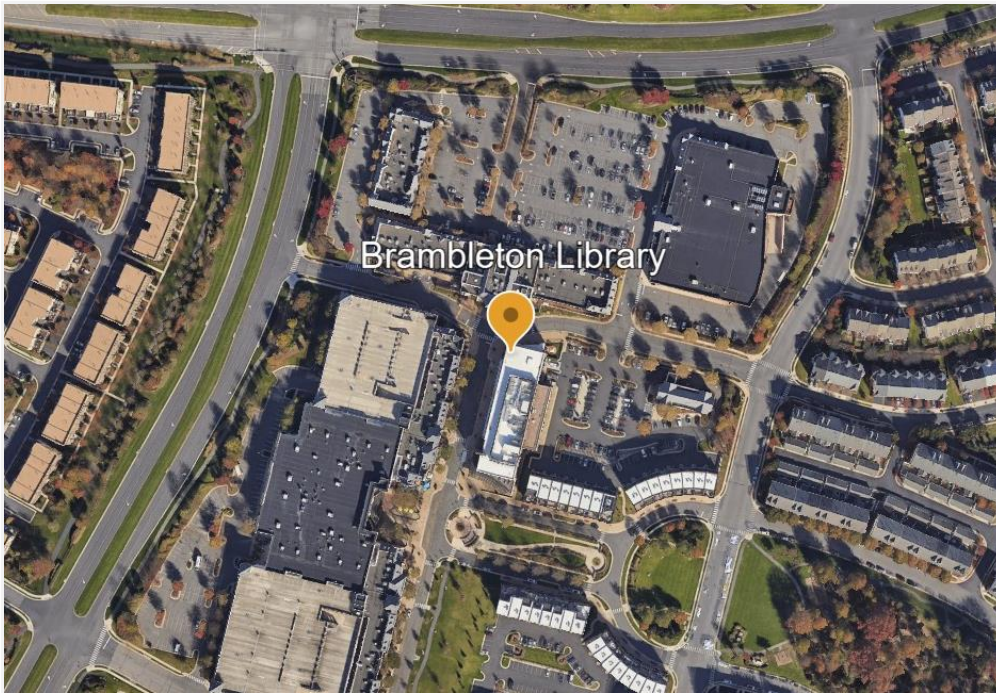
# ASH ASHBURN LIBRARY



1<sup>ST</sup> FLOOR PLAN



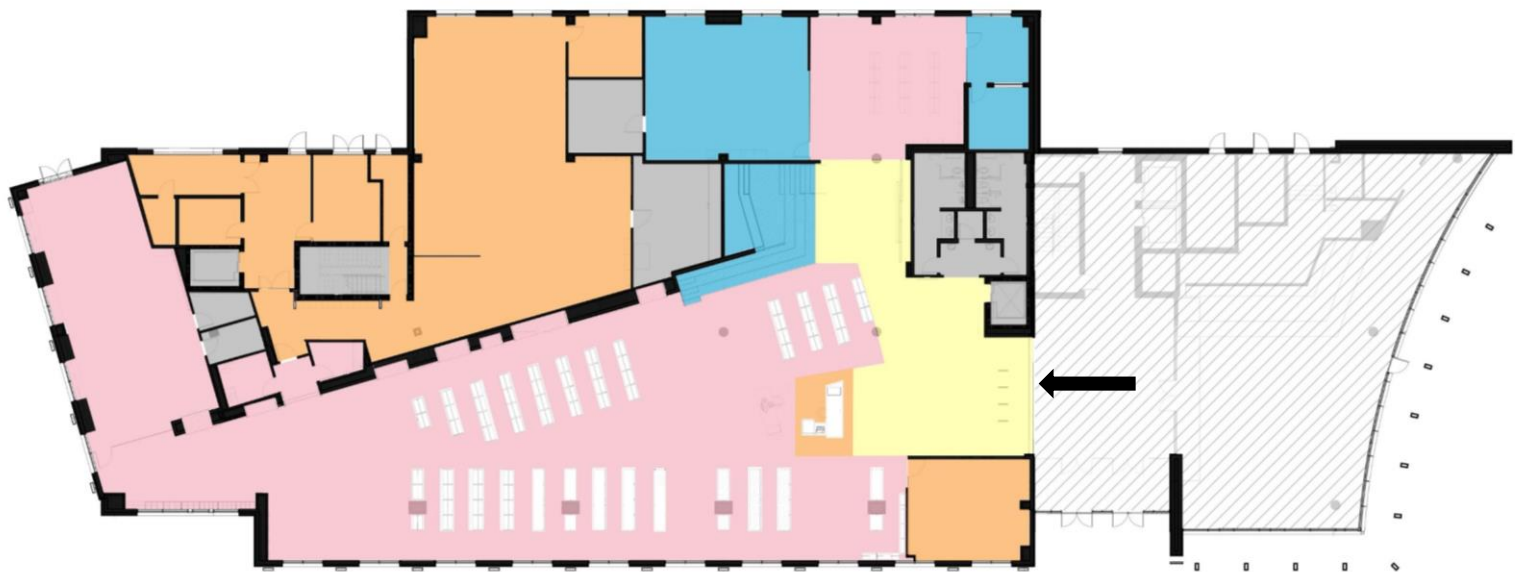




SITE MAP

| BRAMBLETON LIBRARY                            |  |
|---|--|
| 22850 Brambleton Plaza - Brambleton, VA 20148 |  |
| Constructed:                                  | 2018   |
| Renovated:                                    | Never Renovated  |
| Size in Gross SF:                             | 40,000 GSF   |
| Owned/Leased                                  | Leased   |
| About This Branch:                            | <ul style="list-style-type: none"> <li>• Multicultural/multilingual/multigenerational</li> <li>• Work from home</li> <li>• Families with children</li> <li>• Large teen population (walkable from schools)</li> <li>• Commuters</li> </ul> |

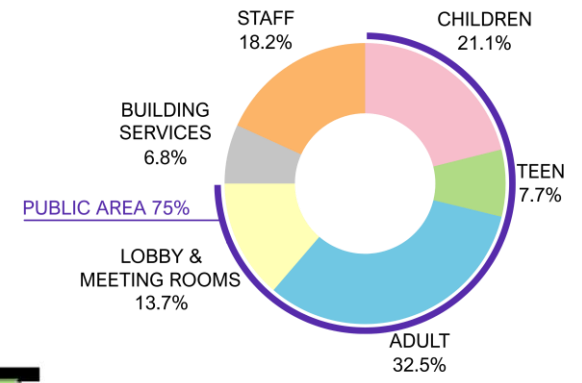
| OBSERVATIONS   |  |
|--|--|
| The following are for LCPL to consider implementing: |  |
| Services + Spaces                                    | <ul style="list-style-type: none"> <li>• Add signage above the 2<sup>nd</sup> floor service desk as visibility to service desk is blocked by side wall of stairs</li> <li>• Additional acoustical treatments on surfaces of teen room to absorb noise</li> <li>• Look into adding single-person study pods similar to the study pod at Lovettsville</li> </ul> |



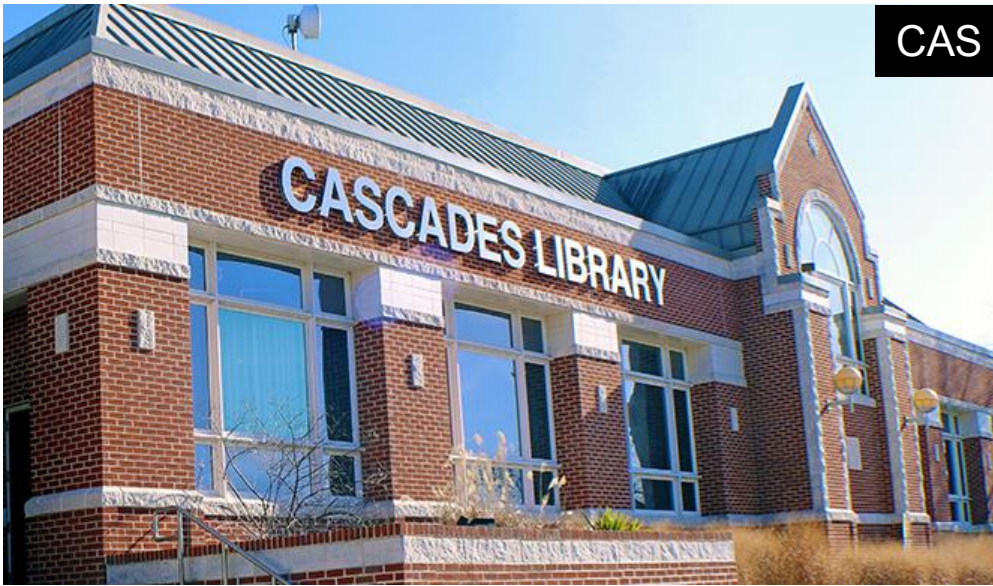
1<sup>ST</sup> FLOOR PLAN



2<sup>ND</sup> FLOOR PLAN







CAS

## CASCADES LIBRARY

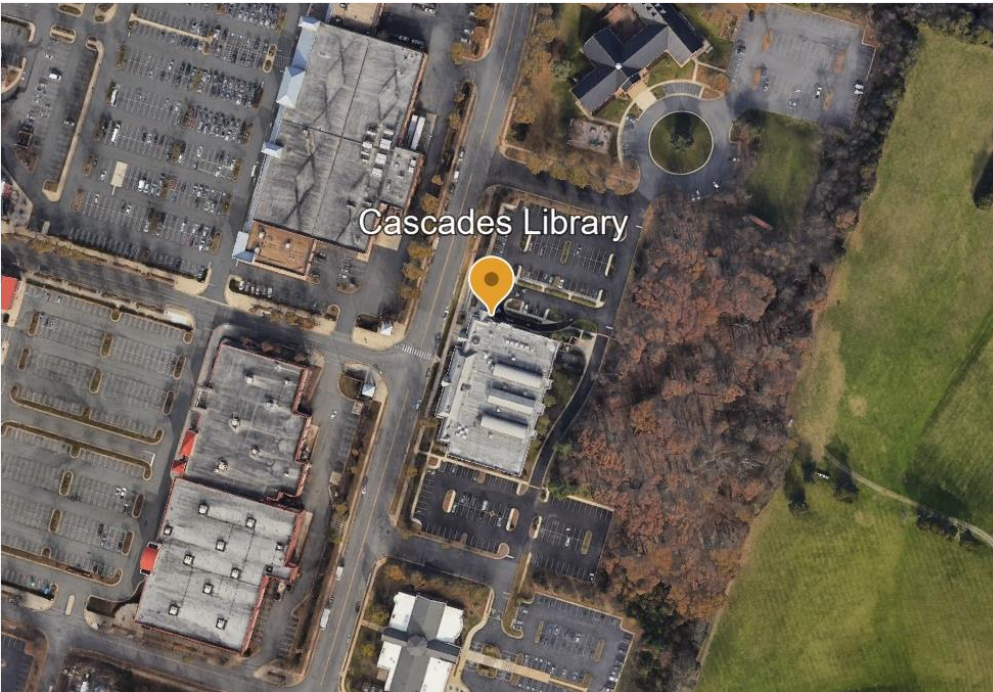
21030 Whitfield - Potomac Falls, VA 20165

|                    |  |
|--------------------|--|
| Constructed:       | 1992   |
| Renovated:         | Never Renovated  |
| Size in Gross SF:  | 30,000 GSF   |
| Owned/Leased       | Owned by Loudoun County  |
| About This Branch: | <ul style="list-style-type: none"> <li>• Inquisitive community of all ages and all income levels</li> <li>• Families, children, tutors, students and community groups all use the library</li> <li>• Economically diverse population with first-time generation immigrants and unhoused individuals</li> </ul> |

## OBSERVATIONS

The following are for LCPL to consider implementing:

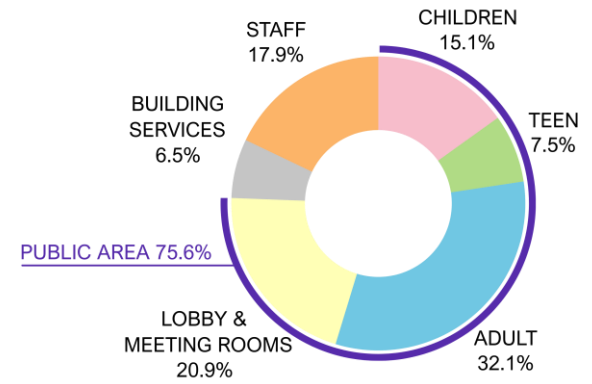
|                   |   |
|-------------------|---|
| Services + Spaces | <ul style="list-style-type: none"> <li>• Accessibility to mezzanine-level meeting rooms</li> <li>• Provide shaded outdoor seating</li> <li>• Renovate family restroom that is unavailable due to inadequate plumbing infrastructure</li> <li>• Lower all adult and teen shelving height to 66" high</li> <li>• Teen area has platform seating, explore removing the platform to make it accessible to all patrons</li> <li>• Adult area platform seating, explore removing the platform to make it accessible to all patrons</li> <li>• Makeshift makerspace enhancements</li> <li>• Replace light fixtures with energy-efficient fixtures to achieve required illumination levels</li> <li>• Upgrade all finishes such as flooring, wallcoverings, acoustic treatments, and paint</li> <li>• Furniture is worn and outdated, consider assessment of loose furniture for possible replacement</li> <li>• This branch could benefit from a feasibility study focused on space reallocation and distribution</li> </ul> |
|-------------------|---|



SITE MAP



# CAS CASCADES LIBRARY



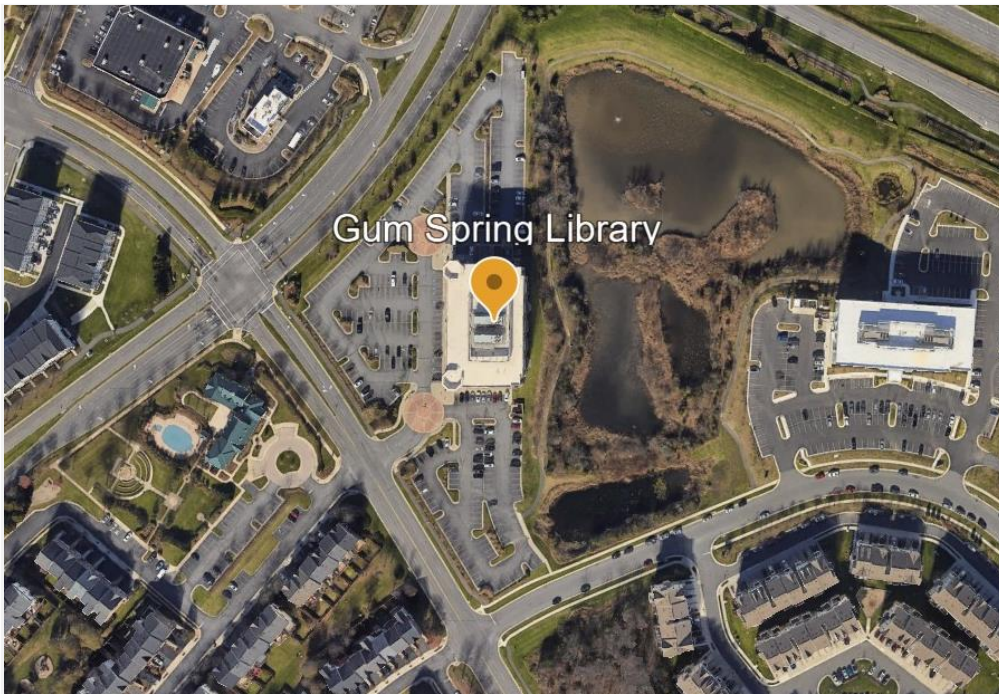


GUM

## GUM SPRING LIBRARY

24600 Millstream Drive - Stone Ridge, VA 20105

|                    |  |
|--------------------|--|
| Constructed:       | 2013   |
| Renovated:         | Never Renovated  |
| Size in Gross SF:  | 40,220 GSF   |
| Owned/Leased       | Owned by Loudoun County  |
| About This Branch: | <ul style="list-style-type: none"> <li>• Children come for books and programs but also want creative play areas</li> <li>• Teens and college-age patrons looking for spaces to study both as individuals and in groups</li> <li>• Teens also enjoy meeting with friends and hanging out in the library</li> <li>• Adults use the library as a place to work and meet. They frequently value quiet. They are focused on education and any related work tasks</li> <li>• Patrons from Fairfax and surrounding counties</li> <li>• Some patrons specifically come to the library to use the computers and print because they do not have these resources at home</li> <li>• Small number of unhoused patrons</li> </ul> |



Gum Spring Library

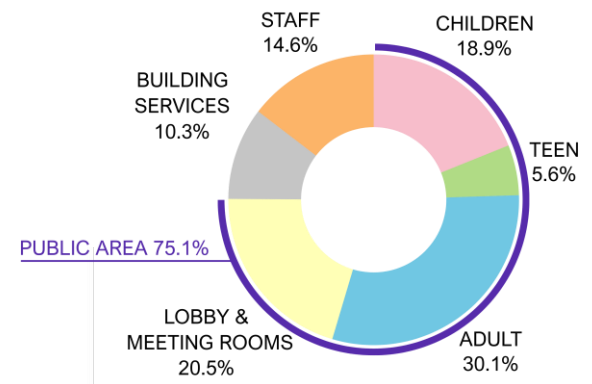
## OBSERVATIONS

The following are for LCPL to consider implementing:

|                   |  |
|-------------------|--|
| Services + Spaces | <ul style="list-style-type: none"> <li>• Upgrade all finishes such as flooring, wallcoverings, acoustic treatments, and paint</li> <li>• Furniture is worn and outdated, consider assessment of loose furniture for possible replacement, especially in teen area</li> <li>• Bay window visible from outside is an opportunity for super graphic display</li> <li>• Look at advertising the makerspace when you enter the library as some survey comments allude to not knowing Gum Spring has a makerspace</li> </ul> |
|-------------------|--|

SITE MAP

# GUM GUM SPRING LIBRARY



(PERCENTAGES REPRESENT BOTH FLOORS COMBINED)

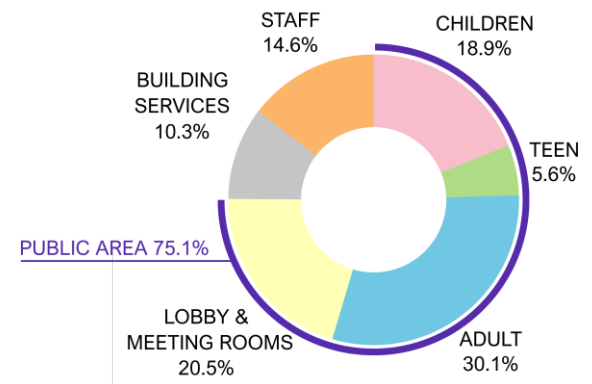


1<sup>ST</sup> FLOOR PLAN





# GUM GUM SPRING LIBRARY



(PERCENTAGES REPRESENT BOTH FLOORS COMBINED)



2<sup>nd</sup> FLOOR PLAN



LOV



# LOVETTSVILLE LIBRARY

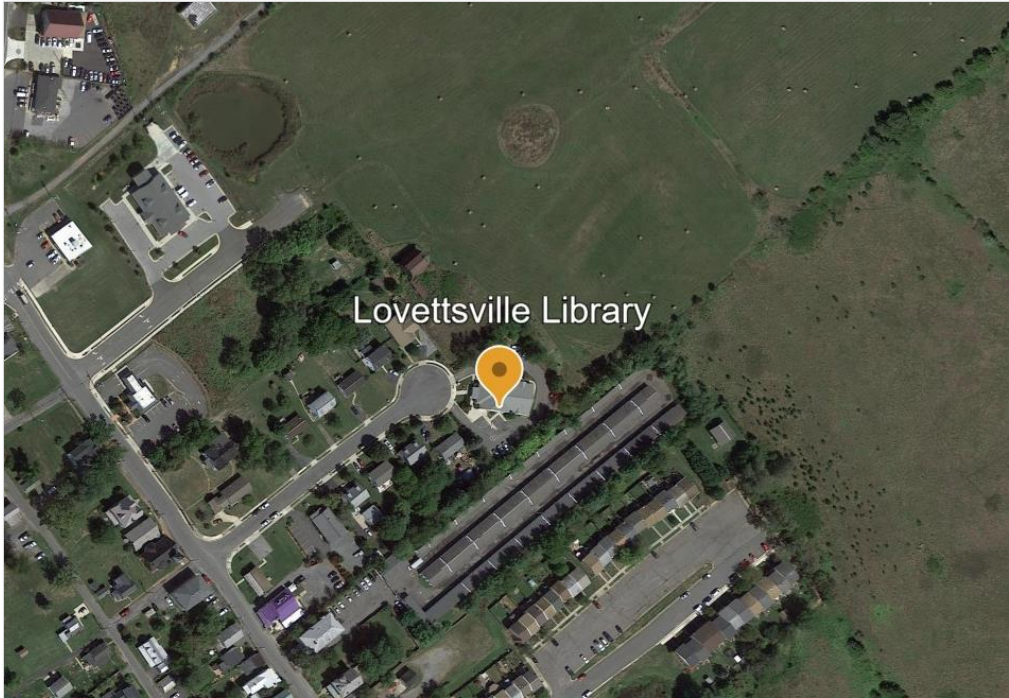
12 North Light Street - Lovettsville, VA 20180

|                    |   |
|--------------------|---|
| Constructed:       | 1989  |
| Renovated:         | 2005  |
| Size in Gross SF:  | 4,600 GSF   |
| Owned/Leased       | Owned by Loudoun County   |
| About This Branch: | <ul style="list-style-type: none"> <li>Families with young children, many who are homeschooled</li> <li>Commuters and weekend residents</li> <li>Patrons tend to be from Frederick County</li> <li>West Virginia residents are not able to borrow, but they use Wi-Fi, computers, and attend programs</li> <li>Seeing more diversity in our visitors and residents as the area grows</li> </ul> |

# OBSERVATIONS

The following are for LCPL to consider implementing:

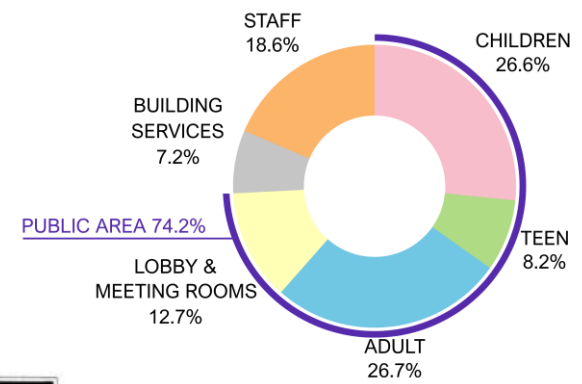
|                   |   |
|-------------------|---|
| Services + Spaces | <ul style="list-style-type: none"> <li>Lovettsville, like all three LCPL branches in western Loudoun County, does not have a makerspace</li> <li>Provide shaded outdoor seating</li> <li>Lower all adult and teen shelving height to 66" high</li> <li>Shelving on casters to allow for flexibility within the floor area</li> <li>Makeshift makerspace enhancements</li> <li>Replace light fixtures with energy-efficient fixtures to achieve required illumination levels</li> <li>Upgrade all finishes such as flooring, wallcoverings, acoustic treatments, and paint</li> <li>Give teen area more identity</li> <li>Furniture is worn and outdated, consider assessment of loose furniture for possible replacement</li> </ul> |
|-------------------|---|



SITE MAP

Site Map Courtesy of Google Earth

# LOV LOVETTSVILLE LIBRARY



1<sup>ST</sup> FLOOR PLAN







MID

## MIDDLEBURG LIBRARY

101 Reed Street - Middleburg, VA 20117

|                    |  |
|--------------------|--|
| Constructed:       | 1990   |
| Renovated:         | 2013   |
| Size in Gross SF:  | 4,540 GSF  |
| Owned/Leased       | Leased from Middleburg CC, Expires 2086  |
| About This Branch: | <ul style="list-style-type: none"> <li>• Predominantly comprised of families and senior citizens</li> <li>• The library serves as a hub for intergenerational exchange, fostering mutual respect and shared appreciation for knowledge and experience</li> </ul> |

## OBSERVATIONS

The following are for LCPL to consider implementing:

|                   |  |
|-------------------|--|
| Services + Spaces | <ul style="list-style-type: none"> <li>• Middleburg, like all three LCPL branches in western Loudoun County, does not have a makerspace</li> <li>• Provide shaded outdoor seating</li> <li>• Lower all adult and teen shelving height to 66" high</li> <li>• Shelving on casters to allow for flexibility within the floor area</li> <li>• Makeshift makerspace enhancements</li> <li>• Replace light fixtures with energy-efficient fixtures to achieve required illumination levels</li> <li>• Upgrade all finishes such as flooring, wallcoverings, acoustic treatments, and paint</li> <li>• Give teen area more identity</li> <li>• Add acoustic ceiling treatment to help with noise control</li> <li>• Furniture is worn and outdated; consider assessment of loose furniture for possible replacement</li> </ul> |
|-------------------|--|



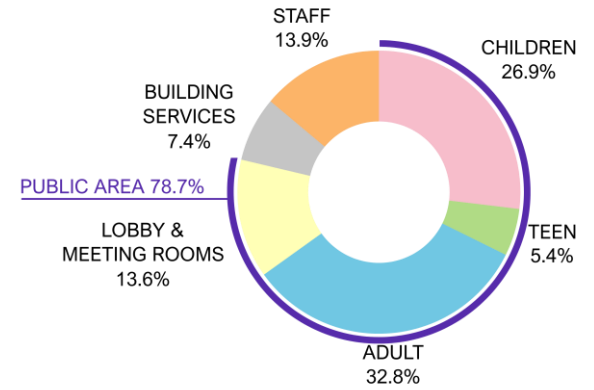
Middleburg Library

SITE MAP

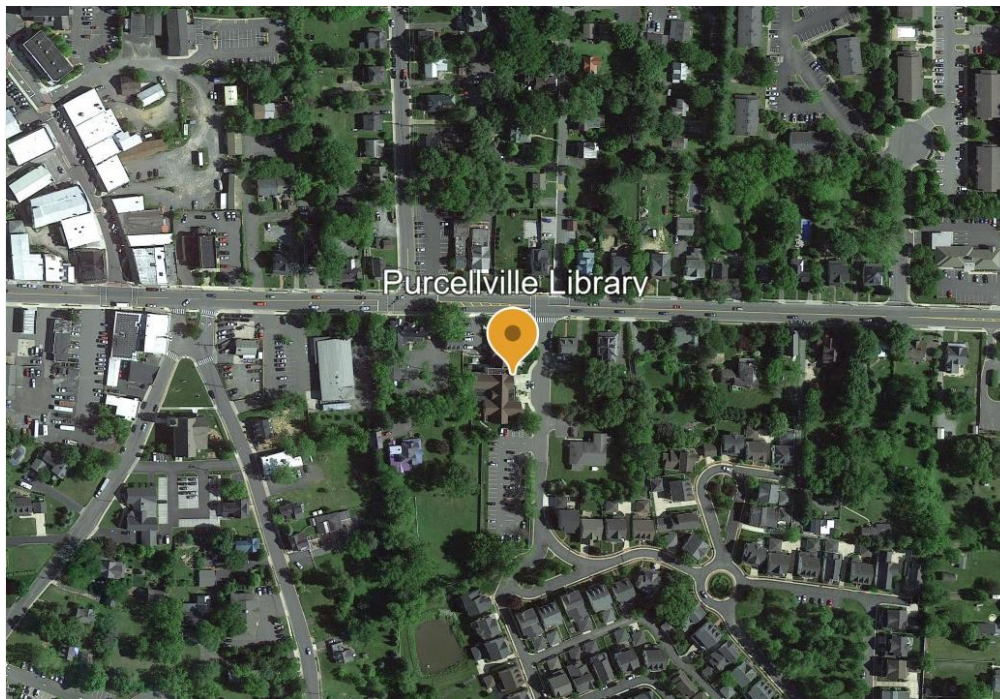
# MID MIDDLEBURG LIBRARY



1<sup>ST</sup> FLOOR PLAN







SITE MAP

Site Map Courtesy of Google Earth

## PURCELLVILLE LIBRARY

220 East Main Street - Purcellville, VA 20132

|                    |  |
|--------------------|--|
| Constructed        | 1938   |
| Renovated:         | 1992   |
| Size in Gross SF:  | 15,500 GSF   |
| Owned/Leased       | Owned by Loudoun County and Town of Purcellville   |
| About This Branch: | <ul style="list-style-type: none"> <li>Families with young children, older customers who may be less tech savvy</li> <li>Not all homes in the community have internet access. A lot of homeschoolers and tutors/tutees</li> <li>Some patrons tend to be from Clarke County, Winchester and West Virginia who own property or work in Loudoun County</li> </ul> |

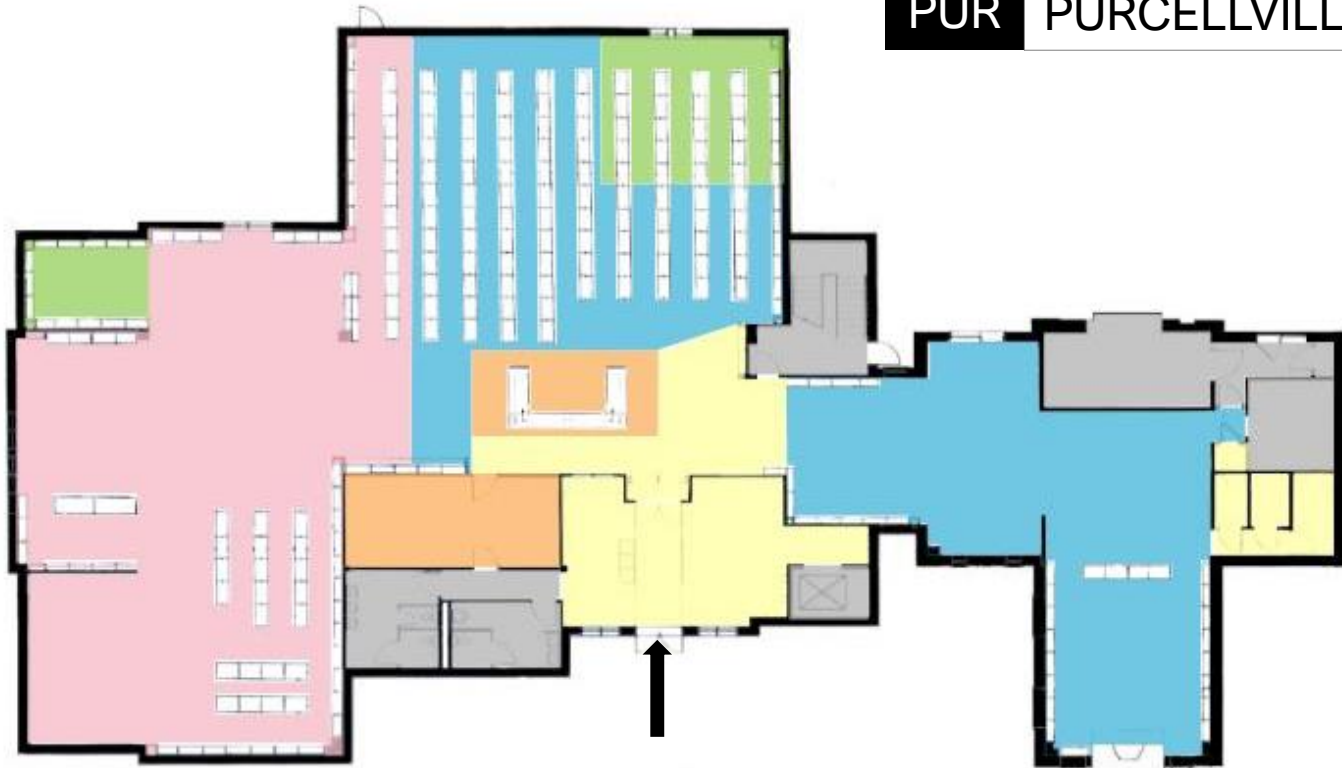
## OBSERVATIONS

The following are for LCPL to consider implementing:

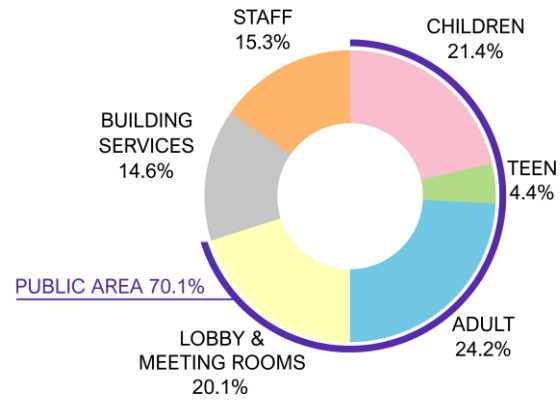
|                   |   |
|-------------------|---|
| Services + Spaces | <ul style="list-style-type: none"> <li>Purcellville, like all three LCPL branches in western Loudoun County, does not have a makerspace</li> <li>Provide shaded outdoor seating</li> <li>Lower all adult and teen shelving height to 66" high</li> <li>Shelving on casters to allow for flexibility within the floor area</li> <li>Replace light fixtures with energy-efficient fixtures to achieve required illumination levels</li> <li>Upgrade all finishes such as flooring, wallcoverings, acoustic treatments, and paint</li> <li>Furniture is worn and outdated, consider assessment of loose furniture for possible replacement</li> <li>This branch could benefit from a feasibility study to focus on space reallocation and distribution, challenging sight lines to study rooms, patron navigation and accessibility to second-floor meeting rooms, and staff area accessibility on 2<sup>nd</sup> and 3<sup>rd</sup> floors</li> </ul> |
|-------------------|---|



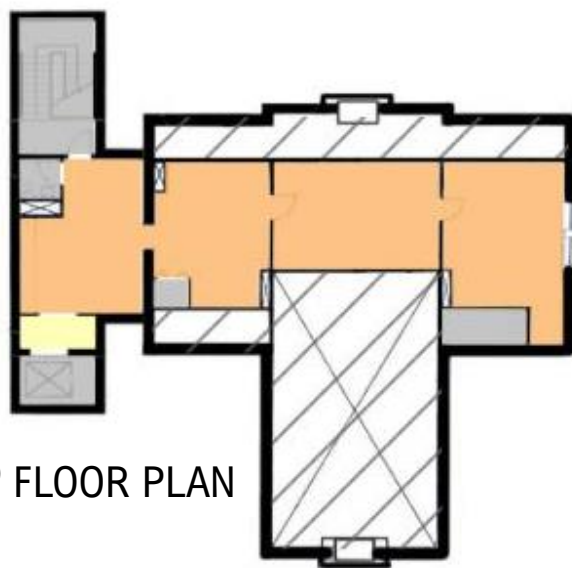
**PUR** PURCELLVILLE LIBRARY



1<sup>ST</sup> FLOOR PLAN



2<sup>ND</sup> FLOOR PLAN



3<sup>RD</sup> FLOOR PLAN



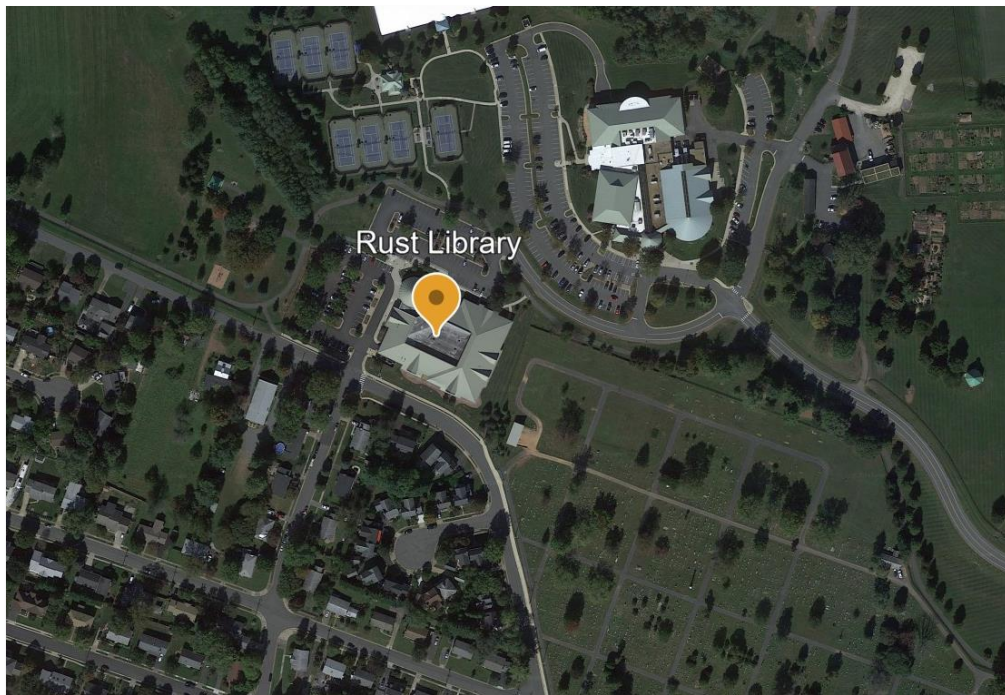


**RUST**

## RUST LIBRARY

380 Old Waterford Road NW - Leesburg, VA 20176

|                            |   |
|----------------------------|---|
| Constructed:<br>Renovated: | 1992<br>2009  |
| Size in Gross SF:          | 42,000 GSF  |
| Owned/Leased               | Owned by Loudoun County and Library Board of Trustees   |
| About This Branch:         | <ul style="list-style-type: none"> <li>Rust Library serves a variety of ages, but the higher numbers tend to be young and foreign-born families and people under the age of 50</li> <li>Rust also serves older/retired patrons, students, patrons experiencing housing insecurity, single adults, and middle-class and upper-middle-class families</li> </ul> |



Rust Library

SITE MAP

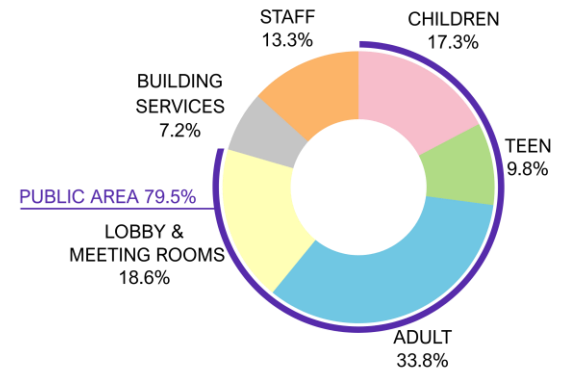
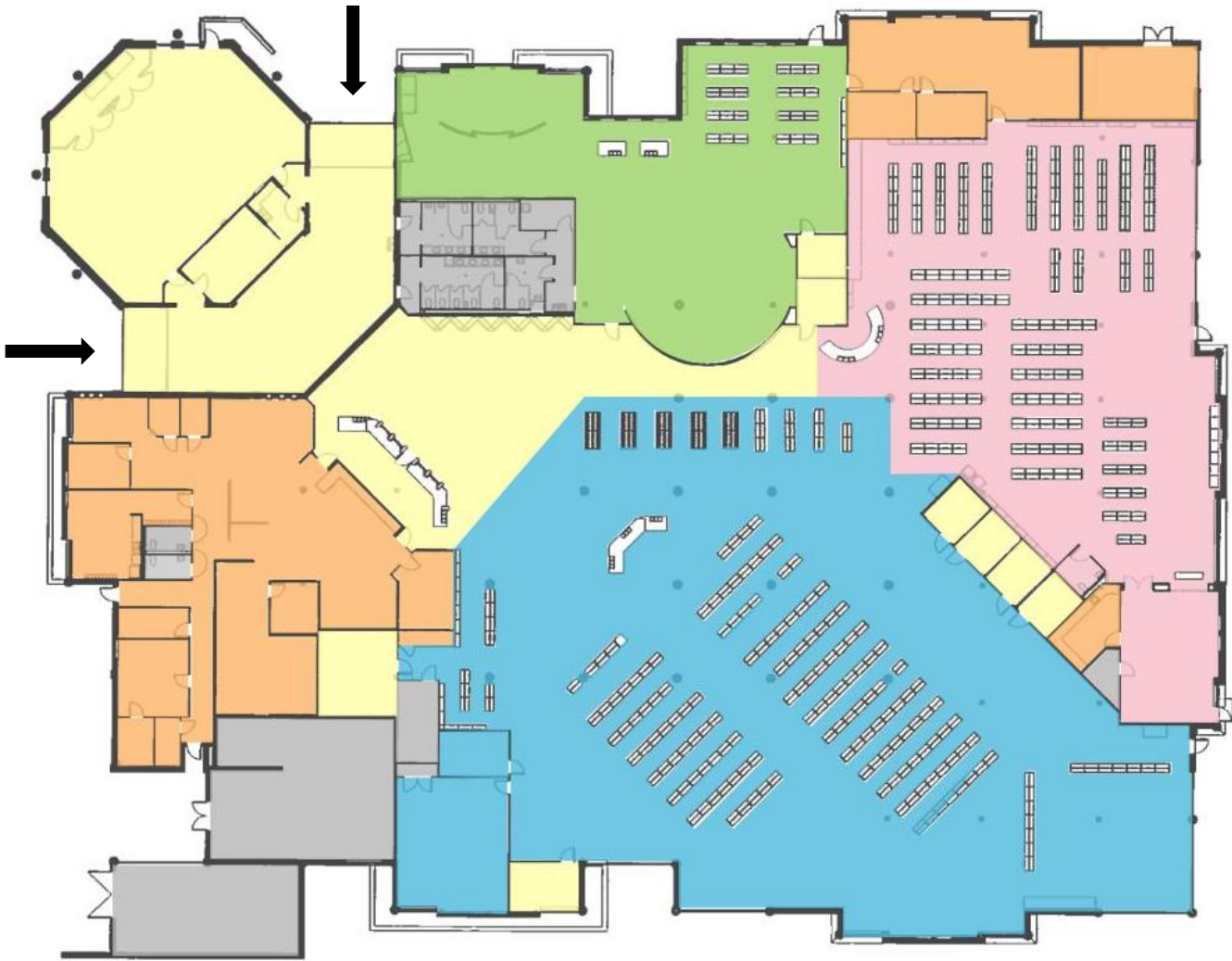
## OBSERVATIONS

The following are for LCPL to consider implementing:

|                   |  |
|-------------------|--|
| Services + Spaces | <ul style="list-style-type: none"> <li>Provide shaded outdoor seating</li> <li>Lower all adult and teen shelving height to 66" high</li> <li>Shelving on casters to allow for flexibility within the floor area</li> <li>Replace light fixtures with energy-efficient fixtures to achieve required illumination levels</li> <li>Upgrade all finishes such as flooring, wallcoverings, acoustic treatments, and paint</li> <li>Furniture is worn and outdated; consider assessment of loose furniture for possible replacement</li> </ul> |
|-------------------|--|



# RUST RUST LIBRARY



1<sup>ST</sup> FLOOR PLAN





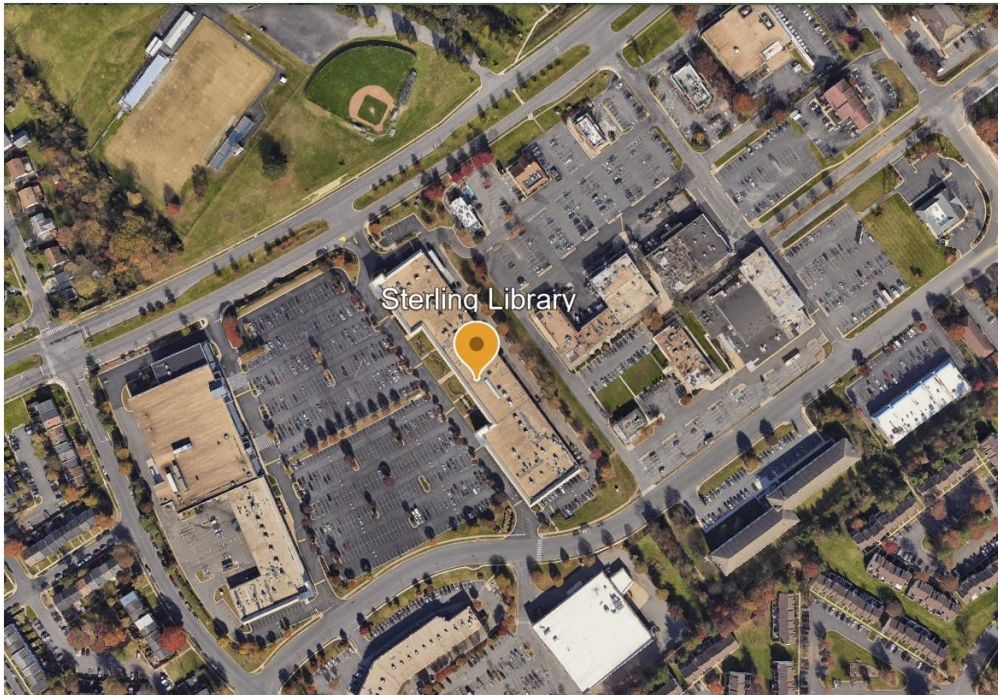


STR

## STERLING LIBRARY

380 Old Waterford Road NW - Leesburg, VA 20176

|                           |   |
|---------------------------|---|
| Constructed<br>Renovated: | 2017<br>Never Renovated   |
| Size in Gross SF:         | 15,000 GSF  |
| Owned/Leased              | Leased from Sterling Plaza LLC, Expires 2036  |
| About This Branch:        | <ul style="list-style-type: none"> <li>• Some patrons need help with access to library materials, services and connecting to other county/non-profit/community services</li> <li>• Community may need tech trouble-shooting and help with job search/job applications</li> <li>• Foreign-born population primarily Spanish speaking but seeing growth in other languages</li> <li>• Patrons (both teens and adults) use the library as the “third space” in society and spend hours here to have a place to be</li> <li>• As a border branch, it has Herndon and Reston patrons from right across the county line in Fairfax</li> </ul> |



SITE MAP

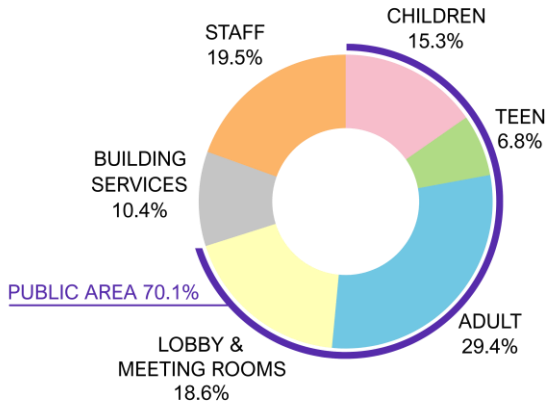
## OBSERVATIONS

The following are for LCPL to consider implementing:

|                   |   |
|-------------------|---|
| Services + Spaces | <ul style="list-style-type: none"> <li>• Add enclosed study pod or phone booth</li> <li>• Add Stressless/Prayer/Calming Room</li> <li>• Greater flexibility given to meeting room used for more interactive, hands-on library programming by having laminate or tile floors, more material storage space in/adjacent to the room, and more sinks</li> </ul> |
|-------------------|---|

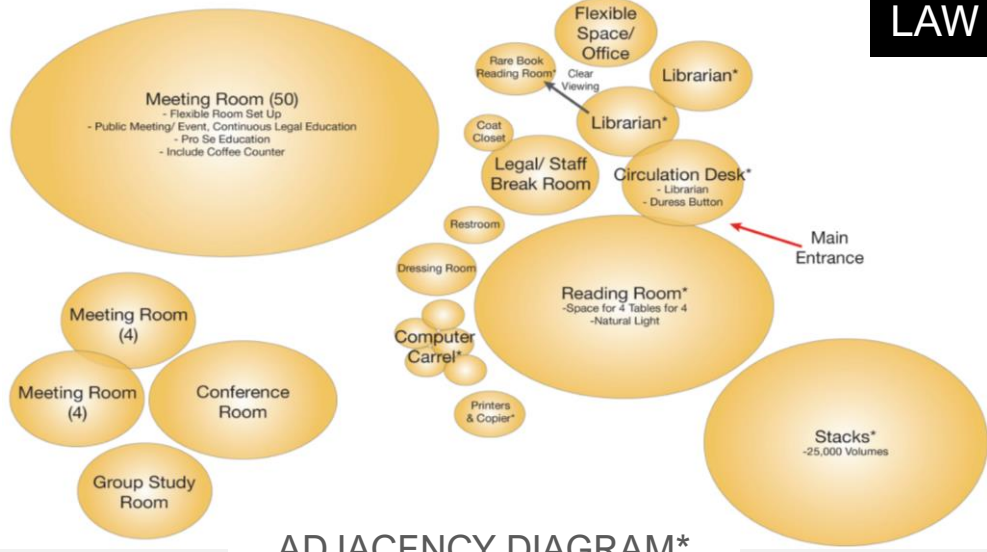


1<sup>ST</sup> FLOOR PLAN





**LAW**



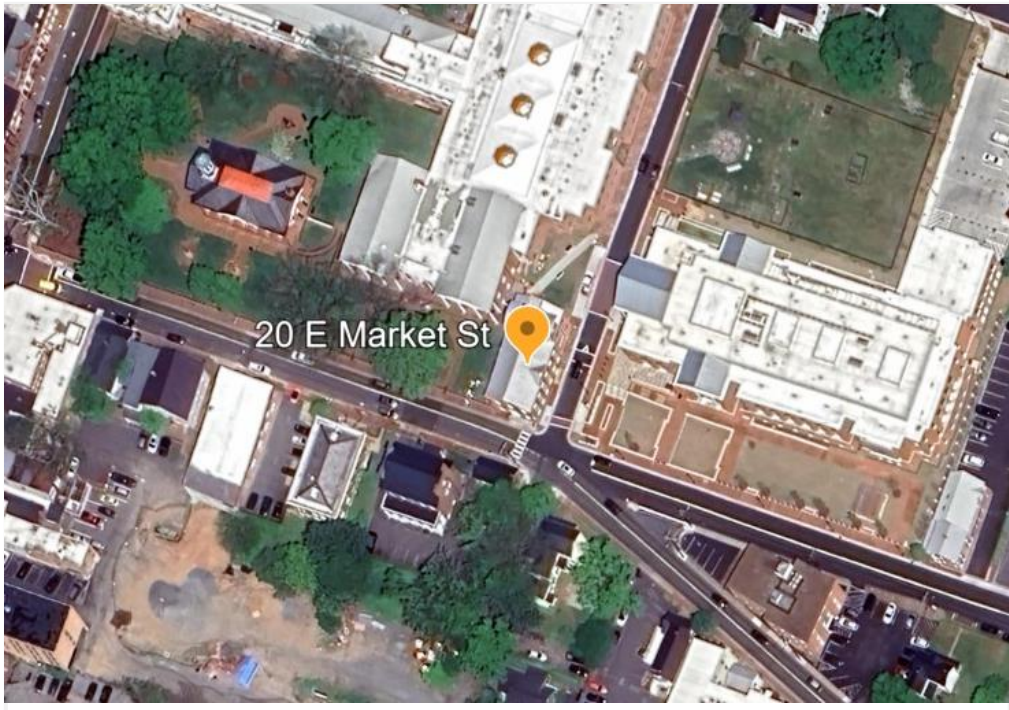
ADJACENCY DIAGRAM\*

**LAW LIBRARY (Valley Bank Building)**

New: 20 East Market Street - Leesburg, VA 20176

|                           |   |
|---------------------------|---|
| Constructed<br>Renovated: | Circa 1814<br>Renovation to begin 2026  |
| Size in Gross SF:         | 11,800 GSF (facility total)   |
| Owned/Leased              | Owned by Loudoun County   |
| About This Branch:        | <ul style="list-style-type: none"> <li>• Currently located at 18 East Market Street, Leesburg</li> <li>• Will be relocated to the historic Valley Bank Building in Leesburg Historic District as part of a larger phased renovation project</li> <li>• Construction to begin Summer 2026</li> </ul> |

\*Adjacency diagram courtesy of Loudoun County



SITE MAP



# BOOK VENDING LOCATIONS

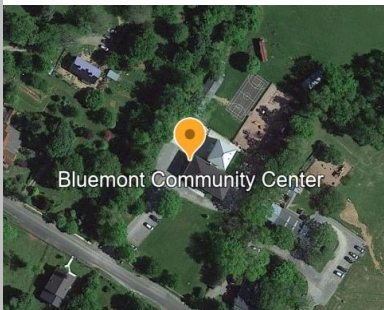
FY 2024 Number of Visits: 969

## BLUEMONT

Bluemont Community Center  
33846 Snickersville Turnpike  
Bluemont, VA 20135

### OBSERVATIONS

This book vending location is situated near the reception desk of the community center and easily seen upon entering the center. Desk staff is readily available to assist with library-related questions. The colorful graphics wrapping the unit are consistent with the LCPL brand.

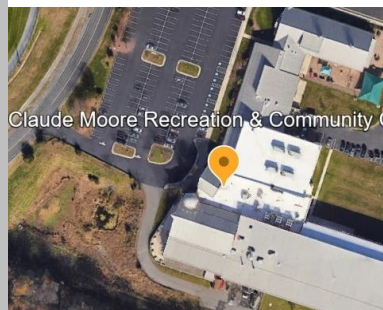
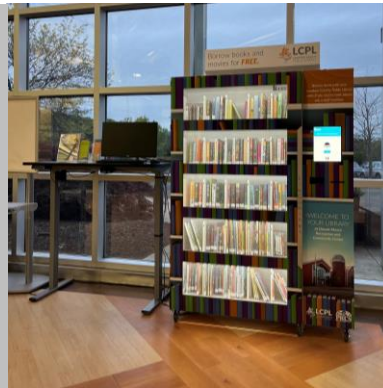


## CLAUDE MOORE

Claude Moore Recreation Center  
46105 Loudoun Park Lane  
Sterling, VA 20164

### OBSERVATIONS

Vending machine is located along the right exterior wall of the center and not visible upon entering the building. It is visible upon exiting the center but could benefit from additional LCPL branding. Consider a semi-permanent film graphic installed on the door of the center to inform visitors of LCPL's presence.



## DOUGLASS

Douglas Community Center  
407 E Market Street  
Leesburg, VA 20176

### OBSERVATIONS

Vending machine is not visible upon entering the building as it is located behind the service desk. The graphics on the machine are not on brand with LCPL colors. Consider keeping the same LCPL graphics identity for all units like Pepsi and Coca-Cola do for their branded vending machines.

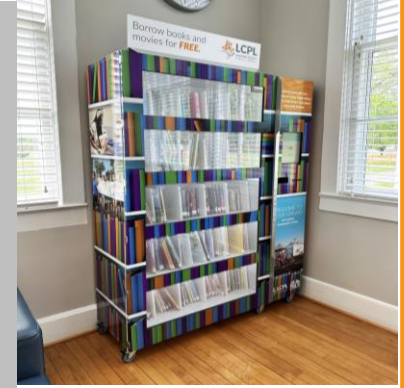


## LUCKETTS

Lucketts Community Center  
42361 Lucketts Road  
Leesburg, VA 20176

### OBSERVATIONS

Vending machine is in a community room just off the main entrance and directly across from the reception area. It is not visible upon entry; however, staff is always available to point it out. Colorful graphics are consistent with the LCPL brand and are used in conjunction with a few personalized Lucketts images.

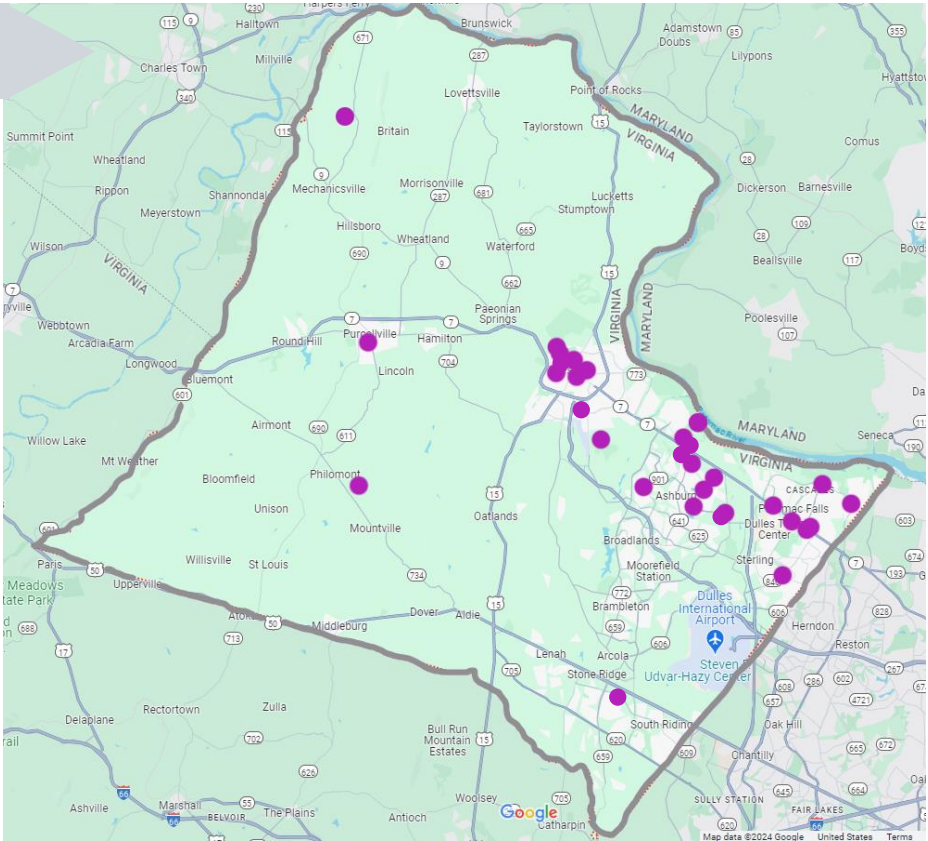


# OUTREACH SERVICES

FY 2024: Over 500 Trips (about 42 trips per month)

## 40 Destinations

- Adult Detention Center
- Ashburn Chase Apartments
- Ashburn Senior Center
- Ashby Ponds (Great Oak Clubhouse)
- Ashby Ponds (Cardinal Pond)
- Ashleigh
- Pacifica
- Cascades Village
- Central Parke
- Carver Center
- Dulles South Senior Center
- Eastern Loudoun Adult Day Center
- Falcons Landing
- Heritage Hall
- Hessler Heights
- Juvenile Detention Center
- Lansdowne Heights
- Lansdowne Woods
- Leesburg Adult Day Center
- Leesburg Senior Center
- Leesburg Mobile Home Park
- Levis Hill House
- Loudoun Nursing and Rehab Center
- Loudoun View Senior Living
- Mac Brownell Adult Day Center
- Madison House
- Meadow Glen
- Morningside House
- Neersville
- Poet's Walk
- Potomac Green
- Reflections Senior Living
- Spring Arbor
- Sommerset
- Sunrise Countryside
- Tribute
- Waltonwood
- William Watters
- Wingler East
- Wingler West



LCPL has two identical **“Reading Machines”**, one used by Outreach Services and the other used by the Programming Team and branch staff. Outreach Services serves Loudoun County residents whose circumstances prevent them from visiting the library. The LCPL team travels to senior centers, independent and assisted-living facilities, and nursing homes and provides support to the juvenile and adult detention centers. LCPL also provides a Books by Mail program, which currently serves an additional 22 Loudoun County residents confined to their homes.



# CONCLUSIONS

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Public libraries are one of the last remaining indoor public spaces where an individual can remain from opening until closing without needing any reason to be there and without having to spend any money. In developing and maintaining a modern, first-class library system, LCPL took into consideration the diverse needs of the community.

This facilities master plan strives to make all LCPL branches accessible, highly functional, architecturally beautiful, environmentally sustainable, community-focused, and equitable.

This final section includes some possible next steps for LCPL to consider as they plan for the future.



# CONCLUSIONS

## 1. ASHBURN TEEN AREA

Ashburn currently has a makeshift teen area that can accommodate about six teens at one time. There is a demand for a larger dedicated teen space as this branch is a popular destination for peer-group tutoring for standardized testing, gaming, and socializing. While a makerspace is also desired and may be potentially accommodated in the current magazine/newspaper room, Ashburn may benefit from a feasibility study to focus on space reallocation and distribution for the entire library.

## 2. CASCADES

Cascades mezzanine-level meeting rooms are not accessible to the public. There is a family toilet room out-of-order due to inadequate plumbing infrastructure. There is desire from the community for a makerspace and dedicated teen area as well as a café area in the library. While these needs may be looked at and addressed individually, Cascades may benefit from a feasibility study to focus on space reallocation and distribution for the entire library.

## 3. WESTERN LOUDOUN COUNTY BRANCHES

The Lovettsville, Middleburg, and Purcellville branches do not offer makerspaces, study rooms, or teen areas to their communities to the extent many of the eastern Loudoun County libraries offer to their communities. Explore ways to create these spaces for western Loudoun County.

## 4. INTERIOR FINISHES + ONGOING MAINTENANCE

Interior finishes such as flooring, ceilings, wall coverings, and paint go through the most daily wear and tear in public buildings. For public buildings with high traffic areas such as public libraries, a full carpet replacement should be considered at least every 5-6 years. Consider painting every 3-4 years and all other finishes should be replaced as needed. While there seems to be a routine maintenance schedule for the mechanical and roof systems of the LCPL buildings, there does not appear to be a process for ongoing maintenance or replacement of interior materials.

## 5. CEILING + LIGHTING

LCPL branches built/renovated before 2010 have outdated light fixtures and overall space illumination is not optimal nor comfortable for all patrons. These libraries would benefit from replacement of light fixtures with energy-efficient fixtures to achieve required illumination levels. Smaller branches like Middleburg and Lovettsville that have predominantly gypsum board ceilings may benefit from acoustic ceiling treatments for sound absorption.

# CONCLUSIONS

## 6. CAFE AREA + VENDING

Café areas in libraries can take on the look and feel of a coffee shop without serving food and drinks but instead offer a variety of vending machines to provide patrons drinks, snacks, or coffee for their long stays at the library. Café areas can be multi-use and have a variety of seating to accommodate studying, socializing and eating.

## 7. OUTDOOR SEATING

Some branches such as Lovettsville and Middleburg have outdoor seating but not shaded seating. There are opportunities at various branches to include free-standing weighted outdoor seating with shade umbrellas to promote wellness, relaxation, and outdoor library activities.

## 8. COMMUNITY ART

All libraries incorporate community art to some extent. The community art displays at LCPL branches can be more celebrated. Consider drawing attention to the community art display upon entering the library with a poster announcing the featured collection in each library.

## 9. SHELVING

Many branches have 78” high or higher shelving that is not to capacity. Consider lowering the shelving height in adult and teen areas to a maximum height of 66”. Many libraries have solid-wood shelving end panels. Consider replacing the solid-wood end panels with translucent panels to allow a more open feel. Shelving on casters in the smaller branches, such as Middleburg and Lovettsville, would provide flexibility to the space.

## 10. FURNITURE

Furniture in many branches is worn and outdated. Consider assessment of loose furniture for possible replacement. Some furniture is heavy and difficult to move when needed. Consider tables on casters to allow flexibility to move as needed and furniture that can accommodate all body sizes.

## 11. SIGNAGE + WAYFINDING

Exterior of some branches does not communicate library presence. Uniform and consistent exterior signage at each library is suggested. Inside each library, implement collection signage that aligns with LCPL brand graphics and signage aesthetics of retail. Think of the uniformity of signage in Whole Foods, for example. For book vending machine locations, LCPL may want to consider a semi-permanent film graphic of the LCPL logo installed on the door of the center to inform visitors of LCPL’s presence in the centers.



# APPENDICES

UNDER SEPARATE COVER

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## APPENDIX A

Chart of Staff Engagement Responses

## APPENDIX B

Complete List of Comments from Community Input Sessions

## APPENDIX C

Complete List of Online Survey Results

## APPENDIX D

Mechanical, Electrical, and Plumbing Systems Reports for Each Branch

## APPENDIX E

Structural Systems Report for Each Branch





**LCPL**  
LOUDOUN COUNTY  
PUBLIC LIBRARY

Loudoun County  
Public Library  
Virginia

## Facilities Master Plan

Prepared By  
Grimm + Parker Architects

July 15, 2024



# APPENDICES

**APPENDIX A:** Chart of Staff Engagement Responses

**APPENDIX B :** Complete List of Comments from Community Input Sessions

**APPENDIX C:** Complete List of Online Survey Results

**APPENDIX D:** Mechanical, Electrical, + Plumbing Systems Reports for Each Branch

**APPENDIX E:** Structural Systems Report for Each Branch



Sterling Children's Area "Jelly Beans"



Loudoun County  
Public Library  
Virginia



Facilities Master  
Plan

Prepared By  
Grimm + Parker Architects

July 15, 2024

# APPENDIX A

Chart of Staff Engagement Responses

|                 | <br><b>ASHBURN</b>   | <br><b>BRAMBLETON</b>   |
|--|---|--|
| <p>1. Branch Address?<br/>2. Describe your community/patrons?</p>                                | <p>43316 Hay Road Ashburn, VA 20147</p> <p>Culturally diverse, established community of families at different stages of their lives, economically climbing focused.</p>   | <p>22850 Brambleton Plaza Brambleton, VA 20148</p> <ul style="list-style-type: none"> <li>• Multicultural / multilingual / multigenerational</li> <li>• Work from home</li> <li>• Families with children</li> <li>• Large teen population (walkable from schools)</li> <li>• Commuters</li> </ul>  |
| <p>3. What is the most successful thing about your branch?</p>                                   | <p>Programming for children and seniors, book clubs for all ages, and high circulation of materials.</p>  | <ul style="list-style-type: none"> <li>• Service desk locations</li> <li>• Location in Brambleton Town Center</li> </ul>   |
| <p>4. What is the most successful space in your branch and why? Please share a photo.</p>        | <p>Children's play area and the adult reference area.</p>   | <ul style="list-style-type: none"> <li>• Storytime room Dedicated to children's programming with appropriate flooring and access to outside space. Storytime room location in building allows for noise control. Built-in seating and A/V, Makerspace, Sorter Room, Teen Center</li> </ul>   |
| <p>5. What are the top three current library services in demand in your branch?</p>              | <p>Meeting room/private space, children's story times, and communal space</p>   | <ul style="list-style-type: none"> <li>• Children's Programming</li> <li>• Study rooms</li> <li>• Printing and wi-fi</li> </ul>  |
| <p>6. What are the top 3 complaints you get from your community about your branch/services?</p>  | <p>Need a teen area, not enough study rooms/meeting space, and noise levels.</p>  | <ul style="list-style-type: none"> <li>• Parking</li> <li>• Noise</li> <li>• Not enough study rooms</li> </ul>   |
| <p>7. What are the top 3 compliments you get from your community about your branch/services?</p> | <p>Staff efforts, variety of programming, and good collection of physical and digital resources.</p>  | <ul style="list-style-type: none"> <li>• Branch is beautiful</li> <li>• Space is welcoming and staff are friendly</li> <li>• The variety of programs</li> </ul>  |
| <p>8. Is there a space or service you wish your library had, please describe?</p>                | <p>A dedicated teen area within eyesight of the main service desk. Creating a comfortable space for teens where they can study, play, and relax but still be able to be passively monitored by staff. Noise dampening/reduction so they could be louder than average without being cut off completely.</p>  | <ul style="list-style-type: none"> <li>• Teen center with direct access from outside</li> <li>• More meeting rooms</li> <li>• More staff restrooms / staff conference areas</li> <li>• Offices for branch staff</li> </ul>   |
| <p>9. As an employee of the library, what does your "dream library" look like?</p>               | <p>Lots of study rooms and meeting rooms with glass walls but sound dampening. Room for people to sit comfortably and have conversations as well as private rooms where people on conference video calls can be undisturbed. Top of the line audio-visual equipment in our meeting rooms. Large meeting room space with sound proofing so that the choirs and theater troupes can practice without disturbing the meditation groups booked next door. An accessible outdoor multi-purpose pavilion where library programs like master gardening, outdoor story times and live music can be held in comfortable weather. Modular furniture so that areas can be rearranged as needs dictate. Sometimes we have single users who take up a whole 4 top table to themselves and other times we have large study groups who need multiple tables to have a large study session.</p> | <ul style="list-style-type: none"> <li>• Open / big</li> <li>• A large variety of seating spaces</li> <li>• Plenty of community spaces</li> <li>• Green / outdoor spaces</li> <li>• Dedicated programming spaces</li> <li>• Flexible spaces / shelving</li> <li>• Our sorter room but located closer to staff space</li> <li>• Collaborative technology spaces</li> <li>• More point of egress for safety and evacuation</li> <li>• Actual loading dock</li> <li>• Net zero building</li> <li>• Ample parking</li> <li>• Flexible sorter design</li> </ul> |

Staff Survey Questions








CASCADES




GUM SPRING

|   | CASCADES  | GUM SPRING  |
|---|---|---|
| 1. Branch Address?  | 21030 Whitfield Place Potomac Falls, VA 20165   | 24600 Millstream Drive Stone Ridge, VA 20105  |
| 2. Describe your community/patrons?   | <ul style="list-style-type: none"> <li>• Smart, inquisitive, community-focused, all ages and all income levels. Families, children, tutors, students, community groups</li> <li>• Hispanic, elderly, young families, teens • Economically diverse, families • First-generation immigrants, multi-ethnic, high income</li> <li>• Unhoused people • Child-free adults, all ages, diverse, various age groups, those needing tech help</li> <li>• Nannies and au pairs. Senior Center and NoVA community college • Patrons are open to conversation</li> </ul>   | <p>Mostly middle-class community, diverse in age and ethnic groups. Large numbers of children come for books and programs, but also want creative play areas. Teens and college age patrons who look for spaces to study both as individuals and in groups. Teens also enjoy meeting with friends and hanging out in our library. Adults use the library as a place to work and meet. They frequently value quiet. Our study rooms are at a premium. The is focused on education and any related programming is very popular, especially for children. South Asian community, but also see people from the Middle East, the Horn of Africa and a moderately sized Korean community. Patrons travel from Fairfax and surrounding counties for our services. Some patrons specifically come to the library to use the computers and print because they do not have these resources at home. Small number of homeless patrons.</p> |
| 3. What is the most successful thing about your branch?                                   | <ul style="list-style-type: none"> <li>• Staff, layout w/2 service desks, computers</li> <li>• Staff knows the community, people keep coming back</li> <li>• Staff's positive relationship w/the community</li> <li>• Staff connections and relationships w/community</li> <li>• Natural light, large windows, space for books</li> <li>• Customer service and veteran staff (10 yrs or more)</li> <li>• Children and adult programs</li> </ul>   | <ul style="list-style-type: none"> <li>• Staff is welcoming, helpful and focused on customer service.</li> <li>• Our programs are inventive and targeted, they draw large crowds.</li> </ul> <p>In terms of the building: tall ceilings and windows make the space airy and welcoming. Open spaces between the stacks have allowed us the flexibility to move heavily attended programs into public spaces. • The alcoves on the second floor have gone through several iterations in terms of how they are used (from quiet study to Makerspace or from quiet study to pop-up program area). Having the flexibility to change how our spaces are used based on need or demand has been very valuable.</p> <ul style="list-style-type: none"> <li>• Our location: we are within walking distance of large residential areas.</li> </ul>   |
| 4. What is the most successful space in your branch and why? Please share a photo.        | <ul style="list-style-type: none"> <li>• Front area, puzzle table, children's department</li> <li>• Visibility of teen space, game room</li> <li>• Service desks, computers, printing</li> <li>• Our collection (see 3D tour on our website)</li> <li>• Meeting rooms, study rooms, adult collection</li> <li>• Computer area constantly in use</li> </ul>  | <p>Our open, accessible spaces are the most successful. For children, that's our area with kitchen toys and computers. For adults/teens, that's the spaces with comfortable seats and outlets that allow them to complete work/focus. Most patrons like to have a flexible, open space to do multiple things: relax, play, study, etc.</p>  |
| 5. What are the top three current library services in demand in your branch?              | <ul style="list-style-type: none"> <li>• Print and online resources, study rooms, programming</li> <li>• Computers, study rooms, programs, printing, collection</li> <li>• Programs for every age, room space, study rooms, children's services</li> <li>• People can reserve library materials, item checkout, meeting rooms</li> <li>• Storytime, After Hours Teen Center, books, adult programs</li> </ul>   | <ul style="list-style-type: none"> <li>• Study Rooms/private spaces, meeting rooms.</li> <li>• Children's programs and ESOL programs.</li> <li>• Ability to print/use computers.</li> <li>• Holds.</li> </ul>   |
| 6. What are the top 3 complaints you get from your community about your branch/services?  | <ul style="list-style-type: none"> <li>• Not enough print resources, not enough study rooms, noise, updated av</li> <li>• No color/wireless printing, quality of speaker system</li> <li>• No teen room, no quiet areas, not enough meeting rooms, book unavailability</li> <li>• Hours, sound travels all over the building, not enough 7 day or new books</li> <li>• Noise carries, waiting to return books to book drop, no wireless printing or fax</li> <li>• Underwhelming outdated interior,</li> </ul>  | <ul style="list-style-type: none"> <li>• Not enough study rooms/not enough room for all the people.</li> <li>• Noise complaints.</li> <li>• No color printing, no wireless printing.</li> </ul>   |
| 7. What are the top 3 compliments you get from your community about your branch/services? | <ul style="list-style-type: none"> <li>• Patrons love the staff, quality programming, location and layout</li> <li>• After Hours Teen Center, no. of study rooms, no. of computers, helpful staff</li> <li>• Friendly staff, open spaces, the collection, programs, staff, customer service</li> <li>• Great storytimes, great selection, helpful staff, online databases</li> <li>• Helpful staff, AHTC, programming,</li> <li>• Children's programming</li> <li>• Staff is always willing to help people. Drive-up book drop. Best storytimes.</li> <li>• Frequent and high quality programs, outreach services</li> </ul>  | <ul style="list-style-type: none"> <li>• How helpful and kind the staff are.</li> <li>• How creative and engaging the children's programs are, in spite of the large numbers of attendees.</li> <li>• How helpful the Makerspace staff are and what a great service the Makerspace is.</li> <li>• What a beautiful building we have.</li> </ul>   |
| 8. Is there a space or service you wish your library had, please describe?                | <ul style="list-style-type: none"> <li>• Storage, place for Friends group, outdoor program space</li> <li>• Teen only area, staff workspaces, staff areas w/natural light</li> <li>• Family restroom unavailable because old plumbing.</li> <li>• Desk space for staff, Flex space for Art Lab or kitchen al a cart, academic resources</li> <li>• Signage for new patrons, better awning for outside book return</li> <li>• Bigger teen and children's spaces, more meeting rooms, ILL accessibility</li> <li>• More nonfiction titles, titles for req. School assignments</li> </ul>  | <ul style="list-style-type: none"> <li>• A larger number of study rooms with greater flexibility in terms of how space is allocated, so we can accommodate an individual but also study or work groups.</li> <li>• A larger number of meeting rooms.</li> <li>• An auditorium to accommodate large scale events such as the It's All Write awards ceremony, big name author visits and community dances or theatrical performances.</li> <li>• A dedicated Story time room, large enough to accommodate about 200 people (Storytime attendance can reach 120. STEAM programs and drop-in programs frequently exceed that number).</li> <li>• A dedicated Makerspace (which we have), specifically designed for Making (our space is a retrofit), with attention to ventilation and sound and thoughtful about location (our current space is hidden on the 2nd floor, it's our best kept secret)</li> </ul>                     |
| 9. As an employee of the library, what does your "dream library" look like?               | <ul style="list-style-type: none"> <li>• Open spaces, natural light, children's wing, reading nooks, teen alcove, adult materials near entrance for those w/mobility issues, larger spaces for programming</li> <li>• More study rooms, large theatre for library programs, office spaces, parking, options for people who need quiet spaces</li> <li>• Community space, comfy seating, coffee shop, a café, outdoor programming space, clear intercom, ,cozy reading areas,</li> <li>• Use of color, "buzzy marketing"</li> <li>• Updated plumbing, electrical, emergency exits on all sides of the building, updated AV in meeting rooms, sound dampening</li> <li>• mounted tvs in meeting rooms, color on walls, nursing room, Friends' space, amphitheater, solar panels on the roof, pollinator garden</li> <li>• Locked staff areas, spacious, updated bathrooms, reliable HVAC, state of the art equipment and resources, floor to ceiling wooden shelves of books</li> <li>• Comfortable furniture for reading, garden, space for part-time staff and volunteers to secure their belongings, a test kitchen, auditorium</li> </ul> | <ul style="list-style-type: none"> <li>• A children's space that includes opportunities for play and discovery; that has spaces that are accessible and welcoming to babies through Grade 5 (see Gum Spring with the dividing wall between the young kids section and the elementary kids area).</li> <li>• A teen center with gaming and study areas, furniture that is mobile and encourages group interactions but allows for quiet alone time as well.</li> <li>• A Makerspace with ample storage, power outlets, surface space for equipment and tables/work surfaces for spreading out projects.</li> <li>• Dedicated workspaces for each department's staff with storage and surface areas for trying out projects as well as an open plan to allow for collaboration between staff.</li> </ul>  |

Staff Survey Questions




|                 |    |    |
|--|---|---|
|  | LAW   | LOVETTESVILLE   |
| <p>1. Branch Address?<br/>2. Describe your community/patrons?</p>                                | <p>18 East Market Street Leesburg, VA 20176<br/>A mix of pro se litigants, attorneys, judges, and other non-legal users from the community.</p>   | <p>12 North Light Street Lovettsville, VA 20180<br/>Families with young children, many of whom are homeschooled. Lots of commuters and weekend residents. We also get a lot of reciprocal borrows from Brunswick MD and Frederick County, as well as WV residents. WV residents are not able to borrow, but they use our wi-fi, computers, and attend programs. The area is pretty homogeneous, but we are starting to see more diversity in our visitors and residents as the area grows.</p>  |
| <p>3. What is the most successful thing about your branch?</p>                                   | <p>We assist all members of the community, be they pro se or legal professionals, with substantive and meaningful information about their most vexing legal issues.</p>   | <p>Our children's programs and the highest in attendance and much appreciated by the patrons. We also do a great deal of outreach within the community including schools, community center, and daycares. We are also able to help patrons with in-depth tech support, reader's advisory and library resources. Our computers, work-space, and wifi are appreciated by adult patrons since Western Loudoun still struggles connectivity.</p>  |
| <p>4. What is the most successful space in your branch and why? Please share a photo.</p>        | <p>Our most successful space is our public access computer terminals. We have three, but we need more because there are times when people have to wait to get access to one of our computers.</p>   | <p>Children's area and the back of the parking lot which we utilize spring-fall for program overflow. The children's area has books, puzzles, coloring sheets, and sensory toys. Many families use the space for play dates, browsing, or just hanging out before and after programs. The parking lot space allows us to expand our program space beyond the small story room area which accommodates our bigger crowds without causing fire code violations. Work pod, it is used on a daily basis by people who are telecommuting, running their own businesses, working on school, or doing meetings and interviews.</p>   |
| <p>5. What are the top three current library services in demand in your branch?</p>              | <ul style="list-style-type: none"> <li>• Legal forms</li> <li>• Printing</li> <li>• Legal information</li> </ul>  | <ul style="list-style-type: none"> <li>• Children's programs</li> <li>• Computer/Wi-Fi access</li> <li>• Staff help (especially tech help and reader's advisory)</li> </ul>   |
| <p>6. What are the top 3 complaints you get from your community about your branch/services?</p>  | <ul style="list-style-type: none"> <li>• No weekend hours</li> <li>• Can't give legal advice</li> <li>• No ability to assist the language and technology challenged with legal documents except Google translate.</li> </ul>  | <ul style="list-style-type: none"> <li>• Noise and lack of appropriate space for the activities and number of people in the branch. This is often a problem when we have large groups for programs overflowing into work and quiet spaces. Parking can also quickly become an issue during these programs, especially when we need to use part of the lot for program overflow.</li> <li>• No color printing, wireless printing, fax.</li> <li>• Parking can also quickly become an issue during these programs, especially when we need to use part of the lot for program overflow.</li> </ul>  |
| <p>7. What are the top 3 compliments you get from your community about your branch/services?</p> | <ul style="list-style-type: none"> <li>• Friendly and helpful staff</li> <li>• Convenience for litigants at courthouse</li> <li>• Knowledgeable staff gets frequent compliments for legal professionals about ability to find legal information on point very quickly.</li> </ul>   | <ul style="list-style-type: none"> <li>• Great programs and family-friendly atmosphere</li> <li>• Friendly and helpful staff</li> <li>• Better collections and access to more materials (compared to neighboring counties)</li> </ul>   |
| <p>8. Is there a space or service you wish your library had, please describe?</p>                | <p>I wish we had more private study/conference rooms and a separate bathroom for staff. Also, more space for public access computers and reading areas.</p>   | <ul style="list-style-type: none"> <li>• Dedicated area for programming prep and clean up that would include an oven, washer/dryer, and dishwasher, along with a utility sink and drying area for cleaning up after our many art and sensory activities. This would be separate from the staff kitchen which is currently serves as the prep and clean up area and often clashes with staff's needs for breaks and meals.</li> <li>• Additional room to increase Maker Space abilities as we are frequently asked when we'll offer more options, but we would need a larger staff and additional space to help with this.</li> <li>• Lighter more mobile furniture that would allow us to quickly move things around, when necessary. Book shelves that aren't so tall and card catalogs that could be on iPads in the stacks to save floor space.</li> <li>• More space for programs, dedicated, enclosed teen space, more study rooms, Covered outdoor space • More parking</li> </ul>  |
| <p>9. As an employee of the library, what does your "dream library" look like?</p>               | <p>Embrace technology in innovative ways, such as having a commonly requested legal forms kiosk where customers could use speech to text and text to speech prompts to fill out common and simple legal forms regardless of literacy, disability, or language. Be a beautiful and elegant space with high ceilings, and lots of natural light from windows overlooking the old Courthouse and also light from large clerestory windows. It would include art that inspired respect for our justice system. Incorporate accessibility into the design in an elegant and non-obvious way. Bookshelves would be accessible from wheelchairs and no steps or other barriers to entry would be visible anywhere.</p> <ul style="list-style-type: none"> <li>• My dream library would also include free printing for any legal document.</li> </ul> | <p>A library with dedicated spaces both indoor and out for programming (especially a lit and covered outdoor area; permanent outdoor play areas; and gardens for community and/or programming use). • Additional meeting rooms and lots more quiet study areas. • Incorporating natural elements like plant life or water features, natural lighting, and windows that can be opened, quiet places to sit and read (inside and outside), • Mobile furniture/shelving that would allow us to rearrange to meet needs. • Dedicated space for program setup/cleanup that doesn't make use of staff rest areas. • A staff-only restroom would be awesome.</p> <ul style="list-style-type: none"> <li>• Separated and enclosed children's and teen areas for both safety and noise concerns. • A library in an easily accessed location (walk/bike/bus/etc) • Well-designed office spaces, and even better designed storage spaces. Architects and interior designers that consult with front line staff early on, to design a library that's both beautiful and functional, for staff and patrons alike.</li> <li>• Library-card activated lobby with holds lockers;</li> </ul> |

