APPENDIX B
Online Survey Open End Responses to the Question:

What other comments, if any, would you like to share about the Fairfax County Public Library at this time?

8,215 comments are reflected verbatim as entered by the respondents.
QUESTION 17 – WHAT OTHER COMMENTS, IF ANY, WOULD YOU LIKE TO SHARE WITH THE FAIRFAX COUNTY PUBLIC LIBRARY AT THIS TIME?

8,215 RESPONSES (45% of respondent base)

I love FCPL and visit weekly with my daughter. I think you should continue to focus on books and reading. Other programs (music downloads, videos, games, etc.) can be found elsewhere.

Thanks for all that you do for the community!

You will never get on the right page with your customers until you amend your obliterative withdrawal methods. You should be charging for the use of your meeting rooms. FCPL library system is quite lacking, in comparison with other library systems, with regard to its movie collection...NO foreign films ... Also, you have a limited foreign language collection; having butchered the French, Latin, German, Italian collections years ago. Shame on you for ignoring that segment of your population, by not even offering the classics that are write in those languages. Get some guts and stop allowing FCPL teachers to use and overrun your precious space by paid after-school tutoring in the library branches. Find a better solution.

Just making sure regardless of demographic areas the services provided are equal and fair across the county

The library offers meeting space for residents and community groups. In Great Falls, such space is extremely limited, so the library serves as a de facto community center. Local artists would have few good venues without the library display walls. I can’t imagine living in Great Falls without this wonderful library/community center. The staff are always helpful and gracious.

Currently the emphasis on adding more programs is taking staff away from core services such as serving customers at the information desk. Other venues offer children’s programs, but only the library offers free information services. The library should focus its on core mission and not get too carried away following trends. When people have to wait too long for reference help, they get frustrated and walk away and the library loses its reputation for being a helpful place for walk-in customers. Literacy-based programs are fine as relevant to the library’s mission, but don’t starve reference and information services for a lot of entertainment-type programs that should fall under the mission of the County recreation centers.

The Great Falls library is an important meeting location for community groups.

The library needs more funding, or they need to close the underused branches. The system is too big with its current level of funding and people are "voting with their feet" by not using the library. There is a moderately high level of frustration with the amount of time it takes to get material, with large amount of things needing to be placed on hold, both because of demand of an item and the floating collection. The book that are on the shelves are disintegrating rapidly and need replacing, and not necessarily with e-books. It would be great if the school system would provide one copy to each branch of the textbooks it uses, for use in the library (Reference). There is an extremely high frustration level with getting
the books every year for Virginia Readers Choice, as every child in the state seems to need
the same books. A possible solution could be to lease these titles, short-term, much like the
Hotpicks.

It would be helpful if on the paperback books the library did not put their barcode on the
narrative of what the book is about. I read a lot and I like to be able to read what the book is
about to refresh my memory on whether or not I have already read the book. I have posted
this comment to the library before and received no response. It would have been nice if
someone could have at least responded to my email. I know that a lot of people read their
books electronically and that is the wave of the future. But I am one of those who still likes
to have a book in my hand and so does my granddaughter.

Physical books and knowledgeable librarians are the most important resources a library
has to offer. The trend toward using technology rather than books is very disturbing.
Research using books, magazines, and papers is much more challenging than using a
computer as you discover facts that would not come up in a narrow computer search. An
experienced librarian can often steer a researcher to areas they might not have considered
looking into. I dislike seeing libraries destroy books when they could be sent to areas not as
rich in resources as Fairfax County.

The FCPL system should be more technology oriented. We should have machines that scan
the books that are returned (self check-in) returns. We should have more ipads, nooks and
kindles to lend to borrowers. We should even have a Starbucks coffee and more computers!
A Beta project should be started.

There are a lot of partnerships out there the library can take advantage of. I highly
appreciate that they already provide tax assistance, plant clinics, tutorials (I have not used
any of those but know plenty of people who do/have). Would love to see more free
services/partnerships offered such as girl scout educational events, assistance for disabled,
musical instrument try-outs.

Reston library is not safe for children as the library allows homeless to sleep at work
stations and dress and change in the restrooms. The lack of policing destroys the quality of
the library as an atmosphere to work in and relax. Often I complain about people sleeping
at the work stations and snoring. The librarians indicate there is nothing they can do. With
people dressing and cleaning in the restrooms, it makes them unsafe for children and they
are often filthy.

I consider my library card the most valuable one in my wallet. The value of the library
resources it enables me to use far exceeds what I could buy with all my credit cards. FCPL
gives a great return on the dollars invested in it.

I am stunned and saddened at the deterioration of the Fairfax County Public Library over
the past 20 years. It is a mere shadow of its former self. From the reduced acquisitions to
the curmudgeonly staff, the library overall has taken a disgraceful dive that does the
community it is supposed to serve no good at all. And the responses when these changes
are pointed out are simply nonsensical and insulting. The library management should
remember that Fairfax County residents are some of the most well-educated in the country
-- we are not stupid. The vacant spaces on the shelves are not due to the relatively new
policy of leaving books in the branch where they are returned, they are due to the failure to acquire new books and an unnecessarily aggressive discard policy. The repeated comments about reductions in usage causing the failure to buy books is not true. The failure to acquire books and other materials is causing the reductions in usage. Many of us must now buy books or go to neighboring counties because our needs are not met by the county in which we live. I greatly resent the bullying of the public school supporters who have no understanding of what a library can or should be and see the money allocated to the library system as wasted dollars. I sincerely hope that the new library director does a better job than her predecessor.

1. I think one of the prime functions of a library system should be to provide a source of core materials in the the range of sciences, social sciences and humanities. FCPL has not been doing enough to provide a broad, up-to-date collection of such materials for check-out. Some of the funds and shelf space now consumed for books on hobbies such as cooking should be instead used for the core materials, even if the latter will be less frequently checked out. 2. There should be more materials on states and regions of the U.S. The system has a pretty good collection for the mid-Atlantic, but is deficient on most of the remainder of the country. 3. The system’s history collection, like the collections in other fields of humanities and social sciences, lacks balance. Some eras and regions are virtually devoid of books, while there are far more resources than necessary devoted to wars. Overall, the ordering of books appears to be dictated too heavily by metrics on check-outs, leading to a watering down of the quality of the total collection. On the positive side, I think planners are doing a good job of keeping facilities up-to-date, and in balancing the space available for books, computers, study rooms etc. Although I rarely make use of the staff, they seem very helpful and professional. One caveat about staff however, is that I wish all staff would set a good example for patrons by keeping their voices lowered.

The current system and staff does does extremely well with the minimal amount of funding support provided by the BOS, HOWEVER the system is showing its age. The system is woefully underfunded to provide the level of services and facilities needed by a topnotch library system. Take a look at Loudoun County and Arlington County’s new libraries with maker spaces and technology labs, study rooms, meeting spaces and upgraded facilities! FCPL looks downright shabby compared to Loudoun and Arlington Counties in terms of the facilities and materials they provide. My biggest fear is the county is going to destroy Reston Regional Library by underfunding the facility and building to minimal square footage and design requirements, with limited access to free parking and building accessibility (i.e., not ground level and without a dedicated library-only parking level). No one is going to use the Metro to come to the library -- false assumption on planners’ parts! Reston already needs a library with more space, larger meeting rooms, a technology lab as well as more computers for general patron use, a dedicated teen area and a larger children’s area. Build what the community needs, not what fits into a commercial owner’s ROI decisions. (I would like to see the library built across the street by the police station as part of a public private partnership - let the partner put up the funding as part of the land package for the current library location instead of trying to fit the library into a commercial high rise space ill suited to the community’s needs.)

We love the Library and really appreciate all their help which they serve to the community.
Would like to see more focus on children and teen’s programming and resources and specifically hiring children and teen librarians to achieve this. Mary Riley Styles Library in Falls Church is a great example of a library that offers more focused programming for children and teens and my family often visits their programs.

Fairfax County Park Authority has failed to keep their promise to allow the community to use the Grange and Old Schoolhouse and so the Great Falls Library is the only place in Great Falls where the community can meet. I wish there were more space to hold such meetings since the library is booked almost 100% of the time. I live downstream from the public library and the parking lot at the library contributes to the flooding on my property.

Great resource that really is appreciated and needs to be supported by the county!!!

The library is a great service for what little we pay for it with our tax dollars. I think county residents would be very interested in expanded library hours with minimal staff support. If I was given the choice of increasing hours (morning or evening) as well as on the weekend (including have all libraries open on Sun) or having lots staff available to assist me, it’s no contest. Access to the space and its contents are what’s important to me. It is rare that I ever interact with staff. I am sure that if I ever needed assistance I could find it and if I had to wait for it so be it. I would rather my tax dollars be spent on more materials (electronic and print) than on people waiting around for me to ask them a question. Can’t wait to see what the new Pohick library will look like!

Expand "Zinio" selections.

Imperative that the Board of Supervisors increase funding for FCPL and that libraries be considered "essential" services to the public. Imperative that FCPL provide management training to its management staff. Have witnessed poor management practices by a branch manager.

Wish you were open later at night and on the weekends. Maybe consider more of an academic library set up for hours of service? Have the buildings open with a skeletal crew so we can use the buildings and their collections. Thanks for listening!

I rely on the library for all my reading needs and check out an average of three to four books a week. I prefer books and not e-books.

The most important service that can be provided by libraries is the opportunity to interact with LIBRARIANS. No amount of technology can substitute for actual human beings who can help everyone from small children to job seekers. The librarians on the Fairfax County bookmobiles (librarian Mrs. Nunn and book checkout expert/driver Mr. Henry Ambler) were among the most influential people in my childhood, right after teachers. These dedicated employees had the most influence on my love of reading, which as you know is essential for future success. Librarians are the face of our county services and build good will for our local government. Today librarians have the training to help the public make sense of technology and filter out the reliable sources from the unreliable. The second most important service would be more convenient hours: weekend hours are too short right now and there are too many late openings or early closures during the week.
I would like to see more ebooks and audiobooks available on Overdrive.

The question about the best way to communicate was very limiting - only one choice available, but only one method is not ideal. It is good to have info available in different formats - web site, newspaper, etc.

I would like to see more availability of ELECTRONIC books. It is easy to download a book, but there are so few copies, it takes MONTHS to get one that you've reserved.

I mainly use audio and ebooks from the library, and this is a service I love. The ebooks work great and are very convenient to upload using kindle. However, I hope Overdrive gets some much needed updating in the future, or it would be nice to have the option of using audible like you do with kindle. Overdrive drives me crazy, it’s so glitchy. It always loses your place (which is not easy to re-find in an digital audio book) and will suddenly shut down for no apparent reason. Thanks!

We need to ensure a friendly, open, safe and professional environment in the library. Troublesome library patrons (be they loud children or adults with mental health issues) tend to repel people from using the library.

Love the library!

The question regarding which branch I use most often could be misleading. I work at the Government Center, so I regularly pick up books from this branch as well as having my "on hold" books brought here for convenience. However, my family and I utilize both the George Mason Regional Library and the Kings Park Branch regularly as well.

Your website needs to be revamped. Sometimes I do a search for a title and nothing comes up but when I search for the author (even if I don't click on the author sub-category) the book I was looking for comes up. So your search feature is unreliable. That is just one example of some things that are "broken" as it pertains to your website.

Fairfax County libraries are a wonderful resource. I wonder if in the future with all the new technology if libraries will become obsolete. I hope not.

The main function of the library is to lend books. The other services (computers, etc) are secondary. Please do not provide the other services at the expense of the main function - book purchasing and lending.

When I got my first e-reader, downloading books from FCPL was cumbersome and most of the newer titles weren’t available, or there was a very long waitlist. This survey reminds me that we've come a long way in a few years, so maybe it’s time for me to check back to see if the process is any easier. I’ve been an avid library patron for nearly 50 years and I am sorry I haven’t been there in a few years.

The library is very important to me. I borrow many books and DVDs over a years time. I hope to learn how to download e books so that I can take advantage of this service also.
I wish it wasn’t going to take so long to get the Pohick library back. September 2017 seems too long.

It would be nice to have a strong program for children (to plant good seeds) and teens. This focus will serve many generations to come in a positive way.

I used to use the library more when I had better transportation. Also, my mom used it much more than me though and I know she likes to actually read a book, so hearing that the county may be spending less money on real books in order to buy more e-books makes her really pissed off.

I miss having Pohick library and cannot wait for it to open.

FCPL needs to enter into the compact with Loudon County and Montgomery County to be able to download a larger selection of ebooks. It is often hard to find help at the libraries - I think staffing has been cut too much.

I love to read and I’m an avid consumer of various library services, and have been for 15+ years. DVD and CDs - unless there is some kind of accountability for damages implemented, these items have a relatively short life span, with limited ROI. Children’s DVDs are often so damaged, with sticky fingerprints, scratches, etc, that they are totally unusable, or skip so much as to make them a very frustrating experience for the viewer (often a young child who is very upset with this.). Realistically, with how cheap these items are retail, and how much is available online through streaming services, as well as how quickly the adult items get outdated (and the odd selections in the first place), these should no longer be purchased and as items are damaged, they should not be replaced. Other support services like helping folks apply for aid programs - the county already provides these services to residents, so the only thing the Library should be doing is providing a location for a program for this. Perhaps a coordinated effort between the Human Services agencies and Library to have a monthly program, rotating to different branches each month, would be more in line to serving this need. I realize that technology is new and cool, but please don’t waste funding on neat ‘ideas’, while detracting from what I see as the core purpose and services of any public library: providing free information and reading materials, fostering literacy and a love of reading in the public. All other is extra, which is nice, but not core. A better way to spend some of that money would be providing programs that are outside core business hours, so that the many, many folks who work full time can still participate. Why is it that almost all of the programming for children, especially preschool children, takes place between 8am and 4pm? I get it, it’s way more convenient for library staff - but it doesn’t serve any of those families in which all the adults work full time.

I belong to a bookclub and we use the resources of the library all the time. Some of our members also participate in Library Book Club events. I take my grandchildren to some of the programs and they enjoy checking out books. My adult children use the resources and support the book sales. It is a valuable community resource.

The system works great. Very important to a community, more than other social services.

Please extend the library timings and keep it uniform for all libraries - not just "Regional" libraries.

FCPL Online Survey 2016, Open End Comments
I download audio and kindle books electronically from the library website all the time, as in several times per month. I have 2 comments. 1. The user interface for the overdrive/online book section is not great (just okay) for readers. If I look up an author and get a list of his/her books, if I check one of them out, the website does not take you back to the list of that author’s books. Instead, if you click that you would like to continue to browse, you end up starting all over again. This is a huge oversight by the program/programmers in my estimation. Readers typically want to go through an author’s entire body of work, so the "continue browsing" function should take you right back to the list where you left off. 2. I use the electronic card catalog frequently on the internet, but it doesn’t work right. If I put in an exact author's name and click on "author," the search function will return me a list of options, but my EXACT AUTHOR NAME will not be the top option. Or exact title name. This makes no sense to me. If I know exactly my author or title, I should not then have to out think the program and take 3 more steps to get a list of an author's works from which to choose. I rarely get what I am looking for at the top of my list.

I believe there is a great need for more community engagement and ways to connect, work, and recreate together. Branch libraries have much to offer to the community but not always tapped. Lack of hours is one major barrier, especially on weekends. I would love to see volunteers take the lead on community service and other types of projects that library neighbors could join in.

The library is one of the community’s greatest resources. Keep purchasing real books that people can hold and read, please!

We are fortunate to have many libraries at our disposal!

It would be nice if the library would let a patron know when a book recommended by that patron was purchased. It would be GREAT if the back button actually worked on the webpage. It would be nice if the search wasn’t so anal about exact spellings.

I love the library and think Fairfax County does a great job. I’d like to see more eBooks offered, though.

I think libraries play a key role in education and literacy in today’s society, especially since our public schools are often failing and more parents are turning to home schooling.

More professional staff are needed in the library branches. Librarian positions should require MLIS degrees, staffed with regular hours. Too many branches Staff Librarian positions with undegreed staff and rely too heavily upon unpaid volunteers (Pages) and Library Aides to perform essential duties, while the Staff Librarians work alternating and oddly variable schedules. Also, it would be much appreciated if you could please increase your holdings of e-Audio books.

We need to have Sunday operating hours!

It has been sad to see the lack of value the county government has for the library and watch the degradation of materials over the past ten years.
More space devoted to childrens area. Maybe add a puppet station or other fun and interactive station for young children. Add more diverse programs for elementary kids! Thanks!

I would love the library to offer more large print books and also more popular (new movies that are carried at Redbox) dvds.

The library has too many hours during the work day that it is open. Keep the libraries closed until 1:00 and then open until 9:00 M-F. 10-7 on Saturday and Sunday. Those of us that are retired can still easily get to the library during the afternoon, and then kids and families can actually use the library on Friday evening and the weekends when they are free. Morning hours during the week are a waste of resources. The community rooms are a great resource.

I am a book person. It is important to me that the library continues to get copies of new fiction and non-fiction books, as I am check out 10 or so books each month. Having said that, I realize the times are changing and that the library must serve a variety of other needs. The number of computers probably needs to grow, though I often see unused computers when I am at the Thomas Jefferson branch. The main purpose of the library should be information dissemination in all forms, books, via computer, talking with a librarian, etc. With the evolving nature of the population I suspect that people with varied language skills will be needed to work in the library. Anyone, recent immigrant or life long citizen, should feel comfortable that they can come to the library and find the answer (or a path to follow to the answer) to just about any question they can ask. I think that this is largely true of the library system today. Being retired I think about moving out of the area. One of the big factors that keeps me here is the service available from the Fairfax County Library system. Keep up the good work. William Ticknor

Local libraries very important for each community; as much as the excellent large regional ones.

In trying to do something for everyone (I presume this based on the survey), the FCPL will stretch itself too thin. Stick to what your expertise is -- libraries. You are not entertainment venue. You are not a rental hall for meetings.

I love the library and hope that it continues to exist. I prefer real books with real pages.

LOVE being able to search website for materials and then reserving them. We also enjoy the booksales. We mostly are just in and out checking things to borrow but mostly do it online.

One of the most challenge issues I have if how to download an e book (print or audio format). I have tried this a number of times with no luck. I use a computer everyday and have a Masters degree so I normally don’t encounter these types of challenges but as I have stated I have yet to have any luck trying to download an ebook from the library web site.

I wish books on hold that have come in could be held a little longer, or that there was an online way to request that they be held for me just a few more days. Sometimes it’s hard to get there in a timely fashion.
I really like the Burke Center Drive through. (I usually use Pohick but of course it is closed right now.) I wish this were offered at more locations. I really don’t need to go inside the library, since the books I want are not usually on the shelves so I have to put them on hold anyway. I don't look for books by walking along the shelves... the way I used to. The parking at Pohick was a nightmare, dangerous to back out with cars coming through from both directions and cars backing out behind too! I hope this is being changed somehow. Another reason why a drive-through at Pohick would be wonderful.

One of the best libraries in the country.

In the Falls Church branch, two additional weeks are added to the checkout period for Seniors. I’d like to see that at the Dolley Madison branch as well, please.

Our county libraries are really the first impressions of a welcoming attitude to new arrivals--to the area and the country. They have a unique opportunity to provide valuable and much-needed services to new arrivals and English-Second language families. Also, libraries should be THE HUB for our communities. A safe place where teens can meet to study, be tutored, young kids can get plugged into library programs and where neighborhood groups to meet and find new members. The hours of our library SHOULD be extended, even if that means opening a little later, to stay open longer to reflect working adults and students. Extend hours at least 2 days a week! Libraries could also reach out to local schools and support them with tutoring, showcasing art projects, or hosting writing seminars with local academics/authors. Working with school English teachers to develop summer reading programs which would further support what the teacher will cover the following year. Also, because we are surrounded by great institutions of higher learning, more speakers/performers should be invited to share their knowledge, push their books, perform or interact with their local library’s community--that would be a win-win for everyone. There isn’t a week that doesn’t go by that there shouldn’t be something special going on at a local library. It should become a place to want to be! Thanks,

I was disappointed in the employee response, I witnessed, to my 14 year old child on a visit to the Kingstowne Library. When my 14 year old daughter respectfully inquired about the age requirement for a high school student volunteering or working at the library, the library staff person would only state that my daughter was not old enough. When my daughter very politely asked if she could please be told the requirement so she could look forward to applying at an older age, the staff member refused to elaborate on the specific age. My daughter was making this inquiry herself and is old enough to do so without a parent helping her. However, I was so disappointed in the staff person’s response that I approached the staff person afterward to express my disappointment that the age had to be such a closely held secret. So disappointing! Thank you.

The library and library services are a valued amenity in my life. I no longer buy books and rely solely on the library for my reading material. I frequently use the library on-line services for genealogy. More genealogy-related on-line services, such as Newspapers.com would be appreciated. I live in the Spring Hill active adult community in Lorton, nearby the new Liberty prison redevelopment. PLEASE consider establishing a new library branch or satellite in the commercial space at Liberty. Such a new facility would be within walking distance for me and my fellow community residents.
I am mobility handicapped (wheelchair) and the introduction of the drive-up window at the Burke Center library has made a huge difference in my life. I would encourage the library to add drive-up windows to other branches whenever possible.

The public library is one of our best values and also one of my favorite places on earth. I appreciate the opportunity to participate in this survey. I would really love to see more e-books and electronic audio books available to us.

I'm sure you are all already on top of this, but the future of the library system is likely toward more online and less brick-and-mortar. I think shifting focus in this direction now is important so that the Fairfax County Library system remains valuable to residents in the future.

In using the Internet, I can access my account, berserker books I am interested in, and get reminders when they are available and 3-day reminder when they are due. b. Great system! Just wish when I log on, Mitch would remember my card number so I would just push the "sign in" tab instead of getting my library card.

It's silly to make library customers use their credit cards for overdue fines. The machine at Chantilly Regional dispenses only quarters in change for a $5 bill. If the fine is less than a dollar, why not allow the librarians to accept the cash and give change and a receipt? Using the machine for a small fine just makes life more difficult and impersonal. Also, charging taxpayers a dollar to check out their books if they don't have their library card, is just plain demeaning and shows a lack of concern for the taxpayer. That policy makes the county look greedy, in my opinion.

There need to be more copiers at the libraries - have had on occasions waited a long time to use. Since they should be essentially self funded, this should not be such an issue. I love the move to download to tablets, etc, but recognize it impacts budget, and not all patrons can do this (learning curve, cost, etc), so there still needs to be significant hard copy options. Knowing the budgetary limitations, the Library seems to balance most of the competing needs well, but needs to avoid services that are otherwise available and should be provided elsewhere (homework help, handholding through job searches, etc).

We love the library, are sad when they reduce the hours in the summer but understand. The only negative thing I'll say is - the library staff needs to enforce quiet for small children, they tend to run the isles and be loud in main library.

I am extremely grateful for the services that the library provides and I love using them!

I think some of these questions should have had secondary responses. I tend to use two libraries, one near home and one near work. There is more than one way I like to get me library information, but had to choose only one selection. I am not limited to a single choice when I go to the library (which is why I like them) so I should have a little more choice in how I respond to the survey. You do a lot with a little, has the library ever thought of using sponsors to get more revenue?

Expand ebook options

FCPL Online Survey 2016, Open End Comments
As a teacher, it is important to me that there is a large collection of children's books available because I can't afford to pay for books for my own classroom library. It would also be nice if there was a forgiveness program for teachers - so we don't have to pay for damaged/lost books. That situation doesn't happen often, but sometimes it does and again, we don't make a lot of money for the cost of living in this area. For personal use, I would appreciate increased funding for e-books. I do not check out books for myself, but I do download stuff for my Kindle.

Parking at Pohick has always been tight. Hope spaces will be enlarged. At Burke carpool and compact car spaces are usually empty. My husband visit the libraries regularly but rarely have a friend or neighbor with us to form a carpool. Except for taking classes it seems unlikely most people would often use these and they could become regular parking. Really dislike the payment machines for purchasing from book sale. Happy with the book reserve program and would like to be able to put reserves on more books at a time.

better labeling of racks for ease of find

I am extremely happy with the library system. My family and I use it's resources almost everyday.

Thank you for this survey. Thank you for the efforts Fairfax County has made thus far; looking forward to seeing more improvements.

for me finding DVDs on fcpl website is not as easy as finding books on their website. I believe they need to improve the website. If I am looking for a DVD, and I do not know under which category it is listed, it will take forever to find a title.

I am a kindergarten teacher who uses the library weekly, or even more frequently. I love having FCPL as a resource to supplement the books that I teach with and to have available for my Title 1 school children to read. The Burke Centre staff is always helpful and I strongly prefer using this branch to Pohick (before renovation) because of that fact. I love having an educator card as well as a regular card, and being able to put books on hold for pick-up. I wish the website were more user-friendly, however. I do like the more recently added feature to explore similar books, but I wish there were an option to put many books on hold at one time rather than having to click back to search and confirm again. I would also like having the option to extend my personal card to a 6 week due date to match my educator card. Thanks for all you do!

I realize the definition of "public library" has expanded far beyond simply books and records. But I do not think that it should expand beyond a central repository of general knowledge. (A "maker space? Really??) It should not be looked at as a place simply for amusement and distraction, but as a safe haven for learning and teaching. That is their
primary reason for existence, as far as I'm concerned. When everything else fails, books
don't lose battery power and go offline. Paper takes up room, but it cannot be taken back,
redacted, edited, and erased for current popular political fashion at the whim of anyone. I
enjoy the internet, and use it daily, but it is a volatile medium and lacks the permanence of
paper. Libraries, in their purest form are bastions of free thought and criticism. Embrace
technology, but do not forsake the roots of the library.

My answers on this survey are from an educator point of view since my children are now
grown up. Knowing how kids these days need all the information and technology available
to them to better themselves in the world today. Also for citizens coming into our country
to educate them in the English language and learn American values. The Fairfax County
Library system is a very good and safe place for our younger generation and we as a whole
to learn in a controlled quiet atmosphere. Thanks for all that you do.

I am so pleased to be able to use online website to reserve and put on hold the books I am
interested in. The library has almost always had the new books I am interested in. I love the
self checkout and the easy way to pick up books on hold. The Oakton library staff are
wonderful people and always courteous and helpful and solving any problems with ease.

None.

Our family loves the library and all it has to offer. If I could change anything, it would be
less money spent on ebooks, and more money put into regular paper books. Opening
earlier on Sundays, and staying opening later on Fridays might also be a nice improvement.
Honestly though, if everything stayed the same, I would still think our library system is a
great one.

Would like even more preschool programs. Like the hybrid parking. Like the new email
receipts. Like the email notifications about books due. Like the hold system. Like children's
area at Burke Centre. Wish Consumer Checkbook could be accessed from home. Think
NoveList is cool and glad librarians told me about it.

Love the Ebooks! Keep expanding the collection. Would like to see more titles from the arts,
especially artist biographies, jewelry making, & art instructional books. Thanks for all you
do for our community.

Great value but don't see need for much expansion. Better to maintain what we have than
try to do more. So many other entities offer services like esol not a real need to duplicate
what is being done by others. Provide the space but let others do the programming.

Offer better weekend hours. Close during the week if you have to.

For books that are going to be really popular or are popular it would help to have at least
two online versions for reading.

I love the FFX County Library system. I particularly love the book sales, if I am going out of
town and want a book I don't need to return, at a reasonable price, I will stop in and pick
one up. Sometimes I struggle with being a slow reader, and not being able to finish my book
before the due date. Of course, I like to read current materials and usually I can't renew
them because they have holds. I read faster and more frequently in summer, by the pool. DVDs for borrowing would be a nice option. I grew up in the Somerest County, NJ libraries and we could borrow DVDs from them. This was years ago and I realize a lot of that is online now, but my household still borrows DVDs from the kiosk type places. I would definitely get DVDs from the library if they offered them. thanks foe the offer to comment!

My nonprofit, www.TAFFYPresents.org a division of TAFFY which is a 501c3 nonprofit charity has offered to provide and pay for FREE children’s entertainers to do programs at the county libraries. We are not getting anywhere with this subject, though we have tried for many many months now. No one can figure out how we can pay for performers but donate their visits. BTW, we only use high quality performers and many of them have been used by your system already so THAT should not be an issue. We obtain our own grants so that we do not have to charge any of our hospitals, special needs schools, children's clinics and shelters for abused and homeless children. We are national but I am in charge of the East Coast programming. Our programs are totally FREE! So, if someone would like FREE, not using Tax Money. quality entertainers in ANY of the arts, please contact me at I understand that part of this issue might be the new hiring of the person in charge of the library system and the relatively new hiring of Ted Kavich’s superior, I would think that Mr. Kavich can only do so much,. Of course, if you are interested, we still need the time to find grant money though I could, at any moment, provide 1 free visit. BTW, we hire GRAMMY winners in children’s music (Alasatair Moock, for example) plus many local stars such as 123, Andres. I hope to hear one way or another from the Library System. Being a County resident and a TAFFY Executive Board member, I would prefer supplying programs to our Fairfax system rather than go to another county or city. Oh, we would prefer to work at libraries that have more disadvantaged and underserved patronage, when possible. Irene Light irene@taffypresents.org 703-281-1536 Check us out on Facebook

- Longer operation hours of the Library - A cantine near by or out of the Library for people who spend long time there

The Library Staff is very helpful with our community needs and goes out of their way to make our meeting work well. Thank you and them.

Fairfax County, like any reasonable, responsible website, should provide an opt-out button for people like me who don’t appreciate unsolicited e-mail like the one I got that led me to this survey. I have asked about this in the past. Any legitimate business or website offers users who don’t want it the option to not receive any more mail like this. This is the last time I will ever respond to unrequested e-mail like this from the library and would very much appreciate it if there was some way to stop receiving these bothersome messages. It’s like dealing with a spam site. Once you get on their list, it seems to be impossible to get off. Please let me know if there is anything I can do to stop being harassed by my own county. Thank you.

Burke Centre Library is open now on Sundays due to another branch being closed. It should remain open on Sundays after the other branch reopens. And I love the drive-up service at this branch. Wowbrary is a great newsletter. I also use Overdrive on a regular basis, especially for audiobooks.
It is poorly managed. Nice building but not cared for and is dirty. People stop right in front of the entrance and in spite of signs telling them not to. The landscaping which was all redone with the remodeling is getting trashed, weeds growing and the curb filled with dirt. have complained about this for years!!!!!!!!!!!!!!! The head librarian has ignored it. Workers are mostly nice, but some just sit on their fat behinds rather than do anything to help. *******the method of paying fines and buying books is TERRIBLE!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!********

Very impressed with FFX library services

As a military family, we have utilized numerous library systems throughout the country. Fairfax County Public Library ranks at the top of our experiences. Thank you for making the library easy to use. The top 3 services have been the following: 1. Ability to do service hours at Kings Park Library to fulfill requirements for Fairfax County Public Schools. It would be great if the opportunity to complete service hours could be expanded to all libraries along with the ability to schedule online as we do with Kings Park through the following website: https://volunteer.fairfaxcounty.gov 2. Online holds for books is very easy to use via the website. 3. Renewal of materials is very easy to do via the website. The email reminders of the need to renew is extremely helpful. Thank you for a great library system. Keep up the great work!