Staff Survey Questions

|                 | <br>MIDDLEBURG  | <br>PURCELLVILLE  |
|--|--|--|
| <b>1. Branch Address?</b><br><b>2. Describe your community/patrons?</b>                          | 101 Reed Street Middleburg, VA 20117<br>Our library community, predominantly comprised of families and senior citizens, embodies a close-knit and familial atmosphere where patrons not only borrow books but also connect deeply with one another. There's a palpable sense of investment in both the library and the broader community, with families and older patrons alike contributing to its upkeep and participating in various events. The library serves as a hub for intergenerational exchange, fostering mutual respect and shared appreciation for knowledge and experience. It's more than just a repository of books; it's a cozy ecosystem where relationships flourish, stories intertwine, and the spirit of the community thrives, making it a cherished cornerstone of our neighborhood.  | 220 East Main Street Purcellville, VA 20132<br>The Purcellville community is engaged at the library and very active. We are seeing families with young children, older customers who tend to be less tech savvy. The Purcellville community is not as diverse as some of the larger branches and tends to be middle to upper middle class. Not all homes in the community have internet access. We have a lot of homeschoolers and tutors/tutees. Our reciprocal borrowers tend to be from Clarke County, Winchester and we have West Virginia reciprocal borrowers who own property or work in Loudoun County. Many customers value face-to-face interactions and engaging in conversations with library staff. |
| <b>3. What is the most successful thing about your branch?</b>                                   | At Middleburg Library, customer service stands out as our greatest achievement, setting a high standard for excellence in patron care. Our circulation desk serves as the beating heart of our building where patrons not only come to borrow materials but also to engage in meaningful conversations and forge connections with our dedicated staff. It's not uncommon for visitors to pause their days just to stop by for friendly conversation, drawn by the welcoming atmosphere and personalized attention they receive. Despite the availability of a self-check-out station, patrons consistently opt to interact directly with our staff, valuing the human touch and expertise they bring to every transaction.   | A culture of offering excellent customer service and a wide array of youth and adult programming. The library actively participates in the Purcellville community by attending local events and collaborating on programs and outreach.  |
| <b>4. What is the most successful space in your branch and why? Please share a photo.</b>        | The front room of our library serves as the bustling heart of our small building, housing both the circulation desk and the children's area. It facilitates the borrowing and return of materials as well as fostering vibrant community connections, particularly among families, nannies, and au pairs who gather while their children immerse themselves in activities. This space not only enables children to learn and explore but also serves as a meeting point for caregivers to share experiences and support one another. Its prime visibility makes it the preferred location for many of our children's programs, ensuring that these enriching activities capture the attention of both regular patrons and passersby.   | The dedicated Storytime area and children's area is very popular and regularly complimented for the variety of interactive elements and that the area is a fun and nice place to visit.<br><br>Our computers, printers, study rooms and tables for work and study are all in the same area and are probably similarly popular and utilized heavily.  |
| <b>5. What are the top three current library services in demand in your branch?</b>              | <ul style="list-style-type: none"> <li>• Quiet study space: providing patrons with quiet and dedicated spaces for focused work or study is in high demand. Many visitors appreciate the opportunity to concentrate without distractions in a conducive environment.</li> <li>• WiFi: in a community where internet is not universally available, or isn't reliable when it is available, the importance of providing reliable WiFi extends beyond convenience; it becomes a vital lifeline for many. Our WiFi service plays a crucial role in bridging the digital divide for those in Western Loudoun County. Our patrons use our internet for earning income, paying bills, shopping, filing their taxes, accessing our digital resources, completing their homework and more.</li> <li>• Meeting Room Space: The availability of meeting space for group discussions, workshops, or community gatherings is consistently sought after.</li> </ul>   | <ul style="list-style-type: none"> <li>• Computer/internet Use/Printing/Tech Help</li> <li>• Programming</li> <li>• Study Rooms/Meeting Rooms</li> </ul>   |
| <b>6. What are the top 3 complaints you get from your community about your branch/services?</b>  | <ul style="list-style-type: none"> <li>• Not enough quiet spaces to work – Despite efforts to create more quiet study space by removing public computers, demand still exceeds availability. Adults, in search of serene study environments, often overflow into the teen area.</li> <li>• Not enough space for each staff member – Despite efforts to expand workstations, accommodating all six staff members in our modest space remains challenging. We're committed to optimizing their working environment for efficient and comfortable performance, prompting exploration of additional adaptations and solutions.</li> <li>• Not enough storage space – Our storage closet is cramped, making it difficult to organize essential materials, while the storage space in our staff area lacks efficiency and accessibility. This limitation hampers our operations, prompting us to explore options for optimization, including reorganization and potential external storage solutions.</li> </ul> | <ul style="list-style-type: none"> <li>• Printing kiosks are not user-friendly.</li> <li>• Not enough study rooms/meeting room space</li> <li>• Not enough plugs</li> </ul>  |
| <b>7. What are the top 3 compliments you get from your community about your branch/services?</b> | <ul style="list-style-type: none"> <li>• This library is so comfortable – it's smaller and more personable than the larger libraries; it feels like home!</li> <li>• The library staff feel like my family!</li> <li>• The library staff are very helpful.</li> </ul>  | <ul style="list-style-type: none"> <li>• Friendly and helpful staff, good customer service</li> <li>• Quality and creativity of programming</li> <li>• Compliments on Storytime/Children's area</li> </ul>   |
| <b>8. Is there a space or service you wish your library had, please describe?</b>                | In addition to addressing immediate needs for quiet study spaces and staff accommodations, we envision a more inviting teen center, an updated children's corner, and outdoor programming spaces. These additions would enrich our library's offerings, providing versatile venues for community engagement and enhancing the overall experience for patrons of all ages.  | <ul style="list-style-type: none"> <li>• More meeting room and study room space/more space in general</li> <li>• Makerspace</li> <li>• Dedicated Teen area</li> <li>• Convenient and accessible book return into the building</li> <li>• More lounge type seating</li> <li>• Laptop bar</li> </ul>   |
| <b>9. As an employee of the library, what does your "dream library" look like?</b>               | The staff's ideal library would feature outdoor programming spaces, a revamped children's area, an inviting teen section, expanded workspace for adults, a renovated staff workroom to accommodate everyone comfortably, a dedicated staff restroom, a direct phone line to the branch manager's office, and an ergonomically designed workspace or standing desk in the branch manager's office.  | <ul style="list-style-type: none"> <li>• Dedicated Teen area</li> <li>• Makerspace with dedicated staff</li> <li>• Convenient and accessible book return into the building</li> <li>• Garden and more outdoor programming space.</li> <li>• More diverse foreign language section</li> <li>• More modern space with updated bathrooms</li> <li>• Less open workspace for employees to improve concentration and focus/office space with windows</li> <li>• More storage spaces</li> </ul>  |

Staff Survey Questions



|                 |  <p style="text-align: center;">RUST</p>  |  <p style="text-align: center;">STERLING</p>   |
|--|--|---|
| <p>1. Branch Address?<br/>2. Describe your community/patrons?</p>                                | <p>380 Old Waterford Road NW Leesburg, VA 20176</p> <p>Rust Library services a variety of ages, but the higher numbers tend to be young/immigrant families and people under the age of 50. That said, Rust also serves older/retired customers, students, customers experiencing housing insecurity, single adults, and middle/upper middle-class families</p>   | <p>22330 South Sterling Blvd, a117 Sterling, VA 20164</p> <p>Large numbers of patrons need help with access to library materials, services and connecting to other county/non-profit/community services. Community may need tech trouble shooting and help with job search/job applications. Large immigrant population primarily Spanish speaking but seeing growth in other languages with a need for ESOL resources. Great partnership with Loudoun Hunger Relief to provide options for food security. We also partner with LCPS and No Kid Hungry to be a summer lunch distribution site. A lot of patrons (both teens and adult) use the library as the "third space" in society and spend hours here to have a place to be. As a border branch, we have Herndon and Reston patrons from right across the county line in Fairfax.</p>   |
| <p>3. What is the most successful thing about your branch?</p>                                   | <p>In terms of services, passports children's programs, and continued engagement and praise for the Teen and Makerspace departments. were identified. That said, the other successful thing that was identified for Rust Library was the staff for its resilience, commitment, being supportive, warm, welcoming, and taking pride in what they do.</p>  | <p>Library staff are our most important resource as we prioritize customer service, continuously working to understand and know the changing needs of our community and finding ways that the library fits into the response of those needs.</p> <p>Tn terms of physical layout patrons enjoy our open space model and the amount of natural light that we have. Patrons love the layout and design of our branch</p>   |
| <p>4. What is the most successful space in your branch and why? Please share a photo.</p>        | <p>The Makerspace was identified as one of the most successful spaces in the library as they have the most repeat customers, staff is involved, it offers the widest variety of services, it (the Makerspace) built a small community of local makers who use the space frequently (if not daily). The next space that was considered to be the most successful is the Teen Area for its space and layout as teens can do activities such as gaming, use study rooms, and use the space as a gathering place. The Children's Area was also stated to be a successful space due to its size, light, and openness).</p>  | <p>Having a central front desk that is in sightlines of both the front door and the computer stations is the most functionally successful thing about our branch. This allows for excellent customer service and provides a higher degree of safety monitoring. Many patrons are seeking a quick interaction for wireless printing (we are right across from the DMV in the same shopping plaza) and need to get their print and get back to the DMV quickly.</p> <p>Other popular spaces include our study pods and the jelly beans in the children's area. Having an enclosed teen area is also a great benefit to any library that is located near a middle school or high school.</p>   |
| <p>5. What are the top three current library services in demand in your branch?</p>              | <p>Based on staff input, these services were statistically identified as the top 3 current library services we offer:</p> <ul style="list-style-type: none"> <li>• Passports</li> <li>• Children's programs/Storytimes</li> <li>• Makerspace.</li> </ul> <p>Other top services that were mentioned were clubs for adults/teens, tech help, and availability of meeting/study rooms.</p>  | <ul style="list-style-type: none"> <li>• Wireless printing is by far our most in demand service. It is quick, convenient, and highly appreciated by patrons.</li> <li>• English-language learning resources are our next most in demand service. We address this through a variety of ways, including: robust ESOL programming, our partnership to host Loudoun Literacy classes, databases such as Mango languages, and English language learning materials in our collection.</li> <li>• Computer Access/Tech Help is also in demand. We have 20 adult computer stations, 5 computer stations in the Teen Center (3 PCS and 2 Macs), and 7 computer stations in the Children's area (including one in a parent/child carrel and 3 AWE computers.) Additionally, we have about 12 circulating laptops and 5 circulating Mac laptops. During peak weekday/night hours (3pm-6pm) up to 2/3 to ¾ of our stations are often in use.</li> </ul>   |
| <p>6. What are the top 3 complaints you get from your community about your branch/services?</p>  | <p>Statistically, the top 3 complaints Rust Library staff receives are:</p> <ul style="list-style-type: none"> <li>• long waits/reaching capacity for passport services, complaints about room usage (typically the study rooms)</li> </ul> <p>and a tie between</p> <ul style="list-style-type: none"> <li>• noise complaints and</li> <li>• when the restrooms run out of paper towels.</li> </ul>   | <p>The number one complaint by far is the want and need for more private meeting spaces. During the traditional workday (9:30-5), the drop-in spaces are constantly in demand.</p> <p>Another complaint we have is the variation in Makerspaces across the library system. We only have on FT staff person assigned to our Makerspace. While all staff at STR cross-train and can provide basic service to patrons to help them find/access equipment and start projects we do not always have a makerspace staff person in the building. Our other maker branches (BRM, GUM, RUS) have larger maker staffs and have that service point always staffed.</p> <p>Safety/discipline issues which have caused increased patron complaints (mainly around the use/misuse of the men's public bathrooms). Our bathrooms are well placed to maintain safety monitoring by staff by if bathrooms are in isolated areas away from points of service, they are harder to monitor.</p>   |
| <p>7. What are the top 3 compliments you get from your community about your branch/services?</p> | <ul style="list-style-type: none"> <li>• gratitude for offering passport services</li> <li>• the helpfulness and friendliness of staff</li> <li>• the openness and brightness of the branch</li> </ul>   | <ul style="list-style-type: none"> <li>• The staff is friendly, helpful, and outgoing.</li> <li>• They like the look/design of the library space.</li> <li>• They like our programs both in content, variety, volume, and availability (with the exception of the volume/availability of Makerspace programs)</li> </ul>  |
| <p>8. Is there a space or service you wish your library had, please describe?</p>                | <ul style="list-style-type: none"> <li>• Tool library</li> <li>• More in-depth tech help</li> <li>• Expert assistance for customers with mental health/housing needs</li> <li>• A café</li> <li>• More study rooms</li> <li>• Meditation area for teens that has important information available at ease for them/that talk about tough topics</li> <li>• More comfortable staff area</li> <li>• A snack vending machine.</li> </ul>   | <ul style="list-style-type: none"> <li>• There is a need for non-gendered bathrooms. Our library has two public restrooms that are Female and Male. This may not be inclusive or feel safe to all of our patrons. • A service/role I wish we had was a library social worker. There is a strong need for connection to social services in our community and we are continuously working to make connections with other county agencies, but I would love to have a social worker for the library system that could help be the transitional role between serving patrons in the library and getting them the services they need. There has been a trend of library systems having a social worker staff position and I would love to see LCPL follow suit. I also wish we had a larger lobby/entrance area.</li> <li>Here are other suggestions from staff: • More individual study rooms, enclosed study pods or phone booths • Fax services and a second photocopier (we have the demand, just not the space). • I think our community would benefit from having a "Library of things." • Adult Learning Center-ESOL, Computer Classes, Adult Literacy, etc. • Peer Support Specialists • Goodmaps-assistive app designed to help the visually impaired navigate indoor spaces independently. • Center for Accessibility • Prayer Room for patrons • Breastfeeding Room</li> </ul>  |
| <p>9. As an employee of the library, what does your "dream library" look like?</p>               | <p>There was a lot of feedback in this area, but in summary, the dream library would have dedicated floors for each department (e.g. Adult, Children, Makerspace, Teen) and have more study rooms. Rust Library's "dream library" would have: more study rooms; more staffing (e.g. full time Makerspace staff, staff in other services areas, and etc.); more space in the returns area so that there is not only enough room to place returns on carts, but there is enough for other duties/workstations; and a quiet area for customers who want to use the library in a quieter environment. Our dream library would have better flooring, modern-cohesive but welcoming furniture, a sleek space for a rotating colorful art exhibit/a static exhibit that talks about local history, better equipment (e.g. for teens, gaming, plenty of access to computers, phone charger, and so forth). Rust's dream library would have a café, an updated staff breakroom, and a bigger Children Services play area. Lastly, our dream library would have an inviting and relaxing atmosphere to make the space welcoming and to help minimize customers and staff stress.</p> | <p>My current branch ticks many of the boxes based on the layout. As previously mentioned, I love a single floor branch with a central service desk. In terms of the placement of the desk to the entrance, staff area, teen center, computer stations, and public bathrooms it is ideal. Staff are always present and not far from any given activity.</p> <p>I would like to see more flexibility given to the use of space for meeting rooms, especially programming use. If the space is going to be used for presentations or community meetings (tables, chairs, projectors) what we have is okay, but if it is going to be used for more interactive, hands-on library programming having laminate or tile floors, more material storage space in/adjacent to the room, and more sinks would be better. Maybe even define and differentiate between meeting and programming spaces.</p> <p>Another thing I would like is better planning for storage and staff work space. Having a staff conference room and a staff phone room where staff can have online meetings (and private calls) like they have at BRM is a great consideration for staff contentment and productivity. Everyone at my branch apart from me has a cubicle so it is not easy for noise mitigation and if they need to take a private phone call they often wait for their break and go out to their car. Also, having a small staff conference room gives the option to have departmental and 1-on-1 meetings without taking public space. A large request from my</p> |

Staff Survey Questions



Loudoun County  
Public Library  
Virginia

## Facilities Master Plan

Prepared By  
Grimm + Parker Architects

July 15, 2024



# APPENDIX B

Complete List of Comments from Community  
Input Sessions

## Community Meeting Agenda

- Reason for today's meeting.
- Introduction of Grimm + Parker.
- Community Meetings schedule.
- Online survey introduction.
- Library Strategic Master Plan:
- Identified goals for the library.
- Goal 2: Facilities Usage and Growth Planning.
- Grant funding this effort.
- Libraries:
- Provide education for all ages
- Provide access to new technology
- Enhance the quality of life: libraries are going beyond their walls, enhancing the areas outside of the library, through the landscape.
- Are great neighbors: Collocation with various other facility types. Important when land is at a premium.
- Build communities.

## LCPL Community Input Meetings | Cascades Library (04/05/2024):

### Question 1 | What do you like the most about LCPL and its locations?

1. 30-year resident, kids grew up in the library for story time and resources, returning for toast masters. As a senior, she appreciates the digital resources in addition to the resources she had access to over the years.
2. Quick inner library transfers utilized in lieu of ordering items on Amazon. Easy parking, especially with kids and strollers. Appreciate the elimination of fines. Being located near other "errand destinations" is a benefit.
3. During COVID, the libraries were a destination. Sterling branch was conveniently located to other destinations. Would work on laptop in the library, in lieu of teleworking from home. Growing selection available. Would like to see new seating. Online access is a positive; relates to online learning. Sterling has a 3-D printing room and music room; would like to see a drum kit in the music room. Length of borrow period is seen as a positive.
4. Staff itself is seen as a positive; interaction with staff is positive.
5. Waiver of the fine for late returns is a good thing; has anyone reviewed analytically to determine if people are motivated to return things on time and how much revenue is forgone from the library? Question to be taken back to staff.
6. Staff; special corner of heaven for librarians. Always friendly, available to answer questions.
7. Makerspace is a positive. Enjoy the volunteer opportunities available at the Cascade Library.
8. Number of locations spread around the County, unlike her youth where library was 20-miles away. Smaller locations, that don't have all of the amenities such as Cascades, should be prioritized to encourage gatherings and learning opportunities.
9. Teen Center provides a great program every Friday night. DJ night, painting, and laser tag.



10. Distribution of locations; easy access to libraries no matter where you live.
11. Likes how libraries are laid out; pick up location, desk in front, best sellers are prominent. Smaller scale contributes to ease of finding things.
12. Inter library loan program is a positive. Can look through the entire system and have items transferred to local library for pick up.
13. Library delivery of books to senior living facility is a positive.
14. Separation of teens and kids from adults; knowing or feeling that it is a safe space as appropriate ages are separated. Kids can be kids; space makes them feel comfortable, can have loud moment and be themselves.
15. Library Book Sales.
16. Electronic checkout system and return system is a positive.

**Question 2 | What do you like the least about LCPL and its locations?**

1. The noise; uses remote corner with noise canceling headphones while teleworking.
2. Resides in Herndon but uses Loudoun County Library. At one location, she had to download an app to pay for parking while using the library. Free parking is remote from library. Correction from LBOT: Brambleton is free parking.
3. Noise; understands that it has to do with library construction. Cascades facility amplifies the noise. Ashburn's quiet room is a positive to combat.
4. Unprotected internet connections to protect elderly from scammers. Elderly reduce costs by eliminating internet at home and exclusively use the library.
5. Site access and safety for non-drivers, whether on site or adjacent to the site is necessary.
6. Some items have a long hold list; when there is really great books, they need more books. When there are books that are not on the shelf, it is as if they don't even exist to children. Increase stack size.
7. Accessibility with outdoor book drop; cannot drop off a book without getting out of the car.
8. Review safety from traffic as patrons exit the facility.
9. Private cubicles used to exist 10-years ago; replaced with large open room allowing people to have visual access to the work being done by patrons. Privacy needed for those working at tables.
10. Ashburn Library, Arlington Central Library, one in Fairfax; travels to various libraries to find copies of books for his book club. It is his impression that Arlington and Fairfax has a larger quantity / selection of books than other systems.
11. When at a teen activity, and an elementary school child is added, that child is taking away the resources that was meant for a teen.
12. Member of both Fairfax and Loudoun County libraries; prefers Fairfax County's website. Hard to find calendar events on the website. Test website with someone who isn't savvy and make corrections.
13. Parking limitations are in place until 8:00 PM even though facility is open until 9:00 PM; may be subject to ticketing if they remain in street parking after 8:00 PM.

**Question 3 | Are you currently visiting the branch closest to you: What changes, improvements, or upgrades would attract you to visit or visit more?**

1. Visits numerous University libraries and can get a cup of coffee and go into the stacks and ready a book. Access to coffee within the library desired.
2. Closest library Cascades; Color copies of flyers needed; uses Sterling Library as they have a color laser printer. Utilizes makerspace in Sterling.
3. Integrate coworker experience in the library. Ability to rent a desk within the library.
4. More book driven activities. Storytimes for toddler and babies, but not for older kids. Homeschooling considerations. A craft that is driven by a book for older kids. Activities for older kids that originate from authors and books. Increase daytime activities targeted at homeschooled elementary aged kids at more branches.
5. Would like to be able to host a birthday party within the library.
6. Opportunities to attend interesting lectures. Workshops, slideshows of travel similar to Elden Center in McLean (travel logs, cinematography).
7. Multi-level libraries are desired; difficult to operate from staffing perspective.
8. Classes that help to explain technology; how to use your iPhone, how to use a Chromebook, how to use Minecraft.
9. Integration of community center with a library. Would result in cross purposes.
10. Hot Picks at library are only available for one week; Fairfax permits loans of Hot Picks for two weeks.
11. Author meeting with Pete the Cat author highly attended. Having access to a large space for a large audience with well-known authors, outside of a high school.  
 → Hook to ELCAC project.
12. Is more outdoor space desired at library facilities (ie park near Barn at One Loudoun)? Great views from within the library, creating outdoor opportunities.
13. Creating a date night destination within library, similar to a Wegman's Café within library.
14. Community garden collocated with library.
15. Expanding bookmobile service; add at Metro Stations, breweries, various community spaces.

Question 4 | List or describe **top three** things the library should improve, include, or consider for your community.

More books and a better selection.

Coffee shop amenity on site so customers do not have to leave and return.

More shelf space for cover facing books.

Charging lockers for customer use while visiting the library.

Amazing selection of quality books; do not want to lose priority that that library should be about the books first. Book / Author / Illustrator driven activities / lectures.

Books for homeschooling families; increase in quantity of books that are available in foreign languages.

Building community through use of integrated spaces. Can meeting rooms be used for choir rehearsals? Create multi-use spaces. What differentiates the library from other community spaces.

Improved website.

Provide one copy of every textbook used in LCPS classrooms.

It is expensive to build buildings and gets more expensive every day. Look at construction of buildings so that the insides of buildings are flexible in how they are used. Create large-sized rooms that can be subdivided.

Questions from Attendees:

Is today's presentation available online? Meeting on April 18 is virtual and will be recorded themselves.

CIP included funding for study at Cascades Library / Senior Center.

### **LCPL Community Input Meetings | Purcellville Library (04/06/2024):**

Question 1 | What do you like **the most** about LCPL and its locations?

1. Rooms available for unaffiliated activities.
2. Unaffiliated activities are not added to the LCPL calendar; opportunity lost if it is not advertised. One less avenue for advertising the event. Example: Travel Planning Group meeting but not advertised on LCPL calendar.
3. Opportunity to share holdings across the system. Expand the ability to reach out to other library systems to acquire other information and holdings.
4. Like the opportunity to reserve a book or movie from any part of the system and pick it up / return at local branch.
5. Not as easy to access items from outside of the system.
6. Libraries located in a great spot allowing many people in the community to walk to the library as well as other places within the vicinity.
7. Purcellville Branch participates in activities that are taking place in the town.
8. Purcellville Branch reflects the community; has personality and makes a statement of who people are in the town.

Question 2 | What do you like **the least** about LCPL and its locations?

1. It is sometimes hard to reserve a meeting room at Purcellville Branch; would like to see more meeting room space.
2. Room reservations can only be booked two months in advance; challenge for recurring meetings.
3. In Purcellville, the study rooms are very claustrophobic; like being in a closet.
4. When Purcellville was rearranged, there were multiple tables with access to electrical outlets in the back. Many of the tables were removed. Improved private areas.
5. Rust Library has multiple, bigger individual rooms with windows.
6. More focus on how to permit more people to come and work or complete research in the library.
7. Branches are not utilizing renewable energy.



8. Paperback book lending, that was looser and more casual. Easier to get out, bring them back when you were finished.
9. Would like to see more of the community members represented in the library; would like to see opportunities to promote library to other residents who are not utilizing their local branch.
10. How can library be better tied to the arts? Joan Gardner's ceramics are not fully visible due to storage. Area is rich with local artists. Better tie in of arts to learning and the joy of reading. Increase art displays.
11. Lighting in the Ruby Room is insufficient when you are doing something close.
12. HVAC is noisy. Localized controls allow occupants to turn off unit in private rooms.
13. Operational hours; 5:30 closing time on Friday.

**Question 3 | Are you currently visiting the branch closest to you: What changes, improvements, or upgrades would attract you to visit or visit more?**

1. Utilizing closest branch. Worked in local government. Collocation with a senior center is one of the greatest things this individual has ever seen. Integrated activities took place for both senior centers and library patrons. Loved mix of seniors with toddlers. Collocation with Seniors enhances volunteer opportunities. Operational hours could be extended through collocation.
2. Purcellville Branch lacks a makerspace.
3. Study rooms require accessible electrical for charging devices.
4. Rooms for private phone calls.
5. Offer more programs such as tutoring programs, reading programs over summer targeting LCPS students where there is a lot of learning loss.
6. Juvenile library and Adult library connected by a walkway. Children and youth had their own library which is connected to the adult library. Opportunity to intermingle existed, but noisy activities and create distraction for adults was remote. Recreation and community rooms were in the basement of each facility. Create library campus.
7. Purcellville Branch provides a table with jigsaw puzzle, ceiling mounted lights, pieces of puzzle are too shiny to allow for pieces to be easily viewed. Task lighting for puzzles with available power at puzzle table.
8. Comes to the library to pick up book or to attend an event only. Would come to branch more if there are more events or recurring events. Socrates Café to discuss topics they decide during the event; attended by 3 – 7 people. Proposed essay discussion group; attended by 4-8 people. Quality of event over quantity. Would come more often for similar events.
9. Would like to see more activities where adults and elderly people interact with children. Seniors have information to share with mothers of young children. Children and Senior activities are separated. Intergenerational activities desired.
10. School age children require more reading support than before; provide volunteer opportunities for adults to support reading by children.
11. Previous project where veterans were being interviewed; signed up but never contacted to participate.
12. Room set up for individuals to create podcasts.

13. Adequate parking needed.
14. Loudoun Valley Community Center is very busy, but rooms are available in the evening. LCPL to coordinate with PRCS regarding room reservations.
15. Tying arts and LCPL facilities together. Collocating a library with a performing arts center, like Franklin Park Performing / Community Arts Center. Auditorium spaces, with stages, within library facilities. Unite the arts with learning opportunities.

**Question 4 | List or describe top three things the library should improve, include, or consider for your community.**

1. Operational hours; desire later closing times on Friday and Sunday. Desired by individuals who work traditional 9:00 – 5:00.
2. Staffing needs to be addressed to increase programs, operational hours, dream location, etc.
3. Insufficient interaction between different County Departments; LCPS, LCPL, PRCS need to work better together.
4. Increase exterior landscaping done with native plants to allow patrons to experience flora and fauna of the area. Increase outdoor meeting spaces for activities.

**LCPL Community Input Meetings | Virtual Session (04/18/2024):**

**Question 1 | What do you like the most about LCPL and its locations?**

1. Likes all the different resources that the libraries have. Generally, like the buildings that the library has.
2. Convenient location, accessible, hours/days of service are convenient as well.
3. Uses the Ashburn location and almost everyone who is there is happy to be there. Like how people are satisfied to be there. Likes the large, open space and does not feel crowded. Likes the natural light within the branch. Favorite spot within Ashburn is the location where the movies and DVD's are located; peeked ceiling which is centrally located to the various activities.
4. I like that it's not just for reading but a true community resource.
5. The locations are accessible to where I live. I frequent Gum Spring and Brambleton.
6. I like that the spaces are really flexible so many programs can happen and it doesn't feel too cluttered. There's lots of space to move around. My go to is Cascades and we LOVE that we can drive through and drop off books, as well as the puzzle table. We stop by and look at it each time. I've also used the little working rooms to work in a quiet space and reserved big meeting rooms for community events and they've worked really well. My kids love that the doors open automatically because they feel like magicians opening.
7. I really enjoy the Ashburn Library, but it is often rather cold - even the staff seem uncomfortable at times. Wish the big rooms, not the meeting rooms, were set up a little better for hosting book clubs. Sometimes sound from adjoining areas is a problem.

8. I appreciate being able to put books on hold and the notification system LCPL uses to tell me when a book I have placed a hold on has arrived. The music programs (concerts) are very nice.
9. Do you frequent book vending machines?
10. I have used the location at Claude Moore.
11. The magic factor is also there because you open it and choose books and then the machine scans to figure out which ones you took out.

**Question 2 | What do you like the least about LCPL and its locations?**

1. Really interested and wanting something at the library and it is not open. Would like to see locations which are open late, as late as midnight. Could be that the hours are not as equitable for everybody. As an example, if you are working overnight, it might be hard to get to the library if you do not work daytime hours. Saturday nights would be preferred for the later operational hours. Would not need to see all locations with late hours; looking for one location at least to host later hours.
2. Greater book selection desired. A general request; not specific to a particular genre.
3. I wish all locations had a maker space! There are likely space, funding, and staffing constraints around this, and I've really enjoyed the makerspace at Sterling, though it's a 10 minute drive for me so I don't get to go as often as I would if I had one closer to me (Cascades).
4. I love the LCPL hold system, but the extent of the holdings (while great) is still limited. Could the hold system be integrated in some way with Fairfax, if we have a reciprocal library card with them?
5. I have had a hard time keeping track of the libraries' activities since the LCPL's monthly (?) print newsletter was discontinued. Finding out about a library event is often hit-or-miss for me.
6. I know our library prints out a weekly one we pick up often.

**Question 3 | Are you currently visiting the branch closest to you: What changes, improvements, or upgrades would attract you to visit or visit more?**

1. Interested in seeing outdoor spaces at branches.
2. Outdoor seating spaces desired.
3. Playground amenity desired. Leesburg branch had a library, so participants child was conditioned to think all libraries had playgrounds.
4. Courtyard with fountain.
5. Outdoor seating would be nice. Especially when the A/C is going overboard at Ashburn branch.
6. Would love the library to help us in the community have a smaller footprint and more equitable footprint. As an example, a tool lending library (borrow a wheelbarrow). If a Scout troop is going somewhere, being able to check out a tent or sleeping bag would be great. Universities have a program where camping equipment can be checked out. Have the ability to borrow a knee scooter for use following surgery. Community kitchen to allow the ability to make use of seasonal produce, which home kitchen cannot accommodate. Ability to check out a crochet or knitting needle.



7. Ability to check out board games.
8. Huge stuffed bunny that you can sit on that you can read with.
9. Dedicated teen center at Ashburn branch.
10. Ability to borrow a park pass to use at national parks.
11. Café space. We miss Borders.
12. So many programs, we cannot come to them all; great problem to have.
13. It would be nice if the Science on Tap programs at Old Ox Brewery were recorded so they could be watched later.
14. Integrated coffee shop.
15. Rainbow table with rainbow chairs. Enjoy the colorful nooks to sit in at the Children's section in Sterling.

**Question 4 | List or describe top three things the library should improve, include, or consider for your community.**

1. Café; café mocha available, any size.
2. The library environment is perfect as is.
3. Generally see a lot of events geared towards youth/families, which is great. As a 30-something, I would like to see more age friendly activities for myself to participate.
4. Lending rate-use items (tolls, specialty kitchen, medical, camping); later hours sometimes; outdoor loitering space (coffee bonus).
5. Ashburn branch could use more study rooms.
6. Bring back the consolidated book sale in June in Leesburg. Individual library sales have been less compelling.

**LCPL Community Input Meetings | Brambleton Library (04/23/2024):**

**Question 1 | What do you like the most about LCPL and its locations?**

1. Have tons of study rooms.
2. Appreciates LCPL's partnership with VCE to provide natural sciences.
3. Increase in density / zoning to allow more people to be able to walk to a branch. Branches within 2-3 miles.
4. Increase bike racks with weather protection at branches. Existing bike racks accommodate up to four bikes and are often full.
5. Library provide access to different technologies which individuals may not be able to afford. Augmented or virtual reality options to be added.
6. Librarians provide a high level of service.
7. Rust Library preferred; more of a connection to the outdoors, open, one level facility.
8. The New Librarianship; create more alcoves for conversations, with some level of privacy.
9. Create better ways to facilitate searches to improve knowledge access.
10. Intergenerational learning space: At Rust, people can come in to get help with technology facilitated by Librarians.
11. Attended a seminar regarding LinkedIn. Create similar sessions for ChatGPT.

12. More ways to receive synthesized information, not flat information, where information is actionable.
13. Shared catalogues between branches with pick up at preferred branch.
14. Libraries should be walkable or, at the very least, have access to public transportation.
15. Increase bike lanes to libraries.
16. Buildings are a little bit different and try to reflect the style of the community in which they are located. Pull in local references to specific the community.
17. Brambleton Library feels very tight; getting out to the street feels different than at other locations.
18. Makerspace: Like how the branches demonstrate how to use the equipment within the space. Provide information regarding where to acquire supplies. Partner with non-profits for use of makerspace.
19. Plethora of current programming is awesome. Child attends DND. Drawn to various branches due to the wide range of programs offered.
20. First came to library as she was told that the library sells books. Is it possible to engage NASA for a program. Looking for a place which would host an event for children to talk to the astronauts on the space station.
21. Proximity to other retail spaces. Walkable branch locations.
22. Walkable locations preferred, however, she appreciates that she can be at three or four different branches within 20 minutes. Appreciates ability to pick up books at branch of reader's choosing.
23. Appreciates makerspace.
24. Enjoys activities; made Halloween wreaths with daughter.
25. Planetarium would be a nice fit to the library.
26. Numerous events are all very good. Likes that many are aimed at younger people. Consider collaborations with LCPS. Transition from childhood; sees high schoolers within libraries, but adults without kids are often not seen in the library. Focus on ways to attract adults.
27. Video game station within the library provides a break when studying at the library.
28. Retain immigration assistance or passport assistance.
29. Previous evening events with wine drew large crowds to the library; option for targeting adults or facilitating date nights.

**Question 2 | What do you like the least about LCPL and its locations?**

1. Operational hours are not the same across all branches. Shorter hours on the weekends requires patrons to travel to other branches which are open longer / later.
2. Teen Center has diverted from original idea and toned down. Should be for studying and reading, but instead, teens are hanging out and talking with friends. Suggest a study hall, which is more quiet and toned down, in addition to the Teen Center.
3. Libraries should have opportunities for those who want to read and enjoy peace. Brambleton branch is a bit loud or rowdier than other locations.
4. People should be able to relax and socialize within the library. Create a separated off area where teens can be rowdy and socialize, in a designated area, so it is not distracting to those who are trying to study or work on a paper.

5. Libraries create opportunities for people to exist for free. You don't have to be a customer to be here.
6. Colleges have designated floors for talking / quiet zone. Alternatively it could be spaces within a single floor.
7. Stairs within Brambleton are underutilized. Reminds public of a common area at college where students hang out in between activities.
8. Creation of a STEM based library. Within this space, there should be a place to sit down and collaborate, ask questions, and brainstorm. Set aside so it is not distracting to those who are studying or reading.
9. Study rooms / quiet rooms used often but are surprisingly difficult to reserve. Online reservation system for these rooms is desired.
10. Study rooms / quiet rooms were previously limited to two hours.
11. Prince George County library card could be used in different counties. LCPL does have reciprocity with other jurisdictions.
12. Digital catalogue requires three or four apps to utilize the various digital resources available from LCPL. Would prefer single app for all digital media.
13. During exam times for high schools and colleges, extend branch hours.
14. Job Searches for high school students / college students vary. Provide assistance with helping to tailor support to each student.
15. At Brambleton, teens have to travel through the entire library to reach Teen Center, and noise carries throughout the library.
16. How do you balance the creation of zones for different purposes while maintaining openness of library.
17. Branch hours on the weekends need to be extended to 7:30 or 8:00 PM.
18. Behavior of people within the library who are rowdy or talking, creating distractions to other patrons. How should a patron know when it is appropriate to say something to staff or other patrons?
19. Increase quantity of smaller study rooms which are more easily accessible (x2). Cascades Library has cubicles which are desired in other branches.
20. Meeting room space is always booked; may be relieved with the opening of a community center. Small organizations rely on these spaces for meetings.
21. Interior signage to help patrons self-locate quiet rooms and other spaces within the library.
22. Events posted within the library to see upcoming events.
23. Virtual walk through to facilitate tours of libraries is desired.

**Question 3 | Are you currently visiting the branch closest to you: What changes, improvements, or upgrades would attract you to visit or visit more?**

1. Sterling / Cascades / Brambleton in lieu of Rust, which is closest, due to hours and programs offered.
2. Instead of just focusing on reading, enhance STEM, FACS, all subject libraries to encourage exploration or more topics.
3. Ashburn is closest but prefers Rust as it is in a park-like setting and Master Gardeners are located there.



4. Ashburn is closest, but come to Brambleton as it is new, shelves are shorter, more spacious and open feeling.
5. Ashburn lacks a makerspace, so kids are not interested in going anymore. Prefer Brambleton or Rust.
6. While multiple libraries have the same programs, they are not always presented / facilitated in the same manner.
7. More comfortable furniture; most chairs are not made to be sat in for a long time. Barrel chairs are not comfortable.
8. STEAM Library desired.
9. STEAM or STEM Center desired. Makerspace at Brambleton is great. Having a designated place where you can take an idea, learn about it, and build it (tech related). On going program where you can build on that idea. Share ideas, collaborate, learn and teach each other.
10. Ashburn is closest but come to Brambleton. Ashburn is a singular purpose trip; desire an additional amenity at this location. At Brambleton, there is the opportunity to visit multiple businesses in the same trip.
11. Gum Springs is the closest, great library, 90% of trips to this location. Also visit Brambleton as he can go see a movie, grab food, and do other things after visiting the library.
12. STEAM would increase focus on the arts, focus on people within the community who are making art / music.
13. Facilities where multiple needs of the community are satisfied in one space; library with performance center for concerts or poetry reading.
14. No other locations are near Ashburn, so there aren't options to visit other places while at the library.
15. Great outdoor spaces would attract patrons to other branches which are not closest to their residence. Community garden, pollinator garden, efficient use of outside space.

**Question 4 | List or describe top three things the library should improve, include, or consider for your community.**

1. STEAM, keeping the library quieter, good use of outdoors.
2. Community engagement / social events, soundproofing for those who need a quiet space.
3. Facility hours, community engagement events (trivia nights), stay on brand from branch to branch (consistency of same event at different locations).
4. Hours, STEM / outdoorsy events, access to public transportation.
5. Better parking or access to public transportation, outdoor space at all libraries, bring back the book mobile.
6. Streaming of lectures or recording of lectures for independent viewing.
7. LCPL has YouTube channel.
8. Increase cleaning services within existing libraries; Gum Spring branch noted.
9. Comicon hosted at library; Librarycon.
10. LCPL booth at Aweseomecon in DC.
11. Consider sending online survey to LCPS students to increase response rate or youth.
12. Longer hours, especially on Sunday; at Brambleton, it is often too noisy.
13. Could libraries permit school clubs to be hosted in the library?

14. Adult programming, with no children; book mobile throughout the neighborhoods to bring people into the library.
15. ability to ID computer user in the event of criminal activity (ie cyber attack, etc) done through the library's public computers
16. Change in hours at the Ashburn Library, specifically Fridays open until 8pm
17. More consistent shelving of periodicals to the date it was actually released



Loudoun County  
Public Library  
Virginia

## Facilities Master Plan

Prepared By  
Grimm + Parker Architects

July 15, 2024



Survey



Get a Library Card

Your PIN is your birthdate in MMDDYY format.



DOWNLOAD & STREAM



EVENT CALENDAR



HOW DO I...?



SEARCH THE WEBSITE



Build LCPL's Future  
Online Survey



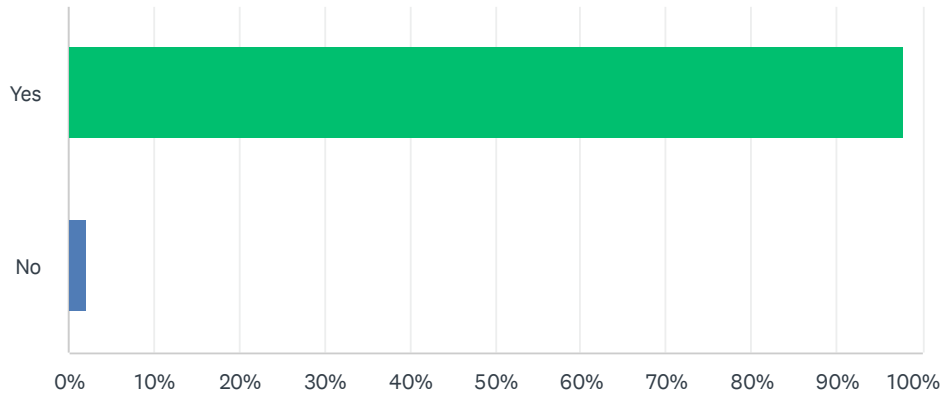
# APPENDIX C

Complete List of Online Survey Results



# Q1 Do you currently visit any LCPL library?

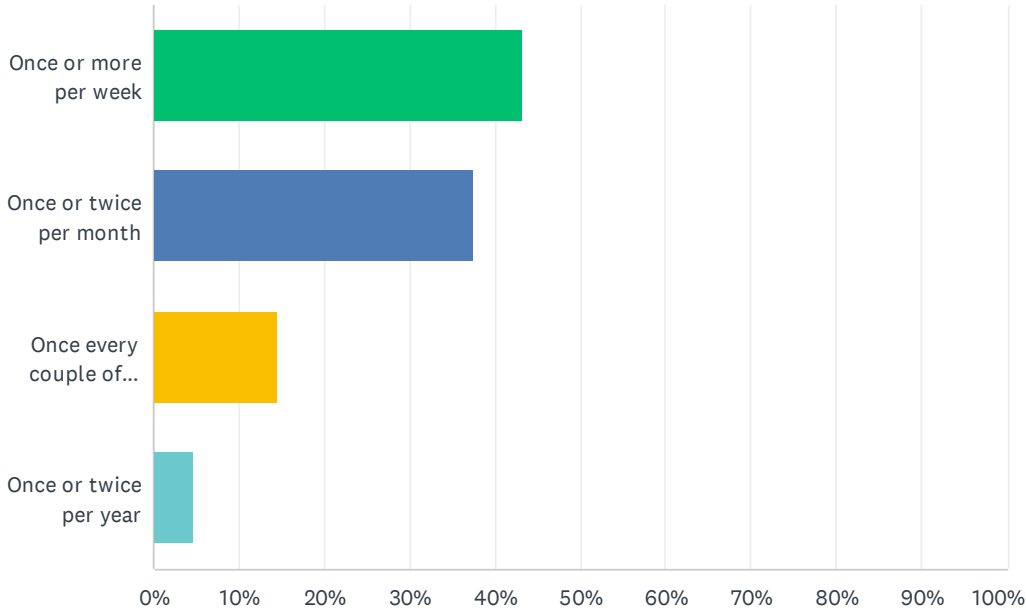
Answered: 1,269 Skipped: 0



| ANSWER CHOICES | RESPONSES |       |
|----------------|-----------|-------|
| Yes            | 97.87%    | 1,242 |
| No             | 2.13%     | 27    |
| TOTAL          |           | 1,269 |

# Q2 If yes, how often?

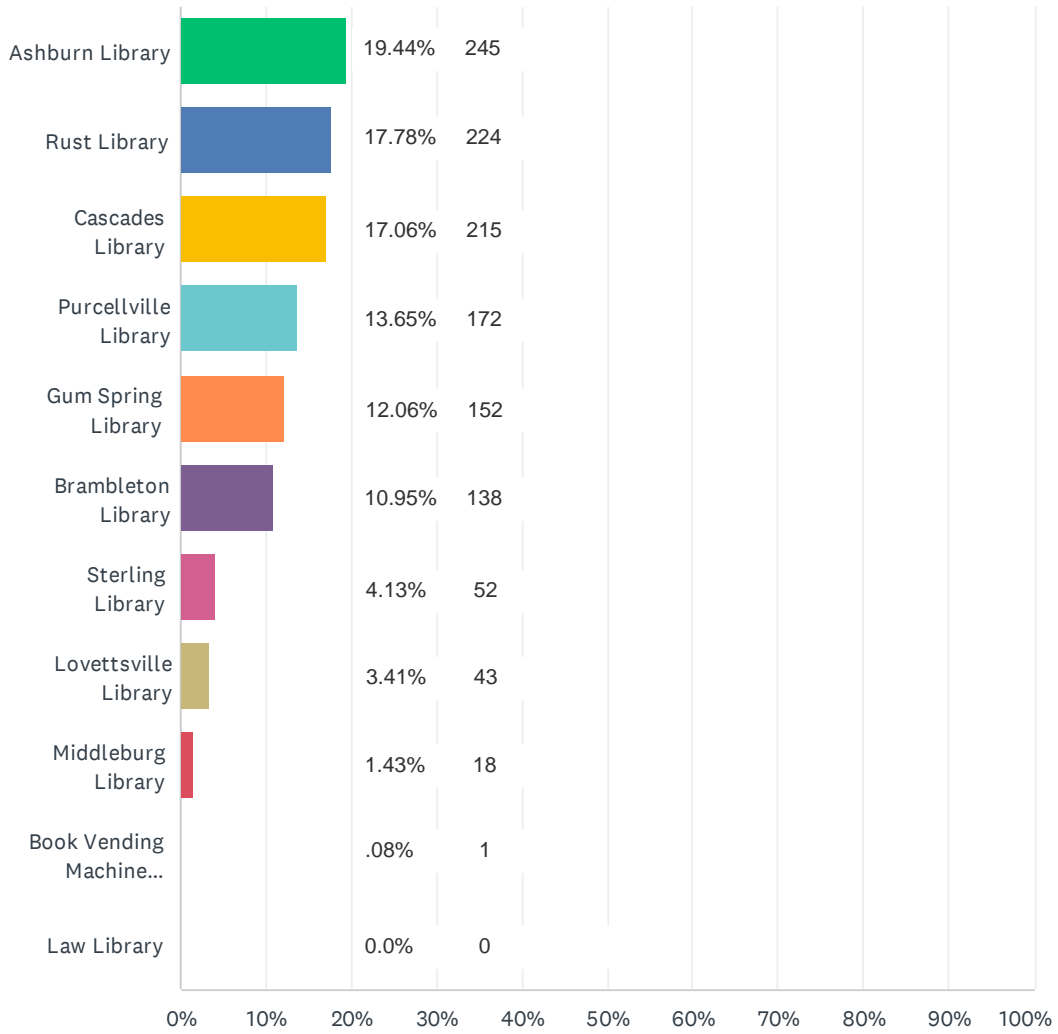
Answered: 1,247 Skipped: 22



| ANSWER CHOICES              | RESPONSES |       |
|-----------------------------|-----------|-------|
| Once or more per week       | 43.22%    | 539   |
| Once or twice per month     | 37.53%    | 468   |
| Once every couple of months | 14.60%    | 182   |
| Once or twice per year      | 4.65%     | 58    |
| TOTAL                       |           | 1,247 |

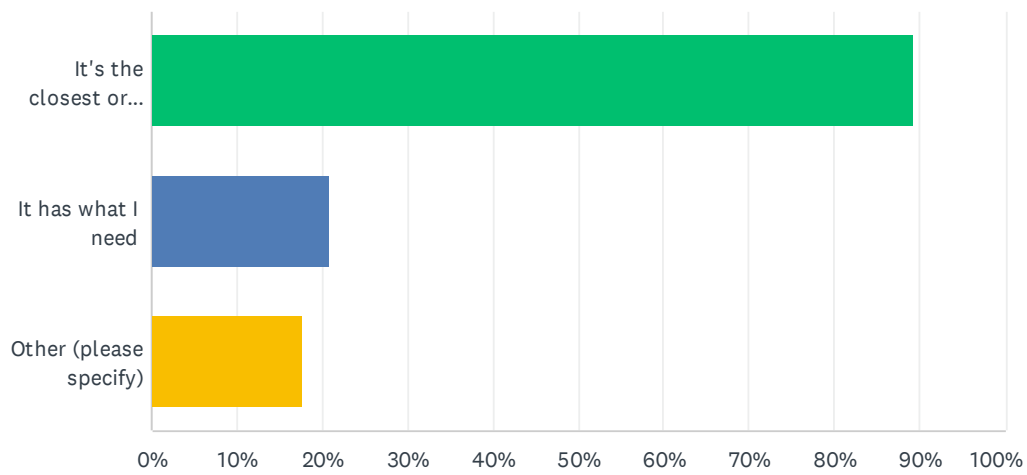
# Q4 Which LCPL location do you frequent the most?

Answered: 1,260 Skipped: 9



# Q5 Why do you frequent that location the most? (Check all that apply)

Answered: 1,259 Skipped: 10

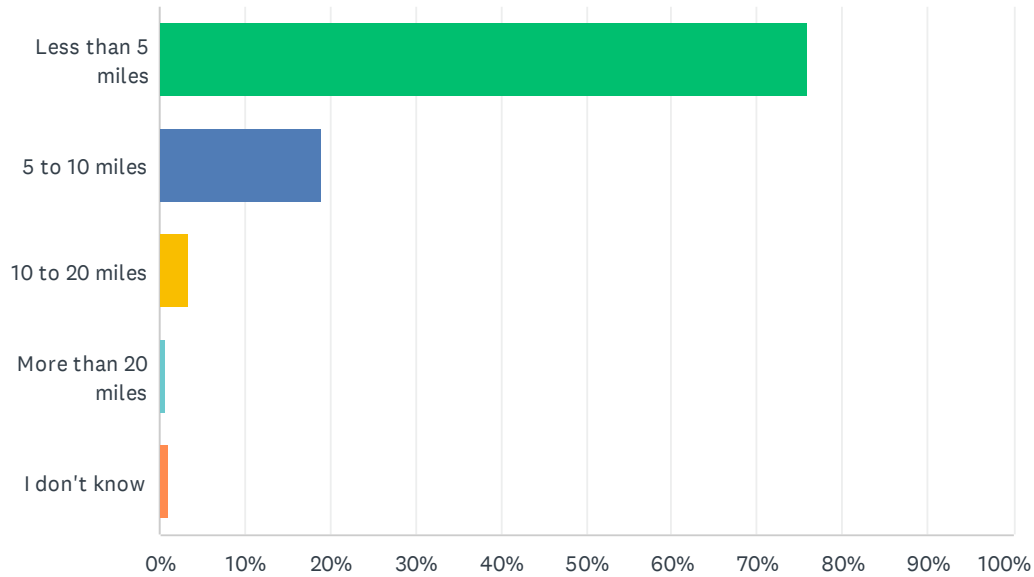


| ANSWER CHOICES                        | RESPONSES |       |
|---------------------------------------|-----------|-------|
| It's the closest or easiest to get to | 89.36%    | 1,125 |
| It has what I need                    | 20.89%    | 263   |
| Other (please specify)                | 17.63%    | 222   |
| Total Respondents: 1,259              |           |       |



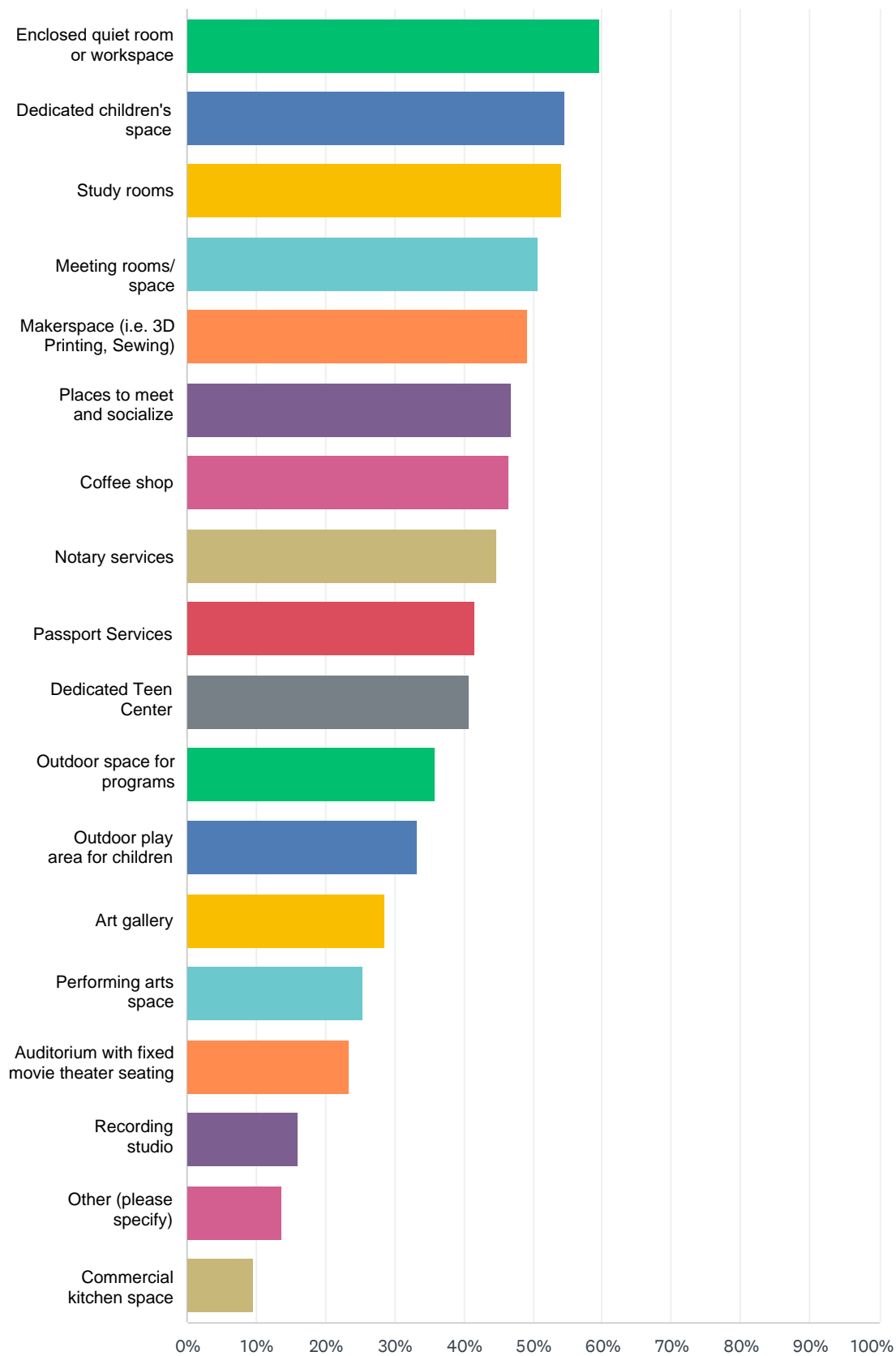
## Q6 Approximately how many miles do you have to travel to get to your closest LCPL library?

Answered: 1,262 Skipped: 7



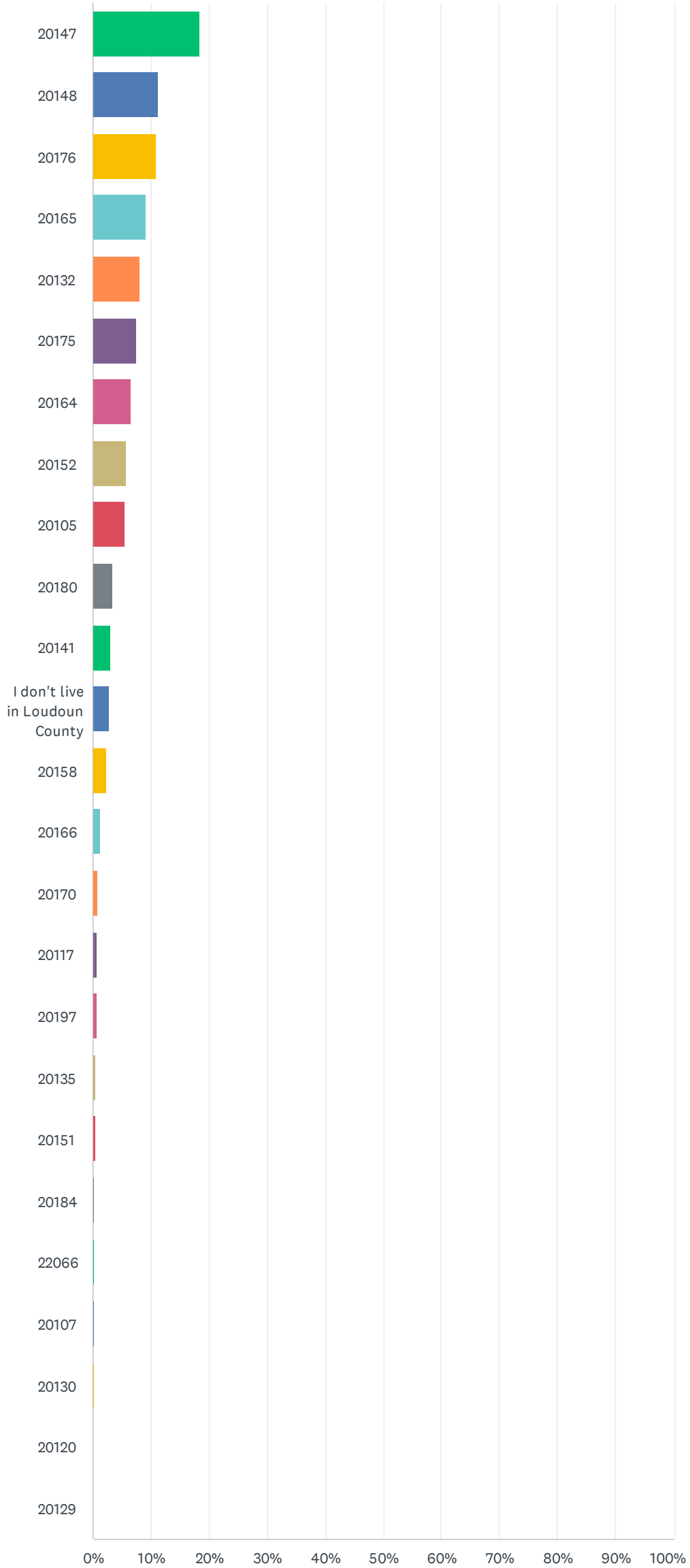
| ANSWER CHOICES     | RESPONSES |              |
|--------------------|-----------|--------------|
| Less than 5 miles  | 75.83%    | 957          |
| 5 to 10 miles      | 18.94%    | 239          |
| 10 to 20 miles     | 3.41%     | 43           |
| More than 20 miles | 0.71%     | 9            |
| I don't know       | 1.11%     | 14           |
| <b>TOTAL</b>       |           | <b>1,262</b> |

### Q11 What features would be in your ideal library? (Check all that apply)



| ANSWER CHOICES                                 | RESPONSES |     |
|--|-----------|-----|
| Enclosed quiet room or workspace               | 59.65%    | 757 |
| Dedicated children's space                     | 54.61%    | 693 |
| Study rooms                                    | 54.14%    | 687 |
| Meeting rooms                                  | 50.75%    | 644 |
| Makerspace (e.g. 3D printer, sewing equipment) | 49.17%    | 624 |
| Places to meet and socialize                   | 46.89%    | 595 |
| Coffee shop                                    | 46.41%    | 589 |
| Notary services                                | 44.84%    | 569 |
| Passport services                              | 41.61%    | 528 |
| Dedicated teen center                          | 40.74%    | 517 |
| Outdoor space for programs and meetings        | 35.78%    | 454 |
| Outdoor play area for children                 | 33.18%    | 421 |
| Art gallery                                    | 28.53%    | 362 |
| Performing arts space                          | 25.37%    | 322 |
| Auditorium with fixed movie theater seating    | 23.40%    | 297 |
| Recording studio                               | 16.00%    | 203 |
| Other (please specify)                         | 13.63%    | 173 |
| Commercial kitchen space                       | 9.61%     | 122 |
| Total Respondents: 1,269                       |           |     |

# Community input for current and future LCPL facilities





### Q11 What features would be in your ideal library? (Check all that apply)

| ANSWER CHOICES                 | RESPONSES |              |
|--------------------------------|-----------|--------------|
| 20147                          | 18.17%    | 229          |
| 20148                          | 11.27%    | 142          |
| 20176                          | 10.95%    | 138          |
| 20165                          | 9.13%     | 115          |
| 20132                          | 8.10%     | 102          |
| 20175                          | 7.54%     | 95           |
| 20164                          | 6.59%     | 83           |
| 20152                          | 5.71%     | 72           |
| 20105                          | 5.63%     | 71           |
| 20180                          | 3.33%     | 42           |
| 20141                          | 3.02%     | 38           |
| I don't live in Loudoun County | 2.78%     | 35           |
| 20158                          | 2.38%     | 30           |
| 20166                          | 1.35%     | 17           |
| 20170                          | 0.95%     | 12           |
| 20117                          | 0.71%     | 9            |
| 20197                          | 0.56%     | 7            |
| 20135                          | 0.48%     | 6            |
| 20151                          | 0.40%     | 5            |
| 20184                          | 0.24%     | 3            |
| 22066                          | 0.24%     | 3            |
| 20107                          | 0.16%     | 2            |
| 20130                          | 0.16%     | 2            |
| 20120                          | 0.08%     | 1            |
| 20129                          | 0.08%     | 1            |
| <b>TOTAL</b>                   |           | <b>1,260</b> |

## Community Online Survey Open Ended Questions

### **Q3 If you're not visiting a library, why not?**

Answered: 215

Skipped: 1,054

### **Q7 If you are not currently visiting the library branch that is closest to you, what changes, improvements, or upgrades would attract you to visit that branch?**

Answered: 242

Skipped: 1,027

### **Q8 What do you like most about LCPL facilities?**

Answered: 1,086

Skipped: 183

### **Q9 What do you dislike the most about LCPL facilities?**

Answered: 860

Skipped: 409

### **Q10 List the top three things LCPL should improve upon, or consider for you or your community?**

Answered: 791

Skipped: 478

### **Q11 What features would be in your ideal library? (Check all that apply)**

Answered: 1269

Skipped: 0

**The following pages contain a complete list of community responses from the online survey.**

### Q3 If you're not visiting a library, why not?

Answered: 215 Skipped: 1,054

| #  | RESPONSES   | DATE               |
|----|---|--------------------|
| 1  | I no longer drive, so I have to depend on rides from friends and on Outreach Services to Madison House.   | 4/29/2024 9:01 PM  |
| 2  | Time commitments  | 4/26/2024 5:56 AM  |
| 3  | i no longer live in Loudoun County.   | 4/25/2024 4:11 PM  |
| 4  | I work all week and long hours so it does not fit my schedule.  | 4/25/2024 12:18 PM |
| 5  | I read books from Libby and don't attend as many programs as I should   | 4/25/2024 11:33 AM |
| 6  | Prefer to read in my own home   | 4/25/2024 11:25 AM |
| 7  | I get many books via Libby  | 4/25/2024 10:31 AM |
| 8  | I would visit more, but get a lot of content online. I have health issues that have kept me home the past few years.  | 4/25/2024 10:30 AM |
| 9  | Busy with work  | 4/25/2024 10:25 AM |
| 10 | Need larger meeting rooms and more comfortable solo seating   | 4/25/2024 10:24 AM |
| 11 | I get books online  | 4/25/2024 10:22 AM |
| 12 | Using Libby app for books   | 4/25/2024 7:12 AM  |
| 13 | Cannot read the books fast enough before they are due. So I've mainly resorted to the book donations and sale. Once my schedule is lighter when kids are in college, I'm sure I'll go back to checking books out.                                     | 4/25/2024 12:05 AM |
| 14 | Mostly read digital books   | 4/24/2024 11:45 PM |
| 15 | I place books on hold monthly and daughter brings them home   | 4/24/2024 10:49 PM |
| 16 | Now read online, use Libby and Hoopla, only visit library for special events of interest  | 4/24/2024 9:49 PM  |
| 17 | Busy with sports & scouts for the kids. I do use virtual options on your site. Plus Hoopla and Libby apps   | 4/24/2024 9:35 PM  |
| 18 | Not enough books to browse  | 4/24/2024 9:12 PM  |
| 19 | N/A   | 4/24/2024 7:38 PM  |
| 20 | I read online book from the library.  | 4/24/2024 7:30 PM  |
| 21 | life gets busy, we are walking distance, and the kids go more often than i do for kids activities/teen center activities.   | 4/24/2024 7:08 PM  |
| 22 | Branch location and hours versus limited transportation and a complicated work schedule   | 4/24/2024 1:41 PM  |
| 23 | Na  | 4/24/2024 5:21 AM  |
| 24 | I can't walk to one.  | 4/24/2024 2:22 AM  |
| 25 | too busy or out of town   | 4/23/2024 3:18 PM  |
| 26 | Kids are older now and we are almost empty nesters so our visits have dwindled. But, hope to pick up reading again like I used to when kids visited the library with me. Devices have brought down reading time for all of us so hope to change that. | 4/23/2024 3:11 PM  |
| 27 | Limited number of books on shelves  | 4/23/2024 1:19 PM  |
| 28 | limited selection of books I'm interested in; would like to use the maker room but haven't yet  | 4/23/2024 1:10 PM  |

### Q3 If you're not visiting a library, why not?

|    |   |                    |
|----|---|--------------------|
| 29 | n/a.  | 4/23/2024 1:05 PM  |
| 30 | I get most of my books through the online library, Libby  | 4/22/2024 9:34 PM  |
| 31 | Using my current backlog of books & movies  | 4/22/2024 7:20 PM  |
| 32 | I am a school librarian and get books from my school.   | 4/22/2024 6:02 PM  |
| 33 | Amazon.   | 4/22/2024 5:00 PM  |
| 34 | It got out of my habit w Covid.   | 4/22/2024 4:58 PM  |
| 35 | Personal choice; time   | 4/22/2024 2:15 PM  |
| 36 | Everything I need is made available by the library through Libby.   | 4/22/2024 1:47 PM  |
| 37 | I live in Lucketts, so sometimes it's easier to use the kiosk in the community center rather than drive 20 min in either direction  | 4/22/2024 1:44 PM  |
| 38 | My husband and I visit the Bookmobile service that comes to Lansdown woods.   | 4/22/2024 1:29 PM  |
| 39 | Mostly use digital collection   | 4/22/2024 12:57 PM |
| 40 | Many of my books come from Libby, audio books   | 4/22/2024 12:48 PM |
| 41 | My youngest child isn't a reader and says he gets bored at the library.   | 4/22/2024 12:28 PM |
| 42 | The hours are sometimes restrictive ( lack of morning hours) for my schedule. I need to take meeting and calls and cannot at the library. I also cannot bring snacks, so it is sometimes not conducive to my needs.   | 4/22/2024 12:22 PM |
| 43 | eBook availability allows me to read without having to pick up or search for a book.  | 4/22/2024 12:14 PM |
| 44 | I use the library on line for my purposes.  | 4/22/2024 12:07 PM |
| 45 | Inconvenient locations. Lack of convient parking at Brambleton branch   | 4/22/2024 12:06 PM |
| 46 | N/a   | 4/22/2024 12:03 PM |
| 47 | Lack of 'fun' events and programming for adults. Childrens and Teens programming sounds like a lot of fun, and much of it includes things I would (as an adult) enjoy doing, but as an adult I'm outside of the age group. Meanwhile, almost all of the adult programming is too serious. For example, regular D&D meet-ups are teen-only, while adult programming is almost entirely things like tax prep. | 4/22/2024 11:58 AM |
| 48 | It is depressing, interior is empty and un-inviting. Shelves have outdated, old books, hardly anything to choose from. It looks abandoned instead of being a thriving social activity center. Why the library cannot look like Barns and Noble bookstore?   | 4/20/2024 2:03 AM  |
| 49 | The Ashburn Library (closest to me) is very outdated and needs renovation ASAP. I visit the Brambleton Library but that is far from my house.   | 4/13/2024 5:35 PM  |
| 50 | Location and selection  | 4/13/2024 6:42 AM  |
| 51 | Books I want are not available  | 4/13/2024 1:26 AM  |
| 52 | I have no confidence I can pick up a book (even a highlighted book) and find it particularly interesting beyond a mass-storytelling-typical plot lines way. I also use hoopla a lot. Books I search for are often not available either in print or through hoopla and I end up buying them.   | 4/11/2024 8:18 AM  |
| 53 | Hours, based on my odd schedule. Your hours meet the needs of most people I know.   | 4/11/2024 5:57 AM  |
| 54 | I get books through some one else from my family  | 4/10/2024 8:32 PM  |
| 55 | N/A   | 4/10/2024 8:06 PM  |
| 56 | I'm reading ebooks and listening to audio books.  | 4/10/2024 2:14 PM  |
| 57 | No activities for my older kids   | 4/10/2024 2:08 PM  |
| 58 | I use, daily, the Libby app and the databases.  | 4/10/2024 1:13 PM  |
| 59 | ebook   | 4/10/2024 12:34 PM |



### Q3 If you're not visiting a library, why not?

|    |   |                   |
|----|---|-------------------|
| 60 | Wife goes for me. More convenient for her.  | 4/10/2024 9:33 AM |
| 61 | Child uses school library   | 4/10/2024 9:24 AM |
| 62 | Time constraints  | 4/10/2024 7:11 AM |
| 63 | Ashburn Library needs more books on site.   | 4/9/2024 8:05 PM  |
| 64 | I love libraries  | 4/9/2024 11:07 AM |
| 65 | I might be out of town  | 4/9/2024 10:27 AM |
| 66 | Use Outreach and Libby and Hoopla   | 4/9/2024 7:55 AM  |
| 67 | I get a large amount of books from my high school library or I do not have the free time to go.   | 4/8/2024 11:32 PM |
| 68 | My kids are older. I work and don't make the Time.  | 4/8/2024 10:33 PM |
| 69 | Transportation for Seniors  | 4/8/2024 1:24 PM  |
| 70 | Often seems to be closed  | 4/8/2024 11:57 AM |
| 71 | I mainly use the audio books.   | 4/8/2024 9:23 AM  |
| 72 | N/A   | 4/8/2024 8:50 AM  |
| 73 | n/a   | 4/8/2024 7:47 AM  |
| 74 | Get most books online   | 4/8/2024 6:42 AM  |
| 75 | Comes to development  | 4/8/2024 12:01 AM |
| 76 | I have books I own and I need to finish reading before I checkout library books   | 4/7/2024 8:15 PM  |
| 77 | N/A   | 4/7/2024 2:03 PM  |
| 78 | I'm still reading my borrowed books and/or watching and re-watching my DVDs. Also that they aren't due yet and I do not have any holds ready for pick-up.                                   | 4/7/2024 1:44 PM  |
| 79 | My kids often visit the library, I typically don't have time to stop by in person.  | 4/7/2024 1:27 PM  |
| 80 | Mostly borrows books from libby   | 4/7/2024 1:20 PM  |
| 81 | With availability of online resources (like OReilly books, LinkedIn Learning,..), i am getting most of the needed articles online itself, hence i have limited my in-person visits majorly. | 4/7/2024 12:47 PM |
| 82 | Very busy   | 4/7/2024 11:16 AM |
| 83 | Just busy with toddlers   | 4/7/2024 10:48 AM |
| 84 | I get a lot of ARCs from publishers so have been busy with those.   | 4/7/2024 10:14 AM |
| 85 | I am  | 4/7/2024 10:10 AM |
| 86 | getting online resources often instead from Loudoun County library  | 4/7/2024 7:43 AM  |
| 87 | So much content available on line Libraries are a very valuable resource, but not at my stage of life   | 4/7/2024 4:48 AM  |
| 88 | I use Libby app to borrow books   | 4/6/2024 10:04 PM |
| 89 | Physically impaired due to library incident.  | 4/6/2024 9:08 PM  |
| 90 | Using online resources  | 4/6/2024 7:39 PM  |
| 91 | The only library close to us is so tiny and most of the programs are geared towards younger kiddos.   | 4/6/2024 7:19 PM  |
| 92 | Na  | 4/6/2024 7:08 PM  |
| 93 | Online access   | 4/6/2024 6:44 PM  |
| 94 | I'm staying home—not going anywhere.  | 4/6/2024 4:51 PM  |
| 95 | N/A   | 4/6/2024 4:01 PM  |

### Q3 If you're not visiting a library, why not?

|     |  |                   |
|-----|--|-------------------|
| 96  | Following Covid, I just got out of the habit. Also, a group I co-lead used to meet there, but it became too difficult to get room reservations.  | 4/6/2024 3:53 PM  |
| 97  | I use my library card to check out books through Libby.  | 4/6/2024 1:30 PM  |
| 98  | School takes up so much of my time, but I try to go every so often. I loooooove love love the library.   | 4/6/2024 1:15 PM  |
| 99  | i use online downloads. I am more if a audio book person   | 4/6/2024 12:22 PM |
| 100 | I live a long ways off.  | 4/6/2024 11:41 AM |
| 101 | Buying books   | 4/6/2024 11:39 AM |
| 102 | I'm usually busy with activities that are not at the library. I use the online resources more than checking out books.   | 4/6/2024 11:17 AM |
| 103 | I used to go more often, but you seem to have stopped getting new Blu-ray movies.  | 4/6/2024 11:08 AM |
| 104 | My husband usually goes for me   | 4/6/2024 11:02 AM |
| 105 | N/A  | 4/6/2024 10:37 AM |
| 106 | N/A  | 4/6/2024 9:38 AM  |
| 107 | Just busy but I put as a 2024 goal to start back!  | 4/6/2024 9:17 AM  |
| 108 | Get ebooks through library including libby   | 4/6/2024 7:50 AM  |
| 109 | Busy; not aware of activities  | 4/6/2024 7:50 AM  |
| 110 | N/A  | 4/6/2024 7:45 AM  |
| 111 | Online services like Libby and Hoopla satisfy most of my borrowing needs. I don't yet use the Maker services. I don't need to use the study rooms very often.  | 4/6/2024 5:58 AM  |
| 112 | I miss that they don't have as many books in circulation; I also miss the donated books that they used to sell; I enjoy and use the Libby and Hoopla apps though.  | 4/5/2024 9:31 PM  |
| 113 | Using your online resources  | 4/5/2024 8:03 PM  |
| 114 | I use the audio apps through the county more often than going in   | 4/5/2024 7:34 PM  |
| 115 | Lack of time   | 4/5/2024 5:10 PM  |
| 116 | I am a library staff who works in the Library Administration building  | 4/5/2024 4:25 PM  |
| 117 | work   | 4/5/2024 3:55 PM  |
| 118 | I don't want to  | 4/5/2024 3:49 PM  |
| 119 | I travel alot so I use the ebook option to checkout books.   | 4/5/2024 2:53 PM  |
| 120 | My children grew up using the Purcellville Library, so we spent much time there over many years. Now that I am a senior citizen, I consistently use Hoopla for audio books, which I never did for the thirty years when I came into the library, more frequently. Also, there is significant history associated with the Purcellville Library. | 4/5/2024 1:08 PM  |
| 121 | Because I don't have a book I want to check out.   | 4/5/2024 12:55 PM |
| 122 | The online services offered by the library are all I currently need.   | 4/5/2024 12:31 PM |
| 123 | Visit is used loosely here. I do all of my reading digitally. I rarely, maybe once a year, physically go to the library.   | 4/5/2024 10:58 AM |
| 124 | We don't visit as often because there isn't a kid play area.   | 4/5/2024 10:17 AM |
| 125 | Already have so many books at home that I haven't read yet. I just would like new books on CD for road trips.  | 4/5/2024 9:48 AM  |
| 126 | Sometimes just easier to purchase books and the Community where I live has a large book swap   | 4/5/2024 9:18 AM  |
| 127 | Wastes too much time to come in and not find what is wanted on shelves.  | 4/5/2024 8:59 AM  |

### Q3 If you're not visiting a library, why not?

|     |  |                   |
|-----|--|-------------------|
| 128 | I borrow a lot of books and it takes a while to read them before I need to go back   | 4/5/2024 5:56 AM  |
| 129 | I have difficulty finding new books that I am interested in, and when I go in looking for one I want, it usually isn't there.  | 4/4/2024 10:34 PM |
| 130 | Find libraries are not always on my "path somewhere". Going to library takes 30 min round trip   | 4/4/2024 8:09 PM  |
| 131 | Live in Fairfax County (used to work in Loudoun County for 20+ years)  | 4/4/2024 8:02 PM  |
| 132 | I do not have access to transportation   | 4/4/2024 6:51 PM  |
| 133 | Keep forgetting it's there   | 4/4/2024 4:33 PM  |
| 134 | I am working or busy with home cleaning cooking, etc   | 4/4/2024 12:59 PM |
| 135 | I would if I had more time to read books.  | 4/4/2024 11:48 AM |
| 136 | I have a lot of my own books.  | 4/4/2024 11:23 AM |
| 137 | Using electronic resources   | 4/4/2024 11:16 AM |
| 138 | I visit with a homeschool group. When they don't come, I don't come.   | 4/4/2024 10:34 AM |
| 139 | Lack of spare time   | 4/4/2024 10:22 AM |
| 140 | I forget how many resources are available and how pleasant the library is! Every time I go, I tell myself I need to come back more often.  | 4/4/2024 10:13 AM |
| 141 | Because of my work schedule.   | 4/4/2024 9:47 AM  |
| 142 | I used to previously go to libraries since they had things like movies and shows to borrow(other countys) and I usually read ebooks  | 4/3/2024 10:04 PM |
| 143 | I don't visit when I'm sick. I also don't visit if the weather is severe.  | 4/3/2024 4:47 PM  |
| 144 | I use the online services.   | 4/3/2024 3:15 PM  |
| 145 | I actually visit the Brambleton library almost every day. I share my room with 2 of my other siblings, the home environment is not safe and comfortable for me to study and do my homework. I spend hours after school in the library.   | 4/3/2024 2:44 PM  |
| 146 | working or Grandchildren's activities. They come every two weeks and they get at least 20 books to read before bedtime. My Grandchildren out of town use their library all the time too. They have a lot of activities at theirs in Pennsylvania. We are a reading family. So we are at the library more times depending on what s going on. | 4/3/2024 1:31 PM  |
| 147 | n/a  | 4/3/2024 1:07 PM  |
| 148 | My visits are limited by my inability to drive. LCPL visits to Ashby Ponds are welcome.  | 4/3/2024 10:42 AM |
| 149 | Don't read physical books as much  | 4/3/2024 10:39 AM |
| 150 | I basically do everything online.  | 4/3/2024 7:20 AM  |
| 151 | I don't have a whole lot to do in store.. I also don't know what all is available at my location. I use online app for checking out books instead.   | 4/2/2024 10:57 PM |
| 152 | Typically visit to pick up holds.  | 4/2/2024 6:22 PM  |
| 153 | I LOVE THE LIBRARY   | 4/2/2024 6:06 PM  |
| 154 | It's closed when I want to go.   | 4/2/2024 5:26 PM  |
| 155 | N/A  | 4/2/2024 4:20 PM  |
| 156 | Borrow a lot from Libby and Hoopla   | 4/2/2024 3:34 PM  |
| 157 | n/a  | 4/2/2024 2:23 PM  |
| 158 | Closest branch is very small.  | 4/2/2024 1:51 PM  |
| 159 | There aren't many private study rooms, and the study rooms have a time limit.  | 4/2/2024 12:29 PM |
| 160 | no   | 4/2/2024 11:48 AM |

### Q3 If you're not visiting a library, why not?

|     |  |                   |
|-----|--|-------------------|
| 161 | n/a  | 4/2/2024 11:26 AM |
| 162 | I receive many of my library books through Libby.  | 4/2/2024 11:20 AM |
| 163 | I'm with friends.  | 4/2/2024 11:00 AM |
| 164 | N/A  | 4/2/2024 7:46 AM  |
| 165 | I have used only LCPL's electronic services since the pandemic began in 2020. I primarily get Kindle books and use Kanopy & Hoopla.  | 4/2/2024 6:52 AM  |
| 166 | NA   | 4/2/2024 6:21 AM  |
| 167 | No time  | 4/2/2024 6:21 AM  |
| 168 | The libraries in Loudoun have become more of a day care center than a library. Unfortunately most of the staff, with all due respect, seem more interested in catering to out of control kids, even with parents presents. | 4/1/2024 10:59 PM |
| 169 | working and out of town  | 4/1/2024 10:13 PM |
| 170 | I use ebooks more now, and I am just as productive at home.  | 4/1/2024 9:13 PM  |
| 171 | Staff's not that friendly!   | 4/1/2024 8:51 PM  |
| 172 | N/a  | 4/1/2024 8:49 PM  |
| 173 | I only go to pick up books.  | 4/1/2024 8:18 PM  |
| 174 | E books  | 4/1/2024 8:05 PM  |
| 175 | Too busy   | 4/1/2024 7:56 PM  |
| 176 | Rent books digitally and waiting for my child to be born to take advantage of children's activities  | 4/1/2024 7:45 PM  |
| 177 | i am visiting  | 4/1/2024 7:22 PM  |
| 178 | opening hours and use Fairfax County libraries too   | 4/1/2024 6:42 PM  |
| 179 | Usually check out books on line.   | 4/1/2024 6:18 PM  |
| 180 | Parking is a pain and books seems to take forever to get. I have switched to more ereading.  | 4/1/2024 5:53 PM  |
| 181 | Inconvenient/not traveling as much   | 4/1/2024 5:05 PM  |
| 182 | I rarely go into the library because of the books that are advertised that are against Christian and traditional values. I usually pick up my holds and leave.   | 4/1/2024 4:48 PM  |
| 183 | I like the Outreach at Potomac Green immensely   | 4/1/2024 4:12 PM  |
| 184 | There all the time   | 4/1/2024 4:02 PM  |
| 185 | distance, traffic,   | 4/1/2024 3:46 PM  |
| 186 | I visit often.   | 4/1/2024 3:35 PM  |
| 187 | Family dynamics  | 4/1/2024 3:26 PM  |
| 188 | i use libby and borrow most titles electronically  | 4/1/2024 3:22 PM  |
| 189 | Not near me.   | 4/1/2024 3:13 PM  |
| 190 | I borrow some of my books electronically via the Libby app, so I don't always need to visit the library.   | 4/1/2024 2:54 PM  |
| 191 | Time constraints   | 4/1/2024 2:49 PM  |
| 192 | N/A  | 4/1/2024 2:40 PM  |
| 193 | I am busy at school.   | 4/1/2024 2:26 PM  |
| 194 | N/A  | 4/1/2024 2:20 PM  |
| 195 | I receive and return books via Outreach Services. I also use your online services, both  | 4/1/2024 2:13 PM  |



### Q3 If you're not visiting a library, why not?

Overdrive and Hoopla extensively.

|     |   |                   |
|-----|---|-------------------|
| 196 | Not very inviting or comfortable. Looking for cozy areas to read/work and at the libraries I visit - they only have spaces like that for children.  | 4/1/2024 1:56 PM  |
| 197 | at present, too busy. I love the Brambleton Library   | 4/1/2024 1:41 PM  |
| 198 | I get a lot of books online via Libby.  | 4/1/2024 1:28 PM  |
| 199 | I get my books electronically through Libby.  | 4/1/2024 1:00 PM  |
| 200 | Not a lot of seating, if I have my little kids, there is no place to contain them so I can't read or browse because really I am watching them play with legos. And I never get a chance to go just by myself. I work full time and when I want a book, I just do Libby even though I prefer to be in a library. Also, the seating is a lot or very comfortable. | 4/1/2024 12:50 PM |
| 201 | We would like more activities for school-age children of working household. I would also love more classes in the maker space at times that accommodate working adults.   | 4/1/2024 12:49 PM |
| 202 | Not Applicable  | 4/1/2024 12:47 PM |
| 203 | Using libby   | 4/1/2024 12:43 PM |
| 204 | I prefer to check out ebooks instead of hard copy books.  | 4/1/2024 12:43 PM |
| 205 | Not much to find there unless I know of something in specific that I can find   | 4/1/2024 12:41 PM |
| 206 | I've moved but still frequent the area as it's my home town   | 4/1/2024 12:39 PM |
| 207 | I loan out audio books from Libby   | 4/1/2024 12:37 PM |
| 208 | Get books and audiobooks online.  | 4/1/2024 12:32 PM |
| 209 | I do most of my borrowing through Libby, but I'd visit in person more often if they were actually quiet. There is always a lot of noise from the children and related activities. Those should be segregated from the rest of the library, which should always be quiet.  | 4/1/2024 12:30 PM |
| 210 | N/A   | 4/1/2024 12:27 PM |
| 211 | I use the online checkout through libby   | 4/1/2024 12:22 PM |
| 212 | I would love to be able to take my daughter to Storytime - but the times aren't really conducive to working parents!  | 4/1/2024 12:20 PM |
| 213 | I answered the question for how often I visit in-person. Note, I use library services on-line more frequently.  | 4/1/2024 12:19 PM |
| 214 | I usually get movies there if they're not on a free/ad-supported streaming service. If I can find it on Kanopy, Tubi, etc., then I don't go to the library.   | 4/1/2024 11:26 AM |
| 215 | Online audio books  | 4/1/2024 10:47 AM |

## Q7 If you are not currently visiting the library branch that is closest to you, what changes, improvements, or upgrades would attract you to visit that branch ?