Website is clunky and needs an updated look.

Use public private partnerships (p3) to expand offerings

The weeding campaign of the (one hopes )former Head of the Library system has been extraordinarily destructive to the collection. It is more than dismaying to see one third of the collection vanish from the shelves. The non-fiction section, particularly History and Literature (where publication date doesn’t necessarily correlate to the importance of the book) have been hard-hit. When best-seller and school reading lists become the principal criteria, the regular (adult) collection becomes shallower. One of the former pleasures of visiting the Library was scanning the shelves and discovering books that were previously unknown to me. Now the shelves are storage filled with multiple copies of travel guides, computer manuals, book club selections and reading lists, cast up like flotsam by the present system of leaving books at the branch to which they have been returned.

I wish the Oakton library was open on Sunday.

Reserving the group study room is an overly complicated and frustrating process for recurring events. The availability of YA titles for ereaders could do with a big increase. It’d be great to know when Pohick is reopening. The library staff is phenomenal.

Libraries seem archaic at this point. They could go away and I would not miss them.

I would love a more extensive online downloadable library. The online service is great now but there is room for improvement. thank you for asking these questions!

The quality of the library is dependent upon the quality of the staff. Please hire more certified librarians. I get frustrated when the person at the circulation desk cannot answer questions.
I think the friends of the library book sale area brings in more customers than the library may realize. Sometimes I would stop by just to buy a book from the Friends of the Library donation sales to take on vacation, and not check out a book. When Pohick closed for renovations we all realized what a great resource we had, as the other branches didn’t seem to have as wide a selection. Pohick also seemed to have a more extensive collection of paperback fiction, which was very popular. The self check out/payment kiosks made it much more difficult to check out. It seems like it never works right the first time. A lot of older people had trouble with the self check out/purchase process and I have seen them set down their books and walk away. library staff are quick to help if they are available, but there seem to be fewer of them now too.

Weekday evening hours are important to me.

We would like to see more large print books available. While we do not yet have this need, we found it difficult to find enough large print books for my father-in-law to read when we were caring for him prior to his passing. We found reading very important to this Alzheimer’s patient as it allowed him to become immersed in whatever story he was reading. This brought him much joy.

The Fairfax County Public Library system contributes greatly to the quality of life that we enjoy in Fairfax County. This is not the time to cut funding and services that so many people depend on. There are programs and resources available to people from all walks of life that are needed and necessary. Where else can a preschoooler enjoy story time, a child in primary school can practice their reading skills with a trained dog, a child in elementary school can begin to learn how to research topics, children in middle and high school can complete research and look at afterschool activities, college-aged students can study--the list goes on and on. Books are the foundation of learning and libraries provide everyone equal access to develop this. So, please, fund out libraries!

The library has a good selection of books. Wish there was a wider selection of ebooks, though.

Thanks for providing so many wonderful services and for continuing to expand the collection!

Keep up the good work.

I would like more responsiveness to requests made for specific titles, especially ebooks. The library has very LGBTQ+ fiction, particularly romance, and seems to populate the romance section with the same tired authors without regard for new names, hot Romantic Times titles or with diversity in mind. The romance buyer is just not doing a very good job appealing to a broad range of readers (i.e. outside of middle aged white women).

Doing a good job. Please keep up the good work. Please make more accommodations for discussion groups to meet in private rooms for intellectual forums.

I’m a local author and requested Fairfax County Public Libraries to carry my book and they didn’t. However Loudoun County Public Library was happy to carry three copies of my book. Interesting.
I am very pleased with the current level of service. Thank you

I can’t wait for the Pohick Library to reopen!

Children’s programs have been greatly reduced over the years. There is a need for programs for children with disabilities and for audio books for children. Availability of popular books in languages other than English would be a plus.

I think libraries are extremely important. The kids need books to make more rounded. I am for anything that will get them out of their phones and texting and use their brain. I also like to read and enjoy having ebooks and real books.

Great asset to the county

Quite cutting the library budget. Cut some of the social welfare programs and force FIS to be more frugal, particularly for administration and immigrant services.

People are professional and most helpful. Books are still vital even with electronic resources available.

Very anxious for Pohick to reopen as my usage has suffered because of the year-long overhaul. Though I am a senior citizen, I have grandchildren in the area I would love to introduce to the library when it opens as I fondly remember the children’s programs, particularly the summer ones we attended. Love the online books as well as what the library has to offer. Do hope the parking will be redone at Pohick as I have seen many near-misses in the precarious parking lot and the strange parking flow of the side lot. Since many teenagers---and seniors use the library, anything that can be done to make it not so treacherous to park will be welcome.

Libraries provide equality of opportunity, through access to media and information, for all citizens.

Would most like to see more audiobooks offered.

I love everything about the libraries, I think they are great!

The book collection is mediocre at best. Depending on the topic, a high school student may be hard pressed to write a well-researched paper using the library’s resources, including those online. (And somehow the schools, which account for most of the county’s budget can’t stay open beyond regular hours.) The children’s collection is dog-eared. When items get discarded for condition they often aren’t replaced, so they aren’t discarded until their condition is disgusting. I do like the financial online services. But in general, apart from the very courteous staff, I would not be able to recommend this library system to most people.

I’m probably not a good candidate for this survey since I only visit the library a few times a year with my high schooler. She checks out books a lot more often than I do. I believe the library is mostly necessary for elementary aged children to encourage reading and to make reading fun and the elderly who are not that tech savy.

I would like more ebooks available so there is less of a wait.
A great public library! The staff deserves kudos for all they do for us from recommending books, helping with research, children’s programs, and every other thing they do with professionalism and courtesy. The expertise of the librarians is invaluable.

Parking too limited at Patrick Henry suggest looking into a lane only for book drop off so parking not necessary, enforce library only parking Dislike the digital card catalog it sometimes does not find book I am looking for and sometimes lists books not even close to the search question Often the limited 14 day only "new" books are called "new" too long The inter-library loan system is remarkably good, thanks I wish there were more really new books but I suspect that budget limits this Wish you had more copies of books to download and that it was easier on my device All in all the library is a real asset for the people of Fairfax County

Offer more flexibility with drop-off locations. Would like to see more audios of books made into movies. Some libraries can get very loud especially when high school kids come in after school. Their activities and noises should be monitored so others around them are not being distracted.

County, churches, and library duplicate services.

Love ebooks

It is a lifeblood for our family!!!

We have a great library system, and are very fortunate. Maybe expanding ebooks would be good. It’s super easy to get books this way, some improvements in searching for ebooks would be good, sometimes it’s difficult to find a particular title.

I have been and still am quite pleased with the services offered by the Fairfax County Public Library. I have had much success with reserving books and getting them in a timely manner. However, I do look forward to the services that will be offered by the new enhanced Fairfax County Public Library!

I would like to see more magazines, either hard copy or electronic. It would also be nice to be able to get magazines from other branches. Chantilly doesn't have Writer's Digest but I recently saw it at another branch (Patrick Henry, I think). The catalog search needs improvement - searching on DVDs is poor and it would be nice to have fiction and non-fiction as upper level categories. This survey is a little half-baked. There are a number of services that were mentioned that I would never use but I think are important for a library to offer, especially in a diverse county like Fairfax. Some questions were a little silly - how could I possibly know if we are getting a good "bang for the buck" from our library system? You give no statistics and that information is not something I keep in my head! Some of the possible new services weren’t explained at all so I have no idea how to evaluate them. Although, the fact that I didn’t know what they were probably indicates that I won’t be a user. Using a level of satisfaction as the criteria is probably not a very good measure. Usefulness or frequency of use would probably give better results - especially since we are looking at these services with an eye to tight resources, i.e. money. I think a much better survey needs to be done before committing to new programs on a county-wide basis.
Better search function on website. I find it can be difficult to search for a book if I don’t have the specific title.

I’d be somewhat cautious in adopting every new thing. I don’t want to be an old fart stick-in-the-mud, so I’d say the best place to spend your money is tracking the usage of services. For example, I’ve a login for ebooks, which I’ve used a time or two. (Incidentally, I don’t find that process very user-friendly.) Are your users really interested in this, so it’d justify investing in a redo of the process, ideally one which unified the process for books and ebook? I suspect they aren’t. On the other hand, I think the most important service the library could provide is getting immigrants involved.

Communications needs lots of improvement. For example, most Tysons patrons still do not know that a temporary site is open and has been since mid-March. Nor do they realize the limited hours, as they show up on Saturdays after 1 pm and on Sundays to pick up holds. The library needs more money, staff and more items added to the collection. I was more than 800+ on the holds list for "To Catch a Watchman", and it took 6 months to get the book; while I was able to get ebook in less than a month. I do not like ebooks, as I don’t retain info as well and frankly the cost the FCPL too much money. Physical books are better for children too. Except for Assess Services, all branches should be open on Sundays for at least 6, if not 8, hours. This can be done by opening weekdays at noon, not 10 am. More services need to be provided for veterans and immigrants, to make the process of assimilating into the mainstream easier for both groups and to enable both groups to obtain paying jobs. Non-fiction and reference books should be retained in the collection longer. Special technical expert groups, not just three librarians, should review whether a math, science, engineering, etc. books should be discarded or kept. There should be specific librarians in the system, who are the go-to-person for questions about business, engineering, IT, science, etc. They should maintain a list of patrons and other experts to contact when patrons are asking questions which they can’t answer. FCPL has continued to reject free help from patrons who are expert in many different fields and are willing to give of their time. For example, I have approached at least four branches indicating that I am willing to provide training on veterans benefits. Not one branch has taken me up on my offer. I am not the only subject matter expert whose help and expertise has not been used. Inter-library loan is a must since our collection has been so depleted, especially non-fiction topics.

They need and deserve better funding

none

Pleasant staff and quiet atmosphere to study and work.

I strongly believe that Fairfax County has one of the very best Library Systems in the Country. It offers an wide selection of books, magazines, DVDs, CDs, along with an excellent variety of programs for children, teens, adults and seniors and in various languages as well. I commend everyone involved in Fairfax County Library System for all that you do for us as library patrons! Bless you all!!

Would like to have longer than two weeks for new books. Too little time to consume a 300 page book with other time demands.
not at this time

The website online search feature for books/CDs/etc. is a little cumbersome. If funds were available, it would be a good investment to upgrade and streamline the navigation, display and "hold" features and capabilities (e.g. easier access to synopsis of story, all books by same author that you hold, sequence of novels by same author, etc.). What you have works. I greatly appreciate the improved hours of the Burke Center library, and the increase in CDs. I commute a considerable distance to work, and the CDs I'm able to check out really help pass the time I spend in my car.

We chose our home, in part, based on its proximity to the Burke Centre Library Branch. We love the library and use it often. The Friends of the Library group at Burke was one of the community groups that made Burke feel like home. I especially appreciate all of the Great Courses and Modern Scholars lecture sets. These are great for commuting. I like DVDs, but would emphasize informational titles over entertainment. Documentary and non-fiction titles are often more expensive to purchase and less available via other sources (Redbox, Amazon streaming, or Netflix). An exception to this would be entertainment titles in foreign languages, and I'd recommend that as many of these be bought in versions with English subtitles as possible (since that broadens the user base).

Service is excellent...thanks to very pleasant staff!!! Thanks!!

I live in Burke and I like to practice my English In the library near my area. Thanks you.

The hours at Burke library are not consistent with neighborhood needs.

i often find that the people that work in the library are not very friendly. On more than one occasion, I have had a librarian direct me to the self serve rather than helping me herself.

Reston Regional Library needs more space! Looking forward to a larger facility! I'm nervous about the safety of my children in the Reston Regional library after seeing several patrons being harassed by homeless individuals from the shelter next door, including a man following a young girl around the children's area. Security may need to be increased to ensure that children in the library are safe.

The Overdrive app currently used to download ebooks and audiobooks can be challenging to navigate. Is there a better piece of software that would facilitate the use of ebooks?

E count on our library system! Keep up the good work!

Would be nice to have ability to return Overdrive books before expiration date so others can use.

I am an avid customer of the library and am very satisfied with the services...would be very unhappy if any of the current services to be curtailed.

More online downloadable resources, more licenses More copies of popular books (waiting for a popular book should extend into multiple months) More science based holdings Popular holding of conservative authors are often not found among the holdings (Mark
Steyn, Mark Levin, many books by military-affiliated authors, etc.) There’s very little to no interaction with the staff since self-help is becoming the norm. We are an English speaking country and so holdings should be reflective of its taxpayer citizens language. Others need to learn the language. Children’s reading programs should never be cut, these young people need every opportunity to become educated readers. The library should not be lending hardware like laptops. The outside of Reston library is used for smokers and smoking should be banned from the premises.

I appreciate having the library in our community.

A tremendous resource that I appreciate greatly.

Have always loved library. Slightly annoying g as staff no longer appear to be librarians. Do not seem to enjoy being there. Very little customer service. Overall, positive. AlwAys get book I want eventually. Going in browsing g, selection fine. Just hesitant to approach staff. Also, too policy focused. Puppy ate spine of my book, I paid. Library person said had to confiscate and the other person said yes, take and mark as lost! I could have lied and said I lost!! I took in to show them, apologize and pay!!! So silly to destroy a book Someone could have read - just chewed spine. Made no sense. Next time my puppy eats a book, I’ll just go in and say I lost! I am paying so ridiculous. Trying to do right thing and get penalized.

I would like to see expanded collection of e-books and audio books for children and teens. Additionally, I feel like the current library hours are insufficient.

I would like the library to stop discarding books needlessly. I would like the library to purchase more nonfiction print books for adults and children, as the current nonfiction collection has been decimated over the past ten years. I would like the Fairfax County Board of Supervisors to admit publicly that the library is an EDUCATIONAL institution that is ESSENTIAL to Fairfax County and give it the budget such a critical community institution deserves. I do not want the library turned into a "community center." We have community centers all over the county. A community center is NOT a library. The libraries were built with dedicated library bonds and they need to fulfill that mission for the residents of the county. The library budget should be raised to 1% of the county’s total budget.

One of the best in the country. I especially appreciate being able to stay on-line if a computer is able.

The library provides essential services to our community - I would like to see the opening hours return to the way they were before all the cutbacks

None

Please keep up the good work

I have checked out hundreds of books and lectures on CD from the Reston Library. They have enriched my life as part of my daily 23 mile commute into Washington, DC. I hope you will continue to increase your offerings in this type of media. Thank you.
The Libraries represent the best value for my taxpayer dollars of all county services. Number 2 is Animal Control.

It would be terrific to have a complete online history of my (and family unit) books checked out as a reference.

None

It would be nice if all popular fiction and best sellers were available in audio/mp3 format on Over Drive. Thanks.

I am sick and tired of the Board of Supervisors going after the library every time there is a downturn in tax revenue. Cut somewhere else and stop wasting tax dollars when times are flush.

Burke Centre is always really hot-summer and winter.

Since I’ve had kids, I’ve been a much more frequent visitor of the library. I love the programs it offers for children and enjoy bringing them there to check out library books. I’m super impressed with all the library has to offer. Thanks!

Need to have more books available for download. A lot of items are going electronic - the library needs to keep up with the newer technologies.

New titles available sooner Longer hours even with reduced service level More book sales

I believe libraries are very important (and hold-able books too) for children and their emerging literacy. I have 3 very active and talkative kids. There was only two times I was in the car driving with them awake and in absolute silence, when I pulled into the driveway and looked back expecting to see them asleep each had their face buried into a new library book including the 2 year old. The library is always a place they look forward to going to.

I would like the library to extend the number of renewal times. Also, some popular books that are very large such as Hamilton in both printed and cd form (29 cds) are extremely difficult to finish in one checkout period and you can't renew because it's requested. I think these should have at least one renewal period if it's unusually large or the initial checkout period should be longer.

Need to expand books offered

The library supports and complements FCPS - FCPL should receive better funding as they also serve to educate the public.

Hire more librarians and researchers and provide more private and semi private spaces in libraries and even some for rent like those workspace available in cities. Those of us who have major projects and need research assistance would like to be able to rent space and have access to the expertise of librarians and library material. And maybe it is time for libraries to expand and become connected to daycare facilities nationally and then maybe the USA can join other industrialized nations in providing decent early childhood education.
because now we rank down on the scale so low we barely beat Estonia. Libraries like schools need expanded use in communities.

Great system. The system really helps the community. Easily worth the money spent. I appreciate the staff and volunteers. A real gem in the county.

Would like to have drive through book drops that are automated and give a receipt like the Loudoun County Library. ALLOW AUDIO BOOKS (CDS) TO GO IN THE BOOK DROP!

When there is a limited series on Audiobooks (i.e. three of four), would like for the entire series be available on audiobooks. Often one or more of the series is available in paperback, only, or not available at all. Some of us have difficulty reading.

I would like more quiet areas for research and reading. I would like longer hours for those of us who work, and more open hours on weekend. I would like the library to be open on minor holidays like Olumbus Day and Presidents Day, days that most non-govvie workers must work.

keep getting paper copies of books - shifting more to electronic books would not be appreciated

I know budgets are tight, but the quantity of titles and number of copies of books on CD has decreased. I would like to see more resources devoted to books on CD.

Because I work there, I also sometimes use the Montgomery County library. They often have books I need that FCPL doesn’t (mostly in the self-help/spiritual realm, such as "The Untethered Soul"), and MUCH shorter wait times for popular books!

I use the Overdrive app on my iPad to get access to digital books. I download the books and read them through Kindle. This works great and I’d like to have access to as many books as possible this way.

I think the library should get more up to date science and technology books that are written to general population. I am disappointed to find that there are very few books about the important scientific discovery of the Higgs boson, while there are so many copies of Twilight novel available. I think the library should focus more on providing the books for readers’ education than for their entertainment. I also think that the library should spend money on books instead of programs that makes the library doing the job of a school.

Would have been nice if survey had allowed multiple answers. Also under languages in household, I do have a family member who currently lives in Europe and it would be nice to learn a bit of the language. (Sweden). Perhaps a video that could be watched with my grandsons. Have never checked if there is such a thing.

The Library in all its regional and local branches, with their differentiated collections, is an invaluable resource and one of the things that distinguishes brainy Fairfax County. What I think might be useful is if residents understood they might also draw on other library systems - Falls Church, Montgomery County, etc. - that might have materials either
unavailable or in high demand in Fairfax County. I borrowed from Montgomery and did research in Falls Church. Catalog systems might be integrated for search.

Please keep the Reston location open.

I would love to see the availability of ebooks and audio books expanded as much as possible, especially making all possible titles always available without wait lists.

More activity areas for young children that promotes literacy and interest in the library

I have always LOVED being able to go to the library no matter in which state we lived. My family feels the same way. Thank you for all of your services!

Libraries are a safe and educational place for people to hang out, read, rest, and learn.

In my opinion, rather than using a large portion of library monetary resources to purchase such a high number of fiction best sellers, it would be preferable to have a greater variety of non-fiction books available. Another option would be to have an easy process for inter-library loans (whether from libraries in other counties, or libraries within the state) for those books and materials not available in Fairfax County Public Libraries. Thank you for your time and thank you for conducting this survey.

I would love to see more children’s programs for ages 5-12 (elementary school ages) in the Reston Regional Branch in particular. Clubs, afterschool, or weekend/evening programs would be welcome including book clubs or more opportunities to read to dogs/others. Even a lego night or a chess club.

The practice of playing extremely loud music to drive people out of the library at closing time is thoroughly unprofessional and should be discontinued. I suspect the volume used is sufficient to cause hearing damage.

The inter-library loan service is a wonderful accommodation.

The library needs to refocus on the book and reading. It has become all things to all people and it is a noisy chaotic place. It’s not a play room. It’s not an employment agency. It’s not a movie rental. It’s not a town hall. Please restore the libraries as quiet spaces where people can go to read books, reference materials, and periodicals. That should be the mission. The technology is everywhere. Make the library a place to look for books and read. Do you still have reference librarians?

The "library" is a very important part of the community. It provides residents with a great means to better themselves on a totally voluntary basis. You take advantage of it as you wish. Those residents who seek self-improvement can benefit immensely from its cache of knowledge.

Please don’t forget that libraries are about books!

Libraries should be invested in helping all people gain understanding & knowledge. Much of what of what is retrieved from computers is more entertainment and a lot of it is
"dumbing down" issues. We need computers but the libraries should not increase funding for computers.

I love this library system! It has an amazing collection of both digital and hard copy materials. I love the OverDrive service and listen to audiobooks daily. My kids love the children's literature available. Keep up the excellent services!

The Library website for e-readers and downloads is not very user friendly. Very difficult to quickly see which titles are available. Suggest if title is checked out what is the expected wait time when it will be free. This should be simple to do based on the check out date of the person that currently has the material.

Need more books Stop thinning out the collection Hardly anything on the shelves

No comments

Having someone available to help older adults with learning how to use electronic devices when trying to download library books.

The library system provides the best value for my tax dollars in Fairfax County

Overall, I am very pleased with the Fairfax County Public Library.

please hurry up and get Pohick open - it is much more convenient for me to access than Burke Centre. traffic flow is better at Pohick. if you see a hold list is over 500 or 600, get more copies.

Library provides great value for the money provided.

The catalog and website are not great. I wish you could put something on hold at Burke Centre and pick it up at either the drive-up window or inside--with this system where you have to specify I frequently forget which place I'm supposed to go to and staff seem a little put out when I get it wrong. The number on the library card is far too long--I haven't been able to memorize it easily for signing into OverDrive and the catalog for renewals. (I recently moved here from Arlington and for example their cards all begin with 21000000 and then you only have to know the last six digits). It would be great if Fairfax had reciprocal cards with the neighboring counties. All that aside, the Fairfax library system is solid, and I would be lost without public libraries.

I enjoy and use both the Reston Regional and the e-books services. Maintaining both are very important, but if one had to go I would rather have the physical facility. The library system is one of the best uses of tax money we enjoy in Fairfax County.

The OverDrive database needs to be expanded. More ebook copies need to be made available.

This is a necessary community resource, and we all appreciate its existence. Those who lack email addresses etc are least likely/unable to participate in the survey, but that only means their voices aren't being heard. Reach out to the full library user base including those who aren't yet affluent, educated voters.
Would like library to expand its audiobook collection (CD) and have available more recent courses from "The Great Course" company

Our library's collection is much too small for the number of people using it; the children's section, in particular, is very picked over and it's very difficult to find children's non-fiction. Too many of the new books ordered are e-books, which cannot be used by those who don't have or want e-readers (and even in families that have e-readers, nobody has one for every child.) The library needs to refocus its efforts on maintaining the print collection--studies have shown, again and again, that even young people strongly prefer print to e-books.

I would like to see additional e-book titles. The search function on the website seems like it is out of date and it won't offer the option of saving log-in information. Typing in all those numbers every time is a pain. Love the library system.

The Burke Centre library is wonderful! It would be even better if it had a different roof, though. It is so loud inside when the weather is rainy.

When I have gone to the library in the past the people working there have been very helpful!

The library provides the best possible tax value to our community. The hours should be extended, staff should be added, and more taxes invested in this vital public service. Paper volumes should be preserved, used, or stored, not discarded once converted to digital. I have never entered a public library that wasn’t alive with activity. Public libraries should always be free for the public, be supported with ample public tax dollars, and never privatized.

I think the Fairfax County Reston Library is doing an excellent job and has fulfilled all of my library requirements.

It is a great resource and it should be funded more fully.

I very much appreciate the work all the volunteers provide in the different branches. I always avoid self-check as I prefer to interact with a person rather than a computer.

I'm a fan of science fiction, and also an avid user of e-books. It seems a large portion of the SF being added to the libraries ebook collection is aimed at young adult and juvenile readers. While I'm glad you are providing appropriate materials for that age group, I'd like to see more adult SF materials, too. A good starting point would be to acquire the Hugo and Nebula award nominees for the last several years.

Am very happy with the library. Need to keep updated with Ebola and books on CD.

The library is a park for the mind, and one of the more important public goods.

I have used the Herndon Library a long time ago......small round library as moved we move here to live with my daughter and my son in law......It was a really nice comfortable library.....then later a new Herndon library my daughter took me some times.....It had all the old books I read as a young woman; but had best sellers too...... Now I go to the Reston
Regional Library and this one and the people I adore......as I have gotten old don't get around much but now they have kindle....as my daughter and John gave me and enjoy reading on the books I get from them and Amazon.....I love this library so many resources that help from the smaller children or any age; and people of every age and languages that can enjoy Reston Library.. I am sure their are many libraries in Herndon and Reston or Fairfax county.....but I like my library and the helpers at Reston. I feel they are all my friends.....thank you all for being good helpers in so many ways. Sincerely yours....grannyfrye

Expand electronic resources

I understand managing the library system is a challenging task. I'm a lifetime lover of libraries and have been a heavy user of the Reston branch for 22 years. The system-wide decisions to cull the collections, replace paper with digital, reduce specialized staff, remove fixtures, focus less on books and more on services...have left me in shock. The formerly well-curated collections have been decimated to the point that we have slowly begun not going as often even though you’d be hard pressed to find a family that loves libraries or reads as much as ours does. Considering budgetary allowances in neighboring counties and nationally, I feel that misdirection has happened here in Fairfax. Families looking for a warm, inviting, community oriented space in which to discover the world of reading and ideas are slowly backing away. I’m begging...look to places like Cedar Rapids IA and Ithaca NY. Libraries function in our democracy as communal spaces for the sharing of ideas. Having a well-curated collection within warm, inviting and safe community-oriented spaces should be the highest priority, not trying to be all things to all people. We must as a community provide many services and I’m a believer in sharing our resources and taking care of one another. But by diverting the resources within the library system from a core democratic ideal of free and open access to collections of books, we are all losing a vital part of who we are as a people.

Fairfax politicians have damaged an excellent Library over the past twenty years. With restricted financial support the Library has made survival decisions that have resulted in closing effective branches, reducing hours even at busiest branches, and reducing the breadth of the print collection. A popular collection remains fortunately but not the depth that our well educated community desires.

I think the book selection is great, but would like more audio book options instead of just CDs.

I believe the Reston library is very busy. I wouldn’t doubt if the circulation is the highest (or close to) in the county. Plus, the Friends group is very active. I don’t understand why the library is so old and outdated. I see newer libraries in areas where residents don’t seem to patronize the library as much as Restonites patronize the Reston library. I VERY MUCH want to see a new Reston library in the next five years, especially with the conclusion of the Metro construction project. Wouldn’t it be great to have it at the Wiehle Metro station?

It's a shame the Board of Supervisors uses the Libraries as a political tool by cutting the budget. Instead of addressing the dead wood county government employees and misuse of public funds on "fluff" programs in the county government, the Board needs to fund the
Library. I have lived all over this county and feel the Fairfax County Library is the best I have ever used. It can be better but with its hands tied by the budget, poor leadership (an example being the destroying of books instead of giving them to other counties that don't have Fairfax County's resources) and a number of poor performing staff it has to improve its image. Too many "fluff" programs exist (computers with full Internet access, Wi-Fi, CD & DVD, along with meeting rooms for non-library functions) instead of providing the basis necessities that a library is suppose to offer: BOOKS and a quiet environment in which to read/study.

More and more people are using eBook readers, especially Kindles. I would like to see more resources put into buying Kindle eBooks. Right now I feel Fairfax County really lags behind other counties in their Kindle offerings, especially for new releases. I would also like to see an increase in the number of eBooks you are allowed to recommend to at least 10 per week. Again, compared to other counties and D.C., Fairfax really lags behind here.

Love reserving books online and receiving emails when they come in and are due. thanks.

The only time I've been frustrated/disappointed by the library services is when I tried to use interlibrary loan. I found it complicated and discouraging so I gave up and didn't try to use it. The Burke library is lovely. I'm looking forward to seeing what the Pohick library is like after renovations.

Thank you for your hard work. I used the summer activities for children when my son was younger. They helped me so much to make the Summer fun for both of us. I am using Morning Star.com via the library. You help me save money. I am listening to tons of audio book. A trip to the library is always a wonderful adventure. One place for improvement, there are too many homeless sleeping in front or in the library during the day. I feel it is sad, they do not have a better place to sleep; however, it is also sad that our children have a reduce space because of this problem - as it is a problem in Herndon. Thank you

Great staff and programs. An apparent and very much appreciated investment of my tax dollars.

I think it would be great to feature local authors more.

I have liked the expanded hours these past months. I would like more quality fiction on audio-books such as Susan Vreeland. I have found One Drive a bit challenging and would welcome Live Chat. Thank you!

Extremely satisfied with current facilities.

Love the programs for children!

The biggest problem as I see it, is the overcrowded conditions. The space is limited for the number of people frequenting the Library. Which causes in turn increased noise and confusion. Not a calming environment. But the staff is always very helpful!

Would like to see more E-book licenses - too long waiting for them now - longer than most paper books...
I use Martha Washington the most but also would like to have been able to add Online as an option - I use this lots for reserving books and finding out when they are available.

The library is a source of information and entertainment that needs to remain readily accessible to every citizen of Fairfax County.

The library has been invaluable research and learning resource. It does appear to be trying to fill the void of other community programs (language learning center, social community center needs, and special fad-like efforts download music) that seems beyond its intended purpose/charter. Modernization of information access is appreciated, however its unclear to what extent tax resources and library personnel should be stretched among small special interest group. Reston already is a social refuge for homeless people during the day. Also, it provides tax filing support to the community - which is a naturally sensible service to the community and humanity. It is important to not overstretch resources or deviate from primary intended purpose of a taxpayer funded library.

I'm a big user of Overdrive. There are many great titles but I would love to see more! I don't mind a wait list for a digital copy of a book if it means one less errand in NoVa traffic to pick up a physical copy.

I am saddened by the de-emphasis being placed on libraries in general, and Fairfax County's specific moves to get rid of many even current books. While I do use some of the electronic aspects of services offered (on-line services, e-books, books on cd, internet reference sources), I will always believe that physically handling a book imparts something more personal, more tangible, more welcoming than an e-reader or a computer. It would be unfortunate if focus were shifted primarily to electronic while actual books slowly disappear.

Periodical research is important for me as I work on a doctorate.

I am a retired professional librarian who worked mainly outside the public library sphere, but within Fairfax Public Libraries for a short period. I can state that I have seen the system from the outside as a longtime (30+ years) county or city resident. The system is terrific, the librarians are wonderful almost always going the extra mile to assist patrons, and the collection has met my family's and my needs over the years. I take every opportunity to tout the wonderful system that we have here and wish it a long life meeting the current needs of the public as well as adapting to changing times and new innovations.

I love FCPL and think it is a wonderful resource for our community. If resources are scarce, I think the priority should be on services for citizens in need. Extra "value-added" services for our weather citizens (including senior citizens who are well off) should only be expanded if covered by fees.

I am grateful to have access to such an outstanding library system. I wish library hours could be expanded--opening at 9am Mondays- Saturdays, noon on Sundays. I would like to see service by phone restored to Sundays. It would be helpful if meeting rooms could be reserved more than three months in advance of the meeting date.

Please invest in rebuilding the Reston library in order to make it more usable.
I love my library!

Fairfax County Public Library is AWESOME!!!! LOVE IT!!! Thank you for all you do!!!

Reston library is looking a little tired. Dark and worn. I have no interest in spending time there other than to get my book and check out. Often people gathered at the steps make me feel a bit uncomfortable...especially at night.

I don't feel safe for myself or my school age son at the Reston library due to the number of homeless people that loiter there.

Please don't close our libraries. They are a critical part of our community. Children and adults both need books. I download ebooks, but there is nothing like holding a book in your hand. Certain types of books are much easier to use as a paper book (travel, hobby, picture books, etc.). Longer hours would be appreciated. Hours were cut several years ago due to the recession and were never returned. Self serve options should never replace human librarians.

I think FCPL is one of the best public libraries I have ever used. I have worked in several large libraries (University and governmental), and am a big user of libraries, so my voice is one of considerable experience.

Libraries are very important educational and enjoyment resources for the public, and should not be

I think the library is a critical part of the community in Fairfax County. I enjoy it and my children are also growing up enjoying to read by visiting and participating in programs. It is a comfortable, safe space where we can go as a family and each of us finds something that matches our interests. I think the services of the library should remain focused on reading, research and studying. I am not sure why I would assume I should go to a library to find help searching for a job, or why I would expect the library to tutor. I think it provides a space for those things and/or materials to support people exploring those things, but would like library funding going to provide the reading/learning materials and reading/studying-conducive spaces vs. the actual services.

It would be nice to have a wider selection of books on tape via the website

I think the library is doing a great job. I would especially like to see a shorter wait for Ebooks. It seems there are long waiting times for reserved books.

Library is very important of my life because I love books and could not afford to buy them. I am able to borrow all kind of books in the library with no cost. Besides, I could use the some Math text books for my son to assist his homework. I got some information from library such as bus schedules, tax preparation forms. As a non English speaker woman, I know I could achieve so many knowledge at the library. So I would like to tell the people like me to visit the library to need some assistance. Thank you.

I hope there will be no more books "thrown away" by the Fairfax Public Library system. If they are not to be used in the county's libraries, there are plenty of places that can use
them, and time (and some money if necessary) should be dedicated to getting them to a place where they will be used. Technology is great, but people still read books.

Appreciate appeal for input. It seems as though the library is looking to expand in many "tech" ways based on the list of "what you might be interested in". Given the limited resources the library is contending with, our family would rather see branch hours restored to what they once were (9-9 and hours on Sunday at all branches) rather than adding services that will require constant upgrades, updates, etc. In addition, continuing to expand traditional collections as well as ebooks, CD/DVDs, etc. Regarding Reston Regional. We are located between Reston and Oakton. In the past couple of years, despite Reston having more resources as a regional than Oakton, I have chosen to take my family to Oakton rather than Reston, because I feel safer in the parking lot and entrance way there than at Reston. At Reston there are often people loitering on the library grounds -- either in the parking lot or in front of the library. Acknowledging that it is a public area, it does not feel safe.

I am very thankful for the county public library. To be able to have a great supply of audiobooks is very important to me and to be able to use them for free it’s just fantastic.

You are doing a great job, but I am "old school". I was brought up to believe that it should be quiet in the library. I think more effort should be made to ensure that the people who use the library should respect the other people who are there, and that quiet should be encouraged and enforced.

Please add curbside book drops. Also more books on CD.

I would like to be able to pay fines in cash again at Access Services.

I really like and use the Fairfax county library on a weekly basis. I use the "hold" system for book club books and books listed in the Wash Post and NY Times. The wait times are too long for new "just published" books. There seems to be an emphasis on "best sellers" and that is what is stocked on the shelves.

No room for a shared discussion in comfortable chairs in whispered voices.

Even during this time of changing technologies, the opportunities offered by the libraries are extremely important.

My wife and I use the library infrequently. But, we do appreciate having it available for both checking out books, research and online databases (genealogy, archived newspapers, etc.).

I visit it the library every 2 weeks or so. It is very important to me.

Bring STAFF back.

Request additional funding for the library to improve facilities and toilets. Improve pay for library employees.

I think the library is a critically important service for the community.
Above all I hope the library keeps its focus on providing free access to as many books as possible (whether in hard copy, e-book or audiobook form). The other programs and services are nice, but the core mission of providing access is paramount.

Great, system, but need to come up with an online username rather than the card number.

The library has great staff, and could use more of them.

I am a big fan of the Fairfax Library system and believe you are doing a great job. Two areas I would like to see more is outreach into community events to sign people up for library access and more money into the physical plant of your libraries. They get a lot of use and need more money to keep them looking good.

The library needs some chairs to sit and read. The buildings and space don't seem adequate for the population of Fairfax county.

A system should be in place where we can rate books and books are recommended based on our ratings a la Netflix.

1. With the building of the Reston METRO stop, do you have a plan to prevent commuters from using the parking lot, thus denying the library patrons the use of the parking spaces? I predict that free parking spaces may be an issue as commuters look for free parking once Reston makes their parking lots "revenue producers" to prevent commuter usage. 2. In my opinion the Fairfax Country Library leadership does a marvelous job prioritizing requirements and putting a budget together to accomplish those stated goals.

I would like to see more investment in the Great Courses CDs and DVDs. I almost exclusively check out books on disc now.

I'd love to see children's programs developed and expanded. Registering for limited spots for certain programs is so competitive that high demand classes are literally full within 1 minute of opening - including maxed out waitlists. For example, any children's yoga or music class. Registration is closed by 10:01 am.

I sometimes have trouble finding an available CATALOG computer; MORE books... sometimes I worry that digital content is outpacing traditional resources, and it's hard to find BOOKS on certain topics.

FCPL is a 20th century library system in desperate need of an upgrade. Not just infrastructure (more outlets for laptops at the very least), but technology - more computers, and not just Windows machines. Look to our neighbors in LCPL and DCPL and see what kind of tech programs and materials they have - Macs available for the public, a recording studio, makerspaces, and more. Programming for teens. Actual Teen Services Librarians! LCPL circulates all kinds of movies and music and video games - why can't FCPL do that? It's actually embarrassing to see the differences between what LCPL offers compared to FCPL. Why do they value their libraries so much more than we do? Is it a question of promoting services to all of your user community? Does Fairfax County really value libraries less, and therefore fund libraries less, than LCPL? Staff your children's reference desks. When I moved to Reston 8 years ago, there were youth librarians at all
children’s reference desks and wonderful programs. All of that was thrown away and it’s just sad. I know that Reston Regional is getting a new facility, and I’m looking forward to that. I hope that it will be a more modern take on what a library is, incorporating technology, a makerspace if we’re really lucky, a teen space in addition to and separate from a children’s space, and outlets everywhere for laptops and cell phones to plug in!

I’ve lived in a few other places and Fairfax County has by FAR the best facilities I’ve seen. Keep it up!

I have been a library user for many years and also help with the Friends booksale at Reston. There is an unusually long wait time for best sellers and recent books. I would like to see the library purchase more copies. I would also like to see a better selection of e-books and downloadable audio books. I would really like to see a better selection of DVDs in the library. At another library in South Carolina where I have a card, they have a tremendous selection of DVDs for both movies and TV shows. They get the latest movies when they are released. It would be great if the library could figure out a way to stream movies to its users.

I hope the library will never become exclusively electronic. Many of us prefer to read and use physical, printed books, not electronic books. I will never read or use an electronic book.

I am very disturbed to read of the possibility that the FCPL services and hours of operation might be reduced. I use library services frequently for books, CDs, eBooks and reference materials and believe the library system is a crucial part of the County’s services. I also contribute to the library fund and hope that the services will be enhanced, not reduced.

I have joined the libraries of all adjacent counties. Loudoun, Prince William and Frederick appear significantly better stocked (esp CDs and DVDs / Blu Rays), more modern, and use more technology (I can use my iPhone the check out a book in Loudoun).

I am very fond of the Burke Center Library. I visit frequently and am always happy with services and the books available. Occasionally, I visit the Richard Byrd Library and I find that library to be very nice also. I live near the Pohick Library but have never liked that branch. I am happy that it is under renovation now. I used to go there with my children and always found it noisy and not big enough to move around in. The parking lot was always too busy also. I am so happy now that the Burke Center Library is open with its spacious parking lot and wonderful collection of books. It is always quiet and the librarians are very helpful when I ask for anything. Thanks!

I really enjoy the library and would hate to see any cuts in services and wish that more young families would bring the children to the library.

The libraries are underfunded. I object to the reduced hours. Books I am interested in are frequently not offered by the library. I have heard discussion of having the Reston library moved which I strongly object to. It is in a central position in Reston and should remain there, not be subject to developers who want to build on the land.

Please make more movies available to borrow on DVD
I wish there was more consistency in how the libraries arrange their juvenile materials. I used to go on many library field trips with my children; some libraries separate out their juvenile non-fiction (love this!), some don’t. It can vary from library to library how well the early reader books are organized. Some libraries also have great thematic collections right out in the open, ie holiday and seasonal books. I was really disappointed when FCPL stopped returning books to their original libraries. I can’t help but think this has got to adversely affect some smaller branches. In fact, I cut down on my family’s library field trips once this change was implemented. We felt quite guilty visiting libraries that were a distance from our house, checking out books, and returning them to our neighborhood library. On the other hand, I will say my neighborhood library’s shelves are full of books now. Part of the reason we took these trips was because you could rarely find popular children’s titles on their shelves. You generally had to place a hold. I have been highly satisfied with the Interlibrary Loan Services since it went online. This has been of great use to me in my professional studies as an educator as many education books/textbooks are very expensive and you don’t always know if they will be of use to you and worth the investment. Also, my children have been able to place ILL holds on some children’s titles not owned by FCPL. I would love to see extended Sunday hours. I would love if the regional branches would open at 11am.

I am very impressed with our library. I hope that our high standard will continue.

Love our library!!!!

I would like to have longer library opening hours on weekends to exchange for more self service or less staff during each shift of working hours.

Fine people doing a fine job!

Reston Library needs to be updated. It is old and has some unpleasant scents. The landscaping needs to be weeded so that it is more welcoming. I have been to other libraries in Fairfax and they seem to be in much better condition.

The wait list for some Ebooks is so long that I often forget I’ve requested them.

The FC Public Library system is a huge factor in why we live here (in Reston) and why we gladly pay out taxes - its a quality of life value that cannot be measured easily. The Library resources enrich the community in many ways but cannot be expected to be everything to everyone - that is providing literacy training, job training, computer training, social security information, etc. Unless the County Government makes a policy change and FUNDS the library system to provide all these services, the library cannot be expected to do it all. Having said that, the library is a natural setting because so many persons across the social economic scale use the library. But FUNDING is required - you can’t have it both ways - more tasks but no more money I belong to a quilting guild that uses the library for quilting bees. At these sessions, quilts are produced for various charitable purposes - preemie babies, wheel chair quilts, quilts for families in need, etc. Besides that the social aspect of community members working and learning together enhances our society by the awareness and concern for others. I love the library. Hope your survey shows how many people cherish the library. THANKS to the library staff!
I would like to attend any programs about learning a foreign language such as Italian, which I think it might be easy for me. Also, our association with Russia would be of a major concern learning Russian. My major interest would be to visit Moscow with the intent to see St. Basil but the trip seems to be too long for me to sit for X amount of hours while flying. Thank you for giving me this opportunity to express my interest in foreign languages.

I wish the library offered more foreign language novels.

Have just started to us downloadable ebooks and audio books... LOVE IT!! Would also love the movies being downloadable!

I primarily use the library for a quiet space to work outside the office. I love the outdoor view of the Burke Center library's quiet room. The Kingstowne Library, where I spend more time, is too institutional. I like the ability of the private rooms to provide comfort and functionality.

Need more library specialists to answer questions; need more space for libraries generally; need a simpler way to retrieve onhold material (the last 5 digits approach is unnecessarily time consuming;)

I don't understand why checking out an electronic book takes so long; why you have to wait for it to become "available." Also, the Overdrive software is clunky and difficult to use. Your summer reading programs for kids are great!

Grateful for books to read!

It seems the L rare system is morphing into something very different from the early library purpose. The Internet has all but eliminated the need for the library as a reference tool. It seems the library system has taken it ion themselves to provide literacy programs, job training, and an adult educational system within its mission. I think that is the wrong direction. I have no issue with those types of programs, but I do not feel that it is the library system's mission to deliver them (or even house those deliver those programs). Other government and non-government institutions should be providing those programs. I would like to see our library system develop into a virtual system, existing almost entirely on-line. Let's get rid of the buildings and land used to house the library system. Just like electronic books and audio books are replacing bricks and mortar bookstores, they should also replace the bricks and mortar libraries. Let's use tax dollars to provide devices to Fairfax County residents so they can more easily get on-line. My preference would be that every county resident of school age or higher be given a device every 3-ish years and it be used as their gateway to electronic books, audio books, multimedia selections (video, music, etc), reference tools, etc. Ideally the county provide the devices to those most in need while those with the means purchase their own device or perhaps some form of subsidized device. Funding for this would not only come from property tax / income tax dollars but also by the income (interest) generated by from the "endowment fund" created by selling off the building and land of the current library system. I don't want to get rid of the library system. I believe Fairfax County's system is excellent. However I would like to see the library move away from delivering social programs and allow other institutions to take care of those functions. The library should begin moving away from its bricks and mortar.
This library system is a Godsend! I've used it in so many ways over the years. I used Quiet Study to study for the bar exam. I've found many wonderful books including using the inte loan system that includes the Library of Congress and George Mason. The libraries are places of repose, reflection and reserve. They are like churches. In the hurley burley of N Va they are much needed places of intellectual and spiritual repose. Thank you for this wonderful library system. I always know I have a place to go to read, reflect and rest. I've always loved libraries but never more than here in Fairfax County. I would only ask that you keep real books on shelves not kindles and expand the library hours to include Sundays for most if not all branches. Thank you.

Please no more scatter-shot children's programming. Fairfax County is a HUGE county and parents and caregivers need programming they can rely on at their local library. We need weekly storytimes and open literacy-themed playtimes led by the children's librarians (is it necessary to pay outside people?) that are open to all - not capped at 10-20 kids. If the children's librarian doesn't feel she has the training - it needs to be provided to him or her! The libraries are big places - lets help increase circulation by inviting everyone to participate and not making it difficult by asking people to sign up ahead of time and then being difficult when they try to participate. Fairfax County libraries need to become more child-centric and less child-phobic.

The senior program mailing books is great 😊🌹

The level of services at our local library seem to be focussed on the pre-school and the over 65 age groups. I feel that involving the parenting demographic would stimulate use of the facilities because of the wide variety of people that would attend with them.

Please please please continue funding (and giving more funding) to FCPL - it is so integral for maintaining a better community and more engaged, aware citizens!

Provide more audiobooks and ebooks.

Bring back the ability to borrow Kindle books from Amazon. Invest more in e-books rather than physical books!

I thought that the solution of cutting back on hours at some branches was a reasonable solution to the budget issues in recent years. I also was not opposed to the proposal to decrease the number of reference librarians.

There used to be music programs for your children at the library. They either don’t exist anymore or you don’t advertise them. Either way- my daughter loved them and they should be brought back.

Expand the hours so people can enjoy the library more and not have to schedule their day around when the library is open

I want a library to be a library. I want all the Literary classics, biographies of important historical figures, how to books for hobbyists, and a rich audio library for spoken books. I don’t care about all the other services a Library might provide. They take funds away from books and audio tapes which should be the prime directive of any Library.
Please offer curbside book drop boxes.

I like using the library and I appreciate its services. I would like to see more in the way of downloadable audio books. I like to listen while commuting.

I haven’t forgotten about all of the books that Fairfax County threw away a few years ago. Hopefully that will never happen again. If nothing else, put out a call for volunteers to take the books to other areas that do not have so many books that they destroy them because they are not in pristine condition or are a year or so old. We have family friends in West Virginia whose schools and libraries would have loved to have had those books. I also hope that Reston library will replace the open areas that were created several years ago, especially the teen area, with shelves of books. What good is a library if it doesn’t have books? If you want teens to read, provide books for them to read. There is no school within walking distance, so the library will not be a hang-out destination.

Thank you for all you do! I love the library! I wish it opened earlier on Sunday.

Please do not cut back on library services. They provide invaluable services to the residents of Fairfax County.

Please keep up the good work. The Fairfax County Library system is invaluable. Please also consider getting access to a broader catalog of eAudioBooks. That is a primary focus of my library use and I feel I am missing access to some materials.

I would like to see more Ebooks and audio books provided via Internet WiFi at Burke library needs to be upgraded to provide more speed and capacity. Definitely like the improved hours at Burke. Now open every day.

The library is the most important resource our community has. We need to support it and spend resources here. The library provides so much to so many! Please keep regional hours for the Burke Library and Kings Park Library! People use those libraries! Fairfax County is big enough to support extended hours! I see people in both libraries using the space at the extended hour times! Please keep them open later! Please remind the staff that libraries are for people to use and they need to be more patient and friendly. Little children are readers, too. They need to feel welcome in the libraries. Some of the staff is AMAZING! Others need to stick to re-shelving. We LOVE our libraries!

I really appreciate Reston Regional and wish more was spent there of the county’s money.

No more cuts for library services.

I like my library as it is. Please don’t tear it down and build a new one. The library does not need to provide additional services, just focus on keeping thorough holdings on all subjects and academic disciplines. I was surprised to see more computers and take home laptops as survey responses: if people are going to use the Internet for their research they don’t need the library. Let’s not encourage the Internet as the level of learning to be found there is so shallow and biased it is no substitute for the real knowledge found inside a library.
The library does a good job with the resources that are available. I do wish that there were more room in the budget for schools and the library.

I love my public library. You guys provide incredible opportunities for all the members of my family. I’d like to see my Reston Regional become a place for people to gather more often to enrich their minds and socialize. There isn’t much going on for kids or teens. A maker space would be fantastic. Hoopla does not have a great selection of movies. Perhaps there is another comparable service with better choices.

Electronic media is becoming more popular.

I have a library card with Loudoun county libraries as part of the reciprocity with Fairfax. While I still like the local libraries, I find that Loudoun has more availability of online books on overdrive, and I use the Safari online technical books through there (not offered in Fairfax).

Since there are always concerns about library budget, I think Fairfax County library should focus on what it does best - provide reading materials, computer access and a space for people to study and meet. I don’t think the library funds should be used to provide training, adult literacy, English language classes. Can’t that be done by volunteers or organizations that provide those services? I believe the library is a great place to hold those activities. Gathering spaces are very important to the expansion and renovation of libraries. I especially like the small rooms where small groups (2-6 people) can gather and talk without bothering other patrons. Large gathering spaces are important, too.

At the Reston Regional Library, it is sometimes a long wait to get service at the checkout counter. Frequently, there is no one there or only one clerk who is helping someone with a time-consuming matter. All back office employees in the circulation department should monitor the line and come out to help when there is more than one person waiting, whether or not they are scheduled to work at the counter that day. The FCPL’s holdings of new and almost new adult movie CD’s is ABSOLUTELY ATROCIOUS. Do you all have a policy not to purchase movie CD’s for adults, except for rare exceptions? Just check out the movie CD holdings and acquisitions of the surrounding counties/cities. They do it right, with a plentiful and constantly updated selection. The FCPL’s holdings of new music CD’s by popular groups in various genres (such as alternative rock) is just as POOR. Make sure that motorists do not leave their vehicles unattended (i.e., parked) right in front of the library entrance. Your holdings of magazines online are excellent (great variety of popular titles). Go back to putting the last name of the patron on the shelved holds. It is easier to spot one’s own holds that way. Privacy is not that big a deal versus convenience.

Please do not relocate Reston branch. Thanks.

Would like programs specifically targeted for young professionals, age group 20s-30s. Other library systems in the area have them, surprised FFX county does not.

The core mission of libraries has always been to make books available to the public. Other secondary missions may be pursued, of course, but only if they do no detract from the core mission. Fairfax seems to be toying with the idea of using its libraries to provide a wide array of non-book services. This is folly.
We use the library mostly for reserving books. My children go through books like water. However, our use dropped off to almost nothing when the new system was put in place for books placed on hold. It is illogically organized and not all user friendly. We were frustrated enough by it that we have gone to electronic books.

The library system is extremely important to our community. I use the Reston branch often and they do a great job with the facility they currently have. I would love to see it renovated in the future as the building needs some work. It would be wonderful if there were more computers for public use as well as tutor/study space. I don’t currently use either service for my own use, but every time I go to the library there seem to be a lot of people using the computers and/or studying or being tutored. I feel fortunate to live in a county with such a vast library system. I think it is a solid use of our tax dollars and serves a wide range of community members. Keep up the good work FCPL!

The bookshelves at my library are very bare and it is a very small library - Woodrow Wilson branch. It doesn’t seem worth the trip to go there since there is so little material to browse. I also never hear of any events that I could take my child to either. I had hoped for more after the remodel.

I found the survey questions posed to garner extreme answers: only 1 answer allowed when combination of items reflect my involvement in library services. For example I may go online to download ebooks quite frequently, I find it important to be able to browse through books and magazines at the local library. No information was provided on cost involved for expanding programs. I like accessing books online but would hate to see an expansion brought on by a reduction in branch hours. I have Internet and computers at home but can appreciate how much the library computers are used when I visit various branches. I don’t think it is the library system’s responsibility to provide counseling on services but having conference rooms that volunteer organizations can provide services is beneficial.

- Wish you could check out items for a longer period or more renewals. - Have newer titles offered in CD format. - Offer more DVD titles for checkout.

The key question that Fairfax County as a whole faces is whether it is willing to support a first-rate public library system. My concern is that, in recent years, the County's library system has fallen further behind that of the District and some other regional localities. This is especially the case when it comes to offering new media, such as downloadable and streaming music and video. Reversing this state of affairs is essential for ensuring a stable future for the County and its residents.

extend weekend hours and try to waive some fine (e.g., late fee).

None

I love the services that the Fairfax County Public Library offers, particularly the audio books! Thank you for having such an extensive collection!

The Reston Public Library is in shameful condition and needs to be renovated or rebuilt. It is very unfair that neighborhoods like McLean and Oakton have beautiful new libraries and
the Reston Library, which serves a large population, is old, rundown, dirty and an unpleasant place to go do research or study. It is unfair to both the citizens of Reston and the employees who work there. I don’t understand the reason for such inequality. All libraries in the county should be maintained to the same standards. Something needs to be done right now to remedy this shameful situation.

Keep them open!!!!!!!!

I've been disappointed in the budget cuts and especially cuts to professional staff recently. As a very wealthy county, we should be investing in our public library system. Love our library and use it often.

Please offer free online subscription to Lynda.com. Loudon county libraries has it.

It would be nice to have longer hours during the school year. In the summer, they can shorten their hours to save on money.

I consider the public library to be an essential part of the community. I think that having resources available for every level of society is what makes a library great. Just because I don't use a service, such as library Internet or computers, does not mean that I don't think it is a valuable or needed resource. Dollars spent toward providing literacy and information resources are not wasted. I know people who depend on them.

10:30 p.m. This survey was painfully slow. If that’s common, I suspect it will affect your response rate. (I can’t tell you how may games of solitaire I was able to play.) A library is a vital hub for a community. In this time of increasing inequality, it’s THE place where everyone can come together to get their needs met. The website is not intuitive for me, and I’m not the internet all day everyday. I feel like I’m always guessing and hoping for the desired response.

I think it would be a good idea to promote special events (like movies) in other websites like FCPS. I went to watch Rashomon last month abnd there were only seven people in Reston. It was a pity.

It’d be great if we could organize people around certain kinds of craft as well. E.g. leading writing groups.

Please don’t sacrifice shelving actual books for more space by digitizing books.

Wonderful library services! Thank you!

I love the public library! It deserves a lot of public attention, and I believe that in an age where technology and noise have us firmly in their grasp, books (I mean physical books, with a smell of glue and paper) keep us grounded and give us respite from a hard day or an all-nighter. I go to the library to study, to read, and just have a place to myself (excluding the other library-goers, of which there is an unfortunately dwindling number). My only problem is the inaccessibility of the app and website. For cheap/free, good labor, contact TJHSST. The computer science students are required to do a final project their senior year, and would love to have that on their resume, if not only to help.
Thank you.

<3 <3 <3

I was a frequent visitor to the library for years but since using kindle for iPad I enjoy checking out ebooks. I read more not having to schedule trips to the library. I encourage you to add to the online collections as much as possible.

Would like to see more ebook titles available on Kindle

None at this Time!

There are a lot of homeless people who go to the library and make it uncomfortable to bring children to the library.

More audio books that can be streamed to a device such a phone.

Some of the survey question were difficult to answer. For example it didn't state what kind of special services or what kind of disabilities it meant in the question (can't remember which one). Also, I didn't know some of the technology terms like children's play away. Don't know what that is, but research I've read is weak when it comes to using technology in lieu of reading a book. Put less money into technology which dates and research doesn't support. More money into books. A drive up drop off would be nice at all libraries. Thanks!

I love my libraries. I go to Reston, Centreville, and Chantilly branches regularly and check out lots of books, for both myself and my children. I’ve used the request/reserve service, study spaces, audio books, and a few ebooks. I’ve also attended lots of children’s programs. This is just to say that I know a good bit about what our libraries offer, and I’m really invested in their future. So, my big plea is that, in all the distractions of technology and social media and whatever other trendy things are out there, you not lose focus on the true purpose of a library: to provide free access to books. Technology is great, and it’s wonderful that libraries provide a place for those without home computers/internet to do things like apply for jobs or do homework. But the big public library in my hometown has just recently discarded a huge swath of their books in order to put in lots of couches and "lounges" and more computers, and as someone who has always loved books, I find that heartbreaking. Searching for ebooks online just doesn’t replace the experience of wandering library shelves and picking up a book just because it catches your eye or because it’s near a book you were looking for. And for many of us, reading a physical book is very different from reading on a screen. Personally, when I read on a screen, it’s nearly impossible for me not to skim, since surfing the web has generally trained my brain to do that with screen content. As someone who has tutored many students at a range of levels, I can say this is very common (though my students may not admit it!). On a different note, I want to compliment those who run the children’s programs, particularly those at the Chantilly branch. I haven’t been recently because they now fill up too quickly, but I have always found them to be very high quality and wonderful for introducing children to early literacy and to the library. Thank you! I also really enjoy the library’s collection of lecture courses on CD.

Taking much longer to get books on reserve than it used to.
1. Try to move towards eBooks so its easy for people to rent and have a big / huge collection. 2. The new Self service machines does not scan from a iPhone digital card. That needs to be fixed. I am very surprised why someone would buy a self help station when it cannot scan from a bar code from a phone which is a very basic requirement 3. WIFI needs to be better 4. The bathrooms need to be cleaner and safer. I am scared to send my kids to the bathrooms as there are always wierd people hanging around there. 5. Accent reduction courses will be helpful 6. Get rid of old books. We see too many old books there. Plus many old books have lot of coffee marks etc. Can be easily avoided if we go digital. 7. Reduce the amount of printed books that are bought and move 100% towards digital books 8. Lot of people gather in the library to talk. Either there needs to be seperate place for people to talk or enforce the no chatting policy. 9. Need to have the audio books as downloaded books and not the old DVDs / CDs In general I feel library is a very important part of the community and I believe you guys are going a wonderful job. Just need to tweak things in a way to move towards the digital world.

Hire more librarians with degrees in library science. DO NOT go to an impersonal automated system. We have a good library system that can use some improvement.

I would like to see the library offer more job opportunities for teens, both volunteer and paying jobs.

Just this evening I was using library website to access online Consumer Reports magazine for some research. But the two services Fairfax County Public Library offers that I appreciate more than anything are (1) requesting books via my home computer from ILLIAD (Inter-Library Loan Service); and (2) borrowing Kindle books for free. To me these are both wonderful benefits I have availed myself of numerous times -- right now I have a borrowed book on my Kindle. So thanks so much!

Stop bum from smoking and pissing in front of the doors

I think Fairfax County has an excellent library system that provides essential services that can't be offered anywhere else. I think libraries are facing a great challenge to be perceived as relevant to customers as they used to be. I support the apparent strategy of keeping traditional bricks and mortar resources while also trying to keep up with digital demands of readers.

The service at the chantilly branch is awful. The people checking out are not courteous evidenced on multiple visits. Several times, books dropped off do not get checked in properly. And the staff doesn't like it when you ask to check in books, like its some affront to their process. I make it a point to push to get them to check in. In contrast, the reston staff are all friendly and act pleased to help any way they can! That's why I don't go to chantilly any more.

I'd like to see more focus on the "classics," as opposed to just best sellers--more talks, more book groups, more prominent displays in-house, etc.

I would like more audio book options
I love and greatly value the public library and am concerned about the cuts that were made to the library system during the recession. I hope that funding of our libraries can be restored.

I would love to see more new books, especially non-fiction. Later hours would be nice too.

Please expand the selection of e-books, as well as the number of copies available to download. The e-book industry also needs to make it easier to get e-books. The process is a little bewildering with multiple formats and obscure methods to finally get an e-book on a desired tablet or smart phone. I finally had to get a Kindle to make it easier, but even then returning an e-book is entirely different from how it is borrowed.

Thank you for the services you offer and provide us.

Garden inside would be nice for people to read. Like a botanical garden :))

The library in Reston Virginia is an important asset to the community. Residents in the community use the library for education, pleasure and computer use. Any expansion of services benefits the community and is greatly appreciated.

I’d like to see the library purchase new Great Courses and increase the number of ebooks as well as the number of copies of titles. I’d accept a lot, including shorter hours, for more and better eBooks.

Thanks! Keep doing a great job, please!

More online audio books. I love overdrive and wish there were shorter wait time for holds.