Answered: 242 Skipped: 1,027

| #  | RESPONSES  | DATE               |
|----|--|--------------------|
| 1  | Food programs  | 4/26/2024 4:38 PM  |
| 2  | The library is superbly organized and offers many opportunities to the community for adults.   | 4/26/2024 5:56 AM  |
| 3  | It would be nice for the library to be open 7 days a week as I could fit it in on Sundays.   | 4/25/2024 12:18 PM |
| 4  | Mostly use digital downloads   | 4/25/2024 11:55 AM |
| 5  | Like most locations, the Ashburn branch is very difficult to get to on public transit. It would take 3 busses and 2 ½ hours when it's just an 8 minute drive away. It's not as modern and doesn't have some of the MakerSpace tools like other branches. We've occasionally had some noise issues in the meeting rooms.  | 4/25/2024 11:33 AM |
| 6  | Would love to have more speed meeting spaces available, and coffee   | 4/25/2024 11:25 AM |
| 7  | Better book options  | 4/25/2024 10:25 AM |
| 8  | Larger meeting rooms and more comfy solo seating area  | 4/25/2024 10:24 AM |
| 9  | More community classes   | 4/25/2024 7:12 AM  |
| 10 | More kids activities that don't require being there for a scheduled event - like at Rust and Lovettsville (puzzles, coloring, etc). Though I do love that the board books at Cascades are at a level my toddlers can access them independently!  | 4/25/2024 4:54 AM  |
| 11 | Longer lending time  | 4/25/2024 12:05 AM |
| 12 | Events for tweens, event that lays out books for 3rd and 4th graders or series so kids can become familiar with more authors (other than Dog Man author Dav). 4th grade book club is too advanced for our 4th grader. Could you change these clubs to say we're reading this book, if it's your reading level come to the club meeting. Just an idea. We loved your younger age events and were at the library weekly or more. Thanks for all you do!! | 4/24/2024 9:35 PM  |
| 13 | Cozier vibe; dedicated space for teens   | 4/24/2024 6:03 PM  |
| 14 | I visit my closest library to pick up holds on a regular basis.  | 4/24/2024 5:56 PM  |
| 15 | Events like movie night or hands on events. Will definitely encourage my kids to go.   | 4/24/2024 2:23 PM  |
| 16 | I live closest to Gum Spring, which I love, but Brambleton and Ashburn are really close to my kids' schools, so we often go there after school.  | 4/24/2024 2:22 PM  |
| 17 | Purcellville needs a maker's space!!!!   | 4/24/2024 12:55 PM |
| 18 | NA   | 4/24/2024 5:21 AM  |
| 19 | I sometimes use Fairfax for titles I can't find at loudoun   | 4/23/2024 4:36 PM  |
| 20 | The library is great with courteous staff and great selection. We just need to get back to reading more.   | 4/23/2024 3:11 PM  |
| 21 | Better selection   | 4/23/2024 1:19 PM  |
| 22 | n/a  | 4/23/2024 1:05 PM  |
| 23 | Cultural events  | 4/23/2024 12:31 PM |
| 24 | N/A  | 4/23/2024 7:53 AM  |

**Q7 If you are not currently visiting the library branch that is closest to you what changes, improvements, or upgrades would attract you to visit that branch ?**

|    |  |                    |
|----|--|--------------------|
| 25 | The Dewey system   | 4/23/2024 7:21 AM  |
| 26 | I would really love if the library had some really comfortable outdoor space for where I can put my feet up or recline in someway while reading and some space outside for traditional tables and chairs for meeting/working.  | 4/22/2024 9:49 PM  |
| 27 | The Purcellville branch is constrained by the structure it is in (love the building), but does not have enough comfortable seating, and has no makerspace.   | 4/22/2024 6:16 PM  |
| 28 | Enlarge Ashburn to include makerspace and teen center.   | 4/22/2024 6:02 PM  |
| 29 | Brambleton library is pretty great! I will ask for more books if possible. Parking lot should have direct access to library entrance.  | 4/22/2024 3:40 PM  |
| 30 | I would be grateful to have embroidery machines at the Purcellville Location.  | 4/22/2024 2:49 PM  |
| 31 | A relaxing place together with coffee or tea   | 4/22/2024 2:08 PM  |
| 32 | Gum Spring is closest, but often Brambleton has lectures/events of interest to me--but parking there is a a bit of a headache. Wish more events were at Gum Spring (or even online again!).  | 4/22/2024 1:27 PM  |
| 33 | The Cascades library is "my" library. It feels very impersonal, cold. The personnel are nice, but I just don't feel comfortable there.   | 4/22/2024 12:50 PM |
| 34 | Friendlier, less unhappy librarians. In earlier years we ran into unpleasant librarians at the Leesburg/Rust branch a couple times. It deterred the kids and me as well. Perhaps there was/is a management problem? Perhaps it was just bad luck on our end. Either way, it has had potentially lifelong consequences for some of our children.                              | 4/22/2024 12:28 PM |
| 35 | More study/relaxing spaces and group /small study rooms  | 4/22/2024 12:22 PM |
| 36 | More convenient parking  | 4/22/2024 12:06 PM |
| 37 | N/a  | 4/22/2024 12:03 PM |
| 38 | I will be moving soon and that will make Brambleton my closest library and I may go to that more than the Ashburn library.   | 4/22/2024 11:58 AM |
| 39 | Ashburn needs a makerspace, like every other branch has.   | 4/22/2024 11:58 AM |
| 40 | Makerspace facilities.   | 4/22/2024 11:55 AM |
| 41 | Their computer system access   | 4/22/2024 11:53 AM |
| 42 | N/a  | 4/20/2024 10:45 AM |
| 43 | Bigger, better, more up-to-date selection of books, more pleasant interior. Currently it looks like a civic center rather than a library. Have a coffee shop, maybe Starbucks-like where people can sit, have coffee review a book or read a newspaper. Have displays of interesting , newly published books or temporary thematic selection, but please no social activism. | 4/20/2024 2:03 AM  |
| 44 | The Ashburn library needs to upgraded with modern furniture and layout, it looks to be stuck in the 1980s.   | 4/13/2024 5:35 PM  |
| 45 | I'm more interested in a better ebook collection. Loudoun County has fallen behind the times with this.  | 4/13/2024 6:42 AM  |
| 46 | More meeting space for community groups  | 4/13/2024 6:36 AM  |
| 47 | I haven't tried the vending machine closer to me yet, mostly because I mainly put books on hold.   | 4/12/2024 11:16 AM |
| 48 | Makerspace, Passport applications. Needs serious updating in decor. Seems like there aren't nearly as many books as there used to be. Open up the space. Teen area (like Rust)   | 4/12/2024 8:32 AM  |
| 49 | Wish the branch closest to us had more cozy places to sit and gathering space for teens.   | 4/11/2024 7:44 PM  |
| 50 | A recording studio, study rooms! Indie author opportunities  | 4/11/2024 1:42 PM  |
| 51 | Sterling is closer. I don't like the busy parking lot in the shopping center. I may pick-up a book if my son isn't with me.  | 4/11/2024 8:18 AM  |
| 52 | N/A  | 4/10/2024 8:06 PM  |

**Q7 If you are not currently visiting the library branch that is closest to you what changes, improvements, or upgrades would attract you to visit that branch ?**

|    |  |                   |
|----|--|-------------------|
| 53 | It's a lovely branch. No improvements needed. I read constantly, just not hard copy books that often. Most of my reading needs can be satisfied on line.   | 4/10/2024 2:14 PM |
| 54 | The Ashburn library closer to my house and offers similar classes ( Crochet and knitting) but the classes held in an open area with the rest of other different groups activities restricting the group participants from engaging in discussions or little talk because the crochet and knitting classes are held in the same area that is also used for reading newspaper and magazines and other activities. Unlike the Sterling Library, they held classes in conference rooms that allow participants to feel comfortable in a friendly, and fun learning environment. Also, the Sterling Library held classes Mon-Fri while the Ashburn Library held classes on Saturdays, I use the Loudoun County ADA Bus and they do not offer rides over the weekends to the library. Therefore I go to the Sterling Library branch instead. | 4/10/2024 2:11 PM |
| 55 | More books on the shelves.   | 4/10/2024 9:33 AM |
| 56 | Better books.  | 4/10/2024 7:11 AM |
| 57 | I haven't been to Purcellville Library in a while, but I would like carrels in a large well-lit area for work over fast wifi. An outdoor patio or pavilion would draw people, esp w a coffee shop or food kiosk nearby. At times, more parking may be needed. Programs located there.  | 4/9/2024 10:22 PM |
| 58 | Monthly scavenger hunts and more friendly interaction from the librarians in the Kids section of the Ashburn Library.  | 4/9/2024 8:48 PM  |
| 59 | We need more books.  | 4/9/2024 8:05 PM  |
| 60 | See below.   | 4/9/2024 7:24 PM  |
| 61 | they should have dedicated sections for genera i.e. romance.   | 4/9/2024 5:40 PM  |
| 62 | I travel farther for an atmosphere that is more comfortable for spanish speakers.  | 4/9/2024 2:05 PM  |
| 63 | The closest library to me caters heavily to the local homeschooling population, which is not a community my family is part of. While it is fine to provide resources for that community, the programming offered at Lovettsville doesn't often meet my family's needs or interests, so we frequent other locations like Rust, Purcellville, and Ashburn.   | 4/9/2024 1:21 PM  |
| 64 | Brighter and lighter! Open it up!  | 4/9/2024 1:10 PM  |
| 65 | Remove time limits in study room to better accomodate students or add more study rooms.  | 4/9/2024 11:35 AM |
| 66 | Renewable energy   | 4/9/2024 11:07 AM |
| 67 | more programs, ongoing art classes, lectures from people who travel,   | 4/9/2024 10:07 AM |
| 68 | NA   | 4/9/2024 7:55 AM  |
| 69 | In terms of facilities, having a children's area that is a little more discreetly located, or more partitioned, in order to avoid creepers and weirdos (one of the reasons I go to Lovettsville instead of any of the eastern Loudoun branches). Cry rooms or time-out areas where I could briefly duck into when my child is having a meltdown.   | 4/8/2024 10:59 PM |
| 70 | clubs. book sales. volunteer ops. classes-like art classes.  | 4/8/2024 10:33 PM |
| 71 | NA   | 4/8/2024 7:33 PM  |
| 72 | Free transportation for senior citizens  | 4/8/2024 1:24 PM  |
| 73 | The library is fantastic and I wouldn't change a thing unless they need the renovations!   | 4/8/2024 12:37 PM |
| 74 | I would love to see study cubicals / desks with dividers. Also maybe a coffee shop with in the buildings.  | 4/8/2024 11:56 AM |
| 75 | None at this time  | 4/8/2024 11:40 AM |
| 76 | Ashburn is closer to me, but they don't have a makerspace.   | 4/8/2024 9:56 AM  |
| 77 | More space to sit and read   | 4/8/2024 9:34 AM  |
| 78 | A Makerspace with a CNC and Glow Forge in Ashburn.   | 4/8/2024 9:32 AM  |
| 79 | Looking for a chess club- elementary level - just like Lovettsville, Gum Spring has. Any clubs   | 4/8/2024 8:50 AM  |



**Q7 If you are not currently visiting the library branch that is closest to you what changes, improvements, or upgrades would attract you to visit that branch ?**

for elementary levels are welcomed!

|     |   |                   |
|-----|---|-------------------|
| 80  | n/a   | 4/8/2024 7:47 AM  |
| 81  | More books on display to check out and more comfortable seating   | 4/8/2024 12:01 AM |
| 82  | It is a great branch; knowledgeable people too  | 4/7/2024 10:22 PM |
| 83  | Would love for Lovettsville to get a larger center so they can continue having great programs. I know the space can be very tight for events and there is a great demand in Lovettsville for the kids and teens programs.   | 4/7/2024 9:02 PM  |
| 84  | I wish the libraries has more comfy seating areas   | 4/7/2024 8:15 PM  |
| 85  | I love the the library close to me. I would love the sewing machines available there as well as at Brambleton.  | 4/7/2024 1:44 PM  |
| 86  | More kid friendly activities  | 4/7/2024 10:48 AM |
| 87  | This branch is very small.  | 4/7/2024 10:14 AM |
| 88  | I'm at one  | 4/7/2024 10:10 AM |
| 89  | Purcellville - would love makerspace  | 4/7/2024 9:51 AM  |
| 90  | I don't go to library to make valid comments on this question   | 4/7/2024 4:48 AM  |
| 91  | Study rooms, better selection of books for teens and pre teens  | 4/7/2024 12:50 AM |
| 92  | Printing , computer, children tables, and study areas.  | 4/7/2024 12:13 AM |
| 93  | Cleaner carpets!  | 4/6/2024 8:45 PM  |
| 94  | More adult programs I'm interested in.  | 4/6/2024 7:39 PM  |
| 95  | Making it bigger  | 4/6/2024 7:19 PM  |
| 96  | Na  | 4/6/2024 7:08 PM  |
| 97  | More warm and comfy environment   | 4/6/2024 6:44 PM  |
| 98  | Makerspace, more manga, better parking area   | 4/6/2024 6:39 PM  |
| 99  | more accessible/available parking. Parking in the covered garage is always available, but inconvenient. (Brambleton branch.)  | 4/6/2024 5:49 PM  |
| 100 | I'm not sure yet if it's the library or the community of Lovettsville that I don't go there much. The food co-op helps. I know one of the staff in pville who is very friendly, personable.   | 4/6/2024 4:51 PM  |
| 101 | More popular books to check out, more current movies to check out too   | 4/6/2024 4:42 PM  |
| 102 | N/A   | 4/6/2024 4:01 PM  |
| 103 | More audiobooks on cd   | 4/6/2024 3:40 PM  |
| 104 | I would like to see an improvement in the children's programming at the closer (Ashburn) library. More importantly, I would be more attracted to this library if the staff (all areas, but especially the children's section) was more friendly. I have personally experienced feeling unwelcome at the library by the staff. Multiple families on our street have stopped going to this library for similar reasons (staff rude towards children in children's area, off-putting comments made by staff during storytime, etc.). | 4/6/2024 2:31 PM  |
| 105 | I just visit this one to follow my brother  | 4/6/2024 2:18 PM  |
| 106 | We currently go to Ashburn because it's the closest, but have visited 6 other LCPL locations. We'd really enjoy a larger kids section with more play areas. The kids enjoy the rust library because of the playground outside. The kids also really enjoy the play kitchen set at Gum Springs. That's easy to incorporate in other locations. The Ashburn kids section is heavily geared towards toddlers and small kids.   | 4/6/2024 1:58 PM  |
| 107 | Maker Space   | 4/6/2024 1:30 PM  |
| 108 | The closest library (Lovettsville) is smaller and does not offer as much.   | 4/6/2024 1:14 PM  |

**Q7 If you are not currently visiting the library branch that is closest to you what changes, improvements, or upgrades would attract you to visit that branch ?**

|     |  |                   |
|-----|--|-------------------|
| 109 | have more popular books available  | 4/6/2024 12:22 PM |
| 110 | It is good.  | 4/6/2024 11:38 AM |
| 111 | Having a Makerspace and being able to make high quality color copies.  | 4/6/2024 11:17 AM |
| 112 | Get new Blu-ray movies again   | 4/6/2024 11:08 AM |
| 113 | N/A  | 4/6/2024 10:37 AM |
| 114 | Bigger facility, open areas outside, more rooms, flexible spaces, clean carpets or hardwood floors, maker space in all branches, programs for senior adults.   | 4/6/2024 10:11 AM |
| 115 | N/A  | 4/6/2024 9:38 AM  |
| 116 | If not already, having quiet areas to read among others but out of areas open to conversations/events.   | 4/6/2024 9:17 AM  |
| 117 | Staff that is friendlier about room reservations.  | 4/6/2024 9:15 AM  |
| 118 | No Makerspace, not enough manga.   | 4/6/2024 8:02 AM  |
| 119 | I do visit Rust sometimes because it has a larger selection, but I understand that physical space limits the number of books that can be held.   | 4/6/2024 7:45 AM  |
| 120 | In addition to reading materials in English and Spanish languages, it would be great if Ashburn library offers Tamil and Hindi language books. Also, renovations to upgrade it to a more modern, aesthetically pleasing and spacious facility with ample seating, more study rooms etc. would definitely encourage me to visit this branch more often. | 4/5/2024 11:13 PM |
| 121 | There are more Korean people in Loudoun county now, so it would be great to have books from Korea  | 4/5/2024 11:02 PM |
| 122 | The Purcellville library is just really small and cramped compared to the Rust Library. It would need to be much larger. A maker space would be nice too.  | 4/5/2024 10:58 PM |
| 123 | Brambleton Library is excellent, location, classes, staff!   | 4/5/2024 5:10 PM  |
| 124 | Other services that are not offered from Ashburn Library   | 4/5/2024 4:25 PM  |
| 125 | better parking; better book selection  | 4/5/2024 3:55 PM  |
| 126 | less homeless ppl.   | 4/5/2024 3:49 PM  |
| 127 | Nothing more, it's wonderful!  | 4/5/2024 3:40 PM  |
| 128 | More rooms for studying and more tables  | 4/5/2024 12:53 PM |
| 129 | I prefer e-books and e-audiobooks these days and LCPL meets my needs in those areas nicely.  | 4/5/2024 12:31 PM |
| 130 | Better and bigger young adult section. More comfortable seating.   | 4/5/2024 10:49 AM |
| 131 | The Purcellville location is closest to me but the building is old, smells of mold, and has a smaller selection.   | 4/5/2024 10:48 AM |
| 132 | Lovettsville: An additional individual work area would be useful (for studying, using laptop). Rest rooms also need better heat on the coldest winter days.  | 4/5/2024 10:06 AM |
| 133 | I go between Ashburn and Purcellville. At one time ashburn was far superior, now they both feel dated.   | 4/5/2024 8:59 AM  |
| 134 | Clearer signs showing where books are categorized: e.g. instead of simply one sign saying 'adult nonfiction' it would make it easier to browse if it said, for example, 'adult nonfiction: cooking books, fiber art books' - list the subgenres on the signs.  | 4/4/2024 10:34 PM |
| 135 | I would love a closer location to Broadlands even if it was for hold pickups and returns only.   | 4/4/2024 8:09 PM  |
| 136 | I'm equidistant to Ashburn, but that branch is smaller, darker, less space, and though the staff are helpful, they are less friendly   | 4/4/2024 8:01 PM  |
| 137 | Lovettsville the closest. Ned to get rid of nighttime staff member wo's gotten selfish, arrogant   | 4/4/2024 7:25 PM  |

**Q7 If you are not currently visiting the library branch that is closest to you what changes, improvements, or upgrades would attract you to visit that branch ?**

|     |   |                   |
|-----|---|-------------------|
| 138 | Programs at the times I'm not busy  | 4/4/2024 6:58 PM  |
| 139 | Restrooms are dirty   | 4/4/2024 4:26 PM  |
| 140 | Nothing really  | 4/4/2024 4:00 PM  |
| 141 | wish Ashburn had a makerspace   | 4/4/2024 3:49 PM  |
| 142 | Maker space   | 4/4/2024 1:07 PM  |
| 143 | later hours   | 4/4/2024 12:59 PM |
| 144 | We often go to the Lovettsville Library instead of the Purcellville Library, which is the closet, because the story time room is contained/has doors, unlike the story time location at Purcellville. Plus there are more toys at Lovettsville as well.   | 4/4/2024 11:27 AM |
| 145 | n/a   | 4/4/2024 11:23 AM |
| 146 | Makerscpace   | 4/4/2024 11:13 AM |
| 147 | Gaming opportunities for 20 somethings. I feel incredibly awkward visiting teen spaces. I still enjoy all the teen things, but the signs on the doors always say teens only, so I feel like I'm trespassing. I've never had the nerve to ask to play video games after that point either, though theres usually not a librarian in there to ask anyway. | 4/4/2024 10:34 AM |
| 148 | It's a fantastic branch that has more than most libraries.  | 4/4/2024 10:13 AM |
| 149 | I'm closest to Ashburn and Brambleton, but I feel that Ashburn is small for how busy it is and it can be hard to find close parking for Brambleton.   | 4/4/2024 10:02 AM |
| 150 | NA  | 4/4/2024 5:45 AM  |
| 151 | N/a   | 4/3/2024 10:04 PM |
| 152 | More study spaces   | 4/3/2024 8:20 PM  |
| 153 | more danmei please  | 4/3/2024 7:35 PM  |
| 154 | My closest library is the Reston Library. I used to go there all the time as a kid but eventually stopped going there as I grew up because it remained very old. I would love if they renovated the place more because it holds a very touching place in my heart.  | 4/3/2024 6:47 PM  |
| 155 | I think a makerspace like at Rust library would be nice for Cascades, especially to be able to do 3D printing.  | 4/3/2024 6:41 PM  |
| 156 | I also like to visit the Rust location with the playground, so adding more outdoor playground areas to the libraries as there is room would be helpful!   | 4/3/2024 5:31 PM  |
| 157 | If the other branches like Cascades and Ashburn had events to the caliber of Lovettsville, we'd love to visit a branch closer to home. Though we'd miss the Lovettsville librarians.  | 4/3/2024 5:17 PM  |
| 158 | N/A   | 4/3/2024 4:47 PM  |
| 159 | For Middleburg, more quiet study spaces, more usable outdoor spaces for events, more outdoor seating, a dedicated space for Teens, better indoor seating for Adults, Teen, and families.  | 4/3/2024 4:24 PM  |
| 160 | more openness as kind of gloomy. It's ok but seems too dark and not as user friendly as the others I listed. Seems like it could use and upgrade and more user friendly   | 4/3/2024 1:31 PM  |
| 161 | n/a   | 4/3/2024 1:07 PM  |
| 162 | I think adding more books on Islam and Pashto language will help  | 4/3/2024 12:14 PM |
| 163 | I use a mobility device. Push buttons to open doors at entrances and bathrooms are helpful.   | 4/3/2024 10:42 AM |
| 164 | More events for adults that do not involve drinking   | 4/3/2024 10:39 AM |
| 165 | More study rooms in the Ashburn branch.   | 4/3/2024 9:45 AM  |
| 166 | I would visit for programs, but I forget to look to see what is being offered. When my kids were young, we went weekly (or more).   | 4/3/2024 7:20 AM  |

**Q7 If you are not currently visiting the library branch that is closest to you what changes, improvements, or upgrades would attract you to visit that branch ?**

|     |   |                   |
|-----|---|-------------------|
| 167 | A maker's space would be great!   | 4/3/2024 12:23 AM |
| 168 | Activities or perks that I could use or need outside of books   | 4/2/2024 10:57 PM |
| 169 | The Ashburn Library is small and crowded  | 4/2/2024 9:36 PM  |
| 170 | Maker Space.... and more free time  | 4/2/2024 9:30 PM  |
| 171 | It isn't friendly; bullies work there   | 4/2/2024 7:42 PM  |
| 172 | Even wider selection of books (perhaps a way to request from outside the LCPS system?)<br>More copies of new or in-demand releases; or an easy way to request that<br>More cafe-style seating<br>Option to purchase drink and snack<br>Board games to check out and space to play them there<br>Woodworking makerspace<br>Electronics makerspace (SMT soldering stations; power supplies; multimeters; oscilloscopes) | 4/2/2024 6:22 PM  |
| 173 | We would attend more elementary-age events if they were offered in the evenings and/or on weekends. Transportation is an issue. I sometimes walk 2.5 miles (w/ 2 kids) to attend the Thursday afternoon programs.   | 4/2/2024 4:20 PM  |
| 174 | Needs more tables, workspaces, places for teens to work also  | 4/2/2024 4:03 PM  |
| 175 | More flexibility with regards to reserving rooms (currently, there is a 10 hour limit). For teaching purposes, I believe there should be more hours offered than for other purposes.  | 4/2/2024 3:45 PM  |
| 176 | see above   | 4/2/2024 3:25 PM  |
| 177 | Nothing to be done - Sterling Library is closest but I do most of my errands near Ashburn or Cascades Library (grocery shopping, home improvement store, lunch, etc.) so it's much more about location proximity to what I'm already doing. I mostly go to Sterling Library for returns or 7 day hot picks (they have the best selection!!).  | 4/2/2024 3:19 PM  |
| 178 | I would visit another library (probably for hours) if it were set-up like a Barnes & Noble (with a for a cost cafe and bright lighting, etc.).  | 4/2/2024 2:23 PM  |
| 179 | Bigger spaces.  | 4/2/2024 1:51 PM  |
| 180 | More private study rooms without a time limit to use it. A water filter on the water bottle filling station. I've gotten sick from the LCPL water bottle fillers before therefore I have to consider how long i'm willing to stay without access to water.  | 4/2/2024 12:29 PM |
| 181 | multiple Weekend story times  | 4/2/2024 12:18 PM |
| 182 | tech help class is not being held here though repeated requests for it  | 4/2/2024 11:48 AM |
| 183 | N/a   | 4/2/2024 11:30 AM |
| 184 | n/a   | 4/2/2024 11:26 AM |
| 185 | Academic Books  | 4/2/2024 11:19 AM |
| 186 | Make it quieter. It is the noisiest library I've ever been to.  | 4/2/2024 11:00 AM |
| 187 | More children's programs  | 4/2/2024 10:59 AM |
| 188 | More computers for public use   | 4/2/2024 9:45 AM  |
| 189 | More space for adults to sit down and work  | 4/2/2024 8:11 AM  |
| 190 | I do visit the one closest to me, BUT this one is pretty bare bones in the adult book section, so I do visit other locations as well.   | 4/2/2024 8:09 AM  |
| 191 | N/A   | 4/2/2024 7:46 AM  |
| 192 | Better story times. They should model after brambleton.   | 4/2/2024 6:45 AM  |
| 193 | NA  | 4/2/2024 6:21 AM  |
| 194 | Nothing I use the online services like Libby and Hooplah. More book licenses would be great less waiting for online materials   | 4/2/2024 6:21 AM  |
| 195 | Safe environment without gangs and loitering homeless and or druggies   | 4/1/2024 10:59 PM |



**Q7 If you are not currently visiting the library branch that is closest to you what changes, improvements, or upgrades would attract you to visit that branch ?**

|     |   |                   |
|-----|---|-------------------|
| 196 | My closest brambleton library is really good but has less books available. Ashburn library has many options so we go to prefer Ashburn  | 4/1/2024 10:33 PM |
| 197 | Love Brambleton (closest to me) but the things we do are closer to Rust   | 4/1/2024 9:41 PM  |
| 198 | I would like it to not be so cold.  | 4/1/2024 9:13 PM  |
| 199 | Already visit   | 4/1/2024 8:49 PM  |
| 200 | More study rooms or pods  | 4/1/2024 8:00 PM  |
| 201 | more upscale setting, Apple computers,  | 4/1/2024 7:31 PM  |
| 202 | I am visiting   | 4/1/2024 7:22 PM  |
| 203 | n/a   | 4/1/2024 7:14 PM  |
| 204 | please have a more politically inclusive selection of newspapers  | 4/1/2024 6:51 PM  |
| 205 | Inviting space  | 4/1/2024 6:42 PM  |
| 206 | Meeting room convenience/size/availability  | 4/1/2024 6:25 PM  |
| 207 | Better parking  | 4/1/2024 5:20 PM  |
| 208 | A good Walmart nearby (Chantilly has a Walmart, but their pickup service is terrible)   | 4/1/2024 4:48 PM  |
| 209 | More programs (crafting, dnd, book clubs, general gaming, quirky programs, etc) for adults IN THE EVENING. NOT AT 2 PM  | 4/1/2024 4:15 PM  |
| 210 | It needs to carry every recently reviewed books   | 4/1/2024 4:12 PM  |
| 211 | I would like the libraries to provide a very cozy reading room or rooms with more ambiance, such as wood panels or traditional furnishings, while still maintaining high-speed internet for those who want to use it. | 4/1/2024 4:12 PM  |
| 212 | I am visiting the one closest to me, but I have wanted to explore further ones to see if they are more comfortable and better for working in.   | 4/1/2024 3:35 PM  |
| 213 | I am closer to Ashburn, but I prefer the staff and building of Brambleton   | 4/1/2024 3:01 PM  |
| 214 | Special programs like book sales or book talks  | 4/1/2024 2:49 PM  |
| 215 | More books on art, poetry, health - actual perusable books rather than video.   | 4/1/2024 2:47 PM  |
| 216 | N/A   | 4/1/2024 2:40 PM  |
| 217 | larger book selection.  | 4/1/2024 2:26 PM  |
| 218 | Drive up book return.   | 4/1/2024 2:07 PM  |
| 219 | see above response  | 4/1/2024 1:56 PM  |
| 220 | Add more desks and chairs to sit at for study or reading. Make the building larger if possible.   | 4/1/2024 1:55 PM  |
| 221 | NA  | 4/1/2024 1:52 PM  |
| 222 | It's single level structure feels a little "open floor plan" and not as much of a sense of spaces of different sizes where a user could meet with others or tuck themselves away.                                     | 4/1/2024 1:50 PM  |
| 223 | Make it bigger, needs a Makerspace  | 4/1/2024 1:47 PM  |
| 224 | groups or classes shared by community   | 4/1/2024 1:41 PM  |
| 225 | Playground additions, more educational toys, STEAM activities for children, having sound that works at all library children computers.  | 4/1/2024 1:38 PM  |
| 226 | More options for 3D printing/Makerspace   | 4/1/2024 1:33 PM  |
| 227 | More books on tape, audiobooks or books on CD. I have visual impacts and not able to read regular books unless they are large print   | 4/1/2024 1:28 PM  |
| 228 | I have two branches that are close to me. I am very lucky!  | 4/1/2024 1:11 PM  |
| 229 | Major improvements to the children's area in Cascades would be much appreciated. It is  | 4/1/2024 12:54 PM |

**Q7 If you are not currently visiting the library branch that is closest to you what changes, improvements, or upgrades would attract you to visit that branch ?**

|     |  |                   |
|-----|--|-------------------|
|     | lackluster and underwhelming compared to other libraries in this area and others.  |                   |
| 230 | A contained children's area, more comfortable seating, a better selection of books, more rooms to reserve for tons of activities we would like to do, but there is never any space, more classes and activities, a cafe would probably be dreaming, but would be nice. | 4/1/2024 12:50 PM |
| 231 | Play areas for kids  | 4/1/2024 12:43 PM |
| 232 | Brambleton Library is technically closer to me (2.5 miles as opposed to the 4.9 miles to get to Ashburn), but I am deterred by going to Brambleton because parking can be difficult to find.   | 4/1/2024 12:43 PM |
| 233 | None of the above  | 4/1/2024 12:41 PM |
| 234 | I would love to see the ability to rent tools if at all possible. There are some libraries do it in MD and that would be amazing to help empower those who need to do home projects but don't have the money or storage to purchase their own tools                    | 4/1/2024 12:39 PM |
| 235 | More enclosed work space   | 4/1/2024 12:33 PM |
| 236 | Middleburg Library does not have a makers space.   | 4/1/2024 12:32 PM |
| 237 | N/A  | 4/1/2024 12:27 PM |
| 238 | Online services. I think we need more physical health outlets. Outdoor Ninja warrior obstacles and the like. That would bring lots of people.  | 4/1/2024 12:22 PM |
| 239 | More storytime/class options around 4:30-5:30pm on weekdays!   | 4/1/2024 12:20 PM |
| 240 | I don't have many complaints really.   | 4/1/2024 11:26 AM |
| 241 | Ashburn is my closest library. I would add more meeting rooms, a makerspace and a dedicated teens space similar to Brambleton.   | 4/1/2024 10:58 AM |

## Q8 What do you like most about LCPL facilities?

Answered: 1,086 Skipped: 183

| #  | RESPONSES   | DATE               |
|----|---|--------------------|
| 1  | OUTREACH SERVICES to senior citizens (Madison House, etc.)  | 4/29/2024 9:01 PM  |
| 2  | It is clean, has a great selection of books and I frequently use the meeting rooms.   | 4/28/2024 9:44 AM  |
| 3  | Selection Staff   | 4/27/2024 8:36 PM  |
| 4  | Being able to request books from the entire county system, youth activity nights, public concerts/programs, lectures  | 4/26/2024 6:12 PM  |
| 5  | The Makerspaces   | 4/26/2024 4:38 PM  |
| 6  | Lots of resources, we use the meeting rooms a lot, my daughter loves the computers with games (we practice waiting our turn to use them because the other kids love them too), helpful staff, I've used the adult computers before when my printer wasn't working, gotten passport pictures done at the library, the events are great, love that there's a makerspace even though we've never used it, I don't use them much but I like that extra things come with library membership like Kanopy and things like that | 4/26/2024 7:27 AM  |
| 7  | Well run and congenial  | 4/26/2024 5:56 AM  |
| 8  | Items can be shipped to any library for pick up   | 4/26/2024 12:54 AM |
| 9  | Small area for young children to explore and socialize. There is a place for children to sit and eat a snack. Storytime area.   | 4/26/2024 12:03 AM |
| 10 | A variety of programs offered, book holds are quickly shipped when available  | 4/25/2024 10:25 PM |
| 11 | Clean   | 4/25/2024 8:48 PM  |
| 12 | Bright open atmosphere  | 4/25/2024 8:07 PM  |
| 13 | Location  | 4/25/2024 7:51 PM  |
| 14 | Activities  | 4/25/2024 3:23 PM  |
| 15 | Available books and all the other library resources   | 4/25/2024 2:23 PM  |
| 16 | Lovettsville has wonderful staff and excellent programs!  | 4/25/2024 1:04 PM  |
| 17 | Clean, free wifi, good selection of books   | 4/25/2024 12:31 PM |
| 18 | When I took my children when they were younger, they had great workshops and story hour. They also liked finding books to read and swap out for new ones.   | 4/25/2024 12:18 PM |
| 19 | Excellent service from librarians and ease of reserving books, checking out, and returning. I also like the used book sale shelf and the variety of activities offered.   | 4/25/2024 12:00 PM |
| 20 | Staff are helpful and knowledgeable   | 4/25/2024 11:55 AM |
| 21 | The theme nights for adults   | 4/25/2024 11:33 AM |
| 22 | Access to meeting rooms for groups  | 4/25/2024 11:31 AM |
| 23 | I use the app a lot and it's awesome  | 4/25/2024 11:25 AM |
| 24 | Meeting space, book displays, reserved book access, self checkout, the fancy book return slots  | 4/25/2024 10:53 AM |
| 25 | Study rooms   | 4/25/2024 10:48 AM |
| 26 | Friendly, helpful employees. Calm, quiet, inviting spaces.  | 4/25/2024 10:44 AM |
| 27 | Clean and accessible  | 4/25/2024 10:34 AM |

## Q8 What do you like most about LCPL facilities?

|    |  |                    |
|----|--|--------------------|
| 28 | Helpful staff, clean and organized   | 4/25/2024 10:31 AM |
| 29 | Clean, lots of spaces to sit, staff is wonderful.  | 4/25/2024 10:30 AM |
| 30 | The events. Great informational topics! Fun and interesting discussions.   | 4/25/2024 10:29 AM |
| 31 | They're quiet most of the time and I like the renovated looked with the nice seating areas and what not.   | 4/25/2024 10:25 AM |
| 32 | Extremely kind employees   | 4/25/2024 10:24 AM |
| 33 | Meeting spaces   | 4/25/2024 10:23 AM |
| 34 | Easy to use, friendly staff, clean, great selection  | 4/25/2024 10:23 AM |
| 35 | Fantastic space. Especially for community meetings.  | 4/25/2024 10:22 AM |
| 36 | "Suggestions of the Week" Crafts for kids  | 4/25/2024 10:09 AM |
| 37 | Gum Springs is beautiful, well maintained, and the staff are fantastic.  | 4/25/2024 10:09 AM |
| 38 | The large children's area  | 4/25/2024 9:37 AM  |
| 39 | Ability to reserve books Shelves that showcase new books and themed books - gives me ideas on what to read next!   | 4/25/2024 8:55 AM  |
| 40 | Friendly staff, books, events  | 4/25/2024 8:55 AM  |
| 41 | Book selection, book sales, kids programs, friendly staff, makerspace in newer facilities  | 4/25/2024 8:47 AM  |
| 42 | Getting books for myself and my kids.  | 4/25/2024 8:19 AM  |
| 43 | Digital content and apps like Hoopla and Libby   | 4/25/2024 7:48 AM  |
| 44 | Location, openness of the building, cleanliness, organization, quiet atmosphere, variety, ease of use.   | 4/25/2024 7:36 AM  |
| 45 | Na   | 4/25/2024 7:12 AM  |
| 46 | 1) My library branch is well lit and the tall ceilings give it an open, airy feel. 2) There is adequate separate between areas for children and adults.  | 4/25/2024 6:32 AM  |
| 47 | The openness and easy access to books and computers, and the only aspects like Hoopla and consumer reports magazine  | 4/25/2024 4:54 AM  |
| 48 | I absolutely love the effort that has been put into making the makerspaces and developing programming to understand how to use all of those tools. I haven't been but I know I could if I need to. | 4/25/2024 1:22 AM  |
| 49 | The atmosphere. The book sale!!!!  | 4/25/2024 12:05 AM |
| 50 | The historic character of our branch   | 4/24/2024 10:39 PM |
| 51 | Staff is kind and helpful. Availability of books.  | 4/24/2024 10:19 PM |
| 52 | The special events and classes, to include nature, art, and music. Keep this, but add more games and foreign language study options, at all different ages.  | 4/24/2024 9:49 PM  |
| 53 | Workshops: art, science, music   | 4/24/2024 9:37 PM  |
| 54 | Very Friendly & helpful staff, Organized, events for younger kids until 2nd grade,   | 4/24/2024 9:35 PM  |
| 55 | The staff....the events that are offered..( book club..Rambling readers...yoga...all the special things they do) the chalk board outside telling you of current events                             | 4/24/2024 9:21 PM  |
| 56 | Ebook services   | 4/24/2024 9:12 PM  |
| 57 | Comfortable interiors that allow you to relax and browse.  | 4/24/2024 7:38 PM  |
| 58 | Programming and meeting space.   | 4/24/2024 7:18 PM  |
| 59 | The kids area!   | 4/24/2024 7:15 PM  |
| 60 | activities for kids & TEENS  | 4/24/2024 7:08 PM  |



## Q8 What do you like most about LCPL facilities?

|    |  |                    |
|----|--|--------------------|
| 61 | Easy holds pickup and checkout.  | 4/24/2024 6:49 PM  |
| 62 | Activities and the helpful people  | 4/24/2024 6:45 PM  |
| 63 | Great environment and variety of books, excellent staff  | 4/24/2024 6:36 PM  |
| 64 | The staff and the activities they come up with!  | 4/24/2024 6:29 PM  |
| 65 | The ability to work from there.  | 4/24/2024 5:56 PM  |
| 66 | Although not new, the addition of the self-checkout kiosks are awesome! I often will put holds on books, walk right up to the shelves, find my name, and walk the 2 feet to the self-checkout kiosk. I'm in and out and equipped with great reads. It doesn't get better than that!  | 4/24/2024 5:02 PM  |
| 67 | Clean, spacious with great and current titles and amazing services and tools.  | 4/24/2024 5:01 PM  |
| 68 | I frequently reserve books and appreciate the process. While I have not used a maker space yet I am really excited about them.   | 4/24/2024 4:39 PM  |
| 69 | The book collection  | 4/24/2024 4:21 PM  |
| 70 | Love you can get books on hold and texts to pick up. Love the convenience and the friendly employees.  | 4/24/2024 3:57 PM  |
| 71 | I love it just because it's a library :)   | 4/24/2024 3:39 PM  |
| 72 | The self check out and check in machines. The librarian curated sections A free place to relax and read books  | 4/24/2024 3:29 PM  |
| 73 | Bright light, open and airy.   | 4/24/2024 2:29 PM  |
| 74 | How kid friendly they are!! I wish libraries were this fun when I was a kid.   | 4/24/2024 2:22 PM  |
| 75 | I love the events offered for children- story times, kids yoga, summer programs, etc.  | 4/24/2024 2:21 PM  |
| 76 | Staff are always friendly and helpful.   | 4/24/2024 2:02 PM  |
| 77 | The services they provide.   | 4/24/2024 1:56 PM  |
| 78 | I love the tiles in the Purcellville lobby - it does something to create a sense of place, which the larger, flashier, newer branches don't have.  | 4/24/2024 1:41 PM  |
| 79 | Everyone is extremely friendly and helpful. The children's area and programs are wonderful. It's easy to put books on hold and then pick them up.  | 4/24/2024 1:19 PM  |
| 80 | The friendly staff, Libby and Hoopla services, and the equipment in the Makers Space.  | 4/24/2024 12:55 PM |
| 81 | Makerspace   | 4/24/2024 11:34 AM |
| 82 | Storytime, online reservations, mobile kiosks, Libby for audio books etc.  | 4/24/2024 5:21 AM  |
| 83 | I like that they are spacious and quiet with lots of activities available.   | 4/24/2024 2:22 AM  |
| 84 | Hold service, and the fact that I can find hard copies & audio books of most titles I like. I also like access to popular periodicals. I also like Kanopy.   | 4/23/2024 4:36 PM  |
| 85 | clean, well -organized   | 4/23/2024 3:18 PM  |
| 86 | Love the facilities for the wonderful space they provide to adults and kids both. Whenever my parents visit us from India their favorite thing to do on a routine basis is to visit the library and spend hours reading there before checking out a whole pile of interesting and varied books for themselves. So, thank you LCPL. | 4/23/2024 3:11 PM  |
| 87 | Kid events   | 4/23/2024 1:19 PM  |
| 88 | variety of services offered (mostly the make rooms)  | 4/23/2024 1:10 PM  |
| 89 | Cleanliness, helpfulness of staff, and access to maker spaces. TV at the entrance showcasing the events or reservations of the day.  | 4/23/2024 1:05 PM  |
| 90 | The hard working staff and the gracious, kind people available to assist with questions and situations.  | 4/23/2024 11:39 AM |

## Q8 What do you like most about LCPL facilities?

|     |  |                    |
|-----|--|--------------------|
| 91  | Wide array of materials, audio books through Libby, access to Ancestry   | 4/23/2024 11:16 AM |
| 92  | Safe, clean, comfy, good place to sit and read   | 4/23/2024 10:35 AM |
| 93  | Events, classes, holds shelf, makerspace, Community postings   | 4/23/2024 10:10 AM |
| 94  | Clean, organize  | 4/23/2024 8:56 AM  |
| 95  | Ebooks and the ability to put books on hold.   | 4/23/2024 8:32 AM  |
| 96  | The hold shelf, website and ability to request check outs prior to arrival.  | 4/23/2024 7:53 AM  |
| 97  | Printing available, public notary.   | 4/23/2024 7:21 AM  |
| 98  | Clean, easy to get to, staff is helpful  | 4/23/2024 7:15 AM  |
| 99  | I love all of the community activities like yoga, props and pints, and the adult genre nights (Rush library had these for a while), like Harry Potter, Game of Thrones and Star Wars nights. | 4/22/2024 9:49 PM  |
| 100 | I like the assortment of special items, like the IR camera. It would be cool to see more of those kinds of things  | 4/22/2024 9:34 PM  |
| 101 | Wide choice of books, able to borrow books from other libraries without having to go there myself, fun kids programming available,   | 4/22/2024 9:32 PM  |
| 102 | I like that they are trying to meet so many needs of the public and have evolved out of the mostly books only offerings of yesteryear.   | 4/22/2024 8:35 PM  |
| 103 | I like the pics by the staff that are in the center when you first enter.  | 4/22/2024 8:18 PM  |
| 104 | The nice varieties of media  | 4/22/2024 7:20 PM  |
| 105 | Space, friendly atmosphere, makerspace, local artist displays  | 4/22/2024 6:39 PM  |
| 106 | Programming, makerspace, large book selection, printing, quiet study/meeting space, teen center.   | 4/22/2024 6:16 PM  |
| 107 | Makerspace   | 4/22/2024 6:02 PM  |
| 108 | Books and DVDs   | 4/22/2024 5:47 PM  |
| 109 | The brambleton library is nice. Lots of space.   | 4/22/2024 5:00 PM  |
| 110 | The local, the calm and simplicity of obtaining a document .   | 4/22/2024 4:38 PM  |
| 111 | Comfortable facility Easy book drop outside  | 4/22/2024 4:35 PM  |
| 112 | Evrrything   | 4/22/2024 4:12 PM  |
| 113 | Love that I can request a book from any branch and pick up at my local branch. Love the electronic books resources (ebooks and audiobooks). LOVE the reciprocity with other library systems. | 4/22/2024 3:55 PM  |
| 114 | The free children's programs   | 4/22/2024 3:54 PM  |
| 115 | Ease of having books transferred to library near me.   | 4/22/2024 3:52 PM  |
| 116 | My kids like to go to this Library.  | 4/22/2024 3:40 PM  |
| 117 | Friendly staff, clean & quiet, great selection of books & resources, have used the passport and maker space services   | 4/22/2024 3:36 PM  |
| 118 | Lots of book options   | 4/22/2024 3:01 PM  |
| 119 | Good selection, helpful staff, book club   | 4/22/2024 2:57 PM  |
| 120 | I love the book hold and request program. Even if Purcellville doesn't have a boom, I know in just a few days it will be there through the online request system.                            | 4/22/2024 2:49 PM  |
| 121 | Quiet rooms to study and reflect   | 4/22/2024 2:36 PM  |
| 122 | Individual study rooms and quiet rooms   | 4/22/2024 2:27 PM  |
| 123 | Very helpful staff   | 4/22/2024 2:15 PM  |

## Q8 What do you like most about LCPL facilities?

|     |  |                    |
|-----|--|--------------------|
| 124 | Helpful LCPL staff (always!), lots of programming and materials for people of all ages. And the books of course.   | 4/22/2024 1:54 PM  |
| 125 | We appreciate the helpful and friendly staff-Tina at Middleburg!!! We miss Lily. Books are available very quickly on hold. The programs are always fantastic. This library is a gem.   | 4/22/2024 1:49 PM  |
| 126 | I love everything about the library. I used to go more often before the pandemic...and then I discovered the magic of Libby.   | 4/22/2024 1:47 PM  |
| 127 | The programs that are offered, how welcome and nice they are inside  | 4/22/2024 1:44 PM  |
| 128 | Clean and organized - HOLDS area where I can pick up books/dvds - Love the Large Print books section & books on CD - look forward to trying the sewing machines some day   | 4/22/2024 1:37 PM  |
| 129 | Ease of having books not available at my branch delivered to my branch.  | 4/22/2024 1:33 PM  |
| 130 | Peopl, convenience, all the different programs, book club  | 4/22/2024 1:31 PM  |
| 131 | DVD and the cookbooks to check out   | 4/22/2024 1:31 PM  |
| 132 | Selection of resources and my bookclub has used the book bags.   | 4/22/2024 1:29 PM  |
| 133 | Ability to place holds on books I want and friendliness of staff   | 4/22/2024 1:09 PM  |
| 134 | I like the self serve areas, especially for kids to help   | 4/22/2024 1:00 PM  |
| 135 | up to date, lots of resources  | 4/22/2024 12:57 PM |
| 136 | Friendly, helpful people   | 4/22/2024 12:50 PM |
| 137 | Comfort  | 4/22/2024 12:48 PM |
| 138 | Story time for children, friendly librarians, cleanliness, and organized events.   | 4/22/2024 12:39 PM |
| 139 | Inter library loans and kids/homeschool programs. Would like more homeschool programs  | 4/22/2024 12:30 PM |
| 140 | decent, clean and almost modern. a lab for kids to learn how to build stuff will be great.   | 4/22/2024 12:29 PM |
| 141 | Meeting rooms; maker spaces (I don't use them but always intend to someday); Play spaces for younger children; Online collections (even magazines now!); Generous fine policies  | 4/22/2024 12:28 PM |
| 142 | Cleanliness and courtesy of the staff  | 4/22/2024 12:24 PM |
| 143 | They are clean, free, safe, and mostly welcoming   | 4/22/2024 12:22 PM |
| 144 | I like that I can reserve a book online that probably isn't in circulation at my local branch and have it delivered there. I'm in walking distance so I stop by as frequently as I can go through the books I borrow. I like the electronic check-out. The librarians have always been helpful and nice, the building clean and orderly, I like the local art they display - and the parking lot is always full as lots of people taking advantage of the different programs they offer. | 4/22/2024 12:20 PM |
| 145 | atmosphere, events, makerspaces/classes, variety of books  | 4/22/2024 12:15 PM |
| 146 | The reserve system is awesome for books and eBooks. If a book is not at Gum Springs, I can reserve it from another branch w/out having to drive there.   | 4/22/2024 12:14 PM |
| 147 | New books, large print, lots of selections, Socrates cafe, toddler programs  | 4/22/2024 12:14 PM |
| 148 | convenience  | 4/22/2024 12:09 PM |
| 149 | Space, friendly atmosphere, makerspace, local artist displays  | 4/22/2024 12:08 PM |
| 150 | Knowledgeable and helpful staff  | 4/22/2024 12:07 PM |
| 151 | Aesthetically pleasing facilities that are well-spaced out.  | 4/22/2024 12:03 PM |
| 152 | Study rooms, quiet places, maker space, collection   | 4/22/2024 12:01 PM |
| 153 | Friendly and helpful staff. Pleasant and quiet environment. Sometimes it's nice to physically 'scan the shelves' to find interesting books/resources.  | 4/22/2024 11:59 AM |
| 154 | The volume and variety of books and other media. The ease of getting books in from other branches.   | 4/22/2024 11:59 AM |

## Q8 What do you like most about LCPL facilities?

|     |  |                    |
|-----|--|--------------------|
| 155 | I love that I can have any book in the collection sent to whichever library I want.  | 4/22/2024 11:58 AM |
| 156 | I like the makerspaces, some of the programs, etc. You do a good job, but distribution of services is... uneven.   | 4/22/2024 11:58 AM |
| 157 | The amount of resources provided to county residents. Many tools are available for free that would cost a lot anywhere else.   | 4/22/2024 11:55 AM |
| 158 | It has all the books I'm looking for, for kids and adults. Good variety. Lots of good programs for all ages. Good community outreach.  | 4/22/2024 11:54 AM |
| 159 | Extra programs for toddlers (read aloud, puppets etc)  | 4/22/2024 11:54 AM |
| 160 | Very clean and friendly customer service   | 4/22/2024 11:53 AM |
| 161 | Book availability, community news, Book Club lists, Tuesday Tech support, local artists displays, helpful, kind & patient librariand   | 4/22/2024 11:53 AM |
| 162 | Ease of use for quick item hold pickups  | 4/22/2024 11:53 AM |
| 163 | The MakerSpace, resources, and events.   | 4/21/2024 5:34 PM  |
| 164 | Variety of books available on the shelf. The Libby app.  | 4/21/2024 11:37 AM |
| 165 | The maker space and the ebook lending. My children love the children's programs like the scavenger hunts and story time.   | 4/20/2024 9:30 PM  |
| 166 | Being able to browse the shelves.  | 4/20/2024 5:36 PM  |
| 167 | Children's programs. Clean. Quiet. Lots of parking. Attractive.  | 4/20/2024 10:45 AM |
| 168 | Makerspace, age areas (kids, teens), media area (movies, music)  | 4/20/2024 9:28 AM  |
| 169 | technology makes it easy to find and get what I want   | 4/20/2024 8:31 AM  |
| 170 | I love how easy it is to pickup holds, and the building is easy to get into and find things.   | 4/20/2024 8:22 AM  |
| 171 | Variety of accessibility: a library holds knowledge, and knowledge comes from more than books. Checking out film, looking up historic documents, even checking out tools, all help one actualize knowledge.  | 4/20/2024 7:35 AM  |
| 172 | it is close to where I live, personnel is helpful and polite.  | 4/20/2024 2:03 AM  |
| 173 | Cleanliness and spacious feeling layout  | 4/20/2024 12:56 AM |
| 174 | I have young children and am so grateful for all the programming. It's so nice to have a place to go for meeting others, entertainment, etc. where we aren't expected to spend any money.  | 4/16/2024 1:53 PM  |
| 175 | They are clean, staff is friendly, sitting arrangements are plenty.  | 4/16/2024 9:29 AM  |
| 176 | Great friendly librarians  | 4/15/2024 8:54 PM  |
| 177 | That you can order books from anywhere and pick them up at your library  | 4/14/2024 8:21 PM  |
| 178 | Their proximity to communities, being able to pick up books and return them to any location, programs offered for kids and adults, annual book sales.  | 4/14/2024 10:58 AM |
| 179 | Easy to put holds on books I want and get notified when they arrive to be picked up.   | 4/13/2024 11:48 AM |
| 180 | I like that they have a wide variety of books  | 4/13/2024 8:50 AM  |
| 181 | Clean, well-organized, spacious--speaking specifically about Rust Library (others are more crowded). The staff is very friendly and helpful. There is a sense of "fun" and community when you walk in. The setting is lovely and there is plenty of parking. | 4/13/2024 8:38 AM  |
| 182 | Selection, book sales, facility design, cleanliness, online offerings are outstanding (Hoopla, Freegal, Libby)   | 4/13/2024 7:28 AM  |
| 183 | I've only visited one. I didn't find it an appealing space to spend time in. Dated looking.  | 4/13/2024 6:42 AM  |
| 184 | The breadth of materials available for loan, as well as the creative spaces for use.   | 4/13/2024 6:36 AM  |
| 185 | audiobooks   | 4/13/2024 6:16 AM  |



## Q8 What do you like most about LCPL facilities?

|     |  |                    |
|-----|--|--------------------|
| 186 | Quiet, clean, friendly staff   | 4/13/2024 1:26 AM  |
| 187 | It's a beautiful library with a lot of space for studying and the makerspace is fantastic.   | 4/12/2024 8:11 PM  |
| 188 | The selection of books for adults and children. The online ability to order materials. Having DVDs available.  | 4/12/2024 7:08 PM  |
| 189 | That they share books. And that they try to offer a good variety of programs for everyone.   | 4/12/2024 11:16 AM |
| 190 | Available online services like Hoopla, Mango   | 4/12/2024 8:32 AM  |
| 191 | Fun programs   | 4/12/2024 7:27 AM  |
| 192 | Great array of branches. Music programming. Makerspaces are terrific (didn't have those in our prior library system).  | 4/11/2024 7:44 PM  |
| 193 | Very nice and clean, easy to place books on hold and check out material through self check out.  | 4/11/2024 6:23 PM  |
| 194 | Has fun activities   | 4/11/2024 2:41 PM  |
| 195 | Makerspace!  | 4/11/2024 1:42 PM  |
| 196 | The ability to request and pick up my books. The brightness and openness of Rust library.  | 4/11/2024 1:29 PM  |
| 197 | really enjoy the children's section and the maker spaces I love anything that's like interactive and educational as free resources for both kids and grown-ups really the staff make a bigger difference in the facility itself I've visited some of our newer libraries and although beautiful the staff is engaging it's not the same. | 4/11/2024 12:40 PM |
| 198 | Clean, multiple locations  | 4/11/2024 8:18 AM  |
| 199 | Different types of spaces.   | 4/11/2024 5:57 AM  |
| 200 | The programs offered, the people who work at the library, the selection of books and the interlibrary loans.   | 4/11/2024 12:16 AM |
| 201 | No fees, outside book return, holds  | 4/10/2024 8:42 PM  |
| 202 | Multiple choices to read books   | 4/10/2024 8:32 PM  |
| 203 | Lots of books for my kids to check out   | 4/10/2024 8:06 PM  |
| 204 | Easy to pickup requested books. Separate graphic novel section. Interactive toddler toys in children's section,  | 4/10/2024 7:55 PM  |
| 205 | Staff, cleanliness, the fact that the children's section always has plenty of titles, warm and helpful staff, and engaging activities  | 4/10/2024 6:00 PM  |
| 206 | Friendly staff. Range of options.  | 4/10/2024 5:48 PM  |
| 207 | Use of the computers. Being able to print documents and send documents to your email address.  | 4/10/2024 5:07 PM  |
| 208 | Quite place to read  | 4/10/2024 4:39 PM  |
| 209 | I love the selection of reading/audio materials, the children's section, computer availability, ease of picking up hold materials, programs that are available especially when my grandchildren are visiting, make and take projects   | 4/10/2024 4:08 PM  |
| 210 | I like that it's nearby and it has great books.  | 4/10/2024 3:50 PM  |
| 211 | Book options and events  | 4/10/2024 3:35 PM  |
| 212 | clean, airy feeling, can order items for pickp   | 4/10/2024 2:31 PM  |
| 213 | The fact that I can access the catalog on line from home.  | 4/10/2024 2:14 PM  |
| 214 | The staff is friendly, and helpful in person and over the phone and all the branches have what I need. I do not think I ever needed something that was not available.  | 4/10/2024 2:11 PM  |
| 215 | You can reserve books  | 4/10/2024 2:08 PM  |
| 216 | The online request for items. I find what I need and the library staff gets them to my location in   | 4/10/2024 1:52 PM  |

## Q8 What do you like most about LCPL facilities?

|     |   |                    |
|-----|---|--------------------|
|     | a timely manner.  |                    |
| 217 | I like all of the free online books - the computer use, the MAKERSPACE is incredible, the fact that we can check out instruments. That there is a place for people to work and to just sit and read.  | 4/10/2024 1:13 PM  |
| 218 | Love the books you find variety   | 4/10/2024 12:43 PM |
| 219 | check in and check out machines.  | 4/10/2024 12:34 PM |
| 220 | I like how kind the staff are.  | 4/10/2024 12:27 PM |
| 221 | air conditioning  | 4/10/2024 12:10 PM |
| 222 | convenient location, nice catalog, many events  | 4/10/2024 11:39 AM |
| 223 | Programs and book selection   | 4/10/2024 11:21 AM |
| 224 | Books. So many lovely, lovely books.  | 4/10/2024 11:20 AM |
| 225 | The space and technology for presentation such as overhead monitors etc.  | 4/10/2024 11:09 AM |
| 226 | Study rooms   | 4/10/2024 10:21 AM |
| 227 | There's a spot by the windows on the upper level that is absolutely perfect for studying. I'm there from 9-9 any day that I don't have class or work.   | 4/10/2024 9:40 AM  |
| 228 | Friendly and helpful staff.   | 4/10/2024 9:33 AM  |
| 229 | Searching for, reserving, and checking books out is very easy. Being able to create a books list for later is also very helpful. The staff has always been able to answer all the questions that my family has had in the past. I also appreciate the community services like hosting classes for adults and teen nights.   | 4/10/2024 9:30 AM  |
| 230 | Can get any book from any branch by requesting it for my hold list. Able to get best sellers without buying them, if willing to wait a few weeks (or longer sometimes).   | 4/10/2024 9:27 AM  |
| 231 | Very friendly and tends to have the books I need, very clean  | 4/10/2024 9:24 AM  |
| 232 | It has most of the books that I'm looking to read. Very open to book requests put into the system.  | 4/10/2024 9:22 AM  |
| 233 | The online reservation system and the children's section with the scavenger hunts for my grandchildren. Also, the fact that it is open on Sundays.  | 4/10/2024 8:19 AM  |
| 234 | It is brightly lit and inviting. I can find books or request interlibrary loan. Staff are usually friendly and helpful. My preschool kids like the story times and the toys. My elementary school 2nd grader likes to find her own books on the computer to request, and play the computer games. We hope to use the maker space and rent a sewing machine one day.   | 4/10/2024 7:52 AM  |
| 235 | Really nice environment.  | 4/10/2024 7:11 AM  |
| 236 | doing everything online and audio books   | 4/9/2024 11:01 PM  |
| 237 | It is an amazing system. So many great programs, in person with experts. Offerings for youth, teens, kids. Music stuff. Organized well. Helpful nice employees. Book group bags. Foreign language Mango app. System for reserving books. Resources to the community including the One Book/One Community. Kids summer reading programs. Tax forms, even dark glasses for viewing the solar eclipse. Electronic check-out, and drop-off. No overdue fine (is that still the case?) It's an immense gift to our county that I need to use more. | 4/9/2024 10:22 PM  |
| 238 | Very clean, organized, people very friendly. Easy to park   | 4/9/2024 9:10 PM   |
| 239 | Ease of accessing library books and the monthly scavenger hunts.  | 4/9/2024 8:48 PM   |
| 240 | People are friendly and helpful. I like the self checkout options.  | 4/9/2024 8:05 PM   |
| 241 | the maker space   | 4/9/2024 7:24 PM   |
| 242 | Wide variety of books available, helpful librarians, children's activities such as summer reading and author accesses. Facilities are spacious and have great, new lighting!  | 4/9/2024 6:05 PM   |
| 243 | the large verity of selection and the other options they offer like class and reading time for  | 4/9/2024 5:40 PM   |

## Q8 What do you like most about LCPL facilities?

|     | children  |                   |
|-----|---|-------------------|
| 244 | I like all the services that Rust library offers.   | 4/9/2024 5:29 PM  |
| 245 | The insane variety of services and programming! :- ) Passport services, check out state park entrance tickets, check out mobile wifi routers(?), magazines that you can check out, the reading contests in the summer, poetry and writing contests for multiple ages, cosplay and theme night parties (like Harry Potter and Lord of the Rings and Mini-Con)... There is SO MUCH going on at our library, I love how it is a hub for our community. | 4/9/2024 5:29 PM  |
| 246 | Great staff Books Events for adults   | 4/9/2024 5:09 PM  |
| 247 | easy transfer of books; spaces for homeschool opportunities   | 4/9/2024 3:07 PM  |
| 248 | Like the online system for reserving books and automatic renewals   | 4/9/2024 2:42 PM  |
| 249 | Highlight multiple cultures in our community.   | 4/9/2024 2:05 PM  |
| 250 | Selection, friendly & knowledgeable staff, bright & airy facilities   | 4/9/2024 1:53 PM  |
| 251 | Some branches have unique, "not very library" features like the maker centers and puzzles.  | 4/9/2024 1:27 PM  |
| 252 | Friendly, helpful staff. Interesting programs on a variety of topics and for different age levels. Quiet study rooms are helpful for schoolwork, volunteering, and small group meetings. It is obvious LCPL works closely with other community organizations, both governmental and non-profit, to provide resources and information to the community.  | 4/9/2024 1:21 PM  |
| 253 | Getting items from other libraries on hold and the Childrens programs   | 4/9/2024 1:10 PM  |
| 254 | Fantastic selection of titles--almost everything I have on my "to read" list.   | 4/9/2024 12:58 PM |
| 255 | Great staff. Excellent collection. Hours that work for me.  | 4/9/2024 11:43 AM |
| 256 | Access to good wifi, books, and programs  | 4/9/2024 11:35 AM |
| 257 | Programs  | 4/9/2024 11:07 AM |
| 258 | Online resources, use of computers, printing options, the hold shelf  | 4/9/2024 11:05 AM |
| 259 | The staff is always available to help and there are many ways to ensure that I will be able to read the books I am interested in via the hood system. There are also many other services available.   | 4/9/2024 11:03 AM |
| 260 | Super easy to check out and return items. Very quick to ship items to closest facility. Very easy to use website.   | 4/9/2024 10:59 AM |
| 261 | Friendly staff  | 4/9/2024 10:59 AM |
| 262 | maker space   | 4/9/2024 10:44 AM |
| 263 | Clean, friendly help, large collection of books, ability to put books on hold, suggestions for future reads   | 4/9/2024 10:27 AM |
| 264 | well organized, really nice people work there, a quiet place to sit and read  | 4/9/2024 10:07 AM |
| 265 | see # 5 lots of community participation and events  | 4/9/2024 9:14 AM  |
| 266 | Online book selection. Holds process for paper books. Easy renewals. Reminders about due dates. Mostly friendly librarians. Wowbrary emails.  | 4/9/2024 8:43 AM  |
| 267 | Excellent work spaces (work stations throughout the library) & meeting rooms  | 4/9/2024 8:30 AM  |
| 268 | The kids programming  | 4/9/2024 8:21 AM  |
| 269 | 1. The ability to order books online and to pick them up at Outreach. 2. The computer help given weekly. Many thanks to the volunteer at Rust Library 3. The quiet rooms at Purcellville library with good internet.  | 4/9/2024 7:55 AM  |
| 270 | Everyone is welcoming and there's lots of programming   | 4/9/2024 7:48 AM  |
| 271 | Availability & convenience of location & times. Facility layout & amenities. Ample parking.   | 4/9/2024 7:37 AM  |
| 272 | All the resources a d support. For example, our site assisted with passport application,  | 4/9/2024 5:34 AM  |

## Q8 What do you like most about LCPL facilities?

notarizing documents, securing a private meeting room for study and quiet space, events for my younger one (loved Pete the Cat program with photo w/Pete), online programs and YouTube channel, arts and craft for my little one, ease of returning material, adult programs, ease of securing books. I also love the Makers Space & guest speakers

|     |   |                   |
|-----|---|-------------------|
| 273 | Clean, lots of resources, helpful staff.  | 4/9/2024 12:16 AM |
| 274 | I like the activities that are hosted there. Getting to join language groups and hands-on learning activities are a lot of fun.   | 4/8/2024 11:32 PM |
| 275 | I love the idea of maker spaces and hope to eventually get to experience them, when my kids are older.  | 4/8/2024 10:59 PM |
| 276 | The libraries are honestly the very best thing in our town/county. What I enjoy most right now is Kanopy-there are so many informative and artistic films and documentaries! I like that I can request books and CDs on line and add my name to a que to get a popular book -its a fair system. When my kids were young we frequently went to the library -sometimes several times a week. We enjoyed the read aloud sessions -our library system has helped my children to grow to be story loving adults and I am thankful to see my tax dollars being used wisely. | 4/8/2024 10:33 PM |
| 277 | Close to home   | 4/8/2024 10:02 PM |
| 278 | Good books to check out! I can put books on hold! No fees!  | 4/8/2024 7:33 PM  |
| 279 | They have the majority of what I'm interested in, the street are friendly and knowledgeable, and the facilities are nice, clean, and generally pleasant. The resources they have are great, I'm glad they provide a maker space, teen section, and offer book pick up, that's incredibly generous.  | 4/8/2024 6:33 PM  |
| 280 | Wide Variety of books, and the transit from librairy to librairy is quick.  | 4/8/2024 4:59 PM  |
| 281 | Free books and DVDs   | 4/8/2024 4:42 PM  |
| 282 | Gum Spring is a beautiful library, with so much stuff for families to do. I like all of the free events that the library holds for kids.  | 4/8/2024 4:19 PM  |
| 283 | The friendliness of the staff and the book + movie variety  | 4/8/2024 3:57 PM  |
| 284 | It is easy and easy to locate what I want, well organized, and clean. The children's programs are wonderful, but often fill up quickly, leaving many out of potential enriching activities.   | 4/8/2024 3:50 PM  |
| 285 | Easy checkouts and returns, automatic renewals, inter library loans, videos, seed bank, online catalog, reading suggestions.nothing   | 4/8/2024 2:53 PM  |
| 286 | Book selection, makerspace, study rooms   | 4/8/2024 2:32 PM  |
| 287 | Maintains respectable number of hard copy editions of circulating books. Quiet workspaces often available.  | 4/8/2024 2:16 PM  |
| 288 | The self-check-out.   | 4/8/2024 2:09 PM  |
| 289 | Everything and I love that new maker space they have other libraries  | 4/8/2024 1:24 PM  |
| 290 | Private individual study room Easy website to understand catalog Photo/art gallery Memorabilia area   | 4/8/2024 12:45 PM |
| 291 | The staff and resources are the most helpful things in Loudoun county !! And make my life enlightening and inspiring!   | 4/8/2024 12:37 PM |
| 292 | Windows, and amount of charging ports   | 4/8/2024 11:56 AM |
| 293 | variety of book services  | 4/8/2024 11:42 AM |
| 294 | The staff are very friendly and helpful   | 4/8/2024 11:40 AM |
| 295 | The cleanliness and staffs are very friendly.   | 4/8/2024 11:23 AM |
| 296 | great selection of books, easy to reserve and pick-up, friendly staff, great kids activities  | 4/8/2024 11:11 AM |
| 297 | well maintained, helpful staff.   | 4/8/2024 10:43 AM |
| 298 | Ability to reserve books without having to come into library  | 4/8/2024 10:35 AM |



## Q8 What do you like most about LCPL facilities?

|     |   |                   |
|-----|---|-------------------|
| 299 | The staff   | 4/8/2024 9:56 AM  |
| 300 | a lot   | 4/8/2024 9:40 AM  |
| 301 | Friendly staff  | 4/8/2024 9:34 AM  |
| 302 | The checkout/return options.  | 4/8/2024 9:33 AM  |
| 303 | Makerspace and online resources (audio books).  | 4/8/2024 9:32 AM  |
| 304 | The selection   | 4/8/2024 9:30 AM  |
| 305 | Easy to get to, the public conference room  | 4/8/2024 9:14 AM  |
| 306 | All the staffs and services. Book clubs, Special events by local artists etc.   | 4/8/2024 8:50 AM  |
| 307 | I love how modern and clean the facilities are. They are warm, welcoming, and all of the materials are easy to find. There are sufficient spaces to read and work. I also really appreciate having an area where one can sit, work/read, and enjoy beverages/snacks. This is really helpful when an extended period of time is needed at the library. | 4/8/2024 7:47 AM  |
| 308 | Work space  | 4/8/2024 6:42 AM  |
| 309 | Inner-library loan  | 4/8/2024 6:18 AM  |
| 310 | Getting to check out as many books as I want. I used to go to a library with a five-book limit so this is nice. Also no fines.  | 4/8/2024 12:16 AM |
| 311 | Availability of staff   | 4/8/2024 12:01 AM |
| 312 | Events and activities every week/month. Easy to find things, and the hold section is such a convenient service.   | 4/7/2024 11:24 PM |
| 313 | Makerspace, activities, quality selection of books and dvds/blu-ray, summer reading program   | 4/7/2024 11:04 PM |
| 314 | Physical facility and staff   | 4/7/2024 10:22 PM |
| 315 | I like the extensive catalog of books available and the spaciousness of them, especially Gum Spring and Brambleton. I like that there are events for the community to participate in.   | 4/7/2024 9:16 PM  |
| 316 | The vast amount of resources (we recently checked out coding bots) and the helpful staff who put on the most wonderful programming.   | 4/7/2024 9:02 PM  |
| 317 | Clean and large children's sections   | 4/7/2024 8:55 PM  |
| 318 | It has the materials I want and it's close  | 4/7/2024 8:31 PM  |
| 319 | I think libraries are a great resource and I like all of the activities and events that are hosted. I also think LCPL has a great selection of books and it's super easy to check books in/out  | 4/7/2024 8:15 PM  |
| 320 | Books, wifi, computers, printer and services like the notary  | 4/7/2024 7:51 PM  |
| 321 | Availability of books   | 4/7/2024 7:20 PM  |
| 322 | Able to place items on hold.  | 4/7/2024 7:00 PM  |
| 323 | The availability of Books on CD and DVD movies.   | 4/7/2024 5:51 PM  |
| 324 | The collection of materials, ample sitting spaces.  | 4/7/2024 5:23 PM  |
| 325 | Friendly staff  | 4/7/2024 5:02 PM  |
| 326 | The new book checking out stations  | 4/7/2024 4:57 PM  |
| 327 | I love the online features that are available such as looking books up and putting them on hold. Additionally I like that all staff is very helpful and knowledgeable.  | 4/7/2024 4:29 PM  |
| 328 | Friendly and good selection   | 4/7/2024 3:49 PM  |
| 329 | Clean, great staff, good selection.   | 4/7/2024 3:44 PM  |
| 330 | Conveniently located. Staff are friendly and helpful. Books, magazines, and newspapers are available.   | 4/7/2024 2:23 PM  |

## Q8 What do you like most about LCPL facilities?

|     |  |                   |
|-----|--|-------------------|
| 331 | The ability to place holds   | 4/7/2024 2:03 PM  |
| 332 | All the available tech, crafts, children's events, etc., they're all so thoughtful and community-facing. Love it. Most important are the open hours and online availability.   | 4/7/2024 1:44 PM  |
| 333 | Clean, open, bright  | 4/7/2024 1:27 PM  |
| 334 | Atmosphere   | 4/7/2024 1:20 PM  |
| 335 | The book holds process / transferring books from other branches to my branch to pick up  | 4/7/2024 1:06 PM  |
| 336 | Excellent courteous service... The depth of choices is amazing.  | 4/7/2024 1:00 PM  |
| 337 | Transparency   | 4/7/2024 12:47 PM |
| 338 | The availability of material, friendliness and knowledge of librarians and the cleanliness and layout of the library.  | 4/7/2024 11:54 AM |
| 339 | Easy to use checkout or checking in books. Friendly & helpful staff.   | 4/7/2024 11:51 AM |
| 340 | They are clean and welcoming.  | 4/7/2024 11:33 AM |
| 341 | Variety of services available  | 4/7/2024 11:16 AM |
| 342 | We love the Lovettsville library - so many kid friendly activities and toys and books!   | 4/7/2024 10:48 AM |
| 343 | There nice   | 4/7/2024 10:10 AM |
| 344 | All great  | 4/7/2024 9:51 AM  |
| 345 | Purcellville Staff are the best  | 4/7/2024 9:36 AM  |
| 346 | Wide selection of books and DVDs   | 4/7/2024 8:46 AM  |
| 347 | Professional and helpful staff, opportunity for planned and organized book clubs, periodicals, public use spaces for presentations   | 4/7/2024 7:53 AM  |
| 348 | When my kids were little, we loved the summer challenges and the attractions (ex. magician shows) at the library   | 4/7/2024 7:43 AM  |
| 349 | Clean, bright, accessible, friendly staff, excellent programming   | 4/7/2024 7:23 AM  |
| 350 | Operating hours; location; staff; placing books on hold for pick up( reservation system)   | 4/7/2024 7:08 AM  |
| 351 | Cleanliness Friendly staff Book choices availability Program offering  | 4/7/2024 5:57 AM  |
| 352 | Staff professionalism  | 4/7/2024 4:48 AM  |
| 353 | The children's programs  | 4/7/2024 1:56 AM  |
| 354 | Can order books online and go pick them up   | 4/7/2024 12:50 AM |
| 355 | Helpful staff  | 4/7/2024 12:13 AM |
| 356 | welcoming, easy to use. i like the themed decorations and promotions like 7 day hot reads and blind date with a book   | 4/7/2024 12:10 AM |
| 357 | Staff, online request service  | 4/6/2024 10:30 PM |
| 358 | They have a lot of resources.  | 4/6/2024 10:10 PM |
| 359 | The addition of the electric car charging station!   | 4/6/2024 9:08 PM  |
| 360 | Computers and activities/toys for children, a free/safe/educational place to take our kids that is indoors, DVD selection, free events to attend, hold system for receiving materials from other branches, no late fees, seed library. | 4/6/2024 9:02 PM  |
| 361 | The interesting events that happen where I can explore my interests and try out new things.  | 4/6/2024 8:56 PM  |
| 362 | Kid-friendliness and ease of access with catalog stations and check outs.  | 4/6/2024 8:56 PM  |
| 363 | The ability to do more than just borrow books. I've used the Maker space and that was very convenient. I also like the book box program. My teen found that fun.   | 4/6/2024 8:46 PM  |
| 364 | They do a fantastic job with kids events!  | 4/6/2024 8:45 PM  |

## Q8 What do you like most about LCPL facilities?

|     |   |                  |
|-----|---|------------------|
| 365 | Big book selection, the kids love the educational computers and the occasional Story Walk   | 4/6/2024 7:58 PM |
| 366 | It's close and it's easy to place and pick up holds   | 4/6/2024 7:52 PM |
| 367 | Books Recommendations Activities available  | 4/6/2024 7:48 PM |
| 368 | Events, printing access, 24/7 book returns, Makerspace  | 4/6/2024 7:31 PM |
| 369 | Ability to order books online   | 4/6/2024 7:19 PM |
| 370 | The staff are super kind  | 4/6/2024 7:19 PM |
| 371 | The books, the layout and ease of finding what I need, the self checkout options, the helpfulness of the staff, the classes and other offerings                         | 4/6/2024 7:16 PM |
| 372 | Homeschool classes, art classes, STEAM robots, playaways, children's play area with toys and puzzles  | 4/6/2024 7:08 PM |
| 373 | Friendly staff, inter library loans,  | 4/6/2024 6:57 PM |
| 374 | DVD and audiobooks. Like the librarians   | 4/6/2024 6:44 PM |
| 375 | Looks new, open airy feeling  | 4/6/2024 6:39 PM |
| 376 | Getting items quickly from across the system  | 4/6/2024 5:49 PM |
| 377 | Lots of books, DVDs, activities.  | 4/6/2024 5:49 PM |
| 378 | Being able to obtain books from other facilities at the closest library.  | 4/6/2024 5:22 PM |
| 379 | a variety of services   | 4/6/2024 5:14 PM |
| 380 | Clean. Well maintained. Staff.  | 4/6/2024 5:07 PM |
| 381 | they have books that my library does not.   | 4/6/2024 5:01 PM |
| 382 | The kids area. The make space, passport appointments. So many things!   | 4/6/2024 4:55 PM |
| 383 | Easy to use online resources, online meditation, resources like scanning and printing, study rooms, book focus each month, free seed exchange etc.                      | 4/6/2024 4:51 PM |
| 384 | Variety of online options; variety of programs for all ages   | 4/6/2024 4:51 PM |
| 385 | Clean and organized   | 4/6/2024 4:42 PM |
| 386 | Clean, helpful staff, easy check out  | 4/6/2024 4:18 PM |
| 387 | Good selections   | 4/6/2024 4:01 PM |
| 388 | everything.   | 4/6/2024 4:00 PM |
| 389 | They offer a variety of products, they are comfortable and a safe place to visit.   | 4/6/2024 3:58 PM |
| 390 | The friendly, helpful staff and it is always clean.   | 4/6/2024 3:56 PM |
| 391 | They take their local communities into consideration when planning the facilities.  | 4/6/2024 3:53 PM |
| 392 | Ease of use and well rounded book collection across branches  | 4/6/2024 3:40 PM |
| 393 | Free resources, nice selections books and videos, friendly helpful people. And I really admire the beautiful blue tiles in the Purcellville branch.                     | 4/6/2024 3:38 PM |
| 394 | Access, hours; hold requests; Love and always stop at the display case in purcellville; range of programs offered   | 4/6/2024 3:32 PM |
| 395 | Books! Children's activities, programs, variety of resources - read-aloud books, picture books, social skills resources   | 4/6/2024 3:29 PM |
| 396 | Children's programming, books renting from whole system   | 4/6/2024 3:15 PM |
| 397 | Well kept, offers a variety of activities, friendly staff, the ability to reserve online and get books from sister libraries to be picked up from my preferred library. | 4/6/2024 3:12 PM |
| 398 | LCPLs are accessible, clean, friendly, and a good place to study.   | 4/6/2024 3:07 PM |

## Q8 What do you like most about LCPL facilities?

|     |  |                   |
|-----|--|-------------------|
| 399 | Easy checkout, renewals, and holds   | 4/6/2024 3:05 PM  |
| 400 | The knowledgeable employees, friendly attitudes, cleanliness of the library, the small private rooms, plenty of parking, clean bathrooms, the extended hours of operation, the architectural structure of the building, the desks and plugs combined. The Rust library is a very unique place for the entire family. | 4/6/2024 3:04 PM  |
| 401 | friendly staff and great book selection  | 4/6/2024 2:57 PM  |
| 402 | They have a makerspace and tons of books to read. They also have printers and 3D Printers.   | 4/6/2024 2:35 PM  |
| 403 | I like the story times, large children's area, and various checkout areas.   | 4/6/2024 2:31 PM  |
| 404 | Working areas such as the tables or rooms. I often sit in the library to work on my computer or study. I also like to sit in the periodicals section and read the papers and magazines.  | 4/6/2024 2:20 PM  |
| 405 | being able to search for books online and place them on hold makes it easy to run in and grab them from the holdshelf.   | 4/6/2024 2:19 PM  |
| 406 | clean  | 4/6/2024 2:18 PM  |
| 407 | The staff at the kids section at the Ashburn library are very nice. The events are really great too. Having a makerspace and outdoor playground at Ashburn would be great.   | 4/6/2024 1:58 PM  |
| 408 | Online ebooks and audiobooks Oreilly for public libraries Libby app Hoopla app   | 4/6/2024 1:46 PM  |
| 409 | Access to materials  | 4/6/2024 1:43 PM  |
| 410 | Airy, convenient   | 4/6/2024 1:34 PM  |
| 411 | Maker Space  | 4/6/2024 1:30 PM  |
| 412 | services available   | 4/6/2024 1:27 PM  |
| 413 | The community and welcoming environment.   | 4/6/2024 1:15 PM  |
| 414 | Books and special events for special interests (such as nature or author talks).   | 4/6/2024 1:14 PM  |
| 415 | The environment and movie selection  | 4/6/2024 1:11 PM  |
| 416 | I love the library!! All the materials, the events, the programs, the librarians!!   | 4/6/2024 12:44 PM |
| 417 | accessible, friendly, amenities  | 4/6/2024 12:22 PM |
| 418 | It's easy to place holds on books I want to read, and easy to pick them up. It was wonderful to have this resource during the pandemic!  | 4/6/2024 12:21 PM |
| 419 | The hours and the book return  | 4/6/2024 11:48 AM |
| 420 | I love the online resources (Libby and Hoopla) that I can access with my library card  | 4/6/2024 11:46 AM |
| 421 | Great building, excellent employees  | 4/6/2024 11:39 AM |
| 422 | Courteous and Friendly   | 4/6/2024 11:38 AM |
| 423 | Cleanliness and knowledgeable staff  | 4/6/2024 11:33 AM |
| 424 | Ease of access to the physical library and the services that it provides (internet, copy, notary, etc). Also, well maintained and pleasant atmosphere.   | 4/6/2024 11:18 AM |
| 425 | All of the resources that are available for lifelong learning. Having the use of the meeting rooms for various activities and events is very nice. Having separate areas for different age groups.   | 4/6/2024 11:17 AM |
| 426 | Blu-ray movies   | 4/6/2024 11:08 AM |
| 427 | The diversity of materials available to be checked out, the ability to check out and renew items online, the various services provided like passports  | 4/6/2024 11:02 AM |
| 428 | I love the vast culture/music programing which can happen twice a month. I love the libriaian who are always most helpful.   | 4/6/2024 10:54 AM |
| 429 | I like the service of requesting a book and being notified when it comes in. As far as the facilities, I enjoy the rotating visual exhibits (art, etc) at the Cascades branch, in the lobby and  | 4/6/2024 10:50 AM |



## Q8 What do you like most about LCPL facilities?

behind the circulation desk.

|     |  |                   |
|-----|--|-------------------|
| 430 | Attractive, appealing, inviting feeling - open, airy, some natural sunlight  | 4/6/2024 10:42 AM |
| 431 | I love our collection of materials, staff, community programs, and everything!   | 4/6/2024 10:37 AM |
| 432 | I love that I can access content digitally   | 4/6/2024 10:18 AM |
| 433 | Proximity to home, volunteer opportunities   | 4/6/2024 10:11 AM |
| 434 | The fantastic number of books available.   | 4/6/2024 10:07 AM |
| 435 | Children's programs  | 4/6/2024 9:41 AM  |
| 436 | Large tables to accomplish schoolwork. Areas with noisy children are segregated from quiet teen/adult areas.   | 4/6/2024 9:38 AM  |
| 437 | Open airy feeling to the space.  | 4/6/2024 9:22 AM  |
| 438 | staff, book clubs, varied platforms like Libby, Hoopla Consumer reports, magazines, music performances   | 4/6/2024 9:19 AM  |
| 439 | Quality, clean, sense of community, kind staff, offerings!   | 4/6/2024 9:17 AM  |
| 440 | Free rooms and materials.  | 4/6/2024 9:15 AM  |
| 441 | Cozy, friendly.  | 4/6/2024 8:38 AM  |
| 442 | The variety of resources and programs  | 4/6/2024 8:37 AM  |
| 443 | Friendly staff, comfortable, easy to reserve books, excellent assortment of books and DVDs, close by   | 4/6/2024 8:30 AM  |
| 444 | Self checkout and drive through  | 4/6/2024 8:30 AM  |
| 445 | Clean, up to date, offerings for a variety of age groups   | 4/6/2024 8:24 AM  |
| 446 | Well laid out  | 4/6/2024 8:14 AM  |
| 447 | Free, convenient, helpful staff, GREAT activities for children,  | 4/6/2024 8:06 AM  |
| 448 | I like the large windows in the Makerspace.  | 4/6/2024 8:02 AM  |
| 449 | Story time Children activities   | 4/6/2024 8:00 AM  |
| 450 | Ease of putting books on hold; picking up books on hold; returning books   | 4/6/2024 7:50 AM  |
| 451 | I use the "hold" feature quite often to request a book from a branch throughout the system and have it delivered to the branch nearest to me.  | 4/6/2024 7:45 AM  |
| 452 | The hold options for books. !  | 4/6/2024 7:43 AM  |
| 453 | Programs for adults  | 4/6/2024 6:42 AM  |
| 454 | Always plenty of seating, usually with easy access to an electrical outlet. Good wi-fi. Good online services. Easy to checkout via the kiosks. Good children's activities (e.g. petting zoo event).  | 4/6/2024 5:58 AM  |
| 455 | books and magazines. ability to get books from other libraries in the system. being able to browse the stack for new and fresh reads.  | 4/6/2024 5:38 AM  |
| 456 | Lots of e-books!   | 4/6/2024 4:51 AM  |
| 457 | Maker space. Open, well lit interiors, comfortable seating, variety of meeting/study rooms. Local history/art incorporated in to design features. Kept clean. Large, dedicated spaces for children and teens.  | 4/6/2024 4:19 AM  |
| 458 | I enjoy the uniqueness of the older library buildings such as Purcellville and Middleburg. They feel cozy and welcoming, I like the original tile work decorating the foyer in the Purcellville branch. I also like the meeting rooms in Purcellville and Middleburg branches. | 4/6/2024 3:34 AM  |
| 459 | Accessibility of materials   | 4/6/2024 2:57 AM  |
| 460 | It's obvious the county takes care of the libraries judging by the amount of facilities and  | 4/6/2024 1:12 AM  |

## Q8 What do you like most about LCPL facilities?

options and activities to do at them. I love being able to check out more than just books there too.

|     |   |                   |
|-----|---|-------------------|
| 461 | Librarians are very helpful. Also can renew passports there.  | 4/6/2024 1:00 AM  |
| 462 | convicee and on lone ordering.  | 4/5/2024 11:55 PM |
| 463 | Friendly staff  | 4/5/2024 11:42 PM |
| 464 | Good Collection of Large Print Books  | 4/5/2024 11:36 PM |
| 465 | Clean big space. Children's programming like scavenger hunts and weekend performances and programs. Makerspace!!                            | 4/5/2024 11:22 PM |
| 466 | Staff are friendly and courteous. Easy to locate books. Love the convenience of requesting holds online and picking the materials           | 4/5/2024 11:13 PM |
| 467 | Efficient and helpful staff   | 4/5/2024 11:08 PM |
| 468 | Very clean and no charging for late return fee. I used to like their kids reading program when my kids were little.                         | 4/5/2024 11:02 PM |
| 469 | I like that they are adapting to be a community space with things like study rooms and maker spaces.  | 4/5/2024 10:58 PM |
| 470 | Makerspaces- They are a great resource with a lot of tools. Sometimes I go to library only to use the maker space.                          | 4/5/2024 10:05 PM |
| 471 | Lots of resources are readily available, like the computers   | 4/5/2024 9:47 PM  |
| 472 | The staff are helpful   | 4/5/2024 9:31 PM  |
| 473 | Staff are friendly; amenities and resources for kids are great and helpful  | 4/5/2024 9:20 PM  |
| 474 | family story time   | 4/5/2024 8:47 PM  |
| 475 | Spacious, natural light, children's programming room  | 4/5/2024 8:26 PM  |
| 476 | Conveniently close  | 4/5/2024 8:03 PM  |
| 477 | Cascades library feels clean and safe. Very well lit, nice selection of books   | 4/5/2024 7:59 PM  |
| 478 | Convenience, makerspace   | 4/5/2024 7:59 PM  |
| 479 | Convenience, makerspace   | 4/5/2024 7:59 PM  |
| 480 | I'm most familiar with Rust, I like how it feels spacious and bright. The Makerspace is also awesome.                                       | 4/5/2024 7:55 PM  |
| 481 | wide range of books and multiple copies in a variety of formats   | 4/5/2024 7:34 PM  |
| 482 | Feels modern. Has lots of resources   | 4/5/2024 7:02 PM  |
| 483 | ease of use including online resources  | 4/5/2024 6:38 PM  |
| 484 | They are always welcoming, clean, neat and organized. The staff is always pleasant and helpful.   | 4/5/2024 6:34 PM  |
| 485 | Close to my home, friendly and helpful staff, variety of media  | 4/5/2024 6:10 PM  |
| 486 | The staff is great - always very professional and helpful.  | 4/5/2024 5:41 PM  |
| 487 | The staff.  | 4/5/2024 5:10 PM  |
| 488 | they have wonderful programs for youths. They have a large collection of books and other free resources.                                    | 4/5/2024 4:48 PM  |
| 489 | The variety of programs offered by the different libraries and ease of navigation on the website and the many incredible resources offered. | 4/5/2024 4:48 PM  |
| 490 | selection of books and dvds   | 4/5/2024 4:37 PM  |
| 491 | The books, computers, events  | 4/5/2024 4:32 PM  |