Offered video games for kids

I use FCPL services all the time. I believe it’s a good system, and the services offered are varied and meet all of my needs. I like to use e-books but not as much as I enjoy borrowing actual physical books to read. Please don’t go all out on technology alone.

I think the county is screwing up the Reston Library

I’ve been disappointed with the changes over the last few years at the Reston branch. I don’t know if the same is occurring at other branches throughout the system, but there has been a dramatic and quite noticeable decline in actual book availability at the library. There are now large unused spaces (e.g., a “Teen Space” with pink carpeting and neon signage that I’ve never seen anybody using...and who wants to sit and read a book with a neon sign over your shoulder?). There are fewer and fewer books, and fewer and fewer specialized staffing, especially in the children’s section. We would frequently take our three kids (several times a month), who would come home with stacks of books. Now we exclusively reserve books online because most that we want (even those books assigned to the Reston
branch) are typically scattered throughout the county. Why should we bother to go and browse when there is a good chance the books we want aren't there? Although I now work as a computer programmer, I have an MLS, so I know a little about the challenges faced by libraries as our culture evolves. But I firmly believe that books (actual physical books) outpace any digital formats currently available for reading anything longer than an essay. We had a solid collection with dedicated and knowledgeable staff at Reston just five years ago. I'm afraid the recent changes to cull the collection and reassign librarians has irrevocably damaged our library.

I wish there were computers dedicated for children in the library. This use to be the case but no longer. I understand from staff that some parents complained (kids focused on screen time rather than books)--however I think this is a case of the vocal minority. I have seen other libraries- such as Bossier Parish, LA; and Clark County, NV --that have done a good job providing computer access to children in a helpful manner. The public library should support children by encouraging lifelong learning and supporting the learning of literacy skills. In today's day and age, literacy skills includes the use of electronic media. Additionally, sometimes adults are accessing material that is not "family friendly" have the children who need to use the computer in another space is a nice option. Consider, the library computers in the children's section can set-up for specific use (such as targeted learning software-- math, English, Coding, keyboarding etc). I really was impressed by the computer support at the Bossier, LA public library branches; they had three areas: computers in the children's section that could only be used by children (targeted educational software), an enclosed family section (so parents could complete their job resumes while their toddlers where with them)--since it was an enclosed space (floor to ceiling windows) parents did not have to worry about the noise from their children bothering others, and a general area that was accessible by all.

As a 25 year resident of Reston I am very concerned about the Homeless people at the Reston branch. Everyone says there is nothing we can do. There are people sleeping, asking for money when you enter and depart the library - especially as a woman - it feels very unsafe now. There has to be a solution; at a minimum rules regarding behavior. Thank you.

I am disappointed that the library opens later on Sundays and feel that this should be changed to optimize use by all on weekends. Whenever I've had a reference question, I have found the librarians to be generous with their time and exceedingly polite, thorough and helpful. A few months ago, I witnessed one of the research librarians observing a person at a computer. She was perceptive to realize that something was not normal. She called 911 and the person was cared for. I am always impressed by the staff. I do have one complaint and fully realize that nothing can be done about this because the library is open to all of the public. On numerous occasions, I have left the library where I’d sought a quiet space to work in the Quiet Room. I could not bear the environment because homeless and psychologically troubled people were at three of the carrels. They were making noises, shuffling papers constantly and going in and out, picking up chairs, staring, leaning back and forth. The presence of homeless people is distracting---very sad and unfortunate--but has kept me away from spending more time that I otherwise would have fully enjoyed to stay longer in the library. Of course, I always believe libraries should be better funded and that expanding children’s programs would be a good thing.
Some libraries, e.g. Dolley Madison, put little attention on keeping the library quiet from naturally rambunctious children or have no way of segregating the talkers from most library users. Don’t know why a sound barrier couldn’t be put in place to keep noise and frustration levels down.

I would just say that an excellent library is the pride of the community. Check out libraries like the one constructed in Cedar Rapids Iowa after the floods there. http://www.crlibrary.org/

I would like to see my local library offer more educational materials suitable for the intellectually challenged population. As a parent of an adult child with special needs, I find such things lacking.

I believe that the library should be dedicated to quiet reading and study. I do not believe that the library should be a source of every program under the sun which is what it seems to have become.

The library is critical to the health of the community

You are doing fine

My wife’s primary use of the library is tangible books, and ebooks. My primary use of the library is for meeting rooms, used to discuss writing and books. The two meeting rooms currently at Reston Library are two large for 12-15 member meetings. Consider using one large meeting group for your largest meetings, and divide the other room in two, so that more people have access to it. My group is constantly getting locked out of the larger meeting rooms, and the children’s room is too small to accommodate 12-15 adults.

Love the library!

The Fairfax County library system has been an integral part of my life for years! I can safely say it has had a huge impact on me and my family. Keep up the great work!!

The library needs more conference rooms (for tutors or group work). The library should have longer hours for students to study. For example on Sundays 1-5 PM isn’t much time.

I am very pleased with the expansion of e-services the library has undergone; it is enabling a happy marriage between the printed and electronic word.

You need more selections for your survey they will not provide accurate data. Thank you for provide wonderful service to people from every walk of life.

I am a big fan of e-books, and hope that the library will expand this area. Drawback: often have to wait months for a book, and recently published books take months two appear as ebooks.

I now listen to most of the books I read. so I focus on the audio books I can either check out at the library the ( I listen to the CDs in my car and home) -or- download from Overdrive and listen on my Walkman. The audio library is fairly limited.
The children's story time has been too difficult for me to utilize. Could they be easier to sign up for, or offer more spaces for kids, or be held more often?

I love the library and what it offers people of varied income, literacy, age. Something for everyone. Oftentimes, the last but best resource and hope for our community. Increase its funding please.

Keep up the good work.

Libraries are a very valuable investment for all communities. But it may undermine their basis function of providing access to books and reference materials, by asking them to use their resources to supplement the county's social welfare responsibilities.

Fairfax County Library is great!!! It is a wonderful resource for me - a 36 yo. mom who needs advice books, also a bibliophile. It serves my kids 7 and 4 by giving them so many choices, helping them learn about topics they are curious about. My husband listens to FCPL audiobooks on his commutes that in our area can be long. Thank you for doing a great job!!! We use your services almost every week. Suggestions/comments: 1. Wish wait time for bestsellers was shorter, but with our county population, I understand. 2. Invest in kids. I know a lot is already done. I wish more was invested in real books, activities, maybe coding and computer science.

Cleanliness, in accordance with smell, because the Reston Library is located next to the homeless shelter the flooring of carpet smells like urine and it's hard to ignore. The Library does provide clean wipes for customers to wipe their tables but the floor is an issue out of the customers control. A recommendation could be a switch to wooden floors in the main section and keep carpeting in the children sections only. A vending machine with bottled water in it would be a nice addition as well as customers bring their own water all the time despite the library having a water fountain people feel bringing their own bottles to be safer. Libraries need an upgrade on their Design (Adobe) books and Art books most are outdated.

Libraries are hugely important in any community and deserve a high level of funding. I only use Reston but am fully satisfied with it.

I would like to see more ebooks available. I can usually find ebooks I like but the wait times can be very long, up to 2 or 3 months. I end up putting several on hold and then am forced to check out several at once when they become available in clumps. It doesn't seem very efficient as I am sitting on books I'm not reading and some that I never get to read due to several becoming available at once. I wonder if there is a way to change the software to delay checkout by a week or two, or give the next persin in line the book, without releasing the hold entirely and going back to the end of the line. Also, when I borrow as kindle books, it is difficult for me to return as soon as I am done which I am sure increases the wait time for others. Making it easier to return the instant I am done would reduce wait times.

In Reston library, one lady volunteer is really insensitive toward computer user. She is loud and everyone could hear when something is wrong.
The library is a very valuable resource for the community and preserving the culture of reading and learning is critical to raising our youth. Thank you

Offer more programs on the weekend or evenings to accommodate working adults.

Don’t make it too complicated for patrons to borrow media. Forgetting a library card or having a slightly overdue book doesn’t warrant loss of or over complication of your ability to use library services.

When I was younger, I loved going to the library and reading printed books, but now, I sometimes have difficulty concentrating on reading so I just don’t read much anymore. I pretty much stopped reading novels. I do all my reading on the Internet nowadays. I don’t use kindle either. I use the internet to get information that I need. Thank you for asking me to fill out this survey.

I would use the eBooks a lot more if I could actually check one out immediately instead of waiting on a hold list. I would go to my local branch if there were private study rooms I could use. I think it’s extremely important to continue offering all the great programming you offer, and fully support expanding that programming. I think you guys do a perfectly fine job of collection development.

I realize funding is limited for the library and you are doing the best you can with the resources available. I think the facilities are good, and your programs for young children are great (I love your summer reading program for kids)- but as a middle school teacher, I would like to see more current books for this age group. I would also like to see more ebooks available.

I noticed that you have a very low amount of circulation support staff/library assistants. Also, Reston’s branch, in particular looks worn down and the books are not always in very good shape. I also belong to Loudoun (I work in education) and they are really doing a lot of great things and trying to preserve support staff jobs. Put your money in your people; use your support staff for educational programs too. There’s no reason why it has to be a full librarian teaching computer skills. Don’t waste money on playaways. We use them in our school, and they break easily and are VERY expensive.

Every library should offer drive through book return. It’s a hassle to have to park, get out, transit a busy parking lot just to bring back material that is out of renewals. When you have a stroller and then a toddler also in tow it gets difficult. Add to that getting around the cars that are double parked in front of the library (bc they also have to return materials only they feel comfortable ignoring all the "no stopping/parking signs" and it’s downright hazardous. I am going to be pissed as hell if the county starts offering some of the things in this survey (book vending machines, etc) and doesn’t fix this.

Please stop buying music and movies and buy books. Also, find it very ironic that the library appears to be purchasing classic or near classic fiction at a rapid clip= especially since it trashed so many books a couple of years ago. Fairfax used to be a leader in new fiction, in particular, but that's not the case anymore.

Need to pay librarians more so that the good ones will stay.
often when I visit the Reston library I encounter adults loitering right outside the front of the library often smoking. Being highly allergic to cigarette smoke I find this particularly offsetting and a deterrent to my using the library more often.

Literacy is of utmost importance. Reading for people of all ages is critical to moving forward. Offering English language help for immigrants serves an important function in unifying our society. I appreciate and feel fortunate to have access to such a good library system. I have recently started accessing books and audiobooks on line and love it. I used to buy a lot of books but really can't afford it. Audiobooks are great because I work with my hands for many hours during the week and it helps pass the time. They are also great for passing time in the car. I feel confident if I needed to find info, the library would be helpful in accessing it.

There should definitely be an increase in self service options and options available outside of scheduled hours such a streaming services and e-rentals for digital media.

I love the E-books

I love the fairfax county library - it's a tremendous resource for the community; long live the library!

Fine service on all levels. Would like to see more downloadable audiobooks and TV series DVDs. Enjoy Wowbry.

The buildings are better than the weak collections in literature, fiction and non-fiction. This is shameful in such a wealthy county. Loudoun has much better collections and many people I know in Reston prefer to go to the Loudoun libraries. The dvd collection is almost non-existent. Again, my friends go to Loudoun for dvds.

I am highly satisfied with the services and support provided by the library. I frequent several libraries including Reston, Herndon, Chantilly, Centreville, Pimmit Hills and others. The importance of, and access to, the libraries can not be overstated.

I love the library, but think that, at least the Reston location, could benefit from an upgrade. The inside furniture, carpeting, facilities are quite outdated and make for an environment less pleasant for reading or studying. I would prefer this over any technology upgrades.

The library does not need to expand technology. The current level of technology is ad equated for those who cannot afford their own computers and for those who do not have mobile technology. The suggestion in this survey that the library may be considering becoming a tech device lender is disturbing, as it indicates an effort to move say from core mission. The library needs to be a place for readers and research rather than a technology device lender. The devices are more likely to be used for games and diversions, and those who cannot afford their own have adequate access for serious uses. With current budget strains on other programs and on taxpayers, a move to more technology will not be supported and will undermine supplier for core library functions.
I hardly ever visit the library, but check out e-books frequently. Would like to see the e-book collection expanded. Would also like to know if e-books in my own collection can be donated.

I visit the Reston library several times a week, and I find the personnel to be very professional in all respects. Friendly and very helpful to the max.....

The best service the library offers to me are free books for my Kindle. I would like to see better collaboration between the library and the public schools (specifically Aldrin Elementary).

Extremely satisfied with current services at the library

One of the best library systems I have ever used!!

It seems there are a number of current self titles the library is short on. I find lots of great fiction. Wait times for books can be weeks. That is frustrating. It's such a great asset to our community and the employees are so wonderful.

Our libraries are an integral part of our community. I hope to see them flourish and expand as a necessary resource for our families.

I have always cherished using the services of the Fairfax County Public Library when my 4 children were young...pre-school-elementary school. The story time/programs that the library system offers instills at a very young age the benefits and joys of reading. I think the system has to upgrade its services for high school and older adults that are more prone to rely on the internet for research materials, etc. Expanding the services through classes and on-line programs will do much to update the system and make it relevant again to visit the library.

I often take my children to Loudoun County libraries because they offer more summer programs and story times. It would be great if Fairfax started offering more of these types of activities and made the library itself a more welcoming and brighter space. Thank you so much!

Fairfax County Public Library does a wonderful job given the financial constraints it is under. They continually get hit with cuts while Schools and Public Safety are given disproportionately more budget dollars. FCPL is important to learning; they should not get short shrift just because FCPS whines the loudest.

The hold system is really excellent. Being able to use full use of the entire catalog of books across Fairfax County without having to drive to specific branches is wonderful and extremely valuable.

I go to the library to study or read once a week and its proximity to my new home was one of the selling points
The Fairfax County Library system is the best system I have ever been in. The staff is wonderful and the selection is excellent. The ability to reserve new material is incredible. Thank you

I think there are many who still love reading hardcover books even though we also use e-books and kindles. Love the Reston library.

Firstly thanks for taking this survey and for looking at different ways to improve the service. Much appreciated. It would be really helpful if the website capabilities are improved. We use the website to reserve books and CDs online. The website search works well if you know what you are looking for. However its very difficult to explore other new authors. It would be good if the Library added more search capabilities so that we could find new authors like we could while browsing the shelf at the library. Listed below are some examples: 1. If I put in the names of a few authors I like, it will be great if the Library could suggest other authors I might like. This is similar to the capabilities Pandora and other online music streaming companies provide. 2. Abilities to be able to search through a genre with some questions. The questions will have to be genre based as the intent is to find other authors. 3. More book lists and social integration for user generated lists - similar to the capabilities at Goodreads. In our opinion, improving the Library search capabilities should be the highest priority compared to all the other improvements listed.

Do not like my tax dollars funding free space to paid tutors to use or for classes to paid individuals being held there. The library has become outdate with the advent of the computer age. The age group it seems to cater to is the aging population that is not into the computer age. We do not need more $$$ put into these facilities. These resources are available on line to everyone without the brick and mortal and employee expenses. Perhaps more availability of e-books could be explored. The process now is cumbersome and wait and check out time for e-books unrealistic.

It is unfortunate that the literature classics have taken a back seat to best sellers, such that most branches no longer carry a broad selection of them.

Given the increasing transportation challenges in the region, with Metro undergoing a long-term renovation with reduced service, I’d love to see the library serving as a remote office location from time to time, with wifi and phone booth cubbies for phone calls. If I can’t get to my office in D.C., that would be another great option if my home Internet is not reliable!

I wish it was easier to find out when events like book/puzzle sales were happening at the various libraries. Perhaps a document that lists all if them linked from the library homepage?

get Reston a new sign out front! it’s peeling and shredding and looks awful. sets the wrong tone from the outset. in general, updating some of the older facilities to be fresher and more inviting would go a long way.

I liked the old system where we had a central library in Fairfax which housed specialized books on obscure topics instead of just 20 copies of them most recent bestseller.
I believe that Library primary focus should be provide books (including ebooks) to residents of Fairfax county. I would discourage the Library from spending any resources on video, music, and other non book sources of entertainment and knowledge. There are other sources for these materials.

With e-book reading, I have not had a need to visit the library in person, in the last year. But, when I did go to the Reston Library before the online reading tool was available, I can tell you that the library is well stocked, is very neatly organized and the customer service staff was always helpful if you needed assistance. Maneyapandas (Paul and Jamuna)

I believe that the library is part of the community

I use the Reston library, but lately it is not safe to use the bus stops in front of the library. It seems like the homeless took up residency in the bus stops, just not safe for children. Also do not feel safe to drop off books after hours due to people loitering around the library and parking lot.

I LOVE my Reston Library!

I am disappointed that the collection of large print and audio books was not addressed in the questionnaire. The fact that there was not even a question about large print books was sad. The library needs many more large print books and more audio books.

I would like to have off-site book drops so that materials could be returned to places closer to my home, such as grocery stores like Harris Teeter, Giant, and Safeway. Another thing I would appreciate is more copies of new best-selling books. Sometimes when I place a hold on one of those, it takes months to get the book because of high demand for the book. I do appreciate that the librarians are helpful in obtaining materials I need. I also like that I can order online, check out materials without having to wait for a librarian, and can request books when I see something I think might be of interest.

The librarians in the children's section of the Reston library are wonderful! We visit the library every weekend to get my 4-year old daughter books and the entire family looks forward to these weekly visits. Please focus on improving the children's section (books and the reading and play area) and the selection of audio books for adults. Working parents are busy and rely on audio books. Your amazing selection of audio books helps me keep up with my "reading." Please offer more business audio books...especially books that are best sellers by authors who work for Google and other big tech companies. And please increase the pay for the library staff. They do amazing work, perform a valuable service, and should be rewarded with salaries that enable them to live in this very expensive area.

Keep the Reston Library open and offer more adult programs.

I love the library and it's been an important part of my life, I would not have achieved my level of success without my local public library growing up. I've lived in Fairfax County for 19 years and am at my local branch at least once a week for some reason. It pains me to see how our elected local government do not recognize the potential of the library for the education of the general population and believe that a small investment would go a long way.
The new coding system for holds is ridiculous. It is cumbersome, awkward, and time-consuming, and I have been using the library less because of it. It has become unreasonably difficult to locate holds on the shelf. Very bad decision! Please go back to using patron names for holds!!

FCPL offers excellent services.

The Library system needs to offer more programs for young children. The number of program sessions is lacking. It is important that young children get early exposure to reading etc but there aren’t enough spots to meet the demand especially for toddlers and preschoolers. The sign up process is faulty as well.

Fairfax has a great library system with nice people. It should continue to be supported.

Whatever is planned, just make sure that the Public Library doesn’t close its door.

I use eBooks about 70% of the time, and find it to be a crucial resource. However, I would hate to see the "hard copy" library significantly diminish, especially for children and teens. Reston Regional is packed whenever I visit, speaking to the important role it plays in the community. It seems to me that it is a hub…a safe common space for individuals who don’t have (homeless) or can’t access (children after school) homes at a given moment, and that this community need is an important one to not overlook. While I don’t personally need to use the computers or wifi available at the library, as a school system employee I rely on this access for the children in the schools who would not have it otherwise. RR plays a role as a community center as well as a traditional library, and I think it is a crucial role. Since I have lived in Reston, I have seen the closure of two smaller branches in Reston (Lake Anne and Hunters Woods plaza locations). It seems that there might be a need to reopen this type of smaller branch, possibly with computers and tablet check out, electronic resources, and a small selection of large print books, to support the growing number of adults "aging in place" in Reston, without access to cars.

I could not imagine not having the convenience, accessibility, and wealth of materials available to everyone via the Fairfax County Public Library system!

I am very happy with the Fairfax County Library and the services they provide.

Excellent public place for education and information. Please develop/make available citizenship sessions accessible to all to increase knowledge of American history and its implications for understanding the meaning of and importance of civic duty to the community. This is particularly important in a county where many are foreign born

I love and support my local library - Reston branch. Visiting the library is less enjoyable when men from the next door shelter are occupying all much of the lounge and computer area and GLARE at me while I’m browsing books and CDs. It’s a very uncomfortable and intimidating experience. I know folks have the right to be there, homeless or otherwise; perhaps a new furniture floor plan arrangement can solve the problem. I’m an interior designer and would gladly volunteer my services to resolve the issue.

I have been made to feel special in every fish it to the library
Most interested in online options

Love the putting books on hold and self check out. Great that they will get the book from any Fairfax County library and you can return it to any. Web site search engine needs to be better. Not very good at finding books when slightly spelt wrong

I love the library and the staff is always friendly and helpful. The library is an extremely important part of the community.

I've tried in the past to find, reserve and check-out e-books. I found the software (overdrive) to be difficult to use, and I didn't integrate well with e-reader software. I finally gave up because the titles I wanted were not available, or always checked out. That was a year or so ago. Maybe the system has improved since then.

I would like the library to revive the online smart phone application. The app made the library more approachable and accessible even though I travel. Frankly, the reason I took the survey was in hopes that there would be questions about the functionality of a new mobile app for Fairfax libraries.

The public library is a wonderful resource. I started using it several years ago and was pleasantly surprised at how busy it was. I think it provides better value for our tax dollars then our schools.

Offer more books!

Library means REAL Books... not e-books etc. Stay true to your mission please

I would like to see you expand the choices in non-fiction and I would prefer if the library was quiet.

I wish Reston Library could address the issue of the occupants from the homeless shelter hanging out at the Library all day.

Very satisfied and thankful for an excellent library system.

I love the library, but there is a disappointing selection of bestsellers and new books. I find a better selection when I travel at the airport.

Hope the library can have more variety of best-seller books available for all the members.

I'm mostly happy with the library. Love the 2nd Wednesday morning book club at RRL. Recently we've been meeting in the staff break room, which is WONDERFUL - love to look out the window and have some tea. Much nicer than the regular meeting rooms, where you can't see much out the window and the lighting either makes me sleepy or gives me a headache; sometimes both. Please get rid of the fluorescents in those front meeting rooms if you can, and put more artwork up. My teens have complained numerous times that you keep cutting back on teen books; they used to come to the library and the older one, at least, would come home with a huge stack to read; they don't find as much now that they like and we've had to buy a lot more books for them instead of borrowing them from and returning them to the library. You seem to have a pretty good set of programs and books
for younger kids, and the little-kid space is very nice, although we haven’t used that part in quite a while. There is plenty of parking but the flow isn’t great and you really need a curbside dropoff box, especially for the winter. I very rarely use the computers in the library other than for an occasional genealogical search that I can’t do from home (fewer now than in past years) or to check the library catalog while I’m in the library, so I can’t really speak to the question about whether there are enough computers. On rare occasions I also use the microfilm/microfiche; it would be great if that could be computerized. Last time I needed something from it, the printing capabilities were still extremely poor. With so many movies and so much music being on instant download now, you probably don’t need to carry much of either of those other than classics and obscure stuff. The hours could be better - kids working on school projects would benefit from more availability on the weekend. Not as bad as it used to be, though, when you didn’t open until 1 or so on Wednesdays. That was sad.

The library, and especially our local branch, is an important part of our life in Fairfax County. We chose our location in Kings Park many years ago in part because of the conveniently located and well-stocked library nearby. Since we have retired "in place", the library and its services have become increasingly important to us. By concentrating on a basic core of services, with trained staff and enthusiastic volunteers, the Public Library is a vital part of community life in Fairfax County and deserves priority attention and support.

Thank you for the opportunity take this survey. I believe it is more important to do a few things well then to try to do everything for everybody. Resources are tight – I get that. Please, please, please don’t spend them on downloadable music and downloadable video. Let’s work closely with the Fairfax County public schools, spend the greatest amount of energy exciting young children and provide support to those less fortunate,

I wish there were more reading times for young children. In Alexandria they do it weekly and in some libraries multiple times a week for the under 3 group. It is very difficult to get into the once a month offering in in Fairfax county (waitlists on the first day ...) that many end up not going to any sort of early reading program or go to barnes and noble who does offer it weekly. My kids are moving out of this phase now, but I would have definitely made this part of our routine if it had been offered when we moved to Burke.

Most important at the Reston library is a facility upgrade; it is very dated and in need of serious renovation.

Downloadable books would greatly improve this library. I use the services of another library because I can download books from home.

I am an avid reader who has switched to reading almost every single book on my Kindle. I have used the download service several times, but it is hard to use and, frankly, too complicated. I am a huge supporter of the library and believe it should serve families and people in our community.

Reston Regional Library is an excellent resource for the community. We have lived here for over 30 years, and have been constant users of the library during that time. We have never encountered an unfriendly employee or experienced any problems during that time.
More volunteer opportunity for middle/high school student. Writing club (teach children how to write).

Sometimes some teenagers act weird and some adults also talk loudly I feel scared what if they do any harm to librarians, there should be some kind of protection.

The calendar of events online is extremely difficult to use. I frequently have difficulty locating appropriate events. The holds for e-books are confusing and the wait times are too long. The Reston Library children's section doesn't feel very inviting. The space is small, so I understand there are limitations, but it feels dark, dreary, and dingy.

I would personally like to see a greater focus on downloadable eBooks and audiobooks. I listen to audiobooks on the way to work everyday and frequently download books to my Kindle to read at night. There seems to be a bit of a delay between when a book is released and when it is available. The latest Dexter book was not available for a while. The new Joe Hill book Fireman does not appear to be available. Certain books in a series seem to be missing past the first three or so (Dean Koontz Frankenstein and Odd Thomas). Kind of annoying to try to read a series of books from the library and they only have 3 out of 5 or 5 out of 7 or something. Overall, remote access to the library is great. The library provides a wonderful service to the area. Just needs a tweak here and there.

Like having a library in the Reston town center as I can walk to it.

We are fortunate to have such a wonderful library system, and I'm very grateful for that.

E-books should be able to be downloaded on tablets like Kindle.

The libraries' main function is providing access to learning materials, reference and the newer technologies such as e books and phone help, computer access etc are wonderful; however, leaving parking lots I terrible shape for months while providing fringe services isn't fair to most residents.

More children's books available to borrow as a digital kindle ebook would be great. My daughter reads around the 3rd grade level and it's a bit limited in what we can borrow digitally which is how she prefers to read.

Physical plant needs updating.

The print collection has dwindled in recent years, and it's very hard to find reference materials and children's books (non-fiction in particular). The children's collection is not big enough for students who need it for school; whenever my kids have a research project, I always have to buy books because the library has so little to offer. Too many of the new books ordered are e-books, which can't be used by people who don't have e-readers because they can't afford or don't want them. Most people prefer print. The "teen salon" in Reston is dead space. No one ever uses it; previously, it was home to several bookcases, which was a better use of the space. The YA section is lacking, and not enough new books are being purchased.
You are doing a very good job as a Library. Concentrate and focus on your core offering - books & media Do not expand your reach into other areas, better handled by other charted agencies. Not pure entertainment videos or music - Point to the Internet or movie theatre Not education -- Point to the School System. Nor help Job seekers -- Point to the Unemployment Office, Nor help indigent or homeless who may sometimes sleep in a smelly chair all day.

The biggest improvement I can see would be to undo the budget and staff cuts of recent years, but that’s up to the Fairfax County government. We need more services, not fewer. The economic changes in our society mean that more people are going to require assistance with information of many types, and librarians and libraries are the best, most cost-effective way to provide that assistance.

I love having a library system and look forward to getting the library back into my family’s routine!!

KP’s library’s staff has done an amazing job compensating for the temporary closure of Pohick. They let me host my Pohick Writers’ Roundtable in their meeting rooms every month. I volunteer at the library twice a week and see the wealth of services and help the librarians provide firsthand. Even though I’m a computer person, there are so many patrons who still need help walking through self-service machines or who require the services of a librarian to help them look up books or get other information. I would love to see the library collection expanded, including additional popular digital titles and the full sets of series that the system started to acquire. I cherish the meeting space for several of the clubs and groups I run. I wish it were a little easier to search for events on the library website; it’s hard even finding my own events (I find myself going through the meeting room selection calendar instead because it gives more accurate results) even if I’m not looking to book a meeting room. And the online catalog has gotten better in recent years, but the search is still sometimes hard to work, unless you know some of the tricks like title match instead of keywords. In summary, I could not live without my libraries. I depend on their book sales for my hobbies. I depend on their meeting spaces for my groups. I depend on their books for my sanity. Visiting the library several times a week puts me in my happy place.

Thank you for providing such wonderful service to the community. The Library resources was helpful when I was persuring my MBA.

Please add more electronic books, both wider variety and larger number. Access to Safari would be appreciated.

I believe that public libraries may have outlived their usefulness. This survey indicates to me that they are searching desperately for a place in the modern information world. The work belongs in other administrative venues.

"Without libraries what have we? We have no past and no future." –Ray Bradbury

The library is a treasure. Thank you for providing me with resources I love.

none
I am very pleased with library services. The system is a great asset to county residents. A valuable service that the library offers is online access to subscription research materials.

The number of homeless sleeping in the library makes it more difficult to find decent places to sit and read/study.

n/a

The library can focus on the bathroom cleanliness, because it is located next to the shelter, we can see a lot of traffic. The library can increase its patronage by relocating the shelter, often time I see many of homeless people congregating at the front door if the library.

Make the entire property smoke free at the library. It’s disgusting to breathe in smoke with my children on the way in and out. The cigarette butts on the sidewalk and in flower beds are awful. Also, the Reston library is next to a homeless shelter which is my guess why sometimes I see human feces outside the book drop. It is so disgusting. And maybe have some volunteers do gardening.

It is an invaluable resource, even in these days of the internet. It allow access to information to those without means.

I started using the ebooks on Overdrive and am very happy with the service. There are times it takes several months to get best sellers, but it is no different from hardback. This is wonderful service, does the library offer e magazines also?

Want to thank the library staff for their great service.

I like the library and have used it frequently since moving to the county 2 months ago. I wish the hold times for popular e-books was shorter, but overall I have no complaints.

The preschool programs at Herndon Fortnightly have been very beneficial for us. I would like to see more like them but with fewer kids at each event. They sparked my youngest child’s interest in reading nonfiction but they can get a little chaotic. The early evening events my oldest attended at Herndon for elementary children have been wonderful. I would like to see more like them at Reston before 7 pm. Kids should be getting settled for bed then with early school times the next day.

More online books More copies for popular online books

We find the children’s section very valuable.

Let us know via email when the Library system will be an issue on an election ballot.

It would be helpful if I was notified when I was about to be cleared for a book on hold. Sometimes I’ve received notice that a best seller was now being held for me, but I have had to decline to take it out because I was in the middle of another book. I could plan my reading better with best selling novels if I could have a better sense of when I could pick a book up. (I know I could check where I was in the queue, but my suggestion would make it easier. I like how busy the library is; how diverse are the patrons. Keep up the good work.
Please roll out media download service like Hoopla. Please provide more eBooks selection.

The Reston Branch has become an alternate daytime homeless shelter and hangout. Its nearness to the actual shelter is probably the reason for this. I don’t think that should be one of the primary roles of a library. It diminishes the place and makes it less likely I will subscribe to it more often than I do. I also believe your computer banks should be off the main library floor for those who want to browse books. Perhaps it is time to move away from the homeless shelter and to a place where those who actually love books can wander and seek the traditional peace and quiet among the books. We are the taxpayers, after all. As for the homeless and indigent if it is knowledge they seek and not just a place to go between what the shelter provides, they’ll walk and find it. Otherwise, it will continue to be a less attractive place for those who pay for it.

The public library is one of the most important institutions in our community. It provides free services often not available through other means. I strongly support helping the library remain funded and true to the goal of offering services and resources to all members of our community.

The library system should provide more books, programs for the youngest generations of the county. That way they are going to be the future consumers or users of the library system. On the last part of your survey the political question if you vote or no is not relevant. I do pay taxes, which it is!

I LOVE the library!! Being able to download e-books & audiobooks has vastly improved my well-being & quality of life & has saved me SO much money!! If I could divert more of my tax dollars to maintaining & improving the libraries I definitely would. Libraries are vital to our communities!

The services the FFX Cty libraries currently provide are sufficient with the limited budget available. Do not over extend to a point where other valued services are being undermined or reduced. Downloadable music or video, etc. are not essential to core learning. It’s a luxury item that should be paid for by those who want it and can afford it, and not burden the tax payer with it. I am a big supporter of the FCPL and will continue to do so, so long as it sticks to its core values and not encroach into other unnecessary high tech, social media, activities.

Enhancing the availability of library material electronically would be most helpful.

It’s hard to find popular kids books at the library. Most of the time it’s not available at the Reston location.

I’m surprised by all the videos available in the library. Let folks use NetFlix, RedBox, etc. and use the video space for other services.

I believe the library needs to focus on reading, books, and reference materials. As the world moves digital, more eBooks and online resources are imperative. I’d love to be able to select eBooks from home. There are other places for job seekers and peripheral services -- the library should focus on its core competency.
I have used books on tape or CDs for close to 25 years. I recently purchased a new car and it does not have CD player. I was glad to see that the library system is considering E-books. This would be the only way for me to use your services since I travel long distances. I would see no need to visit the library under these conditions and I have not been back since I purchased my new car. I can see a day where the library is closed and every resource is available online.

Love the Overdrive options; would like more audiobooks available through this service. Reserving books online is outstanding! The county should support the library as well as the school system; both lead to an informed electorate and residents.

The library is one of my first go to places for reading materials for both fictional and non-fiction items. I find the website easy to use and to put holds on items is a great way to save me time to have things ready for pick up. I have had some trouble with ebooks, as the screen cuts off the very top page lines and prefer a read book over screen reading. Thank you for providing services for children. I would like to see more adult programs--small music presentations would be nice to have available and a calendar of events on the website for each library would be nice.

Please start the Saturday and Sunday hours at Reston branch earlier than they are now. Very limiting to the schedule I set for myself during the week-ends, which is the only time I get to do my errands, etc. Thank you!

FCPL should adopt more innovative library tools in reaching the public.

I don't think it should be required that at least one book must be checked out from a physical library branch in order for one's library card to remain active (activated). I only plan on checking out E-books or Audio books and do NOT want to have to apply for a new library card every year.

Libraries and parks are among the high points of a good community.

I feel that the library does a fabulous job, given the financial resources it has. Should have longer hours. New buildings should have additional meeting rooms.

The library’s primary mission is to offer readings materials for loan and assistance to those who want to find those materials. Other programs at the library--computer training, job finding assistance, ESL, citizenship classes, etc.--are worthwhile, but should not be funded at the expense of reading materials. It’s convenient to offer those services at local libraries rather than at county education centers where they belong, but the library budget should be increased to reflect the fact that it has become the venue for delivering training services that are outside its core mission and that therefore should be funded through the adult education budget. A small rant: It bothers me to see people using library computers to play solitaire or other games, instead of using research and reading. The library staff is understandably reluctant to police computer use, but a written policy about the appropriate use of library computers and the threat of being asked to relinquish a computer if it's used for games might enable the library to cut down on wait times for computers and serve citizens without adding more computers or space for them.
I think the public library is a great resource for the community. I strongly support our library.

As a retired person, I use the library more than ever. I cannot spend money on books and the library offers new titles. I especially like the website. I can put my name on the list for a new title and it is held for me. When I go to the library to pick up my book I feel like I have a wonderful present waiting for me. I go to the library twice a week for volunteer work teaching English as a Second Language. My student and I are comfortable there. Occasionally, I have attended events at the library. One time Anita Shreve spoke. That was great. Another time I attended a session on meditation. Free events like these are enjoyable and informative. If the library offered services, a job bank, a place to be interviewed, for people looking for employment that would be really helpful. I think libraries should be opened every day of the week from morning through the evening. There are so many ways the library serves the community. Fairfax County has a very good system and I hope it will get even better.

The services offered at our regional libraries are of utmost importance, especially Reston, where the population is increasing exponentially with more development planned. Having books available in physical form for children, young adults and adults is an important aspect of every library. My local library is an important resource for leisure time (reading books, listening to music, etc) and my business (research).

We support you

I am really enjoying the Ebooks and the best seller new fiction. My children use the kids fiction (could beef up the ages 9-13 options). I would like to see more 5th, 6th, 7th grade math books and better science books for kids.

Please make good use of the tax dollars, Don’t try to offer services demanded by few people but stick to the library’s core missions.

the overdrive app is very useful. more High school prep books would be useful (SOL, ACT, SAT, etc) and e-copies available for download, for longer periods.

I don’t remember seeing any fliers or emails regarding donation requests for money or specific materials. Although it might not work well in some communities providing this via email, flyers, or in conjunction with local bookstores could help alleviate costs for procuring new materials.

The library is one of the most accessible and available services for all Fairfax County citizens and I value and appreciate the resources.

I love the library. It’s important to keep our libraries open and available to the community. It’s also important for them to evolve and be competitive with the latest technology. Thank you for all you do.

I am very happy with the local libraries. I love how I can go to any branch and pick up or drop off books. When I have requested books, they always come in quickly (or I can drive to another branch and pick them up). also like the ‘community' feel about the local libraries,
the book sales and the flyers advertising what's going on in the neighbourhoods. Don’t change them too much!

I am a big user of and enjoy the e-books.

Very interested in the plans for a new library in Reston, which I have heard a small amount of information. If there are plans in the works, or if the plans are set, this news should be more widely distributed within the community. If these plans are not set, or if there are no plans at the present time, then that news should be more widely distributed as well.

Love our county libraries. They offer so many are opportunities other than just borrowing books. Like the the idea of off-site locations for returning books.

Trustees should assert their legal responsibilities far more than historically performed. However, they are basically volunteers and cannot always devote enough time. This situation needs a a solution. One supervisor told me that there was not a lot of people interested in a trustee position. I suspect supervisors appoint trustees who can offer political support. There are notable exceptions but the overall quality of trustees and their leadership has not been good. Trustees have no staff so they depend on administration for all services. Separate funding is essential to their successful management of the system. Book trashing got a lot of publicity but little action from the system. The continued loss of books calls into question what a library means in modern life. If not books then what? For the immediate future ebooks are not the answer because of cost. Internet is not the answer because of uncertainty of information. My guess is that books, especially non-fiction and reference, are still useful and should be available in our libraries in some manner. Relationship between library administration, trustees, and Fairfax County officials have been controversial. When strong cronyism, political pressure, and trustee apathy exist throughout the system nothing comes out right. This survey, if properly divorced from administrative control, might help clarify how the library system should be managed. A strong and independent board of trustees should be the foundation of the system. In its absence political decisions will prevail to the detriment of the system.

I'd like a book return location where I don't have to exit my car.

The Public Library provides a great service to the community, It is doing pretty good and I don’t really see a need to change a whole lot about it.

I primarily use the library as a resource for my young children. It is invaluable. I know Reston is planning changes in venue or remodeling, something along those lines... I just hope books and services for children won’t be disrupted during the transition. It would be impossible for me to feed my children’s need for new content without access to our local library.

I realize how difficult it is to serve such a diverse community. Keep up the good work!

Hope more opening hrs on weekend.

Increase amount of Christian -orientated material.
I am sure I am in the minority, but I feel that some of the funds should be spent on digital books and then the rest should be given to public schools. Libraries are simply not needed anymore and if they are, it should just be a building full of computers and children's books. Once kids hit their teens, they are going to want to read everything on kindles, ipads, etc. Schools should be providing these in order to get away from text books which are immediately out of date and terrible for the kids to carry around. Libraries are now looked upon as homeless shelters and services for the needy. This does not seem to me to be the purpose of libraries. There are other government entities that should be handling these matters.

Survey was somewhat difficult for me to answer since I only use the Library to download e-books. Before e-books and when I had a young family, I would use the library more extensively.

Be a library not a homeless shelter. Also the idea of offering loaner tech is an absolute perversion of the collective collection of knowledge a library is supposed to hold. Offering tablet/laptop/ereader loaners is as lunatic as would have been offering loaner candle/flashlights or reading glasses back when there were no computers. If you can't make a profit renting $69 kindles you have no business redistributing taxpayer money to people who can't finance their own most basic access to ebooks.

I don't know a lot about all of the services offered at the library, other than the ones that I use. I love the online reservation system and the audio books. I would probably like the ebooks but found that system not easy to access. I don't know how much is invested for the various programs, so I was unable to answer the survey more specifically in certain areas.

Would love to have a personal book borrowing history.

I wish I thought of the library more! There are so many great services it provides.

Thank you for doing all you do with the diminishing resources the Board of Supervisors are providing annually. For a county such as ours it is shameful that our libraries are continuously being forced to reduce services.

Reston could use a refresh of the interior. Some libraries in NoVA offer coffee machines, publicized events, writing seminars, etc

Wish you had more ebooks. Also, not a major complaint, but @ Burke Center there are so many "carpool" and "clean fuel" parking spaces close in and none ever uses them. Get rid of them and we would have better parking. Maybe offer computer classes for non techy people. Thanks. Really do love the libraries in Fairfax County b

Wish there were more digital offerings available - such as ebooks, audiobooks, things that can be downloaded with minimal wait and from a home computer. I'm more interested in children services and offerings now that I am about to become a parent, it didn't used to interest me before.

I love the library.
We are a family of readers who highly prize the library system. Thank you for this opportunity to provide input to its future planning.

One of the most important aspects of the library for our family is the use of the rooms for public meetings. There are so few places that are affordable for non profits to meet where there is other resources to use before and after meetings. I would like to see more book signings and "meet the authors". Welcome and encourage book clubs to meet at local libraries. More E book selections.

i would like more reading programs for children to encourage them to read more. The library offers some activities but they are all during the week. I am a working mom and would still like to include my son within these programs but nothing is offered on the weekends

I think a physical public library is an invaluable community asset. It offers so many services to members of our community that are struggling to learn the language or are struggling economically, as well as citizens that just love to read and don't have the money to buy an ereader or books online. Sometimes you just want to interact with other humans versus interacting with technology. My husband recently lost his job, and the library has been his lifeline. He used the computer tutoring services to upgrade his skills for his job search, and used the library to research other jobs in an atmosphere where he could actually have conversations with other humans. Although I am completely tech savvy and use technology every single day in my job, although I own two ereaders and read books online all the time, I still visit the library once or twice a week every week of the year. The library has always been my best friend and my home; I would be devastated if it ceased to exist.

None.

We find services for the special needs and autism population to be lacking. This is most certainly an area where funding/support/access is needed. Thank you.

I love the library. When I need a book you usually have it- either in print or on-line. Your hold service at the library is fantastic. I also like to pick up titles at random of your audio CDs to listen to in the car. Have had some really good titles. I liked the philosophy series you had, besides the fiction I usually get on audio CD. Would like to see more educational lectures on CD. My teenage son liked the one on Nietche so much that he signed up for a philosophy class in high school and this is very "out of character" for him. Thank you so much for your library service.

The library is great. We primarily go to Chantilly and Reston. I would love for the libraries to be open longer hours.

Please make the Website more user friendly.

I love the idea of the new self serve payment machines for fines, but they still seem to have some kinks to work out. In general, I’m thrilled with my experience with the FCPL and anything I could want (a better designed website perhaps) is icing on the cake. As for the website, it works very well, I just think it could be tweaked to be a little better, and a little more accessible for people who have disabilities. The problem is that companies and
government agencies almost always get talked into spending an absurd amount of money on a website redesign done by a company that likes new shiny trends rather than prioritizing function, and it ends up being a mess instead of an improvement, so I’d rather keep the current website than get it turned into whatever new fancy trending topic designers are going for these days. For a library website, function is paramount, and accessibility features come second.

The quality and breadth of subjects covered is grossly inadequate. Fiction, movies, and music are available to citizens from a variety of outlets like TV and internet. Please focus your resources on areas which can provide intellectual and economic development for residents. Please do not waste resources on entertainment from the library.

The Fairfax County Public Library has always been an important part of our family life.

There is usually a very long wait for books available on line. It would be nice if the demand dictated the number of books/licenses available.

I wish you could have more e-books.

Love our library system!

I don't know why the Hold is limited to only 30 books. It doesn’t affect distribution or anything. I use to keep track of books that I see in reviews or hear about. I get frustrated when I hit 30. The self-checkout is one of the best features. Time saved.

More services needed for kids/teens/adults with special needs/autism. Sped population is under-served in the library system, especially as younger kids start to age to teens and beyond. Thank you.

I have served on the board of two public libraries in the Midwest and have loved books since I was a child. Over the years, I have donated close to 100 books to the Reston library and an equal number to the Loudoun Library Foundation. I must add my comments about the Reston Library. It is a wonderful facility and the staff, especially managers and long-time employees are wonderful. However, they are caught in a vise of funding issues. The library will be moving to a new location is 2024. That is eight years from now--much too long a time. As is known, there is a homeless shelter next to the library. And many of the residents of the shelter, with nothing else to do during the day, hang out at the library, even on private property near the door--every day, They sleep there, smoke cigarettes incessantly, are in dire need of a bath and spew foul language. There is not much the library staff can do. Calls to the Fairfax County police--located across the street--rousts the intruders from their adopted habitat--but they come right back in increasing numbers. Can't something be done to advance the exodus from this location???? As noted, the staff is wonderful--they do a great job!

As I get older I plan to spend more time in the library itself reading. So I hope the hours will not be decreased, but maybe the opposite. Also perhaps a few more programs with local scholars.

great resource. keep buying books.

FCPL Online Survey 2016, Open End Comments
I answered I DON'T KNOW and NOT INTERESTED on a few of the questions because they don't apply to what I use. I am very satisfied with the library and will continue to use it often.

Very satisfied with our library system. Please continue to offer "real books" as I prefer those to electronic ones!

I would like to see the library increase its holdings of books. Recently when seeking titles from famous authors for a research project, many well known titles were not listed as part of the collection. I would like to understand how the library chooses its books.

As a Senior Citizen, I visit the library often to browse the book collection. It is nice to see my friends at the library. I also like reserving books online and then picking them up at my branch.

Please offer more E-Books, as the selection is somewhat limited.

I have been extremely distressed by the destruction of books - and the paucity of books on the shelves. We love books - real books - and one of the pleasures of a library is in browsing the shelves. We love the ability to order books on line, and then pick them up - and we are heavy users of the library - at any point in time, we have 10 or 12 books checked out and more on order.

Libraries are still very important. I take my granddaughter to the library almost every week. My son, who's very poor and has disabilities, would have been homeless if the library hadn't been there for him to use to apply for jobs, communicate with employers and his therapist, etc and also keep his mind active and alive reading books that are free and interesting and up to date.

I think it would be nice if the libraries served (sold) coffee and tea and perhaps pilot a cafe concept. This would be profitable and it would draw people to the libraries to support community orientation. I think you are overextending yourselves with many of the new technology concepts, and I think schools should be responsible for ESL (for the most part). Thanks for the survey. Mary Ann Francis MLS

It's hard to find the latest books in the library.

The FCPL continues to exemplify the highest standards. The team excels in serving and encouraging library users.

I feel that a public library is needed, for preschoolers and school aged children. Not everyone has access to computers and or laptops. On a another note, my children know the joy of reading books. They enjoyed the summer reading program. And loved to checking out the books with their own library card. It gave them a great sense of accomplishment. There are somethings a child can not get from an iPad or computer.

The county should consider its library as essential as its schools, and funding should reflect their primary importance in the stability and strength of the culture.
Thank you for all you do.

kk2

Digital content is the most important aspect for me. Wait times for downloadable books runs weeks for some items. The Library should also digitize proprietary content not otherwise digitally available, i.e. county records, historical material, etc. Overall content is more important to me. Services, less so, especially when such services (i.e. job training, employment help, ESL) are available elsewhere. Overall, the Library is doing an excellent job. Thank you.

Reston Regional Library is an excellent community resource.

I love the library and have since I was a child. It opens the world at every age. My complaint is for the Reston Branch. I find it a little scary with the out of work element that loiters both inside and out. I realize that some have mental issues but I would be afraid to let teenage children go by themselves. I'm even a bit concerned at my age and I would never think about going after dark. I'm not sure how this can be resolved so both parties can enjoy the library.

I feel very strongly that our libraries -- certainly the one in Reston -- needs to remain a book-focused operation. Everyone can access information through a computer or smart phone, but not everyone can afford books. It's critical that we NOT phase out books and NOT move towards a "cyber library" model that simply provides computers and desks for patrons to access information online. Books are essential, and should remain the heart and primary resource of the Fairfax County library system.

The library is important to me because it has been a huge part of my childhood and now adult age. Borrowing books, book sales, teen reading clubs, programming for young children, volunteer work - I've done it all at the library. I've used computers and printing services, I've read newspapers and magazines, checked out dvds and audio books, bestsellers - the library has made things accessible to me and my family that otherwise wouldn't be. Now that I'm away at school (though still a Fairfax county and VA resident who votes in local and state elections), the online services help me enormously to keep up with my reading list. I appreciate that the library has invested so much in online services and hope that it will continue doing so -- but without forgetting all those who rely on the local branches to provide in-person services such as ESL classes (my mom has used those), educational programming for kids (my siblings and I have used those), as well as job-seeking, tax-filing, and other helpful services (my parents have used these). I noticed when the library had to cut back its hours from about 2008-2012/2013. Every day had a different schedule at the Reston branch and it made it very difficult to plan a trip to the library. Now that the library is operating at its normal hours, it has been easier for me to visit the local branch more often too when I am in town. Please don't cut hours again!

I love the library! Now that I am a grandmother, I will be looking for more children's books.

It would be nice if there were a day where you can drop off cans of food in exchange for wiping library fees. Other than that you all rule. Thanks for the books!
I think more self service options that don’t require access to a physical centralized location would make the library more accessible to the general public.

Would appreciate more book selections in other languages, for example Chinese. Thank you.

Love Burke Centre location. The staff are very friendly and courteous and it is so convenient to my home. I have really enjoyed the extended hours schedule.

After coming from a wonderful library system in New York I feel let down by the Fairfax County Public Library. The first thing is the search engine online doesn’t always work. I can put in a title and it says it doesn’t exist but then if I change the type of material it magically appears. The second issue is that I feel a lot of titles are missing. Back in New York they always had the new arrival books on their website months in advance so you could be on the hold list. They also had a huge selection of new DVD’s and CD’s. With the Fairfax County Public Library I feel that most titles I want are not available and I have to use ILL too much. To top that off, a lot of the materials I want are within the first year so ILL won’t even allow me to get the material I want until a year has gone by. Overall, this lack of selection is my biggest complaint with this library system versus every other library system I have been apart of. I do enjoy the self checkout options and finding your own holds. This was a new experience for me. It is such a time saving tool.

Hello, I have had health problems and surgeries recently and have been unable to drive to the local library. So I have been using eBooks a lot. However, I find that FCPL does not always have the bestsellers available in a timely manner and not enough licenses/copies are available so I have to wait quite a long time for my eBook on hold to become available. So for people like me and perhaps older county citizens who can't drive often or at all, I believe FCPL can improve in this aspect: eBook bestsellers available more quickly once they are released and more copies available so patrons don’t have to wait so long for their holds. Thank you!

Nearly every family I know (including my own) has benefitted from the Fairfax County Library system. I can't think of any other public service that promotes and provides education for young and old, rich and poor alike. Many people complain that their tax money primarily benefits "someone else," but libraries are for everyone. We are so fortunate in this county to have quality libraries! Thank you.

Bathrooms in Reston and Herndon unkempt and unsanitary. Direct result of library being used as a day shelter for area vagrant and perhaps homeless populace. There should be laws or ordinances, enforced by patrol officer visits, for any notable nuisances or untoward incidents arising from this activity.

The world is changing more and more children are not reading books. The doctor everything online. The library like the rest of the world has to adjust to this.

I really like having the option to check out books on CD. The Government Center Access "library" is very convenient for me. I am in there at least once a week to check out/return books on CD. I also like having the online check-out and renew services.
This survey is too long for most people

These days, people can get books on-line. So, I need more meeting places, computers, social, tech learning, home work help.

I love my library!

Overall, good experience. Leery about library services expanding to support more social services such as EL and job seeking assistance. Other agencies should handle those needs.

Please reduce the wait time for online resources.

I absolutely love and support public libraries. Thank you for being there.

Recently started using the library services specifically for my toddler. Have enjoyed the book selection for him and have picked up books for myself. I’m happy with the service, but would love to see additional opportunities.

I moved from a small town in NoFl. There library system was fabulous (college town). I am very pleased with this one.

The Reston Library, with its old charm, is continuing to woo readers and encourage reading among children. Please keep up the good work.

I think libraries are an important part of an informed, enlightened society. Keep up the good work!

Very difficult to use ebooks

The amount of homeless people constantly at and milling around the Reston library is unsettling. I purposely leave my purse in my car since I have been panhandled way too many times. These people also sit in front of the computers all day long making it difficult for anyone else to use a computer. I know it is a public place but it is still intimidating.

It’s an excellent service to the community but there is always room for improvement. I would especially like to see many more titles and copies available in Overdrive.

Just feel like the ladies room at the Reston Branch in particular, could use a lot more love in cleanliness in the bathroom....it just seemed like it hadn’t been cleaned in days. It probably had, but sure felt dirty and very neglected. Sorry.

i love being able to place a hold on a book that may not be available at my branch. Online service is wonderful.

Thanks for being a GREAT library system!

I have discovered audiobooks and love the ability to download them from the library. You have been very slow to get the newest popular books. I liked your library app and was very sad when it stopped working.
I use primarily the online ebooks now, but growing up in Fairfax County the library was a very useful to incite learning in myself, and as in reference materials throughout high school and college. I look forward one day to taking my grandchildren to the Fairfax County Libraries. I will also explore the additional online materials that are available.

The library is continually being asked to do more with less. Either the county needs to find other sources of revenue, or it needs to allot more of what it has to the library, which many residents consider an essential service.

Overall Fairfax county library is really doing good. Please try to add more materials and books for Children. Especially for beginners.

Thanks for such a variety of ESL classes. It really helps.

I really like being able to access information on-line. About two weeks ago, my high school child needed a book for her English class. I was able to check the available holdings on my iphone and send her to the closest branch where she could get the book. That saved us so much time! I like the Reston branch, but it is often so crowded that I end up using the Chantilly or Oakton branches when I need quiet places to work. An uncrowded library can be a valuable asset too.

Whenever we have used the libraries (Fairfax, Burke), we’ve noticed that they are packed! I honestly feel that the libraries could be much, much bigger. I sometimes use Fairfax for quiet study and it’s not that enjoyable because there are so many people. The study space could probably be bigger. Charlottesville recently built a new library where the study space was big and very pleasing with tables, chairs, and even a fireplace. That library too could have been bigger. From what I see, people are still going to libraries.

The FCPL system does not have good technical books. Most selections are outdated. Even then, FCPL fails to identify and acquire quality technical books on major topics. Even the basic books are outdated. The library should have solid collections on programming, networking, databases, open source, system administration and hardware. It should supplement these core areas with emerging technologies such as cloud and so forth.

No comments at this time

Please increase the catalog and number of books available for ebooks and audio books. It is frustrating to always have to wait several weeks for a title.

I don’t like the weekend hours for the George Mason library. They open too late. The parking there isn’t great either. I wish the children’s section was bigger and had more tablets for the kids to use. I like the summer programs for the kids (sign up to read books and get a coupon book). I like the self-checkout kiosks. Makes things easy. It might be a cool idea for a program where I could sign up online where every 3 weeks, new books were selected for me and awaiting my to pick them up. I could simply return the ones I had, and then check out the new ones. If I gave my kids ages, likes and dislikes and someone picked out X number of books for us, that would be a huge time saver and a cool service to provide for busy families.
My biggest concern is the length of time it takes to get ebooks. Please increase the number of licences.

Library system is a wonderful resource. Things to consider: 1) Open extended hours with limited staff. Having access to the building as a study space is really important for many people. We homeschool our kids, and as they get to be teens, having a dedicated study space starting at 8 AM is important. 2) Access to Udemy.
http://www.twinsburglibrary.org/content/online-classes Thx

The library’s current direction and priorities reflect a lamentable disregard for valuing and sustaining an adequate collection of printed material.

The Reston branch appears to be in need of a make-over. The entry way is cluttered with stacks of flyers and newsletters, government forms and used books. It’s not a welcoming look.

The library is too focused on technology and not enough on books. The Reston library has removed so many books over the years, making lots of empty space that’s not well used. As there’s no new bookstore in Reston, the library is the primary source of books here, and more space for books and more books are needed. Also necessary are better facilities for meetings - more space, more comfortable space, so several meetings (lectures, films, educational meetings) can take place. that’s where the technology is needed - in AV equipment that works well and reliably. FCPL has let go too many library workers so getting help with finding books and other resources is limited. going to more self-service checkouts is not the answer. We go to the library for help from real people, not machines! the human connection at the library is very important. Fairfax Co. should spend more money on library personnel, books and space, but it seems to be spending less and less. I participate in all the Friends of Reston Library sale, contributing books and buying books, to help support the library, but more financial resources are needed. the questions asked at the beginning of this survey don’t seem designed at all to solicit information on what’s needed most and how you envision using limited resources. you need more open-ended questions to solicit more comments about the library. the Reston building and parking lot are too small to accommodate a community of this size. The public library in my hometown of 10,000 people is twice as large! The library needs to be remodeled or rebuilt so that the homeless people who want to hang out can go to a part of the building where they can talk and carry on without bothering the patrons, including young people.

The Virginia Room is wonderful. In general, please keep the focus of our library system on books/tapes/audio, research & reading material. It should not become an extension of the public social welfare and special education programs. Those are offered through the public school system, parks and rec, NOVA, etc… A library can have plenty of resources available on its shelves for self help & learning, and meeting rooms can be reserved and utilized for special programs without using library funds. Although I use some e-audio books, my strong preference is for hardcopy books on shelves. Please make the focus of library funds on keeping our library shelves filled with wonderful books for all ages.

Expanding the scope of library functions to include assistance with gov’t programs (that’s the responsibility of the branch of gov’t that offers said program) , homework (that’s what
schools and teachers are for), computer/tech assistance (private sector) is so far beyond the mission of a library that in this era of budgetary limitations it is ridiculous to consider adding such functions. Promoting/teaching/assisting literacy (both childhood and adult) is a tall enough task in this day and age. Mission creep is always a mistake.

Fairfax county public libraries a great resource to the residents especially to children. We would love to see more reading and other enriching programs for kids offered in the evening hours so that working parents could bring their kids in. We love FCPL system.

Expansion of the E-library would be great. Also combining log in for regular books and the E-library so their is one sign on would be nice. The library has a number of programs for children but not so many for adults. That area could be expanded with programs on any number of topics. Keeping the website up to date and then sending out emails or e-newsletters in addition is the best way to reach the largest number of people for the least amount of money.

I am livid about the throwing away of books and livid that now Fairfax County has a smaller collection of books than neighboring counties. The library's focus should be on books. Hard copy books. They should not be trashed. The library system is not a welfare center for the poor or the same as a community center. It is not Starbucks. There should be a quiet atmosphere, except perhaps in the children's area. The hours should return to what they had been. Any new library system supervisor should focus on rebuilding the collection. The collection should not be over dependent as it is now on recent and trendy books. I would like to see a system developed under which older books are stored somewhere and can be recalled, with a site on line to see what is archived, so it can be retrieved, albeit not that same day. Too often I have to go out and purchase older books because Fairfax County library system does not maintain a proper collection. Moreover, I want the system to employ proper librarians, and not be overly dependent on volunteers. What has gone on during the past several years in the Fairfax County library system is irresponsible and outrageous. I am not generally a joiner, but if this continues I will join the group that is angry about how Fairfax County libraries have been run. Finally, I think the survey questions were poorly selected. For example, one question asks about the importance of fiction and bestsellers. You can be in favor of fiction, while not believing on the library overstocking on bestsellers. You can be in favor of fiction, while not believing on the library overstocking on bestsellers.

We absolutely depend on the services offered by Fairfax County Public Library and will vote or in any other way support the services given by the library services. Our diabetes support group very much appreciates the space given us once a month. My husband and I depend on the library for reference material and reading material. I love the opportunities for purchase of books during the book fairs and I pass along books and ideas gained through these sales to family members and friends. Thank you!

(1) Please stop trying to make the library the place to access short-term "bestsellers" (whether fiction or nonfiction). Focus on building an enduring collection of good-quality books, new and old. There are many, many competing sources for the ephemeral bestsellers and self-help books, etc.--don't waste library resources on that. (OK to acquire in limited amounts.) How about a separate system for those, e.g., a "best-sellers club," whose participants pay a small fee to get on the circulation list for a particular category of
best seller, then use those fees to purchase small quantities according to demand. When book has circulated to all, copy can go to one of those who checked it out (by raffle?). I.e., you can facilitate those customers getting what they want (get creative, as above, about finding a good way to do this!), but not from library budget that should go to core, important, ongoing collection. (2) Please recognize the value of older books, and what someone referred to at one of the community meetings as "quirky stuff." My family and I count on the library for access to books and resources that we can’t readily or economically access otherwise, which includes older, technical, and obscure material (nonfiction, fiction, children’s, ...). Don’t try to duplicate what is already available at low price and in multiple formats from numerous vendors, all competing to serve that market. Retain good and important resources regardless of how often they are checked out (plus, recognize that with the assistance of a good librarian, more obscure works can rise in demand, because the good librarian will help patrons identify those resources as interesting and important; this is especially true, for example, for children's literature and other literary genres where a good librarian can help patrons discover hidden gems, but it’s also true for nonfiction where a good staff can help patrons explore their interests). Thanks for offering a "comments" space!