## Q8 What do you like most about LCPL facilities?

|     |   |                   |
|-----|---|-------------------|
| 492 | Everything; my high school son enjoys going to the library to study in the study room before and after his gym time. He finds it very effective since he can concentrate much better.   | 4/5/2024 4:25 PM  |
| 493 | The welcoming and helpful librarians in the facilities. The downtown location of the Purcellville Library, which is accessible by walking, and a part of the community. The variety of programs offered by the library at the facilities. The meeting rooms with audio visual equipment. The wide selection of books in the facilities. The interiors are bright and inviting with windows for natural lighting. The facilities are accessible to people with differing physical needs, | 4/5/2024 4:17 PM  |
| 494 | location, makerspace, another other services  | 4/5/2024 4:11 PM  |
| 495 | Lots of books, easy to place and pick up holds, good children's programming   | 4/5/2024 4:09 PM  |
| 496 | the staff is super friendly and always helpful.   | 4/5/2024 4:08 PM  |
| 497 | there are a number of them  | 4/5/2024 3:55 PM  |
| 498 | books   | 4/5/2024 3:49 PM  |
| 499 | books and staff. Being able to place holds online is wonderful. The overall collection is very good.  | 4/5/2024 3:44 PM  |
| 500 | Sense of community and breadth of activities  | 4/5/2024 3:40 PM  |
| 501 | Welcoming space. Ability to get books from any library. On-line search for books.   | 4/5/2024 3:36 PM  |
| 502 | They're great for all ages and many books have multiple languages that they've been translated into.  | 4/5/2024 3:31 PM  |
| 503 | I love the easy return procedure and the easy checkout  | 4/5/2024 3:19 PM  |
| 504 | It is organized so I can find what I need. AND, the folks there are friendly and helpful.   | 4/5/2024 2:57 PM  |
| 505 | Clean and cheerful  | 4/5/2024 2:53 PM  |
| 506 | They're a great resource  | 4/5/2024 2:37 PM  |
| 507 | Holdings/selections, hours, weekend hours, events   | 4/5/2024 2:28 PM  |
| 508 | Very helpful staff, items are conveniently laid out for browsing.   | 4/5/2024 2:27 PM  |
| 509 | access to Internet, printer, copier and reserve books   | 4/5/2024 2:26 PM  |
| 510 | proximity to my house, children's section and activities, makers and IT spaces.   | 4/5/2024 2:08 PM  |
| 511 | The variety of kids activities they have  | 4/5/2024 1:45 PM  |
| 512 | How open and welcoming they are. Availability of so many types of media.  | 4/5/2024 1:37 PM  |
| 513 | Hours and days open (MUCH better than Fairfax)--most open daily--even in less populated areas. Friendly staff, excellent wi-fi and something for whole family.  | 4/5/2024 1:35 PM  |
| 514 | Theres always activities.   | 4/5/2024 1:21 PM  |
| 515 | Wide variety of books for my family, makerspace and wonderful staff.  | 4/5/2024 1:18 PM  |
| 516 | Quiet   | 4/5/2024 12:53 PM |
| 517 | Nice facilities and good book and movie selection, hotspots, free stuff :) (like eclipse glasses) love outdoor story time at gum spring   | 4/5/2024 12:51 PM |
| 518 | Computers. Books. Printing  | 4/5/2024 12:32 PM |
| 519 | The facilities are nice but I'm particularly impressed by the online services. Thanks for providing those!  | 4/5/2024 12:31 PM |
| 520 | Children's programs   | 4/5/2024 12:21 PM |
| 521 | Lots of space, good technology  | 4/5/2024 11:54 AM |
| 522 | The ease sharing of resources.  | 4/5/2024 11:42 AM |
| 523 | Good variety of books   | 4/5/2024 11:18 AM |

## Q8 What do you like most about LCPL facilities?

|     |  |                   |
|-----|--|-------------------|
| 524 | Relationship with Libby  | 4/5/2024 10:58 AM |
| 525 | Helpful personnel.   | 4/5/2024 10:58 AM |
| 526 | Ability to return books to any of the branches; automated book returns; ability to use printers; no late fees!   | 4/5/2024 10:49 AM |
| 527 | The staff  | 4/5/2024 10:49 AM |
| 528 | The newer libraries are open and have some great programs.   | 4/5/2024 10:48 AM |
| 529 | Events for range of ages   | 4/5/2024 10:27 AM |
| 530 | Staff, Programs  | 4/5/2024 10:24 AM |
| 531 | Clean and organized.   | 4/5/2024 10:17 AM |
| 532 | well organized and nicely laid out for finding things  | 4/5/2024 10:14 AM |
| 533 | Honestly, I congratulate the IT/computer people for maintaining the public-use computers. The machines are fast, have the right applications, and are usually problem-free. Regarding the staff in the libraries themselves, I've had nothing but high-quality interactions with them...so hats off to these folks as well. Thirdly, program and events gets a shout out for interesting Loudoun programs. | 4/5/2024 10:06 AM |
| 534 | The offerings for book discussions in multiple locations and with different genres   | 4/5/2024 10:02 AM |
| 535 | Proximity  | 4/5/2024 10:02 AM |
| 536 | They have good programs, they're maintained well, they're usually pretty inside and out, and the librarians are helpful.   | 4/5/2024 9:52 AM  |
| 537 | Computer access.   | 4/5/2024 9:48 AM  |
| 538 | Books, and the interlibrary loan feature.  | 4/5/2024 9:37 AM  |
| 539 | The staff, the selection of books and DVDs, the hours  | 4/5/2024 9:37 AM  |
| 540 | Book selection, environment, solo working booth (next to vending machines on the 2nd floor)  | 4/5/2024 9:37 AM  |
| 541 | Holds section!   | 4/5/2024 9:37 AM  |
| 542 | Has books, other materials I want or can obtain and hold from other libraries. Adequate workspace most of the time. Open hours meet my needs.  | 4/5/2024 9:29 AM  |
| 543 | Great staff  | 4/5/2024 9:18 AM  |
| 544 | They can always get what I've requested. I also find the displays interesting and I usually pick up the local paper too.   | 4/5/2024 9:14 AM  |
| 545 | The space itself, which is attractive, cozy and comfortable with many different seating options and a feeling of age and history. I appreciate the always helpful staff, the good lighting—both natural and artificial—and the quiet. I also appreciate the availability of meeting space for special library programs and community functions.  | 4/5/2024 9:13 AM  |
| 546 | I love my small town library! The staff is wonderful and I can get any book through the system. I have a 1 year old granddaughter and can't wait to take her to storytime.   | 4/5/2024 9:10 AM  |
| 547 | So many books to choose from and I love being able to put the books on hold and then pick them up quickly and efficiently.   | 4/5/2024 9:10 AM  |
| 548 | helpful staff, clean, well behaved patrons   | 4/5/2024 9:09 AM  |
| 549 | Other things for kids to do there besides check out books  | 4/5/2024 8:58 AM  |
| 550 | Since I don't have a printer, I can print hard copy of documents.  | 4/5/2024 8:58 AM  |
| 551 | They are always having activities or events happening that are wholesome and interesting   | 4/5/2024 8:53 AM  |
| 552 | Online reservation and self check out. Return box outside  | 4/5/2024 8:51 AM  |
| 553 | Helpful staff and resources.   | 4/5/2024 8:25 AM  |
| 554 | Helpful staff and resources.   | 4/5/2024 8:24 AM  |



## Q8 What do you like most about LCPL facilities?

|     |   |                   |
|-----|---|-------------------|
| 555 | Clean, brightly lit, organized.   | 4/5/2024 8:21 AM  |
| 556 | Ability to place holds thru the data base/ catalog.   | 4/5/2024 8:11 AM  |
| 557 | Obviously, I like the books. I also appreciate that the library has DVDs, audiobooks, and activity kits to check out. The makerspace is a wonderful addition to the library! I also like the book drop.   | 4/5/2024 8:08 AM  |
| 558 | Tables and rooms to sit and study/work quietly. Electrical outlets. Comfy chairs with a sense of quiet and privacy. The annual "community book"   | 4/5/2024 5:56 AM  |
| 559 | The people  | 4/5/2024 2:53 AM  |
| 560 | Availability of books and resource materials  | 4/5/2024 12:04 AM |
| 561 | They started programs for homeschoolers!  | 4/4/2024 10:54 PM |
| 562 | I like the seating availability and the fact that the shelves aren't so high that you need a ladder. The librarians are also very handy and helpful. It is also nice to not be pressured to return things too soon - the lenience if the return dates is very good. | 4/4/2024 10:34 PM |
| 563 | Meeting rooms and the books. A great place to find new books and and study  | 4/4/2024 10:10 PM |
| 564 | Clean, well organized, open convenient hours.   | 4/4/2024 9:43 PM  |
| 565 | vert good collection excellent programming, and helpful staff   | 4/4/2024 9:25 PM  |
| 566 | Easy location, good selection of books  | 4/4/2024 8:55 PM  |
| 567 | Makers space  | 4/4/2024 8:49 PM  |
| 568 | They have some books I want.  | 4/4/2024 8:16 PM  |
| 569 | Layout, outdoor story walk,   | 4/4/2024 8:15 PM  |
| 570 | Book hold and pickup. I do 95-99% book hold and pickup.   | 4/4/2024 8:09 PM  |
| 571 | Quiet, well-staffed, clean, modern  | 4/4/2024 8:02 PM  |
| 572 | tons of resources, makerspaces, always a variety of programs for all ages, people who care  | 4/4/2024 8:01 PM  |
| 573 | The selection and availability of books, the additional online services, the availability of dvds   | 4/4/2024 7:59 PM  |
| 574 | lots of books and special events  | 4/4/2024 7:48 PM  |
| 575 | craft makers and free community events. teen nights on Friday   | 4/4/2024 7:31 PM  |
| 576 | Since 2020, being open til 9pm most nights. No other competing, both sides of the Potomac, doing that.  | 4/4/2024 7:25 PM  |
| 577 | I like that it's a great and peaceful place to do schoolwork, print or any kind of work to focus on.  | 4/4/2024 7:14 PM  |
| 578 | I like how family friendly and clean they are. I also love all the free kids events! The makers space is wonderful too  | 4/4/2024 7:12 PM  |
| 579 | I like how we're able to work in a quiet, clean environment.  | 4/4/2024 7:10 PM  |
| 580 | How friendly they are and how willing they are to help.   | 4/4/2024 7:09 PM  |
| 581 | Sewing machines, free WiFi  | 4/4/2024 6:59 PM  |
| 582 | the maker space   | 4/4/2024 6:58 PM  |
| 583 | I like how accessible it is and the environment it facilitates. I also like how nice the staff are.   | 4/4/2024 6:51 PM  |
| 584 | The accessibility and environment   | 4/4/2024 6:51 PM  |
| 585 | The English conversation and the automatic renewal when you get books and magazines.  | 4/4/2024 6:33 PM  |
| 586 | Free and easily accessible items  | 4/4/2024 6:18 PM  |
| 587 | Makerspace at Rust Library and programming for adults and children  | 4/4/2024 6:01 PM  |

## Q8 What do you like most about LCPL facilities?

|     |   |                   |
|-----|---|-------------------|
| 588 | Ease of using hold requests online.   | 4/4/2024 5:54 PM  |
| 589 | Kids activities and events  | 4/4/2024 5:38 PM  |
| 590 | Clean, modern, well stocked   | 4/4/2024 4:33 PM  |
| 591 | Makerspace  | 4/4/2024 4:26 PM  |
| 592 | The activities that they have   | 4/4/2024 4:00 PM  |
| 593 | So many books! I also appreciate the wide variety of programming.   | 4/4/2024 3:51 PM  |
| 594 | clean, good book selection, nice meeting facilities   | 4/4/2024 3:49 PM  |
| 595 | Amazing staff, friendly and welcoming environment, good selection of material.  | 4/4/2024 3:35 PM  |
| 596 | It's organized and clean.   | 4/4/2024 3:30 PM  |
| 597 | I really enjoy the recent partnership the library has made with the Loudoun Wildlife Conservancy. Their programs are excellent! I love learning about the plants and animals right in our own backyard. Cascades would be a great location for more nature based programs. Bird-watching, learning native and invasive plants, edible plants, etc. Every year I'm thoroughly impressed with the Read Local, Eat Local event. Such a great way to engage the community | 4/4/2024 3:26 PM  |
| 598 | Great staff (always helpful) & fantastic facilities from stacks to community rooms & kids programs; easy access to ALL library holdings through request system  | 4/4/2024 3:07 PM  |
| 599 | The people who work there -- so friendly, knowledgeable, and helpful!   | 4/4/2024 2:58 PM  |
| 600 | The staff, books and the computer facilities.   | 4/4/2024 2:58 PM  |
| 601 | Clean restrooms. Friendly staff.  | 4/4/2024 2:08 PM  |
| 602 | Calm atmosphere, helpful librarians   | 4/4/2024 1:35 PM  |
| 603 | Always well maintained with super-friendly staff!   | 4/4/2024 1:21 PM  |
| 604 | Clean and quiet   | 4/4/2024 1:14 PM  |
| 605 | How big they are  | 4/4/2024 1:07 PM  |
| 606 | nice, clean, well organized, inviting and calm atmosphere   | 4/4/2024 12:59 PM |
| 607 | plenty of computers and other tech stuff(makerspace/teen center), as well as a very up to date selection of books.  | 4/4/2024 12:59 PM |
| 608 | I really enjoy the convenience of the facilities. I come from a small town so my baseline for libraries is really outdated compared to the LCPL library system.   | 4/4/2024 12:20 PM |
| 609 | the quiet, comfortable and friendly environment   | 4/4/2024 12:19 PM |
| 610 | They are pretty well maintained and I am able to check out book from other libraries from there   | 4/4/2024 12:18 PM |
| 611 | The events and programming  | 4/4/2024 12:16 PM |
| 612 | We love the programs you offer, the maker spaces we visit often, the selection of books and other materials, the welcoming but peaceful atmosphere, and that fact that I can order any library materials and have them delivered to Ashburn Library (the closest to me). I'm headed there today. We LOVE our library system and all it offers!  | 4/4/2024 12:12 PM |
| 613 | Lots of services  | 4/4/2024 11:48 AM |
| 614 | Staff is wonderful, friendly, service is exceptional and the library is always clean and feels welcoming  | 4/4/2024 11:43 AM |
| 615 | books to read. work spaces both quiet and talkative.  | 4/4/2024 11:37 AM |
| 616 | Family events, toys for kiddos (would be great to have toys for a larger age range of kiddos though), ability to transfer books to the location closest to me for pick up   | 4/4/2024 11:27 AM |
| 617 | I have been using the computers and printers to help me find a job. The facility is welcoming, peaceful, and calming -- largely because the top notch staff reflect this and they have literally  | 4/4/2024 11:25 AM |

## Q8 What do you like most about LCPL facilities?

saved or restored lives, I am sure of this. The library is a wonderfully spiritual sanctuary with the best resources made available to all, even those of us in need -- thank you!

|     |  |                   |
|-----|--|-------------------|
| 618 | It's easy to get books and other materials.  | 4/4/2024 11:23 AM |
| 619 | The helpful staff and the beautiful buildings  | 4/4/2024 11:20 AM |
| 620 | Makerspace   | 4/4/2024 11:13 AM |
| 621 | easy to get to, lots or resources, access to other books not in my local branch  | 4/4/2024 11:10 AM |
| 622 | How easy it is to return books with the drive up book return.  | 4/4/2024 11:06 AM |
| 623 | Easy access to play/reading areas for young kids (<5 yo)   | 4/4/2024 10:35 AM |
| 624 | They're way better than the FCPL facilities. I live on the fairfax side of the loudoun-fairfax couty border and I greatly prefer LCPL. Larger libraries, greater selection of books, more services offered   | 4/4/2024 10:34 AM |
| 625 | Each has its own personality   | 4/4/2024 10:22 AM |
| 626 | The staff are always friendly and eager to help. I've had nothing but warm, welcoming experiences with every librarian I've met.   | 4/4/2024 10:13 AM |
| 627 | the cleanliness and how quiet it is most of the time   | 4/4/2024 10:11 AM |
| 628 | The staff are committed and helpful and the collection is nice.  | 4/4/2024 10:02 AM |
| 629 | The building itself is clean and easy to get to, the staff is helpful, and the events held there are nice.   | 4/4/2024 9:59 AM  |
| 630 | The environment, books, events, learning opportunity, the facilities and the meeting room.   | 4/4/2024 9:47 AM  |
| 631 | Fantastic variety of services and the adult themed nights. I love the library book sales also.   | 4/4/2024 9:41 AM  |
| 632 | book selection, especially new titles in technology and programming which is especially pertinent in the NOVA region Free access to O'Reilly tech books -- incredibly invaluable! I use that service frequently to upskill   | 4/4/2024 8:54 AM  |
| 633 | The hold system and librarians are very helpful.   | 4/4/2024 8:23 AM  |
| 634 | Children's programs/books  | 4/4/2024 8:17 AM  |
| 635 | childrens area, storytimes and playgroup, adult section is well organized and librarians do a great job highlighting books I would otherwise not find.   | 4/4/2024 8:00 AM  |
| 636 | what's not to like? They're staffed with wonderful people, laid out in ways that make sense, have wonderful features for all ages, host a variety of awesome progams, and of course, contain a multitude of great and varied books.  | 4/4/2024 7:24 AM  |
| 637 | The mom and baby programs  | 4/4/2024 5:45 AM  |
| 638 | Friendly librarians and clean facilities   | 4/4/2024 3:40 AM  |
| 639 | I love the variety of materials, the online search and hold feature, and the shelf where staff has books waiting for you to pick up.   | 4/4/2024 12:46 AM |
| 640 | Wide variety of different media available  | 4/3/2024 11:35 PM |
| 641 | Getting the books I like or need is fast and simple. I love how spacious and well-organised they are. There are a lot of activities and programs   | 4/3/2024 10:47 PM |
| 642 | Friendly staff, clean environment.   | 4/3/2024 10:44 PM |
| 643 | Not overcrowded, clean, good selection, friendly staff   | 4/3/2024 10:04 PM |
| 644 | Clean, friendly, and safe  | 4/3/2024 9:39 PM  |
| 645 | I like that they are public spaces that people embrace as being a public spaces. Everyone is welcome and everyone has equal access to all the library offers. My children have known the children's librarians at the Cascades branch for literally their entire lives. The library is a staple in our lives and my kids love that they can pick as many books as they like and I'll never say no! | 4/3/2024 8:53 PM  |

## Q8 What do you like most about LCPL facilities?

|     |   |                  |
|-----|---|------------------|
| 646 | Variety books for Kids  | 4/3/2024 8:20 PM |
| 647 | welcoming environment, books  | 4/3/2024 8:20 PM |
| 648 | Spacious, airy, clean and inviting  | 4/3/2024 8:17 PM |
| 649 | The staff is welcoming and knowledgeable. There are many great programs like passport services, plant swaps and the maker space.  | 4/3/2024 8:15 PM |
| 650 | Well maintained   | 4/3/2024 8:13 PM |
| 651 | Great children's area and activities  | 4/3/2024 8:09 PM |
| 652 | Ability to get books from other locations, ample desk space, staff is always helpful. The large meeting rooms are very useful. I also use the business and investing resources (Morningstar, Value Line, WSJ) daily and really appreciate this service. | 4/3/2024 8:06 PM |
| 653 | Very helpful staff  | 4/3/2024 7:46 PM |
| 654 | Book selection, helpful staff   | 4/3/2024 7:45 PM |
| 655 | you can suggest titles  | 4/3/2024 7:35 PM |
| 656 | Staff, resources  | 4/3/2024 7:23 PM |
| 657 | Ease of placing and picking up holds, variety of events and programs for all ages, modern facilities and equipment, use of libby  | 4/3/2024 7:07 PM |
| 658 | Spacious, staff is helpful.   | 4/3/2024 7:06 PM |
| 659 | The extremely helpful people that work there!   | 4/3/2024 7:06 PM |
| 660 | The many resources and opportunities it has present there.  | 4/3/2024 6:47 PM |
| 661 | They smell good (because of the books)! They have a wide variety of manga.  | 4/3/2024 6:45 PM |
| 662 | The amount of activities and programs to do throughout the year such as the Summer Reading Program. Also like the volunteer opportunities for students like me.   | 4/3/2024 6:41 PM |
| 663 | the variety of teen programing.   | 4/3/2024 6:26 PM |
| 664 | Book availability, friendly and knowledgeable staff ,great programs , flavor of the month, reading challenges.  | 4/3/2024 6:14 PM |
| 665 | Decent selection, child areas are nice especially ones like Gum Springs, etc. with extra childcare areas to play  | 4/3/2024 5:31 PM |
| 666 | I love Middleburg and Lovettsville because they have charm and personality. The others all feel sterile and overwhelming, especially Brambleton.  | 4/3/2024 5:17 PM |
| 667 | Books, online resources, makerspace, helpful staff  | 4/3/2024 5:13 PM |
| 668 | Proximity, the movie selection, also the vibraphone out front   | 4/3/2024 5:11 PM |
| 669 | kind librarians   | 4/3/2024 5:04 PM |
| 670 | Craft workshops   | 4/3/2024 4:51 PM |
| 671 | Using the computers to research on Ancestry.com and requesting items from the Wowbrary email.   | 4/3/2024 4:47 PM |
| 672 | The staff who are friendly and dedicated.   | 4/3/2024 4:24 PM |
| 673 | I love being able to place books on hold and pick them up- even setting them to be picked up months ahead.  | 4/3/2024 4:04 PM |
| 674 | They have lots of books!  | 4/3/2024 3:59 PM |
| 675 | Access to study rooms.  | 4/3/2024 3:49 PM |
| 676 | It is a welcoming space and widely used by the community. There are lots of services available, I'm sure I don't take advantage of half of them. Holds are processed quickly.   | 4/3/2024 3:16 PM |
| 677 | The hold system is excellent. I like that I can use the computer to set holds. Not just set   | 4/3/2024 3:16 PM |

## Q8 What do you like most about LCPL facilities?

them, but also adjust when I want them available so if I can't pick up a hold for whatever reason I don't lose my place in line.

|     |  |                   |
|-----|--|-------------------|
| 678 | Availability of so many different things beyond books.   | 4/3/2024 3:15 PM  |
| 679 | I like everything about the brambleton library. It is easier to get to the library with plenty of parking, it has quite room for studying with other individuals and single study rooms to take my online classes that requires video. I really loved the library's access to all the online magazines. I used to read the Economist through the online portal but for some reason it is not accessible anymore.                   | 4/3/2024 2:44 PM  |
| 680 | There are lots of kids activities like the scavenger hunts in the kids areas.  | 4/3/2024 2:35 PM  |
| 681 | The drive-thru check in machine.   | 4/3/2024 2:35 PM  |
| 682 | clean,organized well, staffed correctly,computers available and easy to use.   | 4/3/2024 2:28 PM  |
| 683 | It is simple to get interlibrary loans since the Lovettsville Library is too small to have most titles.  | 4/3/2024 2:04 PM  |
| 684 | Operating hours, close to home, friendly staff, easy book check out  | 4/3/2024 2:03 PM  |
| 685 | Well organized and staff very helpful.   | 4/3/2024 1:42 PM  |
| 686 | Openness- light- Set up conveniently set up for all ages   | 4/3/2024 1:31 PM  |
| 687 | I LOVE the community gathering place element of it. I love that I don't have to shush my kids in the children's section, and they can learn to love the library in ways that fit their ages. I love the big rooms for storytimes, community meetings, and the AHTC, and the private study rooms where people can have quiet. And I love having access to lots of paper books, and the ease of transferring books between branches. | 4/3/2024 1:21 PM  |
| 688 | Easy to access, fairly easy to navigate  | 4/3/2024 1:07 PM  |
| 689 | The study rooms and the how convenient the books that are put on hold are.   | 4/3/2024 1:01 PM  |
| 690 | Always clean and friendly staff  | 4/3/2024 1:00 PM  |
| 691 | Lots of books for children and adults, exceptionally helpful staff   | 4/3/2024 12:47 PM |
| 692 | being able to have books pulled from facilities at the other end of the county and sent to one close to me....what a lovely service.   | 4/3/2024 12:41 PM |
| 693 | It has great ambiance and staff  | 4/3/2024 12:14 PM |
| 694 | The wide variety of materials and services, and the willingness of staff to ensure customers are treated well and helped to receive what they need   | 4/3/2024 11:13 AM |
| 695 | I like the wide variety of books. My favorites are history, biographies, autobiographies, and gardening.   | 4/3/2024 10:42 AM |
| 696 | Lot of resources, good for kids  | 4/3/2024 10:39 AM |
| 697 | Facilities are generally clean and well-maintained.  | 4/3/2024 10:36 AM |
| 698 | Storytime, checkout kiosks, children play areas, other events and activities for children  | 4/3/2024 10:24 AM |
| 699 | The librarians are always helpful. I like the feature of being able to reserve books. I like that I am notified when my request is in. I like the ILL feature  | 4/3/2024 10:11 AM |
| 700 | The free resources attached to the library card selection of books, book transfer between libraries and counties, and no fees Community events Work with Virginia Cooperative Extension  | 4/3/2024 10:10 AM |
| 701 | Friendly people, clean facilities, activities like baby storytime  | 4/3/2024 10:06 AM |
| 702 | well organized, clean, helpful staff   | 4/3/2024 10:02 AM |
| 703 | Access to new books. Impressive graphic novel selection.   | 4/3/2024 9:59 AM  |
| 704 | The staff, the collection, the available space for quiet study and for group study at Cascades. The large meeting rooms available for library programs and outside programs at Cascades (painting classes, live music, etc.) I love that the library participates in outreach (festivals,  | 4/3/2024 9:55 AM  |



## Q8 What do you like most about LCPL facilities?

fairs, school events). I love that most branches have a space for local artists to display their art. Our wonderful Outreach service and staff headquartered at the Rust library.

|     |  |                   |
|-----|--|-------------------|
| 705 | The staff have always been knowledge , welcoming and friendly. The space is clean and spacious. So many varied programs offered. The online hold/reserve system has worked well for us for many years.   | 4/3/2024 9:51 AM  |
| 706 | quiet professional atmosphere.   | 4/3/2024 9:45 AM  |
| 707 | Online book reservations and audio books in Libby  | 4/3/2024 9:44 AM  |
| 708 | Meeting spaces, welcoming staff, amenities, teen center, areas to relax and read   | 4/3/2024 9:38 AM  |
| 709 | Well lit, clean, quiet. And the hold section is easy access.   | 4/3/2024 9:29 AM  |
| 710 | Friendly staff   | 4/3/2024 9:13 AM  |
| 711 | Wide variety, ease of checking out and returning, kids programs.   | 4/3/2024 9:12 AM  |
| 712 | The libraries are well organized, well lit, and well staffed. Love the variety of media available for checkout - so many audiobooks and DVDs which we love.  | 4/3/2024 8:44 AM  |
| 713 | The Sterling Library is new, has the teen space, maker space and DVD's. Doesn't feel like a typical library.   | 4/3/2024 8:35 AM  |
| 714 | Children and adult programs  | 4/3/2024 8:27 AM  |
| 715 | Friendly, easy to use  | 4/3/2024 7:27 AM  |
| 716 | # of titles offered & formats. Kids programs.  | 4/3/2024 7:20 AM  |
| 717 | They are clean and welcoming   | 4/3/2024 6:35 AM  |
| 718 | Cleanliness, hours, catalog selection, seating is comfortable.   | 4/3/2024 5:05 AM  |
| 719 | It's accessibility - has passport services, notaries, the layout is nice   | 4/3/2024 1:38 AM  |
| 720 | Programs, community building   | 4/3/2024 12:23 AM |
| 721 | We love the selection , the story times, the events and speakers, the fact that it is the center of communicate where we run into old friends and meet new ones. The libraries have helped us make books and a love of reading and learning the center of our children's lives.  | 4/2/2024 11:56 PM |
| 722 | Wide variety of materials and interesting programs   | 4/2/2024 11:40 PM |
| 723 | The hands on activities provided for the kids when we're there. They love the toys and computers.  | 4/2/2024 11:22 PM |
| 724 | Things for children/toddlers to do. I like that the staff is friendly and helpful. I love that I can make copies and print out things. I really like the story time programs.  | 4/2/2024 11:18 PM |
| 725 | Online hold system   | 4/2/2024 11:02 PM |
| 726 | How clean and accessible they are. Being able to virtually check out books.  | 4/2/2024 10:57 PM |
| 727 | Rust is a beautiful, spacious, light-filled facility nestled in a vibrant community park. As described above, my library fulfills America's commitment to provide equally for every citizen the knowledge, skills, information, training and cultural enrichment to enjoy a fulfilling, purposeful life. Computer tech guys are terrific teachers/problem solvers. | 4/2/2024 10:16 PM |
| 728 | Selection, book clubs, variety of programs   | 4/2/2024 10:12 PM |
| 729 | Ability to put books on hold for.pick.up   | 4/2/2024 10:06 PM |
| 730 | I love everything about libraries. It's like a home away from home.  | 4/2/2024 9:59 PM  |
| 731 | Many activities  | 4/2/2024 9:56 PM  |
| 732 | The books  | 4/2/2024 9:36 PM  |
| 733 | Books, audiobooks, movies, storytime   | 4/2/2024 9:34 PM  |
| 734 | MakerSpace   | 4/2/2024 9:30 PM  |

## Q8 What do you like most about LCPL facilities?

|     |   |                  |
|-----|---|------------------|
| 735 | Such great variety and options. Love to be able to reserve books. Wonderful staff Appreciate the activities like art and other things   | 4/2/2024 9:24 PM |
| 736 | They have incorporated some tasteful elements such as the tiles at Rust and Purcellville The meeting rooms at Rust are very convenient  | 4/2/2024 9:16 PM |
| 737 | I like the wide range of technology books available.  | 4/2/2024 8:17 PM |
| 738 | The ability to request books online, a quiet study space, access to Consumer Reports.   | 4/2/2024 8:09 PM |
| 739 | Great selection of events   | 4/2/2024 7:55 PM |
| 740 | I love the library! Every location I have been to has been beautiful and welcoming.   | 4/2/2024 7:43 PM |
| 741 | Ease of access / location / pleasant environment  | 4/2/2024 7:42 PM |
| 742 | Great staffs - extremely friendly and helpful! Clean facilities. Books, books, books! Fun and interesting programs.   | 4/2/2024 7:40 PM |
| 743 | simplified book check out, book selection, newspaper and magnazine section, meeting rooms. automatic doors  | 4/2/2024 7:28 PM |
| 744 | Staff and convenience   | 4/2/2024 7:06 PM |
| 745 | Love browsing, love the maker space and quiet study rooms, super love the used book sale section. I also really appreciate that LCPL takes requested titles seriously. No fines is my favorite feature, as this has given us so much more freedom and flexibility to utilize the library frequently with our six kids.  | 4/2/2024 6:58 PM |
| 746 | The books, magazines (please keep print copies because loans of those are vital for children, youth, and adults who are sidelined by illness), DVDs, and the variety of spaces, resources, and activities.  | 4/2/2024 6:52 PM |
| 747 | It's clean and the staff is friendly. Checking in and out books is easy and smooth. I love the hold feature - it makes picking up books very convenient. The library is very open to purchasing new titles suggested which is a high priority for me. The library has partnerships with other platforms, like Kanopy, Hoopla, Comic+, which offers a wide variety of books to read. | 4/2/2024 6:46 PM |
| 748 | Typically clean, quiet, has a lot of variety. Easy to check out and return books. Interesting options like park passes (not explored) and IR cameras.   | 4/2/2024 6:22 PM |
| 749 | Variety of books and services   | 4/2/2024 6:14 PM |
| 750 | It has many different types of books and interests that I can start and lose myself for hours.  | 4/2/2024 6:06 PM |
| 751 | The helpful staff at Brambleton, the makerspace and recording studio and their staff, the study rooms, the collection.  | 4/2/2024 6:01 PM |
| 752 | Scavenger hunts,free events   | 4/2/2024 5:35 PM |
| 753 | Openess of buildings, lots of seating, good meeting spaces, friendly staff, great exhibits and events, ease of use  | 4/2/2024 5:32 PM |
| 754 | The staff that are employed there. They are always willing to help you.   | 4/2/2024 5:29 PM |
| 755 | Clean, safe, good selection   | 4/2/2024 5:26 PM |
| 756 | I like the people working there and the activity's they have.   | 4/2/2024 5:16 PM |
| 757 | homeschooling activities  | 4/2/2024 5:15 PM |
| 758 | The option to study/work outside my house. The variety of books carried.  | 4/2/2024 5:08 PM |
| 759 | All the Books!  | 4/2/2024 4:57 PM |
| 760 | The clean and modern look to the building along with a decent selection of current books.   | 4/2/2024 4:54 PM |
| 761 | I love the hold and loan process.   | 4/2/2024 4:54 PM |
| 762 | They have fun activities  | 4/2/2024 4:52 PM |
| 763 | They are quite places to read, write, and contemplate.  | 4/2/2024 4:47 PM |

## Q8 What do you like most about LCPL facilities?

|     |  |                   |
|-----|--|-------------------|
| 764 | I love the programs that are offered and the ease of checking out.   | 4/2/2024 4:46 PM  |
| 765 | The books and programs at the library. The ability to get books on loan from other libraries.<br>The ability to recommend titles.  | 4/2/2024 4:45 PM  |
| 766 | The online app, especially the request/hold a book process. Love that current release dvds are still being made available.   | 4/2/2024 4:40 PM  |
| 767 | Ease of access, clean facility, staff is friendly, pretty much can order from a solid selection throughout the count.  | 4/2/2024 4:36 PM  |
| 768 | The seating areas  | 4/2/2024 4:32 PM  |
| 769 | Children's areas are well-curated  | 4/2/2024 4:27 PM  |
| 770 | Lots of natural light, visually appealing spaces   | 4/2/2024 4:20 PM  |
| 771 | range and variety of available materials, copy machine, printer  | 4/2/2024 4:12 PM  |
| 772 | Practical, clean, easy to get to, have whiteboard, tables, and chairs.   | 4/2/2024 3:45 PM  |
| 773 | Ease of use, hold/transfer system  | 4/2/2024 3:34 PM  |
| 774 | The study rooms and conference room facilities The book clubs  | 4/2/2024 3:25 PM  |
| 775 | They are easy to get to, the staff are friendly, the locations are clean and quiet.  | 4/2/2024 3:19 PM  |
| 776 | Lot of facilities to sit   | 4/2/2024 3:14 PM  |
| 777 | Good selection of books and Dvd's  | 4/2/2024 3:04 PM  |
| 778 | The fun programs and activities the library hosts  | 4/2/2024 3:00 PM  |
| 779 | Great environment, lots of choices, ability to request books from other LCPL branches and pick them up in the Lovettsville library   | 4/2/2024 2:52 PM  |
| 780 | friendly staff - always very helpful when I have a question  | 4/2/2024 2:48 PM  |
| 781 | Friendly Staff and available resources for kids  | 4/2/2024 2:44 PM  |
| 782 | Good selection of books and I can reserve a book from another branch location.   | 4/2/2024 2:23 PM  |
| 783 | Wide selection of books, ability to request books from other branches for pick up at my branch, good online catalog/ability to manage account and renew items online.        | 4/2/2024 2:10 PM  |
| 784 | It is a happy place for me. It provides me with the knowledge i need   | 4/2/2024 2:09 PM  |
| 785 | The programs and space to study.   | 4/2/2024 1:51 PM  |
| 786 | So much to do! Awesome activities and resources  | 4/2/2024 1:49 PM  |
| 787 | Big, open, airy. Very friendly and helpful staff.  | 4/2/2024 1:47 PM  |
| 788 | convenient most employees are nice and helpful   | 4/2/2024 1:41 PM  |
| 789 | Clean, well-lighted, spacious, quiet   | 4/2/2024 1:36 PM  |
| 790 | We love the programs in the children's section and my daughter looks forward to the scavenger hunts each month. I appreciate that the staff members are so kind and helpful! | 4/2/2024 1:26 PM  |
| 791 | Very helpful staff, I also like access to audiobooks and online newspapers and magazines   | 4/2/2024 1:09 PM  |
| 792 | How easy it is to navigate and use the library The teen center   | 4/2/2024 12:56 PM |
| 793 | Convenient hours. Access to books from other branches without having to get there. Well lit spaces. Community events.  | 4/2/2024 12:50 PM |
| 794 | I like the maker space, ability to use meeting rooms, and having books transferred from other branches easily  | 4/2/2024 12:50 PM |
| 795 | The ability to pick up books from any branch at my local branch.   | 4/2/2024 12:44 PM |
| 796 | It's a convenient place to do my work.   | 4/2/2024 12:29 PM |
| 797 | The books, of course, but also all the different programs available to all ages  | 4/2/2024 12:23 PM |

## Q8 What do you like most about LCPL facilities?

|     |   |                   |
|-----|---|-------------------|
| 798 | activities and areas for young children to play/read  | 4/2/2024 12:18 PM |
| 799 | can request books on hold list and walk right in and get them on shelf easily can use computer and print pages as we do not have a printer at home excellent library staff  | 4/2/2024 12:08 PM |
| 800 | Cleanliness, ability to get books elsewhere in the LCPL system sent to Rusk   | 4/2/2024 11:58 AM |
| 801 | The meeting rooms for the volunteer groups I work with and the large print selection of books for my mom.   | 4/2/2024 11:55 AM |
| 802 | neat and hygeinic   | 4/2/2024 11:48 AM |
| 803 | Ability to put books on hold  | 4/2/2024 11:36 AM |
| 804 | We love our librarians and your community center qualities. Maker space and specialty tech is great.  | 4/2/2024 11:30 AM |
| 805 | Decent range of books.  | 4/2/2024 11:26 AM |
| 806 | I love the office spaces to work in, chairs to sit in and read, the self check out function and access to printers, and of course, the plethora of books!   | 4/2/2024 11:20 AM |
| 807 | Though Its peaceful environment is a good reason to visit this library, it would be better if it was more spacious.   | 4/2/2024 11:19 AM |
| 808 | Overall, the library meets our needs.   | 4/2/2024 11:11 AM |
| 809 | The staff.  | 4/2/2024 11:00 AM |
| 810 | The age-appropriate programs and the makerspace are our favorite things about LCPL.   | 4/2/2024 10:59 AM |
| 811 | I LOVE that they pull the books for me that I need and that I can search online access and find the books at my branch. ALWAYS kind and engaging when I go into the library. I LOVE to be able to check out my books myself too.  | 4/2/2024 10:53 AM |
| 812 | Programs offered for all ages, lots of study/meeting rooms, makerspace, bright/modern facility  | 4/2/2024 10:48 AM |
| 813 | the individual study rooms  | 4/2/2024 10:35 AM |
| 814 | Books, access to Hoopla, Libby, activities and resources! Private spaces to do work   | 4/2/2024 10:31 AM |
| 815 | meeting room  | 4/2/2024 10:20 AM |
| 816 | Good selection of new books and activities for children and adults. Rust has large open inviting spaces for kids as well as quiet areas.  | 4/2/2024 10:13 AM |
| 817 | Loudoun library has a good selection. I like that I can go to the catalog online and have books sent over from other branches. I like the staff at the front desk.  | 4/2/2024 10:06 AM |
| 818 | Book reservations and availability. While visiting I always look to the silent, newspapers, section to see if any local publications are available; Loudoun County, NoVa, etc.  | 4/2/2024 10:00 AM |
| 819 | Customer Service  | 4/2/2024 9:55 AM  |
| 820 | The Maker Space is awesome! I also love the programming and events available.   | 4/2/2024 9:52 AM  |
| 821 | Good selection, good facilities, good programs. Great digital access via Hoopla.  | 4/2/2024 9:49 AM  |
| 822 | The staff and the cleanliness of facilities   | 4/2/2024 9:45 AM  |
| 823 | The internet access and the friendly nature of the staff when you need help or request information.   | 4/2/2024 9:42 AM  |
| 824 | online book reservation and sharing between localities  | 4/2/2024 9:31 AM  |
| 825 | Kid friendly and wonderful staff! Collaboration with schools - my daughter received her library card in kindergarten through her class  | 4/2/2024 9:28 AM  |
| 826 | Open space feeling and the lighting at Purcellville library, the wide variety in topics of books and DVDs that are available, the libraries suggest a title services, Hoopla and Kanopy services are amazing we use both all the time! The wide variety of Large print books available and Libby we use all the time. | 4/2/2024 9:03 AM  |

## Q8 What do you like most about LCPL facilities?

|     |   |                   |
|-----|---|-------------------|
| 827 | Easy access and great program and selection of materials  | 4/2/2024 9:01 AM  |
| 828 | Outdoor drive up drop off box   | 4/2/2024 8:34 AM  |
| 829 | Always clean, welcoming; interesting displays; great "new/one week " selection area   | 4/2/2024 8:28 AM  |
| 830 | The 4 LCPL libraries I have visited all seem bright, clean, pretty new. I like that some of them have teen spaces and I like that they have events for kids of all ages.  | 4/2/2024 8:19 AM  |
| 831 | The friendly and helpful staff  | 4/2/2024 8:11 AM  |
| 832 | We have a 4 year old, so visiting the larger libraries gives her the chance to play with some new puzzles/toys/kids. I like the selection of kids books in Purcellville, and all of the activities you can find in any given month. I've also tried out the maker spaces previously, and those were really neat!  | 4/2/2024 8:09 AM  |
| 833 | The ample space for sitting to read or study or other collaborative activities. All the books! The librarians are very kind and helpful and usually the space is very welcoming in terms of decor.  | 4/2/2024 7:46 AM  |
| 834 | The selection of books and the nice atmosphere  | 4/2/2024 7:40 AM  |
| 835 | Ease of picking up hold requests, ease of checkout, teen space, book selection  | 4/2/2024 7:32 AM  |
| 836 | The children's area & programs  | 4/2/2024 7:23 AM  |
| 837 | Emails when my Holds are in.  | 4/2/2024 7:19 AM  |
| 838 | Book, books, books! And when I can't get a physical copy, you often have easy-to-use E or Audio books. (I also purchased a painting from the Ashburn library once. I enjoy seeing local painters on display.) The work rooms are also a great community resource. I even love the "silent" room. The library is my favorite part of Brambleton.   | 4/2/2024 7:17 AM  |
| 839 | It's easy to find my way around the facility.   | 4/2/2024 6:48 AM  |
| 840 | Events  | 4/2/2024 6:45 AM  |
| 841 | Book choice, makerspace, quiet study rooms  | 4/2/2024 6:42 AM  |
| 842 | Quiet study rooms (need a few more); ample computer access and user support; requested materials pick-up shelves; variety of good programs (could offer even more); the auto-renewal and no fines system; up-to-date clean and well-staffed facilities; proximity to Ida Lee Park, plenty of convenient parking. Our LCPL's are a treasure.   | 4/2/2024 6:21 AM  |
| 843 | Modern look and plenty of seating   | 4/2/2024 6:21 AM  |
| 844 | Ease of use, helpful staff, nearby location, hours  | 4/2/2024 5:24 AM  |
| 845 | Shelving requested items for pickup.  | 4/2/2024 5:06 AM  |
| 846 | Wide selection of media, pretty nice selection of nonfiction books.   | 4/2/2024 4:30 AM  |
| 847 | Ability to request books, programs for kids   | 4/2/2024 12:42 AM |
| 848 | Being able to get books from across the county  | 4/2/2024 12:31 AM |
| 849 | The libraries are clean and well organized overall layout. The staff are nice and helpful. Noise is controlled and there are meeting rooms separated from the main area of the library. Also, there are many activities and events offered for parents, individuals with specific interests (music, art, science, etc). I am impressed that the libraries have designated teen sections and kids sections. Sterling library's teen section is a separate room which is well designed and really nice. | 4/1/2024 11:31 PM |
| 850 | clean well lit  | 4/1/2024 10:59 PM |
| 851 | Makerspaces and programs!!  | 4/1/2024 10:48 PM |
| 852 | Staff and ambiance and activities   | 4/1/2024 10:33 PM |
| 853 | The branch is well maintained and kids activities are happening every month   | 4/1/2024 10:29 PM |
| 854 | The variety of activities in the maker room, knitting group, books online and hardcopies  | 4/1/2024 10:20 PM |
| 855 | fresh and clean, love the maker space and use Hoopla all the time.  | 4/1/2024 10:13 PM |



## Q8 What do you like most about LCPL facilities?

|     |   |                   |
|-----|---|-------------------|
| 856 | Friendly, knowledgeable staff   | 4/1/2024 10:09 PM |
| 857 | Space for kids to explore, play, and read. I love all the programs that are offered for children and families.  | 4/1/2024 9:59 PM  |
| 858 | Good selection of books.  | 4/1/2024 9:49 PM  |
| 859 | Kid friendly  | 4/1/2024 9:45 PM  |
| 860 | Options and amenities   | 4/1/2024 9:41 PM  |
| 861 | Friendly staff, nice selection of books, always clean and organized   | 4/1/2024 9:31 PM  |
| 862 | I think that I visit libraries just because I like books in general, but one thing about the libraries I like is that they have many purposes. There are meeting rooms, additional laptops, and DVDS that we can borrow. I also like the reading areas that are provided, like the holes in the wall or the large auditorium staircase. | 4/1/2024 9:30 PM  |
| 863 | They are polite and helpful.  | 4/1/2024 9:13 PM  |
| 864 | The children's play area and the area where they have story time. My kids love coming to the library to pick out books, but having a little pretend post office or vegetable stand makes it that much better.   | 4/1/2024 9:11 PM  |
| 865 | The librarians are always so helpful and friendly. I also like that I can get any book system wide sent to my branch.   | 4/1/2024 9:06 PM  |
| 866 | Open seven days a week, later evening hours that work for my schedule   | 4/1/2024 8:54 PM  |
| 867 | All the books!  | 4/1/2024 8:49 PM  |
| 868 | Ability to request items online, and that books can be transported from other branches to my local library for pick up.   | 4/1/2024 8:49 PM  |
| 869 | Ability to place books on hold, open to everyone/safe place, in person and online events  | 4/1/2024 8:48 PM  |
| 870 | Self check out  | 4/1/2024 8:33 PM  |
| 871 | Good selection of books, movies, and activities. I also appreciate the ability for the community to use the conference rooms.   | 4/1/2024 8:32 PM  |
| 872 | Beautiful interior spaces. Purcellville was upgraded recently and I'm happy for that, but new spaces like Rust and Gum Spring are even better!  | 4/1/2024 8:27 PM  |
| 873 | The staff   | 4/1/2024 8:18 PM  |
| 874 | friendly staff, inter library loans   | 4/1/2024 8:14 PM  |
| 875 | Ease of use, digital collection, holds, interlibrary loan.  | 4/1/2024 8:11 PM  |
| 876 | Overall good selection of kids' books and kid section w/ toys and computers is also great. We enjoy the preschool storytime at Ashburn and Brambleton locations.  | 4/1/2024 8:09 PM  |
| 877 | A wide selection of books   | 4/1/2024 8:06 PM  |
| 878 | Good selection  | 4/1/2024 8:05 PM  |
| 879 | Peaceful, clean, relaxing, well stocked with books and movies   | 4/1/2024 8:05 PM  |
| 880 | Space, variety, cleanliness, awesome staff, resources   | 4/1/2024 8:00 PM  |
| 881 | It's close to home. They have a lot of variety  | 4/1/2024 7:56 PM  |
| 882 | Staff is friendly Ease of using the catalog on line to reserve and pick up books  | 4/1/2024 7:50 PM  |
| 883 | While I haven't used them, I appreciate the maker spaces  | 4/1/2024 7:45 PM  |
| 884 | Great book selection, especially for kids and on Libby for adults   | 4/1/2024 7:34 PM  |
| 885 | Cascades Library has both IBM compatible and Apple computers. Brambleton seems more upscale and so far external dvd players work better than at Cascades.   | 4/1/2024 7:31 PM  |
| 886 | Availability of desired books and DVD's.  | 4/1/2024 7:28 PM  |

## Q8 What do you like most about LCPL facilities?

|     |  |                  |
|-----|--|------------------|
| 887 | I have the most interaction with the Children's Librarians at Cascades Library. They are wonderful. My family has enjoyed many, many hours in the Children's section.                                      | 4/1/2024 7:24 PM |
| 888 | access to computers  | 4/1/2024 7:22 PM |
| 889 | Easy to put a book on hold and pick it up quickly. Convenient locations.   | 4/1/2024 7:20 PM |
| 890 | Programs - including at Old Ox Brewery, Computers, Makerspace - especially sewing machines, Staff [all equally liked]  | 4/1/2024 7:19 PM |
| 891 | Large space to do study/work.  | 4/1/2024 7:18 PM |
| 892 | the wide range of programs, the great collection of materials like books, the space to meet and socialize  | 4/1/2024 7:14 PM |
| 893 | Holds Maker Space  | 4/1/2024 7:11 PM |
| 894 | Easy check out of books  | 4/1/2024 7:06 PM |
| 895 | Good layout and pleasant while professional staff.   | 4/1/2024 7:01 PM |
| 896 | open and airy. It is a very inviting and comfortable place for school kids   | 4/1/2024 6:51 PM |
| 897 | convenience  | 4/1/2024 6:48 PM |
| 898 | love the adorable location in Middleburg, community focus, inviting space, cleanliness, wonderful variety of books   | 4/1/2024 6:42 PM |
| 899 | Friendly, pleasant, clean, well organized and good selection of a variety of resources.  | 4/1/2024 6:33 PM |
| 900 | Clean, reasonable quiet, decent open hours   | 4/1/2024 6:28 PM |
| 901 | Welcoming atmosphere, engaging displays and programming, easy checkout   | 4/1/2024 6:27 PM |
| 902 | free, clean, convenient  | 4/1/2024 6:25 PM |
| 903 | The staff are wonderful. Friendly, helpful and they know me by name. Love the reserve/hold system. Easy to fill out online, and books are sent to my close (but very small) local branch. Online resources | 4/1/2024 6:20 PM |
| 904 | Neat, clean, well organized, helpful staff.  | 4/1/2024 6:18 PM |
| 905 | Organized well, holds system, ebooks and e-audio books.  | 4/1/2024 6:15 PM |
| 906 | Good selection of books, especially Large Print books. Library is clean, relatively quiet, good place to read. Good periodical section.  | 4/1/2024 6:13 PM |
| 907 | Ability to reserve items Access to streaming services/ebooks Acres to learning sites like Linked In  | 4/1/2024 6:08 PM |
| 908 | Beautiful interiors; good book selection; group work space   | 4/1/2024 6:08 PM |
| 909 | The people be the atmosphere   | 4/1/2024 6:05 PM |
| 910 | Well laid out  | 4/1/2024 6:04 PM |
| 911 | Staff at Kids section at Ashburn library   | 4/1/2024 6:03 PM |
| 912 | It's specious and has all I need to keep up my school course work and read more.   | 4/1/2024 6:00 PM |
| 913 | Variety of programs, resources, and activities.  | 4/1/2024 5:58 PM |
| 914 | Clean, lots of light, well organized.  | 4/1/2024 5:55 PM |
| 915 | Open floor plan, lots of seating areas, nursing mothers' nook  | 4/1/2024 5:55 PM |
| 916 | Cleanliness, friendliness of staff   | 4/1/2024 5:53 PM |
| 917 | Lots of choices in books and activities.   | 4/1/2024 5:35 PM |
| 918 | Children activities. I want to do more adult activities once my kids are more independent.   | 4/1/2024 5:22 PM |
| 919 | Computer access virus free   | 4/1/2024 5:22 PM |
| 920 | Friendly helpful staff Lots of books Events for adults   | 4/1/2024 5:21 PM |

## Q8 What do you like most about LCPL facilities?

|     |  |                  |
|-----|--|------------------|
| 921 | Staff people are fabulous. Spaces are clean and bright. Materials are good.  | 4/1/2024 5:20 PM |
| 922 | Ease of putting books on hold, Wowbrary weekly mailing, access to free local papers, puzzle, Sunday NYT crossword, lectures, rotating artwork.   | 4/1/2024 5:20 PM |
| 923 | Great selection, open access, no book banning (HATE book banning), inclusive, provides wide services to diverse populations, listens to their patrons, moving with times, and keepin up with technology and the changing ways libraries serve the public.                | 4/1/2024 5:15 PM |
| 924 | convenience  | 4/1/2024 5:09 PM |
| 925 | The ability to get books on loan from other LCPL libraries.  | 4/1/2024 5:07 PM |
| 926 | I like that I can put books on hold online & pick them up when they're available   | 4/1/2024 5:05 PM |
| 927 | Welcoming.   | 4/1/2024 5:05 PM |
| 928 | whats not to like, everything you ant is available ithere on the shelves or the computers or from personnel  | 4/1/2024 5:00 PM |
| 929 | the great selection of books   | 4/1/2024 4:59 PM |
| 930 | Curbside pickup. My son can easily go in and find and check out our holds while I sit in the car with my little one. I can often find new titles of nonfiction picture books. I can often find classic audiobooks. I can check out Christian books.                      | 4/1/2024 4:48 PM |
| 931 | Kind, friendly staff!!   | 4/1/2024 4:41 PM |
| 932 | Well-maintained, welcoming to a variety of people of all ages, and a variety of spaces for different activities.   | 4/1/2024 4:41 PM |
| 933 | Easy to place books on hold  | 4/1/2024 4:31 PM |
| 934 | Safe, friendly, welcoming, focus-friendly space. Children's department has great activities and "mini" activities for kids to do when visiting (ie scavenger hunt, guess the amount jar, etc.). Librarians are super helpful and friendly to both kids and adults alike. | 4/1/2024 4:28 PM |
| 935 | Clean  | 4/1/2024 4:27 PM |
| 936 | Available resources (books, dvd, makerspace, conference rooms, printer/copier).  | 4/1/2024 4:26 PM |
| 937 | I love the resources, the online resources and the makerspace.   | 4/1/2024 4:23 PM |
| 938 | Friendly staff   | 4/1/2024 4:17 PM |
| 939 | You can host and attend meetings and events that aren't advertised to everyone (EG Sterling Rebels)  | 4/1/2024 4:15 PM |
| 940 | Book recommendations   | 4/1/2024 4:14 PM |
| 941 | The facility is quiet and well lighted; very friendl   | 4/1/2024 4:12 PM |
| 942 | Rust Library is very roomy.  | 4/1/2024 4:12 PM |
| 943 | Great staff and well maintained. A good mix of online resources and hardcopy materials.  | 4/1/2024 4:09 PM |
| 944 | Has a good selection and friendly staff  | 4/1/2024 4:02 PM |
| 945 | Maker spaces, engaging childrens areas   | 4/1/2024 4:02 PM |
| 946 | Ability to access holdings across the system.  | 4/1/2024 4:01 PM |
| 947 | It offers DMV services, nice kids section, adequate parking, electronic checking and returns   | 4/1/2024 3:56 PM |
| 948 | Great buildings and atmosphere, convenient parking   | 4/1/2024 3:55 PM |
| 949 | Pick up checked out books when eBook is unavailable, computers with internet access and printing availability.   | 4/1/2024 3:54 PM |
| 950 | Programming  | 4/1/2024 3:53 PM |
| 951 | Easy access.   | 4/1/2024 3:44 PM |

## Q8 What do you like most about LCPL facilities?

|     |  |                  |
|-----|--|------------------|
| 952 | Friendly staff, well-organized, generally well kept, resources   | 4/1/2024 3:35 PM |
| 953 | Ease of use; engaging staff with young kid & adult programs; friendliness of staff members; ease of holds and picking them up.   | 4/1/2024 3:35 PM |
| 954 | On line resources & able to independently navigate   | 4/1/2024 3:35 PM |
| 955 | childrens books, access to makerspace, book sales  | 4/1/2024 3:29 PM |
| 956 | Kind, helpful librarians. Clean and modern. Easy-access to kids books.   | 4/1/2024 3:26 PM |
| 957 | all of the programs for toddlers, kids and adults - crafts, music, story and music times.  | 4/1/2024 3:23 PM |
| 958 | The atmosphere and large catalog of what's available. The ability to order books from other branches   | 4/1/2024 3:22 PM |
| 959 | clean, welcoming, well-stocked   | 4/1/2024 3:22 PM |
| 960 | helpful staff, clean, organized and free   | 4/1/2024 3:21 PM |
| 961 | The staff are always helpful and nice. The facilities are always neat. We like the transfer program.   | 4/1/2024 3:19 PM |
| 962 | the friendly, helpful staff, using the internet for me to do some work, and research   | 4/1/2024 3:18 PM |
| 963 | - Wide selection of books - Ample room for independent work - Polite staff   | 4/1/2024 3:13 PM |
| 964 | Clean and organized  | 4/1/2024 3:13 PM |
| 965 | Available meeting and study rooms. Internet access   | 4/1/2024 3:12 PM |
| 966 | Ability to request books and have them pulled and put on the hold shelf. Definitely E-resources. Definitely Proquest Newspaper links. Genealogy resources.   | 4/1/2024 3:07 PM |
| 967 | Baby story time Variety of in person educational events  | 4/1/2024 3:04 PM |
| 968 | The Maker spaces are great!  | 4/1/2024 3:01 PM |
| 969 | It's easy to find everything, the layout, the separation of children's and adult's.  | 4/1/2024 3:01 PM |
| 970 | The accessibility to so many books and the ability to request books online.Also, they serve a vital role in the community  | 4/1/2024 2:54 PM |
| 971 | It's beautiful, open, inviting and has a wonderful selection of books  | 4/1/2024 2:54 PM |
| 972 | Good title availability and I can usually request and receive a title within 1 week.   | 4/1/2024 2:49 PM |
| 973 | Comfortable, quiet places to read and/or listen.   | 4/1/2024 2:47 PM |
| 974 | Great atmosphere, selection of books   | 4/1/2024 2:45 PM |
| 975 | The books and movies available. There is such a great and extensive catalogue at my disposal through LCPL. Each facility organizes this catalogue well in an accessible and sensical manner. I also appreciate the different services and social opportunities provided. | 4/1/2024 2:40 PM |
| 976 | Great facility, great population of users, obviously serving the needs of most user demographics.  | 4/1/2024 2:39 PM |
| 977 | Being able to place books on hold. Interlibrary loans. Study spaces and play areas for kids.   | 4/1/2024 2:33 PM |
| 978 | Lots of activities for kids  | 4/1/2024 2:28 PM |
| 979 | The staff.   | 4/1/2024 2:26 PM |
| 980 | Everything!  | 4/1/2024 2:23 PM |
| 981 | Programs for kids, ability to reserve books  | 4/1/2024 2:20 PM |
| 982 | the events they hold there, I may not go to them that often but they seem pretty fun:)   | 4/1/2024 2:20 PM |
| 983 | Large spacious areas. Many excellent programs offered  | 4/1/2024 2:19 PM |
| 984 | opening hours; computer stations with internet, also free wifi; hold lists; also Mrs. Stinette at the Purcellville branch is always very friendly and helpful  | 4/1/2024 2:17 PM |

## Q8 What do you like most about LCPL facilities?

|      |  |                  |
|------|--|------------------|
| 985  | Maker space, books, ebooks&audio   | 4/1/2024 2:16 PM |
| 986  | Spacious, clean, full of a wide selection of books. 24 hour drop off for book returns also very convenient.  | 4/1/2024 2:15 PM |
| 987  | I am very appreciative of the online services as well as of Outreach Services. They are convenient and appropriate for someone of my age. LCPL is probably the county service I use the most and that improves my quality of life the most!  | 4/1/2024 2:13 PM |
| 988  | The storytimes and other free programs for children and adults; the friends of the library book sales; the friendly librarians   | 4/1/2024 2:12 PM |
| 989  | Good children's programs, pleasant environments  | 4/1/2024 2:12 PM |
| 990  | The friendly/helpful librarians and all the different free classes (I attend arts and crafts classes the most)   | 4/1/2024 2:10 PM |
| 991  | The breadth of programs offered and the maker spaces   | 4/1/2024 2:09 PM |
| 992  | Wide variety media available through the loan system (and can request from other branches if your branch doesn't have it)  | 4/1/2024 2:07 PM |
| 993  | They have many interesting events.   | 4/1/2024 1:55 PM |
| 994  | Friendly staff and interesting senior programs.  | 4/1/2024 1:54 PM |
| 995  | Librarians in children section are amazing. Great programs for elementary and younger. Easy book return and checkout computers. Online search and reservation are easy. Quick pickup for reserved books.   | 4/1/2024 1:54 PM |
| 996  | Reserve books online and easy check out.   | 4/1/2024 1:54 PM |
| 997  | Fun unique programs like used book sale and plant exchange   | 4/1/2024 1:53 PM |
| 998  | Robust children's programming, books/audiobooks/DVDs available for borrowing + interlibrary loans, meeting spaces available  | 4/1/2024 1:52 PM |
| 999  | good Internet (wifi) service   | 4/1/2024 1:51 PM |
| 1000 | The engagement of the librarians with community members is consistently great  | 4/1/2024 1:50 PM |
| 1001 | Variety and amount of programs   | 4/1/2024 1:49 PM |
| 1002 | Online reservation system.   | 4/1/2024 1:48 PM |
| 1003 | Ease of use  | 4/1/2024 1:47 PM |
| 1004 | Easy to access catalog and removal of fines  | 4/1/2024 1:45 PM |
| 1005 | The two facilities I frequent most have chairs and tables for kids to sit and look at books while I search, giving me more freedom and keeping them happy. There are multiple checkout areas at the facility closest to me, meaning I don't have to wait in line and can check out where it is convenient. The adult section is separate from the children's section, which means a quieter area for adults and I don't have to constantly hush my kids in the children's section. | 4/1/2024 1:44 PM |
| 1006 | Welcoming, friendly, clean, have a lot to offer. I like that Rust does passports.  | 4/1/2024 1:41 PM |
| 1007 | the work spaces, the computers. My dad and I spent many many hours working on Ancestry.com. He began tracing his family when he was a kid in Holland, and had access to churches registries and records  | 4/1/2024 1:41 PM |
| 1008 | The app makes book holds and pick up easy  | 4/1/2024 1:40 PM |
| 1009 | searching the book catalog and reserving books for hold/pickup meeting room space makerspace passport & notary service - super convenient!   | 4/1/2024 1:40 PM |
| 1010 | The children's activities, we enjoy book clubs the most. I wish there was more science and bilingual courses for children.   | 4/1/2024 1:38 PM |
| 1011 | Quiet, comfortable, ...  | 4/1/2024 1:38 PM |
| 1012 | Friendly staff   | 4/1/2024 1:30 PM |



## Q8 What do you like most about LCPL facilities?

|      |  |                   |
|------|--|-------------------|
| 1013 | Children's section and storytime programs are THE BEST!  | 4/1/2024 1:30 PM  |
| 1014 | Open space, not crowded. I love the book box subscriptions for kids. I love that they bring in authors and other shows.  | 4/1/2024 1:29 PM  |
| 1015 | cleanliness and quiet quietness  | 4/1/2024 1:28 PM  |
| 1016 | Lots of different activities for all ages/interests - communications are good. Like all the 'extras' - author talks, access to magazines, libby, language learning.  | 4/1/2024 1:28 PM  |
| 1017 | excellent design, resources and staff  | 4/1/2024 1:18 PM  |
| 1018 | Friendly staff   | 4/1/2024 1:16 PM  |
| 1019 | Small but adequate. I can request a book from anywhere within the system if they don't have it at the Purcellville Library..   | 4/1/2024 1:15 PM  |
| 1020 | The Brambleton Branch is full of natural light and modern. I like the large amount of study rooms and seating areas. The Makerspace is really interesting though I haven't used it.  | 4/1/2024 1:11 PM  |
| 1021 | Kids stuff! Events, activities within the library, and easy access books. Also love the ease of getting books for me (transferring from different libraries, Libby)  | 4/1/2024 1:10 PM  |
| 1022 | I like their diverse selection of books.   | 4/1/2024 1:10 PM  |
| 1023 | Layout, staff, ease of getting books from all libraries, kids clubs  | 4/1/2024 1:08 PM  |
| 1024 | Fantastic events offered- live music, arts and crafts Clean and safe buildings I feel comfortable spending time in, day or night   | 4/1/2024 1:08 PM  |
| 1025 | The many resources that our provided   | 4/1/2024 1:07 PM  |
| 1026 | The way to drop off books. And, of course, the librarians.   | 4/1/2024 1:07 PM  |
| 1027 | Easy to reserve books that I request for pickup, easy return of books in the lobby, Passport Services and Notary Services offered, good signage, lots of machines available for checking out library materials, architecture   | 4/1/2024 1:07 PM  |
| 1028 | The facilities are clean, organized, and bright. It's easy to find the resources I need. They provide ample community and speciality spaces.   | 4/1/2024 1:05 PM  |
| 1029 | I like having access to all materials in the system, that I can access & order them easily on-line, & have them delivered to my home library. I particularly love the welcoming & helpful atmosphere of the Purcellville library. I visit there often & have for 50+ years. It has, since its opening, been an essential part of the Purcellville community.   | 4/1/2024 1:01 PM  |
| 1030 | Most often, they have what I want to read. They also are very accessible and pleasant.   | 4/1/2024 1:00 PM  |
| 1031 | Friendly, approachable staff. Convenient locations.  | 4/1/2024 12:56 PM |
| 1032 | Roomy. Lots of great services. Especially passport services.   | 4/1/2024 12:54 PM |
| 1033 | The hold and transfer services   | 4/1/2024 12:54 PM |
| 1034 | Customer service (volunteers/employees), they are amazing. I like the layout.  | 4/1/2024 12:53 PM |
| 1035 | Organization Well trained staff Cleanliness  | 4/1/2024 12:50 PM |
| 1036 | The classes  | 4/1/2024 12:50 PM |
| 1037 | I like how they have added more community type things such as the passport service and the maker space. My children love the scavenger hunts in the library and it has made them more comfortable exploring what the library has to offer. I want a place that has activities and we can pick up books at the same time. Especially activities that accommodate working households. Not everyone in Loudoun county can afford to live on one income. | 4/1/2024 12:49 PM |
| 1038 | The books. I mean that -- it's a nice addition to have access to the other media, computers, meeting rooms, etc. But I love to just like to walk around and look at books and see what is new or what interests me. I guess I could search online, but it's different than just walking through the stacks. I just love having access to so many books!!!  | 4/1/2024 12:48 PM |
| 1039 | Quiet, internet connectivity, helpful staff, availability of study and meeting rooms   | 4/1/2024 12:47 PM |

## Q8 What do you like most about LCPL facilities?

|      |   |                   |
|------|---|-------------------|
| 1040 | I like the chairs for reading and the checkout and return system.   | 4/1/2024 12:45 PM |
| 1041 | The abundance of options for my kids - scavenger hunts, books, video games for rent, crafts etc. I also like that I can easily place holds and find popular books for me to minimize the time I need to spend searching while I have my kids in tow.  | 4/1/2024 12:44 PM |
| 1042 | Great programs and amenities  | 4/1/2024 12:43 PM |
| 1043 | Availability of magazine and the children's area, and the ability to order hard copy books from other LCPL branches.  | 4/1/2024 12:43 PM |
| 1044 | We love our library! LCPL has a wide variety of resources and materials. The amount of electronic resources available via platforms such as Hoopla, Overdrive, etc. is excellent. I am consistently impressed by the speed at which materials I request are ready for pickup. I also appreciate all of the children's programming that is available.  | 4/1/2024 12:43 PM |
| 1045 | In terms of facilities, I love that everything is so kid friendly. The kids' area is pretty closed off, so my kids can run right in and I know they won't get lost in a large area. The stools for kids to wash hands is great, I've utilized the nursing pod multiple times, and the baby changing stations in the bathrooms are key. I also love that there is a separate family restroom in the kids' area. I also like the abundance of areas to work and the rooms you can use to work. I don't use them now for work but I will in the future! Facilities are clean and beautiful. The proximity of the library to the playground means we can spend the whole morning out and about for storytime, books, puzzles, then the playground and a picnic. Taking my passport photo at the library was super convenient with two kids because I am just always there anyway. | 4/1/2024 12:43 PM |
| 1046 | Physical books  | 4/1/2024 12:41 PM |
| 1047 | Friendly and helpful staff. Clean, inviting spaces. If my library branch doesn't have the book I want, they can get it for me from another branch quickly.  | 4/1/2024 12:40 PM |
| 1048 | Convenience, accessibility  | 4/1/2024 12:39 PM |
| 1049 | I love that you can rent and return any book to any branch. I like that you can rent ebooks I love the programs that are offered and the book sales   | 4/1/2024 12:39 PM |
| 1050 | Reserve and pickup books  | 4/1/2024 12:38 PM |
| 1051 | Great staff in Lovettsville.  | 4/1/2024 12:37 PM |
| 1052 | quiet spaces to work  | 4/1/2024 12:37 PM |
| 1053 | Airy, bright feel in the gum spring and Brambleton libraries. Childrens librarians are helpful and kind.  | 4/1/2024 12:36 PM |
| 1054 | Variety of titles, programming for kids   | 4/1/2024 12:35 PM |
| 1055 | Makers space and ability to get online books and audiobooks.  | 4/1/2024 12:32 PM |
| 1056 | Opportunity and variety of resources, services, and activities  | 4/1/2024 12:32 PM |
| 1057 | I love all libraries, especially the Brambleton library which is so nice but not near me.   | 4/1/2024 12:30 PM |
| 1058 | Many programs, plus benefits such as Hoopla   | 4/1/2024 12:29 PM |
| 1059 | it's close  | 4/1/2024 12:28 PM |
| 1060 | The branches that are closest to me (RUST) and the one where I work (GUM) both have really good space for studying and a good collection for browsing. I like the automated return and the self checkout and always enjoy the programs the branches put together.   | 4/1/2024 12:27 PM |
| 1061 | Overall adequate  | 4/1/2024 12:27 PM |
| 1062 | Well stocked/lots of options for books and resources, great/knowledgeable staff, many community activities  | 4/1/2024 12:26 PM |
| 1063 | Location Hours  | 4/1/2024 12:26 PM |
| 1064 | They are always clean and welcoming.  | 4/1/2024 12:25 PM |
| 1065 | I love being able to put a book on hold, and then be able to just pick it up.   | 4/1/2024 12:23 PM |

## Q8 What do you like most about LCPL facilities?

|      |   |                    |
|------|---|--------------------|
| 1066 | The kids area with all the different toys   | 4/1/2024 12:23 PM  |
| 1067 | Always clean, so much fun and engaging programming for kids, very fast hold turnaround Time, friendly staff   | 4/1/2024 12:22 PM  |
| 1068 | they are always super clean, friendly   | 4/1/2024 12:20 PM  |
| 1069 | Well-maintained, friendly staff, lots of different events   | 4/1/2024 12:20 PM  |
| 1070 | clean bright and comfortable  | 4/1/2024 12:19 PM  |
| 1071 | The ability to request a book from anywhere in the system and pick it up at my closest library.   | 4/1/2024 12:18 PM  |
| 1072 | Cleanliness, location   | 4/1/2024 12:18 PM  |
| 1073 | The programs  | 4/1/2024 12:06 PM  |
| 1074 | Lots of books. Easy check-out & return. Helpful staff.  | 4/1/2024 11:59 AM  |
| 1075 | Open spaces, seating for studying   | 4/1/2024 11:52 AM  |
| 1076 | ease of placing books on hold, and knowing where you are in the queue to get them. ease of the return system, finding books waiting for you in the hold area; welcoming and professional staff; books by mail for those house bound; the runner on the home page listing new books available or soon to come in | 4/1/2024 11:52 AM  |
| 1077 | makers space, kids programs, access to media  | 4/1/2024 11:42 AM  |
| 1078 | feels homey and comfortable   | 4/1/2024 11:38 AM  |
| 1079 | Convenience   | 4/1/2024 11:30 AM  |
| 1080 | I like them in general. No real complaints.   | 4/1/2024 11:26 AM  |
| 1081 | The environment at most facilities are really appealing. I enjoy the green space and easy access at the Ashburn Library and Cascades Library.   | 4/1/2024 10:58 AM  |
| 1082 | I like the location and the variety of activities/facilities available to people within a close distance  | 4/1/2024 10:46 AM  |
| 1083 | Ease of requesting books from the wider library system  | 4/1/2024 10:39 AM  |
| 1084 | Being able to read books free of charge.  | 4/1/2024 10:33 AM  |
| 1085 | Friendly and helpful staff  | 3/29/2024 8:53 PM  |
| 1086 | Test test test test Test test test test Test test test test Test test test test Test test test test   | 3/29/2024 10:56 AM |

## Q9 What do you dislike the most about LCPL facilities?

Answered: 860 Skipped: 409

| #  | RESPONSES   | DATE               |
|----|---|--------------------|
| 1  | Need more meeting rooms.  | 4/28/2024 9:44 AM  |
| 2  | Cascades main library is all one big space. Anything else needs to be reserved  | 4/26/2024 6:12 PM  |
| 3  | The small number of study rooms especially at Gum Spring Library  | 4/26/2024 4:38 PM  |
| 4  | There's been a time or two we went back to the children's area and the toys my daughter had played with before weren't out, which was disappointing for her but maybe beyond the staff's control? (Getting sanitized or something?)   | 4/26/2024 7:27 AM  |
| 5  | Not enough books available for young children/toddlers to read. Books look worn out and used. It would be nice to have more selections to choose from on a weekly basis. The storytime area is a bit crowded for children who don't do well in a room with lots of people. Would be nice to have a larger room or more open space. Instead of just focusing on song and dance only, possibly introduce a puppet show with a storybook. Or have the parents and children sit in a circle so they can see other children around them to have a feeling of togetherness. let the kids have some free time to explore the book on their own and hang out with other children rather than cleaning up immediately after storytime. | 4/26/2024 12:03 AM |
| 6  | Kids computer games - my kids never want to look at books! Sometimes we go to Herndon Library instead because there is less distraction.  | 4/25/2024 10:25 PM |
| 7  | Long waits for books  | 4/25/2024 8:07 PM  |
| 8  | Nothing   | 4/25/2024 7:51 PM  |
| 9  | My son would like to play with a train table. He asks to go to Brunswick because of the train table.  | 4/25/2024 3:23 PM  |
| 10 | Not enough teen programs  | 4/25/2024 12:31 PM |
| 11 | not applicable, the one on Gum Spring is beautiful  | 4/25/2024 12:18 PM |
| 12 | Nothing.  | 4/25/2024 12:00 PM |
| 13 | It's hard to learn about services provided if you don't know what you're asking for   | 4/25/2024 11:55 AM |
| 14 | Lack of good transit options from Leesburg & Ashburn  | 4/25/2024 11:33 AM |
| 15 | How quickly the meeting rooms get booked before I can book a room.  | 4/25/2024 11:31 AM |
| 16 | Na  | 4/25/2024 11:25 AM |
| 17 | Hard to book meeting rooms  | 4/25/2024 10:53 AM |
| 18 | The study rooms are almost always full  | 4/25/2024 10:48 AM |
| 19 | You don't stay open long enough.  | 4/25/2024 10:44 AM |
| 20 | There is no programming for adults with intellectual or developmental disabilities.   | 4/25/2024 10:34 AM |
| 21 | It is sometimes pretty noisy for a library. I.E. I come there to get out of the house and work (I work from home) and a woman was tutoring a student, in a teacher voice and the student was loud. This was just one example. I had to move to the back of the library.   | 4/25/2024 10:30 AM |
| 22 | Lack of amenities. There is nothing around Ashburn. Get some coffee in there!   | 4/25/2024 10:29 AM |
| 23 | Sometimes it can get really loud in the Brambleton library.   | 4/25/2024 10:25 AM |
| 24 | I hate travelling 20 minutes to Brambleton for the facilities that I need. I also dislike the way that 3D printing works. I wish it were easier to print test pieces  | 4/25/2024 10:24 AM |

## Q9 What do you dislike the most about LCPL facilities?

|    |   |                    |
|----|---|--------------------|
| 25 | Projectors in meeting spaces not working  | 4/25/2024 10:23 AM |
| 26 | I'd love to see more meeting spaces available   | 4/25/2024 10:23 AM |
| 27 | Nothing! Our libraries are awesome!   | 4/25/2024 10:09 AM |
| 28 | n/a   | 4/25/2024 9:37 AM  |
| 29 | Particularly in Ashburn the amount of books available to review in person is not many. Particularly for teenagers. It's disappointing. We need to have a showcase shelf for teenagers to help them see what's there to read. It is also very dark in that corner... not very inviting for a teenager to look at books. We need to increase the number of books to look through. Also for popular books it takes a very long time to get them... if you are on hold.   | 4/25/2024 8:55 AM  |
| 30 | No teen space in Ashburn, lack of parking during large events, long wait times for new books and ebooks   | 4/25/2024 8:55 AM  |
| 31 | Lack of teen appeal, waitlists, small size of Ashburn library, lack of parking during large events  | 4/25/2024 8:47 AM  |
| 32 | The Ashburn library is fairly small and we frequently need to order books from other libraries.   | 4/25/2024 8:19 AM  |
| 33 | Nothing   | 4/25/2024 7:48 AM  |
| 34 | Nothing   | 4/25/2024 7:36 AM  |
| 35 | Na  | 4/25/2024 7:12 AM  |
| 36 | The inconsistency with how friends of library book sales are done. I never sure who has stuff always in their Library versus libraries I've tried to donate to that says we only accept them one month a year. I love a great big giant sale that I know is going to be filled with opportunity not already picked through heavily. I'm shocked at the disparity between some of the libraries. In my case Sterling to Ashburn or Cascades. I'm happy they didn't close the Sterling Library years ago because it's a genuine vital community resource for people on foot not in cars. So the new one is excellent. | 4/25/2024 1:22 AM  |
| 37 | Sometimes I cannot find something so the organization.  | 4/25/2024 12:05 AM |
| 38 | Other libraries are a lot bigger with more amenities. While we can't really increase the size, we could make improvements so it's more on par with Rust and Brambleton.   | 4/24/2024 10:39 PM |
| 39 | Nothing   | 4/24/2024 10:19 PM |
| 40 | Too many events are online only, should be presented in library live first, recorded, and then offered online.  | 4/24/2024 9:49 PM  |
| 41 | Lack of interesting books available   | 4/24/2024 9:37 PM  |
| 42 | All positive  | 4/24/2024 9:35 PM  |
| 43 | They took away two parking places for electric charging stations when there are so few for cars... better to have put them in the new 60 car parking lot at our new town office in Middleburg   | 4/24/2024 9:21 PM  |
| 44 | That there isn't one near/in Round Hill.  | 4/24/2024 7:38 PM  |
| 45 | Programs & events are not reaching out to all community members. Not having enough diversity programs.  | 4/24/2024 7:18 PM  |
| 46 | No homeschool programs  | 4/24/2024 7:15 PM  |
| 47 | kids activities scheduled for 6pm (dinner time) during the school year.   | 4/24/2024 7:08 PM  |
| 48 | A lot of the work spaces at Cascades are close to the children's area or the front door, which can be noisy   | 4/24/2024 6:49 PM  |
| 49 | Book selection and kids area is really sad looking  | 4/24/2024 6:45 PM  |
| 50 | Nothing   | 4/24/2024 6:36 PM  |
| 51 | Nothing?  | 4/24/2024 6:29 PM  |
| 52 | My closest branch is small and doesn't offer a lot of activities for adults.  | 4/24/2024 5:56 PM  |



## Q9 What do you dislike the most about LCPL facilities?

|    |  |                    |
|----|--|--------------------|
| 53 | Long hold times  | 4/24/2024 5:01 PM  |
| 54 | I wish Rust had a drive up return box-sometimes parking and walking in is too painful.   | 4/24/2024 4:39 PM  |
| 55 | Hold times   | 4/24/2024 4:21 PM  |
| 56 | Wish they would copy more Amazon top reads in paper format to have in the circulation.   | 4/24/2024 3:57 PM  |
| 57 | Not sure   | 4/24/2024 3:29 PM  |
| 58 | Noise from teens and Maker space machines. Both should have separate entrances.  | 4/24/2024 2:29 PM  |
| 59 | The purcellville location seems to not have as many programs, events, or makerspace amenities as the other locations   | 4/24/2024 2:21 PM  |
| 60 | Facilities are generally well sized with the exception of Lovettsville. It could use a larger space.   | 4/24/2024 2:02 PM  |
| 61 | Nothing.   | 4/24/2024 1:56 PM  |
| 62 | I wish they were open on Friday evening. There aren't many free indoor third places in Loudoun for families.   | 4/24/2024 1:46 PM  |
| 63 | Sometimes books that I hear about are not available. Seating is not comfortable if I need to use my laptop at the library (due to home power/internet outages).                      | 4/24/2024 1:19 PM  |
| 64 | The waitlist time for newly released books.  | 4/24/2024 12:55 PM |
| 65 | NA   | 4/24/2024 5:21 AM  |
| 66 | No access to internet on phone.  | 4/24/2024 2:22 AM  |
| 67 | At Cascades, there is a sterile, unwelcoming ambiance somehow. Rust Library seems a bit more cozy. I haven't gone to other LCPL locations.   | 4/23/2024 4:36 PM  |
| 68 | not easy to access / find info that I need or want   | 4/23/2024 3:18 PM  |
| 69 | Nothing  | 4/23/2024 3:11 PM  |
| 70 | Limited space for my young children to interact with enriching activities, that do not disturb other patrons.  | 4/23/2024 2:06 PM  |
| 71 | Over emphasis on computer searches rather than strolling down aisles of books  | 4/23/2024 1:19 PM  |
| 72 | I cannot recall seeing a map of the library's layout when entering a Loudoun County library. It would be nice to have a map to know where to go once I enter.                        | 4/23/2024 1:05 PM  |
| 73 | Broken elevators, to much turn over with library accounts.   | 4/23/2024 11:39 AM |
| 74 | DVDs are all lumped together in one category, hard to find specific titles and on site searches are time consuming. Separate movies from TV, make foreign films a separate category. | 4/23/2024 11:16 AM |
| 75 | I wish there was a drive-through for returning items   | 4/23/2024 10:10 AM |
| 76 | Lack of a small coffee shop. It doesn't have to be big or w an extensive menu. A good example is the MLK library in DC   | 4/23/2024 8:56 AM  |
| 77 | Nothing.   | 4/23/2024 8:32 AM  |
| 78 | N/A  | 4/23/2024 7:53 AM  |
| 79 | Other customers - rude and noisy, loud conversations, they plug in electronics and leave a trail of cords to walk over.  | 4/23/2024 7:15 AM  |
| 80 | I have no complaints about the current facilities.   | 4/22/2024 9:49 PM  |
| 81 | Saturday hours. Can't go to the library when I have the availability in my schedule  | 4/22/2024 9:34 PM  |
| 82 | Nothing, I feel so lucky to have LCPL as my library system!  | 4/22/2024 9:32 PM  |
| 83 | Signing up for study rooms can be hard as there aren't nearly enough most of the time.   | 4/22/2024 8:35 PM  |
| 84 | Checking out having to enter personal information in front of others is uncomfortable.   | 4/22/2024 8:18 PM  |

## Q9 What do you dislike the most about LCPL facilities?

|     |   |                    |
|-----|---|--------------------|
| 85  | Nothing   | 4/22/2024 7:20 PM  |
| 86  | Not enough study rooms  | 4/22/2024 6:39 PM  |
| 87  | The website: difficulty in logging in, accessing account information, finding programming, searching for books, especially intuitive filtering options in searching for books.  | 4/22/2024 6:16 PM  |
| 88  | Ashburn is small.   | 4/22/2024 6:02 PM  |
| 89  | Lack of interaction with another human as i check myself out  | 4/22/2024 5:47 PM  |
| 90  | It's somewhat difficult to navigate all of the resources online   | 4/22/2024 4:58 PM  |
| 91  | The courses are not of quality  | 4/22/2024 4:38 PM  |
| 92  | Maybe more seats would be good  | 4/22/2024 4:35 PM  |
| 93  | Nothing.  | 4/22/2024 4:12 PM  |
| 94  | Parking lot proximity to library entrance.  | 4/22/2024 3:40 PM  |
| 95  | NA  | 4/22/2024 3:36 PM  |
| 96  | n/a   | 4/22/2024 2:57 PM  |
| 97  | Western Loudoun in general seems to get less services. It would be nice to have in Purcellville all the amenities that the libraries east of Leesburg have.   | 4/22/2024 2:49 PM  |
| 98  | Less programming than before pandemic. :/   | 4/22/2024 2:36 PM  |
| 99  | I have to be at the library when it opens to get an individual study room   | 4/22/2024 2:27 PM  |
| 100 | Not enough audiobooks   | 4/22/2024 2:00 PM  |
| 101 | My home library (Purcellville) doesn't seem like it is as modern as some of the other libraries, and I feel it could be spruced up and could have more of the amenities that other libraries do.  | 4/22/2024 1:54 PM  |
| 102 | If there are programs for online safety/digital citizenship and learning sound research skills, I have not seen them. This would be something that I value.   | 4/22/2024 1:49 PM  |
| 103 | Nothing. My family teases me that my library usage more than makes up for our family of 5.  | 4/22/2024 1:47 PM  |
| 104 | Nothing, other than I wish Lucketts would have one too!   | 4/22/2024 1:44 PM  |
| 105 | Nothing - I told my husband, I can live anywhere if there is a good library and Leesburg has a good library   | 4/22/2024 1:37 PM  |
| 106 | Nothing   | 4/22/2024 1:31 PM  |
| 107 | No problems   | 4/22/2024 1:29 PM  |
| 108 | I wish the exterior doors at Rust were wider, getting through a single door space with a stroller and kids can be a challenge.  | 4/22/2024 1:00 PM  |
| 109 | nothing except the distance   | 4/22/2024 12:57 PM |
| 110 | Needs more staff at the library that can answer questions about Libby and Hoopla.   | 4/22/2024 12:56 PM |
| 111 | Allowance of noise  | 4/22/2024 12:48 PM |
| 112 | Many of the books, often those in the kids area, are very progressive and not appropriate for young kids to be reading on their own without their parent or guardians permission or knowledge. I think these books can be available but don't need to be on display under the lights in the toddler story time area. For example, the book anti-racist baby, or feminist baby, may be confusing to a young child if they're able to read this without having a trusted adult present to talk with them about what they're reading simply because it's sitting in the kids area of their library. Also, Brambleton always has tons of high school kids crowding outside the library in large groups that are loud and somewhat intimidating to smaller audiences. A few weeks ago a fight nearly broke out eight outside the library doors and the police intervned to calm the situation. | 4/22/2024 12:39 PM |
| 113 | The Ashburn location feels like quite a small location with limited selections. I have not been to another location so I have no further comment on other facilities.   | 4/22/2024 12:39 PM |

## Q9 What do you dislike the most about LCPL facilities?

|     |  |                    |
|-----|--|--------------------|
| 114 | Lack of technology and maker space at ashburn library  | 4/22/2024 12:30 PM |
| 115 | nothing much. Brambleton is a great library and is very well run compared to other library systems i have seen like NYC, Fairfax, Sunnysvale etc.  | 4/22/2024 12:29 PM |
| 116 | I would like even more non-digital play materials for younger children, even for upper elementary-aged children -- ideally book-related and somehow educational but not reading-dependent. (All my children have been late readers, but the one with dyslexia loves books because she's always been encouraged to access them in the way that's comfortable to her, not shamed for struggling with reading print.) The main idea is to create a positive association with the library in the first place, and give the parents time to hunt and pick out the most engaging books while the future readers are happily occupied. Also, there have been times when our family wanted to go to the library but it was closed.   | 4/22/2024 12:28 PM |
| 117 | Nothing  | 4/22/2024 12:24 PM |
| 118 | I do wish they had spaces that would allow more versatile third party spaces /interactions I struggle to find the books on my reading list, either based on topic or based on release date.  | 4/22/2024 12:22 PM |
| 119 | The Cascades branch is very small/doesn't have a huge inventory so I mostly reserve books online to make sure they have a particular book I am wanting.  | 4/22/2024 12:20 PM |
| 120 | few programs for tweens (5th/6th grade)  | 4/22/2024 12:15 PM |
| 121 | I can't think of anything right now  | 4/22/2024 12:14 PM |
| 122 | Nothing  | 4/22/2024 12:14 PM |
| 123 | long waits for books   | 4/22/2024 12:09 PM |
| 124 | Not enough study rooms   | 4/22/2024 12:08 PM |
| 125 | I sometimes have to wait for digital books.  | 4/22/2024 12:07 PM |
| 126 | Not all books that should be available aren't.   | 4/22/2024 12:03 PM |
| 127 | No Central Library, rooms get booked fast beginning of the year. nNot many smaller size meeting rooms, flexible spaces (no room dividers)  | 4/22/2024 12:01 PM |
| 128 | Can't think of a single thing.   | 4/22/2024 11:59 AM |
| 129 | We go to the Ashburn branch, it would be cool if we had a maker space and some of the other cool things other branches have.   | 4/22/2024 11:59 AM |
| 130 | Nothing, I love our library system.  | 4/22/2024 11:58 AM |
| 131 | Well, as I've said in previous comments, poor distribution of services and programming between locations and age groups.   | 4/22/2024 11:58 AM |
| 132 | Old libraries are not updated often. Video game library in media section has been retired (versus when I was a child, I could go to Ashburn library to rent games).  | 4/22/2024 11:55 AM |
| 133 | Some of the books on display are completely inappropriate for the age recommended  | 4/22/2024 11:54 AM |
| 134 | None   | 4/22/2024 11:53 AM |
| 135 | Long waitlists for new best sellers  | 4/22/2024 11:53 AM |
| 136 | The noise, lack of cleanliness, space, and calendar. The library can become extremely rowdy, especially with kids/teens that end up taking up Adult spaces. This contributes to there being a lack of space, especially for study rooms or individual reading. This could be remedied by creating Adult only spaces or centers like they have for Children and Teens, and adding additional spaces like study rooms and meeting rooms. The library gets really dirty at times, and once rooms are available, they are usually littered with junk and are extremely messy. This could be remedied with reminding patrons to clean up after themselves, and having wet wipes readily available like in gyms for patrons to clean their mess. Also investing more in the custodial staff and providing them with high-quality products that easily remove dirt/grime off of tables/chairs in one stroke. The current events calendar is difficult to read and can be remedied by consolidating events. For instance, the Rhyme On Poetry contest is listed each day at the top six or seven times for each library. Therefore, patrons are forced to scroll through this until they can actually find the events for the day. A market research plan can be | 4/21/2024 5:34 PM  |

## Q9 What do you dislike the most about LCPL facilities?

created, where librarians can have either a phone/tablet by their desk with a sign that says 'tell us about our events calendar.' Patrons can then use the calendar and let librarians know what they like and don't like about it so then it can be configured accordingly. This way we can have a cleaner output and also make patrons more aware about the online event calendar. You can make stickers or buttons in the Makerspace and give to patrons after they have submitted their feedback. Or even a raffle, candy, or you can simply request feedback.

|     |  |                    |
|-----|--|--------------------|
| 137 | More hardback books! More books available to borrow on Libby.  | 4/21/2024 11:37 AM |
| 138 | Nothing really   | 4/20/2024 9:30 PM  |
| 139 | When the library doesn't have a book I want to read or when the wait list is more than a month.  | 4/20/2024 5:36 PM  |
| 140 | Not enough books. Get whole series, not just one or two books in a longer series. Also, I don't like that Book clubs have to be library sponsored, curated and led. Let individuals form their own book clubs and use library facilities and books.              | 4/20/2024 10:45 AM |
| 141 | selections of books  | 4/20/2024 8:31 AM  |
| 142 | Nothing  | 4/20/2024 8:22 AM  |
| 143 | Depressing interior, lack of attractive book selection   | 4/20/2024 2:03 AM  |
| 144 | No dislikes I can think of   | 4/20/2024 12:56 AM |
| 145 | I don't get the current popular books easily.  | 4/16/2024 9:29 AM  |
| 146 | They did away with cds.  | 4/14/2024 8:21 PM  |
| 147 | Can't think of anything at this point in time.   | 4/14/2024 10:58 AM |
| 148 | I don't exactly hate it, but it somewhat bothers me when there is the second book in a series, but not the first.  | 4/13/2024 8:50 AM  |
| 149 | Sometimes appears to be drop off for unaccompanied minors, seating can be limited during peak hours  | 4/13/2024 7:28 AM  |
| 150 | see above 2 answers  | 4/13/2024 6:42 AM  |
| 151 | The limitation on how many days a group is allowed to reserve (and the reservation system).  | 4/13/2024 6:36 AM  |
| 152 | waiting to borrow an audiobook   | 4/13/2024 6:16 AM  |
| 153 | Books are not available when I need them   | 4/13/2024 1:26 AM  |
| 154 | The teen issues are ridiculous! I have no idea why the county doesn't do something about it. It's unbearable on Friday nights  | 4/12/2024 8:11 PM  |
| 155 | I disliked taking the CD's out. I dislike some of the children's books that I ordered for school purposes being taken out and the amount of books on transgender and other cultural topics being ordered.  | 4/12/2024 7:08 PM  |
| 156 | Browsing the fiction section. It is so hard to find something I want to read just from browsing the shelves. It makes me not want to do it.  | 4/12/2024 11:16 AM |
| 157 | All libraries should offer the same on site amenities  | 4/12/2024 8:32 AM  |
| 158 | Lack of teen spaces compared to adult and kid spaces   | 4/12/2024 7:27 AM  |
| 159 | Surprised that Loudoun County libraries doesn't have a broader selection of books in the system and better functioning website and mobile app. These were tremendous in our prior location (Columbus, OH).   | 4/11/2024 7:44 PM  |
| 160 | Wish it was easier to search for books and movies (DVDs) as well as video games (Nintendo Switch). Interlibrary loan would be nice too. Oftentimes, there are some books and movies that have been harder to find both in the system and for interlibrary loans. | 4/11/2024 6:23 PM  |
| 161 | I almost always have to get a book delivered to the library.   | 4/11/2024 2:41 PM  |
| 162 | The lack of study rooms available  | 4/11/2024 1:42 PM  |
| 163 | Making sexuality an issue that needs a separate group, particularly with teens. The availability of older books.   | 4/11/2024 1:29 PM  |

## Q9 What do you dislike the most about LCPL facilities?

|     |  |                    |
|-----|--|--------------------|
| 164 | although it may be an unpopular opinion I wish that the kids department kept the computer separate maybe in a lake fenced off area or slightly off to the side more we are likely bringing them to the library so they can engage with physical books and have the opportunity to explore that way versus being on screens although recognize that as being a resource necessary I just think it be nice if there is maybe more monitoring around it or not as visible | 4/11/2024 12:40 PM |
| 165 | The kid's computers at Cascades are frustrating as they are slow (and kids that age don't need computer exposure), would love a family bathroom so can bring in multiple kids easily and ensure they won't run as they hit toddler age, bathroom doors that prevent toddler escapes under the doors.   | 4/11/2024 8:18 AM  |
| 166 | N/a I love the library   | 4/10/2024 8:42 PM  |
| 167 | n/a  | 4/10/2024 8:06 PM  |
| 168 | Limited space around self-checkout computers   | 4/10/2024 7:55 PM  |
| 169 | Not much! I do wish they opened a little earlier.  | 4/10/2024 6:00 PM  |
| 170 | Nothing to dislike.  | 4/10/2024 5:07 PM  |
| 171 | Not enough books   | 4/10/2024 4:39 PM  |
| 172 | They can be pretty noisy.  | 4/10/2024 4:12 PM  |
| 173 | Maybe be a little bit bigger   | 4/10/2024 3:50 PM  |
| 174 | Nothing  | 4/10/2024 3:35 PM  |
| 175 | out of the way   | 4/10/2024 2:31 PM  |
| 176 | Frederick and Montgomery counties, MD frequently have a wider selection of audio books.  | 4/10/2024 2:14 PM  |
| 177 | Nothing so far   | 4/10/2024 2:11 PM  |
| 178 | No activities for teens  | 4/10/2024 2:08 PM  |
| 179 | None   | 4/10/2024 12:43 PM |
| 180 | I dislike how the libraries are not modern. I also think they should look cooler to attract more people.   | 4/10/2024 12:27 PM |
| 181 | nothing  | 4/10/2024 11:39 AM |
| 182 | Nothing  | 4/10/2024 11:21 AM |
| 183 | Can't think of anything  | 4/10/2024 11:20 AM |
| 184 | Study rooms are usually full   | 4/10/2024 10:21 AM |
| 185 | Sometimes the good spot is taken.  | 4/10/2024 9:40 AM  |
| 186 | Many empty shelves. Seems like a shortage of books.  | 4/10/2024 9:33 AM  |
| 187 | sometimes noisy, especially when lines for passports and kids running around   | 4/10/2024 9:27 AM  |
| 188 | Lack of homeschool activities during the afternoon for libraries in the south eastern part of Loudoun County. Would like to see more teen events as well.  | 4/10/2024 9:22 AM  |
| 189 | Nothing that I can think of.   | 4/10/2024 8:19 AM  |
| 190 | Once a book got checked out under our name we have never seen and then had to pay for. Maybe our account was left up and a kid used it to check it out? Can the check out computers have a "time out" feature? I looked and waited for months and they were sweet to check the shelves for us too. Very unique situation though.   | 4/10/2024 7:52 AM  |
| 191 | Nothing.   | 4/10/2024 7:11 AM  |
| 192 | sometimes doesn't have the classics in hardback  | 4/9/2024 11:01 PM  |
| 193 | Can't think of anything. Meeting rooms get booked up too far ahead. That was an issue at times. Hopefully the hallways and restrooms are clean. That is important, too.  | 4/9/2024 10:22 PM  |



## Q9 What do you dislike the most about LCPL facilities?

|     |   |                   |
|-----|---|-------------------|
| 194 | Wish for more study rooms, the ones there always fill up quickly  | 4/9/2024 9:10 PM  |
| 195 | The lack of monthly scavenger at certain libraries and more friendly and librarians working behind the service desks.   | 4/9/2024 8:48 PM  |
| 196 | I dislike not being able to read the books I want because the library does not have them.   | 4/9/2024 8:05 PM  |
| 197 | not enough books  | 4/9/2024 7:24 PM  |
| 198 | I would prefer for the children's computers to be set apart in a separate room rather than close to the books at Gum Spring. Technology, though a good thing, can easily distract a child from the joy of reading.  | 4/9/2024 6:05 PM  |
| 199 | the automatic doors my son ran out and almost got hit by a car. Also some of the series are not complete.   | 4/9/2024 5:40 PM  |
| 200 | None  | 4/9/2024 5:29 PM  |
| 201 | I love Rust. I think it is very well designed (except, the carpet can give me a headache, lol). Ashburn, on the other hand, seems sort of cramped and lacking the cozy reading corners that the other branches have. I understand the building is smaller, but I wish it was overall more conducive to lingering. There is a definite utilitarian feeling to the space, IMHO.   | 4/9/2024 5:29 PM  |
| 202 | Would like more homeschool resources.   | 4/9/2024 3:07 PM  |
| 203 | Not a lot of family programming with languages outside of English.  | 4/9/2024 2:05 PM  |
| 204 | Can be difficult to find an available study room during peak times  | 4/9/2024 1:53 PM  |
| 205 | Internet at Cascades was terrible so I avoided it for a year or two. It seems better now.   | 4/9/2024 1:27 PM  |
| 206 | Nothing. We are lucky to have a wonderful library system.   | 4/9/2024 1:21 PM  |
| 207 | The artificial smell of the cleaning products. It's very unhealthy and makes me sick. I can only imagine what it's doing to the children. Please use only unscented products and ask your cleaning staff to use natural cleaners! Thank you!  | 4/9/2024 1:10 PM  |
| 208 | There's nothing to dislike.   | 4/9/2024 12:58 PM |
| 209 | nothing really  | 4/9/2024 11:35 AM |
| 210 | Nothing   | 4/9/2024 11:07 AM |
| 211 | The teen issue is awful. The poor staff cannot keep them in check. Teens are rude, loud, disrespectful, and there never seems to be any consequences for their bad behavior. It's an issue in the community that I have read on social media as well. Something needs to be done. If the teens aren't using the library then they need to not be going in and out. It's so disruptive to those who are working and studying. This is Brambleton, we shouldn't need a police officer at the library. | 4/9/2024 11:05 AM |
| 212 | NA  | 4/9/2024 10:59 AM |
| 213 | Used to have more books. Now the bookshelves, especially for the new books, are empty.  | 4/9/2024 10:59 AM |
| 214 | N/A   | 4/9/2024 10:44 AM |
| 215 | I am a volunteer for the Loudoun Symphony Orchestra and would like to request that they keep the fliers for the entire Symphony season up for the entire season   | 4/9/2024 10:27 AM |
| 216 | the parking at brambleton and ashburn, new libraries should have ample parking all around them.   | 4/9/2024 10:07 AM |
| 217 | increase of electronic materials that is slowly eroding good, old fashioned books.  | 4/9/2024 9:14 AM  |
| 218 | So many different librarians at my branch, and not all are friendly. Don't feel like I get to know any of them as it's often different staff every time I go in. The decreased limit of books we can check out monthly through Hoopla. Not having enough copies of some books. Not having a lot of books about topics of interest to me (adoption, travel, etc. - have to go to Fairfax County libraries sometimes to find specific books).   | 4/9/2024 8:43 AM  |
| 219 | 1. When I go to the library on a Friday the weekly programs are over and a next week flyer isn't out. I miss many programs I would have gone to. 2. I went to a program at Brambleton that  | 4/9/2024 7:55 AM  |

## Q9 What do you dislike the most about LCPL facilities?

was located just off of the children's section. It was so noisy even with the sliding doors closed. I have not been back since. Also the stairs scare me. It is an interesting design but impractical. Ashburn is too noisy in that entryway. Do the ceilings need to be that high? I like the feel of Purcellville Library better. Ashburn does have good meeting rooms though.

|     |  |                   |
|-----|--|-------------------|
| 220 | Can't think of anything right off.   | 4/9/2024 7:37 AM  |
| 221 | I absolutely love my library but it would be great if it can open earlier -like at 9 am rather than 9:30 am. More staffing at the Makers Space   | 4/9/2024 5:34 AM  |
| 222 | Most branches don't have the same copies of books, which means I have to go back and forth between branches for books in a series.   | 4/9/2024 12:16 AM |
| 223 | Noisy. No reference desk. Trying to be/accommodate too many things/functions that are not a part of libraries.   | 4/8/2024 11:45 PM |
| 224 | I wish the activities were better advertised. I know in my high school library we have the fliers for that month's/ week's activities like "Create a Succulent". I only wish that they could advertise more on social media to encourage more people to be involved in their local library and community.  | 4/8/2024 11:32 PM |
| 225 | Many of the branches are a little overwhelming. Eastern Loudoun especially. They feel expansive and empty at the same time, like they have no character. The staff are hit or miss. I'd like to try out more activities, but I've been made to feel unwelcome at many branches, or the activity rooms seem daunting.   | 4/8/2024 10:59 PM |
| 226 | Not enough books   | 4/8/2024 10:02 PM |
| 227 | NA   | 4/8/2024 7:33 PM  |
| 228 | The book return can be slow with a of books  | 4/8/2024 6:33 PM  |
| 229 | A large amount of the activities are for adults, like portait classes, watercolor classes, and things like that. There isn't a teen poetry contest, but there is an adult one, which is disappointing, because I think one would be nice. Teenagers wouldn't cause disruption in sketching classes or anything, and those should be open to both teens and adults. | 4/8/2024 4:59 PM  |
| 230 | The free events at Gum Spring can get overcrowded.   | 4/8/2024 4:19 PM  |
| 231 | Availability of some resources   | 4/8/2024 3:57 PM  |
| 232 | I've been to several of the branches. Purcellville's is too small, old, and poorly laid out. Ashburn and Cascades feels a lot like a warehouse or community center, lacking intimate spaces to quietly read or study. Not a place that I really want to browse or hang out and read.   | 4/8/2024 3:50 PM  |
| 233 | Nothing, really. Sometimes books that I want to read are not available, but I guess you can't expect every book to be in the library.  | 4/8/2024 2:53 PM  |
| 234 | Slow wifi  | 4/8/2024 2:32 PM  |
| 235 | Study spaces (quiet rooms) receive heavy use and need maintenance/paint. Hard copies of magazines and newspapers are being reduced too fast.   | 4/8/2024 2:16 PM  |
| 236 | That the kids' computers are next to the children's book end.  | 4/8/2024 2:09 PM  |
| 237 | Not having transportation access for everybody. Not having transportation access for everybody, I think you guys have made great improvements  | 4/8/2024 1:24 PM  |
| 238 | Nothing!   | 4/8/2024 12:37 PM |
| 239 | disregard for respect by middle schoolers running around quiet sections. lack of   | 4/8/2024 11:56 AM |
| 240 | straying too far from primary mission of providing reading services (ex. 3D printer machines that made plastic parts took up space in a back room).  | 4/8/2024 11:42 AM |
| 241 | No outside seating   | 4/8/2024 11:40 AM |
| 242 | nothing  | 4/8/2024 11:11 AM |
| 243 | Too many ebooks, prefer paper copied   | 4/8/2024 10:35 AM |
| 244 | The lack of a robust "library of things." Other systems have more items to check out; things   | 4/8/2024 9:56 AM  |

## Q9 What do you dislike the most about LCPL facilities?

|     |   |                   |
|-----|---|-------------------|
|     | like tools.   |                   |
| 245 | open too late in the morning  | 4/8/2024 9:40 AM  |
| 246 | Trying to do too many things- it's not a rec center - should focus on learning not community space for dance rehearsals or a passport office  | 4/8/2024 9:34 AM  |
| 247 | The books we need (physical copies and e-books) are not available, majority of the times.   | 4/8/2024 9:33 AM  |
| 248 | I would like to see longer Sunday hours.  | 4/8/2024 9:32 AM  |
| 249 | Noisy people having work conference calls. The creepy people watching sexy videos. The paper thin walls of the quiet rooms. Short hours.  | 4/8/2024 9:14 AM  |
| 250 | There is truly nothing that I dislike about the LCPL facilities.  | 4/8/2024 7:47 AM  |
| 251 | No dislikes   | 4/8/2024 6:42 AM  |
| 252 | Not enough publicity to all the things going on at the LCPL facilities.   | 4/8/2024 6:18 AM  |
| 253 | Nothing   | 4/8/2024 12:01 AM |
| 254 | That we cannot host voter registration drives at the library.   | 4/7/2024 11:24 PM |
| 255 | Parking   | 4/7/2024 10:22 PM |
| 256 | At the same time, there are many books that I'd like to read that aren't available in LCPL so I have to go to DC for them.  | 4/7/2024 9:16 PM  |
| 257 | Our library is very small and makes some of the programming hard. Would also be great to have more separation between the kids space and quiet areas.   | 4/7/2024 9:02 PM  |
| 258 | Makerspace and art facilities not the same everywhere. I went to the Sterling location to use the sublimation tool and the machine was out of ink and wrecked my project  | 4/7/2024 8:55 PM  |
| 259 | Nothing   | 4/7/2024 8:31 PM  |
| 260 | I don't have any complaints about the libraries, except I wish there was more comfy seating/individual seating. A lot of the seats are big tables, which is nice, but sometimes I want to sit on my own.                | 4/7/2024 8:15 PM  |
| 261 | New book section has gotten very sparse. I usually have to request new books online & wait for them   | 4/7/2024 7:41 PM  |
| 262 | nothing   | 4/7/2024 7:20 PM  |
| 263 | Do not replace lost items to complete sets or dvd series if they are old.i  | 4/7/2024 7:00 PM  |
| 264 | No dislikes   | 4/7/2024 5:51 PM  |
| 265 | Can't think of anything.  | 4/7/2024 5:23 PM  |
| 266 | Nothing   | 4/7/2024 5:02 PM  |
| 267 | Long book holding times, some of the books I want aren't there  | 4/7/2024 4:57 PM  |
| 268 | Nothing   | 4/7/2024 3:49 PM  |
| 269 | Parking. Brambleton can be difficult at times to find parking.  | 4/7/2024 3:44 PM  |
| 270 | N/A   | 4/7/2024 2:03 PM  |
| 271 | I wish there are more book and media sales please.  | 4/7/2024 1:44 PM  |
| 272 | Needs more books  | 4/7/2024 1:20 PM  |
| 273 | I would like better book return options. The outside one after hours (at Gum Spring) is kind of creepy. I'm always worried bugs are going to drop on me or someone is hiding around the corner.                         | 4/7/2024 1:06 PM  |
| 274 | Currently there is a nice calendar view to see all Events/Programs in LCPL online, but it will be great to have subscription option to get notifications about events/programs filtered for specific age / grade group. | 4/7/2024 12:47 PM |

## Q9 What do you dislike the most about LCPL facilities?

|     |   |                   |
|-----|---|-------------------|
| 275 | Not enough meeting spaces   | 4/7/2024 11:54 AM |
| 276 | Don't have some older books I like.   | 4/7/2024 11:51 AM |
| 277 | Sometimes difficult to get the books I would like to read. It is often unclear how to reserve rooms, and I worry about how often they are cleaned.  | 4/7/2024 11:33 AM |
| 278 | Not many books. I recently went on looking for several non fiction topics and found few or no books on those subjects. There seemed to be plenty of shelf space.  | 4/7/2024 11:16 AM |
| 279 | Nothing   | 4/7/2024 10:10 AM |
| 280 | Lovettsville library feels too crowded  | 4/7/2024 9:36 AM  |
| 281 | DVD rental period of just 1 week  | 4/7/2024 8:46 AM  |
| 282 | I welcome more discussion and presentation events on current events, political leaders, authors re books on current culture disagreements, more copies of Loudoun County Times, more K-4 programming when LCPS out..which is often and as a daycare backup, welcome programming to keep grandkids off screens                                     | 4/7/2024 7:53 AM  |
| 283 | Nothing   | 4/7/2024 7:08 AM  |
| 284 | Distance  | 4/7/2024 5:57 AM  |
| 285 | I don't go to library to make valid comments on this question   | 4/7/2024 4:48 AM  |
| 286 | The amount of new books is very less compared to other nearby counties.   | 4/7/2024 1:56 AM  |
| 287 | Activities are not the same at all the libraries. - some have a lot and varied- some have virtually nothing. More out west would be nice.   | 4/7/2024 12:50 AM |
| 288 | I can't find enough children books about Christmas or Easter. I see good variety of books that fit diversity of individuals, but we I didn't find enough children books for Easter to read with my daughter.  | 4/7/2024 12:13 AM |
| 289 | Too small, not enough places to sit   | 4/6/2024 10:30 PM |
| 290 | Activities are usually during weekdays in the morning.  | 4/6/2024 10:10 PM |
| 291 | More offline resources would be nice. The head librarian asked my husband if I was really disabled!   | 4/6/2024 9:08 PM  |
| 292 | We wish there were more interactive toys for children to play with set out. We LOVE libraries and visit many outside of Loudoun and have noticed that those have more activities for children available to play with. We also were disappointed when video games were removed and we joined an adjacent county library system to fill that need.  | 4/6/2024 9:02 PM  |
| 293 | Having several items in a series missing (removed for quality issues and such) and so not being able to continue the story since new copies are not purchased.  | 4/6/2024 8:56 PM  |
| 294 | I don't dislike the facilities, but I do dislike the electronic services because they're very confusing. I might have it figured out, but I still don't know if I'm supposed to be searching a book in the online card catalog or in the Libby app.   | 4/6/2024 8:46 PM  |
| 295 | Dirty carpets   | 4/6/2024 8:45 PM  |
| 296 | Occasionally have to wait a long period of time for holds to arrive   | 4/6/2024 7:52 PM  |
| 297 | More books to look at. Better lighting; it needs to be brighter particularly in the young adult area. I am lucky that my daughter loves to read and is able to search for books on her own. But for my son, it would be great if there were areas that showcased books for our young teen readers. Sort of like the adult new and trending books. | 4/6/2024 7:48 PM  |
| 298 | Don't have a book I would like to read. Drive thru bin is hard to reach from the car  | 4/6/2024 7:19 PM  |
| 299 | There aren't a lot of programs out west. Everything awesome happens in Sterling but we get nothing. Could we have cooking/sewing/etc classes?   | 4/6/2024 7:19 PM  |
| 300 | N/a   | 4/6/2024 7:16 PM  |
| 301 | Printing can be expensive for homeschool supplies. Some libraries give homeschool families a  | 4/6/2024 7:08 PM  |

## Q9 What do you dislike the most about LCPL facilities?

|     |   |                  |
|-----|---|------------------|
|     | certain number of free pages a month they can print.  |                  |
| 302 | Sometimes there are long wait lists   | 4/6/2024 6:57 PM |
| 303 | Sterile environment   | 4/6/2024 6:44 PM |
| 304 | Being built near retail/restaurant areas  | 4/6/2024 6:39 PM |
| 305 | Limited hours   | 4/6/2024 5:49 PM |
| 306 | Not being able to search the calendar for particular events.  | 4/6/2024 5:22 PM |
| 307 | not enough places to read that are not chairs with tables.  | 4/6/2024 5:14 PM |
| 308 | Would like more novels. More e books  | 4/6/2024 5:07 PM |
| 309 | Dark.   | 4/6/2024 5:01 PM |
| 310 | Not sure. I'll think about it. Movies shown at library?   | 4/6/2024 4:51 PM |
| 311 | Short weekend hours; virtual programming  | 4/6/2024 4:51 PM |
| 312 | Lack of multiple types of popular books to check out. Lack of current movies to check out.  | 4/6/2024 4:42 PM |
| 313 | Nowhere to sit and read, at least nowhere for adults to sit in a cozy chair and just read.  | 4/6/2024 4:18 PM |
| 314 | Rather noisy at times.  | 4/6/2024 4:01 PM |
| 315 | few bathrooms   | 4/6/2024 4:00 PM |
| 316 | I wish the staff were more engaging, or there were more opportunities to engage with the staff.   | 4/6/2024 3:58 PM |
| 317 | I take my kids to a ton of children's events, but it can be very overwhelming for my daughter who is on the spectrum and has sensory issues. It would be nice to have sensory friendly children's program as well.  | 4/6/2024 3:56 PM |
| 318 | The Cascades facility is designed so that it is dangerous to walk from the auxiliary parking lot to the entrance. When the library is busy, it necessitates parking in that lot and either negotiating stairs in the front or risking walking through car traffic in the rear. Not really safe alternatives.                        | 4/6/2024 3:53 PM |
| 319 | Current decrease in availability of audiobooks on cd. Not everyone can Bluetooth recorded books.  | 4/6/2024 3:40 PM |
| 320 | Parking in purcellville   | 4/6/2024 3:32 PM |
| 321 | Not enough truly decodable texts for children learning to read. The leveled readers are not appropriate for our earliest readers, especially with the push across the country, and in our state, for research-based reading instruction that builds on a strategic scope and sequence for introducing sounds and spelling patterns. | 4/6/2024 3:29 PM |
| 322 | History and Political Science sections are limited  | 4/6/2024 3:05 PM |
| 323 | More hours on the weekend.  | 4/6/2024 3:04 PM |
| 324 | Need more large print books   | 4/6/2024 2:57 PM |
| 325 | N/a   | 4/6/2024 2:31 PM |
| 326 | Too few private rooms. You have to get there first thing upon opening in the morning, to get a room.  | 4/6/2024 2:20 PM |
| 327 | Even though all the branches share books you have a somewhat limited inventory. I don't like reading on my iPad so having access to a novel on hoopla isn't all that helpful.   | 4/6/2024 2:19 PM |
| 328 | nothing   | 4/6/2024 2:18 PM |
| 329 | Weekend schedule is too limited. That is when I use the library the most  | 4/6/2024 1:46 PM |
| 330 | Staff that don't look up when I walk in, or when I am near them, they appear self absorbed  | 4/6/2024 1:43 PM |
| 331 | Over the last few years there has been a notable decrease in the number of books in the library.  | 4/6/2024 1:34 PM |



## Q9 What do you dislike the most about LCPL facilities?

|     |  |                   |
|-----|--|-------------------|
| 332 | They're underrated.  | 4/6/2024 1:15 PM  |
| 333 | Some are too far distance wise for me to visit very often, if at all. I would only visit for a very special event.   | 4/6/2024 1:14 PM  |
| 334 | The comic selection could use expansion  | 4/6/2024 1:11 PM  |
| 335 | I can't think of any!  | 4/6/2024 12:44 PM |
| 336 | nothing for now  | 4/6/2024 12:22 PM |
| 337 | Nothing comes to mind  | 4/6/2024 12:21 PM |
| 338 | Mine is kind of dingy and dark   | 4/6/2024 11:48 AM |
| 339 | Gets busy at peak times  | 4/6/2024 11:39 AM |
| 340 | Limitations on non availability some books.  | 4/6/2024 11:38 AM |
| 341 | I can't think of anything at this time   | 4/6/2024 11:33 AM |
| 342 | Stopped getting new Blu-ray movies over the past 6 months. Only getting DVD.   | 4/6/2024 11:08 AM |
| 343 | The LCPL has stopped getting many of its books in LARGE PRINT format. The Cascades branch has stopped displaying in their entrance area in their multiple sections any selection books in large print format.  | 4/6/2024 10:54 AM |
| 344 | The Cascades branch seems a little "worn", like it could use a refresh of new carpet and some additional comfortable chairs for reading. I'd like to see a conversational area, where you can talk about a book you're reading. A spot where it's OK/ expected to converse, to exchange book suggestions, ask someone else what they've read, etc. Kind of a live, in-person book review forum. I'd also like to see a dedicated space where you can borrow, or use items like a sewing machine. | 4/6/2024 10:50 AM |
| 345 | I think we could use upgrading in our furniture, computer equipment, etc. Some smaller facilities are quite dated (MID, LOV, PUR)  | 4/6/2024 10:37 AM |
| 346 | I'd like to see more classes   | 4/6/2024 10:18 AM |
| 347 | Availability of rooms, senior adult quiet spaces   | 4/6/2024 10:11 AM |
| 348 | Nothing, I love the library!   | 4/6/2024 10:07 AM |
| 349 | The weekend tutors who are providing paid services need a separate area. There are too many of them, and they always take and hold the best working areas.   | 4/6/2024 9:38 AM  |
| 350 | It can be loud sometimes.  | 4/6/2024 9:22 AM  |
| 351 | can't think of anything- maybe limited parking during story times  | 4/6/2024 9:19 AM  |
| 352 | At some branches staff can be snippy about rooms. If we need to sr it up a certain way when we're done that's totally fine, but be nice about telling us. Also we've had staff intrude early.  | 4/6/2024 9:15 AM  |
| 353 | Nothing.   | 4/6/2024 8:38 AM  |
| 354 | Sometimes hard to find a table to work at when busy  | 4/6/2024 8:24 AM  |
| 355 | Ugly carpets   | 4/6/2024 8:14 AM  |
| 356 | not much to dislike...having a newer facility would be better.   | 4/6/2024 8:06 AM  |
| 357 | The stairs up to the second floor. The design, 'hardness' of the stairs. I'm scared my small kids will fall and tumble hard.   | 4/6/2024 8:02 AM  |
| 358 | Never seam to have the book series my son is reading.  | 4/6/2024 7:50 AM  |
| 359 | I think they are great, no dislikes at all.  | 4/6/2024 7:45 AM  |
| 360 | Closes at 5 on Friday  | 4/6/2024 7:43 AM  |
| 361 | Book selection   | 4/6/2024 6:42 AM  |
| 362 | Online books and audio books are very difficult to get. Long wait lists.   | 4/6/2024 6:06 AM  |

## Q9 What do you dislike the most about LCPL facilities?

|     |  |                   |
|-----|--|-------------------|
| 363 | Some desk chairs (at Cascade and Reston) are not comfortable to sit in for long periods.   | 4/6/2024 5:58 AM  |
| 364 | less and less books and more and more digital. im old school   | 4/6/2024 5:38 AM  |
| 365 | I wish they more historical fiction  | 4/6/2024 4:51 AM  |
| 366 | Not enough reading areas with comfortable chairs,  | 4/6/2024 3:34 AM  |
| 367 | Nothing  | 4/6/2024 2:57 AM  |
| 368 | I've only been to two libraries, Gum Spring and Brambleton, and I was surprised at how loud the Brambleton library was. I don't know if this is a common thing among new libraries but I didn't enjoy my visit there. I don't mind browsing in Gum Spring because it's calm and chill, but when I visited Brambleton I wanted to get out asap. Perhaps it's calmer now though; I haven't visited since it recently opened. | 4/6/2024 1:12 AM  |
| 369 | Book selections are much less extensive than Fairfax's. Western Loudoun only has one small library.  | 4/6/2024 1:00 AM  |
| 370 | none of my old favorite authors.   | 4/5/2024 11:55 PM |
| 371 | Nothing  | 4/5/2024 11:22 PM |
| 372 | Nothing really.  | 4/5/2024 11:13 PM |
| 373 | Chairs in magazine/study area very hard  | 4/5/2024 11:08 PM |
| 374 | Wish more encouragement reading books and program for kids. Not enough ESL teacher and study room.   | 4/5/2024 11:02 PM |
| 375 | I wish they were open a little later on Friday and Saturday nights.  | 4/5/2024 10:58 PM |
| 376 | Nothing  | 4/5/2024 10:05 PM |
| 377 | Not as many opportunities for highschool students.   | 4/5/2024 10:03 PM |
| 378 | Lack of books in circulation   | 4/5/2024 9:31 PM  |
| 379 | the adult book selection seems a little thin   | 4/5/2024 8:47 PM  |
| 380 | Limited collection   | 4/5/2024 8:26 PM  |
| 381 | I'd like a larger selection of ebooks.   | 4/5/2024 8:03 PM  |
| 382 | Selection could be better  | 4/5/2024 7:59 PM  |
| 383 | Selection could be better  | 4/5/2024 7:59 PM  |
| 384 | It'd be nice if the water fountain water tasted better, but that's about it.   | 4/5/2024 7:55 PM  |
| 385 | Hard to find a catalogue computer. Is that a catalogue access or just Internet access? Before Purcellville library was rearranged it was easy to find the catalog terminals....  | 4/5/2024 7:02 PM  |
| 386 | The drive up book drops are awkward and difficult to use. Not enough copies of popular books available. If there are more than 200 holds on a book, I feel that my only resort is to buy it from Amazon.   | 4/5/2024 6:34 PM  |
| 387 | Not a huge selection of books in stock. I almost always have to order the books I want to read.  | 4/5/2024 6:10 PM  |
| 388 | Having more meeting rooms would be nice although not essential.  | 4/5/2024 5:41 PM  |
| 389 | There is not enough advertising or info about activities for adults, out of the library.   | 4/5/2024 5:10 PM  |
| 390 | Nothing!   | 4/5/2024 4:48 PM  |
| 391 | Sometimes I feel like information about what the libraries have is sometimes not well communicated.  | 4/5/2024 4:48 PM  |
| 392 | Limited number of bathrooms  | 4/5/2024 4:32 PM  |
| 393 | None. It's not that I dislike, but I can't make my middle schooler to enjoy going to the library or find a good connection since most of his free times are tied up with the sport games/tournaments.  | 4/5/2024 4:25 PM  |

## Q9 What do you dislike the most about LCPL facilities?

|     |   |                   |
|-----|---|-------------------|
| 394 | The landscaping plants are not native to Loudoun. The lighting in some meeting rooms is not as good as it could be for doing hand work. Some books, particularly from small publishers aren't available.  | 4/5/2024 4:17 PM  |
| 395 | I wish it has a coffee shop, more of gathering place to hang out and more programs like showing movies.   | 4/5/2024 4:11 PM  |
| 396 | Cascades is definitely showing its age. I wish the children's section was more like the one at Sterling with toys and games. Cascades also seems to rarely have many fiction books on the New Reads shelves at the front. Plenty of nonfiction, but not many fiction.   | 4/5/2024 4:09 PM  |
| 397 | holdings - is this really a library? also back when Rust was being reconstructed LCPL opened a branch in the Village then closed it when Rust reopened. That was too bad because it gave access to people in that area  | 4/5/2024 3:55 PM  |
| 398 | homeless ppl.   | 4/5/2024 3:49 PM  |
| 399 | Not anything really... i understand that you can't buy everything!  | 4/5/2024 3:44 PM  |
| 400 | Nothing   | 4/5/2024 3:40 PM  |
| 401 | Nothing   | 4/5/2024 3:36 PM  |
| 402 | I really love LCPL  | 4/5/2024 3:31 PM  |
| 403 | None that I can think of  | 4/5/2024 3:19 PM  |
| 404 | Use of tax dollars. That it is basically government sponsored piracy, yet self directed piracy is looked down on and punished by the government. Like does the government want us to pay for books or not? Is it a public good for people to have access to published material for free? Then why spend tax dollars and physically harm people to try to extinguish that public benefit in one sense, and also spend tax dollars on trying to accelerate that public benefit in another sense.  | 4/5/2024 3:11 PM  |
| 405 | Noise and the computer  | 4/5/2024 2:57 PM  |
| 406 | Not a lot of private study rooms or places to work/study, noisy children's sections on the same floor as main collection  | 4/5/2024 2:28 PM  |
| 407 | While not part of the facilities themselves, the online services could be improved to be more user-friendly and intuitive.  | 4/5/2024 2:27 PM  |
| 408 | NO privacy in computer use, children running, yelling right in the path of your computers   | 4/5/2024 2:26 PM  |
| 409 | I wish Ashburn Library had more activities for younger children (toddler-elementary age). Basically, a big wish of mine would be for an all around expanded children's section with more activities (not just story time) and books geared to the younger age group. The lego table is great but updating some of the activities available would be nice; it's pretty limited compared to other libraries I've visited. Also, I would love larger children's book collection in Ashburn. I often find that Ashburn does not have the children's books I'm looking for for my preK aged son, but the other larger Loudoun branches do. Also, Ashburn's limited payment options for the printing and copying are frustrating. | 4/5/2024 2:08 PM  |
| 410 | It's only a minor thing, but of course I'd love it if the hours were expanded a bit more.   | 4/5/2024 1:37 PM  |
| 411 | Nothing   | 4/5/2024 1:35 PM  |
| 412 | Certain libraries have more programs than others. The newer ones seem to have the most,   | 4/5/2024 1:21 PM  |
| 413 | Many are aging and need paint/furniture upgrades.   | 4/5/2024 1:18 PM  |
| 414 | Can get busy  | 4/5/2024 12:53 PM |
| 415 | Programs at gum spring can get crowded  | 4/5/2024 12:51 PM |
| 416 | No color printing. Usb ports never work. Library is loud  | 4/5/2024 12:32 PM |
| 417 | Nothing   | 4/5/2024 12:31 PM |
| 418 | No business center  | 4/5/2024 12:21 PM |
| 419 | Wish it did more socially to encourage more people to come...coffee/tea   | 4/5/2024 12:05 PM |

## Q9 What do you dislike the most about LCPL facilities?

|     |  |                   |
|-----|--|-------------------|
| 420 | Needs enclosed space for children  | 4/5/2024 11:54 AM |
| 421 | Nothing.   | 4/5/2024 11:42 AM |
| 422 | Lacking in programming for elementary age kids   | 4/5/2024 11:18 AM |
| 423 | Small selection of audio books. Fortunately, I have an account with Fairfax, and they are more current in their offerings.   | 4/5/2024 10:58 AM |
| 424 | Having to pay for printing with cash (would prefer applepay, venmo, paypal, etc)   | 4/5/2024 10:49 AM |
| 425 | Needs more gender neutral and disability accessible restroom facilities  | 4/5/2024 10:49 AM |
| 426 | Smaller branch. Would like more resources similar to Rust, meeting rooms & makers pace, more stuff for teens   | 4/5/2024 10:27 AM |
| 427 | Bathrooms  | 4/5/2024 10:24 AM |
| 428 | No area for kids to play or use imagination aside from the group classes.  | 4/5/2024 10:17 AM |
| 429 | not clear how to reserve room, people not keeping to sign-up   | 4/5/2024 10:14 AM |
| 430 | It may be useful to have at least 2 enclosed ultra-quiet-soundproof 2-person meeting spaces per library. Or if an individual needs to take a conference call in one of these meeting spaces, while he/she is using his/her laptop, it would be useful.                       | 4/5/2024 10:06 AM |
| 431 | Purcellville is dated.   | 4/5/2024 10:02 AM |
| 432 | The noise level. Mainly the children. If Ashburn was closer I would go there as the children are sectioned out and it's quieter.   | 4/5/2024 10:02 AM |
| 433 | The Purcellville library often does not have the books I'm looking for and my schedule is too busy to go to other, further libraries as often as I'd like.   | 4/5/2024 9:52 AM  |
| 434 | LOUD! What happened to the days of a library being quiet?!   | 4/5/2024 9:48 AM  |
| 435 | nothing  | 4/5/2024 9:37 AM  |
| 436 | Nothing really   | 4/5/2024 9:37 AM  |
| 437 | Nothing, they are clean  | 4/5/2024 9:37 AM  |
| 438 | In the past few years it seems that the more comfortable chairs have been eliminated, perhaps due to wear. I've seen this more so at some other branches.  | 4/5/2024 9:29 AM  |
| 439 | Nothing  | 4/5/2024 9:18 AM  |
| 440 | N/A  | 4/5/2024 9:14 AM  |
| 441 | There is nothing that I dislike.   | 4/5/2024 9:13 AM  |
| 442 | What's not to like!  | 4/5/2024 9:10 AM  |
| 443 | I have requested that the library purchase a number of books for my family over the years and have almost always been denied. (I do understand that not all of the books can be purchased).  | 4/5/2024 9:10 AM  |
| 444 | The layout of the branches with regard to shelving, catalog computers and checkout machines is inefficient and hard to navigate.   | 4/5/2024 8:59 AM  |
| 445 | Not many adult events that I'm interested in attending in the evenings   | 4/5/2024 8:58 AM  |
| 446 | I took some time to figure out the payment procedure for printing...   | 4/5/2024 8:58 AM  |
| 447 | Nothing! I am very satisfied.  | 4/5/2024 8:25 AM  |
| 448 | Nothing! I am very satisfied.  | 4/5/2024 8:24 AM  |
| 449 | Parking for the Cascades library is not doable. Not everyone wants to have a parking app on their phone or even know what to do with it!! I prefer that library over Sterling (mere size) and I fear getting a parking ticket unless I use my husband's handicapped sticker! | 4/5/2024 8:21 AM  |
| 450 | I don't like that the first thing that is experienced when entering the Rust branch is the passport concierge. Even though I love that passport applications can be processed at the library, it   | 4/5/2024 8:08 AM  |

## Q9 What do you dislike the most about LCPL facilities?

should be a librarian or library assistant who greets people because the majority of the people entering the library are not there to obtain a passport.

|     |  |                   |
|-----|--|-------------------|
| 451 | Trend toward digital assets. Reading digital assets sucks no matter the device (I've tried them all... a genuine book is 100x better)  | 4/5/2024 5:56 AM  |
| 452 | Selection  | 4/4/2024 11:22 PM |
| 453 | Very difficult to figure out program info due to so many locations and hard to find info online. Limited work space in smaller library. With no private or quiet work spaces.  | 4/4/2024 10:54 PM |
| 454 | As I have mentioned, the unclear or vague signs that mean you must peruse every aisle and cannot find what you want quickly, and the fact that if you are looking for a certain book, it often isn't there.  | 4/4/2024 10:34 PM |
| 455 | Wish it was a bit more updated   | 4/4/2024 10:10 PM |
| 456 | nothing I can think of   | 4/4/2024 9:43 PM  |
| 457 | Not super-modern and sometimes noisy   | 4/4/2024 8:55 PM  |
| 458 | It needs more and better books. Seriously, book procurement office lacks judgment.   | 4/4/2024 8:16 PM  |
| 459 | Events are too crowded   | 4/4/2024 8:15 PM  |
| 460 | Far from my house  | 4/4/2024 8:02 PM  |
| 461 | sometimes the teens are too loud on purpose, and very disrespectful to staff and other patrons   | 4/4/2024 8:01 PM  |
| 462 | Cascades library is small and seems dated.   | 4/4/2024 7:31 PM  |
| 463 | Occasional arrogance by staff.   | 4/4/2024 7:25 PM  |
| 464 | There's nothing that I dislike about LCPL facilities   | 4/4/2024 7:14 PM  |
| 465 | There isn't exactly anything I dislike about LCPS facilities, but I feel like there could be better printers.  | 4/4/2024 7:10 PM  |
| 466 | There's nothing that I dislike specifically.   | 4/4/2024 7:09 PM  |
| 467 | waiting for books if I'm on hold.  | 4/4/2024 6:59 PM  |
| 468 | some of them are kinda small   | 4/4/2024 6:58 PM  |
| 469 | nothing  | 4/4/2024 6:51 PM  |
| 470 | nothing  | 4/4/2024 6:51 PM  |
| 471 | Unsanitary   | 4/4/2024 6:18 PM  |
| 472 | Wish it was open longer hours, on Sundays  | 4/4/2024 5:54 PM  |
| 473 | People talking out loud Wish the cd's were still available (pipedream I know) Wish my local branch had a makerspace  | 4/4/2024 4:33 PM  |
| 474 | Restroom   | 4/4/2024 4:26 PM  |
| 475 | Nothing  | 4/4/2024 4:00 PM  |
| 476 | Lack of a coffee shop. But seriously, can you imagine how it would transform the public image of a library if it had a Barnes and Noble type coffee shop? Patrons would actually be encouraged to stay and read, rather than be that person at Barnes and Noble who reads the magazines and then doesn't buy them.   | 4/4/2024 3:51 PM  |
| 477 | The Cascades library could definitely use some help aesthetically. There are visible patched walls, after the bathroom construction the tiles in the restrooms don't match (laughable. who approved this?), water stained ceiling tiles... my library definitely needs some TLC. Better sound systems would also go a long way for my library. It's really hit or miss. I can't help but notice that the wait for books has got long and longer. I don't know if this is because none Loudoun residents are clogging up our lines or if there are less titles... either way it needs fixing. | 4/4/2024 3:26 PM  |
| 478 | Short checkout duration for multi disc DVDs (almost impossible to get through in 7 days which  | 4/4/2024 3:07 PM  |



## Q9 What do you dislike the most about LCPL facilities?

encourages people to hold onto item for prolonged period). Maybe two week check out better?

|     |  |                   |
|-----|--|-------------------|
| 479 | There needs to be a separate children's room to keep the library quiet as it should be when you are studying and/or using the computer. It is much too loud when there are children's events going on!!!   | 4/4/2024 2:58 PM  |
| 480 | Long wait times for best sellers. Broken credit card reader at photocopier. Blocked driveway between library and Ida Lee.  | 4/4/2024 2:40 PM  |
| 481 | When there are items that I cannot get right away.   | 4/4/2024 2:08 PM  |
| 482 | N/A  | 4/4/2024 1:35 PM  |
| 483 | Sometimes short on space/desks/chairs based on activities being held on a given day.   | 4/4/2024 1:21 PM  |
| 484 | Not all of them have maker spaces  | 4/4/2024 1:07 PM  |
| 485 | computers are somewhat outdated and the tech people somehow don't know email software basics.  | 4/4/2024 12:59 PM |
| 486 | Sometimes it gets loud. I also don't like it when people eat in the library.   | 4/4/2024 12:19 PM |
| 487 | I wish we had more events/classes/workshops on writing, and more events with local authors!  | 4/4/2024 12:16 PM |
| 488 | I can't think of anything. We love Loudoun County Public Libraries. The people who are employed there have been friendly and helpful. It's like a breath of fresh air. LOVE the libraries here!  | 4/4/2024 12:12 PM |
| 489 | Book selection is smaller due to smaller library system. Sometimes have to use Fairfax County.   | 4/4/2024 11:48 AM |
| 490 | bathrooms at rust.   | 4/4/2024 11:37 AM |
| 491 | The hours - My kids often want to go to the library either after its closed or before its open. It would be nice if the hold shelf is outside of the locked library so items can be picked up any time rather than just during business hours.   | 4/4/2024 11:27 AM |
| 492 | I literally cannot think of one thing that I dislike, hard as I try  | 4/4/2024 11:25 AM |
| 493 | There are many books that the library doesn't have in their collection.  | 4/4/2024 11:23 AM |
| 494 | noise  | 4/4/2024 11:20 AM |
| 495 | don't always have books I would like   | 4/4/2024 11:10 AM |
| 496 | Lack of larger reading spaces for adults alongside children areas  | 4/4/2024 10:35 AM |
| 497 | Library fines. I hear that libraries that don't have fines get more returns than libraries that do. Also not many books about the supernatural.  | 4/4/2024 10:34 AM |
| 498 | Parking design doesn't provide safe and easy walking routes from your car at several of the large libraries. The line of desire often goes through parking bays and sometimes over curbed medians.   | 4/4/2024 10:22 AM |
| 499 | Nothing. It's great!   | 4/4/2024 10:13 AM |
| 500 | At the Gumsprings library i dont love the two hour time limit in the meeting rooms   | 4/4/2024 10:11 AM |
| 501 | People abusing library rules, like printing services.  | 4/4/2024 10:02 AM |
| 502 | I wish there was a larger selection of books at any given library, but especially at Brambleton. More often than not I have to request a hold for a book I want because it is at a different library in the county that has more shelves. It would also be nice if there were more small (1-4 people) study rooms. | 4/4/2024 9:59 AM  |
| 503 | Not much collection of Hindi, Bengali or books for high schoolers.   | 4/4/2024 9:47 AM  |
| 504 | When I want to find a certain book, it is usually months out from being available so I end up buying the book on Amazon. I would prefer to buy the book from Library services even if I had to pay more! Can you help people buy books?  | 4/4/2024 9:41 AM  |
| 505 | people talking loudly  | 4/4/2024 8:54 AM  |

## Q9 What do you dislike the most about LCPL facilities?

|     |  |                   |
|-----|--|-------------------|
| 506 | I went to go use a dictionary at Rust Library and they had none  | 4/4/2024 8:23 AM  |
| 507 | WHY are there none of Betty MacDonald's books for adults?  | 4/4/2024 8:17 AM  |
| 508 | Overall the library is very clean, but once in a while I'll see hairs on the benches where I sit with my son to read. It's not a big deal, but its the only thing I don't like!  | 4/4/2024 8:00 AM  |
| 509 | I can't think of anything I dislike.   | 4/4/2024 7:24 AM  |
| 510 | NA   | 4/4/2024 5:45 AM  |
| 511 | Long wait times for holds  | 4/4/2024 3:40 AM  |
| 512 | Some of the older facilities seem smaller and outdated compared to the newer ones. Like Rust vs. Gum Springs are night and day.  | 4/4/2024 12:46 AM |
| 513 | Nothing  | 4/3/2024 10:47 PM |
| 514 | Empty-ish  | 4/3/2024 10:04 PM |
| 515 | They could use better lighting and better functional bathroom spaces.  | 4/3/2024 9:39 PM  |
| 516 | Literally the only thing I "dislike" about the library is that it takes close to a month for newly released books to start circulating.  | 4/3/2024 8:53 PM  |
| 517 | popular books have long hold lists   | 4/3/2024 8:20 PM  |
| 518 | N/a  | 4/3/2024 8:15 PM  |
| 519 | NOISE. Frequently people carry on full-volume conversations and phone calls in the library. Makes it very hard to study and do work while there. Some people use the library as their office, which is OK, but it's not OK to conduct phone business at high noise levels. In this comment I don't mean the kids in the kids section - one should expect some noise there! | 4/3/2024 8:06 PM  |
| 520 | Not enough meeting rooms or the rooms are booked for library activities.   | 4/3/2024 7:46 PM  |
| 521 | Nothing  | 4/3/2024 7:45 PM  |
| 522 | not enough danmei  | 4/3/2024 7:35 PM  |
| 523 | Restrooms  | 4/3/2024 7:23 PM  |
| 524 | Wish there were more copies (including ebooks) of popular books and bestsellers  | 4/3/2024 7:07 PM  |
| 525 | not much to dislike!   | 4/3/2024 7:06 PM  |
| 526 | The wait for new and popular books   | 4/3/2024 7:06 PM  |
| 527 | It's pretty far away from me but it's not a bad thing.   | 4/3/2024 6:47 PM  |
| 528 | Honestly, I do not know.   | 4/3/2024 6:45 PM  |
| 529 | Not having a books on order list set up by fiction, mystery, nonfiction, etc.  | 4/3/2024 6:14 PM  |
| 530 | Many of the bigger branches feel impersonal - they are either TOO big or too spread out, or the decor is like something from a neon nightmare, all hip and modern and fake looking.  | 4/3/2024 5:17 PM  |
| 531 | Lack of inventory, difficulty of suggesting titles despite lack of inventory (seriously do you want empty shelves???)  | 4/3/2024 5:11 PM  |
| 532 | how long some waits are  | 4/3/2024 5:04 PM  |
| 533 | Long wait times for books  | 4/3/2024 4:51 PM  |
| 534 | A lot of patrons are noisy. They are not considerate of others quietly studying, researching, or working on their laptops. Patrons should take their phone calls out in the lobby or outside (weather permitting). Parents need to do a better job of keeping their children from running around and screaming.  | 4/3/2024 4:47 PM  |
| 535 | The lack of parking and services at the libraries on the Western end of the county.  | 4/3/2024 4:24 PM  |
| 536 | The many computers in the children's area are quite a distraction to my children. I wish they were in a separate part.   | 4/3/2024 4:04 PM  |

## Q9 What do you dislike the most about LCPL facilities?

|     |  |                   |
|-----|--|-------------------|
| 537 | The do-it-yourself automation makes them seem impersonal.  | 4/3/2024 3:59 PM  |
| 538 | I used to love browsing the nonfiction shelves at my library and it feels like in the last couple of years the amount of nonfiction books on the shelves at Cascades has been greatly reduced.   | 4/3/2024 3:16 PM  |
| 539 | It can be a little loud.   | 4/3/2024 3:15 PM  |
| 540 | The openly pro LGBTQ books in the teens, kids, and toddler sections.   | 4/3/2024 2:35 PM  |
| 541 | The musty odor.  | 4/3/2024 2:35 PM  |
| 542 | no outdoor patio type space for casual reading,etc.  | 4/3/2024 2:28 PM  |
| 543 | Currently the small size of my local library in Lovettsville. They put on great storytimes and activities but it is usually very crowded because of how small it is. And when my son looks up books this branch usually doesn't have what he wants because it is so limited in what it can have on site.   | 4/3/2024 2:04 PM  |
| 544 | This is specific to Rust— only has one automated return drop outside, and the two adjacent parking lots are not contiguous   | 4/3/2024 2:03 PM  |
| 545 | Nothing. But a coffee shop inside would be great and will make people spend more time.   | 4/3/2024 1:42 PM  |
| 546 | nothing  | 4/3/2024 1:31 PM  |
| 547 | :) When our bathrooms break down. It would be nice for Cascades to have a makerspace, but Sterling isn't that far away, so nbd.  | 4/3/2024 1:21 PM  |
| 548 | There aren't a lot of niche books, especially online   | 4/3/2024 1:07 PM  |
| 549 | The black holed separator for the desks in the back  | 4/3/2024 1:01 PM  |
| 550 | Sometimes visitors are loud  | 4/3/2024 12:14 PM |
| 551 | Nothing  | 4/3/2024 11:13 AM |
| 552 | I have to list as a dislike. Besides the wide variety of books, I appreciate the courtesy of the staff and my fellow library users.  | 4/3/2024 10:42 AM |
| 553 | Nothing!   | 4/3/2024 10:24 AM |
| 554 | I like everything about the library.   | 4/3/2024 10:11 AM |
| 555 | Car dependency in Loudoun to reach any library   | 4/3/2024 10:10 AM |
| 556 | More sad, that older books are no longer in the system.  | 4/3/2024 9:59 AM  |
| 557 | The inconsistency of what I consider basic services. For example, the newer branches have wireless printing and color prints. The "older" branches do not. The length of time it takes for the "older" branches to receive much needed upgrades that would make the building more functional and more visually appealing to our patrons. We want our patrons to be proud of their public library! :) | 4/3/2024 9:55 AM  |
| 558 | I very strongly dislike that my tax dollars are going to purchase pornographic and transgender ideology materials. This harms children and is not appropriate for this setting.  | 4/3/2024 9:51 AM  |
| 559 | some branches could use more study areas   | 4/3/2024 9:45 AM  |
| 560 | People sleeping in the library.  | 4/3/2024 9:44 AM  |
| 561 | Nothing  | 4/3/2024 9:38 AM  |
| 562 | That my tax dollars are used to purchase materials that include pornographic, sexually violent or transgendered ideology.  | 4/3/2024 9:29 AM  |
| 563 | How small our library is   | 4/3/2024 9:13 AM  |
| 564 | So, the newer libraries seem to have dedicated teen areas and it would be nice if the library closest to us (Ashburn) had a dedicated teen area. Also, my teens like the Friday teen nights at Cascades Library - it would be nice if a library closer to us also offered teen weekend events.   | 4/3/2024 8:44 AM  |
| 565 | Outdated book selection  | 4/3/2024 7:27 AM  |

## Q9 What do you dislike the most about LCPL facilities?

|     |  |                   |
|-----|--|-------------------|
| 566 | Maybe more adult programs need to be offered.  | 4/3/2024 7:20 AM  |
| 567 | Books on the bottom shelf at floor level. It is to difficult to access these books.  | 4/3/2024 6:35 AM  |
| 568 | The color scheme at the gum spring location is an eye sore, the displays tend to highlight mostly well-known authors, events are not advertised very effectively even within the library you won't really see flyers except off in the corner. Needs more private study rooms. Also if you're gonna have the ebook in the catalog, you should also stock a physical copy.  | 4/3/2024 5:05 AM  |
| 569 | The study room conditions have deteriorated over time and rust seems small for the amount of visitors  | 4/3/2024 1:38 AM  |
| 570 | Would be great to have more dvd options, more books in the lobby for sale  | 4/3/2024 12:23 AM |
| 571 | There is not much to dislike.  | 4/2/2024 11:56 PM |
| 572 | The controversial and inappropriate kids books about gender and sexuality.   | 4/2/2024 11:22 PM |
| 573 | nothing  | 4/2/2024 11:18 PM |
| 574 | Early closing days   | 4/2/2024 11:02 PM |
| 575 | I'm not sure what else there is to my library outside of physical books  | 4/2/2024 10:57 PM |
| 576 | All good   | 4/2/2024 10:16 PM |
| 577 | When my favorite librarian gets transferred  | 4/2/2024 10:12 PM |
| 578 | Nothing that I can think of  | 4/2/2024 10:06 PM |
| 579 | Quite frankly, I do miss the days of quiet libraries.  | 4/2/2024 9:59 PM  |
| 580 | Less study rooms   | 4/2/2024 9:56 PM  |
| 581 | It gets very crowded   | 4/2/2024 9:36 PM  |
| 582 | Parking is tight   | 4/2/2024 9:34 PM  |
| 583 | The libraries are great. I don't have any concerns.  | 4/2/2024 9:30 PM  |
| 584 | I know that there are so many things more than books but I don't know what and where to find   | 4/2/2024 9:24 PM  |
| 585 | I don't think I dislike anything in particular   | 4/2/2024 9:16 PM  |
| 586 | The libraries need more literature books.  | 4/2/2024 8:17 PM  |
| 587 | It sometimes takes a long time for new books to be added to the catalog, and there can be a long wait for them.  | 4/2/2024 8:09 PM  |
| 588 | Frowning staff   | 4/2/2024 7:42 PM  |
| 589 | Having toys for children to play with. If the libraries are going to do this then there should be a separate room for this - parents should be required to "clean up" after their children and only toys that can be sanitized should be provided. I often see children with tutors (which I think is great) - and yet there often is not a quiet enough area for them to work in. The number of books that are discarded and then not replaced. I also don't understand why some libraries have 5 copies of one book and yet others don't have any of that book. I have found this in the children's and adult sections. If there is space, why can't you keep up to two years of back issues of magazines? Sometimes there isn't enough parking. | 4/2/2024 7:40 PM  |
| 590 | outside book return. Need to open car door to reach book return.   | 4/2/2024 7:28 PM  |
| 591 | None   | 4/2/2024 7:06 PM  |
| 592 | I somewhat understand why the teen center has lots of video games available, but I think it discourages the teens from reading and interacting more with the physical games and other opportunities available. We've also found the teen center computers not to be supervised/filtered enough for safety.   | 4/2/2024 6:58 PM  |
| 593 | I don't really dislike anything. I'd welcome more quiet study rooms and instruction/equipment for digitalization of photos. Also regular assistance with phone/computer maintenance and organization. Clear charts (online and in the library) on how to access EBSCO materials  | 4/2/2024 6:52 PM  |

## Q9 What do you dislike the most about LCPL facilities?

|     |   |                  |
|-----|---|------------------|
| 594 | None! I honestly have zero complaints.  | 4/2/2024 6:46 PM |
| 595 | It would be nice to have cafe-style seating areas, and an option to buy tea, coffee, and light snacks.  | 4/2/2024 6:22 PM |
| 596 | I wish there were tables for just 2; many times one person is taking up a large table. Smaller tables, mixed with larger ones, would accommodate people better.   | 4/2/2024 6:14 PM |
| 597 | Sometimes there are not enough tables or private rooms that I can quietly do my work in.  | 4/2/2024 6:06 PM |
| 598 | I wish they had more meeting space and I wish it was a bit quieter with the teens   | 4/2/2024 6:01 PM |
| 599 | At the Cascades branch, there is this guy who is there. He usually is sleeping or just staring. He has terrible body odor and is possibly homeless. Why cant the library staff refer him to get some help? They are aware of him.   | 4/2/2024 5:53 PM |
| 600 | Books are not available in different languages like Marathi, Hindi, different Indian languages No colour printer at Ashburn library   | 4/2/2024 5:35 PM |
| 601 | WiFi drops often when using personal devices, fiction section is SO SMALL and so few books older than a couple years are available, there are almost never any new fiction book available and the wait times are way too long (even for e-books) of popular books   | 4/2/2024 5:32 PM |
| 602 | The building is older. The study rooms are grim and look yucky in the inside. The entire building needs an upgrade.   | 4/2/2024 5:29 PM |
| 603 | Want an even bigger selection   | 4/2/2024 5:26 PM |
| 604 | I wish there would be a better book selection and a maker space.  | 4/2/2024 5:16 PM |
| 605 | Services around the the internet stations could use improvement. Paying for your print out is still just a box... no color printing. Adding apple pay would be nice or a way to add the payment to your library card. shelves do look a little thin.  | 4/2/2024 4:57 PM |
| 606 | Not a dislike, but on current popular books, the waiting list can be quite long.  | 4/2/2024 4:54 PM |
| 607 | The Purcellville Library never has the books that I want and they don't have a maker space. Also when I put a book on hold it took 4 MONTHS to get to me.   | 4/2/2024 4:52 PM |
| 608 | Sometimes people do not respect the fact that others are reading- they can be loud.   | 4/2/2024 4:47 PM |
| 609 | Has less diversity of books and movies than Fairfax County. Fairfax County has more latino books/movies.  | 4/2/2024 4:46 PM |
| 610 | The liberal political bent of the library toward young children.  | 4/2/2024 4:45 PM |
| 611 | Very confusing for e-books or movies..which app to use and how. Too many 3rd party apps.  | 4/2/2024 4:40 PM |
| 612 | No dislikes really so far.  | 4/2/2024 4:36 PM |
| 613 | They are small  | 4/2/2024 4:32 PM |
| 614 | Weekday holidays when schools are closed are when I most want to visit the library, but the library is often closed on those same days (possibly by legal mandate)  | 4/2/2024 4:27 PM |
| 615 | The main checkout being in the children's area doesn't seem like the best design, as it means that lots of adults without children hang out at the tables and chairs in the juvenile section. So far, that hasn't posed a safety issue for us personally, but it does mean we have to be more vigilant.   | 4/2/2024 4:20 PM |
| 616 | too noisy and ruthless patrons  | 4/2/2024 4:12 PM |
| 617 | The items I want are never in stock. They are always at other libraries and have to be sent over. Seems like fewer materials overall, shelves smaller, not filled, etc.   | 4/2/2024 4:03 PM |
| 618 | Scheduling. Online works about half the time, the other half I spend on the phone having the librarians do it for me. And I cannot cancel any reservation online, no matter what. It won't work. It is very frustrating and has led me to look at other locations outside of Loudoun County's libraries for available options so I can make a reservation reliably in advance and rely on the fact that the room is actually reserved when it says it is. | 4/2/2024 3:45 PM |
| 619 | Rust study rooms have these dumb lights that go out periodically if there is no motion in the   | 4/2/2024 3:25 PM |



## Q9 What do you dislike the most about LCPL facilities?

|     |  |                   |
|-----|--|-------------------|
|     | room   |                   |
| 620 | The book collection is abysmally low. Instead of having a conveyor belt to collect books, that money can be spent in adding additional NON Fiction Business books.   | 4/2/2024 3:14 PM  |
| 621 | Cascades location does not seem to have mane free adult events. My sister lives in another area and her local library constantly has interesting free adult craft sessions   | 4/2/2024 3:04 PM  |
| 622 | Ashburn library could have more study rooms  | 4/2/2024 3:00 PM  |
| 623 | nothing  | 4/2/2024 2:48 PM  |
| 624 | Nothing. It's a great resource for all Loudoun residents.  | 4/2/2024 2:44 PM  |
| 625 | Sometimes it isn't as inviting - it can feel a bit industrial, sometimes during the school year, the library smells like sweat.  | 4/2/2024 2:23 PM  |
| 626 | Noisy. Even the "quiet" areas and enclosed study rooms are loud. There's no place in my branch where I can go to read or work without background noise. I'd love to see some truly QUIET/soundproofed areas, and have a staff member ask loud people/groups to leave the adult/quiet area. (I mean...I've seen small homeschool groups having events in the adult quiet area. Parents entertaining loud toddlers there.)   | 4/2/2024 2:10 PM  |
| 627 | It does not have competitive exam books.   | 4/2/2024 2:09 PM  |
| 628 | My current branch does not have enough space for either.   | 4/2/2024 1:51 PM  |
| 629 | Sometimes have to wait very long on a wait list for a book, but I understand the economics.  | 4/2/2024 1:47 PM  |
| 630 | Adaptations to cultural pressures  | 4/2/2024 1:36 PM  |
| 631 | N/A  | 4/2/2024 1:26 PM  |
| 632 | Lack of tables and meeting space in the Purcellville Library. Sometimes a single person will take up an entire large table, leaving few options for two or more people to meet to work together  | 4/2/2024 1:09 PM  |
| 633 | There are many events that I would enjoy that are only held at branches which I can't get to easily.   | 4/2/2024 12:56 PM |
| 634 | Monthly limit of 6 on hoopla borrows . If there aren't any open items borrowed, I think the monthly limit should be increased.   | 4/2/2024 12:50 PM |
| 635 | Nothing!   | 4/2/2024 12:44 PM |
| 636 | The water bottle filling stations don't have water filters. Also, the Brambleton Library staff consistently would question me for various actions, such as switching out a study room's chair with a reclining one for myself and my husband while we were using it. Or, if we spoke about leaving the study room for a few mins near a staff member, they would bud into our conversation and tell us to take our things with us. Everyone was in our business and I felt like I was being watched and therefore became uncomfortable with the entire facility. | 4/2/2024 12:29 PM |
| 637 | not enough story times on weekends   | 4/2/2024 12:18 PM |
| 638 | (1) Classifying science fiction in the general catalog; (2) Not enough science fiction   | 4/2/2024 11:58 AM |
| 639 | updaton of new arrival of books in all fields must. catalogue be updated   | 4/2/2024 11:48 AM |
| 640 | Music shows in the Cascades library where it's impossible to get away from the sound for studying and tutoring. Noise at the Brambleton Library - too noisy to tutor and study. Smell and smallness and crowdedness at the Sterling Library  | 4/2/2024 11:36 AM |
| 641 | Low emphasis on books, high book turnover, old books constantly being flushed. When we want to refer to a book we checked out once, now it's gone.   | 4/2/2024 11:30 AM |
| 642 | N/A.   | 4/2/2024 11:26 AM |
| 643 | Nothing  | 4/2/2024 11:19 AM |
| 644 | I would like more drive up outside book drops.   | 4/2/2024 11:11 AM |
| 645 | It is noisy and hard to concentrate. Undisciplined children runaround like it's an outdoor   | 4/2/2024 11:00 AM |

## Q9 What do you dislike the most about LCPL facilities?

|     |  |                   |
|-----|--|-------------------|
|     | playground.  |                   |
| 646 | N/A  | 4/2/2024 10:59 AM |
| 647 | having to take the elevator to the second floor at Purcellville library and not the stairs   | 4/2/2024 10:53 AM |
| 648 | Limited copies of newer books  | 4/2/2024 10:48 AM |
| 649 | nothing  | 4/2/2024 10:35 AM |
| 650 | Purcellville is too small, cramped and dark. Though it is very well kept, clean and organized. Would like a new updated and more spacious building similar to newer ones in the county.  | 4/2/2024 10:13 AM |
| 651 | I don't like that the library system won't order a book I request if it's more than a year old.  | 4/2/2024 10:06 AM |
| 652 | Nothing.   | 4/2/2024 10:00 AM |
| 653 | The process for requesting the library get a book is not displayed on the homepage   | 4/2/2024 9:57 AM  |
| 654 | Nothing!   | 4/2/2024 9:52 AM  |
| 655 | Programs for toddler / young kids can be too loud / overwhelming.  | 4/2/2024 9:49 AM  |
| 656 | Not consistent service/facilities amongst all the branches.  | 4/2/2024 9:45 AM  |
| 657 | not enough audio book selections = I use Hoopla  | 4/2/2024 9:31 AM  |
| 658 | Nothing!   | 4/2/2024 9:28 AM  |
| 659 | The second floor at Purcellville library is not sound proofed as well as it could be so you can hear when a class, etc is going on in that area.   | 4/2/2024 9:03 AM  |
| 660 | Na   | 4/2/2024 9:01 AM  |
| 661 | Some don't have outdoor drive up drop off  | 4/2/2024 8:34 AM  |
| 662 | Nothing  | 4/2/2024 8:28 AM  |
| 663 | Nothing  | 4/2/2024 8:19 AM  |
| 664 | Too many sexual books in the childrens section. Why you would prominently display content that is incredibly controversial and divisive in our country is beyond me. I understand the importance of diversity and inclusivity (and appreciate it as a minority myself), but it's up to the parents of small children to decide when and how to introduce them to LGBTQ+ topics, not the government. My spouse and I have seriously considered no longer visiting the library because it's becoming too much to handle. | 4/2/2024 8:11 AM  |
| 665 | Specifically the one closest to me, it feels like the library that's most in need of some sort of update. Mostly older book titles (for adults, anyway), and lacking some of the resources the other libraries have.   | 4/2/2024 8:09 AM  |
| 666 | I think the book displays when you walk in could have more — gum springs always seems to be empty! I wish there were more options for quiet spaces for those that need that help focusing. I wish the books were sorted by genre and not all just in the fiction section. (Sometimes I just want to browse the mystery books—but that's not something I can do 😊)  | 4/2/2024 7:46 AM  |
| 667 | Nothing  | 4/2/2024 7:40 AM  |
| 668 | None   | 4/2/2024 7:32 AM  |
| 669 | Limited weekend hours  | 4/2/2024 7:23 AM  |
| 670 | Long, long wait to get popular books I have placed on Hold. I feel this is not well managed, if at all.  | 4/2/2024 7:19 AM  |
| 671 | That folks are often too loud for my liking on the second floor. :-)   | 4/2/2024 7:17 AM  |
| 672 | I would like the children's section to have more activities and a larger book selection.   | 4/2/2024 6:48 AM  |
| 673 | Lack of classic children's literature  | 4/2/2024 6:45 AM  |
| 674 | noisy areas, patrons with no regard for quiet, talking on phones as if they are the only ones in the room  | 4/2/2024 6:42 AM  |

## Q9 What do you dislike the most about LCPL facilities?

|     |   |                   |
|-----|---|-------------------|
| 675 | In the past, the occasional snippy or brusque staff member. Sometimes facilities are a little crowded.  | 4/2/2024 6:21 AM  |
| 676 | Lack of physical books  | 4/2/2024 6:21 AM  |
| 677 | The number of new fiction books on display has decreased dramatically   | 4/2/2024 5:24 AM  |
| 678 | Through no fault of LCPL, that Loudoun-Times Mirror stopped providing free copies of their excellent local newspaper.   | 4/2/2024 5:06 AM  |
| 679 | Sometimes books I want re-checkout don't seem to be in the system.  | 4/2/2024 4:30 AM  |
| 680 | Most homeschooling programs are farther away  | 4/2/2024 12:42 AM |
| 681 | Not having enough books at my local library   | 4/2/2024 12:31 AM |
| 682 | There are at times (not many times) when people talk loudly on their cellphones. It would be nice if the library staff can ask those people to be considerate of others. Also, wish the library can offer tutoring for school aged kids, either for a small fee or provided by volunteers.  | 4/1/2024 11:31 PM |
| 683 | When books are checked out and also aren't available as an ebook, but that's not a huge deal  | 4/1/2024 10:48 PM |
| 684 | No activities for special needs children  | 4/1/2024 10:33 PM |
| 685 | Lack of technology books.   | 4/1/2024 10:29 PM |
| 686 | I can't think of anything. I'd like more maker room activities  | 4/1/2024 10:20 PM |
| 687 | Would like to see some upgrades inside the library. Would also like an outdoor play area by Ashburn library.  | 4/1/2024 9:59 PM  |
| 688 | Nothing   | 4/1/2024 9:49 PM  |
| 689 | Somewhat out dated  | 4/1/2024 9:45 PM  |
| 690 | N/a   | 4/1/2024 9:41 PM  |
| 691 | No book drops accessible from a car   | 4/1/2024 9:31 PM  |
| 692 | I don't dislike that much, but I think one thing that I don't like is the categorization of the books. I would like more young adult books in the bottom floor as well. I wish that the categorization was based off of theme of book rather than than author name.   | 4/1/2024 9:30 PM  |
| 693 | Nothing that I know of.   | 4/1/2024 9:13 PM  |
| 694 | Nothing   | 4/1/2024 9:06 PM  |
| 695 | I wish there was a drive thru book return.  | 4/1/2024 8:54 PM  |
| 696 | I was looking for tax forms but they only have them in Spanish!? I've paid Loudoun County full taxes for 25 years! I didn't know the library's more catering for Spanish speakers these days! Why can't you serve both? English's still the official language in this country and there're still a lot of English speakers around! I'm Asian American but I don't need to be served by my native tongue but I do need to be served in English! Please, that's not much to ask!! | 4/1/2024 8:51 PM  |
| 697 | Purcellville is dated.  | 4/1/2024 8:49 PM  |
| 698 | Takes too long to get new books placed on hold.   | 4/1/2024 8:48 PM  |
| 699 | Movies are hard to look through. They are stacked on each   | 4/1/2024 8:33 PM  |
| 700 | Don't have all of the books in a series. Recommended books don't seem to have anything to do with previous borrows.   | 4/1/2024 8:32 PM  |
| 701 | could use more comfortable chairs. the ones there are pretty basic.   | 4/1/2024 8:14 PM  |
| 702 | noisy, people talking on cell phones, dirty bathrooms, overhead lighting, lack of databases, catalog is unreliable, kids' catalog is confusing.   | 4/1/2024 8:11 PM  |
| 703 | We wish there were more after school activities for elementary school kids. Seems like there's a lot for teens but not k-5th.   | 4/1/2024 8:09 PM  |
| 704 | It feels disconnected from the surroundings, facing the back of a grocery store. Of   | 4/1/2024 8:06 PM  |

## Q9 What do you dislike the most about LCPL facilities?

|     |   |                  |
|-----|---|------------------|
| 705 | not enough study rooms. Would like 1-2 person pods  | 4/1/2024 8:00 PM |
| 706 | Would love to have the lab for 3 d printing s as bd woodworking like the sterling library has   | 4/1/2024 7:56 PM |
| 707 | The Brambleton location is very difficult to park to just drop books off.   | 4/1/2024 7:50 PM |
| 708 | All the fun kids activities are in Ashburn  | 4/1/2024 7:34 PM |
| 709 | feel uneasy around homeless people, some patrons lack maturity and throw stuff at others.   | 4/1/2024 7:31 PM |
| 710 | Facility appears dated. Looking for a modern facility design that is inviting to teens.   | 4/1/2024 7:28 PM |
| 711 | there is nothing I dislike  | 4/1/2024 7:22 PM |
| 712 | Downside of lots of convenient locations is a smaller collection at each location. A bigger audiobook collection would also be nice.  | 4/1/2024 7:20 PM |
| 713 | Wish the hours were longer on Sundays, eg 12-7pm  | 4/1/2024 7:19 PM |
| 714 | Rowdiness, running around and noisy behavior by some teenage patrons.   | 4/1/2024 7:18 PM |
| 715 | nothing - I like everything!  | 4/1/2024 7:14 PM |
| 716 | The hours--I wish it were open earlier (9AM would be great) in the day (every day) and later on Sundays.  | 4/1/2024 7:06 PM |
| 717 | The facilities lack a balanced representation of newspapers and thought   | 4/1/2024 6:51 PM |
| 718 | longer hours would be nice  | 4/1/2024 6:42 PM |
| 719 | None  | 4/1/2024 6:33 PM |
| 720 | Architecture too modern; ceilings too high; most facilities feel like factories, not libraries.   | 4/1/2024 6:28 PM |
| 721 | nothing   | 4/1/2024 6:25 PM |
| 722 | Wish there were more and larger meeting rooms, and that they could be reserved farther in advance.  | 4/1/2024 6:20 PM |
| 723 | Can't think of anything, except maybe when it gets too loud.  | 4/1/2024 6:13 PM |
| 724 | On occasion popular items have remarkably long wait lists   | 4/1/2024 6:08 PM |
| 725 | Grumpy librarians   | 4/1/2024 6:08 PM |
| 726 | Some visitors forget they in the library and be having conversation which isn't related to group study or discussion.   | 4/1/2024 6:00 PM |
| 727 | Wish hours were slightly longer but wouldn't say this is a dislike.   | 4/1/2024 5:58 PM |
| 728 | Parking   | 4/1/2024 5:53 PM |
| 729 | Lovettsville library has not grown with the community. It lacks variety, meeting space and activities.  | 4/1/2024 5:35 PM |
| 730 | too noisy, not enough books, soaring ceilings (opposite of cozy -- not conducive to reading, and I can't imagine what it costs to heat all that empty space)  | 4/1/2024 5:34 PM |
| 731 | Brambleton is too difficult to access with parking.   | 4/1/2024 5:22 PM |
| 732 | At closing time the computer and library notifications are excessive.   | 4/1/2024 5:22 PM |
| 733 | No coffee machines ☹️   | 4/1/2024 5:21 PM |
| 734 | Not a lot of physical books on site. Sometimes I like to rove the shelves looking for interesting books, but I feel what's there is just the tip of the iceberg and I'm not getting a good view of all books available. | 4/1/2024 5:20 PM |
| 735 | Wish they didn't limit how many titles you could check out on Hoopla. They've greatly reduced how many physical titles they have.   | 4/1/2024 5:15 PM |
| 736 | There seems to be a small teen section.   | 4/1/2024 5:07 PM |
| 737 | Do not mail books   | 4/1/2024 5:05 PM |

## Q9 What do you dislike the most about LCPL facilities?

|     |   |                  |
|-----|---|------------------|
| 738 | I have I think it's called "Suggest a Title" online, but unless the book is ordered & has come in, I have no way to know if they're been, will not be or will be ordered in the future  | 4/1/2024 5:05 PM |
| 739 | The LGBTQ-agenda books are not clearly marked, and are overtly pushed at us. I'm not advocating for book burnings, just that they could be clearly marked, like the Caldecott, Newberry, Fantasy, or Christian books. I just want honest labeling, so that for those have traditional values don't have them violated.  | 4/1/2024 4:48 PM |
| 740 | Inequity in resources between locations. Makerspace and programs for how to use different tech items should be in all branches, or at least spread out more geographically.   | 4/1/2024 4:41 PM |
| 741 | When Rust becomes a bit noisy due to patrons using phones aloud or passport patrons with unsupervised children; these situations are very infrequent.   | 4/1/2024 4:41 PM |
| 742 | Outdated computer games for kids  | 4/1/2024 4:31 PM |
| 743 | NOISY   | 4/1/2024 4:27 PM |
| 744 | I wish there were more study rooms, copies of books   | 4/1/2024 4:23 PM |
| 745 | Genre sorted DVDs   | 4/1/2024 4:15 PM |
| 746 | No video games  | 4/1/2024 4:14 PM |
| 747 | Not enough history books, western literature and historical novels.   | 4/1/2024 4:12 PM |
| 748 | Not dog friendly.   | 4/1/2024 4:09 PM |
| 749 | Some facilities just seem so small- like Sterling   | 4/1/2024 4:02 PM |
| 750 | Renovations at Purcellville branch removed the best, quiet study tables from access to electrical outlets. There are no roomy quiet rooms at the Purcellville branch - they are all tiny, almost like a closet. The ones at Rust are much better, but there are not enough.   | 4/1/2024 4:01 PM |
| 751 | Sometimes noisy due to activities being held on the library floor, no color printer.  | 4/1/2024 3:54 PM |
| 752 | Too many Children's programs in comparison to the adult options   | 4/1/2024 3:53 PM |
| 753 | Never enough copies of new books, so need to wait on HOLD for several weeks, even months for a copy. I have found only one front desk staff member that is well informed about the library. The others need more training or just don't care about helping.   | 4/1/2024 3:44 PM |
| 754 | My location (Rust) very uncomfortable. Often tables and rooms dirty (room smells often too), but there is no way to clean them off before using. Need more comfortable seating. Wish there were more comfortable and quiet study spaces, but they do try.   | 4/1/2024 3:35 PM |
| 755 | Wish more programs for children (2-5 yrs) were around 5 pm to allow working parents to attend as well.  | 4/1/2024 3:35 PM |
| 756 | The library has the opportunity to be a place of resource & a safe place for children. However, the library is not friendly & engaging to the younger population  | 4/1/2024 3:35 PM |
| 757 | nothing!  | 4/1/2024 3:29 PM |
| 758 | closing prematurely for a snow FORECAST, not actual snow. when I can't find a staff member to answer a question   | 4/1/2024 3:21 PM |
| 759 | Computers readily accessible and not limited in the children's section. We come to the library to get away from technology. It's everywhere. We get that some families don't have access at home. Just make them require parental input of a password (and don't have a sign with the password right next to the computer) and have a time limit (15-30 minutes). | 4/1/2024 3:19 PM |
| 760 | I wish they would be open on sundays and also open by 8:30 am instead of 9:30am at Middleburg   | 4/1/2024 3:18 PM |
| 761 | - Unsupervised children bothering library patrons   | 4/1/2024 3:13 PM |
| 762 | Distance and convenience  | 4/1/2024 3:13 PM |
| 763 | Would like to see cascades library have a Maker space.  | 4/1/2024 3:12 PM |
| 764 | No driveup book return  | 4/1/2024 3:08 PM |