Be what you are best at : a library

I love my library (Reston). I only use if for checking out books, but the computer stations are always busy, leading me to think they’re a vital part of the library’s services. With so many streamable video options already available elsewhere, I would prefer that money not be spent in that area (DVDs/movies, etc.). If the library wants to offer services for foreign language speakers about employment, applying for any kind of service, etc., is it possible to have a section devoted to shelving informational flyers in many different languages for people to self-access first? Perhaps each flyer would have the phone number of a volunteer who speaks their language to offer additional help. Thank you for putting out this survey. I don’t want the library to go away and I want it to serve the public democratically.

Since I use the Reston Regional Library, I find that it needs a complete overhaul. There is not one spot in the facility that is conducive to reading. One cannot go in and find a comfortable spot to peruse books that he/she might want to borrow. The library is dark and dingy. The stacks are very close and the books packed tightly together. I find it strange that since the Reston branch has the largest circulation in the County it is the last to be refurbished while the branch in McLean is brand new and far less busy. One has to wonder WHY. Also, I do not like the machines that take money for fines. I find them cumbersome and complicated; as well as being inconvenient. There is no choice given on how to pay.

Our family, over the past 25 years, has used the library extensively. When our five children were younger, we would have, on a regular basis, dozens of books checked out at a time. The library has allowed our children to develop their love of reading and, we believe, has given them opportunities to expand their educational horizons beyond what they otherwise could have achieved. A couple of things to consider for the future: 1) please ensure that you buy all the books in a series; and 2) More MP3 audio books would be appreciated. Thank you!
Overall, I am satisfied with the services I get from the Fairfax County Library System. There are areas for improvement as noted by the tentative enhancements such as Hoopla, Freegal, etc. Please keep up the improvements and good work. Cheers!

The survey questions leave too much room for free interpretation by library management. For example, how does one answer the question about whether "FCPL does all it can to offer service and resources that residents need." Does a positive response mean that I support decisions of top management? Or management's actions to destroy hundreds of thousands of library books? If I give negative response to the question, will the top management and Fairfax Board of Supervisors use this as evidence that current service does not meet citizen needs and they are justified in clearing the shelves to make way for the plans they plan to implement anyway. I like the regional library staff and I think they try their best. However, I hate what has happened to a library system that my family loved. The book selection used to be wonderful. Seven years ago, when my son asked to homeschool for a brief time, we could find forty books at a time to enrich his learning. Nearly all of those books have disappeared. Four years ago, my daughter used the public library to source most of her information for her high school science fair project. The judges marveled at the array of engineering textbooks she found at the library. They were impressed by the references and how my daughter used the information in her project. She won first place and went on to place third in the regional science fair. This year, my son did a high school science fair project. He went to FCPL and could not locate even one of the many electrical engineering books that my daughter had used for her project. The books were in excellent condition and the information was current. The online sources do not substitute the utility of an excellent hard copy book. We've used the on-line service as well. They serve a different purpose and should not be considered a replacement for library books on the shelves.

I love going to the Chantilly branch. It is clean, well maintained, and everyone is very friendly and go out of their way to help. They could use more meeting rooms - many groups could benefit from that.

There needs to be more children programs. Having to preregister 2 weeks in advance for a program that fills up in literally less than one minute is absolutely absurd.

I would like to see current selection of e-books expanded.

Keep up with the good work

I would like the library to be more friendly and welcoming, a place to go to hang out with longer hours. A place that is more of a resource to the community. I use the on-line services constantly and want to go to the library as a place to relax - with a Starbucks and music, etc.

I enjoy the events.... Speakers and special programs (health and financial)

This is a rich county and it does not spend nearly enough on its library system. We need more copies of best sellers so the wait time (both in library and online) isn't so long. Need some special accommodations for book clubs, like the ability to order 5-10 copies of a book at one time. Need more training on using computers for those without and people who are not comfortable using computers. Would be nice to have coffee/drinks vendor with nice seating...no vending machines though. Library needs more books--frequently I can't order
what I want online and it's not at my library. Otherwise, the library is a godsend, and the one in Reston is always very busy--used alot by our citizens!

I don't want my tax dollars spent on movies and music. Kids don't need to learn computers in the library - they get it on their own. Don't minimize the importance of focussing on what you already do - encouraging everyone to READ READ READ in any way shape and form.

Well job done!. Keep it up.

Love the online option to put books on hold, and the drive-up window at the Burke library. People are very nice at that window, it’s nice they remember me when I drive up.

Good survey; made sense and worked very well.

I would appreciate your enforcing the no smoking within 50 feet of the entrance regulation. Second hand smoke entering and leaving the library is a health hazard. In fact there should be no smoking allowed on the property, including parking lot, in my opinion.

For various reasons I’ve been spending a lot of time in Loudoun County lately, and their library system is incredible. I don’t know if it’s the difference between newer and older facilities or different levels of funding, but the Gum Springs branch I’ve been frequenting is an incredibly welcoming community resource that goes far beyond what I think of as traditional library services. It would be wonderful to see Fairfax County libraries move in that same direction.

The library is a fundamental part of my life and I worry that there isn’t a loud enough voice to oppose those who don’t appreciate the functions it serves in the community. I can’t speak for the ways in which every group benefits, though common sense tells me plenty. But for my family, doing our best with limited resources, the library opens a world of reading that would not be possible if we had to pay for everything we read. I don’t feel a need to be more engaged - I just don’t want to lose what we’ve already got so that interests with big dollar concerns win out over the needs of the community. Thank you for asking.

I am away at college right now but I remember always wishing the library was more of an active place for studying/work/reading than it was. Also the library has always been a sort of refugee for children with difficult home lives so to be inclusive of those people you should work to expand your gender reporting options on this survey.

I appreciate the e-books. I'm reading more and more because I can download to my Kindle for free. I couldn’t afford to purchase all those books. I love how the book is automatically returned. Would like to see movies that way too. Love my Reston VA library! Thank you.

We have really enjoyed the Toddler/preschool programs, kids book groups, Summer reading program, and kid’s display case. I personally use the audiobooks a lot and wish there were more copies available for loan as the wait can be long. I often put regular books on hold as well. I like being able to use the web to manage holds and the self checkout at the library.
The children’s department at the Reston Regional Library has transformed our whole library experience. I was not a good reader growing up and did not enjoy reading. When I had my first child, I wanted to ensure that she loved books and reading. I took her to the Reston Regional library countless times and signed up for all the programs I possibly could. I have very fond memories of what I learned, and I hope she does too! The librarians at RR have been fantastic and have recommended good books and given spectacular programs. I would like to see more programs offered by the staff, as they have a very talented children’s staff. Mrs. Wines is one of the biggest assists to the children’s department, and we love her story times! We have also greatly enjoyed working with Mary Rector, Sally, and Derota. One program I would like to have you bring back would be "getting to know the author." About 12 years ago, Mrs. Wines gave several wonderful programs introducing a new children’s author each story time. Everyone who attended was excited about learning interesting facts about the author, hearing the stories read, and doing a hands on project. Learning about Dr. Suess’s life, Cynthia Rylant, and Tomie dePaola will be some of my favorite memories of the library! Keeping programs for teens such as the " The Lord of the Rings" program by Mrs. Wines would be high on my list of what I want to see in the library. My daughter and her friends attended and loved it. Mrs. Wines performed her "library program magic" and the spell was cast. Everyone who came out of that program, was bursting with exuberance. These programs for teens are very helpful to keep their interest and also get them off of the computer! Thank you, Reston Regional, for fostering a love of reading and learning in our family! Keep up the great work!

The most valuable service the Library offers, for me, is the interlibrary loan. This lets me get important books I need that would otherwise be unavailable.

At this point in my life—retired, healthy, and living near a regional library—the library system suits my needs well. I especially appreciate the “hold” system and the smoothness with which it works, the interlibrary loan service, and the pleasant staff. Vastly preferring reading on paper over reading via e- or audio books, I can imagine a time when I would appreciate some sort of low-cost procedure for receiving and returning paper (perhaps something like that already exists). As for patrons of other demographics, I strongly believe that a library should welcome and serve all communities, including non-English-speakers, those with physical and visual handicaps, and lower-income, socially marginalized people. I’d be quite happy to pay more in county taxes to help ensure that those services continue and expand. I’m concerned that Reston Regional may be closed, moved, downsized—all of the above?—when the nearby land is redeveloped. What a shame it would be to deprive the nearby low-income communities of this haven and invaluable resource.

The quantity and quality of books at Reston regional has diminished markedly. I recently had a list of six books to read and none of them were at Reston, but they were in many other libraries. Reston is definitely being shortchanged
https://www.nhl.com/gamecenter/tbl-vs-pit/2016/05/13/2015030311#game=2015030311,game_state=live

Overall, our library services are terrific. From a book perspective, I find that there are numerous copies of self help (such as diet) books possibly at the expense of classics, etc. New check outs are not always friendly to the consumer.
We are so grateful to have such a high-quality library in Burke.

Best use of our tax dollars ever!

I feel that the Fairfax County Public Library is a valuable community service. Every time I walk into the library it is full of people doing all sorts of activities. I have converted to electronic books from the library but still like to go into the library on occasion for a good "hardcopy" of a book.

Please consider hiring qualified story time teachers for preschool (and younger) story time sessions. Most of them are ill-equipped/prepared to hold the interest of even a small group of children! Perhaps they are just volunteers? I think that most parents (and grandparents) of young children would be willing to pay a small fee for their children to attend story time if there were a good teacher. I have taken my grandsons to the Ashburn library for story time and it is excellent. The teachers are able to hold the attention of a huge crowd (no size limit!!) of young children and their parents. I don't understand why Fairfax County (especially the Reston branch) has such unqualified story time teachers!

I love our library. I support my library. I would like more room rental availability to citizens for teaching opportunities. Finds ng places to teach sewing classes is always difficult. Book drops are important but I think that too many books are damaged in the fall. I try to return in person any time I can. The online resources are good. There are more genealogy sources that could be utilized. Links to other states' library system for research would be appreciated. Access to more powerful search engines would be great. I utilize the newspapers data bases online and wish I could access funeral and obituaries from more papers than the NY Times and Washington Post. Most new books are available, sometimes the wait is long for block busters. I applaud our library for the number of copies we do have. I think some patrons don't respect books enough. Water bathed, stained and food covered books are some examples. Programs for kids to teach them to respect books, paper etc vs electronic devices would be of value. Quiet and library doesn't seem to go together anymore. 😊

I would like to see a seed library where residents can share seeds for growing food. Organics and heirlooms only

I am always astounded at how quickly the library acquires new award winning books and makes them available through the reservation system. The Fairfax librarians are consistently extraordinary--they are kind and have a deep appreciation for the written word that they have conveyed to my children. We are in their debt.

I love my library and I would like to see more services offered for non-English speakers and especially school aged children to help them learn English and feel supported in Fairfax County. Free access to books and computers is so important. The library needs to be open more hours for greater access. The Centreville library is a wonderful place and run very well.

More technical assistance in using e-book devices at the help desk. For example if you brought your device could they help set it up?
Focus on expanding ebook rights going forward.

I believe that the program on loaning books from other libraries is a tremendous value for our tax dollars. If it were possible to increase the size of downloadable articles and overall scientific literature related options this would be hugely appreciated. Overall, we love our library, thank its employees for the good work and would appreciate further enhancement of its programs and its working hours. Thanks, guys, keep the good job and strive for further improvement!

1. I grew up with comments from my father about the importance of the Carnegie Library in his hometown in Oregon. His family could not afford newspaper, magazines, or books. He made regular trips to the Marshfield Library to read such items. He felt without the library he would not have been able to go to college (although he did not finish because of the bank failures during the depression, so the saved money was lost). To me the concept of an active public library has been an essential service of government. Every time I go to the library in Fairfax county, I marvel at the usage of the library. 2. When I was six, my mother would stop at the North Bend, OR library and put me in front of the learn to read books section. I systematically read the first two shelves during these visits. The library re-did the library card system, I was so proud of having card #20. All the way through school I would visit the library to check different sources to enrich my education so that I felt the library was essential to my success in school. Thus, I am a firm believer in the unique role that the local library has in creating opportunities for the local community to succeed. I am horrified by the cuts in the budget that the Fairfax system had endured. 3. I greatly appreciate the meeting space provisions for community groups. Once a month my wife holds a Lyme Disease Support group in one of three different libraries in the county. This creation of community is very important to the philosophy/mission of the library. I enjoy the free items to be distributed and the displays that truly reflect dimensions of life in the country. Where else would we have such community centering? 4. I miss the Great Books section that we used to have in the library. For me personally I learned a tremendous amount about music appreciation as I systematically covered over 20 such courses. What a blessing.

I typically use the Herndon Fortnightly and Reston branches. The facilities at both of these need some updating. The study rooms and bathrooms in the Reston branch need to be renovated. The Fortnightly branch is small, and almost the whole downstairs of the library is underused. The first floor could be used to expand the book selection as well. I use the online service for my kids and they love it! I love being able to take them to the library, but also the convenience of being able to go online to read books. My kids are in preschool during the day since I work full-time, and I find that most of the programs for kids such as story time happen during the day. It would be great to be able to take them to a program in the evening or on the weekends. A great program would be to teach kids about technology and computers. There are non-profits that teach children coding; that would be awesome for the library to have. Overall, we enjoy the library.

The library hours at Burke Centre improved since Pohick Library has been closed. Especially, Sunday hours! I love it.
While the internet has replaced much of the fact finding that was done in libraries, the library is still a wonderful place to find great reading and reference material, to study, to conduct research via hardcopy materials or the internet, and to find video and audio materials.

It’s critical that the additional services the library offers, and will considers adding not exceed the ability of taxpayers to fund it now, and in the future.

I love the self-service checkout kiosks at Fairfax Libraries! In terms of ways to improve -- we need more copies of popular novels, like "A Man Called Ove" and others which have holds of 100+ people waiting. Also, Patrick Henry Library sorely needs to be renovated, as it is not a nice space to spend time in like Oakton Library. The Patrick Henry library desperately needs the floors to be replaced (they are filthy) and the doors in the facility are heavy and tend to slam shut on people/kids. I love libraries in general, but I do think Patrick Henry needs to be either renovated or rebuilt elsewhere so the Town of Vienna can have a library to be proud of.

I am completely satisfied with services now offered.

Need more audio books and books on CD.

Love the library. Thanks for all the great service. One of the things we use the library for the most is a meeting place for tutoring. It’s the best environment for that type of learning.

Several of the new options you listed are new to me I do not know what they would offer. Anything that helps children to read and improve in their reading is a good thing by me. Having a large selection allows children and adults find the type of material they like so they can become avid readers and thinkers. I love the ebooks myself, but still need a hard copy once in a while, especially when reading for enjoyment.

The Martha Washington Library has an issue with parking because the patrons at the Rec Center next door use the library parking rather than up the hill from the Rec Center.

I love to download audiobooks to listen to on my MP3 player. Especially history, biography, science and other non-fiction. Keep up the good work.

--Could stand to beef up nonfiction (and I don’t mean biography). --The library has been a very important resource to me and my family from both an inspirational and practical point-of-view. Spend more on local libraries, I say. They are totally worth it for the entire community.

I enjoy the service provided by the library and the facilities. I would like to see more quiet room if possible.

Since I check out most of my books via Fairfax Digital Library, I haven’t used the "brick & mortar" libraries much lately; however, I still support the library infrastructure for those who will benefit from your services.
I love ability to reserve books and the drive up window services available at Burke Center. It makes it quick and easy to keep reading! It also lessens the nearby parking space problems there.

I belong to two of the library book clubs and feel the staff support in helping reserve books and advertising titles is very valuable. I stop by the library at least 2 times a week and love to check on what books are available and regularly donate books I’ve read to be used for the library funding book sales. Fairfax County has an enviable library system and I sing its praises everywhere I go. Other states and counties are not nearly as fortunate.

Increase the book budget. Community centers can supply a lot of the meetings space etc. that the library wants to provide.

I used to be at the library all the time, especially for my son. When he was little he loved the programs offered and having "unlimited" books he could take out (to a kid limited to one book at the school library, getting 5 or 6 books was unlimited to him). He was too sick to attend school in high school and relied on picking out books and reserving them on-line for me to pick up, both for school projects (he was Homebound schooled) and for entertainment. He was too sick for TV much of the time and was bored by it, but could always manage reading a book. It was how he coped with feeling so awful, long waits in doctor's offices, etc.. It was not unusual for him to read a couple books a day. During this time I was at the library 3+ times a week and had the library hours memorized. I usually had a pile of books to drop off and a pile of books to pick up. The librarians were wonderful. When books he needed for research papers had reached their renewal limit, they'd give him more time if no one was waiting. His illness would have been so much harder for him if he hadn't had the library's resources. We would've been broke buying books and over-run with them! I'm happy to say that he is now feeling better. Still sick and still reading, but relying more on his Kindle because of the portability and always having enough good reading material available wherever he goes or how long it takes. I'll have him take another look into your downloadable resources. When he last checked, there wasn't much there so he moved on to more fertile ground--Amazon. If you ever doubt that anyone appreciates the library, think of a sick kid that used it as a lifeline even though he couldn't go there himself. We're both grateful for the resources and wonderful people that helped us.

I think the library is one of the best investment of tax dollars. Fairfax County libraries strive their best to provide their best services to the Fairfax residents.

I use the online audio and books regularly, it would be beneficial if there was an easy method to return these items when I am finished with them. I have not been able to figure out how to return the items prior to due date. If the items could be returned quicker, there would be less wait time for items on hold.

I find books elsewhere because the current selection is so outdated. If I want a newer book/title I always have to get on a waiting list. I think the library is important and I used it most when my children were small and we would go and take out many books for them.

Provide "classic" fiction books by authors such as Thomas Costain & Kenneth Roberts so that new generations of readers can become familiar with and appreciate them. Regarding children's books, stick with the classics and avoid those that try to propagandize children.
into accepting as normal things that are not normal. Those issues should be studied when children are more mature and can make informed decisions.

The FCP Library is an extremely important asset to the County. I have lived in a number of locations in the US, including a few, that did not value their library system as an integral and important asset to the community. The absence of a functioning library diminished my family’s perception of those communities. I hope the County continues its commitment to the library system and implements new technologies to keep it up to date with our ability to access information through a variety of electronic modes.

My family has always enjoyed using this great resource, we all use the online kindle book option which is a great convenience. I would like to see more kindle books being made available. Thank you!

For senior population and others who cannot afford/do not want to subscribe to cable, additional online TV and movies your DVD selection is truly dismal! Can the collection be enhanced to include PBS & independent local history productions, American experience, TNT classic type movies? There are the same sad few 20 year old series from PBS in all the libraries. Now there are no video stores to compete. How about using Friend’s book sale money and a campaign for suggestions/donations from the library population? More IT help/classes is a must. Information about upcoming Windows 10 conversion. I am struggling with constant messages from Microsoft to update to Windows 10 and now they have scheduled an update without my consent. No good help anywhere on Microsoft website. Only IT number in India where nice person with very strong accent could not help. Chair yoga nice idea. Other hobby classes, DIY, introductions by local business owners on how to utilize their type of products, such as beadmaking, woodworking, beer or winemaking, soap making, health food/vitamins etc. Must be way to convey information without accusations of favoritism from other vendors. County officials on their topics: Fire safety, pollution, waste managment and recycling, human sex trafficking, crime prevention etc. Volunteer Fairfax presentation and sign up.

Great job!!

Thank for the valuable service you provide to the communities... I believe libraries are sorely undervalued in our community and I would love to see more services and activities that draw our children and teens into this valuable community resource.

The library is and continues to be at the heart of all neighborhoods and communities. Like community centers that provide athletic spaces and special events, the library is the provider of lifelong learning and education for the community. The library should ALWAYS be the source for books, magazines, research materials, and literacy education.

Please, no more "self" anything. The self checkouts, self fee payments, etc are burdensome on the everyone especially older folks. Have you forgotten about the older citizens of the County? The population is getting older.

We love the library! My son is twelve and we have visited at least once a week since he was a baby! We love BETH at the Reston branch! She is kind and helpful and always remembers us. She has always treated my son with respect and encouraged all his questions and
interests. We consider the Reston Library part of our life and our routine and our fun activities. We love the book sales and always find interesting and new information. Keep up the good work!

I would like to see that overdue book fines are put directly into the library budgets, not into the general fund.

The library does a great job of providing services both for book lending and community meeting spaces for tutoring and community meetings. As a educator and an executive, I believe that the library needs to define its core services and build it’s strategic plan to support those services. Some of the "new services" being proposed in this survey are already provided by other government entities, independent businesses and non profits. Don't duplicate services- but look to encourage referrals to these services as needed! Also, trim your inventory. Children and teen areas seem to have a lot of activity- continue to acquire new materials here. Acquiring a good stock of best sellers also seems to be good for business. For the rest, do an inventory survey, and reduce purchases in areas with low circulation. Also, do more to promote free online reference materials and resources to adults (kids get their exposure through the schools). Love the library!!

The front desk staff gives the Reston branch a true community feel. Wanla and everyone else really make a person feel welcome and valued, and they clearly extend themselves to do whatever they can to be helpful and good-humored while also efficient. They are the best part of the library for me. Sometimes the computers have issues, it would be great to take care of that. I understand using the space for tutoring, but it ought to be quadrant off, because if a person is trying to read and concentrate, and there is tutoring at the next table wherever you go in the library, it is distracting. The quiet study room gets filled up. Maybe all tutoring could take place at that long table in the back...? Or somehow clustered together. On a similar note, there is a lot of talking in the library with no enforcement of quiet rules/hushed tones. Signage would be useful to make this happen. I feel the library should be quieter. Or expand the quiet space. I would love to see more access to a wider array of academic journals. If we are permitted to use the local university libraries, I'd like that to be more clearly noted. The website would be much improved if it laid out in a clearer, more user-friendly interface what all the choices are for online or external resources. For example, if we could just click on a general link (on a page linking to all online/outside resources) that says "business" or "science" or "arts" and then be able to drill down from there, with all resources in one place. Currently it seems catch as catch can, you're never sure if you're missing a resource that might be listed someplace else. Thank you for sending out the survey and asking for input!

More ebooks are needed! Also it would be great if you guys could find a new website provider - seems very outdated, not very user-friendly to navigate, would appreciate a more robust "search" feature for books/items for checkout. How does the "request an item" feature work for ebooks that the library doesn't currently provide? Would love more ebooks for download and more copies of the really popular ones to reduce wait times.

Would like to see book truck with Fx Cty Public Library selections changed more often at the Vinson Hall library for the retirement community residents. Large-print books are especially welcomed.
The library is a key institution to ensure equal opportunity for all and democratization of information. Keep up the good work!

More volumes of latest version of Information Technology books. May be older version can be removed and replaced with new ones. Thanks.

Look forward to expanded self-study / meeting spaces. also interested to see most popular items published on website

I feel like it is very important to keep the library surveillance free, and just have people swipe their library cards to enter the library. Guests would sign in at the visitor center! I also feel like it is important for the public library to work with high schools to reach students who need volunteer hours. I feel like the library needs more interactive events for the community, because its presence lacks. Thank you!

Going to the public library is an unpleasant experience for me because Fairfax County Public Libraries (Chantilly and Reston come to mind) have been reduced to daytime havens for the homeless, hangouts for truant middle and high school students and free-for-all playgrounds for toddler and screaming infants whose parents have no idea how to handle their children. I am a tutor and the level of noise and distraction my student and I have experienced is unbelievable. Patrons use the computer to watch loud "You-Tube" videos, adding to the level of distraction. Library staff does nothing to quell the noise. The spaces are filthy. I literally bring my Clorox wipes to clean the tables as I am sure they harbor multiple germs and viruses. Mobile phones ring constantly, conversations are loud and I often question where I am, seems like anyplace but the library. Elderly people come in and take up table space and end up napping. While I have nothing against special needs individuals, I have also witnessed group leaders ushering individuals with multiple challenges into the library, and it appears it's just for the sake of a 30-minute outing. During this brief period, the individuals are highly disruptive. Again, library staff does nothing. Libraries used to be places known for peace and quiet, where patrons spoke in hushed tones, children were well-behaved and the places were kept in a presentable condition. While I am certain that Fairfax County is looking for ways to cut costs and continue to provide services, they should look at limiting computer access. What I mean is that sites like "You-Tube" and "Facebook" and many others are nice but not necessary. I don't know if there is a charge to use the computer but there should be and if there is already a fee, perhaps it should be increased. This would limit people who believe it is their birthright to sit in front of the computer all afternoon and goof off.

FCPL needs to offer more programs for early literacy. Young parents are looking for "literacy" places where they can take their toddler and preschoolers for story times, literacy based activities etc. on a weekly basis. Some county libraries such as in Falls Church city are already doing this with great success. This is where we begin the lifelong literacy habits that we as a society must promote. More focus and funds should go toward providing those services. Go FCPL!

My only concerns with FCPL are: (1) cutbacks in hours and (2) cutbacks in books in library, e.g., release of many old but very fine books.

We need to support the public libraries! Thank you for all you do.
The library website needs some work. I often use it to search for audio books. The search feature is difficult to use, and I often get cookie-related errors when navigating the search feature. I need to login and re-login to do ANYTHING related to searches. The search function is not very powerful, at all. Even searching by something as simple as author name is tricky and frequently does not produce the desired results. Any searches more complex than that are often out of the question. It would be great if users could easily search for things like "haunted house novels" or "Bram Stoker Award winners" or "spy novels" or fun stuff like that ... but the current search capabilities of the website are just not up to snuff. Improved search capability, in my opinion, should be the #1 technical improvement implemented by the FCPL.

The FCPL website could be greatly simplified and improved. eBooks "rentals" should not be such a challenge, and the variety should be much better. There is a need for simple and easy loaning of eBooks and I can't see why it is such a chore to reserve and check out an eBook (to a Kindle or an iPad) yet it is so easy to reserve and check out a real, physical book. Focus on moving all books to eBooks, simplify the whole eBook loan process, and it will make life a lot better for people who don't want to drive/walk/ride to a library - saving time, money, & energy for Fairfax residents.

Look forward to having more books in e-version, especially Kindle version. :) 

When we moved to Fairfax County in 1996 I used the actual libraries. Since about 2011 I've mainly used the online features. I may visit an actual building once a year now. Obviously my support would be behind more e-books and other electronic media.

I just wish they would have more books that are recent releases -

When I go to the library I take a list of books I would like to read. Very rarely do I find any books on my list. True, I am usually looking for best sellers. Can the library please make more copies of best sellers available.

After the disastrous experiment with reducing staff and library hours of a few years ago, I am pleased with the expanded options I have as a library patron. I have made use of most of your services: public seminars, training in Excel, finding resources for ESOL students, audio books, videos, ebooks (and help learning to use my Kindle!), librarian recommendations, computer use (not often - but delighted to have it when I need it), and, of course, checking out actual hold-in-your-hands library materials. I refer my ESOL students to English-learning groups and other resources all the time. I often bring students in, one at a time, to learn about the materials and services available closest to their homes. I appreciate being able to donate used books and also to donate books from the Friends of the Library wish list. May I suggest that donors of explicitly requested materials receive a thank-you note acknowledging the gift? Most of all, I appreciate the awesome staff you have managed to accumulate! I have never had a question unanswered. Kudos to all of them!

I use the library most frequently for downloadable ebooks and audio books. I really love the reciprocal agreements available for using other counties' digital libraries because I find that Fairfax County generally has the longest wait times (and they seem to expand exponentially, not just by a few patrons). I would like to see the digital library expanded to meet the apparently larger demands of digital media in this county. If a popular book has a
wait list of 250 (which I have actually seen several times), yet the same book in a neighboring county only has a wait list of about 20, I see that as a problem for Fairfax County.

I love being able to reserve a book and the self-service check-out!

I love the e-books and e-audiobooks available and would like to see more copies added for titles with more than 10 patrons waiting, or maybe some type of "next up"/lineup/queue for books I want to read. For example, I am reading a series of books that is popular, and I’m not sure when to reserve the next book in the series to make sure I can read it shortly after I finish the first. So, I’d like some way to create a queue based on reading speed or some other measure of time to finish a book. I waited for some for a few months and then gave up or got them elsewhere. Also, for "overdrive" app, I liked that it used to save my ID number, but now it will not, even if I choose to have it remembered.

I use the library completely online.

I think the libraries need a mix of seating for group studying (i.e., tables and chairs in separate rooms), individual studying (i.e., carrels), and casual reading (e.g., comfortable cushioned chairs). I’ve noticed that some branches (e.g., Reston) have little or no cushioned chairs for casual reading.

An much too high percentage of books I order never arrive. I have to order them again. I’d guess the failure rate to be above 20%. I asked once about the cause. It was clearly a poorly designed computer system. A year or so they re-arranged the book stacks at Reston Regional. I makes it much more difficult to find what I am looking for. And the new system requires that I walk further, which my always aching body does not appreciate.

Very few classic books available at Oakton location. Should always have the 100 greatest novels of all time available.

The staff at the library I go to most often is in Reston. The staff there is always extremely helpful and courteous!!

I don’t really know about all the services the Library has available at the current time. At my age, I am mostly interested in the audio books because I can play them in the car or while I am working.

Funding for the library is extremely important. Keep up the good work

I applaud the volunteers who donate their time to the library. They are very friendly and helpful. Perhaps I will volunteer when I retire.

The library needs to expand its ebook offerings. Many authors only have their books available in ebook format and the library doesn’t have them. I find that the library isn’t willing to add new authors, even if they are popular (like Jaci Burton) to their ebook holdings.
Since the library is limited financially, it would be more economical and fairer to all users to limit the amount of books taken out at one time. To many times I have seen people take out 20 to 30 children books and 10 to 15 fiction adult books. These books stay missing for at least 3 weeks at a time. A limit of 7 to 10 would be reasonable. They can always return the books sooner and get more. This would save the library system from having to buy so many duplicates and allow more readers access to books for the same county dollar.

The Fairfax County Public Library is an invaluable resource, which should be fully funded. When Pohick reopens, I would request that Kings Park remain open on Sundays.

Online access to Morningstar resources are fantastic! Please keep these going!

The library is great when I need it, but with so much information on line it isn’t necessary for me to visit the library frequently. I think you are competing with technology and the internet.