## Q9 What do you dislike the most about LCPL facilities?

|     |  |                  |
|-----|--|------------------|
| 765 | Not a thing!   | 4/1/2024 3:07 PM |
| 766 | Events are often occur on weekdays between 9-5pm, so working individuals cannot attend those events. Wish there are more weekend events for families   | 4/1/2024 3:04 PM |
| 767 | We recently moved from Michigan and had a library that we loved there. The biggest difference I see at Brambleton library is the relatively less amount of books available (especially children's books). So I would love to see the Loudoun libraries (especially Brambleton) increase their collections! | 4/1/2024 3:01 PM |
| 768 | I really wish it had a cafe, like a small space selling pastries and coffee, that'd be sooo wonderful.   | 4/1/2024 2:54 PM |
| 769 | They are all laid out differently  | 4/1/2024 2:49 PM |
| 770 | NOISE  | 4/1/2024 2:47 PM |
| 771 | Loud people  | 4/1/2024 2:45 PM |
| 772 | Room rentals are hard to get and often rooms are not used efficiently (small groups in large spaces, space reserved and then unused)   | 4/1/2024 2:42 PM |
| 773 | Really doesn't meet the needs of people who are looking for a quiet place to work, study, read, etc.   | 4/1/2024 2:39 PM |
| 774 | Sound travels from the kid side to adult side at Rust. One time I had a fussy toddler. Best efforts to entertain only lasted a minute. I left ASAP, but not before an adult female complained to the kids desk. Sometime the people that hang around the libraries do not seem safe.                       | 4/1/2024 2:33 PM |
| 775 | The allowance of food in close proximity to books and tables used by many, including those with food allergies   | 4/1/2024 2:28 PM |
| 776 | The small amount of audio books.   | 4/1/2024 2:26 PM |
| 777 | when I used to get dvds from the facilities some of them were scratched and didn't work properly. This was also a problem for books, as some, sometimes most books were ripped or damaged.   | 4/1/2024 2:20 PM |
| 778 | Need larger public meeting areas for the various events held there and for the possibility for larger future events.   | 4/1/2024 2:19 PM |
| 779 | some workers are unfriendly indeed   | 4/1/2024 2:17 PM |
| 780 | Sterling parking is weird and inside space is nice but small   | 4/1/2024 2:16 PM |
| 781 | Needs a newer selection of books, not enough activities. Not enough writing activities for adults or workshops of that variety in my area.   | 4/1/2024 2:15 PM |
| 782 | I wish there was a branch closer to me. I'd probably visit it if it existed. But I am grateful for the access to the library that I have.  | 4/1/2024 2:13 PM |
| 783 | Ours is older and could use an update. The parking lot also makes it hard to get to the entrance with a stroller if you end up having to park in the back parking lot (no sidewalk to the front entrance unless you take the stairs by the back door)  | 4/1/2024 2:12 PM |
| 784 | Often difficult to obtain books and ebooks - wait times are very long  | 4/1/2024 2:12 PM |
| 785 | Availability and suitability of meeting room spaces  | 4/1/2024 2:09 PM |
| 786 | I can't think of anything that I dislike.  | 4/1/2024 2:07 PM |
| 787 | My local library is very small and doesn't have a lot of books or very much study space.   | 4/1/2024 1:55 PM |
| 788 | Facilities could use a refresh in flooring and soundproofing in the meeting rooms.   | 4/1/2024 1:54 PM |
| 789 | Nothing. It's an important part of the community.  | 4/1/2024 1:54 PM |
| 790 | Boring interiors   | 4/1/2024 1:53 PM |
| 791 | Lack of frequent community programs  | 4/1/2024 1:53 PM |
| 792 | NA   | 4/1/2024 1:52 PM |

## Q9 What do you dislike the most about LCPL facilities?

|     |   |                   |
|-----|---|-------------------|
| 793 | wish the library opened at 8AM  | 4/1/2024 1:51 PM  |
| 794 | Parking at Brambleton is limited  | 4/1/2024 1:50 PM  |
| 795 | Adult activities held during the afternoon are not feasible for those who work  | 4/1/2024 1:49 PM  |
| 796 | The unruly teens  | 4/1/2024 1:47 PM  |
| 797 | Seems to have more non book media than a well stocked library of books  | 4/1/2024 1:45 PM  |
| 798 | At my nearest facility there is a large open space with seating and computers, near the juvenile section. It attracts crowds of people of all ages using the computers, sitting or milling about, making the space crowded and very noisy - like a public meeting ground - at busy times. It's too loud for a library, making it unpleasant to browse as it is too loud to skim or concentrate on whatever I'm looking at. This is also the case when a popular event is happening there. | 4/1/2024 1:44 PM  |
| 799 | The smaller branches are not open on Sundays. I am closer to a smaller branch but travel to Rust because it's bigger and has more to offer with study rooms, mtg rooms, programs etc.   | 4/1/2024 1:41 PM  |
| 800 | parking?  | 4/1/2024 1:41 PM  |
| 801 | The app could be better   | 4/1/2024 1:40 PM  |
| 802 | It can be challenging to schedule meeting rooms.  | 4/1/2024 1:40 PM  |
| 803 | More Homeschool activities  | 4/1/2024 1:38 PM  |
| 804 | I wish they all had playgrounds, kids need to run around.   | 4/1/2024 1:38 PM  |
| 805 | That our kids are being poisoned by lies masked as "inclusivity"  | 4/1/2024 1:30 PM  |
| 806 | Not a dislike, but I would love to see updates to the children's areas. More puzzles and makerspace areas would be great!   | 4/1/2024 1:30 PM  |
| 807 | The book return is slow as molasses. It makes me not want to check out as many because it is so slow to return them one by one while the door opens and closes in-between book returns.   | 4/1/2024 1:29 PM  |
| 808 | Some meeting rooms may not have as updated technology   | 4/1/2024 1:28 PM  |
| 809 | not open 24/7   | 4/1/2024 1:18 PM  |
| 810 | Lovettsville library is so small; I don't think it can attract any bigger talent because there's no room. Would love to see it be more popular but until it is updated, I think it'll never be as good as it could be.  | 4/1/2024 1:16 PM  |
| 811 | Since Covid, I haven't really spent much time inside the library. I come in to pick up my holds and leave. So I really don't stay long enough to dislike anything!  | 4/1/2024 1:15 PM  |
| 812 | The Ashburn Branch seems dated and dark in appearance in comparison to the Brambleton Branch. The focus and layout of the Brambleton Branch seems to be on services not connected to their collection of books; I almost always have to receive items through holds. Overall, I dislike that both locations have a decided lack of new titles where you can stop in and browse.   | 4/1/2024 1:11 PM  |
| 813 | Wish the kids section was a bit more isolated so I don't have to worry about noise as much.   | 4/1/2024 1:10 PM  |
| 814 | Some of the larger facilities can be hard to navigate, and the video games do not belong in libraries.  | 4/1/2024 1:10 PM  |
| 815 | Need to provide option to return library materials from the car (large, secure drop-in box in the parking lot for returns), provide a variety of seating options for library patrons (such as a stairs featuring places to sit), offer outdoor seating options, and for the busiest branches provide a cafe serving drinks and a small selection of foods   | 4/1/2024 1:07 PM  |
| 816 | No dislikes...all positive  | 4/1/2024 1:01 PM  |
| 817 | Nothing.  | 4/1/2024 1:00 PM  |
| 818 | Nothing. It's s great library.  | 4/1/2024 12:54 PM |
| 819 | The lack of equity between all the libraries. I love the children's space in Purcellville library and   | 4/1/2024 12:54 PM |

## Q9 What do you dislike the most about LCPL facilities?

the makerspace of Gum Springs but they are so far away from Sterling. I feel like Cascades is the worst with no makerspace, no childrens blocks/interactive play and it happens to be the closest to me.

|     |   |                   |
|-----|---|-------------------|
| 820 | Lack of private rooms for tutoring. Many people use the study rooms by themselves. Such big spaces for 1 person.  | 4/1/2024 12:53 PM |
| 821 | School age programs classification As we need more age appropriate programs for 4,5 grades  | 4/1/2024 12:50 PM |
| 822 | So small and it is limited how many people can be there. Also, the kids area is an after thought.   | 4/1/2024 12:50 PM |
| 823 | When there are activities for school age children at times inconvenient of working caregivers/parents.  | 4/1/2024 12:49 PM |
| 824 | I wish that libraries didn't try to be all things to all people.  | 4/1/2024 12:48 PM |
| 825 | Very limited availability at my local branch of on-site books and other media, large areas of unused space (reduced shelving, etc.)   | 4/1/2024 12:47 PM |
| 826 | Can be crowded often.   | 4/1/2024 12:43 PM |
| 827 | Some of the toys and puzzles can get worn out pretty quickly from lots of use. I come to the lib with my 3 year old and 1 year old and my 3 year old always wants to play with the computer games, while my 1 year old wants to play with the puzzles, and sometimes I feel it is hard to keep my eye on both of them at the same time since the game computers and the puzzle area are a little far from each other.   | 4/1/2024 12:43 PM |
| 828 | The lack of books (there are a lot, but sometimes it isn't as much as I would like, but that is fine with me)   | 4/1/2024 12:41 PM |
| 829 | The LCPL system doesn't always have the book I want in the format that I prefer.  | 4/1/2024 12:40 PM |
| 830 | Not enough physical book, not enough ebooks, not enough electronics media (music, movies).  | 4/1/2024 12:39 PM |
| 831 | I don't like that a lot of the new adult fantasy is logged in the YA section. It makes it hard to figure out what kind of reading level it truly is and makes it hard to connect with younger characters because I can't relate anymore   | 4/1/2024 12:39 PM |
| 832 | Modern architecture   | 4/1/2024 12:38 PM |
| 833 | Can't find copies of the latest spy novels I like to read.  | 4/1/2024 12:37 PM |
| 834 | I wish South Riding had a branch we could walk or bike to.  | 4/1/2024 12:36 PM |
| 835 | Needs updating especially with seating, a little dark   | 4/1/2024 12:35 PM |
| 836 | Summer Reading Program Three things: 1) There needs to be a way that doesn't include the internet and electronics for kids to unplug and be kids. Pencil and paper all that is needed to complete. Simplify 2) It shouldn't be a self promotion piece on figuring out more about lcpl. Encourage reading. 3) Prizes - check out the rate of who actually attends the with the washington national tickets - my guess low. Make the actual award something tangible that can be used by the student and not relying on parents or not relying on parents to travel more than an hour. Maybe each library has a more hyper local option and you can participate in more than one. Ie: ticket to free skate, free bowling, free meal, etc. | 4/1/2024 12:33 PM |
| 837 | Sometimes I prefer or need a more calming atmosphere than my local branch has   | 4/1/2024 12:32 PM |
| 838 | They have become loud. It's great you want to engage children, but a library is a quiet place, not a play center.   | 4/1/2024 12:30 PM |
| 839 | Sterling library is a bit small with respect to physical books and doesn't have tons of private areas to sit and study  | 4/1/2024 12:29 PM |
| 840 | cleaner children's area, too many damaged books   | 4/1/2024 12:28 PM |
| 841 | there is not many places to sit and read or study.  | 4/1/2024 12:28 PM |
| 842 | Gum Spring does not have a separate room for children's storytimes and programs, the use the large meeting room so the public often does not have access to that room in the evenings because it is booked for library programs. The staff area layout of Gum Spring makes it harder to collaborate because all the offices are separated and rather small. There are also lots of  | 4/1/2024 12:27 PM |

## Q9 What do you dislike the most about LCPL facilities?

small storage spaces spread all throughout the building rather than one or two large storage spaces which makes it hard to know where to look because things are stored in so many different areas.

|     |  |                    |
|-----|--|--------------------|
| 843 | N/A  | 4/1/2024 12:27 PM  |
| 844 | Hard to think of anything - I wish they were open even more because they are so great :)   | 4/1/2024 12:26 PM  |
| 845 | SO SMALL! Every single week this library location poses a fire marshal safety hazard I don't know how this location is even still operating. This location is tiny and their events are wonderful so naturally they draw in a crowd. Having such a large crowd in SUCH a small building is insane. The special events room in the back is only supposed to hold about 30 people, I've seen were 90+ people show up to events and have to try to cram into the tiny room. | 4/1/2024 12:23 PM  |
| 846 | The family restroom is often out of order at our branch. Having two young kids, this is the most convenient bathroom to use and it's very inconvenient when it is out of order for me  | 4/1/2024 12:22 PM  |
| 847 | Takes a long time to get new books (print)   | 4/1/2024 12:20 PM  |
| 848 | new releases not well managed; would especially like them divided by genre - the only thing FCPL does better   | 4/1/2024 12:19 PM  |
| 849 | Nothing. It's a fantastic library system.  | 4/1/2024 12:18 PM  |
| 850 | So many of the books are old or in bad condition.  | 4/1/2024 12:06 PM  |
| 851 | I find nothing not to like.  | 4/1/2024 11:59 AM  |
| 852 | Sometimes there is noise, fewer books with every visit   | 4/1/2024 11:52 AM  |
| 853 | That it is not closer to my home. That more copies of popular books are not able to be purchased and not more in large print editions  | 4/1/2024 11:52 AM  |
| 854 | nothing really   | 4/1/2024 11:38 AM  |
| 855 | No available books   | 4/1/2024 11:30 AM  |
| 856 | No complaints  | 4/1/2024 11:26 AM  |
| 857 | The magazine area in the back of the Ashburn Library as well as the DVD section seem to be space that can be used for other purposes. Several other branches need to be updated (Purcellville and Cascades). Parking at certain branches can be difficult (Purcellville and Middleburg).   | 4/1/2024 10:58 AM  |
| 858 | I've found that there are limited copies of a lot of books, which makes it difficult to get them/put them on hold (I understand that's partially a budget thing though)  | 4/1/2024 10:46 AM  |
| 859 | Having to wait long periods of time for many titles.   | 4/1/2024 10:33 AM  |
| 860 | Test test test test Test test test test Test test test test Test test test test Test test test test  | 3/29/2024 10:56 AM |

## Q10 List the top three things LCPL should improve upon, or consider for you or your community?

Answered: 791 Skipped: 478

| #  | RESPONSES   | DATE               |
|----|---|--------------------|
| 1  | Meeting space Coffee shops would be wonderful More programs for seniors   | 4/28/2024 9:44 AM  |
| 2  | Needs better study areas, more separate from the main library, but not so claustrophobic as the individual study rooms  | 4/26/2024 6:12 PM  |
| 3  | Add more study rooms and study cubicles. Do food programs. Do more movie screenings.  | 4/26/2024 4:38 PM  |
| 4  | Maybe expanding the children's play area a little with some interactive elements like what you might find in a children's museum - like a small stage and/or puppet show set-up (with literary character puppets?) or magnet art wall. Maybe more workspaces or quiet rooms with desks for those who are working remote. The library my aunt works at in Maine has some desks with baby pens attached so people can work without worrying about their baby/toddler crawling away. | 4/26/2024 7:27 AM  |
| 5  | Parking at the Brambleton location, longer summer hours, lectures   | 4/26/2024 5:56 AM  |
| 6  | More activities for toddlers such as play groups and parent social time. This is helpful for new parents moving to Brambleton. Bring in more learning tools/toys for children to explore. Such as Montessori learning toys or more educational activities to help get children ready for pre-school. Outdoor space would be great with a playground so kids can get some fresh air while reading a good book.   | 4/26/2024 12:03 AM |
| 7  | Offer some knitting/crafting groups in the morning at Sterling library  | 4/25/2024 10:25 PM |
| 8  | Nothing it's fine as is   | 4/25/2024 7:51 PM  |
| 9  | More on Libby - how do I request specific titles? Afternoon programs for kids - we public school and can't do weekends Some libraries have game and toy borrowing programs also   | 4/25/2024 3:23 PM  |
| 10 | More teen programs  | 4/25/2024 12:31 PM |
| 11 | I was sorry the book exchange did not catch on at the Gum Spring Branch. Maybe try again?   | 4/25/2024 12:00 PM |
| 12 | Teen center/area Meeting space Quiet rooms  | 4/25/2024 11:55 AM |
| 13 | Adding more social spaces, like the ideas listed below. On the whole, I'm thrilled with what LCPL does so it's hard to come up with three things.   | 4/25/2024 11:33 AM |
| 14 | Coffee shop, more meeting space, teen center  | 4/25/2024 11:25 AM |
| 15 | More access to meeting rooms; more digital copies of popular books; outdoor spaces  | 4/25/2024 10:53 AM |
| 16 | Include more study rooms in your floor plan   | 4/25/2024 10:48 AM |
| 17 | Stay open longer. Create additional meeting spaces for community groups. Provide more internships and part time jobs for young people and disabled people in our community.   | 4/25/2024 10:44 AM |
| 18 | Programming for adults with intellectual/developmental disabilities.  | 4/25/2024 10:34 AM |
| 19 | I think we should have a Human Library program. Look it up <a href="http://humanlibrary.org">humanlibrary.org</a>   | 4/25/2024 10:30 AM |
| 20 | More meeting spaces Theater areas Coffee shops  | 4/25/2024 10:29 AM |
| 21 | Enforcing more quietness on the children  | 4/25/2024 10:25 AM |
| 22 | Need more meeting rooms!!!  | 4/25/2024 10:24 AM |
| 23 | 3D printing availability and accessibility to test printing   | 4/25/2024 10:24 AM |
| 24 | More meeting rooms  | 4/25/2024 10:23 AM |



## Q10 List the top three things LCPL should improve upon, or consider for you or your community?

|    |  |                    |
|----|--|--------------------|
| 25 | Extend the booking calendar for community rooms. It would be nice to book a space 6 or more months in advance.   | 4/25/2024 10:22 AM |
| 26 | Inviting people to share what they know with the community, and helping them to make a plan.   | 4/25/2024 10:09 AM |
| 27 | More meeting room spaces would be great, especially large ones. Slightly later hours would be good too.  | 4/25/2024 10:09 AM |
| 28 | More children's activities during the day! For older children. There's so many homeschooled kids here. My kids are too old for the toddler classes during the day but most of the children's activities for their age don't work because of sports/dinner.   | 4/25/2024 9:37 AM  |
| 29 | Better lighting More featured shelves Larger area for young adults   | 4/25/2024 8:55 AM  |
| 30 | Teen space at Ashburn library, more space in general at Ashburn library, improved parking  | 4/25/2024 8:55 AM  |
| 31 | Ashburn library really needs a great teen space, more copies of ebooks and audiobooks to reduce wait times, makerspace (3D printing, crafting, etc) at Ashburn library   | 4/25/2024 8:47 AM  |
| 32 | More places to read; more selection of paper books; better teen room at Ashburn.   | 4/25/2024 8:19 AM  |
| 33 | Renovate the current Purcellville location. Don't relocate. Include a teen center or bring back the one at Rust and actually do activities. Cascades does a great job so I know it's doable.   | 4/25/2024 7:48 AM  |
| 34 | information about available programs maybe in a newsletter.  | 4/25/2024 7:36 AM  |
| 35 | Need easier to read monthly newsletter   | 4/25/2024 7:12 AM  |
| 36 | Keeping the only access for hoopla Adding things to the kids section for toddlers like puzzles if possible. Continue with the wide range of activities and community outreach  | 4/25/2024 4:54 AM  |
| 37 | I love the digital resources but honestly I'm still using physical media. Not sure why other than maybe it's what I know how to use. I Love The makerspaces I think the technology is just mind blowing but I actually asked if there was a way I could donate materials and they didn't know. For example tons of scrapbooking stuff that could be used for kids projects. So perhaps a supplies donation drive.  | 4/25/2024 1:22 AM  |
| 38 | The system to reserve meeting space is not user friendly. Purcellville needs a makerspace.   | 4/24/2024 10:39 PM |
| 39 | Bring maker spaces to Western Loudoun. More meeting spaces and/or open rooms for large gatherings.   | 4/24/2024 10:19 PM |
| 40 | More teaching classes and events. I like the art and makerspace options, but expand to other social activities. For example, bridge classes for all ages, other games, and language classes. It is good there is an ESL focus, but would like some options for English speakers to gather to learn/practice other languages live in person, not just online programs. When there are special events, library staff could gather listing of books or actual books for patrons interested in more information. | 4/24/2024 9:49 PM  |
| 41 | sewing, crochet for younger kids   | 4/24/2024 9:37 PM  |
| 42 | Events for upper elementary Invite back the hard of hearing specialist. That was very helpful!   | 4/24/2024 9:35 PM  |
| 43 | 1. more large print materials, 2. more print materials, 3. less e-books.   | 4/24/2024 7:38 PM  |
| 44 | Add diversity programs. Community partnership. Library Programs on the go! ( outreach activities)  | 4/24/2024 7:18 PM  |
| 45 | Homeschool student activities  | 4/24/2024 7:15 PM  |
| 46 | Kids center Book selection More makerspace   | 4/24/2024 6:45 PM  |
| 47 | The adult crafting sessions that are Wednesday afternoons are hard to get to if you work or have kids  | 4/24/2024 6:36 PM  |
| 48 | More activities for adults.  | 4/24/2024 5:56 PM  |
| 49 | It would be great if the book return drive-thru book return kiosk extended out from the wall (at Cascades) a bit more. As it is now, you not only have to roll your window down, but open the door and put a foot out to be able to reach it.  | 4/24/2024 5:02 PM  |
| 50 | Passport services at multiple locations and by appointment only.   | 4/24/2024 5:01 PM  |

## Q10 List the top three things LCPL should improve upon, or consider for you or your community?

|    |   |                    |
|----|---|--------------------|
| 51 | I love Hoopla but would like to see more bestsellers. More art-based adult evening classes<br>Drive up return boxes   | 4/24/2024 4:39 PM  |
| 52 | More copies of popular books  | 4/24/2024 3:29 PM  |
| 53 | More work space - desks, study rooms, cubicles. Outdoor spaces. Drive up book drops.  | 4/24/2024 2:29 PM  |
| 54 | I would love the library to have more Chinese language books. I noticed there's plenty Indian languages books available now, hopefully can have more Chinese books.   | 4/24/2024 2:23 PM  |
| 55 | I would love for the purcellville location to have a makerspace. personally, I would be interested in sewing, quilting, embroidery, circuit, etc  | 4/24/2024 2:21 PM  |
| 56 | Larger library for Lovettsville. Larger library for Purcellville. Better marketing for programs.  | 4/24/2024 2:02 PM  |
| 57 | I think they can have more book bags for bookclubs to cater to younger kids too.  | 4/24/2024 1:56 PM  |
| 58 | I wish there were passes for regional places like the aquarium, Hershey Park, etc. A seed library<br>Outdoor guided activities for families who have working parents - trail walks<br>Sing alongs like the Music Together classes<br>Storytime for older kids (4-6) on weekends. My preschooler feels too old in the current 0-5 story time since there are so many babies<br>Yoto/Toni for renting<br>Space for low key birthday parties                                   | 4/24/2024 1:46 PM  |
| 59 | Communication - there are different newsletters and different channels and I'm never sure which bits I might miss, or where I can find more details. It's not really a facilities question, but if I could access the info, I'd be able to use the facilities more often. Also, I have tried to appreciate the features of the pooled, system-wide collection, and I have failed: I still hate it.  | 4/24/2024 1:41 PM  |
| 60 | See 9.  | 4/24/2024 1:19 PM  |
| 61 | Adding a maker's space to Purcellville.   | 4/24/2024 12:55 PM |
| 62 | Improve makerspace  | 4/24/2024 11:34 AM |
| 63 | - More outdoor space with activities for children, - additional free programs for families - space for activities that may not be accessible to people easily elsewhere (studio space, work space, makers space, art and performing arts resources  | 4/24/2024 5:21 AM  |
| 64 | aesthetics, making library spaces warm, welcoming, light-filled places, with certain areas where a little more noise is tolerated   | 4/23/2024 4:36 PM  |
| 65 | open for longer hours on weekend ; open for shorter hours on weekdays   | 4/23/2024 3:18 PM  |
| 66 | More Book sales with good selections of books on arts as well as comics etc. Include a selection of Vinyls as well.   | 4/23/2024 3:11 PM  |
| 67 | Indoor kid-friendly space! Outdoor space for events or children's programs (also kid-friendly?)   | 4/23/2024 2:06 PM  |
| 68 | Lansdowne area branch More emphasis on books on shelves   | 4/23/2024 1:19 PM  |
| 69 | Host other types of events, like movie nights in the library as a fundraiser? Utilize the kids' area on the 1st floor of the Brambleton Library past the glass doors for other events? Host cultural events based on local diversity, dependent upon local diversity participation though.  | 4/23/2024 1:05 PM  |
| 70 | Enforce existing library policies, especially where children and teens are concern.   | 4/23/2024 11:39 AM |
| 71 | Redo DVD shelving as above. More how-to art books   | 4/23/2024 11:16 AM |
| 72 | Dewey system, coffee or tea shop.   | 4/23/2024 7:21 AM  |
| 73 | Enforce quiet in the library not everyone needs to hear someone on their phone holding a work call. Tell teenagers tables aren't for making out.  | 4/23/2024 7:15 AM  |
| 74 | I would really love if the library had some really comfortable outdoor space where I can put my feet up or recline in someway while reading and some space outside for traditional tables and chairs for meeting/working.   | 4/22/2024 9:49 PM  |
| 75 | More programming for elementary aged kids, or expanding programs to include elementary ages, maybe even programs geared towards earning scout badges<br>More opportunities for community involvement, such as organizing days of service and volunteer opportunities in and out of the library<br>I would love to more of a marriage between art and the library- maybe having community art installations or hosting art classes (child or adult) and then showcasing that | 4/22/2024 9:32 PM  |

## Q10 List the top three things LCPL should improve upon, or consider for you or your community?

work. Maybe choose a theme and have the community submit their art based on that theme. A display but not a competition.

|    |   |                    |
|----|---|--------------------|
| 76 | More space where the 1week books are. This space is not as prominent in other branches. Overhead signage for what is in aisles. More space for "quiet" space that is more private so others don't see what I'm working on. Move book club bags closer to the front .  | 4/22/2024 8:18 PM  |
| 77 | An app, easier way to reserve maker space items. Lessons for recording studio   | 4/22/2024 6:39 PM  |
| 78 | The website. As someone with a disability, I would appreciate being able to schedule book returns to be picked up from my home - to avoid late fees when I go through periods of not being able to visit the library.   | 4/22/2024 6:16 PM  |
| 79 | Enlarge Ashburn   | 4/22/2024 6:02 PM  |
| 80 | Not sure. Does it offer book clubs? Offer. Maybe have different genres. Send out emails with polls for different books to vote on. If there was a book club reading a book I've wanted to read or read I might actually go.   | 4/22/2024 5:00 PM  |
| 81 | 1. Better comms to know what is happening/ calendar of events 2. rotating "late hours" for operations 3. community dialog   | 4/22/2024 4:58 PM  |
| 82 | Increase even if it's a two-time class Facilitate access to its language courses for newcomers and above all increase and enhance its language courses  | 4/22/2024 4:38 PM  |
| 83 | More extensive movie selection on Hoopla More lectures and presentations More musical events  | 4/22/2024 4:35 PM  |
| 84 | I would love it if the county could create some more kid friendly learning spaces within the library or even outside!   | 4/22/2024 3:54 PM  |
| 85 | Better step by step instructions and promotions for the audio books and movies online   | 4/22/2024 3:36 PM  |
| 86 | The Purcellville library could definitely improve its spaces for people to study/work   | 4/22/2024 3:01 PM  |
| 87 | Let more people know what kind of services/resources are available - from rooms, to website tutorials, to book recommendations. People I talk to seem "surprised" to learn all that is available to us!   | 4/22/2024 2:57 PM  |
| 88 | 1) Bring smaller libraries up to the same standards as the large ones 2) Maker Spaces are awesome! Thank you for doing that. Please keep it up. 3) Great programs, especially for kids. Please continue with those. And thank you!  | 4/22/2024 2:49 PM  |
| 89 | Lending out other things besides books (e.g. cookware) Audio walking tours of the local community National park passes VR experiences   | 4/22/2024 2:00 PM  |
| 90 | Offer digital citizenship courses/programs Research skills course/programs  | 4/22/2024 1:49 PM  |
| 91 | Book holds at kiosks  | 4/22/2024 1:44 PM  |
| 92 | Access to books not available in LCPL system. Locate books in other systems (hard copy or ebook) and obtain for us.   | 4/22/2024 1:33 PM  |
| 93 | Pleased   | 4/22/2024 1:29 PM  |
| 94 | 1. Maintain digital offerings, especially audiobooks 2. Make collection TRULY inclusive not politically correct or "woke" as not all patrons subscribe to these values 3. Consider sharing print collection among nearby library systems, as they do in California -- no ILL needed since there is an internal sharing system used by entire regions. | 4/22/2024 12:57 PM |
| 95 | More copies of bestsellers to go around   | 4/22/2024 12:50 PM |
| 96 | Noise control. Quickness in obtaining new books especially audiobooks Only 2  | 4/22/2024 12:48 PM |
| 97 | Additional story times, book choices for young audiences, crowd control outside the doors/foyer on weekend nights.  | 4/22/2024 12:39 PM |
| 98 | Expanding online options for books, especially popular books that have very long waitlists.   | 4/22/2024 12:39 PM |
| 99 | Technology/maker space, more homeschool programming, offer newer book titles of popular kids books  | 4/22/2024 12:30 PM |

## Q10 List the top three things LCPL should improve upon, or consider for you or your community?

|     |   |                    |
|-----|---|--------------------|
| 100 | a consolidated search between all of Loudoun and nearby counties for any activity by age and date range include all facilities like a mega search one stop to find activities for adults and children. More two person study rooms, the rooms that can fit 3/4 are often used by one student denying others the opportunity to use and online reservations for 1 -2 hour slots  | 4/22/2024 12:29 PM |
| 101 | You're doing a good job. Thank you! Keep up with the creative spaces. I am especially drawn to spaces that feel well-designed by imaginative architects. (1) Please continue to expand online offerings. I mainly check books out online these days, especially audiobooks for one of my children who is dyslexic, but some of the books we want the most are waitlisted for months. (2) Please add more non-digital options for occupying kids while parents are finding books for siblings or for themselves. (3) Please increase weekend hours.  | 4/22/2024 12:28 PM |
| 102 | -Groups/events for emerging adults 18-25 -Community classes -Rentable cookware / tools ( i have seen things like this at other libraries to reduce consumerism and help spread opportunities)   | 4/22/2024 12:22 PM |
| 103 | I'm not your prime demographic so hard for me to say - a lot of your programs offered aren't directed towards me but that's totally okay, I'm happy with the current options offered. If I had small children I'd sure we'd be visiting the library regularly every week!   | 4/22/2024 12:20 PM |
| 104 | Drawing a blank here..  | 4/22/2024 12:14 PM |
| 105 | More live music events, more often Socrates cafe  | 4/22/2024 12:14 PM |
| 106 | Some meeting rooms are large and they are usually under-utilized, e.g., one person in a room with a conference table. I would love to see that space divided so that more could use it. Some table-and-chair areas could easily accommodate more tables and chairs without being at all crowded, making it easier to find places to sit at a table. Couches are generally under-utilized - people seem to prefer tables.  | 4/22/2024 12:12 PM |
| 107 | Do NOT use birthdates for passwords Provide history of books checked out in the past Make catalog references on the books easier to read  | 4/22/2024 12:09 PM |
| 108 | An app, easier way to reserve maker space items. Lessons for recording studio   | 4/22/2024 12:08 PM |
| 109 | Find a way to pool digital books. If one library is out of books to let out, and another has one, let us have the one.  | 4/22/2024 12:07 PM |
| 110 | 1. More adult events/opportunities to engage 2. Better ability to rent small, private meeting rooms (or larger ones) without being a non-profit   | 4/22/2024 12:03 PM |
| 111 | See #11. (Great list of suggestions!)   | 4/22/2024 11:59 AM |
| 112 | Variety of non-book items to check out, more tools or cooking gadgets; maker space in more branches; can't think of anything else, love the library   | 4/22/2024 11:59 AM |
| 113 | Would love for them to focus on native plantings around the library and have more outdoor space to sit and relax and read.  | 4/22/2024 11:58 AM |
| 114 | I think that's already been covered, above.   | 4/22/2024 11:58 AM |
| 115 | 1. Upgrade existing libraries 2. Provide public with ability to organize "sessions". I've always wanted to host robotics/electronics workshops for middle/high school students at the library, but I don't even know how to begin setting that up or who to speak with. 3. Provide access to paid developer tools for personal/maker/library member use. Various developer tools/memberships can cost a lot of money acting as a barrier for entry to small/indie/sole developers and entrepreneurs. Providing county residents with access to tools like this or perhaps a county wide discount on services like this would go a long way! | 4/22/2024 11:55 AM |
| 116 | Service-related events/spaces, outreach to underprivileged youth, more focus on local history   | 4/22/2024 11:54 AM |
| 117 | Consider what parents might not want their kids viewing before putting up books on display with inappropriate content, put more toys in the rust library kids section (they used to have them)  | 4/22/2024 11:54 AM |
| 118 | Visiting nearby schools very often  | 4/22/2024 11:53 AM |
| 119 | Electronic visible study room reservation system. At my work there are electronic touchscreen pads outside of each room for us to check-in and reserve the room. We could easily install something like that outside study rooms by having patrons either scan their library card and   | 4/21/2024 5:34 PM  |

## Q10 List the top three things LCPL should improve upon, or consider for you or your community?

reserve or type in their information and reserve the room. The pad lights up red if it is taken, which is visible to other patrons so they don't have to creep up and peak into the room, and green if it is available. Patrons can reserve time spots and be notified about the time they have remaining or when the room is ready. This way everyone can adhere to the room reservation rules. All other big meeting rooms can be booked the usual way. We should also think about increasing the number of study rooms we have. For instance Cascades Library has individual study rooms, which seems to work well. Also we should think about utilizing the space effectively in a way that decreases noise and increases productivity. For instance, Rust Library has half of their library for the children's and teen's center, while the other half is available for working adults. Having a structure like this usually leads to a noise reduction in the main areas and adult section. Or if we had multiple levels we could cater to different needs. For instance, in my college we had a library with different noise levels. main floor (4th floor) was the loudest where teams met for group projects, socialization, events, etc. The next floor below, was loud as well (3rd floor) but was quieter compared to the main floor, the next floor below (2nd floor), was way quieter, had individual cubby workstations, and hush voices, and the next floor below (1st floor), was dead quiet, and usually for people who wanted zero noise. We could incorporate something similar this either with floors or rooms spacing. I know Brambleton library has a quiet room, and Sterling library is very good with their space layout. In terms of nice I think repeatedly enforcing parents should look after their kids and that the library is not a daycare/babysitting area would help with reducing noise and alleviating burden put on the librarians. I have seen parents drop of their children in areas, and sometimes children with special needs, and in many cases the librarians are the ones who have to adhere to the individual, while moving away from their designated work stations. Having some sort of system that reminds Patrons while also being helpful I think would be appreciated. In terms of spacing and layout, if LCPL was looking to expand to a larger area, I think the Minneapolis Public Library in MN is a great place to look at for structure and layout. Sterling library also has some comfy, good seating, which is something we should also improve on, so patrons are comfortable reading and working. And we could provide separate enjoyable reading areas that can be both inside and outside. Ashburn library has a nice little reading nook in the main area, and good outdoor space that can be utilized well. Middleburg library also has nice cozy areas and great outdoor space. We could connect this with the library some how, so patrons can read and sit outside at the library, or work outside when the weather is nice, and food can also be outside. Let's invest in good cozy reading nooks, and good seating. The next thing we should improve upon is our MakerSpace. Each space should have a large main area that is attached to another large classroom and outdoor space. The reason being is that many MakerSpace specific events can only be done in the MakerSpace area which has little room to fully teach a large group about the MakerSpace products or to do an activity. The MakerSpace should have their own classroom equipped with a sink so staff/patrons do not have to go downstairs (like in Gum Spring) or out of the library main area (like in Rust) to set up their equipment and teach. The classroom should also include all equipment that is in the main MakerSpace area such as the Glowforge (double it), Sublimation printer, heat press, 3D printers, etc... This way patrons who want to use the equipment in the MakerSpace do not have to wait for an event to be over and can use the main space while the event is taking place in the attached conference/meeting room. The room can be used for MakerSpace specific or creative events like Escape Rooms that are done well at Brambleton and Purcellville library. Additionally, there should be outdoor space attached to the MakerSpace for painting, clothes dye, drying, etc... This way it can be a full immersive creative space. Also a lot of families, especially ones with small children like to create crafts together, so it would be cool to have a children's craft corner or craft area. It can either be in the children's area, or a separate room in the Makerspace. This way parents do not have to worry about their kids wandering around or getting hurt in the main area. It would also be cool to have other creative outlets like pottery and resources within the space. We can also improve upon the resources/materials that can be checked out. I would love to see camera's, video camera's, cameo cutters to be available for check-out. And online resources like Hoopla to have more capacity for checking out different digital products. It would also be nice to have more of these products available. Another thing that could be improved on is accessibility. There have been times where the elevator has been out of order and Patrons who have difficulty with mobility cannot use the stairs and therefore, cannot reach the upper level. If there is a way to have at least more than one elevator or some way to reach the upper level besides stairs, I think that would really benefit patrons who either have an injury or for disability reasons cannot use the stairs. Also having more talks/discussions related to Science, AI, etc. would be really cool. People could also share their thesis. Or even having some type of Speech event/club for public speaking would be great. Especially for working professionals or even those trying to find work. Like interview practice, networking practice, etc...



## Q10 List the top three things LCPL should improve upon, or consider for you or your community?

|     |   |                    |
|-----|---|--------------------|
| 120 | See above.  | 4/21/2024 11:37 AM |
| 121 | Evaluate how long people have to wait to get a requested book and provide additional copies when wait times are more than 4 weeks. Evaluate searches where the materials aren't successful and then determine if the material people are searching for is appropriate to add to the library selection. These are my only suggestions.   | 4/20/2024 5:36 PM  |
| 122 | Book exchange, puzzle and game exchange or lending. Most important, need an auditorium for dramatic, musical and other performances.  | 4/20/2024 10:45 AM |
| 123 | FamilySearch Library, genealogy workshops, enhanced printing capabilities   | 4/20/2024 8:31 AM  |
| 124 | I'd love if I could hold a book and if it comes in and I'm not ready for it, to let the next person take it until I'm ready. Having 3D printers at Ashburn would be nice.   | 4/20/2024 8:22 AM  |
| 125 | Community involvement Clean facilities Welcoming staff  | 4/20/2024 7:35 AM  |
| 126 | update book collection , reorganize and present them in a more attractive thematic way, Design inviting interior of a true library look   | 4/20/2024 2:03 AM  |
| 127 | Dedicated library/libraries for particular ages would be an interesting concept. Or splitting one facility into two distinctly different feeling and looking age range specific libraries. Outdoor play spaces could be another good idea. Could also be age range specific/contain age range specific things. One way to encourage more frequent or life-long relationships would be to include outside areas that make a traditional library more appealing to those who may not be as inclined to go to the library. | 4/20/2024 12:56 AM |
| 128 | 1- Getting new books 2- Get books in to "Marathi " language 3- Arrange books if you have to give exam like Praxis or something like that  | 4/16/2024 9:29 AM  |
| 129 | I love the way the library has been evolving. Maker spaces, increased computers and work spaces etc. I would love to see just one of the libraries really focused on books with lots of cozy places to read and large tables to work on.  | 4/15/2024 8:54 PM  |
| 130 | I would like cds back, more events for families with tween kids, an easier way to suggest books for the library to loan   | 4/14/2024 8:21 PM  |
| 131 | Opportunities for people who would like to volunteer.   | 4/13/2024 11:48 AM |
| 132 | I think they should have more events. I only say this because I think it would encourage more people to come to the library. The second thing is more events for teens/including the option for teens to join in more events and activities. The last thing is kind of a personal preference, but I would like more Judy Blume books in the library.  | 4/13/2024 8:50 AM  |
| 133 | 1. Extended hours, so full-time working taxpayers can use the library more often/more easily. 2. Buy more copies of books--wait times for new and popular books are too long 3. Improve holds to be more like Fairfax County--where you can delay a hold once it (finally) becomes available if you are not able to get it or chose when you are NOT able to get your hold when you reserve it  | 4/13/2024 8:38 AM  |
| 134 | Continue to serve all views (both conservative and liberal) and do not become politically aligned, continue to offer/improve online services, manage/improve accessibility to facility space  | 4/13/2024 7:28 AM  |
| 135 | 1) performing arts space desperately needed, 2) more meeting space, and 3) more vending options.  | 4/13/2024 6:36 AM  |
| 136 | Buy more popular books which are more than 20 weeks wait.   | 4/13/2024 1:26 AM  |
| 137 | Find a space for teens that isn't the library   | 4/12/2024 8:11 PM  |
| 138 | I am happy with the library system. I have actually been at every library at one time or another. Just consider that not everyone uses ebooks and other technology that the library offers. I'm glad it is available for people to use, but it is not something I'm comfortable using. I can't think of anything to improve on.   | 4/12/2024 7:08 PM  |
| 139 | Organize the fiction books by genre instead of just author.   | 4/12/2024 11:16 AM |
| 140 | Make it more a community space... include library as part of senior center of community center, so it's more of an integral space.  | 4/12/2024 8:32 AM  |

## Q10 List the top three things LCPL should improve upon, or consider for you or your community?

|     |  |                    |
|-----|--|--------------------|
| 141 | 1. Volunteer opportunities beyond library volunteers 2. More teen activities 3. A map for the libraris   | 4/12/2024 7:27 AM  |
| 142 | Mobile app Broader array of books in the LCPL system. Website improvements - login and calendar subscription (and easier filtering/searching).   | 4/11/2024 7:44 PM  |
| 143 | 1) include video game rentals 2) more movies (DVDs) 3) wider selection of books  | 4/11/2024 6:23 PM  |
| 144 | Getting new books, having complete sets of books (they tend to only have the first and none of the others, or a random one in the series, without the first.)  | 4/11/2024 2:41 PM  |
| 145 | Offer more study rooms, keep recording studio no matter what! And being able to know what events are happening more email and text notifications   | 4/11/2024 1:42 PM  |
| 146 | I would love to have a book pick up and drop off closer to the Route 7 corridor to be able to pick up my holds. I love the book vending machines but I'd love to be able to pick up my books somewhere closer. Eliminate the lgbtq groups. Sexuality has nothing to do with the library. More game nights for teens (we would attend on Thurs if we didn't already have something that night.)   | 4/11/2024 1:29 PM  |
| 147 | combining outdoor playground space with reading is important cleaning places for conversations and meet ups or reading solo is important both inside and outside and finding space for community events can take place is awesome.   | 4/11/2024 12:40 PM |
| 148 | Higher quality books (classic fiction, better quality children's books - most new ones are, frankly cute but dumb), more seating for both kids and parents to read together, child-escape proof bathrooms.   | 4/11/2024 8:18 AM  |
| 149 | More popular books readily available on Ashburn shelves. Ability to recommend books library does own. More physical copies of eBooks.  | 4/10/2024 7:55 PM  |
| 150 | Not big but bigger than what you have as far as computer monitors.   | 4/10/2024 5:07 PM  |
| 151 | Get more books   | 4/10/2024 4:39 PM  |
| 152 | More conference rooms. Wireless printing. Fax capabilities. Better access to new releases.   | 4/10/2024 4:12 PM  |
| 153 | More events/things going on for people visiting the library to attend that are kid friendly.   | 4/10/2024 3:35 PM  |
| 154 | If a book is available in audio, make sure you stock it.   | 4/10/2024 2:14 PM  |
| 155 | Hoopla is a great service but it seems the number of checked-out movies allowance per month has shrunk lately and the total of checked-out movies is combined with the audiobook check-out Unlike before the number of checking-out movies was separate from the audiobook check-out allowanc per month. Also, if I check any item at the end of the month it rolls over to the next month and deducts the number of books/movies from the new month's allowance. That is disappointing and I am looking at other platforms so I do not have to use Hoopla anymore.      | 4/10/2024 2:11 PM  |
| 156 | More makerspace products   | 4/10/2024 1:13 PM  |
| 157 | It should look more modern and have cool designs. There should be more things in it like art and more. It should be more quiet.  | 4/10/2024 12:27 PM |
| 158 | more air conditioning  | 4/10/2024 12:10 PM |
| 159 | nothing  | 4/10/2024 11:39 AM |
| 160 | Upgrade facilities   | 4/10/2024 11:21 AM |
| 161 | More Wonderbooks and graphic novels- they are really helping my daughter with dyslexia!  | 4/10/2024 11:20 AM |
| 162 | - More events for college aged adults - More book signings/authors - More communication about events   | 4/10/2024 9:40 AM  |
| 163 | More books on shelves. Local entertainment showcase venue. Cafe space  | 4/10/2024 9:33 AM  |
| 164 | Keep adding community services and classes. If it is does not already exist, please consider classes that can link social services (gov't, non-profit, etc.) with families. For example, a class that explains what food assistance programs are available and walks people through any process needed to get it. Likewise for housing assistance for homeless, job training & work placement programs, English lessons for non-native speakers, financial assistance for home repairs (IRA, HEEHRA, & EnergyStar), what treatment programs are available for addiction, | 4/10/2024 9:30 AM  |

## Q10 List the top three things LCPL should improve upon, or consider for you or your community?

etc. There are a lot of resources available through various gov't agencies and non-profits, but people are often unaware of what they are or they may feel overwhelmed by the application process. I believe libraries could help connect their communities to those programs.

|     |  |                   |
|-----|--|-------------------|
| 165 | more copies of best-selling books  | 4/10/2024 9:27 AM |
| 166 | Wish larger and had more local activities for adults such as learning foreign languages or women book clubs  | 4/10/2024 9:24 AM |
| 167 | More teen events; bigger teen spaces; more homeschool events during the day/afternoon.   | 4/10/2024 9:22 AM |
| 168 | I am completely satisfied with Rust Library and the people who work there.   | 4/10/2024 8:19 AM |
| 169 | Better on demand books. Popular titles. International Relations books or digital articles.   | 4/10/2024 7:11 AM |
| 170 | I wonder if it would be good to have a book celebration perhaps w Town of Leesburg leadership. Like Leesburg Flower & Garden Show, but for reading and books and library programs. Something that is fun and family-oriented, and is solidarity across the regional branches. I know you email about programs, and it's on me if I don't see them more. But are there other options for getting word out? Electronic boards in the county offices, town halls, on the sign boards around town? | 4/9/2024 10:22 PM |
| 171 | 1. Friendly and understanding customer service from the librarians behind the service desk. 2. Monthly scavenger hunts. 3. More frequent book sales.   | 4/9/2024 8:48 PM  |
| 172 | Buy more books please. More study rooms Sewing class/ maker's space in Ashburn   | 4/9/2024 8:05 PM  |
| 173 | 1. Offer more classes 2. Offer more book clubs 3. Have a sign up for the maker space machines. That way you would know if it is available before driving many miles.   | 4/9/2024 7:24 PM  |
| 174 | Additional, comfortable seating for reading, more opportunities for homeschooled students k-12, opportunities for elementary students to take part in poetry/short story contests.   | 4/9/2024 6:05 PM  |
| 175 | child safety more cozy reading areas more series offered.  | 4/9/2024 5:40 PM  |
| 176 | Just copy Rust Library   | 4/9/2024 5:29 PM  |
| 177 | Maybe more 18+ or 21+ only theme evenings? A cheap and fun place for grownups to socialize? A social life around here can be pretty expensive, and the library could fill that niche. I can't think of anything else, lol  | 4/9/2024 5:29 PM  |
| 178 | Events for senior citizens   | 4/9/2024 5:09 PM  |
| 179 | Additional homeschool resources during the day; additional teen opportunities  | 4/9/2024 3:07 PM  |
| 180 | More bilingual/multilingual family focused events with signage for event in two/multiple languages, presented in two languages by fluent speakers (not just translated), directions for crafts/games printed in two languages, etc.  | 4/9/2024 2:05 PM  |
| 181 | Some materials have weeks or even months-long waitlists  | 4/9/2024 1:53 PM  |
| 182 | Some media series (books, TV shows) are incomplete. Is this a loss, budget or popularity issues?   | 4/9/2024 1:27 PM  |
| 183 | Whatever you're doing, it's working. Great programs, great staff, great experiences.   | 4/9/2024 1:21 PM  |
| 184 | Just the cleaning products and maybe getting new windows so that u can open them for fresh air!  | 4/9/2024 1:10 PM  |
| 185 | I realize this sounds insane. Sometimes the "meet an animal!" programs are for children only-- which is fine! But this senior lady would like to meet a raptor as well!  | 4/9/2024 12:58 PM |
| 186 | More meeting room space.   | 4/9/2024 11:43 AM |
| 187 | Teen problems, noise, issues with swearing   | 4/9/2024 11:05 AM |
| 188 | 1. More Books 2. More community meeting space 3. Quiet areas--the libraries are very loud and it is difficult to work or study there.  | 4/9/2024 10:59 AM |
| 189 | add recording studio, upgrade maker space, expand adult comic/manga section  | 4/9/2024 10:44 AM |
| 190 | More books, show movies for select audiences such as foreign films even in a small room. We  | 4/9/2024 10:27 AM |

## Q10 List the top three things LCPL should improve upon, or consider for you or your community?

|     |   |                   |
|-----|---|-------------------|
|     | don't need an auditorium since most schools have them.  |                   |
| 191 | speed of making new books available more used book availability ans sales   | 4/9/2024 9:14 AM  |
| 192 | Get to know your librarians options (in person and online). Get more books! Increase our Hoopla borrows limit back to 10 (or higher).   | 4/9/2024 8:43 AM  |
| 193 | More baby and toddler and parent activities   | 4/9/2024 8:21 AM  |
| 194 | 1. Please bring back the monthly county wide bulletin. I went and took my grandchildren to many programs when you had it. I could plan in advance. It is difficult to read online. It takes too long and I forget to do it. 2. I love libraries that have comfortable chairs in remote corners, but I understand why they don't work, teenagers!! Purcellville Library doesn't have the space, but I have read in the chairs in front of the new books section. 3. Consider noise in libraries. I understand that you want them to be lively, but Ashburn and Brambleton are overwhelming. Lovettesville is a gem. Rust is very good too. Love the lobby mural. Also like the location of the bathrooms at Rust and the tiles in them. ( Thank you Joan).   | 4/9/2024 7:55 AM  |
| 195 | I wish there was an app or way to stay logged in on my phone so I can quickly look up books   | 4/9/2024 7:48 AM  |
| 196 | 1. Continue offering DVDs. 2. Offer more hard/soft cover materials vs electronic materials. 3. Don't assume everyone has a means of accessing the materials in the apps, which are too many and often confusing.  | 4/9/2024 7:37 AM  |
| 197 | Open earlier Staff up the Makers Space Provide more language learning not just for non-English speakers but for English speakers who want to learn other languages  | 4/9/2024 5:34 AM  |
| 198 | Make the libraries true libraries, not community/teen/hang-out centers. The county already has community centers, recreation centers, playgrounds, etc. If the county wants places for teens to hang out, build teen centers. Why ruin libraries (which are for research, study, reading) by trying to turn them into something else. Art Galleries? Coffee Shops? Commercial Kitchens? Teen Centers? Outdoor Play Areas for Children? Places to Meet and Socialize? Performing Arts Space?... Those aren't purposes or functions of libraries.   | 4/8/2024 11:45 PM |
| 199 | Walking paths a safe distance from cars (not along the road). I enjoy running and walking but often struggle to find safe paths to run with my friends.   | 4/8/2024 11:32 PM |
| 200 | Safety, comfort, kindness.  | 4/8/2024 10:59 PM |
| 201 | Speed bumps. O  | 4/8/2024 7:33 PM  |
| 202 | The book return   | 4/8/2024 6:33 PM  |
| 203 | -Outdoor reading area -Adult classes open to teens as well -Makerspaces at more of the branches   | 4/8/2024 4:59 PM  |
| 204 | More books in the collection in print and online. I am surprised that I often can't get copies of books that are popular and interest me - historical fiction is a favorite, as is history, biographies, mysteries. It is often hit or miss. The staff are helpful when asked, but seem isolated behind their desks and not an integral part of the library. I would also love to see more literacy based programs, such as theater/acting, art and drawing classes for children and adults, as so many of our students struggle to love the written word and artistic understanding in this media rich environment. I love that Loudoun County is such a diverse community. Opportunities for cultural exchange and understanding as well as more language specific resources would be a big hit, I would think. | 4/8/2024 3:50 PM  |
| 205 | More books  | 4/8/2024 2:53 PM  |
| 206 | Faster wifi, less scratched dvds, more makerspace supplies  | 4/8/2024 2:32 PM  |
| 207 | 1. Access to broader range of e-books. 2. Maintain hard copies complementary to (not duplicative of) e-book catalog.  | 4/8/2024 2:16 PM  |
| 208 | To have small other language materials.   | 4/8/2024 2:09 PM  |
| 209 | Transportation or a mobile library/services for seniors or people that lack transportation. Perhaps have people that speak other languages within your staff to help others.  | 4/8/2024 1:24 PM  |
| 210 | Nothing !   | 4/8/2024 12:37 PM |
| 211 | more /Smaller work and meeting rooms. most meeting rooms ment for 4 people are used by  | 4/8/2024 11:56 AM |

## Q10 List the top three things LCPL should improve upon, or consider for you or your community?

|     |  |                   |
|-----|--|-------------------|
|     | just one. i think may people are looking for a cubicle or divided off space. build for one or 2 people.  |                   |
| 212 | Rust Library generally does an excellent job with getting hard to find, out of print, or rare books through interlibrary loan service.   | 4/8/2024 11:42 AM |
| 213 | Increase the amount of load out with audio books(back to the amount that was given during the COVID  | 4/8/2024 11:40 AM |
| 214 | more programs for middle school aged students  | 4/8/2024 11:11 AM |
| 215 | more meeting rooms please.   | 4/8/2024 10:43 AM |
| 216 | less ebooks & more paper books   | 4/8/2024 10:35 AM |
| 217 | I think the library is very good at promoting to library patrons, but not so much to people who don't already use the library. I see and hear media (WTOP, WJLA) stories about other library systems, like DCPL, but none about LCPL.  | 4/8/2024 9:56 AM  |
| 218 | open 30 min. earlier don't close too often don't follow lcps schedule  | 4/8/2024 9:40 AM  |
| 219 | More materials in languages other than English / open earlier in morning - not so late at night / better marketing of online resources   | 4/8/2024 9:34 AM  |
| 220 | - More copies of the "highly checked out" books - More copies of e-books of the "highly-checked out" books.  | 4/8/2024 9:33 AM  |
| 221 | -Sunday Hours -More "... on tap" events  | 4/8/2024 9:32 AM  |
| 222 | Increase the volume of audiobooks.   | 4/8/2024 9:23 AM  |
| 223 | I feel like the Rust library has been left behind compared to the newer libraries. It could use an upgrade.  | 4/8/2024 9:14 AM  |
| 224 | Reduce paper waste!  | 4/8/2024 8:50 AM  |
| 225 | 1. I LOVE the FROGS pop-up book sales. If donations allow, it would be cool to have these more often. 2. I would also be thrilled to have a larger LCPL book sale. I haven't seen one advertised in quite some time and have been eagerly awaiting one! 3. This is a small request, but adding a vending machine with snacks beside the existing vending machine with beverages would be nice. | 4/8/2024 7:47 AM  |
| 226 | No suggestions   | 4/8/2024 6:42 AM  |
| 227 | - Newer science fiction books, not ebooks - Newer dvd/bluray items   | 4/8/2024 5:37 AM  |
| 228 | More programs for seniors Increase book sales  | 4/8/2024 12:01 AM |
| 229 | 1. Improve the new meeting reservation system. 2. Allow parents access to minor child's library account, in one account. If this is already a feature, please provide more guidance. 3. Host a voter registration drive once per month, and a community services vendor showcase once a year at every library.   | 4/7/2024 11:24 PM |
| 230 | 1. Expanding Catalog of Books 2. Expand Hours of Operation. 3.   | 4/7/2024 9:16 PM  |
| 231 | Increased homeschooling programs throughout the rest of the county (lovettsville and Purcelville put on regular programs), increased resources like games and puzzles for checkout, bigger space in lovettsville:  | 4/7/2024 9:02 PM  |
| 232 | Get more latest books  | 4/7/2024 8:55 PM  |
| 233 | Perhaps obtain more copies of new, popular books. At times the wait for them runs into months.   | 4/7/2024 5:23 PM  |
| 234 | Educational conferences Counseling Services  | 4/7/2024 5:02 PM  |
| 235 | Special needs learning for the community events. More story times More engagement for events   | 4/7/2024 3:49 PM  |
| 236 | Better/sooner inventory, better sharing with other counties, better website (it lags, goes down often, is outdated).   | 4/7/2024 3:44 PM  |



## Q10 List the top three things LCPL should improve upon, or consider for you or your community?

|     |  |                   |
|-----|--|-------------------|
| 237 | None for me; I don't really use facilities beyond borrowing books  | 4/7/2024 2:03 PM  |
| 238 | More book and media sales please.  | 4/7/2024 1:44 PM  |
| 239 | Beautiful, classic, architecture. Availability of wholesome books. Clean and safe place to spend time.   | 4/7/2024 1:27 PM  |
| 240 | 1. There used to be 5 min parking right in front of the library which made it easy to drop off/pick up a book. I'd love that to come back. 2. Recommendations of books/more 7-day picks (or follow other libraries and have 14-day picks as well) 3. More book clubs   | 4/7/2024 1:06 PM  |
| 241 | 1, Option to request for a book to make it available in LCPL ( if it is not available currently ). 2, Currently we have OReilly books, like to see whether can we add Manning Publications books too.. in online category. 3, Currently few books are on high demand / long hold times, so option to expedite the book availability either by paying some extra fee or increasing copies of most demand books.   | 4/7/2024 12:47 PM |
| 242 | nothing  | 4/7/2024 11:51 AM |
| 243 | More books   | 4/7/2024 11:16 AM |
| 244 | More kid activities and books!   | 4/7/2024 10:48 AM |
| 245 | 1. More spaces to sit and read (outdoor and indoor) 2. Spaces for games/puzzles to do while at library 3. Would like receipts to show how much you saved on borrowing vs buying books.   | 4/7/2024 10:14 AM |
| 246 | I don't know   | 4/7/2024 10:10 AM |
| 247 | Keep up the good work Purcellville!  | 4/7/2024 9:36 AM  |
| 248 | Get more DVDs of current movies  | 4/7/2024 8:46 AM  |
| 249 | Love the programs, would add more if possible  | 4/7/2024 8:02 AM  |
| 250 | See 9  | 4/7/2024 7:53 AM  |
| 251 | Combining a variety of age related programming; more entire community encompassing;  | 4/7/2024 7:08 AM  |
| 252 | More book choices Higher check out limits Virtual programs   | 4/7/2024 5:57 AM  |
| 253 | I don't go to library to make valid comments on this question  | 4/7/2024 4:48 AM  |
| 254 | Invest in a wider range of new books, similar to FCPL.   | 4/7/2024 1:56 AM  |
| 255 | Teen center Study rooms More quality books for teens and pre teens, there is not a lot of selection of non fiction   | 4/7/2024 12:50 AM |
| 256 | 1- many people are not aware of the library service. I am still learning about the services that are provided. 2- events for school age children. 3- family movie events   | 4/7/2024 12:13 AM |
| 257 | More facilities for teens. Longer hours on weekends.   | 4/6/2024 10:30 PM |
| 258 | More weekend clubs.  | 4/6/2024 10:10 PM |
| 259 | 1. Wish Middleburg Library would open on Sunday. 2. More staff 3. More programs for seniors.   | 4/6/2024 9:08 PM  |
| 260 | -More intentional space for families with free play for children in a welcoming, comfortable and engaging environment encouraging play, community and learning - games: board games and video games available to borrow and place holds on at all branches - borrow day passes: to use at local educational and historic sites that usually cost an entry fee (ex. Oatlands Plantation, Shenandoah Valley Discovery Museum, George C. Marshall International Center, Museum of the Shenandoah Valley, etc.) - STEM kits for children: checkout a kit that includes learning materials, books, toys or games that are curated to a specific STEM theme. - Tonie Figure and Yoto Card checkout - these are audio books and music for kids! They would be AMAZING to have on loan at our local library! | 4/6/2024 9:02 PM  |
| 261 | Book mobile to bring books to those not able to get to libraries for various reasons.  | 4/6/2024 8:56 PM  |
| 262 | The availability of electronic materials would be first. It's not unusual to see a 12+ week wait for some new releases.  | 4/6/2024 8:46 PM  |
| 263 | More toddler events in the evening and afternoon for working moms  | 4/6/2024 8:45 PM  |

## Q10 List the top three things LCPL should improve upon, or consider for you or your community?

|     |   |                  |
|-----|---|------------------|
| 264 | My comment above applies. Having books pulled off the shelves and presented in themes is a great way to encourage people to pick up the book. I love seeing the displays. My daughter and I come at least twice per week and I enjoy the displays.  | 4/6/2024 7:48 PM |
| 265 | Improve drive through.  | 4/6/2024 7:19 PM |
| 266 | Figure out a new location or how to make the current location bigger for lovettsville   | 4/6/2024 7:19 PM |
| 267 | More homeschool classes, giving homeschool families a certain number of pages they can print for free a month, better robotics/stem kits to check out.  | 4/6/2024 7:08 PM |
| 268 | Shorter waitlists, more community rooms more local author spotlights  | 4/6/2024 6:57 PM |
| 269 | Bigger Makerspace, not allow children and teens, Bigger manga, outdoor seating area with shade  | 4/6/2024 6:39 PM |
| 270 | More teen events. More homeschooling events in the South Riding and Aldie area.   | 4/6/2024 5:22 PM |
| 271 | More large print books. Raise shelving, difficult to get to books on bottom shelves. More copies of popular books.  | 4/6/2024 5:07 PM |
| 272 | Have a lobby display of upcoming events, resources, movies available, and new books.  | 4/6/2024 5:01 PM |
| 273 | Yoga classes online, continue good funding  | 4/6/2024 4:51 PM |
| 274 | We need an app!!  | 4/6/2024 4:51 PM |
| 275 | More book copies, current movies to rent.   | 4/6/2024 4:42 PM |
| 276 | More book discussion or lecture series (for adults), tech classes (e.g., Chat GPT), concerts and readings by local artists  | 4/6/2024 4:18 PM |
| 277 | The Hoopla borrows need to return to at least 10 per month.   | 4/6/2024 4:01 PM |
| 278 | More Bathrooms; More variety of materials in languages that not English; More Audiobooks and resources for people who are blind   | 4/6/2024 4:00 PM |
| 279 | More quiet areas/workspaces and/or meeting rooms; larger monitors;  | 4/6/2024 3:58 PM |
| 280 | Definitely sensory friendly children's programs for the community! 10 minute library only parking spots! A 2 week rental for DVD's.   | 4/6/2024 3:56 PM |
| 281 | Again, the parking situation, as described above. I think additional room availability would bring more people, also.   | 4/6/2024 3:53 PM |
| 282 | More audiobooks on cd   | 4/6/2024 3:40 PM |
| 283 | An inter generational facility use Mixed use with community center  | 4/6/2024 3:32 PM |
| 284 | 1. more decodable texts, easier to locate and find for early readers 2. more connections with local schools   | 4/6/2024 3:29 PM |
| 285 | I am an advocate for LCPLs staying small, especially the Purcellville location. Many of the things listed below, such as art galleries, auditoriums, outside areas for children, and coffee shops are already located quite close by (at places such as the Community Center, Franklin Park, etc.), and are not needed at the Purcellville Library. One thing I would like to see, however, is more foreign language clubs/programs. I am studying Russian, and while this is a somewhat low-demand language, I know of at least another local student and native speaker who could be interested. Additionally, a Russian language/culture group hosted by the library might get more people interested in learning this unique language, and we might be surprised by how many people show up. I also greatly enjoy all of the educational opportunities hosted by the library. Unfortunately, most of them are geared towards younger students. To expand my skills and explore different fields of STEM, I would appreciate more high school education opportunities! | 4/6/2024 3:07 PM |
| 286 | Making the Rust Library very special place to learn and gather knowledge.   | 4/6/2024 3:04 PM |
| 287 | more large print books Daytime book club  | 4/6/2024 2:57 PM |
| 288 | It is already good  | 4/6/2024 2:35 PM |
| 289 | 1. More weekly programming options for children. 2. A more upgraded, user-friendly website. I   | 4/6/2024 2:31 PM |

## Q10 List the top three things LCPL should improve upon, or consider for you or your community?

would like to be able to change my "home library" location to make it easier to view which books on my pre-populated lists are available at whichever library I'm planning to visit that day.  
3. Staggered programming times for children's story times. It would be easier to have the option of going to a different library for storytime if the time at our usual library did not work that day.

|     |  |                   |
|-----|--|-------------------|
| 290 | I'm unsure. It's one of the finest libraries I've had the pleasure of visiting. There isn't much to improve upon.  | 4/6/2024 2:20 PM  |
| 291 | Bring in more physical books. When the community donates books keep them if you do t already have a few copies in circulation.   | 4/6/2024 2:19 PM  |
| 292 | idk  | 4/6/2024 2:18 PM  |
| 293 | Different ways to get kids to come and stay through the teen years. There are a lot of activities near by we drive to.. would be nice to see more things incorporated within the library. We travel to museums and Aquariums a lot. It would be great to see fish or art at our local library too. Think it would be nice to have the libraries run in sustainable energy as well and incorporating that into some curriculum for kids.  | 4/6/2024 1:58 PM  |
| 294 | Weekend hours  | 4/6/2024 1:46 PM  |
| 295 | Staff interested in customers (in helping customers) especially with readers advisory services, more large print materials, cheaper public access copiers and printers,  | 4/6/2024 1:43 PM  |
| 296 | 1. Longer hours 2. Hiring students/interns 3. More movies!   | 4/6/2024 1:15 PM  |
| 297 | I think that it is nice that LCPL tries to provide things of interest for all people, however I also think we need to keep in mind that it is primarily a library and should provide books and other media first, before other things.   | 4/6/2024 1:14 PM  |
| 298 | Add 4k movies please! Expand the comic library More frequent book sales  | 4/6/2024 1:11 PM  |
| 299 | There needs to be more outreach to community members who may be from other countries and not familiar or comfortable with, all the services of the library.  | 4/6/2024 12:44 PM |
| 300 | large selection of books and audio books   | 4/6/2024 12:22 PM |
| 301 | The only thing is that I'd like to see the library more on top of new books that are coming out. Books by Patterson, Baldacci and Grisham in particular. As soon as I hear of them and when they'll be published, I start requesting them, but sometimes they're not even in the system.   | 4/6/2024 12:21 PM |
| 302 | Improve facility, offer book clubs   | 4/6/2024 11:48 AM |
| 303 | Garden spaces.   | 4/6/2024 11:41 AM |
| 304 | Add more sessions to engage kids and adults  | 4/6/2024 11:38 AM |
| 305 | 1. Coffee shop 2. List more popular books or best sellers 3. Outdoor spaces  | 4/6/2024 11:33 AM |
| 306 | Change the DVD/Blu Ray loan policy; it takes forever (many months) to wait in line before I can take out a new, popular release. I know in my home town in Ohio, I can get current releases within a month of release without too much trouble. Second, seems like LCPL makes a lot of progressive-based social message selections with new books and videos; this is evident with the highlighted selections on the home page. Embrace diversity and present a more balanced selection, please. | 4/6/2024 11:18 AM |
| 307 | I like the idea of an integrated community hub where people can go for a variety of activities. This could include a community center and library at the same location on different levels. This could attract more people to the location and provide cross pollination for events and activities. Adding a place for snacks and beverages like book stores would be nice.  | 4/6/2024 11:17 AM |
| 308 | Start getting Blu-ray movies again. With Netflix shutting down its disk rental, you're the only option. DVD looks bad and most people have Blu-ray players at this point.  | 4/6/2024 11:08 AM |
| 309 | Book swaps: bring 2 books, take 2 books type of events   | 4/6/2024 10:50 AM |
| 310 | I would love to see the library as part of a bigger community space so that more people would visit - if for example, they were attached to the community/rec centers - maybe someone who was going to the rec center would drop by the library. Or if it was near/attached to an eatery/coffee shop to encourage more socializing.  | 4/6/2024 10:42 AM |

## Q10 List the top three things LCPL should improve upon, or consider for you or your community?

|     |  |                   |
|-----|--|-------------------|
| 311 | -Upgraded furniture/equipment -Opening earlier -A coffee or snack integration would attract a lot of visitors  | 4/6/2024 10:37 AM |
| 312 | Allow more copies of popular books. Provide more community education and classes.  | 4/6/2024 10:18 AM |
| 313 | Relationship with Parks and Rec, bus services from senior centers to library branches<br>Programs for seniors Passport services Gardening programs Stem focus Library  | 4/6/2024 10:11 AM |
| 314 | Having more of the e-books be available on Kindle.   | 4/6/2024 10:07 AM |
| 315 | Children's activities, new families, elderly   | 4/6/2024 9:41 AM  |
| 316 | Build separate tutor areas with two-person desks, leaving the main library facilities for other users.   | 4/6/2024 9:38 AM  |
| 317 | Increase the borrow limit on HOOPLA to 10 again. You have so many different types of digital media offered on HOOPLA that 6 borrows isn't enough. Per month I typically take out 2 audio books, 2-3 ebook and watch 1-2 exercise video, several movie/tv episodes on evideo. 6 borrows isn't enough. 10 was much better.   | 4/6/2024 9:22 AM  |
| 318 | Don't let go of the traditional offerings while incorporating the modern.  | 4/6/2024 9:17 AM  |
| 319 | I've always thought they should coordinate with parks and rec to have playgrounds adjacent to all the libraries. Sterling used to be great. Rust has that. There's room at most where that could be done. There's not a good playground anywhere close to Gum Spring. The closest is a TINY neighborhood one. When I have a issue with my card and it won't let me check things out I wish it still would SHOW me my account so i could see what the issue was. I'm not about to go ask staff, so then I have to remember to look it up when I get home instead of just accessing it right there. More reservable spaces. Sometimes we can't get one for the time we need. | 4/6/2024 9:15 AM  |
| 320 | More crafting books....especially spinning and weaving.  | 4/6/2024 8:38 AM  |
| 321 | Cascades branch could use a refresh  | 4/6/2024 8:30 AM  |
| 322 | More work paces, childrens areas to play inside and out (maybe even playgrounds on the grounds)  | 4/6/2024 8:24 AM  |
| 323 | Honestly, I'm not sure. I'm really happy with our library system.  | 4/6/2024 8:14 AM  |
| 324 | 1) provide many very small "phone booth" like office spaces that can be reserved for customers who may use it for remote work! 2) Ensure activities for family and kids are well advertised  | 4/6/2024 8:06 AM  |
| 325 | More books. Bigger makerspace. Dedicated outdoor space.  | 4/6/2024 8:02 AM  |
| 326 | Adding more story time opportunities in the evening. A lot of working parents don't get the opportunity to assist with their children. Continue expanding cultural books   | 4/6/2024 8:00 AM  |
| 327 | 1. Book selection  | 4/6/2024 7:50 AM  |
| 328 | I'd love it if the selection of online books could grow. It is already substantial, but since you asked I thought I'd be greedy.   | 4/6/2024 7:45 AM  |
| 329 | Would love makerspace in Purcellville  | 4/6/2024 7:43 AM  |
| 330 | Wider book selection (e.g. new & more tech—related subjects and titles; more expansive non-fiction titles that delve deeper into respective subjects).   | 4/6/2024 6:42 AM  |
| 331 | More e-books More historical fiction Link to goodreads.com   | 4/6/2024 4:51 AM  |
| 332 | Each library branch should be a bit unique, reflecting the history of the town in which it is located.   | 4/6/2024 3:34 AM  |
| 333 | I haven't heard much about book bans or challenges regarding VA libraries, but they're on my mind a lot. I've heard of some libraries limiting challenges to only their service area residents, so if there isn't some kind of restriction like that in place, perhaps it would be wise to add one? I'm against censorship of any kind and hope the library will continue to offer everything it can to whoever wants it.  | 4/6/2024 1:12 AM  |
| 334 | 1. Add more book collections 2. Improve the Purcellville library, which is the most outdated   | 4/6/2024 1:00 AM  |

## Q10 List the top three things LCPL should improve upon, or consider for you or your community?

|     |  |                   |
|-----|--|-------------------|
|     | library I visited in Loudoun 3. Add more digital and audio book selections   |                   |
| 335 | 1. Room rental for private meetings 2. AI training 3. Increase classes (art, garden, bird ID, publishing, career, etc)   | 4/5/2024 11:08 PM |
| 336 | Wish more systematic ESL program. more opportunity for kids and teens volunteer program. Wish to have a little snack and coffee place like Barns and Nobles  | 4/5/2024 11:02 PM |
| 337 | Purcellville/Western Loudoun needs a much bigger library.  | 4/5/2024 10:58 PM |
| 338 | Adding makerspaces to every library so everyone can access them.   | 4/5/2024 10:05 PM |
| 339 | 1)Increase book circulation 2)Have a business center resource area 3)More multi media options where you show films, listen to music or create art  | 4/5/2024 9:31 PM  |
| 340 | Better adult book selection  | 4/5/2024 8:47 PM  |
| 341 | We would love programs/services to be mindful that advanced young readers exist. There are pre-k to 3rd graders who read middle grade novels and would love to discuss them. Currently the library's book clubs that discuss middle-grade novels only allow upper elementary students. | 4/5/2024 8:26 PM  |
| 342 | I think LCPL is doing a great job  | 4/5/2024 6:10 PM  |
| 343 | More books. Additional meeting rooms. Longer hours on Saturdays and Sundays.   | 4/5/2024 5:41 PM  |
| 344 | 1. advertising 2. More evening classes   | 4/5/2024 5:10 PM  |
| 345 | 1.outdoor seating areas would be nice 2. a phone app for their book catalog 3.purchase more copies of new popular books  | 4/5/2024 4:48 PM  |
| 346 | Communication about events or how to be added to listservs etc Creating a more homey environment Instructions on how the various resources are available and how often you can use them  | 4/5/2024 4:48 PM  |
| 347 | offer hard copies of Loudoun Times Mirror newspaper  | 4/5/2024 4:37 PM  |
| 348 | More books/resources for people who are blind; More resources in other languages; More events/resources geared towards people with different forms of dementia   | 4/5/2024 4:32 PM  |
| 349 | I wish 1. Makerspace is also available in Ashburn location 2. Place to meet and socialize with neighborhood moms 3. a separate cooking class space if space allows.  | 4/5/2024 4:25 PM  |
| 350 | 1. Landscape with native plants. 2. More outdoor spaces, for meetings, story-times, other programs and unscheduled activities. 3. Include books from small publishers in the collections at the facilities.  | 4/5/2024 4:17 PM  |
| 351 | coffee shop more adult programs (dance) have a large community room to show movies... large lectures   | 4/5/2024 4:11 PM  |
| 352 | The children's section at Cascades Summer bookmobiles for the kids who don't have library access when they are not at school   | 4/5/2024 4:09 PM  |
| 353 | holdings; and for Purcellville - renovated or new facilities and better parking. It's hard to get in and out of  | 4/5/2024 3:55 PM  |
| 354 | no, just the one criticism listed before.  | 4/5/2024 3:49 PM  |
| 355 | Some kids classes offered in dual language?  | 4/5/2024 3:40 PM  |
| 356 | Distance people have to travel to get to a local branch.   | 4/5/2024 3:36 PM  |
| 357 | More things senior citizens as well as young children.   | 4/5/2024 3:31 PM  |
| 358 | None   | 4/5/2024 3:19 PM  |
| 359 | Don't open on Sunday. Close down the maker space in Sterling that gets zero use. Highlight a larger diversity of books on displays like "Democracy: The God that Failed" by Hans Herman Hoppe, or "No Treason:" by Lysander Spooner, or "The Bell Curve" by Charles Murray.            | 4/5/2024 3:11 PM  |
| 360 | Shorter walk from the parking lot  | 4/5/2024 2:57 PM  |
| 361 | Increase ebook selections  | 4/5/2024 2:53 PM  |



## Q10 List the top three things LCPL should improve upon, or consider for you or your community?

|     |   |                   |
|-----|---|-------------------|
| 362 | More quiet places to study, more regular book and writing related events for adults, more distance/sound insulation from children's section   | 4/5/2024 2:28 PM  |
| 363 | privacy in computer use, higher soundproof dividers between computers, separate enter/exit for children's activities  | 4/5/2024 2:26 PM  |
| 364 | Expand children's section at Ashburn Library - books, events, and activities section Update payment options to allow for card usage or apply pay at Printers, copiers, etc.   | 4/5/2024 2:08 PM  |
| 365 | Hours I like the idea of the recording studio you have at Gum Spring (I think?)... would like to see that offering expanded!  | 4/5/2024 1:37 PM  |
| 366 | activites everywhere not just newer ones, things like yoga  | 4/5/2024 1:21 PM  |
| 367 | More staff in makerspace and more classes on how to use it.   | 4/5/2024 1:18 PM  |
| 368 | More options for programs so that everyone isn't trying to go on the same day/time  | 4/5/2024 12:51 PM |
| 369 | Better computers and color printing. It's 2024. More DVDs. More books.  | 4/5/2024 12:32 PM |
| 370 | I'm very happy with the current services offered by LCPL. I find all my needs are met by the excellent online library services such as e-book and e-audiobook borrowing. I also make use of Hoopla and Kanopy video borrows as well.  | 4/5/2024 12:31 PM |
| 371 | More large print books  | 4/5/2024 12:26 PM |
| 372 | Adding a business center that offers printers, faxing, copies   | 4/5/2024 12:21 PM |
| 373 | *more social activities on a daily basis *more daily activities for school age kids   | 4/5/2024 12:05 PM |
| 374 | Enclosed space for children to separate from adult quiet study areas Social Gathering space would be nice if it is separate from quiet study area More selection of new books   | 4/5/2024 11:54 AM |
| 375 | Please don't take away the branch library in downtown Purcellville. It's a walkable destination for so many. If a new branch is to be constructed, please consider keeping the downtown location as a smal satellite.   | 4/5/2024 11:42 AM |
| 376 | 1. Better parking lot at Cascades or make the library accessible from the back parking lot instead of having to use two sets of stairs 2. More programming for elementary age kids, seems like there are tons for preschool and below and teens but not much for the in between 3. Add more types of media that can be checked out... family in other states can check out board games, toys, and video games | 4/5/2024 11:18 AM |
| 377 | More audio books Continue summer reading rewards for children. My kids loved it! Author visits, writing workshops   | 4/5/2024 10:58 AM |
| 378 | Partnerships with county social services organizations for a variety of issues not limited to houselessness, workforce assistance, and elder care. An expanded foreign language print collection would be appropriate for our immigrant communities. More outreach to cultural and community centers serving immigrant communities.   | 4/5/2024 10:49 AM |
| 379 | More events & activities Better online resources Larger facilities  | 4/5/2024 10:27 AM |
| 380 | 1. More items per month for electronic resources (like 10 Hoopla instead of 6) 2. New library building for Purcellville 3. More quiet study rooms   | 4/5/2024 10:24 AM |
| 381 | Check out James City County library in Williamsburg Va. They have a separate kid section with a children's museum type play area (vet area, grocery store, LEGO wall, light wall, and more.)  | 4/5/2024 10:17 AM |
| 382 | better system for reserving study room improved makerspace rooms  | 4/5/2024 10:14 AM |
| 383 | Enclosed ultra-quiet 2-person meeting spaces  | 4/5/2024 10:06 AM |
| 384 | Hummm can think of anything.  | 4/5/2024 10:02 AM |
| 385 | I'd just like to see better book offerings at the Purcellville library. I didn't have as many issues finding books at the Cascades library when we lived in Aldie.  | 4/5/2024 9:52 AM  |
| 386 | Continue book groups during the day   | 4/5/2024 9:37 AM  |
| 387 | Add additional solo working booths  | 4/5/2024 9:37 AM  |

## Q10 List the top three things LCPL should improve upon, or consider for you or your community?

|     |  |                   |
|-----|--|-------------------|
| 388 | Maintaining a generally quiet environment. Socializing spaces could be created for socializing.  | 4/5/2024 9:29 AM  |
| 389 | Add some computer classes for retirees   | 4/5/2024 9:18 AM  |
| 390 | The interface for reserving meeting space could be better.   | 4/5/2024 9:13 AM  |
| 391 | More online books  | 4/5/2024 9:09 AM  |
| 392 | Better spaces for programming, more interactive spaces in kids rooms and upgrade the kids computers.   | 4/5/2024 8:59 AM  |
| 393 | Women's events in the evening, book clubs, better marketing so we know what's going on   | 4/5/2024 8:58 AM  |
| 394 | 1. Revisit your purpose statement to remind yourselves of who you are and what you're all about. 2. Don't think you need to buy into the next "sexy" thing to attract a small population. 3. Be wise about HOW and WHAT you spend our tax dollars on. I see a lot of waste in the Maker's Spaces with machines and other devices gathering dust and staff just sitting there on their computers!                       | 4/5/2024 8:21 AM  |
| 395 | LCPL needs to increase their collection of books. There have been many times that I have searched for books on the LCPL website that are not in the library system, even though multiple copies of the same books are held by other library systems. For such a wealthy county, the collection of books seems very limited. Additionally, it would be ideal to have inter-library loan available online.               | 4/5/2024 8:08 AM  |
| 396 | Avoid political leanings.  | 4/5/2024 5:56 AM  |
| 397 | Simple way to request books for circulation. Including assistive technology for dyslexic children.   | 4/4/2024 10:54 PM |
| 398 | 1. Clearer, less vague signs with subgenres of books on the aisle listed (see example above)<br>2. If this is at all possible, more copies of popular books please, or perhaps changing the hold/return times based on a books popularity so that everyone can have a turn<br>3. Perhaps a designated, sound proof, reading area so that if you want to read, you can focus without being distracted by children, etc. | 4/4/2024 10:34 PM |
| 399 | More new books, color printing, WiFi printing  | 4/4/2024 10:10 PM |
| 400 | nothing I can think of   | 4/4/2024 9:43 PM  |
| 401 | would love to see more literacy programming  | 4/4/2024 9:25 PM  |
| 402 | 1) More quiet reading areas 2) Higher-end furniture (i.e., no rubberized sofas) 3) Longer hours  | 4/4/2024 8:55 PM  |
| 403 | More timeless texts, particularly in the kids books. Half of the books could be trashed and the only thing that would happen is the our children would get smarter. And the teen paranormal romance section is a complete disaster; instead we could stock the shelves with literature that brings out the best in our kids.   | 4/4/2024 8:16 PM  |
| 404 | Notary services are moot because most documents that need nortiarizing the library will not orchestrate  | 4/4/2024 8:15 PM  |
| 405 | Many series for kids or YA missing book one  | 4/4/2024 8:09 PM  |
| 406 | Generally LCPL is a high quality library system; better than Fairfax County. Perhaps add more online video service like your current Kanopy  | 4/4/2024 8:02 PM  |
| 407 | have a dedicated screen without volume to show local news/county news/state news/weather/library happenings with closed captions if needed; phone and laptop charging stations instead of occasional cords that don't get returned; small fans in corner on ceiling of study rooms in BRAM 2nd floor because there is no climate control   | 4/4/2024 8:01 PM  |
| 408 | Have board games available for checkout  | 4/4/2024 7:59 PM  |
| 409 | Makers place with 3D printer should be at every library. Increase the size of Cascades library<br>Separate children's section with playground and stage  | 4/4/2024 7:31 PM  |
| 410 | Another library towards Point of Rocks and northwest of Purcellville nearest VA Route 9 before the West Virginia line  | 4/4/2024 7:25 PM  |
| 411 | I think there should be a vending machine for snacks, getting new computers, and maybe   | 4/4/2024 7:14 PM  |

## Q10 List the top three things LCPL should improve upon, or consider for you or your community?

|     |   |                   |
|-----|---|-------------------|
|     | more club options   |                   |
| 412 | 1. Printers 2. Vending machine options 3. More hand sanitizers/wipes (etc.) around the library  | 4/4/2024 7:10 PM  |
| 413 | making the library look friendly all over, better lighting, and better printers.  | 4/4/2024 7:09 PM  |
| 414 | Christianity. More study rooms Different seating types Better Teen areas  | 4/4/2024 6:59 PM  |
| 415 | 1. more programs I like 2. more flexible seating 3. more freebies   | 4/4/2024 6:58 PM  |
| 416 | better promotion for the events, more events for older children , more visible seating.   | 4/4/2024 6:51 PM  |
| 417 | more promotion about events, more library and local school information, and more knowledge about what the library offers  | 4/4/2024 6:51 PM  |
| 418 | More options to learn English. Maybe more conversation classes or another activities.   | 4/4/2024 6:33 PM  |
| 419 | Sanitation  | 4/4/2024 6:18 PM  |
| 420 | Library of Things and more Makerspace equipment and programs.   | 4/4/2024 6:01 PM  |
| 421 | bigger presence in other Loudoun county forums and groups online (social media), not just library ones. More outdoor spaces. Hosting or forming a Silent Book Club  | 4/4/2024 5:54 PM  |
| 422 | I would like to see more quiet areas to study.  | 4/4/2024 5:41 PM  |
| 423 | Remove *LGBT agenda *Inappropriate/sexually explicit material for children/teens  | 4/4/2024 4:33 PM  |
| 424 | Cleaning restroom   | 4/4/2024 4:26 PM  |
| 425 | Less hold time  | 4/4/2024 4:00 PM  |
| 426 | A coffee shop. It would be a wonderful employment opportunity, it would encourage community building, and it would provide the community with an awesome "third space" to exist.  | 4/4/2024 3:51 PM  |
| 427 | more makerspace opportunities   | 4/4/2024 3:49 PM  |
| 428 | You have great programming for various age groups, but a huge gap exists for 1st - 3rd graders. The family storytime group is perfect for young children, but completely inappropriate for 5+ year olds. Would really like to see programming for this age group. Thanks for considering.   | 4/4/2024 3:35 PM  |
| 429 | Please do not shrink your printed book collections. I understand that libraries as a whole have changed over the years, but what would a library be without BOOKS? Shorter wait lists for books.  | 4/4/2024 3:26 PM  |
| 430 | quiet places without patron traffic   | 4/4/2024 3:07 PM  |
| 431 | See # 9 - need separate children's library area!!   | 4/4/2024 2:58 PM  |
| 432 | More copies of best sellers. Repair credit card machine. Open the driveway between Rust and Ida Lee. This would help people attempting to fight traffic backups at King Street.   | 4/4/2024 2:40 PM  |
| 433 | More spots to sit. More parking. Easier search engine for books.  | 4/4/2024 2:08 PM  |
| 434 | N/A   | 4/4/2024 1:35 PM  |
| 435 | I think LCPL in general is doing a great job! I would consider having a paid subscription service for people who `work from home` and need a desk with internet access who either don't have high-speed internet at home or who prefer the quiet environment of the library.  | 4/4/2024 1:21 PM  |
| 436 | Get more authors on your shelves  | 4/4/2024 1:14 PM  |
| 437 | more up to date computers in the teen center, with fresh storage(or just reset old ones).   | 4/4/2024 12:59 PM |
| 438 | Don't let people eat in the library, make sure it is relatively quiet.  | 4/4/2024 12:19 PM |
| 439 | 1) I would like a way to search the online library by date it was added into the system (A new movie is given to the library, I would like to see the latest additions, sorted by when it was added). 2) Maybe a what is the most popular rented items over the past month/week/year to see if there is something other people are liking that I haven't see/heard about. 3) When checking books out I need both library card and pin....why do we need both? | 4/4/2024 12:18 PM |

## Q10 List the top three things LCPL should improve upon, or consider for you or your community?

|     |   |                   |
|-----|---|-------------------|
| 440 | local author programming, additional story time dates/times, maybe a section of the library where a workspace could include a safe space for a baby to be contained   | 4/4/2024 12:16 PM |
| 441 | Please continue to offer the materials, the maker spaces, the proximity to communities, and the programs. Please also continue to hire people who work so well with the public.   | 4/4/2024 12:12 PM |
| 442 | make more libraries like brambleton and gum springs. spaces more distinct. kids first floor, teen center in corner..etc work spaces feel more tucked away and intimate in gum springs than in others.   | 4/4/2024 11:37 AM |
| 443 | I cannot think of anything other than to thank you for all that you do.   | 4/4/2024 11:25 AM |
| 444 | Have a more diverse and robust collection.  | 4/4/2024 11:23 AM |
| 445 | Restroom cleanliness  | 4/4/2024 11:13 AM |
| 446 | open earlier, physical copies of Christian books  | 4/4/2024 11:10 AM |
| 447 | Overall modernized facilities, joint parent/child spaces  | 4/4/2024 10:35 AM |
| 448 | Maybe a college-age student corner? I feel stuck between teen and adult. Maybe a formal way to recommend books to the library A few more seats  | 4/4/2024 10:34 AM |
| 449 | Provide outdoor spaces for programming and patron use.  | 4/4/2024 10:22 AM |
| 450 | More books! the stacks at brambleton are simply not large enough More study spaces! the small group rooms fill up really fast These are my only complaints about the library.   | 4/4/2024 9:59 AM  |
| 451 | 1) Include books of Hindi, Bengali and other languages. 2)Collection of books relevant to the education of high schoolers 3) More English Classes and the employment opportunities for the immigrant and other families 4)Include activities for senior citizen   | 4/4/2024 9:47 AM  |
| 452 | I want to see better DESIGN of the library buildings. Hire notable architects to design the buildings and people will come to see the architecture, and stay for the services, books and wonderful environment.   | 4/4/2024 9:41 AM  |
| 453 | space for coffee and code events, especially for underrepresented populations - the reason I mention this is that most C&C events are sponsored by tech companies that are located in Arlington or DC. There's a community further west of those locations that would welcome the opportunity to meet and code maybe LCPL already offers this: printer self-service. most people used to have a home printer. Now many don't, especially younger adults because there's less need to actually print something nowadays, so it doesn't make sense to invest in a printer. But every now and then, something has to be printed... | 4/4/2024 8:54 AM  |
| 454 | Build up the reference materials section  | 4/4/2024 8:23 AM  |
| 455 | 1. Bigger mystery section 2. Betty MacDonald books 3. More DVDs, not just Blu-Ray   | 4/4/2024 8:17 AM  |
| 456 | -cleanliness of seating areas   | 4/4/2024 8:00 AM  |
| 457 | 1) Keep doing what you're doing. 2) FFX County has LEGO maker clubs, etc that I have not seen in our local libraries that would be awesome to have.   | 4/4/2024 7:24 AM  |
| 458 | NA  | 4/4/2024 5:45 AM  |
| 459 | Focused expansion (buying more copies) of books most requested for hold and increased programming for "tweens" (8-12 year olds).  | 4/4/2024 3:40 AM  |
| 460 | More copies of high circulation materials More space for study rooms and group meetings More space and comfortable seating for individuals or small groups to utilize   | 4/4/2024 12:46 AM |
| 461 | More books and ebooks   | 4/4/2024 12:03 AM |
| 462 | - Have more copies of the most sought after titles - Offer books in more world languages to satisfy the diverse community   | 4/3/2024 10:47 PM |
| 463 | Mainly expanding selection  | 4/3/2024 10:04 PM |
| 464 | Makerspace in the Purcellville Library Teen Center  | 4/3/2024 8:24 PM  |
| 465 | public meeting spaces, designated spaces: for kids, teens, quiet spaces outdoor space   | 4/3/2024 8:20 PM  |

## Q10 List the top three things LCPL should improve upon, or consider for you or your community?

|     |  |                  |
|-----|--|------------------|
| 466 | Personally, would like a larger e-book catalog,  | 4/3/2024 8:17 PM |
| 467 | Sometimes the wait for books, even through hoopla and Libby is VERY long. We need more medical/informational books for menopausal women Perhaps a book drop closer to the curb so handicapped patrons don't have to get out of their car?  | 4/3/2024 8:15 PM |
| 468 | More ebooks - lots of fairly well received titles are not available  | 4/3/2024 8:13 PM |
| 469 | Signs that describe proper etiquette in the library, e.g., keep the noise down. More quiet rooms that can be reserved, especially for tutoring sessions "Slow Down" signs in the parking lot - people speed through the lot putting pedestrians at risk.   | 4/3/2024 8:06 PM |
| 470 | more meeting rooms so that library activities don't have to use them all Expand ebook copies   | 4/3/2024 7:46 PM |
| 471 | more danmei (im serious about this by the way)   | 4/3/2024 7:35 PM |
| 472 | More space for books More quiet room space Space for children's programs away from other areas   | 4/3/2024 7:23 PM |
| 473 | More virtual events for adults, book festival and/or author events, book reviews/picks by librarians   | 4/3/2024 7:07 PM |
| 474 | 1. large print books availability 2. More tech books, preferably popular authors, not those preferred by libraries 3. A subscription to Udemy via Gale would be nice, in lieu of tech books. Existing O'Reilly/Safari service has the most horrific usability. Designed for frustration.                 | 4/3/2024 7:06 PM |
| 475 | Activities for senior citizens More copies of new books  | 4/3/2024 7:06 PM |
| 476 | Maybe more refreshments available and study rooms because the ones here get used up quickly.   | 4/3/2024 6:47 PM |
| 477 | 1. More socializing areas. 2. Children/teen/adult space. 3. A place to get a drink or something to eat.  | 4/3/2024 6:45 PM |
| 478 | 1. More selections of books for YA. 2.   | 4/3/2024 6:41 PM |
| 479 | More reasons to stay at a library for extended periods. Things like a coffee shop so that it is more of a community center where people can stay rather than a place to grab a book and leave right away.  | 4/3/2024 6:26 PM |
| 480 | Having a tab on the home page which leads to new books on order in LC Library system A space to recommend a title to be ordered on home page   | 4/3/2024 6:14 PM |
| 481 | Careful screening of books to remove LGBT+/gender transition type books from kids' areas would be great. These could be put in the adult section and labeled as such, so that kids are not inadvertently exposed to anti-scientific material. Keeping the old classics available would also be helpful.  | 4/3/2024 5:31 PM |
| 482 | Lovettsville needs a bigger space, for sure. Their events are amazing but they've outgrown the capacity to meaningfully support the crowds that are coming. It would be nice if all the locations had additional quiet study spaces, or dedicated art and craft spaces that don't take up meeting space. | 4/3/2024 5:17 PM |
| 483 | Do you still do the book sale? I haven't seen it advertised in recent years.   | 4/3/2024 5:13 PM |
| 484 | Buy more titles and make it easier to suggest new books.   | 4/3/2024 5:11 PM |
| 485 | more books   | 4/3/2024 5:04 PM |
| 486 | 1) Noise reduction. 2) Having copies of the local newspapers at all of the branches. Example: I have to go to Cascades because Sterling doesn't have them. 3) Please see under "Other" for question # 11.  | 4/3/2024 4:47 PM |
| 487 | For Middleburg: More usable outdoor space for programming (such as a terrace outside the meeting room.) More quiet study spaces for the people to use. More flexible program and community spaces. More cooking programs would be great. A space that is for Teens only.                                 | 4/3/2024 4:24 PM |
| 488 | In the children area (which is what I frequent): - More cozy corners to read. - plants or natural elements would be nice - board games available to play at the library  | 4/3/2024 4:04 PM |
| 489 | Overall the library system does a good job. More sewing and general craft books and books on language/linguistics.   | 4/3/2024 3:59 PM |



## Q10 List the top three things LCPL should improve upon, or consider for you or your community?

|     |  |                   |
|-----|--|-------------------|
| 490 | 1) Passport services - appointment times and additional locations 2) Account history, showing all the books you've checked out and future recommendations.   | 4/3/2024 3:16 PM  |
| 491 | I wouldn't mind more activities for adults. I know library programming needs to focus heavily on children, but I would like more in-library (not at a bar or restaurant) programs for adults. I wish masking requirements hadn't left. I'd like it if either masks came back or else funding got used to put in those better air filtration systems. | 4/3/2024 3:16 PM  |
| 492 | Easier online access to databases. Quiet hours. More digital downloads.  | 4/3/2024 3:15 PM  |
| 493 | 1. Take away the pro LGBTQ books in the entire library. 2. Put the DVD's not for children at an eye level above a toddler/preschooler's eye level. 3. We loved the take home craft kits the child's area provided during the pandemic and would love to see more of those.   | 4/3/2024 2:35 PM  |
| 494 | New carpeting, a nursing station or pod, more audiobooks for adults.   | 4/3/2024 2:35 PM  |
| 495 | outdoor space for reading,talking,snacking,etc. wherever it is easily possible to incorporate. would likely be used eight months of the year.  | 4/3/2024 2:28 PM  |
| 496 | 1. Expand the Lovettsville Library 2. More programs for children and parents 3. Expand the book selection at Lovettsville Library  | 4/3/2024 2:04 PM  |
| 497 | Better board book/ baby book selection. Better seating for hanging out at library (not at computer stations)   | 4/3/2024 2:03 PM  |
| 498 | Not much   | 4/3/2024 1:42 PM  |
| 499 | Maybe a few more after school programs that could start a little earlier as when parents work and the rush of getting dinner and all but programs at 7 pm or 8 pm too late for younger children. Maybe some more on Saturdays  | 4/3/2024 1:31 PM  |
| 500 | More online books should probably be available   | 4/3/2024 1:07 PM  |
| 501 | Furniture- having comfortable and cohesive look Black separators- changing them for one that aren't holed, perhaps ones that can be taken off to allow for people to converse as well More multilingual books  | 4/3/2024 1:01 PM  |
| 502 | I just heard about the vending machine libraries. I love the idea and hope it is a big success. Anything to have more books available to more people.  | 4/3/2024 12:47 PM |
| 503 | I love that you provide library vending machines. Could these be expanded or periodically moved to help those in long term care facilities access materials? I would love to see the library as my "third place" to meet people and feel a sense of belonging. How about a drop in volunteer program of some sort?                                   | 4/3/2024 12:41 PM |
| 504 | 1- Add more books as I said 2- If we can have policy of remaining silent 3   | 4/3/2024 12:14 PM |
| 505 | For planning the Western Loudoun Library: 1. Makerspace 2. Plenty of study/workspace 3. Outdoor space for programs, play and gardens   | 4/3/2024 11:13 AM |
| 506 | 1. If property becomes available next to a library, I hope the county has money available to purchase the property for future expansion of the library. 2. I hope landscaping plans will emphasize the use of native plants. 3. Since I enjoy all types of history, I would enjoy presentations on the history of Loudoun County.                    | 4/3/2024 10:42 AM |
| 507 | 1. Get rid of perverted sexual content designed to groom children. 2. Stop adding perverted sexual content designed to groom children. 3. Stop allowing sexually perverted propaganda designed to groom children into the library using my tax dollars.  | 4/3/2024 10:36 AM |
| 508 | I have had some difficulty getting a DVD player that works well. I need the DVD player for a discussion group which meets in the library conference room. The librarians are always helpful when the player doesn't work, but sometimes they cannot fix it.  | 4/3/2024 10:11 AM |
| 509 | Consider the carbon emissions of the library and provide resources for the community to lower theirs Request more funding! The library system deserves it and can put the money to good use within the community   | 4/3/2024 10:10 AM |
| 510 | 1. More books 2. If socialization centers are created making sure that quiet spaces still exist 3. I'm very happy with LCPL  | 4/3/2024 9:59 AM  |

## Q10 List the top three things LCPL should improve upon, or consider for you or your community?

|     |   |                   |
|-----|---|-------------------|
| 511 | I would like to ask that whatever wonderful services/features we provide for our community that there is enough staff and staff time to support those services/features.  | 4/3/2024 9:55 AM  |
| 512 | I am grateful for our libraries here in Loudoun!  | 4/3/2024 9:51 AM  |
| 513 | Support local authors by making it easier for them to request their titles be included in the library collection and hosting book signing events.   | 4/3/2024 9:38 AM  |
| 514 | More playgrounds at libraries (Rust is so fun to visit!)  | 4/3/2024 8:44 AM  |
| 515 | Get new books, increase the collection of fiction   | 4/3/2024 7:27 AM  |
| 516 | More adult programs   | 4/3/2024 7:20 AM  |
| 517 | 1. Do not put books on the bottom shelf 2. Makerspace needs to be enlarged 3. Refresh collection by removing old books that don't check out with more current books   | 4/3/2024 6:35 AM  |
| 518 | More private study rooms, more vibrant book displays and also maybe one book display per section/genre instead of just one at the front desk.   | 4/3/2024 5:05 AM  |
| 519 | More study rooms, community events that are variable  | 4/3/2024 1:38 AM  |
| 520 | 1. Coffee shop 2. Programs/ books for the elderly 3. Encourage parents to not allow their children to run and scream inside the library   | 4/3/2024 12:23 AM |
| 521 | Please preserve the Purcellville library at all costs. It is a true center of this community and holds so much history. It is a true gem of the Loudoun County library network and makes this community very special. | 4/2/2024 11:56 PM |
| 522 | Providing outdoor play area for kids at the purcellville location.  | 4/2/2024 11:22 PM |
| 523 | More author talks please. Perhaps more activities for adults.   | 4/2/2024 11:18 PM |
| 524 | I like the programs and make rooms  | 4/2/2024 11:02 PM |
| 525 | I'd ideally like to see more equipment for making stuff - I heard some libraries have cricuts but I have no idea how to go about finding one with maker space or using a LCPL cricut.                                 | 4/2/2024 10:57 PM |
| 526 | Larger poetry collection Expanded lecture series and book reviews Seniors programming   | 4/2/2024 10:16 PM |
| 527 | More copies of the newer books  | 4/2/2024 10:06 PM |
| 528 | I think it would be beneficial if all libraries stood alone, and had outdoor seating where one can enjoy Mother Nature while reading a good book.   | 4/2/2024 9:59 PM  |
| 529 | I want more study rooms, more homeschool programs for middle and high school students.  | 4/2/2024 9:56 PM  |
| 530 | More books, more DVDs, replace old stuff  | 4/2/2024 9:34 PM  |
| 531 | Locations on major roads. Some libraries are a little harder to get to because they are further from major thoroughfares.   | 4/2/2024 9:30 PM  |
| 532 | Advertise the things besides books and movies.  | 4/2/2024 9:24 PM  |
| 533 | I think the libraries are fine, and I'm not sure we should spend any more money upgrading them, if that's what you're suggesting. I'd rather spend money on environmental concerns or preserving farmland             | 4/2/2024 9:16 PM  |
| 534 | 1. More CompTIA and other IT certification books. 2. More literature books. 3. More books by Left-wing authors.   | 4/2/2024 8:17 PM  |
| 535 | More virtual events, free online SAT and ACT test prep  | 4/2/2024 8:09 PM  |
| 536 | On the online calendar, have a separate category for long-term art exhibits. They are nice, but they get in the way when I'm trying to search for actual events so I wish I could filter them out                     | 4/2/2024 7:55 PM  |
| 537 | Less hostile staff, less clutter, less monitoring (there's an increasing number of security cameras)  | 4/2/2024 7:42 PM  |
| 538 | Continue to carry books on CD - I was told they are not going to replace old ones and yet I notice that they are checked out frequently. Provide much larger meeting rooms.   | 4/2/2024 7:40 PM  |
| 539 | 1. Increase number of popular books to reduce book hold times.  | 4/2/2024 7:28 PM  |

## Q10 List the top three things LCPL should improve upon, or consider for you or your community?

|     |   |                  |
|-----|---|------------------|
| 540 | Programs to encourage readers among elementary and middle school students, Provide an occasional unprogrammed coffee space (in a conference room) where patrons can sit down and talk   | 4/2/2024 7:06 PM |
| 541 | See above. More study rooms. Additional activities. More book clubs or meeting space for book clubs organized by patrons.   | 4/2/2024 6:52 PM |
| 542 | As a language learner, I would like more resources for learning foreign languages (specifically, Japanese).   | 4/2/2024 6:46 PM |
| 543 | 1. A glass room to allow for natural light reading.   | 4/2/2024 6:14 PM |
| 544 | You should add more private spots, have an area for a book club, and finally you should have a devices where you can input books you like and it gives you recommendations for what books you should read next based on the books you selected.   | 4/2/2024 6:06 PM |
| 545 | Quieter libraries   | 4/2/2024 6:01 PM |
| 546 | Availability of different language books Email the upcoming events to the customers/users<br>Availability of colour printer   | 4/2/2024 5:35 PM |
| 547 | 1) More copies of new, in-demand books 2) Broaden fiction section 3) Easier access to periodicals, journals etc. online. It always takes me way to many clicks to get to the right database.  | 4/2/2024 5:32 PM |
| 548 | 1). Have a color printer. 2).Maybe offer wireless printer for black and white print jobs. 3). Have a book club for elementary students.   | 4/2/2024 5:29 PM |
| 549 | More books  | 4/2/2024 5:26 PM |
| 550 | More books! More resources in my local library. More items in library of things.  | 4/2/2024 4:57 PM |
| 551 | Don't have any suggestions on three items. I think maintaining how libraries are designed, kept modern and up-to-date, along with a warm, safe, and inviting environment would be great.  | 4/2/2024 4:54 PM |
| 552 | Get more books  | 4/2/2024 4:52 PM |
| 553 | I've never thought LCPL was lacking. I would just focus on doing what you do well. And I would not get distracted with all the weird bells and whistles you have in the next question. Libraries are places for reading writing.  | 4/2/2024 4:47 PM |
| 554 | 1. More take home crafts. 2. Add more diverse books. 3. More kids programs on the weekends.   | 4/2/2024 4:46 PM |
| 555 | Design of the library card More kindle options/availability   | 4/2/2024 4:45 PM |
| 556 | It goes back to selection, maybe the dvd's could be reordered from the blueray, expand certain sections/topics. I haven's visited other location to provide a complete answer.  | 4/2/2024 4:36 PM |
| 557 | 1) Libraries could make the spaces bigger 2) More seating areas 3) Places to study or quiet spots   | 4/2/2024 4:32 PM |
| 558 | 1. Collection development (LCPL has limited books. We sometimes place books on hold at a Fairfax library or Alexandria one if LCPL doesn't have what we're looking for. 2. Would love evening/weekend programs for elementary age. 3. Also a book club for elementary ages that would be inclusive of K-3 advanced readers who read middle-grade books. | 4/2/2024 4:20 PM |
| 559 | access to a fax machine   | 4/2/2024 4:12 PM |
| 560 | better online functionality (no more glitches) for making reservations more hours per month for teachers volunteering to teach refugees English or other subjects Having wipes to wipe down dirty tables and chairs would be nice   | 4/2/2024 3:45 PM |
| 561 | Purcellville More and better study rooms More power outlets. We now live in a computer age, hello?  | 4/2/2024 3:25 PM |
| 562 | I wish there were more reading areas (with lounge-ish chairs) at the locations near me. The study rooms and tables are great, but sometimes I'd like to just lounge with a good book outside of my home. Or even outdoor space set up for reading.  | 4/2/2024 3:19 PM |
| 563 | BOOK Collection on NON fiction has to be increased. More titles and recent titles have to be  | 4/2/2024 3:14 PM |

## Q10 List the top three things LCPL should improve upon, or consider for you or your community?

available . Donot spend money on Coffeshop or Kitchen space . the most important ingredient for the library is the books . If you donot have books, People will not find value in coming to library.

|     |   |                   |
|-----|---|-------------------|
| 564 | Free craft activities for adults. Keeping the library at a fairly quiet atmosphere. Children screaming and adults talking in loud voice can get annoying. People don't seem to use hushed tones in libraries anymore and it is not a playground for children  | 4/2/2024 3:04 PM  |
| 565 | Ensure that all books in a series are available. Sometimes there is an Audio book version instead of a hard copy in a series of hard copy books.  | 4/2/2024 2:52 PM  |
| 566 | Include more diverse books More programs catered towards tweens and teens   | 4/2/2024 2:44 PM  |
| 567 | If a cafe can be added, then that would be my first choice. But if not, then my list would be: brighter lighting (especially in the adult fiction section at Ashburn), add air fresheners, maybe add some different adult evening classes (like retirement seminars, which you may have done before, but also language courses as a second language, such as Spanish as a second language or conversational Spanish). | 4/2/2024 2:23 PM  |
| 568 | 1. Make true QUIET spaces for reading/studying/working in each branch. 2. More book vending machines in public areas. 3. Increase number of items that can be checked out at a time, and remove limits on hold lists. (I mean, what's the point? I'm limited to how many I can check out, but why can't I store as many on my hold list as I want?)   | 4/2/2024 2:10 PM  |
| 569 | 1. space 2. study space, convient and quiet 3. more parking   | 4/2/2024 1:51 PM  |
| 570 | Keep doing what you are doing. It's great.  | 4/2/2024 1:47 PM  |
| 571 | Age appropriate materials for children Do not concede to Drag storytime Newsletter to those who have library cards  | 4/2/2024 1:36 PM  |
| 572 | I would like if afternoon activities for elementary school students were a little later. I cannot pick my daughter up from after care and have her at an activity for 3 p.m.  | 4/2/2024 1:26 PM  |
| 573 | Hosting more events at my branch  | 4/2/2024 12:56 PM |
| 574 | Maybe acquire more of the latest nonfiction titles--especially in science and history.  | 4/2/2024 12:44 PM |
| 575 | More study rooms, water filters for the water bottles, and for places that have a lot of teen traffic, a way to keep their noise levels lower.  | 4/2/2024 12:29 PM |
| 576 | Adding a teen center to each branch, adding a makerspace to each branch   | 4/2/2024 12:23 PM |
| 577 | Toddler Activities  | 4/2/2024 12:18 PM |
| 578 | always order real book when ordering electronic books for readers who prefer actual books   | 4/2/2024 12:08 PM |
| 579 | Add Science Fiction labels on the outside of books  | 4/2/2024 11:58 AM |
| 580 | TECh help at Brambleton library class day time cd and dvd availability be increased at brambleton library in all fields tech help class   | 4/2/2024 11:48 AM |
| 581 | If you want to host music shows, then have in an auditorium room away from a quiet stack area. Universities have floors with different sound levels - maybe something like that.  | 4/2/2024 11:36 AM |
| 582 | Please put in more shelving and keep more books! We are homeschoolers and we really do max out our cards sometimes! Lol.  | 4/2/2024 11:30 AM |
| 583 | More history books covering Africa, Asia and S.and Central America. More literature in foreign languages, ie, Italian, French. Expand Hoopla/Kanopy foreign language programs to include cultural issues and foreign news broadcasts such as RAI, BBC, FRANCE 1, German DW...and the list goes on   | 4/2/2024 11:26 AM |
| 584 | I wish there more books available in my favorite genre (romantasy, new adult). I'd like to see both a wider variety of books (including from indie authors) and more copies of ebooks so that wait times aren't so long. I'd also love to see more programming for aspiring authors.  | 4/2/2024 11:20 AM |
| 585 | Time should be limitless for sitting in cabins. A few more tables and chairs should be arranged.  | 4/2/2024 11:19 AM |
| 586 | I would love an LCPL app.   | 4/2/2024 11:11 AM |
| 587 | Noise abatement/child behavior. More frequent cleaning of restrooms.  | 4/2/2024 11:00 AM |

## Q10 List the top three things LCPL should improve upon, or consider for you or your community?

|     |  |                   |
|-----|--|-------------------|
| 588 | meeting more local authors, more classes during the day for homeschoolers, local history symposium   | 4/2/2024 10:53 AM |
| 589 | Upgrade older building facilities Leverage use of technology Increase copies of newer/popular books  | 4/2/2024 10:48 AM |
| 590 | it should have more study rooms. its always a "competition" to get to those rooms.   | 4/2/2024 10:35 AM |
| 591 | Increase private rooms for silent work   | 4/2/2024 10:31 AM |
| 592 | - Pc's and printers - meeting rooms - courses  | 4/2/2024 10:20 AM |
| 593 | New building in Purcellville More copies of new Kindle offerings More daytime activities for retirees  | 4/2/2024 10:13 AM |
| 594 | 1. They should add a coupon exchange box as there was in my old library system. 2. There should be a toy library. 3. Expanded hours would be nice.   | 4/2/2024 10:06 AM |
| 595 | Nothing.   | 4/2/2024 10:00 AM |
| 596 | More programming, please!  | 4/2/2024 9:52 AM  |
| 597 | Consolidate Hoopla and Libby, if possible.   | 4/2/2024 9:49 AM  |
| 598 | More computers for public use at all branches Increase staff Better cleanliness of restrooms   | 4/2/2024 9:45 AM  |
| 599 | publicity - even though I am a frequent visitor I don't always know what is going on   | 4/2/2024 9:31 AM  |
| 600 | Expanding children section, adding a Lansdowne location  | 4/2/2024 9:28 AM  |
| 601 | An enclosed reading/activity room for children. Better sound proofing. Increase the digital book selections.   | 4/2/2024 9:03 AM  |
| 602 | I like that Cascades built a library and senior center in close proximity. Not only does it make parking easier but pre-k groups and seniors can share reading times, volunteer and simply notice each other frequently to know that these things exist for all. Donate segregate entirely seniors. Build a building with a common lobby and different "wings" to encourage cross cultural and generational programming!   | 4/2/2024 8:28 AM  |
| 603 | If they don't already have it, I think it would be great if they had a Library of Things. One library I belonged to in Massachusetts included cake pans in their library of things. It was such a good idea especially for things that most people use only once or only a few times.  | 4/2/2024 8:19 AM  |
| 604 | 1. More space for quiet study, individual and group 2. Open earlier, close later, especially on weekends 3. Dial down on all the controversial and divisive content for kids.  | 4/2/2024 8:11 AM  |
| 605 | More new book titles. Puzzle area for younger kiddos. Maybe a better layout or other private work spaces for the adult section.  | 4/2/2024 8:09 AM  |
| 606 | Events with a sign up option for those with limited space—that way people will feel like they don't need to be 15 minutes early to get a spot. I love a lot of what Loudoun County does for its patrons, I just want to say keep doing what you're doing! Maybe more programs targeted to adults without children. Like makerspace I would love to try but I feel like I'm too old to do it by myself (I'm 34) I only ever see teens in there. Maybe have library orientations for patrons so they can learn all the cool stuff you do! Board game nights? Sorry that's more than three! | 4/2/2024 7:46 AM  |
| 607 | More plush seating and more computers to check for books   | 4/2/2024 7:40 AM  |
| 608 | None, I think the library does a great job of providing a range of services and activities that appeal to different ages and interests. Makerspaces provide opportunities that go beyond books and reading.  | 4/2/2024 7:32 AM  |
| 609 | More adult reading spaces that are cozy, more meeting rooms (for 2-8 people), more toddler kids programs   | 4/2/2024 7:23 AM  |
| 610 | Reduce loan time permitted on more items - books in demand, magazines, periodicals. Be better about requiring returns of overdue books. Buy more copies of books in demand to reduce wait times. Cascades needs to be more like a library and less like a free daycare center.   | 4/2/2024 7:19 AM  |
| 611 | Please just keep expanding or at least not shrinking your book supply.   | 4/2/2024 7:17 AM  |



## Q10 List the top three things LCPL should improve upon, or consider for you or your community?

|     |  |                   |
|-----|--|-------------------|
| 612 | Parking, more activities/classes for adults, larger book selection.  | 4/2/2024 6:48 AM  |
| 613 | Add more history and classic children's literature. I wish you could book a lesson in the maker space.   | 4/2/2024 6:45 AM  |
| 614 | noise policy   | 4/2/2024 6:42 AM  |
| 615 | More private and small-group work space; more community services like passports and makerspaces; continue to resist current wave of censorship and expand exposure to knowledge and awareness for all ages.  | 4/2/2024 6:21 AM  |
| 616 | More physical books, more evening activities so people that work can attend and more online audio book licenses  | 4/2/2024 6:21 AM  |
| 617 | Would love a makerspace at Cascades  | 4/2/2024 12:42 AM |
| 618 | Create an area for cellphone usage. Offer more classes for adults eg: DIY, crafts, etc.  | 4/1/2024 11:31 PM |
| 619 | carnival day care  | 4/1/2024 10:59 PM |
| 620 | Keeping makerspace equipment functional (ex, the embroidery machine in Sterling). I don't think people are remotely aware of all the amenities lcpl provides, so continued outreach explaining the role of the library in our community. The coffee shop is a remarkably good idea in libraries where space allows.  | 4/1/2024 10:48 PM |
| 621 | Ways to include special needs: children with IEP's and organize more community/ activities for academic support or social support.   | 4/1/2024 10:33 PM |
| 622 | Maker room activities Book club opportunities Continue getting books in multiple forms- hard copy, e books, audio books  | 4/1/2024 10:20 PM |
| 623 | classes for children, such as ASL more planned and supervised (taught) classes in the maker space for kids and adults alike.   | 4/1/2024 10:13 PM |
| 624 | Offering a coffee shop area - like Ridge Top coffee - would be awesome!  | 4/1/2024 9:41 PM  |
| 625 | Adding book drops accessible from a car  | 4/1/2024 9:31 PM  |
| 626 | Maybe change the shelving a bit, so that there's not just random shelves all in a row, but more so on the wall and carefully placed so that things like reading spaces and other things can be fitted into the extra space. The second thing that I think can be improved is maybe being able to BUY books. It's unusual, but I think that it would be a great opportunity for people to not only be able to borrow books but also own books as well. The final thing that I think can be improved are the kind of events hosted. There are a lot, and I'm not complaining about that - it's just that most of the time there are only one or two events that I see on the board that are for teens, whereas the rest of them are just for adults or even toddlers. But overall, I do enjoy the libraries a lot. | 4/1/2024 9:30 PM  |
| 627 | I have been taking a virtual ASL class through the DC library. They also have ASL story time and Baby Sign Time. I wish LCPL had similar offerings.  | 4/1/2024 9:11 PM  |
| 628 | Please serve all speakers and mainly English as it's still the official language of the country. Don't just serve more to a particular group of speaker!   | 4/1/2024 8:51 PM  |
| 629 | 1. Need more seating 2. How about a coffee bar 3. How about making it so u can get or renew passports, have a dmv pop up once a week   | 4/1/2024 8:49 PM  |
| 630 | 1. More books/dvds by Christian authors 2. More audiobook offerings 3. Offer for local schools to come to library on field trip and have librarians familiarize students with different sections (ie fiction/mysteries/biographies/etc); available reference materials; services that library offers. Hopefully increase awareness and interest in using the library.  | 4/1/2024 8:49 PM  |
| 631 | Increased availability of new books  | 4/1/2024 8:48 PM  |
| 632 | More activities/events for school age kids. Library sponsored book clubs. Passes to get into museums.  | 4/1/2024 8:32 PM  |
| 633 | I would love there to be an app that lets you manage your LCPL account.  | 4/1/2024 8:18 PM  |
| 634 | chamber music concerts (quartet, trio)   | 4/1/2024 8:14 PM  |

## Q10 List the top three things LCPL should improve upon, or consider for you or your community?

|     |   |                  |
|-----|---|------------------|
| 635 | universal design, sustainability and functionality of design, user design & experience both in branch and online through the website  | 4/1/2024 8:11 PM |
| 636 | More activities for kids after school, drop off boxes for books so you don't have to get out of the car, coffee for parents (happy to pay!)   | 4/1/2024 8:09 PM |
| 637 | Keep doing what you're doing  | 4/1/2024 8:05 PM |
| 638 | More makerspace staff, upgraded computers and programs on the computer. Office software is outdated.  | 4/1/2024 8:00 PM |
| 639 | Adding more technology items to all branches of the library   | 4/1/2024 7:56 PM |
| 640 | Ease of dropping off books Bigger selection   | 4/1/2024 7:50 PM |
| 641 | Community activities for all ages (including adults), more maker spaces.  | 4/1/2024 7:45 PM |
| 642 | Fairfax County Public Library lets people use DVD burner players on computers. Start there. How about Linux computers ? How about Blu - ray drives since those sort of disks are found here.  | 4/1/2024 7:31 PM |
| 643 | I have no complaints; it's fine as it is.   | 4/1/2024 7:22 PM |
| 644 | Bigger audiobook collection, teen center at more locations  | 4/1/2024 7:20 PM |
| 645 | Sundays 12-7pm Saturdays 9-6pm Conversational Spanish ~ All Levels on Fridays 5-6pm at Sterling Library.  | 4/1/2024 7:19 PM |
| 646 | outside of Cascades, better drop off lane in front of the building  | 4/1/2024 7:14 PM |
| 647 | Larger older child/ teen life skills and craft programming. More staff in the afternoons who are enthusiastic about working with youth and getting them involved in better activities thst interest them besides video games.   | 4/1/2024 7:11 PM |
| 648 | 1. The hours 2. Maybe get more of big releases--sometimes I have to wait almost 6 months for my hold. 3. For videos dvd series--more than 1 week due date. I understand movies and shorts, but a 12 show series (with each episode almost an hour long)--I almost always go past the due date on these.                             | 4/1/2024 7:06 PM |
| 649 | less one-sided representation of famous people in your book displays. for example in your national geographic kids books display. more balanced representation of newspapers. the omissions are clearly unbalanced politically local school art displays and essays.  | 4/1/2024 6:51 PM |
| 650 | more interesting talks  | 4/1/2024 6:48 PM |
| 651 | 1. open areas for group study and conversation 2. private areas to read or research in silence 3. Comfortable and quality furnishings, artwork, unique space  | 4/1/2024 6:42 PM |
| 652 | If possible, more recently published books, audiobooks, and dvds.   | 4/1/2024 6:33 PM |
| 653 | Have at at least one trained, ALA qualified person at each location at all times; too much reliance on aides. Much more emphasis on books and magazines and less on computers and entertainment media. More attention paid to encouraging citizens to read and to actually enjoy reading, rather than gluing their eyes to screens. | 4/1/2024 6:28 PM |
| 654 | I have heard that other public libraries have "tool libraries;" that sounds great and would be helpful to me.   | 4/1/2024 6:20 PM |
| 655 | More ebooks, online access.   | 4/1/2024 6:18 PM |
| 656 | More individual study rooms, Ashburn needs dedicated teen space, more programming for adults  | 4/1/2024 6:15 PM |
| 657 | Please don't succumb to any pressure to ban books.  | 4/1/2024 6:08 PM |
| 658 | Extend maker space options and classes Shorter wait times for popular materials   | 4/1/2024 6:08 PM |
| 659 | Mobile app  | 4/1/2024 6:04 PM |
| 660 | More books in adult section ( hard copies), more programs for kids  | 4/1/2024 6:03 PM |
| 661 | 1. occasional email reminder to visit the library and enjoy amazing selection of books. 2.  | 4/1/2024 6:00 PM |

## Q10 List the top three things LCPL should improve upon, or consider for you or your community?

Remind visitor to not have long conversations not related to school or group work discussion as it distract other visitors. 3. Phone call to also be minimize to so other visitors studying can pay more attention to their studies.

|     |  |                  |
|-----|--|------------------|
| 662 | - Children activities (and promoting them through the LCPS) - Mental and emotional wellbeing - Parenting classes such as how to set guardrails on social media   | 4/1/2024 5:58 PM |
| 663 | Copies of popular books needs to be increased. I've had two books on hold for the better part of a year.   | 4/1/2024 5:55 PM |
| 664 | More (quantity) of popular books, easier parking, more Christian books   | 4/1/2024 5:53 PM |
| 665 | 1. Larger Lovettsville library. 2. More activities in Lovettsville. 3. More homeschool activities.   | 4/1/2024 5:35 PM |
| 666 | more books, less noise, buildings built to be used rather than to impress.   | 4/1/2024 5:34 PM |
| 667 | More standing activities for kids, like the kitchen and coloring. Recommended reading lists<br>Computers with large workspaces<br>Outdoor play space for kids  | 4/1/2024 5:22 PM |
| 668 | More daytime events for older adults<br>Loaning board games and jigsaw puzzles   | 4/1/2024 5:21 PM |
| 669 | Better resources, books, reference materials in print format.  | 4/1/2024 5:20 PM |
| 670 | Not an easy way to get the latest books for a list of authors that one is interested in. You have to search them one at a time. Search mechanism in general can be a bit frustrating.  | 4/1/2024 5:20 PM |
| 671 | Do not allow book banning and influence of small, vocal, extremely conservative minority, increase outreach to underserved population, outreach to children without access to books at home.   | 4/1/2024 5:15 PM |
| 672 | The library has met my needs. I have joined the book club and attended the summer programs with my grandchildren. I would have like a larger space for the animal related programs.  | 4/1/2024 5:09 PM |
| 673 | I'd like to see more of the following: More events for teens. More events for homeschool, especially for the middle and high school levels.  | 4/1/2024 5:07 PM |
| 674 | Mail books, and have list of books   | 4/1/2024 5:05 PM |
| 675 | More children's programs (maybe crafts or something science oriented) in early afternoon instead of mornings   | 4/1/2024 5:05 PM |
| 676 | More classics as CDs and audiobooks. Better labeling of books with LGBTQ content.  | 4/1/2024 4:48 PM |
| 677 | Purcellville Library, while quaint, doesn't have the spaces and updates to make it the place I'd prefer to utilize. The bathrooms are quite scrungy.   | 4/1/2024 4:41 PM |
| 678 | More study rooms since they always seem full. More active outreach and multilingual staff to encourage greater use of teen/children's areas by youth. (Possible bus link from schools one or two afternoons per week?) A cue from Henrico libraries: continuous, multisite centers (in maker space?) for digitalizing photos, etc. More public/private transit links to libraries. | 4/1/2024 4:41 PM |
| 679 | Comfortable lounge space for reading, items to borrow for household, space to do community puzzles/craft table   | 4/1/2024 4:31 PM |
| 680 | Continuing to host activities and events for varying age groups  | 4/1/2024 4:28 PM |
| 681 | Too much chatting and loud voices. I understand when children are involved but keep your cell phone conversations outside.   | 4/1/2024 4:27 PM |
| 682 | Alphabetical DVDs. I don't always know what the genre is of the specific titles I'm looking for. More fun/quirky programs for adults, like LOTR night or a cocoa and craft night, or an after hours party thing. Extended weekend hours.   | 4/1/2024 4:15 PM |
| 683 | More Large Print editions available of new books   | 4/1/2024 4:12 PM |
| 684 | More outreach and support to local authors, such as carrying their books and hosting author events. Include local author promotions in various newsletters and media.  | 4/1/2024 4:12 PM |
| 685 | Childcare  | 4/1/2024 4:09 PM |
| 686 | One night a week have late hours. Stay open until 11pm   | 4/1/2024 4:09 PM |

## Q10 List the top three things LCPL should improve upon, or consider for you or your community?

|     |  |                  |
|-----|--|------------------|
| 687 | Keep buying requested books is great   | 4/1/2024 4:02 PM |
| 688 | More private study rooms or areas with easy access to electrical outlets. We should have a music room for listening to CD's or equip the study rooms with music players or access to streaming content. Ability to access holdings from other systems.   | 4/1/2024 4:01 PM |
| 689 | More book selections, comfortable settings areas, some quiet rooms for work or to engage in small communication  | 4/1/2024 3:56 PM |
| 690 | I've noticed some sought after books not available physically or at. My highest priority would be to access more books, and so for LCPL to expand its core catalog. I may be an outlier but I patronize the library for what it's historically known for best. I also would also support efforts to increase the sustainability of LCPL overall, and I'd recommend focusing on features that are low cost but that will improve the long term financial and programmatic health of the library system. So some ideas proposed below (like food, kitchens) seem very cost intensive in terms of capital, maybe insurance, maintenance, etc. and could create larger problems down the line. | 4/1/2024 3:55 PM |
| 691 | Color printer options for computer. Move some of the activities into available rooms to minimize distractions for other library patrons.   | 4/1/2024 3:54 PM |
| 692 | Adult programming.   | 4/1/2024 3:53 PM |
| 693 | Supply more copies of the new books. Better training for staff. Remove the really old books from the shelves.  | 4/1/2024 3:44 PM |
| 694 | More comfortable seating More space for working adults Cleanliness (I think the facility is well maintained, but tables/rooms often gross and I don't think staff need to be responsible for cleaning, but patrons could have access to wipes or something to clean up after themselves or before utilizing the space as needed)   | 4/1/2024 3:35 PM |
| 695 | I know it isn't facility related, but being able to merge Libby and LCPS online website to see all loans out in one location would make life a lot easier.   | 4/1/2024 3:35 PM |
| 696 | Reach out to children & parents - make reading fun for those in our community who are not able to read (beyond ESL classes)  | 4/1/2024 3:35 PM |
| 697 | I heard of a library having an empty display case that kids could 'rent a space' and display a creation of theirs such as lego, artwork, etc. I thought that was a great idea! I also have heard of an art sketchbook library. I think it would be neat to have people make books that you could read or look at while there (probably not to take home).  | 4/1/2024 3:26 PM |
| 698 | continue to offer the wealth of resources they do. they rock!  | 4/1/2024 3:22 PM |
| 699 | There are good programs for toddlers and teens and adults, but not really elementary kids. Would like facilities to open a little earlier in the morning. More quiet, discreet working spaces for adults with access to outlets.   | 4/1/2024 3:19 PM |
| 700 | Extended hours, more desks, & keep up the good work they are already doing!  | 4/1/2024 3:18 PM |
| 701 | - More personal workspaces - Mandatory adult supervision for children under 14 - More events geared to teenagers and young adults  | 4/1/2024 3:13 PM |
| 702 | More locations   | 4/1/2024 3:13 PM |
| 703 | Would like to see cascades library have a Maker space.   | 4/1/2024 3:12 PM |
| 704 | 1. Weekend family events for working families 2. More electronic version books available to rent 3. Cafe like places (sofa, lounge chairs) to stay and read books  | 4/1/2024 3:04 PM |
| 705 | Color printing at all libraries More copies of books   | 4/1/2024 3:01 PM |
| 706 | More copies of e-books would be nice.  | 4/1/2024 2:54 PM |
| 707 | Honestly I love everything about our public library. The atmosphere is warm and inviting, there is programming offered for the whole family, and the hours are great.  | 4/1/2024 2:54 PM |
| 708 | More book sales and more meeting space that can be booked by the general public.   | 4/1/2024 2:49 PM |
| 709 | Better noise abatement.  | 4/1/2024 2:47 PM |
| 710 | Makers space in cascades   | 4/1/2024 2:45 PM |

## Q10 List the top three things LCPL should improve upon, or consider for you or your community?

|     |  |                  |
|-----|--|------------------|
| 711 | 1) more digital copies of books to loan 2) better plan for room rentals that allows regular meetings to be scheduled out farther than 60 days and helps right-size space to the size of a group (see comments above) 3) more staff to facilitate maker spaces  | 4/1/2024 2:42 PM |
| 712 | Continue building the catalogue of books and movies!   | 4/1/2024 2:40 PM |
| 713 | 1. There should not be a dedicated space for teens. Tweens/Teens (10-21) are the largest group of users, so the entire library is effectively a dedicated space for teens. All that happens when you have a dedicated space for teens is that you ensure that some significant space is unavailable for use during school hours. The current teen space in Gumsprings library should be repurposed as a quiet work area, with the idea that the rest of the library is for normal conversation/teens. I know that currently that space also contains teen resources, but there could easily be an area of the other portion of the library repurposed as teen resource area. And then move some portion of the material that gets a relatively low amount of use into the quiet work area if you can't forgo that space as a place to put material. I also think that the library needs a better strategy for managing tutors. I would not put meeting rooms/study rooms in the dedicate quiet area because the groups in meeting/study rooms are frequently loud, and the noise bleeds into the spaces around them. | 4/1/2024 2:39 PM |
| 714 | ADDITION OF NEW LIBRARY AT LOUDOUN STATION!!! The Loudoun Station area is prime for a new library. It can be similar to the Brambleton Library and the area is in need of a library that is more centrally located.  | 4/1/2024 2:38 PM |
| 715 | Decodable books in the children's section for those just learning to read and need extra practice with new skills  | 4/1/2024 2:37 PM |
| 716 | Homeschool Enrichment, makerspace classes for kids, upgraded computers and play spaces for kids.   | 4/1/2024 2:33 PM |
| 717 | See #9. Please do not turn libraries into cafes  | 4/1/2024 2:28 PM |
| 718 | More history books, more history audio books, and more checkouts.  | 4/1/2024 2:26 PM |
| 719 | 1. Include a mini coffee shop!! There might be Starbucks nearby some LCPL facilities, but it would be convenient to have one in the libraries. 2. A makerspace (3D printer, sewing machines, etc) this would make it easier for people who want to work on school/work/personal projects! 3. Study rooms: I don't usually go to the library to study since I don't currently have a car, but in the future I plan to. It would be appreciated if LCPL added more study rooms or enclosed workplaces to focus on my work.   | 4/1/2024 2:20 PM |
| 720 | More meeting space. More publication of upcoming events. More interaction with the public school and daycare centers to determine their needs and encourage them to used the facilities.   | 4/1/2024 2:19 PM |
| 721 | Please do NOT introduce coffee shops or snacks in the libraries  | 4/1/2024 2:17 PM |
| 722 | More digital resources, more labs and computers, more items to be checked out of maker space   | 4/1/2024 2:16 PM |
| 723 | More Kindle books! Greater access to ebooks, especially newer titles. I like the ease of borrowing via Hoopla, especially for audiobooks, but I prefer to use my kindle for reading.   | 4/1/2024 2:13 PM |
| 724 | Broader access to ebooks, additional hard copies of popular books, better promotion of offered events  | 4/1/2024 2:12 PM |
| 725 | I love the historic building in Purcellville, but the community is outgrowing this space. Purcellville would benefit from improved meeting spaces, a teen center, and a maker space.   | 4/1/2024 2:09 PM |
| 726 | loan out tools and equipment, more teen activities, more boardgaming events for adults.  | 4/1/2024 2:07 PM |
| 727 | 1. More desks and chairs to read and study at 2. More adult events 3. More events for older students   | 4/1/2024 1:55 PM |
| 728 | More senior programming Nicer looking shelving More copies of current popular books  | 4/1/2024 1:54 PM |
| 729 | Access for lower income families. Supports for non English speakers.   | 4/1/2024 1:54 PM |
| 730 | I used to frequent the library more often than once every few months. However, everything is digital so there is very little need for me to go to the library.   | 4/1/2024 1:54 PM |



## Q10 List the top three things LCPL should improve upon, or consider for you or your community?

|     |   |                  |
|-----|---|------------------|
| 731 | More services like library of things rental and frequent programs like yoga and indoor play place for babies and toddlers with programming like dance or music time   | 4/1/2024 1:53 PM |
| 732 | (1) Continue to provide electronic resources (books, audiobooks, etc.), (2) Consider providing more video streaming resources, and (3) Provide e-readers or educational tablets for borrowing or using at the library   | 4/1/2024 1:52 PM |
| 733 | Other features to engage users beings children's or maker spaces. Maybe coffee shops or performance spaces or recording facilities  | 4/1/2024 1:50 PM |
| 734 | More yoga at the library for adults during the evenings   | 4/1/2024 1:49 PM |
| 735 | Small private study booths, bigger Makerspace, more contained kids area   | 4/1/2024 1:47 PM |
| 736 | More quiet space  | 4/1/2024 1:45 PM |
| 737 | First, I would like to see more high-quality books - Caldecott and Newberry award winners and ones like them. The collection could be more carefully curated. There are a lot of modern books with ugly illustrations that are cartoon-like in nature, and themes that are dull, not well-developed and, increasingly, flat-out inappropriate. These do not engage children's imaginations - nor my own as an adult, frankly. Second, there should be either more of the above-mentioned types of books or more copies of them because the shelves are so often missing the classics, the medal-winners, or the traditional popular literature. A lot of people use the facility and the shelves show it with large bare spots or a poor selection. | 4/1/2024 1:44 PM |
| 738 | Keep an adequate number of staff on site. Have comfortable areas for studying/working. A plus if private . Don't let people stay in the library if they're causing problems, being rude/threatening.  | 4/1/2024 1:41 PM |
| 739 | more work space, but I guess that includes instructors to use equipment. I am retired and might consider volunteering at the Brambleton Library when we finally hopefully move to Birchwood the 55+ community   | 4/1/2024 1:41 PM |
| 740 | I want to explore the makerspace offerings more - learn how to use some of the machines and try out projects - may need more instruction to take full advantage of the capabilities   | 4/1/2024 1:40 PM |
| 741 | Playgrounds in all libraries, more toys and science activities, sound works for all the computers in the kids area(some libraries I can not hear the sound, my children can not use the computer).  | 4/1/2024 1:38 PM |
| 742 | Take out the transgender lie that is hurting both the transgender people and our kids   | 4/1/2024 1:30 PM |
| 743 | Speed up book return process for patrons.   | 4/1/2024 1:29 PM |
| 744 | Moore meeting rooms a quiet room  | 4/1/2024 1:28 PM |
| 745 | -If possible would love to have programs that include seniors integrating with children. -Maybe more programs for ESL/Job Fair/Coaching -Continue to balance the non-reading programs with ideas that spark interest in reading   | 4/1/2024 1:28 PM |
| 746 | Expanded hours and better communication of the excellent resources.   | 4/1/2024 1:18 PM |
| 747 | Maybe a room for children that can be closed off from the rest of the Library. It can get a bit loud sometimes.   | 4/1/2024 1:15 PM |
| 748 | 1. More new titles and availability in the collection 2. Comfortable seating areas/study spaces in the older branches 3. Natural light  | 4/1/2024 1:11 PM |
| 749 | 1. Play areas for children 2. Host book clubs for kids, teens, and adults. 3. Highlight Loudoun County's arts scene with more live music programming , art displays, and dance and theater (if possible)  | 4/1/2024 1:10 PM |
| 750 | More clubs especially for homeschoolers . We currently utilize all possible clubs but would love lore   | 4/1/2024 1:08 PM |
| 751 | 1. I'd like even more programs to be offered for adults and especially after work hours, like 6 pm or later. A lot of interesting groups and events are in the 9-5 workday and I can't attend. 2. Things that aren't books but can be checked out - board games, museum admission passes would be awesome 3. Continue expanding Libby/audiobook offerings. I see them more than print or digital books!   | 4/1/2024 1:08 PM |

## Q10 List the top three things LCPL should improve upon, or consider for you or your community?

|     |  |                   |
|-----|--|-------------------|
| 752 | 1. Provide more language learning options on Pimsleur. I would like to learn Greek and other languages but it is not yet provided 2. Fashion workshop/sewing machine 3. Book Swaps   | 4/1/2024 1:07 PM  |
| 753 | At Rust Library, provide option to drop off book returns into a large, secure box, install a flower and trees garden park at each library branch (small to large, depending on space available)  | 4/1/2024 1:07 PM  |
| 754 | Some popular books seem to be understocked. For example, there is a 30-person hold for The Hunger Games. It seems like an easy fix to buy more copies.   | 4/1/2024 1:05 PM  |
| 755 | - Increase the size and content of the eBook collection.   | 4/1/2024 1:00 PM  |
| 756 | Creating a lending library of basic tools for home maintenance, electronics, etc. Have lendable passes, like museums and theaters. I miss the print on demand capability. Know that was probably expensive and underused, but it was great to print physical books.  | 4/1/2024 12:54 PM |
| 757 | Children's areas, fairness/equity in improving all locations, advertising/marketing/education/tour efforts of what is available at the library   | 4/1/2024 12:54 PM |
| 758 | Study room availability, programs for 8-12 year olds, and more language classes ( for those who know English but would like to learn Spanish, Latin. German..)   | 4/1/2024 12:53 PM |
| 759 | Elementary age programs Inclusion Improve summer reading programs  | 4/1/2024 12:50 PM |
| 760 | 1) kids area - self contained so I don't have to worry about my kids being so loud or kids who are runners. More interactive things for kids to do that are appropriate. The younger kids break the computers, so older kids can't use them. 2) better seating and conversation areas for like books clubs or even just wanting to borrow in with a good book one day when I don't have kids 3) where I am from they had places where kids could go do homework, like little private rooms. It was so nice and a good way to work outside of the home. Along side this, more meeting rooms that will hold more people. | 4/1/2024 12:50 PM |
| 761 | Expand the number of Hoopla borrows back up to 10 per month; expanded offerings of audiobook borrows from Hoopla; and expanded hardcopy audio (i.e. CDs) selections on-site;   | 4/1/2024 12:47 PM |
| 762 | 1. greater selection of ebooks 2. more copies of popular books   | 4/1/2024 12:43 PM |
| 763 | ... I mainly use Libby   | 4/1/2024 12:41 PM |
| 764 | Make titles available in all formats (print, audio, ebook.)  | 4/1/2024 12:40 PM |
| 765 | 1) More ebooks (immediate availability, and generous lending period. 2) Access to Amazon Kindle Unlimited books. Work a deal something with Amazon. 3) More videos and online movies.  | 4/1/2024 12:39 PM |
| 766 | It would be great if there was a comfy reading area for people to relax and spend some time reading away from the hustle and bustle of home/work   | 4/1/2024 12:39 PM |
| 767 | Extended weekend hours; book clubs; history and art history presentations by authors or knowledgeable persons  | 4/1/2024 12:38 PM |
| 768 | Offer tech tools section (Maker program) in Lovettsville. More spy novels. More international policy-oriented programs we can attend, not just children/craft programs.  | 4/1/2024 12:37 PM |
| 769 | Outdoor terrace, updated children's space, updated adult seating and workplaces  | 4/1/2024 12:35 PM |
| 770 | 1) more book clubs for kids, tweens, etc 2) bring back teen volunteers 3) more events in the evening for those that are in school all day  | 4/1/2024 12:33 PM |
| 771 | 1. Add to makerspace a machine that does continuous feed photo scanning to turn a stack of old photos into digital quickly (not having to scan one by one). 2. Add to makerspace a machine to transfer vhs/home movies to digital. 3. Add to makerspace a machine to transfer slides/negatives to digital.   | 4/1/2024 12:32 PM |
| 772 | Lending out of non-book items: tools, small appliances, equipment that is helpful once/rarely/seasonally. Examples include a walker, knee scooter, tent, large folding table, ladder, sous vide, arch for ceremony or photos, specialized knitting needles or crochet hooks, specialized baking pan, paella pan, tagine, etc.  | 4/1/2024 12:32 PM |
| 773 | 1) Enforce quiet policies 2) More quiet places to read comfortably 3) Larger selection of new releases   | 4/1/2024 12:30 PM |

Q10 List the top three things LCPL should improve upon, or consider for you or your community?

|     |  |                    |
|-----|--|--------------------|
| 774 | Online and in-person resources In-person events (more would be awesome but they're great as is. I especially like the crafting ones) Sitting spaces  | 4/1/2024 12:29 PM  |
| 775 | Create an app in-person activities for 8+ in-person book clubs for 8+  | 4/1/2024 12:28 PM  |
| 776 | more study areas, teen center needs updating.  | 4/1/2024 12:28 PM  |
| 777 | 1) consolidate Gum Spring staffing areas 2) consolidate Gum Spring Storage 3) add a designated Children's program space to Gum Spring  | 4/1/2024 12:27 PM  |
| 778 | Would be nice to have better interlibrary loans and/or ways to order/request books to borrow   | 4/1/2024 12:27 PM  |
| 779 | Additional community events  | 4/1/2024 12:26 PM  |
| 780 | 1. size of the library 2. size of the parking lot 3. improve the facility, this building is so old   | 4/1/2024 12:23 PM  |
| 781 | facilitating more connection and learning for babies through activities!   | 4/1/2024 12:20 PM  |
| 782 | More copies of new books or faster access to new books - the Hot Picks section at Cascades has been nearly empty for the past 3 weekends, so I visited Sterling instead  | 4/1/2024 12:20 PM  |
| 783 | new releases by genre, loans of board games!! more activites for 8-12 age range  | 4/1/2024 12:19 PM  |
| 784 | More books   | 4/1/2024 12:06 PM  |
| 785 | Don't change a thing.  | 4/1/2024 11:59 AM  |
| 786 | ability to see on the website the most popular books checked out by library location; the browsing areas for popular books to the left as you enter Rust could be larger as it is hard for more than one person to look at each nook | 4/1/2024 11:52 AM  |
| 787 | N/A  | 4/1/2024 11:26 AM  |
| 788 | Dedicated makerspace More meeting rooms Dedicated teen center  | 4/1/2024 10:58 AM  |
| 789 | Expanding the books available in the teen section (at least at Rust); more small study rooms or slightly larger ones   | 4/1/2024 10:46 AM  |
| 790 | Have more copies of bestsellers available, so the wait it's shorter. Have more family oriented tittles available. Give the reader more time to read the books.   | 4/1/2024 10:33 AM  |
| 791 | Test test test test Test test test test Test test test test Test test test test Test test test test  | 3/29/2024 10:56 AM |



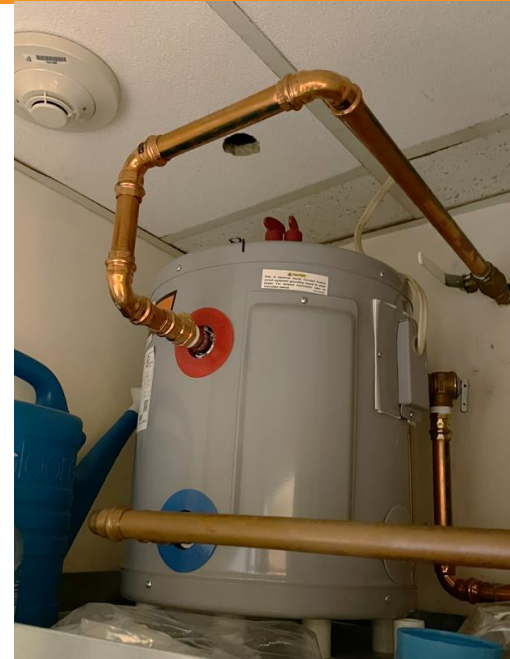
**LCPL**  
LOUDOUN COUNTY  
PUBLIC LIBRARY

Loudoun County  
Public Library  
Virginia

Facilities Master  
Plan

Prepared By  
Grimm + Parker Architects

July 15, 2024



# APPENDIX D

Mechanical, Electrical, and Plumbing Systems  
Reports for Each Branch





# Facilities Planning Report

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*Loudoun County Public Libraries*

CMTA Engineers

June 10, 2024



## **Code and Standard Compliance**

2018 Virginia Statewide Building Code (VUSBC)

2018 International Building Code (IBC) with Virginia Amendments

2018 International Mechanical Code (IMC) with Virginia Amendments

2018 International Plumbing Code (IPC) with Virginia Amendments

2018 Virginia Statewide Fire Prevention Code

NFPA 90A

2011 National Electric Code / NFPA 70

2018 International Fuel Gas Code (IFGC) with Virginia Amendments

2018 International Energy Conservation Code (IECC) (or ASHRAE equivalent)

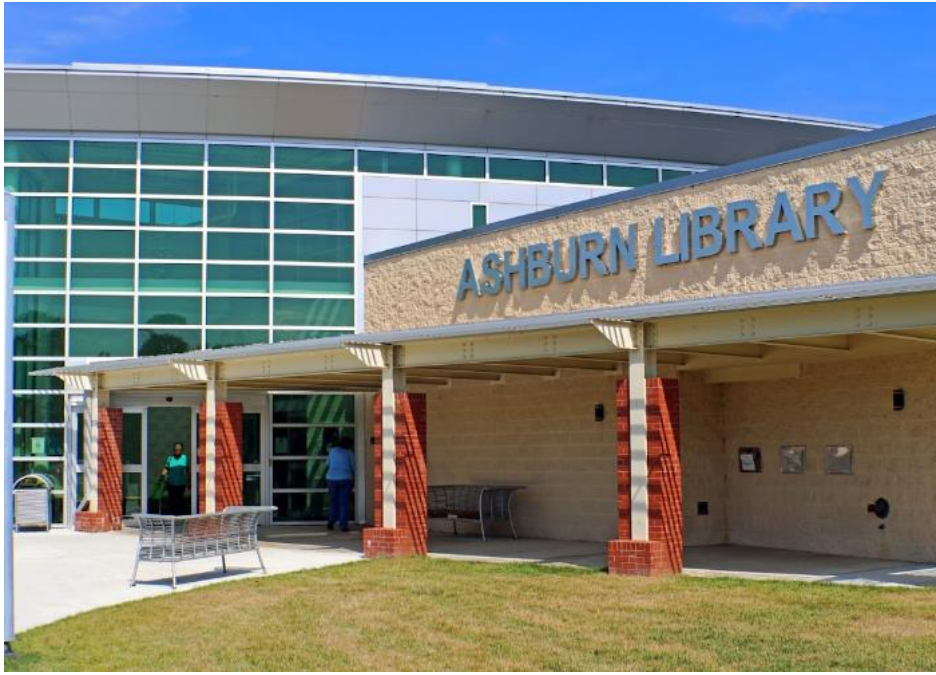
ASHRAE 90.1-2016

ASHRAE 55-2016

2005 SMACNA HVAC Duct Construction Standards - Metal and Flexible

## Ashburn Library

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### HVAC

- The library is served by 3 rooftop air handling units with overhead ducted distribution through ceiling mounted supply diffusers. The units are packaged DX cooling serving VAV boxes with hot water reheat. The roof could not be accessed and as such, unit type, age and condition could not be verified. Refer to figure 3 below.
- The existing heating hot water system to serve VAV reheat consists of two Weil-McClain Ultra 550 boilers with primary/secondary pumping. Hot water pump 1 and 2 were base mounted end suction pumps on variable speed controllers. Boilers appeared to be original to the construction of the building (2002/2003). Refer to figures 1 and 2 below.
- BAS (Building Automation System) Controls are Capron. Most room temperature sensors and thermostats observed were older vintage Cylon Teletrol.



Figure 1



Figure 2

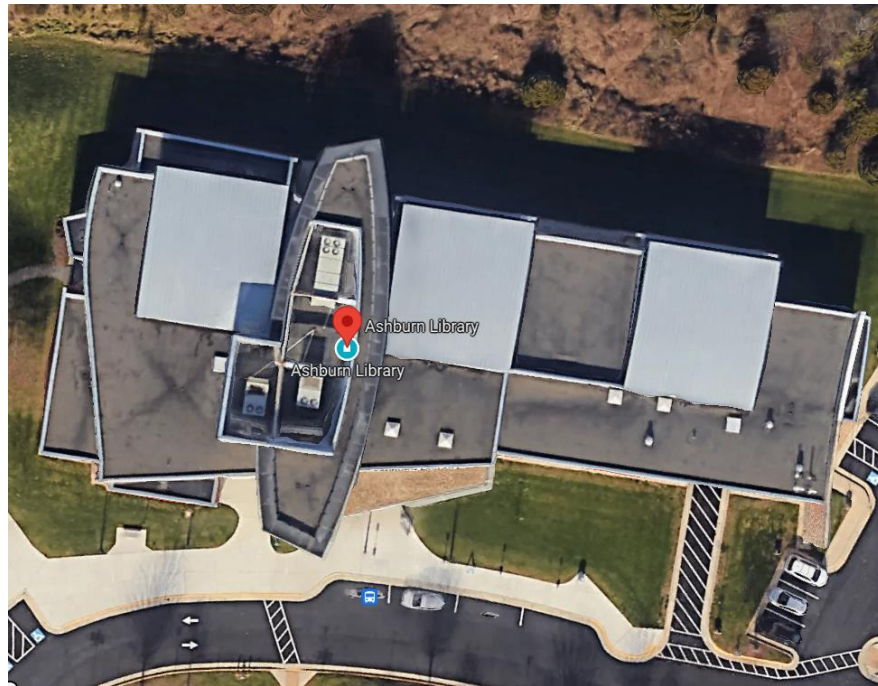


Figure 3

## Plumbing

- The building is served by an existing 2" water service with 2" size meter. Meter appears to have been replaced in September of 2023. Refer to figures 4 and 5 below.
- Water coolers are ADA accessible with bottle fillers. All appear in working order.
- Fixtures –
  - Water closets had manual flush valves.
  - Most lavatories observed had manual faucet control.



Figure 4



Figure 5

## **Fire Protection**

- Served by an existing 4" fire service with associated wet pipe sprinkler system. System was installed original to the building construction in 2003. It appeared all areas are provided coverage with wet pipe system with recessed heads. Refer to figure 6 below.
- The building does not have a fire pump.





Figure 6

## Electrical

### Power Distribution

- Service Entrance
  - The existing service serving this facility is 277/480/3ph 4W –600 Amps. The service is made up of (2) panels. MDP section #1 and MDP section #2.
  - Condition – the electrical service equipment appears to be approximately 22 years old and is in good condition. Recommend completing annual maintenance and infrared scanning to identify potential problem areas.
  - Panel MDP serves major mechanical equipment; lighting panel and 225 KVA step down transformer to 120/208V/3ph 4W.
  - Panel MDP houses and integral transient voltage surge suppressor (TVSS). Condition is not known. Recommend that the owner engage a technician to ensure operability and replace any damaged or inoperable parts.
  - The reported maximum demand (KW) load for the facility was 113 KW or approximately 136 amperes. This is based on the utility bills indicating max demand in a 12 month period.
- Distribution
  - 120/208V single phase and 3 phase power is distributed through the building via a 225 KVA transformer located in the main electrical room. The transformer feeds a 2

section 120/208V/3ph/4W 600A panel DP.

- Panel DP serves multiple 120/208V/3ph/4W panelboards that in turn serve the receptacle and 120/208V loads.
- Condition – the electrical service equipment appears to be approximately 22 years old and is in good condition. Recommend completing annual maintenance and infrared scanning to identify potential problem areas.

## Lighting

- Exterior
  - The exterior of the building is lighted with
    - Wall mounted LED retrofitted fixtures
    - Wall mounted emergency light sets
    - Pole mounted fixtures for parking lot
    - Low level bollards for walkway
  - Control for exterior fixtures is by lighting contactors/timeclock in main electrical room.
  - The condition is as to be expected for fixtures that are 22 years old. Recommend replacement of all fixtures that are HID or CF with new LED sourced fixtures.
- Interior
  - The majority of lighting throughout the facility is sourced with linear fluorescent. Lighting fixtures observed were
    - Recessed troffers in office and classroom/training areas
    - Building entry foyer is lit indirectly from adjustable elliptical lighting fixtures and decorative pendant fixtures, it is assumed that the lamp source is quartz or HID for the elliptical fixture and LED for the decorative pendant fixtures.
    - Pendant linear fluorescent over stacks
    - Restrooms were lighted with linear fluorescent cove and recessed compact fluorescent (CF) downlight.
    - Recessed downlight in small niche areas sourced with LED and CF
    - Industrial pendant/surface mounted fluorescent in mechanical & maintenance areas
  - The lighting quality was good and uniform. Spot checks of footcandles were in line with what would be expected in a library.
  - It is estimated that the lighting fixtures and their associated ballasts are 22 years old and approaching end of life within 5 years. Recommend replacement of fluorescent sourced fixtures with new LED fixtures
  - Lighting controls were observed to be manual (keyed for restroom) and did not meet what would be required to meet current energy code requirements. Recommend replacement of lighting controls with new code required occupancy/vacancy sensors and daylight harvesting.
- Emergency
  - It is assumed that the emergency lighting requirements are met with integral battery packs within the existing light fixtures. A generator was not identified on the site.
  - Exit signage was observed throughout the building and was both edgelit and

thermoplastic with emergency light sets. The exist are powered with emergency battery pack during utility power outage.

- It is recommended that all exit signage and emergency light sets be checked for proper operation and consider replacement of original to building fixtures.

## **Fire Alarm**

- Fire Alarm system is an addressable system by Notifier. The system fire alarm control panel was stickered as approved final 2016 and appears to be in good condition.
- Fire alarm devices vary in age from what would be expected to be installed in original build and what would be installed more recently. The older devices should be expected to be replaced in the next 5 years.
- The building fire alarm coverage appeared to be adequate.

## **Recommendations**

- Recommend replacement of fluorescent sourced fixtures with new LED fixtures.
- Recommend replacement of lighting controls with new code required occupancy/vacancy sensors and daylight harvesting.
- Recommend replacement of all fixtures that are HID or CF with new LED sourced fixtures.
- Recommend completing annual maintenance and infrared scanning to identify potential problem areas on electrical service/distribution panels.
- Recommend replacement of hydronic heating hot water boilers and pumping, as both are at or near the end of ASHRAE published useful life.
- Recommend replacement of HVAC BAS/controls.

## Brambleton Library

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### HVAC

- The library is served by a Daiken VRV system. The system consists of air-cooled outdoor units located on the roof and indoor fan coil units, ceiling mounted cassette style or horizontal concealed ducted to ceiling mounted supply air diffusers. The system is from approximately 2019. Refer to figure 7 below.
- BAS (Building Automation System) appeared to be through Daiken VRV controls. It is unknown if head end integration to another controls platform has been performed. Refer to figure 8 below.
- Supplemental a/c for technology rooms is provided by two air cooled DX split systems. One of the technology rooms was noted to be very warm during the site walk. CMTA recommends further investigation as to operation of unit serving the room. Refer to figure 9 below.



Figure 7



Figure 8



Figure 9

## **Plumbing**

- The building is served by an existing 3" high pressure supply from the base building. Line was extended to new fixtures on both floors as part of the 2018 tenant improvement. It is assumed that the service entrance and meter/backflow assembly is owned and maintained by the building landlord. Entrance location/service was not accessible during site visit.



- Domestic hot water is supplied from a 2" supply from the base building. Line was extended to new fixtures on both floors as part of the 2018 tenant improvement. It is assumed that the central domestic hot water heating plant is owned and maintained by the building landlord.
- Water coolers are ADA accessible with bottle fillers. All appear in working order. Refer to figure 10 below.
- Fixtures –
  - Water closets have manual flush valves. Refer to figure 11 below.
  - Most lavatories observed had automatic faucet control and appeared to be in working order. Refer to figure 12 below.



Figure 10



Figure 11



Figure 12

## **Fire Protection**

- Library tenant level floors all appeared to be provided with wet pipe sprinkler coverage. Fire service is assumed to be maintained by building owner/landlord. Entrance location/service was not accessible during site visit. Refer to figure 13 below for sprinkler head with cover plate.



Figure 13

## Electrical

### Power Distribution

- Service Entrance
  - The Brambleton library is a tenant in a 4-story building. The library occupies portions of 1<sup>st</sup> and 2<sup>nd</sup> floor. The building's main existing service serving this facility is 277/480/3ph 4W –2000A. The service entrance gear is a switchboard. The switchboard and service entrance is not in this scope and was not observed.
- Distribution
  - All 277V loads including lighting and misc. mechanical serving the library is fed from a 225A 277/480V/3ph/4W on each floor respectively.
  - 120/208V single phase and 3 phase power is distributed to each floor via the 75 KVA transformers located in the floor's electrical room. These transformers are fed from a primary side from the aforementioned 277/480V panel.
  - Panels and subpanels on the secondary side of the 75KVA transformer serve the receptacle and 120/208V loads.
  - Condition of the distribution equipment is in good condition and as expected for its age. Recommend completing annual maintenance and infrared scanning to identify potential problem areas.

### Lighting

- Exterior
  - The exterior lighting is not part of the library as the library is a tenant.
- Interior

- Lighting throughout the facility is sourced with LEDs. Lighting fixtures observed were
  - Recessed linear LEDs in open stack areas and study rooms
  - Decorative LED pendants throughout
  - Recessed downlight in niche areas sourced with LED
  - Industrial style pendant LEDs in Maker's area
  - Wall mounted LEDs in bathrooms as well as recessed can LEDs
- The lighting quality was good and uniform. Spot checks of footcandles were in line with what would be expected in a library
- It is estimated that the lighting fixtures and their associated drivers are 5 years old. Condition of lighting fixtures is good.
- Lighting controls were automated with occupancy/vacancy sensors and within current energy code requirements.
- Emergency
  - Emergency lighting fixtures are fed from a circuit backed by a roof mounted emergency life safety generator.
  - Exit signage was observed throughout the building and was both edgelit and thermoplastic with emergency light sets. The exist are powered with emergency battery pack during utility power outage.

## **Fire Alarm**

- Fire Alarm system is an addressable system by Honeywell. Fire alarm control panel is part of base building core and shell and was not observed during the site walk.
- Fire alarm devices are in good condition and less than 5 years old.
- The building fire alarm coverage appeared to be adequate.

## **Recommendations**

- Recommend completing annual maintenance and infrared scanning to identify potential problem areas.

## Cascades Library

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### HVAC

- The library is served by a Daiken Vision Series indoor VAV air handling unit with overhead ducted distribution through ceiling mounted supply diffusers. The units contains a chilled water and heating hot water coil. Unit appears original vintage to building construction in 1990. Unit tonnage based on unit model number and coil area of 53 square feet is 66 tons.
- Chiller is ground mounted, air-cooled. Tonnage and age/condition was not observed while on site, but unit is assumed to mate with the indoor coil at approximately 66 tons.
- Heating hot water system is served by two pumps and single natural gas fired boiler. Boiler appeared to be original to the 1990 construction.
- The roof could not be accessed, but the only equipment believed to be on roof are several exhaust fans for restroom exhaust.
- BAS (Building Automation System) Controls are Capron. Most room temperature sensors and thermostats observed were older vintage Cylon Teletrol.



## Plumbing

- The building is served by an existing 1 ½” or 2” water service. Actual size could not be verified due to lack of drawings and accessibility. Service is difficult to access and built within a cabinet style enclosure. Meter size and age/condition could not be verified due to accessibility. Refer to figure 14 below.
- Domestic hot water is provided by existing State storage tank type water heater, electric, 50 gallons, with re-recirc pump. Water heater appears to have been replaced in 2022. Refer to figure 15 below.
- Water coolers are ADA accessible with bottle fillers. All appear in working order.
- Fixtures –
  - Water closets had manual flush valves
  - Most lavatories observed had manual faucet control.



Figure 14



Figure 15

## Fire Protection

- Served by an existing 6" fire service with associated wet pipe sprinkler system. System was installed original to the building construction in 1990. It appeared all areas are provided coverage with wet pipe with recessed heads. Refer to figure 16 below.
- The building does not have a fire pump.



Figure 16

## Electrical

### Power Distribution

- Service Entrance
  - The existing service serving this facility is 120/208/3ph 4W –1600AF/1200AT. The service is made up of (3) sections of switchboard MSB. Incoming conductors in section #1, 1600AF/1200AT main circuit breaker and distribution breakers in section #2 and distribution breakers in section #3.
  - Condition – the electrical service equipment appears to be approximately 33 years old and is in fair condition. Recommend completing annual maintenance and infrared scanning to identify potential problem areas. Owner should plan on replacement of switchboard in the next 5-10 years.
  - The reported maximum demand (KW) load for the facility was 156 KW or approximately 433 amperes at 120/208V/3phase this is based on the utility bills indicating max demand in a 12 month period.
- Distribution
  - Switchboard MSB distributes to multiple 120/208V/3ph/4W panel boards throughout the facility. The panels appears to be approximately 33 years old and are

in fair condition. Recommend completing annual maintenance and infrared scanning to identify potential problem areas. Owner should plan on replacement of panelboards in the next 5-10 years

- Electrical wiring is distributed throughout the facility via under floor wiring ducts (walker duct). The top of ducts were starting to sag. Consider replacement of failed top sections.

## Lighting

- Exterior
  - The exterior of the building is lighted with
    - Pole mounted fixtures for parking lot
    - Low level recessed wall packs for walkway
  - Control for exterior fixtures is by lighting contactors.
  - The condition is as to be expected for fixtures that are 33 years old. Recommend replacement of all fixtures that are HID or CF with new LED sourced fixtures.
- Interior
  - Majority of lighting throughout the facility is sourced with linear fluorescent. Lighting fixtures observed were
    - Recessed fluorescent troffers in open stack areas, office and classroom/training areas
    - Building entry foyer is lighted with decorative pendant fixtures.
    - Restrooms were lighted with linear fluorescent cove and recessed compact fluorescent (CF) downlight.
    - Recessed downlight in small niche areas sourced with LED and CF
    - Industrial pendant/surface mounted fluorescent in mechanical & maintenance areas
    - Large conference/training rooms are lighted by linear fluorescent and recessed downlights. Dimming control systems are located in the control rooms. The dimming control system was reported as non-functioning. Recommend replacement of all lighting and controls in these rooms.
  - The lighting quality was good and uniform. Spot checks of footcandles were in line with what would be expected in a library
  - It is estimated that the lighting fixtures and their associated ballasts are 33 years old and past rated life. Recommend replacement with new LED fixtures.
  - Lighting controls were observed to be manual (keyed for restroom) and did not meet what would be required to meet current energy code requirements. Recommend replacement of lighting controls with new code required occupancy/vacancy sensors and daylight harvesting.
- Emergency
  - Emergency lighting requirements are met with integral battery packs within the existing light fixtures.
  - Exit signage was observed throughout the building and was both edgelit and thermoplastic with emergency light sets. The exist are powered with emergency

- battery pack during utility power outage.
- It is recommended that all exit signage and emergency light sets be checked for proper operation and consider replacement of original to building fixtures.

## **Fire Alarm**

- Fire Alarm system is an addressable system by Fire Lite. The system fire alarm control panel was stickered as inspected in 10/23 with not issues noted.
- Fire alarm devices observed appear to be original to building. Devices should be expected to be replaced in the next 5 years.
- The building fire alarm coverage appeared to be adequate.

## **Recommendations**

- Recommend replacement of fire alarm devices within the next 5 years.
- It is recommended that all exit signage and emergency light sets be checked for proper operation and consider replacement of original to building fixtures.
- Recommend replacement of lighting fixtures with new LED fixtures.
- Recommend replacement of lighting controls with new code required occupancy/vacancy sensors and daylight harvesting.
- Recommend completing annual maintenance and infrared scanning to identify potential problem areas of panelboards. Owner should plan on replacement of panelboards in the next 5-10 years
- Consider replacement of failed top sections of walker duct / under floor wiring distribution.
- Recommend replacement of switchboard in the next 5-10 years.
- Building BAS controls should be considered for replacement due to age.
- Hydronic heating hot water system, including boiler and pumps, should be considered for replacement given age. All appeared in working order and well maintained.



## Gum Spring Library

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### HVAC

- Existing HVAC consists of packaged VAV air handling units with DX cooling coil, natural gas heat, and variable speed supply and return fans. The unit age and condition could not be verified while on site, as the roof was not accessible. The library floors are part of a leased occupancy. Units are assumed to be from the original core and shell build in 2009, approximately 15 years old.
- Supply air distribution is ducted above ceiling with overhead supply air diffusers and return grilles. Original core and shell drawings indicate series fan powered VAV boxes with electric reheat. Box type and/age condition could not be verified while on site. Boxes are assumed to be from the original core and shell build in 2009, approximately 15 years old.
- Building Automation System (BAS) controls – All controls appear to be by Trane. Head end controller could not be verified, however all VAV space temperature sensors were labeled as Trane. Refer to figure 17 below.



Figure 17

## **Plumbing**

- The building is served by an existing 4" high pressure supply from the base building and booster pump. The service provides domestic water for all four floors of the building. It is assumed that the service entrance and meter/backflow assembly is owned and maintained by the building landlord. Entrance location/service was not accessible during site visit.
- Domestic hot water is supplied from small storage tank style electric water heaters. Janitors closet is supplied from a 30-gallon, 3 kw water heater. Heaters are original to core/shell and tenant fitout, 2009 / 2013.
- Water coolers are ADA accessible high/low style fixtures. All appear in working order.
- Fixtures –
  - Water closets and urinals have manual flush valves. Water closets were 1.28 g/flush, urinal 0.125 gal/flush.
  - Most lavatories observed had automatic faucet control and appeared to be in working order.

## **Fire Protection**

- The building is served by an existing 6" fire service line with fire pump. Library tenant level floors all appeared to be provided with wet pipe sprinkler coverage. Fire service is assumed to be maintained by building owner/landlord. Entrance location/service was not accessible during site visit.

## **Electrical**

### **Power Distribution**

- Service Entrance
  - The Gum Springs library is a tenant in a 4 story building. The library occupies portions of 1<sup>st</sup> and 2<sup>nd</sup> floor. The building's main existing service serving this facility is 277/480/3ph 4W –2000A. The service entrance gear is a switchboard. The switchboard and service entrance is not in this scope and was not observed.
- Distribution
  - All 277/480V loads including lighting and miscellaneous mechanical serving the library is fed from a 400A 277/480V/3ph/4W on each floor respectively.
  - 120/208V single phase and 3 phase power is distributed to each floor via the 112.5 KVA transformers located in the floor's electrical room. These transformers are fed from a primary side from the aforementioned 277/480V3ph/4W panel.
  - Panels and subpanels on the secondary side of the 112.5KVA transformer serve the receptacle and 120/208V loads.
  - Condition of the distribution equipment is in good condition and as expected for it's age. Recommend completing annual maintenance and infrared scanning to identify potential problem areas.

## Lighting

- Exterior
  - The exterior lighting is not part of the library as the library is a tenant.
- Interior
  - Lighting throughout the facility is sourced with mostly linear fluorescents and compact fluorescents with some LEDs mixed in. Lighting fixtures observed were
    - Recessed LED troffers at lobby area
    - Pendant fluorescents in open stack areas and meeting rooms
    - Decorative LED & CF pendants throughout check-in and common areas
    - Recessed downlight in niche areas sourced with LED
    - Industrial style pendant LEDs in Maker's area
    - Fluorescent cove fixtures in bathrooms as well as and recessed LED downlights; keyed switching for lighting control
  - The lighting quality was good and uniform in most areas. Spot checks of footcandles were in line with what would be expected in a library except for the stacks in the teen areas, this lighting seemed low (15FC measured in some areas) recommend completing a lighting FC study.
  - It is estimated that the lighting fixtures and their associated ballasts are approximately 15 years old. Condition of lighting fixtures is fair. Recommend replacement of all fluorescent fixtures in the next 5-10 years with new LED.
  - Lighting controls were manual. Low voltage control stations for large open areas.
- Emergency
  - Emergency lighting fixtures are fed from a circuit backed by an emergency life safety generator.
  - Exit signage was observed throughout the building and was both edgelit and thermoplastic with emergency light sets. The exist are powered with emergency battery pack during utility power outage.