Our neighborhood library (Thomas Jefferson Library) has very few books and resources. We usually go to Arlington Central Library when we need to use the library. We would be more willing to go to the library if the resources were better (more selection) and the space were more user friendly. Thank you.

Love it!

Although the Centreville branch is a little dated looking, it is the branch we frequent most, and not one time in all the years of going have we ever been disappointed. Staff is helpful, books on hold come quickly, and we usually find what we need.

I very strongly feel that the library is moving further away from what its mission has always been which is to provide books, reference materials and other media to the tax paying citizens of Fairfax County. Unfortunately the library is being tasked to solve the social and immigration related problems in the county. I am constantly surprised that the library is expected to do things that should be done in the schools that, after all, get most of the money! All this while the library meeting participants complained about reduced hours and the manner that books are distributed throughout the branches. The bottom line is that there is simply not enough money to provide books and keep the library open longer hours if the library takes on social and immigration issues. This is not what the library is for. In addition, I see increasing examples of parents using the library as a babysitting service and thus transforming the library from a quiet space to a space where children are loud and unruly. Considering the financial issues the library is facing I would suggest that all of the people getting paid to tutor both children and adults in the library be forced to pay for using library property for their business. Finally, I am begging that something be done about the wholesale destruction of my Centreville library property by the day laborers who have no regard for the bushes, trees and grass. Well, I have had my say but I seriously doubt my comments will be considered as they do not fit the current narrative.

Don’t Understand why a new facility is needed in Reston. The current library is more than adequate and the associated funds could be better used elsewhere.
I’m a new resident and plan to use the library 2-4 tomes weekly. I’d prefer a larger diversity of books but it looks like my branch is one of then smaller ones

I am impressed with the depth of eBooks available on the FCPL site on Overdrive. I use it all the time. Please continue to add funding to this resource. Ideally more copies of popular titles so wait times aren’t so long.

I just want the library to continue as a traditional library, with a great collection of books, and expand the offerings available for download.

The wifi is seriously bad at the Chantilly location. And it’s a pretty common occurrence that people will talk in the quiet room. Maybe put up a new sign that says "no groups"?

The library needs to offer greater quality of children's literature, more classics and more excellent currently published. There is too much politically correct stuff and unenlightened material available and insufficient excellence. it’s out there. Go find it!

I am curious about the method by which newer books are added to the Library's collection. It seems there are a large number of specialized books in the newer books area, on topics such as software, quilting, gardening, and languages. And yet many newer non-fiction books that would appear in bookstores never make it to the shelves of our library. There also seems to be a de-emphasis on magazine subscriptions of late. The area has been reduced in the number of chairs for perusing this material, which may be a response to those who choose to sleep there - which is a good thing I guess. Overall, I’m happy to have such a large well-stocked library in our town.

Important resource; please continue current service provision, if not more service provisions. My kids love the library and they are electronics kids as well. Everytime we go they enjoy and find something of interest.

FCPL has been an invaluable resource for me for many years. I appreciate the work that has gone into developing such a useful library system.

We would like to see more empty table and seat to study and read a book.

I'm not sure if it's still a problem, but we hardly spend much time at the Reston location b/c it is prohibitively hot inside. It was almost like a sauna. In terms of enhancement/additions, it would be FANTASTIC if the library could offer more ADULT and KIDS audiobooks on CDs. That's how we mainly use the library.

I enjoy my chantilly Regional library A LOT. Our family visits it very often during summer months, since we have the summer off.

More evokes and audiobooks. As soon as a book is listed as a prize winning book or a bestseller, the library should immediately order the enough and audio book versions

I've started borrowing ebooks for my Kindle. cool.

I am a HUGE fan of the library. Always have been. When I first moved to this area and was BROKE, I could always go to the library and get entertainment; I could check out a book,
check out a DVD, ALWAYS check out audio books, etc. I still prefer to do my research the old fashion way with books for travel, home improvement, investment, etc. I think public libraries are like our national parks: a true treasure. It was frustrating when so many libraries cut their hours and the days they were open but my experience is that they are opening back up on every day of the week and for longer hours. Rather than focus on helping people apply for social programs like social security, etc., I think the focus should be on creating study groups for children in middle and high school. Also, create book clubs that meet once a week, rather than once a month. If we are to believe all the reports about children spending too much time with electronics, getting them into a library after school or early evening to meet with a study group will help tackle that issue AND it will help parents who would otherwise have to pay for tutors. A book club that met regularly will also help with socialization, less electronic’s, reading comprehension, etc. I would reach out to all the local schools to see about designating days/times: Daniel’s Run 4th grade meets at the library on XYZ day and time or St. Leo the Great 6th graders meet at ABC day and time: perhaps the teachers would agree that the participants get extra credit. The general public has multiple resources to assist them with English as a second language or applying for social programs. The library does not need to take on this responsibility. I have always seen the library as a learning resource and think it should focus on that role: offer "tech" classes, etc. BUT offer them in the evening when people who work or are juggling 2 jobs in the daytime can attend, otherwise it is a disservice to the huge population who

Thank you for everything!

Yes, ONLINE services are now becoming critical, and I think this applies to families with low income, to middle class families. Books and online books are expensive. I have a child in primary school and once a book is read, why would you read it again? A child (and an adult) needs variety. Sometimes not all books are available at the library, or due to travel or busy schedule you can't make it on time to go to the Library. Having books online will greatly help children to keep on reading. This is critical. We are left with just a few, here and there free online books. We need more books available online. That would be a GREAT add on. Ask around and you will see. It saves space, and it allows children to keep on reading. thanks.

Please expand the number e-books available. I primarily use the website to find new books and place holds for e-books (Kindle). As a result, I haven’t visited a physical library branch in some time. The "virtual library" is much more important to me. I still think there’s a place for the physical library but perhaps it will become more a community center in the future rather than a book repository as people rely more on e-books or audiobooks.

It is hard to judge how efficient the library is operated without more information

None at this time.

I fully support the continued Fairfax county library system. I use it weekly and I check the website several times a week looking for upcoming books on order and new books. The staff I deal with at the Centreville Library branch have always been generous with their time in answering my questions (especially paying fines with the new machines) and I would hate to see a decrease in the size of the staff.
The Library provides an excellent service to the citizens of the county. The staff is almost always responsive polite and helpful...thank you

Would like to see more audio downloads of older classics and bestsellers!

The increase in the number of materials in foreign languages is a concern to me. When you purchase books, for example in Korean or English, that is only for a very specific population. ELL people can read the books in their native language as well as in English, therefore, they are getting double services. Whereas, for me, there is a section of the library that is now off-limits for me. I think the library is trying to be too many things for too many people. Yes, FCPS is a diverse population. But can the library really afford in these harsh budget times to be providing popular materials in all languages? My local branch library, Centreville and the nearby one, Chantilly, are old, dated looking spaces. There is nothing current or modern about these two libraries. In fact, they look much the same as they did on the day they opened other than adding computers. I am a school librarian and I strive hard to update my space and add current things (like the current hot topic: Maker Space items) to make my library current and relevant to my population. I wish the public library did the same. It seems like Fairfax County Public Libraries are always a day late and a dollar short on being fresh and current. It took the libraries forever to start carrying DVD's and now that they have a bunch, that technology is heading towards being obsolete. :-(

Offer more volunteer opportunities for our teens

I hate to see spending cuts to the library system which affects hours, acquisitions, programs and services. I think the libraries do a lot with the financial support they receive.

Turn on the heat or the air conditioning; do not turn them both on at the same time as is the case at the Reston library. Stop buying books and then throwing them away as was widely published in the Washington Post. Get some volunteers to take care of the grounds. The place looks like a garbage dump on the outside. Sweep the driveway and get rid of the sand. Ban ALL smoking ANYWHERE in, on or about the property. Fix the path and stairway to town center. Pay the library director far less and use those resources for services. Purchase far fewer printed materials and far more electronic materials.

The FCPL is a godsend!

I am not sure why "Help applying for unemployment, social security, health insurance, etc." is part of the library, while I consider this a CRITICAL function of government, and education, it is not really part of the library's core mission... I hope that such help is very available in the county and city government spaces and through community centers; as should basic skills like "balancing a checkbook" and "filing your tax returns" - but they should not be associated with the library except possibly as a convenient meeting room or location.

You may come up with creative programs, where in regular users like me can bring in new customers as companion to participate. This will encourage them to come to library and see the wealth of resources that are available at their disposal. You can also advertise help for people who are not so avid readers to start a lifetime of reading. I benefited from both.

Since 2003 I have been reading books, because a friend of mine introduced me to the
library system in Illinois. I never looked back. Even if I moved from IL, CA, GA, VA, NJ, NY and back to VA.

I love the library services offered in Fairfax County. I grew up in a very poor area of central California where the library system was not very good. It was wonderful to move to Reston and see how much people use and love the library. I was also amazed with all the library services offered, especially the ebooks and online media. However, I briefly lived in Arlington County a few years ago and they also had a very extensive video library system that I loved and miss dearly now that I’m in Fairfax County. I would love if Fairfax County also provided the extensive video loan services similar to Arlington Co. There are some movie versions of books that I would love to see, but because of how old the videos they are hard to find online or from a video rental service. I recently read a biography about the main character in the movie Out of Africa. I tried to find the movie, but found very few and expensive options. It would be great if the library would loan movies like that. Also, I think ESL, homework programs, and job finding programs are vital to the community and the library must do everything it can to promote and protect those programs. I also really love the wifi at the library. It’s always been very reliable for me when I would go to the Reston Branch to do homework or job search. One thing I would love to see at the library is a mobile DMV service. I have heard about these mobile DMV services in Loudon Co. and think it would be great to have in our community as well. As a resident of Fairfax Co. I’m really proud of our library system and I brag about it all the time to my family members in California. Many people do not realize what amazing services the library offers and I love be a vocal advocate for our libraries!

The internet has changed library usage for research. The more materials online the better. This also holds true for popular reading whether fiction or non-fiction.

I think the survey could do a better job of informing us what some of the technology is for if we are to rate it. Also, when we can only answer if something is important, somewhat important or not important the results are automatically skewed -- two responses out of four being positive, one being negative and one don’t know (thus irrelevant to the discussion). Therefore, two out of three relevant options are positive. By default, the bias is toward adding services. If you are trying to make recommendations on what can be improved or more can be done, are you also trying to decide what not to do?

I've been very pleased with the ability to do much of my library business online - finding books, reserving books, being notified when books are available. I use these services on a weekly (sometimes more often) basis.

Would like to have greater collections of audio books and non-fiction - like biographies, business.

My husband and our 3 children have lived in Centreville for over 25 years, during which time we have used the library in our neighborhood. It is with great dismay that I have to say that the Centreville Library has fallen in disarray. Over the last 25 years, the Centreville library has lost its value to the service of the community! This is so shameful, considering the community is one of the most diverse communities in Fairfax County! The library has not maintained well stocked shelves......i should know, I have read just about every book in
certain sections of that library! I could write an expose’ on this particular library, but i will not waste your time. YOU KNOW WHAT NEEDS TO BE DONE!!!! DO IT!!!!!!!!!!!!

I frequently use the library and find it an extremely valuable resource in the community. Now that I have a child I find it even more valuable as my son is able to choose and check out his own books. It is great to see his love of reading develop.

I would really like to see Hoopla added to your services.

I am mostly very happy with the library although I mainly just use it for books and not other services. I do wish the library could do more to educate book borrowers on taking care of books. I get a book home and it is often stained with food or marked up. Maybe put a reminder on the check out receipt.

I understand that the restrooms will be rebuilt OR they are waiting for the property to be redeveloped. Whatever the case, the men’s bathroom is well below par. McDonalds, Harris teeter, Trader Joe’s, etc. have cleaner restrooms. Part of the problem, I think, is that guests of the homeless shelter use it for personnel cleanliness, Also some of the library visitors need a bath! Could there be some kind of outreach program for these visitors?

The only reason I did not answer positively to the idea that the library should provide other services such as assistance with filling in government forms, homework help, etc. is not that I think these are not needed, but that I think these should be provided by other agencies and funding. - If schools give homework and students need help with it, then it should be schools responsibility to provide that. - If people need help filling in SSA forms, SSA should provide that. etc., etc., Don’t confuse Library services with supporting a lack of function at other places. If other places are not doing their job, then they need to upgrade/get funded more. The only reason I indicated that Maker spaces might be important, is that as a retired engineer, I would like people to be more in touch with the physical world and technology. That would help them to understand and use technology and mold their environment, plus potentially give benefits in potential new job interests. I am not totally convinced this is a "Library" function though but I cannot figure where it really fits. There are places that do this, already (e.g. NOVA Labs, Reston) but I think not enough, and other than the school system I see no other agency providing this service. Adults have a harder time to make stuff.

Because school age children have access to libraries at school I rated them as less in need than other populations. But, if the public libraries were to actively seek to provide 7-17 year olds with workspace, Internet and computer access and homework help that would be a great benefit. Teens especially need a place to collaborate and work at night. Perhaps libraries could stay open late a few nights a week. Allow coffee drinks, etc so it’s an inviting place and teens will come. Better yet, partner with Starbucks and add a coffee/juice bar.

Increasing the availability of ebooks would be the most important improvement I believe that the library could make.

Would love to have more audio and e-audio books available -- especially those compatible with Apple iOS systems.
I would like to see more inter-generational programs that an entire family could attend together. It seems like everything is geared for just children, just older adults, or just fans of one genre. Families spend enough time separated. The library can be a place that brings us together and promotes reading materials at varying literacy levels. Just a few ideas: Sunday afternoon storytellers or folktales (Kim Hanley would be wonderful) Science & Technology Day with posters/kiosk demonstrations of physics, biology, and geology projects or concepts Small book fairs (like the National Book Festival, but way smaller)

We are big library supporters and do enjoy Fairfax county’s great program. We have recently discovered various types of free lending libraries run by individuals or schools in the county. I wonder if there is any form of collaboration possible between the library and individuals/groups running these great community resources. Donation of unsold or old books donated to the library that aren't sold at the "friends of sale"? Fliers at the library for these endeavors? Just a nice little addition to our communities on top of the great work you all do!

The library is an invaluable resource! If there are things I can do to better support it, please spread the word.

I'd like to see improvements with eBooks. Some titles take a long time before they are available but often several will become available within days of each other so I end up choosing which ones I have time to read. It would be nice to be able to schedule them more efficiently. I'd also like all of the books to have a renewal option -- one or two weeks. That certainly would help when multiple titles become available within days of each other. I also hope the selection of audio books continues to expand - both fiction and non-fiction. Audio books are a great option for tired eyes!

Would like to see more offerings available online so I don't have to GO to the library.

Please offer more services that allow e-book downloads. The current system is limited in book availability and is not particularly easy system to navigate through.

It's criminal that the libraries are not open with the same hours as commercial providers. They are a great resource for learning and community building that are only available a fraction of the time that they are needed. There's nothing quite so annoying as watching a library close at an early hour and literally running adolescents and young adults out the door. What a waste of human potential. Investment in longer opening hours, best through tax dollars, but, if that's not palatable, perhaps through a public-private partnership with Starbucks or one of its competitors, so that the library is used as a magnet for developing our children, adolescents and young adults rather than a facility that pitches them out when they are wanting to learn. This isn't just altruism. This kind of policy would drive higher property values for our communities and a higher quality of life for the County's residents. The library system should not be treated as an expense but as an opportunity for human and economic development. No capitalist in his right mind would have the limited hours our libraries currently keep. It's nuts.

please find a way to donate e-books -- I have so many I'd like to give away and the library's stock is meager
We love using the library. I’ve ised the Fairfax County Library ever since moving here as a young married and it is something we took our kids to every week. I still use it now for checking out books for my book group and I love the cookbook section, as well as other home and gardening books, computer books, biographies, etc. the library is my adventure to the world.

County resources for the library are not adequate to provide all the services county residents require. No further cuts to the library budget should be made and regular annual increases should be started. Libraries are an integral part of the quality of life in our county and should be maintained at the highest possible level!!!!

Reduce staff first and then reduce hours at the library to reduce costs, in that order. Focus on automating service and self-help/self-checkout services. I go to the library and see a half-dozen librarians...why? One librarian is fine, plus an hourly, minimum-wage book re-shelver/janitor. Get with the times, the internet and self-checkout have been around for a while now.

I love our library. I wish the county and general public would be more willing to support its programs.

Having the library open long hours is important. Very much dislike it when the library cuts back hours. Believe the library is very important for all segments of Fairfax County residents and branches should be close enough for local patrons to easily access.

Public library is extremely important to build a friendly and productive community. Especially in the current digital age. There is something irreplaceable for a child holding a book in his/her hand, flipping through and wondering in the literary world. Human are social animals, we need physical contact to learn and grow, including physical contact with paper/books. Research has shown time and again that there is a huge difference between reading a book in device vs. holding a physical book. The reading medium have different effects on our mind and psyche.

As our populace ages into the Senior Citizen category, more of us are enjoying watching movies at home. It would be wonderful to have access to independent films, documentaries, and new releases on line or through DVD/CD. I appreciate and look forward to Pohick Library re-opening in Burke, VA. Thank you for this opportunity to provide feedback. Thanks to the volunteers and staff.

Great library!

I love the library. It is a fun place to be at. I can remember as a child loving it and now that I am an adult, I love to read my pleasure books and also do research for my work as well. Thank you for having such a great service.

Your new system for picking up books on hold is a pain. I used to be able to pick up a book for anyone in my family when we were notified they had a book on hold. Now they have to come in, or I have to remember their card and pin numbers? Crazy. Anyway, this is
particularly an unnecessary hardship for my working husband who has limited time to actually visit the library. I also dislike the automatic payment machines. That's just me really, but I've noticed I now buy my used books at charitable organizations rather than at the library. Possibly I'll get used to it, and buy books at the library again sometime. It's just an aggravation. I like dealing with real people!

None at this time

Buy more DVDs from The Great Courses and other lecture and educational organizations. Provide the ability to create a PDF or other printable media from results of a catalog search so that a bibliography can be prepared. Ask Overdrive to provide more fiction eBooks of the action/thriller/suspense genre by best selling authors like Silva, Thor, Connolly, and Deaver. Increase the number of best sellers available through Overdrive. Ask Zinio to provide a Kindle Fire interface.

I find searching your catalog online very clumsy. If I don't put in the EXACT name or title, there are no results. I often go to Amazon's website, search for the item there and then go back to your catalog to put in the exact info. If I enter "Louise Penney", for example, instead of "Louise Penny", your search returns no results. That's pretty sad... Also, I was irritated when I could no longer just pay my occasional overdue fines of less than $1 right at the library desk. I do not want to have to use my credit card and I don't always have the exact change. Seemed like a bad "improvement" for your customers.

The loss of resources in the areas of virtual reference, business materials, shift of the Foundation Center resources out of the library (making it available far fewer hours, without any librarian available, and apparently serving a select clientele), degradation of depth in most non-fiction areas, lack of art and music resources, disconnect from the community, terrible lag times between publication date and branch availabilities, the unbelievably mismanaged or unsupported with library technology of the collection, no apparent community information, strange hours (e.g. community closures on midweek evenings when homework assignments are important) have caused me to be a regular user of the Arlington and Alexandria libraries --- something has gone dreadfully wrong with Fairfax. I am further alienated by reading director attacks on the Friends, public and staff. Disgraceful. Library falls right in line with the police, fire, and other corrupted Fairfax agencies. All have a common root: lack of transparency and openness. Although many staff continue to be very committed, they do not seem to operate with the support they need. I travel a great deal and am a fan of public libraries -- in addition to some stellar systems in the metropolitan area, there are other wonderful examples to study -- located in municipalities not nearly as affluent as Fairfax: Multnomah County and San Diego come to mind immediately. I can only conclude that there has been a choice to make the Fairfax so irrelevant that it will simply shut down altogether, replaced by some sort of social centers.

I love my public library! My kids love it too and they are in middle and elementary school. I would like to see more or better advertised homework help.

I generally use the library on a weekly basis and am so thankful for it and the services it provides.
I prefer physical books to Ebooks and it seems that some new releases are only available one books. Also The wait time for digital books is somewhat long.

Please return the "pickup reserved book" to HAVING THE NAME OF THE PERSON UNDER WHOM THE BOOK WAS RESERVED ON THE BOOK. REMOVE THIS STUPID "CARD NUMBER" THAT NO ONE REMEMBERS!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!! There is absolutely NO VALIDITY to saying this is an "invasion of privacy" BUT DOES CAUSE A LOT OF CONFUSION FOR THOSE WHO HAVE OTHER "KEY CODES" TO REMEMBER. My husband and I help start Chantilly Regional Library in January, 1995. I organized and was the first president for Friends of Chantilly Library.It has come a long way and in a good way BUT FOR THIS TERRIBLE IDEA TO CHANGE RESERVED BOOK STATUS. C. Carole Richard ccarole4816@gmail.com

My husband regularly downloads the history audiobooks. I download ebooks and audiobooks and wish there was a better balance between books the library has in print as vs the ones available electronically. Some of my favorite authors are available extensively in print books but are less common electronically. I love the library online catalog. I have a weekly story time at MVLE, a employment training center for developmentally disabled adults. With the online catalog, I can select books from any of the branches that would be appropriate and have them sent to my local library. I can request multiple books on a topic and then choose the one most appropriate for the population. The books generally arrive within a week.

I would appreciate if the librarians were more friendly and focused on customer service, instead of you always having to approach them first.

Get rid of occult and witchcraft books, dvd.

Need to increase the number of books available on cd, especially non-fiction.

I LOVE the Burke Library Drive-Thru window. This should be introduced in other branches as space allows.

Thank you to FCPL for always trying to meet our needs. I appreciate the effort to keep up with the times, but please make your changes or adjustments gentle-- we really appreciate the library just the way it is!!

Libraries are proof of civilization. Bless the librarians of the world. The biggest need for libraries now is to fill the gap in the lives of people on the wrong side of the digital divide. The ones who rely on their local library for Internet access. And for the children to are not read to at home. And the old and infirm for whom the library is a lifeline of information, news and culture. My local library propelled me around the world, by having books to read about exotic places. Once I knew about Asia and Africa, I just had to go see for myself. Somewhere today in Fairfax County a child is pulling books off the shelves, not realizing that his or her life is about to change.

I have a home in Florida, and vote in their elections. The Chantilly Library branch is outstanding in every respect, and worth every tax dollar spent on it.
I don't want the Reston Library to close or relocate. It's location and services are valuable to the community it serves. Easily accessible to a wide community and reflects the people it serves so well. It's 'noisy' at times when some services need the use of vocal chords and technology which can be managed with sound proofing. Libraries used to encourage people to relax, think be creative and grow in mind. Technology seems to impede that as 'all is provided' quick and easy and is just another resource for a fast lane life. Maybe a balance of both if provided will be wonderful. Thanks for services provided.

the library is a safe place for teachers to teach students that are unable to go to a regular school for a temporary time.

Keep up the great work!

1. The library management (and the County Board of Supervisors?) are completely remiss with both public safety and the usefulness of library facilities by letting vagrants, homeless, & drifters use library facilities with relative ease, even impunity. My wife does not use the library to its full potential due to the difficulties (dangers?) posed by these and similar groups. Library staff seem to be (and state they are) totally unable to prevent or even manage this problem. I understand it is not solely a Fairfax County problem, but management all the way to the top should constructively & decisively address this issue, and change the current situation asap. It is a long-standing problem. 2. The library system is getting further & further behind in its ability to let customers use mainline capabilities, specifically for example those for historical research. One perfect example is the quality of microfilm viewers and printers. Quality is low, because there has been no ability for the library system to pay what it takes to maintain even the old technology, much less invest in new technology. I’m well aware that there are a few examples of current technology coming on. I suppose I should be happy with that. But let me recommend that you take a field trip to similar libraries in Pennsylvania, as I did on a genealogical research trip. Their libraries and other history-related facilities and capabilities are eye-watering. There is NO REASON that the state of Virginia should be so unable to provide a high quality experience in this important area of library functionality. 3. The ratio of quality non-fiction to fiction books needs to be fixed. I prefer non-fiction of all kinds (either biography, as-it-happened, historical explanations, etc). I well understand that you must make choices, but as I see "new books" and new audioCDs arriving, there are too many silly and fringe novels. 4. I appreciate the ILL system! It should be strengthened and for sure maintained.

Think the local libraries are a great service and do not want to see them cut.

I’m impressed with the attention given to the children’s selections and needs. In that capacity, enhancements would make good things even better. I’d appreciate very much longer hours. The staff are always so nice. I’ve always felt that libraries were the core of all things good in a community. Any service a library can add or enhance to help improve and enrich the lives of community members should be instigated when at all possible, I realize the library isn’t everybody’s cause, but it is everybody’s friend.

Noise level is not enforced. It should at times be addressed. Not enough copies of current best sellers.
I would love to see the Reston Library part of a more integrated, neighborhood development. Right now, it is basically a "car destination".

I am a heavy user of the library, mostly on line. I am very happy with the ability to pick up my books where it is very convenient for me. I think the areas that need much improvement are the availability of more copies in all formats to reduce the extended waitlists that now occur—library can look into more copies and licenses to accommodate the large number of users. I often have to be waitlisted for a long time before I can get my hands on a copy of a book I want. I have found the Falls Church Library is able to accommodate requests faster. The quality of some of the Overdrive audio books is poor, narrators are not good, and it spoils the experience, so I end up having to go to a more commercial provider— which I'd like to avoid if possible. Don't know why that is, perhaps a cost issue. I strongly urge the system to look into better catalog search engine the current one is really poor and substandard. Searching the catalogue can be very frustrating unless I have the exact search criteria— in this day and age, I think Fairfax County should do better. I find the library’s landing page cluttered and confusing— perhaps working with professional content and web designers may help create a cleaner and more user friendly interface. Also, one of my biggest pet peeves... I should be able to create my own user id, rather than use my library card number each time I want to access my online account, the library card number is very long and difficult to remember— this seems like such a throw back to an earlier age, that I am surprised it has not been addressed to date. I am fine with library hours as I mostly use the online features. thank you

Better technical support for operating and trouble shooting devices needed for e-book and audio book usage.

None at this time

Improvement needed on ebook options including selection and website used for browsing and finding books

Some libraries are better than others at providing child-friendly spaces. RR has a lot of room for improvement in that department, both in terms of the space itself and the friendliness of the librarians. RR provides exceptional book selection. In particular, it is GREAT that the kids non-fiction is separate from the adult non-fiction.

More Kindle books available. Thank you

It's a great community resource...keep on providing the services.

Every time I go to the Reston library I always see homeless people smoking, using foul language and lingering which really makes me uncomfortable. If they are not reading they should not be around the area. Any change is good and I hope the carpet could be taken away, all my family suffer with allergies. Thank you

I always facing one problem after return they say I didn’t. Then if I look for it it will be there. for return if I can do myself and get a email the list of book that will be great. please consider this.
I find the Reserve System sometimes frustrating. I will be number three hundred and something for a book. Weeks will go by and I dropped slightly slightly and then I’m number one hundred and something for a book and then I get an email the next day that the book is in. I realize that you have many copies of some books and it just works out that way but it is annoying when I have 5 books on hold get none for months and then 3 the same day or week.

Pleased with the spaces available at Reston Regional for clubs/meetings. Mostly satisfied with selection of books. Overall happy with the library.

I am especially thankful for the option to reserve books via the website. I often brag about that to folks considering moving to Fairfax county :-) I also love the remodeled libraries in Great Falls and Herndon---beautiful. Any plans to remodel the Reston branch, by chance? Thanks!

My main use of FFCPLib is the Annual Tax help by the AARP Vol. I also use the OverDrive Audio Books at least 3 to 4 book a month. My main interest is historical fiction by the authors like...Bernard Cornwell, Dewey Lambdon, and Douglas Reeman and Crime by Michael Connelly That a down load from FFCPLib using OverDrive... I also use My Lib has a place to relax reading newspaper or magazines...

I love the library!!

I wish the hours were tweaked so the libraries were open more when teens want to go there. They love to study and hang with their friends there on Friday and Saturday evenings, but it closes so early then. The library gives them a good place to study, do homework, and be with their friends in a mostly safe space without parents breathing down their necks. My children are grown, but I see so many teens at our library and I want to encourage this! I'd say open later on weekday mornings or take a two hour break from noon to 2pm on weekdays so the library can be open more on weekends. All families nowadays seem to be gone during the workweek so traditional hours need to change. If you close from 12-2 then you can still do the morning stuff with children. Either choice I think you NEED more hours on the weekends! Otherwise the younger generation will begin to blow off the library. This would not cost any more. ... I also think the search engine on the website needs an overhaul. I love checking out great courses CDs (I listen to them in the car when commuting). But I don't get all the great courses listings if that's only what I type in. Often if I only have part of the name of a book it brings up weird stuff. I'm used to google type search engine. There have been other frustrations with it, but I don't remember now. ...I wish that more books were stocked. I see a bunch of new Great Courses coming out, but you don’t have them. I HATE that if I see a new bestseller and try to reserve it I’m 214 on the list, but if I walk in, there might be one just sitting there! You are punishing the regular users who use the reserve system. I don’t want to physically go into the library to look for books often. I LOVE using the online to pick books, reserve them, and then go and pick them up (when I do meander around to see other books)! With best sellers, more e-books might be the answer, maybe. I assume they are cheaper for you to buy than regular books as they are for us at home.

More e-books!

FCPL Online Survey 2016, Open End Comments
e-books are no substitute for browsing through, selecting, and reading paper books.

Usually go to Pohick Library for my needs; with it under construction, I’ve been using Freeds Oak. Very happy with that branch. Especially the drive-thru window for handling books. Great idea.

I love it! Great resource!

I just returned from three years overseas and was dismayed at what appeared to me to be a reduction in actual books at the library (Reston). Perhaps the lower number of books is a sign of the times - more folks read on e-readers or need computer access at the library - but it’s disheartening for a hard copy book reader. The bookcases are too close together for me to see what is on the bottom shelves without having to sit or crawl around on the floor, which is becoming more difficult as I have very bad knees, so I find browsing the stacks frustrating. Because of this, I’ve restricted my borrowing to items I’ve found through searching the online catalog, so I can go to exactly that spot in the stacks, and BBC recordings of Shakespeare. I’d probably be happier if I were a reader of NYT bestsellers, but those have never appealed to me. I will continue to use and support the library, but will manage my expectations of what’s on the shelves when I visit.

I love the library. I’m an avid reader and would be lost without the library. Keep up the good work.

I wish the Fairfax County Libraries had the latest DVDs available to residents to borrow. My daughter lives in a small town in Ohio and their Richland county library system has hundreds perhaps thousands of DVDs both old and new available to residents. If she is interested in a new release she requests the library to obtain it and reserve it for her. She usually can receive the movie within 2 days. I think this is a service that the Fairfax County library could easily provide.