## Fire Alarm

- Fire Alarm system is an addressable system. Fire alarm control panel is part of base building core and shell and was not observed during the site walk.
- Fire alarm devices appear to be in good condition and are approximately 15 years old. Devices by Gamewell.
- The building fire alarm coverage appeared to be adequate.

## Recommendations

- The lighting quality was good and uniform in most areas. Spot checks of footcandles were in line with what would be expected in a library except for the stacks in the teen areas, this lighting seemed low (15FC measured in some areas) recommend completing a lighting FC study.
- It is estimated that the lighting fixtures and their associated ballasts are approximately 15 years old. Condition of lighting fixtures is fair. Recommend replacement of all fluorescent fixtures in the next 5-10 years with new LED.
- Lighting controls were manual. Low voltage control stations for large open areas.
- Recommend completing annual maintenance and infrared scanning to identify potential problem areas for electrical service/panels.
- Consider replacement of domestic water heaters in the next 5-10 years due to age.

## Lovettsville Library

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### HVAC

- The existing system consists of split air-source DX vertical/horizontal heat pump units. The outdoor condensing units ground mounted around the building perimeter. There are four (4) condensing units/outdoor units in total. There are four indoor air handling units as outlined below.
- The vertical heat pump installed in the closet adjacent to the single occupancy is a 5-ton nominal capacity unit. Based on the product serial number, it appeared to have been manufactured in 2008. The unit appears to serve the main library stack area. Unit service life is approximately 15 years.
- There is a second horizontal air handler mounted above the pantry ceiling that was not verified due to accessibility. It is reported to be a 1-ton unit.
- It is also believed that there are two additional heat pump units above ceiling units that serve addition space from original construction. The indoor air handling component of these units could not be field verified due to accessibility.
- The existing IT and electrical closet adjacent to the pantry was served by a small ceiling mounted exhaust fan. The closet was notably warm and fan did not appear to be running.
- There is currently no central BAS (Building Automation System). All local controls for each heat pump unit.



## Plumbing

- Domestic cold water – the building is served by an existing 1” water service. Service contains backflow prevention.
- Domestic water heating – fixtures in the pantry and restrooms are served from an electric storage tank type water heater. The water heater was manufactured by State, model Patriot, and appears to be approximately 10 gallons. Heating element size is unknown. Age is unknown. Unit appears to be in working order. Unit is also connected to an expansion tank. No recirculation pump was visible, as all fixtures are within appropriate distance as to not be required. Refer to figure 18 below.
- Most fixtures observed were manual control and appeared to be in working order.



Figure 18

## Fire Protection

- The building is served by an existing 4” fire service with associated wet pipe sprinkler system. System appeared to be manually shut off. CMTA is unaware of why system has been shut off. Refer to figure 19 below.
- Sprinkler heads located throughout the facility were concealed type.
- The building does not have a fire pump.



Figure 19

## Electrical

### Power Distribution

- Service Entrance
  - The existing service serving this facility is 120/240/1ph 3W –400A. The service is made up of a (3) section 400A panelboard. The electrical service equipment appears to be approximately 20 years old.
  - Condition of the equipment is in good condition and as expected for it's age. Recommend completing annual maintenance and infrared scanning to identify potential problem areas.
  - The maximum demand (KW) load for the facility was not reported, although monthly KWH was received. It is estimated that the maximum demand for the facility is approximately 30-35KW or approximately 145 amperes at 120/240V/1phase. Estimate that service has approximately 60KW spare capacity.
- Distribution
  - All circuits serving the facility originate in the (3) section panelboard described above.

## Lighting

- Exterior
  - The exterior of the building is lighted with
    - Pole mounted fixtures (retrofitted with “corncob” LEDs) for parking lot – lights were on during the day, recommend investigating control so that lights are off during daylight times
    - Wall mounted LED flood lights; condition good
    - Low level bollards for walkway; bollards are in fair to poor condition, lens yellowing. Recommend replacement
  - Control for exterior fixtures is by lighting contactors.
  - The condition is as to be expected for fixtures that are 33 years old. Recommend replacement of all fixtures that are HID or CF with new LED sourced fixtures.
- Interior
  - Majority of lighting throughout the facility is sourced with linear fluorescent. Lighting fixtures observed were
    - Pendant linear fluorescent and surface fluorescent in open stack areas
    - Restrooms were lighted with recessed LED troffers.
    - Recessed downlight in small niche areas sourced with LED and CF
    - Decorative CF pendants in story time area
    - Large conference/training rooms/offices are lighted by recessed fluorescent troffers and recessed downlights. Lighting is fair condition.
  - The lighting quality was good and uniform. Spot checks of footcandles were in line with what would be expected in a library
  - It is estimated that the lighting fixtures and their associated ballasts are 20-35 years old and past rated of life. Recommend replacement of fluorescent sourced fixtures with new LED fixtures
  - Lighting controls were observed to be manual and did not meet what would be required to meet current energy code requirements. Recommend replacement of lighting controls with new code required occupancy/vacancy sensors and daylight harvesting.
- Emergency
  - Emergency lighting requirements are met with surface mounted battery backed emergency light sets. Set appear to be 20 years old, consider replacement as they are at or past rated useful life.
  - Exit signage was observed throughout the building and was thermoplastic with emergency light sets. The exist are powered with emergency battery pack during utility power outage.
  - It is recommended that all exit signage and emergency light sets be checked for proper operation and consider replacement of original to building fixtures.

## Fire Alarm

- Fire Alarm system is an addressable system by Notifier. The system fire alarm control panel was stickered as inspected in 10/23 with not issues noted.

- Fire alarm devices observed appear to be original to building. Devices should be expected to be replaced in the next 5 years.
- The building fire alarm coverage appeared to be adequate.

## **Recommendations**

- Consider replacement of surface mounted emergency lights as they are at or past rated useful life.
- Recommend replacement of all fire alarm devices in the next 5 years.
- Recommended that all exit signage and emergency light sets be checked for proper operation and consider replacement of original to building fixtures.
- Recommend replacement of interior fluorescent sourced fixtures with new LED fixtures.
- Recommend replacement of lighting controls with new code required occupancy/vacancy sensors and daylight harvesting.
- Recommend replacement of all exterior lighting fixtures that are HID or CF with new LED sourced fixtures.
- Recommend completing annual maintenance and infrared scanning of electrical service/panels to identify potential problem areas.
- Recommend replacement within the next 5 years of air-source heat pumps. Unit observed was at the end of published service life.

## Middleburg Library

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### HVAC

- The existing system consists of split DX vertical/horizontal heat pump units. The outdoor condensing units are grouped together on the building's north side in a small fenced in equipment yard. There are four condensing units/outdoor units in total. There are four indoor air handling units as outlined below. Refer to figure 20 below.
- The vertical heat pump installed in the closet adjacent to the single occupancy is a 5-ton nominal capacity unit. Based on the product serial number, it appeared to have been manufactured in 2008. The unit appears to serve the main library stack area.
- There is a second horizontal air handler mounted above the pantry ceiling that was not verified due to accessibility. It is reported to be a 1-ton unit.
- It is also believed that there are two additional heat pump units above ceiling units that serve addition space from original construction. The indoor air handling component of these units could not be field verified due to accessibility.
- The existing IT and electrical closet adjacent to the pantry was served by a small ceiling mounted exhaust fan. The closet was notably warm and fan did not appear to be running.
- There is currently no central BAS (Building Automation System). All local controls for each heat pump unit.





Figure 20

## **Plumbing**

- Domestic cold water – the building is served by an existing 1” water service. Service contains backflow prevention.
- Domestic water heating – fixtures in the pantry and restrooms are served from an electric storage tank type water heater. The water heater was manufactured by State, model Patriot, and appears to be approximately 10 gallons. Heating element size is unknown. Age is unknown. Unit appears to be in working order. Unit is also connected to an expansion tank. No recirculation pump was visible, as all fixtures are within appropriate distance as to not be required. Refer to figure 21 below.
- Most fixtures observed were manual control and appeared to be in working order.



Figure 21

## **Fire Protection**

- The building is served by an existing 4" fire service with associated wet pipe sprinkler system. System appeared to be in working order and up to date on inspections.
- Sprinkler heads located throughout the facility were concealed type.
- The building does not have a fire pump.

## **Electrical**

### **Power Distribution**

- Service Entrance
  - The existing service serving this facility is 120/240/1ph 3W –400A. The service is made up of (2) 400A panelboards. The electrical service equipment appears to be approximately 20-35 years old and is in good condition. Recommend completing annual maintenance and infrared scanning to identify potential problem areas.
- Distribution
  - All circuits serving the facility originate in the (2) panelboards described above.

### **Lighting**

- Exterior
  - The exterior of the building is lighted with
    - Pole mounted fixtures for parking lot – source not identified; condition fair
    - Wall mounted wall packs; condition fair
  - Control for exterior fixtures is by lighting contactors.

- The condition is as to be expected for fixtures that are 20-25 years old. Recommend replacement of all fixtures that are HID or CF with new LED sourced fixtures.
- Interior
  - Majority of lighting throughout the facility is sourced with linear fluorescent. Lighting fixtures observed were
    - Pendant linear & CF fluorescent and surface fluorescent in open stack areas. Lighting is in fair condition.
    - Recessed downlight in small niche areas sourced with LED and CF
    - Pendant decorative lighting on conference room. Lighting is fair condition.
  - The lighting quality was good and uniform.
  - It is estimated that the lighting fixtures and their associated ballasts are 25 years old and past rated of life. Recommend replacement of fluorescent sourced fixtures with new LED fixtures
  - Lighting controls were observed to be manual and did not meet what would be required to meet current energy code requirements. Recommend replacement of lighting controls with new code required occupancy/vacancy sensors and daylight harvesting.
- Emergency
  - Emergency lighting requirements are met with surface mounted battery backed emergency light sets. Set appear to be 20-25 years old, consider replacement as they are at or past rated useful life.
  - Exit signage was observed throughout the building and was thermoplastic with emergency light sets. The exist are powered with emergency battery pack during utility power outage.
  - It is recommended that all exit signage and emergency light sets be checked for proper operation and consider replacement of original to building fixtures.

## **Fire Alarm**

- Fire Alarm system is an addressable system by Notifier. The system fire alarm control panel was stickered as inspected in 10/23 with not issues noted.
- Fire alarm devices observed appear to be original to building. Devices should be expected to be replaced in the next 5 years.
- The building fire alarm coverage appeared to be adequate.

## **Recommendations**

- Consider replacement of surface mounted emergency lights as they are at or past rated useful life.
- Recommend replacement of all fire alarm devices in the next 5 years.
- Recommended that all exit signage and emergency light sets be checked for proper operation and consider replacement of original to building fixtures.
- Recommend replacement of interior fluorescent sourced fixtures with new LED fixtures.

- Recommend replacement of lighting controls with new code required occupancy/vacancy sensors and daylight harvesting.
- Recommend replacement of all exterior lighting fixtures that are HID or CF with new LED sourced fixtures.
- Recommend completing annual maintenance and infrared scanning of electrical service/panels to identify potential problem areas.
- Recommend replacement within the next 5 years of air-source heat pumps. Unit observed was at the end of published service life.

## Purcellville Library

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### HVAC

- Existing HVAC consists of a central chilled water / heating hot water plant, two air handlers with chilled water/heating hot water coils, and fan powered VAV's with hot water reheat. There are also multiple zone perimeter fan coils for supplemental conditioning.
- Chilled water is produced by an air-cooled chiller, Carrier Aquasnap. Chiller is located within a fenced/locked mechanical yard, but appeared to be relatively new and in good working condition. Chiller is approximately 60 tons. The serial number indicates production year of 2020. Chiller serves coils in the two existing air handlers. Refer to figure 22 below.
- Heating hot water plant is served by two Lochinvar gas-fired boilers operating in lead/lag, two distribution pumps, and expansion tank, air separator, and chemical pot feeder. Boilers appear to have been installed in 2021 and are in good working order. Boilers are 585 MBH output each. Refer to figure 23 below.



- Supply air distribution is ducted above ceiling with overhead supply air diffusers and return grilles.
- Building Automation System (BAS) controls – All controls appear to be by Trane. Year of system installation is unknown.



Figure 22



Figure 23

## **Plumbing**

- Domestic cold water – the building is served by an existing 2 1/2” water service. Service contains meter and backflow prevention.
- Domestic water heating – provided by an existing electric storage tank type water heater, 40 gallons, 9 kw. The building also contains a hot water recirculation loop served by a 10 gpm inline pump.
- Most fixtures observed were manual control and appeared to be in working order.
- Sanitary – Sanitary waste is collected from a 5” main to a sewage ejector basin and pump, discharged through a 5” force main. The pump is duplex style, 200 GPM, with 10 HP motors.

## **Fire Protection**

- The building is served by an existing 5” fire service with associated wet pipe sprinkler system. The system appeared to be in working order and up to date on inspections.
- Sprinkler heads located throughout the facility were concealed type.
- The building has a 40 HP, 500 GPM fire pump and associated jockey pump. Both appeared to be original to the 1991 renovation and addition construction.

## **Electrical**

### **Power Distribution**

- Service Entrance
  - The existing service serving this facility is 277/480/3ph 4W –400 Amps. The service is made up of (1) panel. MDP.
  - Condition – the electrical service equipment appears to be approximately 33 years old and is in fair condition. Recommend completing annual maintenance and infrared scanning to identify potential problem areas.
  - Panel MDP serves major mechanical equipment; lighting panel and step down transformers to 120/208V/3ph 4W.
  - Panel MDP houses and integral transient voltage surge suppressor (TVSS). Condition is not known. Recommend that the owner engage a technician to ensure operability and replace any damaged or inoperable parts.
- Distribution
  - 277/480V/3PH/4W & 120/208V/3ph/4W panel boards serve lighting, mechanical and 120/208V loads such as receptacles and small motors.
  - The panels are approximately 33 years old and are in fair condition. Recommend completing annual maintenance and infrared scanning to identify potential problem areas. Owner should plan on replacement of panelboards in the next 5-10 years

## Lighting

- Exterior
  - The exterior of the building is lighted with
    - Pole mounted fixtures for parking lot – source not identified; condition fair
    - Wall mounted wall packs; condition fair
  - Control for exterior fixtures is by lighting contactors.
  - The condition is as to be expected for fixtures of their age. Recommend replacement of all fixtures that are HID or CF with new LED sourced fixtures.
- Interior
  - Majority of lighting throughout the facility is sourced with linear fluorescent. Lighting fixtures observed were
    - Pendant linear & CF fluorescent and surface fluorescent in open stack areas. Lighting is in fair condition.
    - Recessed downlight in small niche areas sourced with LED and CF
    - Recessed fluorescent troffers in offices and break out areas
    - Pendant decorative lighting on conference room. Lighting is fair condition.
  - The lighting quality was good and uniform.
  - It is estimated that the lighting fixtures and their associated ballasts are 25 years old and past rated of life. Recommend replacement of fluorescent sourced fixtures with new LED fixtures
  - Lighting controls were observed to be manual and did not meet what would be required to meet current energy code requirements. Recommend replacement of lighting controls with new code required occupancy/vacancy sensors and daylight harvesting.
- Emergency
  - Emergency lighting requirements are met with surface mounted battery backed emergency light sets. Set appear to be 20-25 years old, consider replacement as they are at or past rated useful life.
  - Exit signage was observed throughout the building and was thermoplastic with emergency light sets. The exist are powered with emergency battery pack during utility power outage.
  - It is recommended that all exit signage and emergency light sets be checked for proper operation and consider replacement of original to building fixtures.

## Fire Alarm

- Fire Alarm system is an addressable system by Notifier. The system fire alarm control panel was stickered as inspected in 10/23 with not issues noted.
- Fire alarm devices observed appear to be original to building. Devices should be expected to be replaced in the next 5 years.
- The building fire alarm coverage appeared to be adequate except for the 3<sup>rd</sup> floor staff area. Portions of the area require strobe coverage that was not observed during site walk.

## **Recommendations**

- Recommend completing annual maintenance and infrared scanning to identify potential problem areas of electrical service due to age.
- Recommend that the owner engage a technician to ensure operability and replace any damaged or inoperable parts of TVSS.
- Recommend replacement of panelboards in the next 5-10 years.
- Recommend replacement of all exterior lighting fixtures that are HID or CF with new LED sourced fixtures.
- Recommend replacement of interior fluorescent sourced fixtures with new LED fixtures and associated lighting controls.
- Recommend replacing battery pack style emergency lighting due to age.
- Recommended that all exit signage and emergency light sets be checked for proper operation and consider replacement of original to building fixtures.

## Rust Library (formerly Leesburg)

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### HVAC

- The existing HVAC consists of a central chilled water / heating hot water plant, two air handlers (library and meeting rooms units) with chilled water/heating hot water coils, and fan powered VAV's with hot water reheat. There are also multiple zone perimeter fan coils for supplemental conditioning. The main library air handler is a Trane M-Series Climate Changer produced in 2008.
- Chilled water is produced by a Trane air-cooled chiller. Chiller is located within a fenced mechanical yard and appeared to be in good working condition, believed to be replaced in 2023. Chiller is approximately 100 tons. Chiller serves coils in the two existing air handlers. Refer to figure 24 below.
- Heating hot water plant is served by two Laars gas-fired boilers operating in lead/lag, two distribution pumps, and expansion tank, air separator, and chemical pot feeder. Boilers are 638 MBH output each, 85% efficient. Boilers were produced in 2008 and are approximately 16 years old. The average useful life of such equipment is 20 years, with roughly 4 years remaining.
- Supply air distribution is ducted above ceiling with overhead supply air diffusers and return grilles.





## Electrical

### Power Distribution

- Service Entrance
  - The existing service serving this facility is 277/480/3ph 4W –1200A. The service equipment is a (2) section switchboard.
  - The electrical service equipment appears to be approximately 15-20 years old and is in fair condition. Recommend completing annual maintenance and infrared scanning to identify potential problem areas.
  - The reported maximum demand (KW) load for the facility was 203 KW or approximately 244 amperes at 277/480V/3phase (this is based on the utility bills indicating 203KW max demand in a 12 month period).
- Distribution
  - 1200A Switchboard serves multiple 277/480/3ph 4W panelboards as well as step down transformers the provide service to multiple 120/208/3ph 4W panelboard that distribute to receptacles and 208V loads. Electrical panels and transformers appear to be 15-20 years old. Condition of equipment is fair. Recommend completing annual maintenance and infrared scanning to identify potential problem areas.

### Lighting

- Exterior
  - The exterior of the building is lighted with Pole mounted fixtures for parking lot – source not identified; condition fair; recommend replacing fixture heads with energy efficient LED
- Interior
  - Lighting throughout the facility is sourced with linear fluorescents and LEDs.
    - Pendant linear fluorescent and recessed fluorescent fixtures in open stack and maker areas. Lighting is in fair condition.
    - LED recessed downlights in corridor areas
    - LED Pendant decorative lighting in front desk area.
    - The lighting quality was good, uniform and in fair condition.
  - It is estimated that the lighting fixtures and their associated ballasts are 15-20 years old and nearing end of useful life. Recommend replacement of fluorescent sourced fixtures with new LED fixtures
- Emergency
  - Emergency lighting requirements are met with integral battery packs and emergency light sets.
  - Exit signage was observed throughout the building and was cast aluminum LED backed with integral battery pack. Condition was good.

## **Fire Alarm**

- Fire Alarm system is an addressable system by Notifier. System appears to be 12-15 years old. Expect to replace in the next 5 years.
- Fire alarm devices observed appear to be original to buildout and in good condition.
- The building fire alarm coverage appeared to be adequate.

## **Recommendations**

- Recommend replacement of fire alarm system in the next 5 years.
- Recommend replacement of interior fluorescent sourced lighting fixtures with new LED fixtures.
- Recommend replacement of exterior lighting fixture heads with energy efficient LED.
- Recommend completing annual maintenance and infrared scanning to identify potential problem areas of electrical distribution system and electrical service.
- Recommend replacement of hydronic heating hot water boilers and pumps in the next 5-10 years based on age. Boilers and pumps were well maintained and in working order.

## **Sterling Library**

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### **HVAC**

- The existing HVAC consists of VAV rooftop RTU's (6 total), with DX cooling and gas heating. Rooftop units could not be field verified, as there was no roof access.
- Single duct VAV boxes with electric reheat are distributed throughout the space for zone conditioning.
- The telecom room is served by an air-cooled DX split system.
- Supply air distribution is ducted above ceiling with overhead supply air diffusers and return grilles.
- Building Automation System (BAS) controls – All controls appear to be by Havtech through Daiken.
- All systems and equipment appear to be from 2015/2016 and appeared to be in working order.

### **Plumbing**

- Domestic cold water – the building is served by an existing 2" water service. Service contains backflow prevention.
- Domestic water heating – served by a combination of electric instantaneous water heaters (toilet rooms, pantry sink) and natural gas instantaneous water heater (janitors mop basin). Water heaters all appeared to be in working order.
- Sanitary – building is served by an existing gravity fed 4" underground sanitary.
- Fixtures observed were manual control and appeared to be in working order.
- All plumbing appeared to be from 2015/2016.

### **Fire Protection**

- The building is served by an existing 4" fire service with associated wet pipe sprinkler system. The system appeared to be in working order and up to date on inspections.
- Sprinkler heads located throughout the facility were concealed type.
- The building does not contain a fire pump.

### **Electrical**

#### **Power Distribution**

- Service Entrance
  - The existing service serving this facility is 277/480/3ph 4W –400A. The service is fed from the landlord's switchboard. The service is made up of (1) 400A panelboard MDP. Panelboard houses a transient voltage surge suppressor.
  - The electrical service equipment appears to be approximately 2-5 years old and is in

good condition. Recommend completing annual maintenance and infrared scanning to identify potential problem areas.

- The maximum demand (KW) load for the facility was not reported, although monthly KWH was received and was 37360 KWH. It is estimated that the maximum demand for the facility is approximately 150KW or approximately 180 amperes at 277/480/3ph 4W.
- Distribution
  - All circuits serving the facility originate in the panelboards described above. Panel MDP serves multiple 277/480/3ph 4W panelboards as well as (2) step down K13 transformers the provide service to multiple 120/208/3ph 4W panelboard that distribute to receptacles and 208V loads. Each panelboard houses a transient voltage surge suppressor.
  - The condition of equipment is good. Recommend completing annual maintenance and infrared scanning to identify potential problem areas.

## Lighting

- Exterior
  - The exterior of the building is lighted with Pole mounted fixtures for parking lot – source not identified; condition good; fixtures are owned and maintained by landlord.
- Interior
  - Lighting throughout the facility is sourced with linear LEDs.
    - LED pendant linear and LED pendant downlights in open stack and maker areas. Lighting is in good condition.
    - LED recessed troffers in corridor areas
    - LED cove and downlights in bathrooms
    - LED Pendant decorative lighting in breakout rooms.
    - The lighting quality was good, uniform and in good condition.
    - Lighting controls in accordance with code and in good condition.
- Emergency
  - Emergency lighting requirements are met with integral battery packs.
  - Exit signage was observed throughout the building and was edgelit LED backed with integral battery pack. The condition was good.

## Fire Alarm

- Fire Alarm system is an addressable system by Notifier.
- Fire alarm devices observed appear to be original to buildout and in good condition.
- The building fire alarm coverage appeared to be adequate.



## **Recommendations**

- Recommend completing annual maintenance and infrared scanning of electrical service to identify potential problem areas.

## **Administration Building**

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### **HVAC**

- The existing HVAC consists of VAV rooftop RTU's with DX cooling and gas heating. Rooftop units could not be field verified, as there was no roof access.
- Single duct and fan powered VAV boxes with electric reheat are distributed throughout the space for zone conditioning.
- The telecom room is served by an air-cooled DX split system.
- Supply air distribution is ducted above ceiling with overhead supply air diffusers and return grilles.
- Building Automation System (BAS) controls – All controls appear to be by Trane (with some existing Reliable control thermostats throughout the spaces).

### **Plumbing**

- Domestic cold water – the building is served by an existing 3" water service. Service contains backflow prevention.
- Domestic water heating – served by a central storage tank type water heater, natural gas fired, 250 gallons. Age/condition of water heater was not verified, but is believed to be from the 2009 renovation.
- Sanitary – building is served by an existing gravity fed 4" underground sanitary.
- Fixtures observed were manual control and appeared to be in working order.

### **Fire Protection**

- The building is served by an existing 6" fire service with associated wet pipe sprinkler system (and dry pipe system for attic area). The system appeared to be in working order and up to date on inspections.
- Sprinkler heads located throughout the facility were concealed type.
- The building does not contain a fire pump.

### **Electrical**

#### **Power Distribution**

- Service Entrance
  - The Administration building is a co-tenant in a 2-story building. The building's main existing service serving this facility is 277/480/3ph 4W –1200A with 1000A main circuit breaker - panelboard. The service entrance room was not available at time of survey. Service entrance is overhead with transformers located on pole.

- Distribution
  - All 277V loads including lighting and miscellaneous mechanical serving the library is fed from a 400A 277/480V/3ph/4W on each floor respectively.
  - 120/208V single phase and 3 phase power is distributed to each floor via the transformers located in the floor's electrical room. These transformers are fed from a primary side from the aforementioned 277/480V panel.
  - Panels and subpanels on the secondary side of the transformers serve the receptacle and 120V loads.
  - The condition of the distribution equipment is in good condition and as expected for it's age. Recommend completing annual maintenance and infrared scanning to identify potential problem areas.

## Lighting

- Exterior
  - The exterior lighting is not part of the library as the library is a tenant.
- Interior
  - Lighting throughout the facility is sourced with mostly linear fluorescents and compact fluorescents with some LEDs mixed in. Lighting fixtures observed were the following:
    - Recessed LED and fluorescent troffers in offices and lobby areas
    - Decorative LED pendant fixtures in entry lobby areas
    - Recessed downlight in niche areas
    - Industrial style fluorescent in mechanical/electrical spaces
    - Fluorescent cove fixtures in bathrooms as well as and recessed downlights
  - The lighting quality was good and uniform in most areas.
  - It is estimated that the lighting fixtures and their associated ballasts are approximately 15 years old. The condition of lighting fixtures is good.
- Emergency
  - Emergency lighting fixtures are fed from a circuit backed by an emergency life safety generator.
  - Emergency light sets were located in the bathrooms.
  - Exit signage was observed throughout the building and was thermoplastic.

## Fire Alarm

- Fire Alarm system is an addressable system. Fire alarm control panel is part of base building core and shell and was not observed during the site walk.
- Fire alarm devices appear to be in good condition and are approximately 15 years old.
- The building fire alarm coverage appeared to be adequate.

## **Recommendations**

- Recommend replacement of domestic water heater in the next 5-10 years due to age.
- Recommend completing annual maintenance and infrared scanning of electrical service and distribution to identify potential problem areas.



Loudoun County  
Public Library  
Virginia

## Facilities Master Plan

Prepared By  
Grimm + Parker Architects

July 15, 2024

# APPENDIX E

Structural Systems Report for Each Branch





# Loudoun County Public Library Facilities: Structural Report

## General

The scope of observation at the Loudoun County Public Library (LCPL) facilities is limited to the ten accessible library branch buildings, including Ashburn, Brambleton, Cascades, Gum Spring, Lovettsville, Middleburg, Purcellville, Rust (Leesburg), Sterling, and the Administration building located in Leesburg; Law Library in Leesburg is not included. This report discusses the building structure and condition of these LCPL facilities.

The following definitions are used throughout this section to identify the conditions of the various items:

**Very Good** – “Like new” state and is performing as intended, no deterioration. (Long)

**Good** – Serviceable, exhibits little distress or deterioration. (Long)

**Fair** – Functional but will require attention in the future. Rate of deterioration is accelerating. (Short or Middle)

**Poor** – Significant issues that need to be addressed and is no longer functioning as intended. (Immediate or Short)

The “recommended term action” timeframes are defined below:

**Immediate:** Action anticipated to be needed within the next 6 months

**Short:** Action anticipated to be needed within 6 months to 3 years

**Middle:** Action anticipated to be needed within 3 to 10 years

**Long:** Action anticipated to be needed in more than 10 years

## Structural Elements of the Building

For the purpose of this report, structural elements include both primary and secondary structural elements. Primary structural elements are classified as elements that provide load bearing capacity and stability to the structure. This includes, but is not limited to beams, floor and roof framing, columns, load-bearing walls, shear walls, and foundations. Secondary structural elements are classified as elements that are non-load bearing or provide support to building elements that are non-critical to the structural integrity of the building. This includes but is not limited to non-load bearing and partition walls, canopy roofs, exterior cladding support, and structures supporting mechanical equipment.

# Ashburn Library

## Building Structure



This section of the report discusses the building structure and condition of Ashburn Library. Although no structural construction drawings were available, steel panel shop drawings prepared by Diversified Construction Systems dated October 17, 2002 were provided to Ehler Bryan and are referenced in this report.

### **Description:**

The Ashburn Library building is a one-story structure, with a mechanical mezzanine at low roof level, understood to be constructed in the early 2000s. The building has multiple roofs at different elevations and the exterior walls consist of brick and masonry block veneer, large storefront windows, and metal wall panels. There is an exposed steel canopy structure at the building entrance.

The roof framing consists of steel roof deck over open-web steel bar joists that frame into steel beams and girders. The steel roof framing is supported by large steel columns. Though some interior masonry infill walls were observed, the partitions and interior walls were mostly concealed by finishes, but likely consist of light gage steel stud walls. Steel lintels were observed at openings in the exterior walls to support the masonry veneer. Although no

construction drawings for the building were available, the floor is believed to be conventional slabs-on-grade and the foundations are believed to be shallow-type cast in place concrete foundations, such as spread footings. Based on observations in the field, the lateral force resisting system likely consists of steel moment frames.

The majority of the building structure is concealed from view by interior finishes and the exterior cladding, but the condition of the interior finishes, building envelope, and exposed exterior elements provide insight into the condition of the structure. Therefore, the following observations are based on the exposed or otherwise accessible structural elements during the time Ehlert Bryan was on site. Observations were made from ground level during a site walk of both the interior and exterior of the building. No rooftop access was provided, and no ladders or scaffolding were used to access points above ground.

### **Observations and Recommendations:**

Overall, the building structure is in very good condition, with some minor deficiencies. Maintenance or repair to exterior walls, cladding, finishes, and waterproofing systems will help to preserve the condition of the building structure. The following items were observed on site:

1. Early signs of corrosion were observed on the exterior exposed steel framing, particularly at the front canopy structure (Photograph 1). At this stage, the corrosion is not a structural concern, but maintenance should be planned that includes stripping and repainting the exposed steel elements to reduce the likelihood of more costly repairs in the future.
2. Some of the interior steel columns located around the perimeter of the building had minor corrosion at the base where they intersect the floor slab (Photograph 2). The surface of some of the columns were flaking and the paint was chipped around the corroded area. The source of the water should be identified and sealed, and the flaking steel should be scraped, cleaned, and repainted to reduce the likelihood of future water damage.
3. Some cracking was observed in the exterior masonry veneer (Photograph 3). The cracking is minor and is not a structural concern.
4. The lintel above the loading dock and surrounding brick veneer appeared to be slightly out of plane with the rest of the wall (Photograph 4). Previous repairs were evident as the mortar joints on each end of the lintel did not match the surrounding wall. Although this is not currently a structural concern, the wall should be monitored for loose bricks and any wall impacts during deliveries should be reported to building management.

5. Small cracks were observed in some of the interior finishes (Photograph 5). This was likely caused by normal building movement and is not a structural concern.

### **Options for Future Use:**

It is understood that LCPL is considering options to alter existing spaces within the library buildings. The first-floor level is understood to consist of conventional slabs-on-grade, which are typically capable of supporting large transient loads such as stacked books. Therefore, any additional loads applied to the structure produced by increased storage volume or other conditions should be limited to the first-floor slabs-on-grade, unless a structural engineer has verified that the existing framing can support additional loads.

### **Design Criteria:**

The following design loads are in accordance with the 2018 International Building Code as adopted by the Virginia Uniform Statewide Building Code, 2021 Edition:

|                       |                             |             |
|-----------------------|-----------------------------|-------------|
| Design Live Loads:    | Offices                     | 50 psf      |
|                       | Assembly Spaces             | 100 psf     |
|                       | Partition Allowance         | 15 psf      |
|                       | Reading Rooms               | 60 psf      |
|                       | Reading Rooms               | 60 psf      |
|                       | Stack Rooms                 | 150 psf     |
|                       | Roof                        | 20 psf      |
| Design Wind Loads:    | Basic Wind Speed (ultimate) | 115 mph     |
|                       | Exposure Category           | B           |
| Design Snow Loads:    | Ground Snow Load            | 30 psf      |
|                       | Importance Factor           | 1.0         |
| Design Seismic Loads: | Seismic Design Category     | B           |
|                       | Site Class                  | D (Assumed) |
|                       | S <sub>s</sub>              | 0.136       |
|                       | S <sub>1</sub>              | 0.044       |
|                       | S <sub>ds</sub>             | 0.145       |
|                       | S <sub>d1</sub>             | 0.070       |
|                       | Importance Factor           | 1.0         |

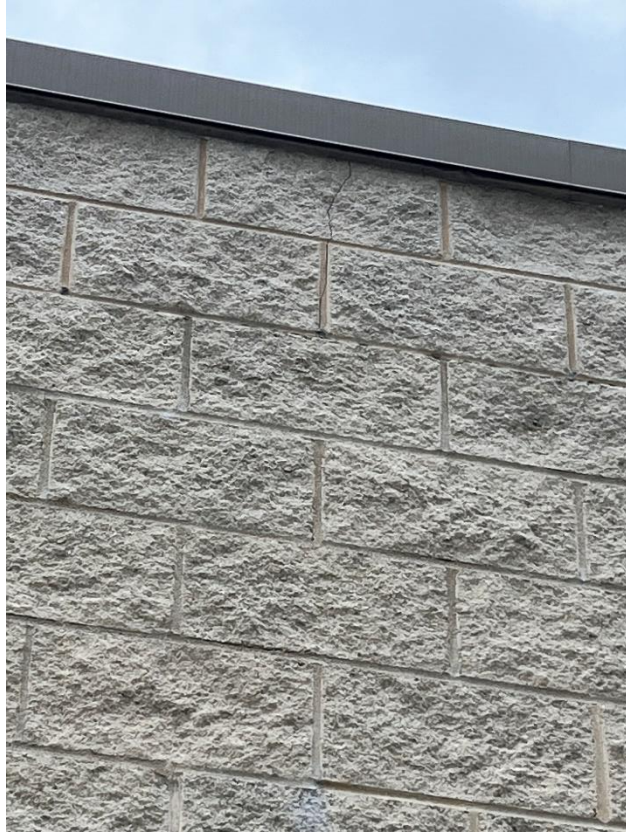


**Ashburn** Photograph 1 – Exterior Steel Corrosion



**Ashburn** Photograph 2 – Interior Column Corrosion at Base





**Ashburn** Photograph 3 – Crack in Exterior Masonry



**Ashburn** Photograph 4 – Lintel above Loading Dock



**Ashburn** Photograph 5 – Crack in Interior Finishes



# Brambleton Library

## Building Structure



This section of the report discusses the building structure and condition of the Brambleton Library building. LCPL leases the space in an office building in Brambleton Town Center. Only areas of the building pertaining to the space occupied by LCPL are discussed in this report. The Tenant Improvement construction drawings for the library tenant fit-out of the existing space, prepared by HGA dated November 30, 2018, were provided to Ehlert Bryan and are referenced in this report.

### **Description:**

The Brambleton Library is located in a four-story office building with a two-story south wing, a two-story portion of the north wing, a two-story bump-out on the west side, and a three-story bump-out on the east side. The library occupies the majority of the first floor, aside from the entrance hall and south wing, and the second floor. The majority of the exterior is clad in stone and brick veneer, with a storefront below a one-to-three story curtain wall at the entrance and southwest corner of the structure. Exposed steel canopy structures cover the area around the storefront.

The second floor system consists of composite steel deck with concrete slabs on steel beams that frame into steel girders. The beams and girders are supported by steel columns

located along the building perimeter and interior column lines in a roughly equally spaced column grid. Concrete masonry unit (CMU) stair and elevator shafts are located in several locations throughout the building. Although the original floor and foundation construction are not defined in the available construction drawings, the floor is understood to consist of conventional slabs-on-grade, and the foundations are believed to be shallow foundations, such as concrete wall footings and spread footings. Lateral forces are believed to be resisted by steel moment frames and reinforced CMU shear walls.

The majority of the building structure is concealed from view by interior finishes and the exterior cladding, but a large portion of the roof framing is exposed, and the condition of the exposed structure, interior finishes, and building envelope provide insight into the condition of the structure. Therefore, the following observations are based on the exposed or otherwise accessible structural elements during the time Ehlert Bryan was on site. Observations were made from ground level and elevated second floor level during a site walk of both the interior and exterior of the building. No rooftop access was provided, and no ladders or scaffolding were used to access points above ground.

### **Observations and Recommendations:**

Overall, the building structure is in very good condition, with some minor deficiencies. Maintenance or repair to exterior walls, cladding, finishes, and waterproofing systems will help to preserve the condition of the building structure. The following items were observed on site:

1. Some small diagonal (Photograph 1) and vertical (Photograph 2) cracks were observed in the exterior stone veneer. This is not a structural concern. The stones did not appear loose and the veneer is purely decorative. Any loose stones should be promptly repaired, as they may pose a hazard if they fall from the wall.
2. Small cracks were observed in some of the interior finishes (Photograph 3). This was likely caused by normal building movement and is not a structural concern.
3. At the south wing, the curtain wall system is offset from the second floor by a roughly ½ inch to 1 inch gap (Photograph 4). Library staff expressed concerns about this opening. Music can be heard through the floor from the restaurant below and the rubber floor mats bend at the edge of the second floor, but this is not a structural concern. The curtain wall system is braced at the second floor at regular intervals. A more rigid floor covering, or a filler at the gap, along with soundproofing may be provided in this location.

### Options for Future Use:

It is understood that LCPL is considering options to alter existing spaces within the library buildings. The first-floor level is understood to consist of conventional slabs-on-grade, which are typically capable of supporting large transient loads such as stacked books. Therefore, any additional loads applied to the structure produced by increased storage volume or other conditions should be limited to the first-floor slabs-on-grade, unless a structural engineer has verified that the existing framing can support additional loads. The second floor layout, including but not limited to book stacks, storage, and computer hardware should remain in its current orientation unless noted otherwise on structural plans or verified by a structural engineer.

### Design Criteria:

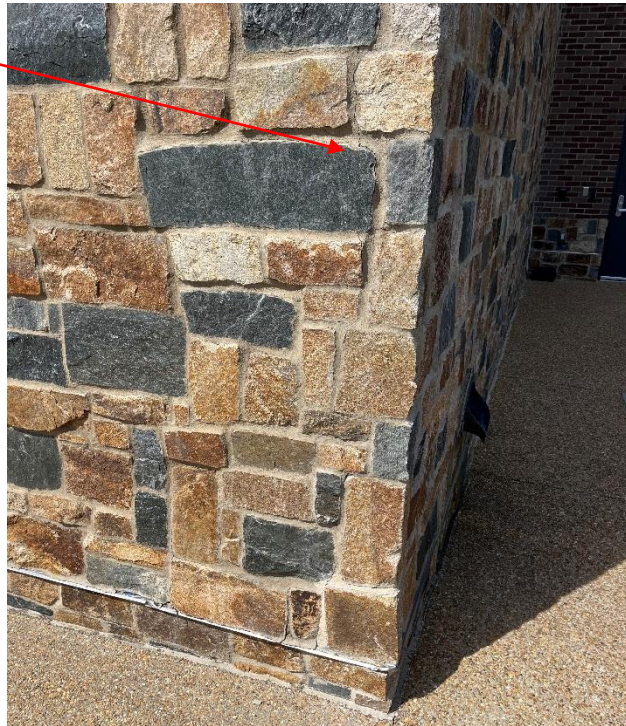
The following design loads are in accordance with the 2018 International Building Code as adopted by the Virginia Uniform Statewide Building Code, 2021 Edition:

|                       |                             |             |
|-----------------------|-----------------------------|-------------|
| Design Live Loads:    | Offices                     | 50 psf      |
|                       | Assembly Spaces             | 100 psf     |
|                       | Partition Allowance         | 15 psf      |
|                       | Reading Rooms               | 60 psf      |
|                       | Reading Rooms               | 60 psf      |
|                       | Stack Rooms                 | 150 psf     |
|                       | Roof                        | 20 psf      |
| Design Wind Loads:    | Basic Wind Speed (ultimate) | 115 mph     |
|                       | Exposure Category           | B           |
| Design Snow Loads:    | Ground Snow Load            | 25 psf      |
|                       | Importance Factor           | 1.0         |
| Design Seismic Loads: | Seismic Design Category     | B           |
|                       | Site Class                  | D (Assumed) |
|                       | Ss                          | 0.137       |
|                       | S1                          | 0.044       |
|                       | Sds                         | 0.146       |
|                       | Sd1                         | 0.070       |
|                       | Importance Factor           | 1.0         |





**Brambleton** Photograph 1 – Diagonal Crack in Stone Veneer



**Brambleton** Photograph 2 - Vertical Crack in Stone Veneer



**Brambleton** Photograph 3 – Crack in Interior Finishes



**Brambleton** Photograph 4 – Location of Gap from Below



# Cascades Library

## Building Structure



This section of the report discusses the building structure and condition of the Cascades Library building. The building's original structural construction drawings, prepared by The Design Collaborative architect and Edward Pence Jr. engineer dated April 6, 1990, were provided to Ehlert Bryan and are referenced in this report.

### **Description:**

The Cascades Library building is an approximate 31,100 square foot structure. The majority of the building is one-level, but there is a small, approximate 600 square foot second floor / mezzanine level at the west side of the building. The exterior consists of brick and stone veneer, a storefront system at the northwest entrance, standing seam metal roofs over the west side of the building, and a flat roof with perimeter parapet walls around the rest of the building. There is a large exterior roof-covered walkway around the northwest entrance, integral with the main roof with exterior columns.

The roof framing consists of steel roof deck over open-web steel bar joists that frame into steel beams and girders. The mezzanine level framing consists of concrete slab on metal deck over steel channels that frame into steel beams. The roof and mezzanine floor framing is supported by steel columns in exterior walls and throughout the interior space along the column grid. The first floor is conventional slabs-on-grade and the exterior and partition walls are framed with light gage metal studs. Below grade, there are concrete masonry unit (CMU) foundation walls over concrete wall footings, and steel columns are supported by concrete spread footings.

The majority of the building structure is concealed from view by interior finishes and the exterior cladding, but the condition of the exposed structure, interior finishes, and building envelope provide insight into the condition of the structure. Therefore, the following observations are based on the exposed or otherwise accessible structural elements during the time Ehlert Bryan was on site. Observations were made from ground level and elevated second floor level during a site walk of both the interior and exterior of the building. No rooftop access was provided, and no ladders or scaffolding were used to access points above ground.

### **Observations and Recommendations:**

Overall, the building structure is in good condition, with some minor deficiencies. Maintenance or repair to exterior walls, cladding, finishes, and waterproofing systems will help to preserve the condition of the building structure. The following items were observed on site:

1. Some cracking and movement of the site walls and retaining walls at planters was observed. The planters should be monitored for signs of further damage over time and repaired as needed. A site wall at the northeast corner of the building, near the dumpsters, was cracked, the mortar joints were damaged, and efflorescence was observed (Photograph 1). Although this site wall is not a primary structural element, it should be repaired and maintained to preserve its function.
2. Spalled and damaged concrete was observed on the steps leading to the roof-covered entrance. Library staff stated that concrete repairs were underway. No additional remedial work is required, but monitoring and repairs should continue as needed.
3. There is an interior door that leads to storage area under the second floor / mezzanine structure on the west side of the building, south of the mezzanine. According the library staff, the door regularly requires repair due to apparent shifting of the door frame (Photograph 2). Cracking and separating of the interior finishes was observed in the areas surrounding the door as well (Photograph 3). The door frame likely becomes displaced due to localized settlement related movement. Long-term fixes for settlement related issues are typically costly and may involve shoring and underpinning of the affected area. Since the surrounding primary structure appeared to be unaffected, extensive repairs are not required for the stability and structural performance of the building.
4. Cracks were observed in some of the interior finishes throughout the building (Photograph 4). This was likely caused by normal building movement and is not a structural concern. Water stains were observed on ceiling tiles in some locations



throughout the building (Photograph 5). The cause of the moisture should be identified and addressed in kind to reduce the likelihood of damage to structural framing elements.

5. According to library staff, several penetrations have been made through the slab-on-grade and covered with flexible caps to pass conduit or other utilities below the slab (Photograph 6). This has caused some areas on the first floor to be soft under foot. The openings are not a structural concern.

### **Options for Future Use:**

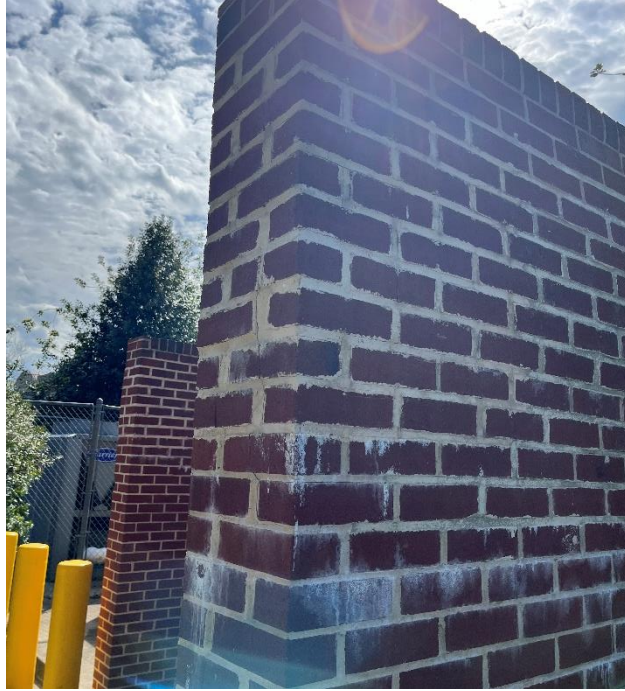
It is understood that LCPL is considering options to alter existing spaces within the library buildings. According to the structural construction drawings, the first floor consists of conventional slabs-on-grade, which bear directly on the earth below and are typically capable of supporting large transient loads such as stacked books. Therefore, additional loads to the structure due to increased storage volume or other conditions can be applied to the first floor slab. Additional heavy loads should be avoided on the slab-on-grade near areas of suspected ongoing settlement, particularly near the door leading to the storage area below the mezzanine floor. The mezzanine floor layout, including but not limited to book stacks, storage, and computer hardware should remain in its current orientation unless noted otherwise on structural plans or verified by a structural engineer.

### **Design Criteria:**

The following design loads are in accordance with the 2018 International Building Code as adopted by the Virginia Uniform Statewide Building Code, 2021 Edition:

|                       |                             |         |
|-----------------------|-----------------------------|---------|
| Design Live Loads:    | Offices                     | 50 psf  |
|                       | Assembly Spaces             | 100 psf |
|                       | Partition Allowance         | 15 psf  |
|                       | Reading Rooms               | 60 psf  |
|                       | Reading Rooms               | 60 psf  |
|                       | Stack Rooms                 | 150 psf |
|                       | Roof                        | 20 psf  |
| Design Wind Loads:    | Basic Wind Speed (ultimate) | 115 mph |
|                       | Exposure Category           | B       |
| Design Snow Loads:    | Ground Snow Load            | 25 psf  |
|                       | Importance Factor           | 1.0     |
| Design Seismic Loads: | Seismic Design Category     | B       |

|                   |             |
|-------------------|-------------|
| Site Class        | D (Assumed) |
| Ss                | 0.136       |
| S1                | 0.044       |
| Sds               | 0.145       |
| Sd1               | 0.070       |
| Importance Factor | 1.0         |



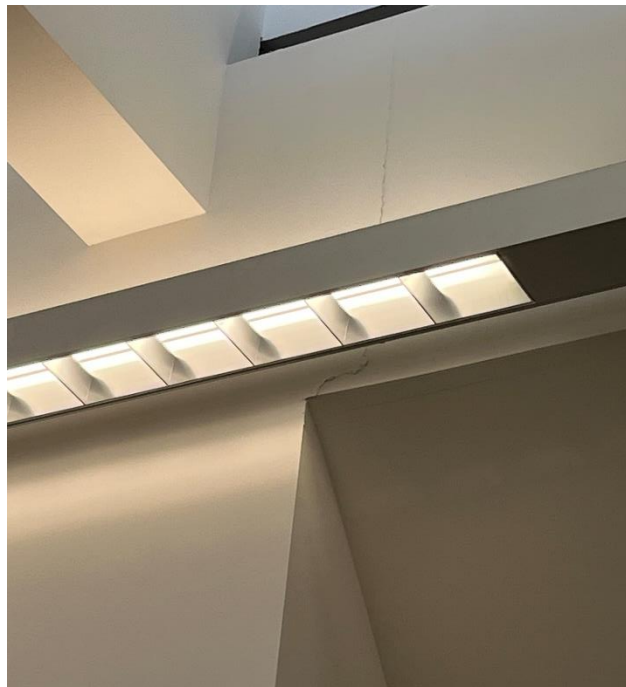
**Cascades Photograph 1 – Damaged Site Wall**



**Cascades Photograph 2 – Door with Movement Issues**



**Cascades** Photograph 3 – Separating Interior Finishes Near Door



**Cascades** Photograph 4 – Typical Cracking of Interior Finishes



**Cascades** Photograph 5 – Moisture Damage at Ceiling Tiles



**Cascades** Photograph 6 – Location of a Slab Opening



# Gum Spring Library

## Building Structure



This section of the report discusses the building structure and condition of the Gum Spring Library building. The library occupies approximately half of the building, and other tenants occupy the remainder of the building. Only areas of the building pertaining to the space occupied by LCPL are discussed in this report. The building's original structural construction drawings, prepared by SK&A engineers dated October 30, 2009, were provided to Ehlert Bryan and are referenced in this report.

### **Description:**

The Gum Spring Library is located in a four-story office building with an approximate 24,000 square foot footprint. The library occupies the first and second floors, and other tenants occupy the third and fourth floors. The exterior of the building consists of brick and stone veneer and multi-story curtain walls. Cantilevered steel-framed canopy structures cover some of the exterior door openings.

The roof framing consists of steel roof deck over open-web steel bar joists that frame into steel beams and girders. The roof mechanical area is framed with concrete over metal deck on composite steel beams. Elevated floors consist of concrete over metal deck on composite steel beams. Roof and floor framing is supported by steel columns and reinforced concrete masonry unit (CMU) stair and elevator shafts. Partitions and

mechanical bulk heads are understood to consist of light gage steel studs. The ground level consists of conventional slabs-on-grade. The lateral force resisting system consists of steel moment frames and reinforced CMU shear walls at the stair and elevator shafts. According to the available structural drawings, the building is supported by a deep foundation that consists of concrete caissons that support grade beams and the steel columns above.

The majority of the building structure is concealed from view by interior finishes and the exterior cladding, but the condition of the exposed structure, interior finishes, and building envelope provide insight into the condition of the structure. Therefore, the following observations are based on the exposed or otherwise accessible structural elements during the time Ehlert Bryan was on site. Observations were made from ground level and elevated second floor level during a site walk of both the interior and exterior of the building. No rooftop access was provided, and no ladders or scaffolding were used to access points above ground.

### **Observations and Recommendations:**

Overall, the building structure is in very good condition, with some minor deficiencies. Maintenance or repair to exterior walls, cladding, finishes, and waterproofing systems will help to preserve the condition of the building structure. The following items were observed on site:

1. The building's exterior is in very good condition, and no significant structural deficiencies were observed.
2. Several cracks were observed in the interior finishes covering partition walls and bulk heads (Photograph 1). This was likely caused by normal building movement and shifting of non-critical elements and is not a structural concern.
3. A vertical crack was observed in the masonry stair shaft in the southern part of the building (Photograph 2). The crack is located in the southeast corner of the stair shaft and begins at the landing between the second and third floor, and continues below. The cause of the crack is unknown, and it should be monitored for propagation and increased width.

### **Options for Future Use:**

It is understood that LCPL is considering options to alter existing spaces within the library buildings. According to the structural construction drawings, the building is supported by deep foundation elements designed to support the intended load at the time of construction. Deep foundations are typically provided in areas with inadequate soil bearing pressure near the surface. Therefore, additional loads should not be applied to the structure without consulting a structural engineer to provide verification that the structure

has the capacity to support increased loads. The floor layouts, including but not limited to book stacks, storage, and computer hardware should remain in its current orientation unless noted otherwise on structural plans or verified by a structural engineer.

**Design Criteria:**

The following design loads are in accordance with the 2018 International Building Code as adopted by the Virginia Uniform Statewide Building Code, 2021 Edition:

|                       |                             |             |
|-----------------------|-----------------------------|-------------|
| Design Live Loads:    | Offices                     | 50 psf      |
|                       | Assembly Spaces             | 100 psf     |
|                       | Partition Allowance         | 15 psf      |
|                       | Reading Rooms               | 60 psf      |
|                       | Reading Rooms               | 60 psf      |
|                       | Stack Rooms                 | 150 psf     |
|                       | Roof                        | 20 psf      |
| Design Wind Loads:    | Basic Wind Speed (ultimate) | 115 mph     |
|                       | Exposure Category           | B           |
| Design Snow Loads:    | Ground Snow Load            | 25 psf      |
|                       | Importance Factor           | 1.0         |
| Design Seismic Loads: | Seismic Design Category     | B           |
|                       | Site Class                  | D (Assumed) |
|                       | Ss                          | 0.138       |
|                       | S1                          | 0.044       |
|                       | Sds                         | 0.147       |
|                       | Sd1                         | 0.071       |
|                       | Importance Factor           | 1.0         |



**Gum Spring Photograph 1 – Crack in Interior Finishes**



**Gum Spring Photograph 2 – Vertical Crack in Stair Shaft**



# Lovettsville Library

## Building Structure



This section of the report discusses the building structure and condition of Lovettsville Library. The building's original structural construction drawings and the library expansion structural construction drawings were provided to Ehlert Bryan and are referenced in this report. The original structural construction drawings were prepared by Bengtson, DeBell, Elkin, and Titus engineers, dated January 4, 1989. The library expansion structural construction drawings were prepared by Davis, Carter, Scott architects and Luis Fernandez, PE engineer, dated June 23, 2003.

### **Description:**

The Lovettsville Library building is an approximate 4000 square foot single-story wood framed structure constructed in two phases. The original approximate 2000 square foot building was built around the late 1980s and consists of the south face and half of the current footprint, also including an entry canopy that faces the street, a small side canopy at the east-side exterior door, and a bay window on the west side of the building. An approximate 2000 square foot addition was constructed around the early 2000s and consists of the north face and half of the current footprint, also including a small canopy structure above the rear exterior door.



Per the structural drawings, the main roof framing consists of pre-manufactured roof trusses and the entry canopy roof and side bay window roof framing consist of dimensional 2x8 and 2x4 rafters, respectively. The roof bears on load-bearing wood stud walls and wood beams and posts at openings in bearing and exterior walls. Wide flange steel beams and steel pipe columns support the roof framing at the front and rear (south and north sides, respectively) of the original building.

The floor consists of a conventional slab-on-grade. The original building structure bears on concrete masonry unit (CMU) foundation walls cast-in-place spread footings and the addition is supported by cast-in-place foundation walls and cast-in-place spread footings. The majority of the exterior is clad in 4-inch-thick brick veneer that bears directly on the foundation walls, with steel angle lintel supports above exterior wall openings. Some exterior walls, particularly at the rear addition, have Hardie-type fiber cement siding above several feet of brick veneer. Although the lateral force resisting system is not defined in the existing drawings, lateral forces are likely resisted by wood framed shear walls.

The majority of the building structure is concealed from view by interior finishes and the exterior cladding, but the condition of the interior finishes, building envelope, and exposed exterior elements provide insight into the condition of the structure. Therefore, the following observations are based on the exposed or otherwise accessible structural elements during the time Ehlert Bryan was on site. Observations were made from ground level during a site walk of both the interior and exterior of the building. No rooftop access was provided, and no ladders or scaffolding were used to access points above ground.

### **Observations and Recommendations:**

Overall, the building structure is in very good condition and no remedial action is needed. Normal maintenance and care should continue to preserve the condition of the building. The following items were observed on site:

1. The exterior brick veneer is painted and has been well maintained. Very minor cracking in the brick and mortar joints was observed at some of the corners of the building (Photograph 1).
2. The high-roof shingles and side structure roofing were in very good condition (Photograph 2). According to library staff, water leaks have occurred in the building, but are typically caused by leaking pipes and have been addressed in kind.
3. The interior finishes were intact and in good condition. No distress to structural elements was observed. According to library staff, there was a repair to a rectangular section of the slab-on-grade near the southwest corner of the building (near reception).

## Options for Future Use:

It is understood that LCPL is considering options to alter existing spaces within the library buildings. The building's floor is understood to consist of conventional slabs-on-grade, which are typically capable of supporting large transient loads such as stacked books. Therefore, any additional loads applied to the structure produced by increased storage volume or other conditions should be limited to the slabs-on-grade, unless a structural engineer has verified that the existing framing can support additional loads.

## Design Criteria:

The following design loads are in accordance with the 2018 International Building Code as adopted by the Virginia Uniform Statewide Building Code, 2021 Edition:

### Design Live Loads:

|                     |         |
|---------------------|---------|
| Offices             | 50 psf  |
| Assembly Spaces     | 100 psf |
| Partition Allowance | 15 psf  |
| Reading Rooms       | 60 psf  |
| Reading Rooms       | 60 psf  |
| Stack Rooms         | 150 psf |
| Roof                | 20 psf  |

### Design Wind Loads:

|                             |         |
|-----------------------------|---------|
| Basic Wind Speed (ultimate) | 115 mph |
| Exposure Category           | B       |

### Design Snow Loads:

|                   |        |
|-------------------|--------|
| Ground Snow Load  | 30 psf |
| Importance Factor | 1.0    |

### Design Seismic Loads:

|                         |             |
|-------------------------|-------------|
| Seismic Design Category | B           |
| Site Class              | D (Assumed) |
| Ss                      | 0.131       |
| S1                      | 0.043       |
| Sds                     | 0.139       |
| Sd1                     | 0.069       |
| Importance Factor       | 1.0         |



**Lovettsville** Photograph 1 – Diagonal Crack in Brick Veneer



**Lovettsville** Photograph 2 – Building Exterior / Roof (SE Corner)



# Middleburg Library

## Building Structure



This section of the report discusses the building structure and condition of Middleburg Library. The building's original structural construction drawings, prepared by Bengtson, DeBell, Elkin, and Titus engineers, dated February 20, 1990, were provided to Ehlert Bryan and are referenced in this report. An addition was completed sometime after the construction of the original building, but there were no available construction drawings for this part of the building.

### **Description:**

The Middleburg Library building is a single-story wood framed structure constructed in two phases. The original approximate 2000 square foot building was built around the early 1990s and consists of the front (west side) face and more than half of the current footprint, also including an entry porch with a roof that faces the street, a small side canopy at the south-side exterior door, and a bay window on the north side of the building. A rear addition consists of the north face and nearly half of the current footprint.

Per the original structural drawings, the main roof framing consists of pre-manufactured wood roof trusses supporting a slate tile roof. The entry porch roof, side canopy roof, and side bay window roof framing consist of wood members supporting standing seam metal roofs. The roof framing bears on exterior load-bearing wood stud walls and wood beams and posts at openings in load-bearing walls. Wide flange steel beams and steel pipe columns support the roof framing at the front and rear (west and east sides, respectively) of the original building. The floor consists of a conventional slab-on-grade. According to the drawings, the original building structure bears on concrete masonry unit (CMU) foundation walls supported by cast-in-place concrete spread footings below grade. The exterior is clad with Portland cement stucco. The lateral force resisting system is not defined in the existing drawings, but lateral forces are likely resisted by wood framed shear walls.

Although no drawings were available for the addition, the building construction and structural elements are believed to be similar to the original building's construction. The roof framing likely consists of pre-manufactured wood roof trusses that bear on wood-framed stud walls and wood beams and posts at openings in load-bearing walls with conventional slab-on-grade floors. The foundations likely consist of CMU or cast-in-place concrete walls supported by cast-in-place concrete spread footings and wall footings below grade.

The majority of the building structure is concealed from view by interior finishes and the exterior cladding, but the condition of the interior finishes, building envelope, and exposed exterior elements provide insight into the condition of the structure. Therefore, the following observations are based on the exposed or otherwise accessible structural elements during the time Ehlert Bryan was on site. Observations were made from ground level during a site walk of both the interior and exterior of the building. No rooftop access was provided, and no ladders or scaffolding were used to access points above ground.

### **Observations and Recommendations:**

Overall, the building structure is in good condition and no structural remedial action is needed. Maintenance or repair to exterior cladding, finishes, and waterproofing systems will help to preserve the condition of the building structure. The following items were observed on site:

1. Stucco cracks were observed throughout the exterior of the building (Photograph 1). This is common when stucco is applied over a wood framed structure, because stucco is brittle and rigid, and wood is flexible and may move under wind loading or other transient loading conditions.
2. The high-roof shingles and side structure roofing were in very good condition. Wood rot was observed at the fascia board below the roof gutter near the joint between the addition and original building on the north side of the building (Photograph 2). The water damage should be investigated to ensure framing elements are not also



damaged. According to library staff, water leaks have occurred in the building. If the water leaks are related to exterior water intrusion, roof or exterior waterproofing repairs should be quickly implemented to avoid damage to wood framing elements.

3. Cracks and paint peeling were observed on the wall and ceiling finishes throughout the inside of the building (Photograph 3). No distress to structural elements was observed.

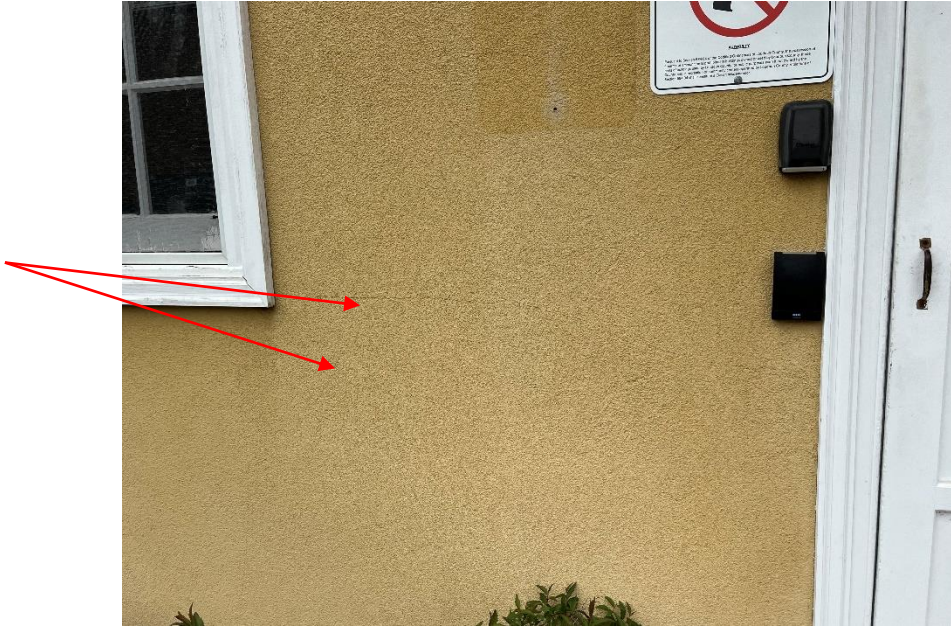
**Options for Future Use:**

It is understood that LCPL is considering options to alter existing spaces within the library buildings. The building floor is understood to consist of conventional slabs-on-grade, which are typically capable of supporting large transient loads such as stacked books. Therefore, any additional loads applied to the structure produced by increased storage volume or other conditions should be limited to the slabs-on-grade, unless a structural engineer has verified that the existing framing can support additional loads.

**Design Criteria:**

The following design loads are in accordance with the 2018 International Building Code as adopted by the Virginia Uniform Statewide Building Code, 2021 Edition:

|                       |                             |             |
|-----------------------|-----------------------------|-------------|
| Design Live Loads:    | Offices                     | 50 psf      |
|                       | Assembly Spaces             | 100 psf     |
|                       | Partition Allowance         | 15 psf      |
|                       | Reading Rooms               | 60 psf      |
|                       | Reading Rooms               | 60 psf      |
|                       | Stack Rooms                 | 150 psf     |
|                       | Roof                        | 20 psf      |
| Design Wind Loads:    | Basic Wind Speed (ultimate) | 115 mph     |
|                       | Exposure Category           | B           |
| Design Snow Loads:    | Ground Snow Load            | 30 psf      |
|                       | Importance Factor           | 1.0         |
| Design Seismic Loads: | Seismic Design Category     | B           |
|                       | Site Class                  | D (Assumed) |
|                       | Ss                          | 0.137       |
|                       | S1                          | 0.044       |
|                       | Sds                         | 0.146       |
|                       | Sd1                         | 0.071       |
|                       | Importance Factor           | 1.0         |



**Middleburg Photograph 1 – Typical Stucco Cracking**



**Middleburg Photograph 2 – Fascia Board Rot (North Side)**



**Middleburg** Photograph 3 – Interior Cracks

# Purcellville Library

## Building Structure



This section of the report discusses the building structure and condition of Purcellville Library. The building's original construction drawings, prepared by Delos H. Smith, Architect dated January 5, 1937, were provided to Ehlert Bryan and are referenced in this report. Structural construction drawings for the building renovation and addition, prepared by McMullan and Associates Structural Engineers dated February 8, 1991, and the associated steel shop drawings, prepared by Hamilton Iron Works dated February 26, 1992, were also provided to Ehlert Bryan and are referenced in this report.

### **Description:**

The Purcellville Library building consists of the original three-level structure, including a basement and attic, with an approximate 2,000 square foot footprint built around the late 1930s and an approximate 7,500 square foot, one-story addition built around the early 1990s. The exterior of the original building consists of exposed stone masonry walls. The exterior of the addition is clad with stucco and stone veneer. Per the structural drawings, the original roof framing consists of dimensional wood rafters and collar ties forming two intersecting gables. The third floor / attic floor framing and second floor framing consist of dimensional wood joists with additional steel beams and columns that were added during

the renovation. The original framing bears on exterior stone masonry walls and interior wood-framed stud walls.

The roof framing of the addition consists of steel beams supported by steel columns with concrete masonry unit (CMU) infill walls. The ground floor of the original building and the addition are conventional slabs-on-grade. The original foundation consists of masonry walls bearing on cast-in-place concrete spread footings and the foundation of the addition and renovations consist of CMU foundation walls and concrete piers below columns bearing on cast-in-place concrete footings. Although the lateral force resisting system is not defined in the existing drawings, lateral forces are likely resisted by a combination of wood and masonry shear walls and steel moment frames.

The majority of the building structure is concealed from view by interior finishes and the exterior cladding, but the condition of the interior finishes, building envelope, and exposed exterior elements provide insight into the condition of the structure. Therefore, the following observations are based on the exposed or otherwise accessible structural elements during the time Ehlert Bryan was on site. Observations were made from ground level during a site walk of both the interior and exterior of the building. No rooftop access was provided, and no ladders or scaffolding were used to access points above ground.

#### **Observations and Recommendations:**

Overall, the building structure is in good condition. Maintenance or repair to exterior walls, cladding, finishes, and waterproofing systems will help to preserve the condition of the building structure. The following items were observed on site:

1. The original building exhibits signs of normal settlement that is expected in a structure of its age. Cracking was observed in the stone and mortar of the exterior walls, particularly around corners of the building and around exterior door and window openings (Photograph 1). Some stones have become loose in the exterior walls (Photograph 2). Sealants around the exterior of the building have deteriorated (Photograph 3). According to library staff, water sometimes enters the building near the existing fireplaces during storm events. Stone repairs should be addressed on a regularly scheduled basis to preserve the original building. Damaged waterproofing elements, flashing, and sealants should be repaired or replaced in kind to reduce the likelihood of future water intrusion that may cause damage to structural elements.
2. Stucco cracks were observed throughout the exterior of the addition (Photograph 4). Stucco repairs should be made every two-to-five years to preserve its condition and protection of interior elements.
3. Settlement cracks were observed in both the exterior and interior walls in a corner at a jog in the addition at the southwest side of the building. Exterior and interior finishes



should be repaired to reduce the likelihood of exposure related damages to structural elements.

4. Cracks and paint peeling were observed on the wall and ceiling finishes throughout the inside of the building (Photograph 5). No significant distress to structural elements was observed.
5. The exterior masonry stair at the north side of the building was damaged (Photograph 6). The mortar joints and stones were loose and cracked. The stair should be repaired to maintain functionality.

### **Options for Future Use:**

It is understood that LCPL is considering options to alter existing spaces within the library buildings. The first floor level is understood to consist of conventional slabs-on-grade, which are typically capable of supporting large transient loads such as stacked books. Therefore, any additional loads applied to the structure produced by increased storage volume or other conditions should be limited to the first-floor slabs-on-grade. The second and attic / third floor layout and occupancy, including but not limited to book stacks, storage, and computer hardware should remain in its current orientation unless noted otherwise on structural plans or verified by a structural engineer.

### **Design Criteria:**

The following design loads are in accordance with the 2018 International Building Code as adopted by the Virginia Uniform Statewide Building Code, 2021 Edition:

|                    |                             |         |
|--------------------|-----------------------------|---------|
| Design Live Loads: | Offices                     | 50 psf  |
|                    | Assembly Spaces             | 100 psf |
|                    | Partition Allowance         | 15 psf  |
|                    | Reading Rooms               | 60 psf  |
|                    | Reading Rooms               | 60 psf  |
|                    | Stack Rooms                 | 150 psf |
|                    | Roof                        | 20 psf  |
| Design Wind Loads: | Basic Wind Speed (ultimate) | 115 mph |
|                    | Exposure Category           | B       |
| Design Snow Loads: | Ground Snow Load            | 30 psf  |
|                    | Importance Factor           | 1.0     |

Design Seismic Loads:

|                         |             |
|-------------------------|-------------|
| Seismic Design Category | B           |
| Site Class              | D (Assumed) |
| Ss                      | 0.133       |
| S1                      | 0.043       |
| Sds                     | 0.141       |
| Sd1                     | 0.070       |
| Importance Factor       | 1.0         |



**Purcellville** Photograph 1 – Crack in Stone Wall



**Purcellville Photograph 2 – Loose Stones in Wall**



**Purcellville Photograph 3 – Damaged Sealant**





**Purcellville Photograph 4 – Stucco Cracks**



**Purcellville Photograph 5 – Cracks in Interior Finishes**



**Purcellville Photograph 6 – Damaged Exterior Stair**



# Rust Library

## Building Structure



This section of the report discusses the building structure and condition of Rust Library. The building's original structural construction drawings, prepared S3E engineers dated September 10, 1990, were provided to Ehlert Bryan and are referenced in this report. Additions to the front and east side of the building were constructed sometime after the original structure was completed, but there were no available construction drawings for these parts of the building.

### **Description:**

The Rust Library building is a one-story structure built in at least two phases. The original building was completed around the early 1990s. A rotunda was later added to the front (north side) of the building and an addition was added to the east side of the building. According to library staff, the rotunda structure was completed around 2010. The exterior of the building consists of brick veneer, storefront glazing walls, and standing seam metal roofs.

According to the original structural drawings, the roof framing consists of steel roof deck over open-web steel bar joists that frame into steel beams and girders. The steel beams and girders are supported by steel columns located throughout the building interior and the

exterior walls with concrete masonry unit (CMU) infill walls. The exterior columns are encased in reinforced concrete. The first floor is conventional slabs-on-grade. The foundations consist of grouted CMU walls below grade with cast-in-place concrete spread footings below the foundation walls and columns. The lateral force resisting system is not defined in the existing drawings, but lateral forces are likely resisted by a combination of masonry shear walls and steel moment frames. Although only construction drawings for the original building were available, the front and side additions are understood to consist of similar structural elements and construction.

The majority of the building structure is concealed from view by interior finishes and the exterior cladding, but the condition of the interior finishes, building envelope, and exposed exterior elements provide insight into the condition of the structure. Therefore, the following observations are based on the exposed or otherwise accessible structural elements during the time Ehlert Bryan was on site. Observations were made from ground level during a site walk of both the interior and exterior of the building. No rooftop access was provided, and no ladders or scaffolding were used to access points above ground.

#### **Observations and Recommendations:**

Overall, the building structure is in good condition. Maintenance or repair to exterior walls, cladding, finishes, and waterproofing systems will help to preserve the condition of the building structure. The following items were observed on site:

1. Delaminated, loose concrete was observed on some of the exterior concrete-encased columns, particularly around the southeast corner of the building (Photograph 1). The spalls appeared to occur at uniform intervals, vertically, which indicates that water infiltration through the concrete reaches the steel reinforcement ties and the steel has insufficient concrete cover over the ties. However, it is understood that the concrete cover provides additional strength and protection to the steel column that functions as the main support, which is undamaged inside the concrete. Therefore, the concrete should be repaired to protect the steel column within. These repairs should include removal of loose concrete, cleaning the damaged steel, and providing additional concrete at damaged areas.
2. Some interior ceiling tiles had moisture damage (Photograph 2). The cause of the moisture should be identified and sealed to reduce the likelihood of damage to structural elements.

#### **Options for Future Use:**

It is understood that LCPL is considering options to alter existing spaces within the library buildings. The building floor is understood to consist of conventional slabs-on-grade, which are typically capable of supporting large transient loads such as stacked books. Therefore,

any additional loads applied to the structure produced by increased storage volume or other conditions should be limited to the first-floor slabs-on-grade, unless a structural engineer has verified that the existing framing can support additional loads.

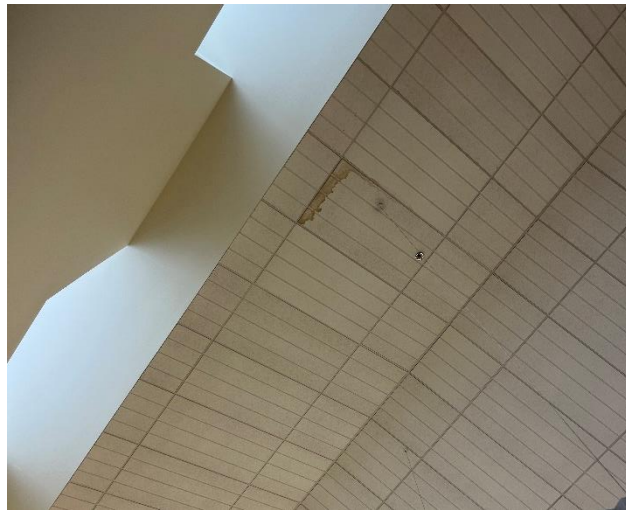
**Design Criteria:**

The following design loads are in accordance with the 2018 International Building Code as adopted by the Virginia Uniform Statewide Building Code, 2021 Edition:

|                       |                             |             |
|-----------------------|-----------------------------|-------------|
| Design Live Loads:    | Offices                     | 50 psf      |
|                       | Assembly Spaces             | 100 psf     |
|                       | Partition Allowance         | 15 psf      |
|                       | Reading Rooms               | 60 psf      |
|                       | Reading Rooms               | 60 psf      |
|                       | Stack Rooms                 | 150 psf     |
|                       | Roof                        | 20 psf      |
| Design Wind Loads:    | Basic Wind Speed (ultimate) | 115 mph     |
|                       | Exposure Category           | B           |
| Design Snow Loads:    | Ground Snow Load            | 30 psf      |
|                       | Importance Factor           | 1.0         |
| Design Seismic Loads: | Seismic Design Category     | B           |
|                       | Site Class                  | D (Assumed) |
|                       | Ss                          | 0.134       |
|                       | S1                          | 0.043       |
|                       | Sds                         | 0.143       |
|                       | Sd1                         | 0.070       |
|                       | Importance Factor           | 1.0         |



**Rust** Photograph 1 – Damaged Concrete at Column



**Rust** Photograph 2 – Damaged Ceiling Tile



# Sterling Library

## Building Structure



This section of the report discusses the building structure and condition of the Sterling Library building. LCPL leases the space in the building in a strip mall, and only areas of the building pertaining to the space occupied by LCPL are discussed in this report. The “as built” construction drawings for the library tenant fit-out of the existing space, prepared by Grimm and Parker dated November 1, 2015, were provided to Ehlert Bryan and are referenced in this report.

### **Description:**

The Sterling Library is located in a strip mall building, with an approximate 14,300 square foot, one-story library tenant space. The exterior consists of a rear exterior concrete masonry unit (CMU) wall and an aluminum frame glass storefront at the front of the building. Skylights and roof top mechanical units were added during the library tenant fit-out. There is an exterior canvas canopy in front of the building covering the walkway between tenant space.

According to the fit-out structural construction drawings, roof framing consists of steel roof deck over open-web steel bar joists that span between steel beams at the store front walls, an intermediate steel beams in the middle of the space, and steel beams at the rear CMU wall. The skylights and rooftop structures are framed with steel members and strengthened roof joists. The steel beams are supported by steel columns in a roughly equally spaced column grid. There are CMU infill walls in the rear and the demising walls between units and



partitions consist of light gage metal studs. Although the original floor and foundations are not defined in the available construction drawings, the floor is understood to consist of conventional slabs-on-grade, and the foundations are believed to be shallow foundations, such as cast-in-place concrete wall footings and spread footings. Lateral forces are believed to be resisted by CMU shear walls.

The majority of the building structure is concealed from view by interior finishes and the exterior cladding, but a large portion of the roof framing is exposed, and the condition of the exposed structure, interior finishes, and building envelope provide insight into the condition of the structure. Therefore, the following observations are based on the exposed or otherwise accessible structural elements during the time Ehlert Bryan was on site. Observations were made from ground level during a site walk of both the interior and exterior of the building. No rooftop access was provided, and no ladders or scaffolding were used to access points above ground.

### **Observations and Recommendations:**

Overall, the building structure is in very good condition, with some minor deficiencies. Maintenance or repair to exterior walls, cladding, finishes, and waterproofing systems will help to preserve the condition of the building structure. The following items were observed on site:

1. According to library staff, an interior wall at the rear (east side) of the building, regularly requires repairs due to drywall cracks and water infiltration (Photograph 1). A previous exterior opening that was infilled with CMU was observed on the other side of the wall (Photograph 2).
2. Cracks in some interior finishes were observed throughout the building (Photograph 3). This is not a structural concern.

### **Options for Future Use:**

It is understood that LCPL is considering options to alter existing spaces within the library buildings. The building floor is understood to consist of conventional slabs-on-grade, which are typically capable of supporting large transient loads such as stacked books. Therefore, any additional loads applied to the structure produced by increased storage volume or other conditions should be limited to the first-floor slabs-on-grade, unless a structural engineer has verified that the existing framing can support additional loads.

### **Design Criteria:**

The following design loads are in accordance with the 2018 International Building Code as adopted by the Virginia Uniform Statewide Building Code, 2021 Edition:

|                       |                             |             |
|-----------------------|-----------------------------|-------------|
| Design Live Loads:    | Offices                     | 50 psf      |
|                       | Assembly Spaces             | 100 psf     |
|                       | Partition Allowance         | 15 psf      |
|                       | Reading Rooms               | 60 psf      |
|                       | Reading Rooms               | 60 psf      |
|                       | Stack Rooms                 | 150 psf     |
|                       | Roof                        | 20 psf      |
| Design Wind Loads:    | Basic Wind Speed (ultimate) | 115 mph     |
|                       | Exposure Category           | B           |
| Design Snow Loads:    | Ground Snow Load            | 25 psf      |
|                       | Importance Factor           | 1.0         |
| Design Seismic Loads: | Seismic Design Category     | B           |
|                       | Site Class                  | D (Assumed) |
|                       | Ss                          | 0.136       |
|                       | S1                          | 0.044       |
|                       | Sds                         | 0.145       |
|                       | Sd1                         | 0.070       |
|                       | Importance Factor           | 1.0         |



**Sterling** Photograph 1 – Crack in Finishes over Exterior Wall



**Sterling** Photograph 2 – Masonry Infill at Opening



**Sterling** Photograph 3 – Crack in Interior Finishes

# Administration Office

## Building Structure



This section of the report discusses the building structure and condition of the Administration Office building. LCPL leases the space in the building, and only areas of the building pertaining to the space occupied by LCPL are discussed in this report. Structural construction drawings for the building renovation, prepared by Alpha Corporation engineers dated March 17, 2009, were provided to Ehlert Bryan and are referenced in this report.

### **Description:**

The LCPL Administration Office is located in a two-story building with an attic. The building consists of two wings on the east and west side, respectively, which are connected by a corridor. The original date of construction is unknown, and it is understood that multiple renovations and additions were completed over time, with the most recent renovation completed around 2010. LCPL leases space in the east wing of the building, including part of the first floor and the lower level. The exterior of the building is exposed brick masonry above the first floor and painted stucco below. There is a canopy structure at the building entrance located in the parking lot that was added during the renovation. On Wirt Street NW, there are concrete stairs leading to a concrete porch with a gable roof and exterior entry doors that are no longer in use.

According to the renovation drawings, the main east wing roof and attic framing consists of wood joists. There are several mechanical units on the roof supported by steel dunnage beams and columns. The canopy roof consists of metal roof deck supported by steel beams



and columns. The porch roof is understood to be wood framed with wood beams supported by exterior wood posts that bear on the concrete porch floor. The first floor consists of metal joists with a metal deck and concrete slab, and the stairs at the entrance are steel framed. There are supplemental steel beams and columns in the attic and main floor framing. The main roof, attic, and first floor framing is supported by perimeter brick masonry walls and interior load-bearing brick masonry walls. The lower level floor is believed to be conventional slab-on-grade. The steel columns are supported by cast-in-place concrete spread footings. Although the original foundations and lateral force resisting systems were not defined in the renovation drawings, the foundation walls likely consist of brick masonry supported by shallow foundations, such as cast-in-place concrete wall and spread footings. The lateral forces are likely resisted by the brick masonry walls performing as shear walls.

The majority of the building structure is concealed from view by interior finishes and the exterior cladding, but the condition of the interior finishes, building envelope, and exposed exterior elements provide insight into the condition of the structure. Therefore, the following observations are based on the exposed or otherwise accessible structural elements during the time Ehlert Bryan was on site. Observations were made from ground level during a site walk of both the interior and exterior of the building. No rooftop access was provided, and no ladders or scaffolding were used to access points above ground.

#### **Observations and Recommendations:**

Overall, the building structure is in good condition, with some deficiencies. Maintenance or repair to exterior walls, cladding, finishes, and waterproofing systems will help to preserve the condition of the building structure. The following items were observed on site:

1. The stairs leading to the covered porch were in fair-to-good condition, but the stucco covered side rail and the exposed wood framing around the porch were in poor-to-fair condition (Photograph 1). The side rail was separated from the stairs and moderate stucco and concrete spalling was observed (Photograph 2). The paint on the wood guardrails, column wraps, and door framing is chipping and cracking and the doors were inoperable. If the porch entrance is to be reopened, the concrete and stucco should be repaired, the wood framing should be stripped, repainted, and replaced as needed, and the doors should be replaced.
2. Repairs in the exterior brick were observed in some locations (Photograph 3). The previous diagonal cracks in the mortar joints may indicate localized differential settlement. Repairs should continue as needed to maintain the performance of the brick.

### Options for Future Use:

It is understood that LCPL is considering options to alter existing spaces within the library buildings. The first-floor level is understood to consist of conventional slabs-on-grade, which are typically capable of supporting large transient loads such as stacked books. Therefore, any additional loads applied to the structure produced by increased storage volume or other conditions should be limited to the first-floor slabs-on-grade, unless a structural engineer has verified that the existing framing can support additional loads. The second floor layout, including but not limited to book stacks, storage, and computer hardware should remain in its current orientation unless noted otherwise on structural plans or verified by a structural engineer.

### Design Criteria:

The following design loads are in accordance with the 2018 International Building Code as adopted by the Virginia Uniform Statewide Building Code, 2021 Edition:

|                       |                             |             |
|-----------------------|-----------------------------|-------------|
| Design Live Loads:    | Offices                     | 50 psf      |
|                       | Assembly Spaces             | 100 psf     |
|                       | Partition Allowance         | 15 psf      |
|                       | Reading Rooms               | 60 psf      |
|                       | Reading Rooms               | 60 psf      |
|                       | Stack Rooms                 | 150 psf     |
|                       | Roof                        | 20 psf      |
| Design Wind Loads:    | Basic Wind Speed (ultimate) | 115 mph     |
|                       | Exposure Category           | B           |
| Design Snow Loads:    | Ground Snow Load            | 30 psf      |
|                       | Importance Factor           | 1.0         |
| Design Seismic Loads: | Seismic Design Category     | B           |
|                       | Site Class                  | D (Assumed) |
|                       | Ss                          | 0.134       |
|                       | S1                          | 0.044       |
|                       | Sds                         | 0.143       |
|                       | Sd1                         | 0.070       |
|                       | Importance Factor           | 1.0         |



**Administration** Photograph 1 – Stair, Porch, and Porch Roof



**Administration** Photograph 2 – Side Rail Separation / Spalling



**Administration** Photograph 3 – Brick Repair