The online account services and catalog are AWFUL. They are slow and awkward to use and clearly not created with any user testing. There are sooo many things that need to be fixed online. And the policy of not being able to renew a book that has holds but available copies is just SOOOO dumb. This is a library that has rules that limit its circulation in dumb ways. And holds take way too long to get to the pick up branch.

I fell in love with reading through a book group at the local library. Since then, I have continued to use the library’s onsite and online resources. They are extremely valuable resources to me. I use the library for studying, fiction and non-fiction books, and eAudiobooks. When I have used the online databases for research, I have found the information limited. Additionally, I have been looking for a class at the library on investing and personal finance. I think that is an important topic on which to offer classes (more important than yoga, which is one of the classes).

Although we do not use the library frequently (only when we travel to get books on tape) it is most important to have a library to help people of ALL AGES and backgrounds whether it be fiction to work, etc. Educated people make an intelligent, viable society!
I often forget all the options the library offers. I have used the meeting spaces for Legos Mindstorm events. The self check outs are always improving. Great asset! Staff is always friendly and helpful at the Centreville location. The library is more than a community center. Norman

I think the library is great. The only negative is the new reserved book policy which makes it difficult to pick up reserved books for family members. It is very inconvenient.

I think it’s a great library system. The waitlist for best sellers can be very long at times, and that is frustrating. Also, sometimes the e-book system uses Overdrive and sometimes Kindle. I find that confusing. I would much prefer the e-books to be in Kindle. I don’t find Overdrive very user-friendly. However, the FCPL as a whole is a fantastic library system.

I think it’s discrimination to have reserved parking for certain types of cars (i.e., electric) at libraries. They are expensive cars to purchase, and the library caters to those who can afford them, giving them privileged parking at the expense of other citizens and library users. It’s a terrible feeling to feel discriminated against every time I go to the library.

The wait times for some popular e-books are long. I certainly understand that you don’t have an unlimited number of copy rights, but it’s still something worth mentioning.

Please expand e-book and audio books on offer

It seems a shame that Fairfax County does not invest more tax dollars in our libraries. They are so important to our communities for so many reasons. The buildings are in disrepair and I believe they are understaffed and staff are underpaid. The library and staff should be so much more than an internet connection. Now more than ever young people need guidance in determining reliable sources of information. Libraries must help our communities fight back against the current disregard for the truth.

1. Have one seamless website for both print and ebooks. 2. Make it easier to check out and return kindle books 3. reorganize website - too much info on the main page 4. When a popular author has a series, make sure the complete series is available. 5. Put some kind of facial tissue or wipes on bathroom for sneezing and using on faucet and door handles to prevent spread of colds and flu.

Chantilly Library employees are so willing to help and have such great attitudes when helping us. I was so happy to see the great sales the library sponsors with the books we donate. A great way to raise funds for special projects. Thank you.

Over the years, I have been frustrated by items I’ve returned that are then listed as Overdue. I have racked up way too many fines because of this, and it is very irritating. I usually don’t have the time to call in and talk to someone, but when I do, there is rarely a quick resolution. For example, 2 overtly religious books by the same author that I returned inside the library building, on two different occasions during the Easter season, disappeared, and I was told they were not returned at all. They never reappeared in the library, and I cannot help but wonder if they were deliberately trashed.
My only complaint is that the Burke Centre Library parking lot reserves too many spaces for handicapped and carpoolers and too few for regular folks.

I LOVE the Fairfax County Library! It is awesome! I started using it when we first moved here with our young children in the early 90's. We always had books checked out and reading was a daily activity, something they never complained about. It is the gateway to learning and helped them excel in elementary school. My daughter memorized a favorite book from the library and read it to her kindergarten class before she could read. We didn't have a lot of money to spend when our kids were little but because the library is free it was a wonderful way to spend time with my children. I feel sorry for regions around the country that don't have this resource. I still check out books regularly, hard copies and downloading best sellers is an amazing feature! This is the best investment our tax dollars could possibly fund!

The library is a perfect community space. It needs to remain that way. It helps so many people: Students, tutors meeting their students, children and their parents or caretakers who need a place to go, people who might not have access to books without it, elderly who need a place to feel welcome, anyone who just needs a place to sit, relax and look at a good book or magazine, lonely people without social outlets, and especially, those who just need information or are after a certain book. All efforts should be continued to make libraries available for people to go to and feel their time is well-spent in a safe, comfortable, and welcoming environment. In a way it is much like a community rec center that gives people a place to go and have a service that is useful to them. A place for anyone even if you have little money. One thing that would be nice is to have more classes available for all age groups on various topics of interest. Perhaps by making more efforts to reach out to volunteers you can find people to teach things so costs do not increase.

The libraries are a vital part of our community. I am saddened to see the cut that have been made to the libraries and the shortened hours. My knitting group meets every Friday at Martha Washington and we love meeting there. Libraries are so much more than book!

I have been dismayed by the loss of paper books, especially in the biography section at Chantilly. I had to ask where they were as I couldn't find them at first. I prefer paper books over ebooks and now that ebooks are ever more cheaply available but paper continues to be expensive, it would be nice to be able to access paper books from the library when you do not want to invest in the whole book. I enjoy the author presentations especially but wish more were on the west side of the County. I hope the libraries can get more money instead of being cut from the budget every year. We deserve real librarians and they deserve more pay. It is especially necessary to get children into the library and into enjoying reading and books and librarians are needed to do that, not more technology.

I like the automated checkout and the reserve system; I would like to see more titles of books chosen for book groups; the dates are listed but often the book titles are not and the library patron has to 'call for the name of the book selected'.

I was dismayed to read the library's mission and not find the word "books" appear. I think the focus has become too broad: the library cannot be everything for everyone. Schools etc have many technical tools to offer. The library does not need to take up the slack. Basing
book retention on use alone makes me think of Donald Trump and anti-intellectualism in general. I know that has been a long-time current in American thought, but the library should be a voice of reason in the wilderness. I would like to know how books are selected and by whom. Paperback Nora Roberts et al. are cheaply available in paperback and take up valuable space. Let's use some of the many, many meeting rooms to store more worthwhile books! BTW: I am a former English professor, now retired, and I feel a deep attachment to the library and its future. I think right now the library focuses in a distracted way on the present, pays a bit of attention to the future, and pays almost none to the past.

This survey is a great idea. Libraries help to educate and serve all ages of the community along with many different available resources. A single library card is filled with great power.

I appreciate all that you do and hope that funding won’t be cut. I think it is so important that people can use the various free services that the library offers. Thanks

The library has lost sight of what the function of the library should be. It should not be a community center. It should facilitate the dissemination of knowledge through reading materials. The library now is too noisy and has Insufficient holdings of books.

I would suggest less emphasis on bestsellers [which are widely available] and more on fiction from previous decades - bestsellers of the past!

Kudos to the FCPL! It seems to me that the FCPL is trying very hard to keep up with the rapidly changing environment. Transforming from a static repository of print books to a rapidly evolving digital environment is not easy. Particularly since nobody is certain where the digital revolution will end up. I must also praise FCPL for changing the entire persona of the library from a hushed, closely-controlled, and often hostile space run by stern librarians to a relaxed and welcoming buffet of multi-media. The change is certainly welcomed by this library user. Finally, while no one knows where the digital revolution will take us, it is clearly the future. (As a lover of print books, I say this sadly.) I first encountered the Great Courses series in the FCPL, and have been listening to them since. Perhaps identifying and providing an introductory level of such resources to other new trends might be a way the library can help those of us who, due to other demands, cannot keep up with every trend in this field. Another great help by the library was access to stock and mutual fund research references. All told, the direction changes I have seen in the FCPL as a library user, have generally been positive. This despite the terrible tool funding cutbacks have taken.

Please increase the number of items you can request through Inter Library Loan(ILL) from 3 to at least 6. Thank you.

I would like extended times on Sat and Sunday’s I know it has to do with budgets but services could be limited by access control and self check out. Please extend Saturday evening hours to 7 pm at least 5 o’clock is to early.

I love FCPL. Even with budget cuts over the past decade, they've done a wonderful job keeping current materials. The online offerings are an easy way to reserve books. I love eaudiobooks to listen to at home/during my commute.

FCPL Online Survey 2016, Open End Comments
I really like the new book offerings especially for cooking/crafts, I just wish the requests for purchasing new books was more responsive

Public bathrooms at Reston Library are in dire need of better maintenance and upgrade.

I'm so very grateful to my library for all it does for me. The computer search-HOLD-notification system means so much to me. I'm a big library user of books, cd’s and events in meeting rooms. and every member of the staff I've ever had a contact with is just lovely. thank you.

Fairfax County Public Libraries provide excellent services and should be better supported by the BOS in their funding initiatives. The staff at the branch I most often visit seem well informed and are very customer friendly. I look forward to involving my grand daughter in the children's programs and teaching her the importance of the public library.

I very much enjoy having such an incredible library system surrounding me in this county. I think that any jurisdiction in the country, if not the world, would take enormous pride in having such welcoming facilities and extensive resources available to their communities. I know I am grateful for they FCPL system. Also, as a note to those creating the survey, I would have preferred to have been given an option to not state my gender because I am actually considered non-binary. (Not male/not female.) I know I was offered that option as to my age, but my gender is a sensitive issue, too. Just for future reference. Thank you!

FCPL may be better off focussing and limiting rather than broadening its services...

Web site needs more functionality

many cd and dvds are too scratched up to play. Does the library replace these items and are customers held accountable for damaging media?

I have 3 children and they love going to the library! Please don't take away from your great children’s section to spend more on increasing technology services. I think it makes sense to focus on offerings for the neediest populations such as English language learners, low income families, and the elderly rather than adding a lot of hi tech offerings that we don’t necessarily need as much. Thank you!

I would be interested in the library setting up some type of services for special needs children (more specifically those with autism or adhd). Because the library requires quiet, many of these children are missing out on what I think is important. I know I can’t take my son there, and it’s rather sad that I can’t. I would like my atypical son to be as interested in the library as my typical daughters were. Maybe a special evening time (1-2 hours once a week) where parents whose children have autism, adhd, or other similar disabilities, can come to show their children the library without being judged by impatient people or glared at for not being quiet.

To have a option to hide user name when he/she reserve/hold a book so that only person concern his/her privacy need to hide their name. This way you don’t have to hide name for everybody, but only the one who requested to. Right now, its very difficult to pick a book for family members.
The library is fine the way it is....would that the county would focus on priorities....!

Allow designated spaces for eating and drinking and allow for reservations for these spaces.

The hours for Sunday should be extended for Regional Libraries.

With the Electronic Media that I'm able to download, I think they need to work on the app and figure a way that I should be able to download from the general fairfax county library system vs. one particular library since its an ebook with a end date that the book will disappear from my app. If the Reston library is out, I shouldn't have to wait for the ebook to arrive, it should be a total fairfax county online system since its electronic and the location is negligible

The county needs to invest more funding in the public library system. The system does the best it can with the funds they have been receiving. More funds from the county are necessary to support a 21st century public library system.

Get books/online material in other languages other than English. Fairfax is a very diverse community. But the non-English collection is very poor. Please improve your diversity. I can read and write 3 languages and understand couple more. The world is becoming multi-linguistic. It is no longer sufficient for kids to learn just English. Provide language programs to school kids, such as Hindi, Japanese, Chinese and Spanish.

There are things the library has, like the "information desk" that appear to serve no purpose. I would happily trade eliminating this "desk" in exchange for longer operating hours, especially being open on Sunday. I would also be comfortable with more self service options if this would reduce staff costs and allow for increasing opening hours. There's a lot the library has to offer, but I don't really need the help of a person if the information is available on-line. Librarians should be focused on the community, especially providing all types of literacy programs.

Recently, I have returned books, but find that they are not taken off my account. When I call about it, I am told that I am still responsible for them and will have to pay a fine if they are not found. This has happened twice to me and once to my husband - in the last 6 months. We have been going to the library for 28 years, but this is just a recent development. We now return our books at the front desk and wait for them to be checked in while we watch. In addition, twice I have placed a book on hold and have received a junior adult version of the book. I know for a fact that I ordered the adult version, but once the book in placed on the hold shelf, a new barcode is listed on my account and I cannot go back to make sure it corresponds with my account. One example - I was on a very long wait list for Boys on the Boat - around 300 were ahead of me (so I know I didn't order the young adult version). I got down to number 13, after months of waiting. The next day, I receive an email that the book was in. I went to the Hold shelf and saw that it was a brand new young adult version. When I questioned the staff about it, I was told that was the one I ordered and that number was on my account. This happened on another occasion with My Name is Malala. While neither of these problems are huge, I have a problem with the staff not being helpful (at both the branch and a central office). Staff won't acknowledge that the mistake could have happened at the library.
The BOS needs to fund the library system way more! We could use less SWAT teams and more Library hours, books, and services. Libraries help all incomes but especially the lower incomes who need a good library the most! I personally want the old Library iphone app again. The current apps are poorly designed. The old iphone app was excellent and easy to use. I was able to renew my books while in Korea.

I would like to see the hours restored to what they used to be, and to be consistent day-to-day. It’s a pain having to consult the website every time I want to visit the library to see if they are open.

Increase or continue access to online financial/investing/trading information, e.g., Morningstar. Might want to consider an active role in promoting financial literacy.

Keep the library open. Try to extend the hours. There are plenty of books available that there is hardly a book shortage. Rely on library members to have their own smartphones and tablets. Almost everyone has a smartphone and most have tablets. Try to get more electronic media contend--CDs, DVDs, streaming educational content, etc. Do not close the library.

This library already is an exceptional model and but needs minimal touchups!!!! Your rating should be in the superlative range !!!

I think the library should expand it’s digital content.

Silence needs to be observed at the library.

If you had a group that learns programming over the weekend at my library in Reston I would definitely come.

Having the bestsellers mentioned in the paper and on tv shows like Dr. Oz would be nice. Also offering more current books on CD, many of us are stuck in traffic in the area and this really helps pass the time. I would also like to be able to check out magazines, if only for a few days. Classes on organizing, clutter, finances, how to save, etc. would be nice if offered in evenings or on weekends since many work.

Please keep library open as many hours as possible and continue providing knowledgeable librarians (degreed in library science). Continue to improve your programs for children, teens and young adults.

Nothing to say.

While the library needs to satisfy the needs of younger users, please don’t forget the needs/desires of older users. One of the previous questions asked about the best way for the Fairfax Library System to communicate. But the question only allowed one answer. I use the website extensively. But I also sign up for events, use the calendar, and sign up for email reminders. So I think that only allowing one answer is limiting. I find the ability to place books on hold and to renew on-line is very useful. Self check out is also very useful. I attend two different book discussion groups at the Burke Library in Alexandria. Sometimes it seems that the Alexandria Library System is more geared to that kind of activity, which is
OK. But it would be nice to make sure that there are links to activities/events at the library systems outside of Fairfax County. I very much hope that the Fairfax Library System will continue the Tai Chi class which is held on Tuesday mornings at the Burke Center Library. The instructor is excellent and very patient. The class is crowded. There are probably more individuals attending than who have signed up. I am getting a lot out of the class, and I hope that it will continue. I love libraries.

We are fortunate to have an excellent library system.

Please expand the fictional audiobook CD selection and create a stronger program for children to include children’s computer stations.

I like to read books that win literary awards. I would like to see the library carry several copies of all award winning books. The library carries many but not all currently.

Provide more ebooks, music CDs and DVDs.

I would love to see a police officer driving through the parking lot periodically to get the people who are too lazy to park in the plethora of parking spaces while they wait for who ever they are there to pick up. Get them to stop blocking the fire lane. There isn't enough room to get by and it is selfish. Sorry, you asked.

doing a great job.

Please expand your weekend offerings for the pre-school set. I would love to take my one year old to story time, but I have to work. 10:30 on Mondays isn't possible.

Increase content distribution (i.e books) more in the digital format (including old, retired books). It could create space for more community/group learning/sharing activities in the physical buildings.

Keep things as they are - better is the enemy of good enough

I am extremely satisfied with the Fairfax County Public Library system in general. If I made any suggestions it would be to speed up the Pohick renovation, over a year is way too long for a branch to be out of service, and please make the zTechnical Operations electronic titles available to all library card holders. Thank you.

It seems like there are miles of books on religion but only a few inches of western philosophy. There are more miles of business books but I only found two on labor unions. I wonder why this might be........

I am extremely pleased with the services that the libraries provide. I use the online and walk in services frequently and I am always completely satisfied with the services provided. The self check out is a big help, particularly on the weekends when the libraries are more crowded. However, I would like to make a couple of suggestions. I would like to see more audio books available for check out. Also, since MP3s are becoming more popular, would it be possible to include some of them in the audio book section? It seems as if the increase in audio ebooks has let to a decrease in the number of CD audio books. I guess that
is to be expected, but, I still like and use CDs. Keep up the excellent work. It is much appreciated.

The noise level at the Chantilly and Reston Libraries is very high! Sadly, this produces an atmosphere that is not conducive to relaxing and reading there. I use audio books (and reserve many new releases) to make my daily commute to DC bearable. Thank you for this service!

I've lived in many cities, and Fairfax has an amazing library system. Keep up the great work.

We are very proud to be part of FFX CTY and would love to contribute in anyway possible to enhance the services provided by our libraries. I loved some of the ideas presented here and am looking forward to help in anyway possible to see them to fruition

I always love going there to get books. It's always been a very comforting place.

There should be more of an online/social media presence. There are a lot of programs that I think my family would enjoy, but we don't know about it until it's too late. I usually find out about them when I'm at the library, which is sporadically. The staff at the Centreville branch has always been very helpful and patient especially with my children when they have needed help with research.

I am encouraged by the number of library users I notice at any branch, as evidenced by the crowded parking lots. I am particularly encouraged that I see so many school-age children in the libraries after school. Please keep our libraries a top priority in Fairfax County!

If possible extension of hours would be a good idea so college students who live far from school can use the library space and resources to study.

I routinely visit the Fairfax Main Branch, Chantilly and Reston branches, and occasionally the Vienna and Centerville branches. I brought my children to the Chantilly Branch at least weekly while they were growing up. I use the library most often for books on travel and history, and only slightly less for fiction. I've never needed to use the computers, but realize they are invaluable for those who do not have any other access to them. I would like to see some improvements made to the online catalog to make the search function more streamlined. To me, the library is one of the most valuable community resources we have.

Really need to expand the electronic book selection and, equally important, the ease of using the system. It is very cumbersome right now. And I almost never can get an electronic copy of any book I want. I usually just don't bother. I also would very much like the library to open at 9 instead of 10. I think there would be many more patrons at that hour than you realize.

Would love to get information on weekend programs for children.

Want more DVDs...movies rather than educational material. They should all be in one place. At one point the library placed the DVDs adjacent to the relative reading material.
I would like to see more books on CD and more DVD films. I am concerned about the parking situation at the future Reston library as well as the necessity to move to a temporary location. With an ever growing Reston population I hope the new library will be enlarged in all areas. The library serves so many necessary functions for so many populations.

Reston Branch is in danger of being moved, remodeled or eliminated. It is in an excellent location - homeless shelter, child center are next door. These are two groups that greatly benefit from the library. Please remodel in the current location.

I have lived in Fairfax for 19 years. I value the library because when I was a kid the library was my escape. I love to see all the children in the library. When my children were younger we participated in the programs offered at the library. They were ALWAYS fabulous. I think we are blessed and spoiled to have so many locations to support neighborhoods in our community. The librarians are always so helpful. while I live close to Chantilly, I frequent Reston and Centreville often. Plus, I love placing holds to pick up my books. I am not an E reader so I value holding a book in my hand. Thank you, Thank you, Thank you!

I believe that the library has suffered from mismanagement at the top for too many years. Most of the Staff works very hard to provide quality service under difficult circumstances due to the County's budget cuts and top management’s choices in implementing them. I look forward to the new director and hope that she is more innovative and honest than the last. Many of the computer software books are too old to be useful and the newer ones are not available. The Virginia Room’s circulating collection should be restored. The music played at closing time is too loud for people with chronic headaches and other noise sensitivities. Tutors who are paid for their services should not tie up library resources for free. The library should work with the schools and Park Authority so that educational programs are not duplicated and are set up to provide the best value for the County's funds.

The online search tool can be improved a lot! I often try to find books for my kids that are age appropriate and the results are bit at all helpful. Other than that, great job!

The Early Literacy Program is wonderful! Please More, More, More ebooks availability. Children’s Programs are very valuable! Is there a way to "hold" board books? The parking lot at Patrick Henry is always so full and it is very small. So, I prefer to go to Oakton. Love the book drop outside at Oakton. Can I request new titles of magazines or hold magazines? Why is the most current magazine issue unable to be checked out?

Opportunities to improve and enhance the website, particularly the process for searching and downloading ebooks.

I have been an avid user of the Overdrive online book check out to listen to audio books. I love this service and have been using it since it first became available. Prior to that, I was checking out books on tape and CD primarily at the Reston location . Audio books have allowed me to multitask and "read" books while I’m exercising, in the car on the way to work, running errands, walking my dog, gardening, cleaning the house, etc. I love love LOVE this option and only hope that funds will be put into making this downloadable books feature even better and add more audiobooks! Please contact me directly for additional feedback re: this app. I do not want to take up space here discussing the pros and cons of
the application :) (See contact info below) Thank you Fairfax County for allowing me to continue "reading" (really listening) to my favorite authors while I juggle all my responsibilities. I also find that the "Meet the Authors" program is really worthwhile. I really enjoyed the opportunity to meet Diana Gabaldon when she was in Fairfax a couple of years ago. She was so popular the event had to be moved to George Mason campus! Libraries are so important to communities. The only area I disagreed with in this survey was with the "Help assist people with job hunting" role. Fairfax already does this through the unemployment office. It doesn’t make sense to have two different services providing the same assistance. Best of luck with your information gathering efforts, Julie Webber julieweber@gmail.com

Fairfax County needs to invest more resources into the library system including staffing. Free libraries are one of the most important resources which sustain and maintain healthy communities. People with lesser financial resources are often very dependent on the services provided. While I recognize that libraries have had budgeting challenges and compete with the internet and ebooks, we will do ourselves a great disservice if do not pump resources into our current system.

The library needs to increase the number of e-books in all categories.

QUESTION # 13 - WHAT DIFFERENCE DOES IT MAKE WHAT LANGUAGE IS SPOKEN IN MY HOUSEHOLD... DID YOU FORGET THIS IS THE U.S.A - LANGUAGE IS SUPRISE - ENGLISH - AND WHY DON’T YOU HIRE ENGLISH SPEAKING PEOPLE - NOT BROKEN CRAP WHERE A SEMI DEAF PERSON HAS TO LEAVE BECAUSE SHE COULDN’T UNDERSTAND THE PERSON AT THE DESK.

Library services should be expanded but not at the expense of having trained staff in library science (LIBRARIANS!).

1. I frequently obtain material through the Inter-Library Loan program. The existence of this system makes it less important - in my opinion - for the library to add or maintain specific categories of books in its permanent collection. 2.

More e-books, please.

I'm glad you reinstated the hours; when it was cut back, it was very difficult for a frequent library-goer like myself.

I prefer the Great Falls branch library rather than the super busy Reston Regional Library. It is quieter and offers interesting displays. If I had my way, libraries would go back to being "Quiet" spaces. There is too much noise in our society.

I have overdue books (!). Is it possible to use technicians to process the payment? I have tried the computer without success, it refuses to take payment!

I'm not sure that the public is aware of the cost of offering all of the terrific e-books that are available. If you look at a library you see building, staff, books ad materiel..but I think most people don't see the cost associated with e-books.
As online offerings increase the existing facilities can and should be changed to reflect this newer way of going to the library.

It would be nice to have extended hours (earlier and later) during the week since the area has many commuters who work long hours. For example, I leave home at 5:30 AM and get home around 7:30 PM most days. Getting my disabled father in the car, grabbing a peanut butter sandwich, and rushing to the car gets me to the library at about 8:30 PM and the library closes at 9:00 PM. In addition, closing at 6:00 PM on Fridays and only open 7 hours on Saturday and 4 hours on Sunday, makes it difficult to get to the library on any day before closing. The people are great and the selections are terrific but if I can't get there when they are open, it makes it difficult to fully utilize.

The staff members, info available, the many books, all offer relaxing, good feelings unmatchable. Please continue giving this to all of us of any age, please do not go away. Thanks!

I am truly grateful for all the service provided by the Public Library. We should increase the budget for 'real people' serving those who use the library. Too much automation deprives us of a joy and pleasure that we can find at the library. In addition, librarians have always been helpful when machines are not easy to use. Money spent for staffing is more worth than more machines. Thank you for providing an opportunity to raise our voice.

keep up the good work!

As a college student, I haven’t been able to go to the library as frequently as I’d like, but FCPL is a wonderful resource hub for the community and I’m extremely happy to be part of it. I’m especially excited for the renovations on Pohick, which is the branch I grew up on, and hope to visit frequently after I graduate!

Have an app for mobile phones will help renew books look at your account etc. Hold classes for the different audience, kids, teens, adults on different topics related to group age.

I would love to see a bookmobile as one of the "very interested" items for the future of the library. There are a high number of students who do no have access to books at home, and no form of transportation to the public library over the summer months. A collaboration with local schools would be a great way to start - we want to get books to our students over the summer, but do not have the know-how or the funding to get it done. Additionally, I think the library should work harder to improve the "espanol" link on their OPAC. Only some of the words switch to Spanish, not nearly all. We have such an enormous Spanish speaking population and would love for parents to be able to assist their children with school and book searching, but having the correct Spanish is of extreme importance. I know FFX CTY loves SIRSI as their system, but maybe a look into what Prince William County Schools utilize would be a helpful (I am thinking it looks like Follett??). Their Spanish version is a usable and working Spanish language OPAC. After all, the library should be all about equitable access! Oh - one more thought --- collaboration with schools I think may be essential for a community of 21st Century learners. I dream of hosting ELL classes in a school library in the future, just as you do so now. However, I think we need some sort of platform to be able to share ideas and collaborate with one another. :)}
Each branch library needs to conduct "research" to tailor its services to the communities it serves. There is no one size fits all. Each branch should have an advisory panel. I hope that the unbelievably stupid idea of doing away with MLS requirements for certain positions will not surface again in my lifetime. Downloadable materials are not worthwhile unless they can be renewed. The process to develop the SOW for this community survey was one of the most painful things I have ever observed.

The Tysons-Pimmit Library did not need to be renovated or replaced at all. It was in very good shape, and the closing of it w/ no other options for myself and others has been a major disruption and source of frustration. I did not even know about the closing until about 6 weeks beforehand, so thank you for that "great, proactive" communication. I really wasn’t surprised by the lack of forewarning as I have lived in 6 different areas of this country and the Fairfax county system is the worst on almost every level. I could take you to places in the Midwest where communities would love to have a Library like Tysons-Pimmit to use and depend on, but apparently Fairfax County has so much extra money that you decided to waste it on needless renovations and replacement of a Library that by basic American standards was 10-15 years away from needing it. You really need to stop and think about what poorer communities have been making do with and realize that the most important things for a Library are simple -- accessible locations and open at least 72 hours a week, well stocked reference and non-fiction selection, educational materials for the surrounding areas, knowledgeable, courteous and helpful to a fault employees, reliable internet system w/ plenty of access for those who can’t afford their own computer, a strict policy of ABSOLUTELY NO TALKING IN THE LIBRARY (except staff -- others must whisper), and no violent games allowed to be played on the computer. All you seem to care about is the Earth w/ all your "Green Certification" standards and your "automatic faucets" that rarely work correctly and never have hot water in the winter and never have cold water in the summer, and w/ your automatic blowdryers that do nothing but make noise and blow all the airborne bacteria around the bathroom which makes it much easier to get sick and get others sick (including Library employees) so congratulations!!! There is a reason why Fairfax County has never made the list of best

FCPL has inspired me to become a professional librarian because I see its value and so many opportunities to do good in the community. I am currently an MLIS student and hope to contribute to the future of the library and librarianship in Fairfax county. Thanks for everything you do. (Could we consider adding a kitchen in a new branch or renovated branch and provide culinary resources aimed at healthy cooking on a budget for our community members who may need to learn how to prepare healthy food on a limited budget? Several communities are doing this already and I think it’s brilliant.)

It’s not about the library specifically, but I find it annoying to have to pass by so many men near the Centreville library standing there waiting for someone to offer them a day job.

The libraries are doing a good job. I would like to see them well funded. The County should redirect some of the money spent on their Draft program to the libraries. This will be a more satisfying use of my taxes.

Although I do not use the library that often, I appreciate what it has to offer and the accessibility.

FCPL Online Survey 2016, Open End Comments
Have lived in FFX since 1977 and have been a library patron since day one. 2 children grew up with regular trips to the library. After years looking at a computer screen at work (and many years just being alive), I'm no longer able to read for as long as I'd like. Hurray for audio books! Public library access is vital for those new to our community - from another city, state or region of the world - to learn about and acclimate to this area, this country.

The library’s primary focus should be on non-fiction books, including reference books (regardless of how the information is presented: paper, internet, DVD, etc.), but fiction and children books should also be offered. The library should increase the number of computers with access to the internet. Don't waste time and money on any of the trendy "services" that should be handled by Family Services.

Please increase the number of digital books available to borrow!

None

There is a long wait time for newer books.

Offering new services and keeping up with technology is fine and I applaud it. Those of my generation were raised on books and still find them a vital part of the library and the primary reason for going there. I would hate to see the acquisition and supply of books compromised by moving too far from what I believe is the essential strength and purpose of a library.

I believe having the public library is a valuable resource for the community. I hope you can restore the hours of operation back to full days and evening times.

A nice service to add would be a Delivery Service to have your requested books delivered to your home address. Request the books online and delivery service drops off requested books to your address. Would also like to see more digital books available. Digital Readers are the new age, and many bestsellers have an extremely lengthy wait for the eBook. Seems the eBook availability should be more convenient and less cost to maintain.

My main concern is with security using any PC in the library. It is too easy for someone to bring in a virus on a USB drive or from a file sharing site. The renting of laptops intrigues me, however I still have the same concerns about security.

I have appreciated the library very much for myself and my two children (ages 4 and 1.5). Whenever it doesn't conflict with our schedule, which is sadly not often, we enjoy the story time that Kings Park offers. It is so high quality! We love coming to pick out books or putting books on hold. I am a frequent user of Interlibrary Loan for myself and my 4 year old - the 1 year old would probably destroy an ILL book so she doesn't get them yet. I love being able to "try before I buy" basically any book on the market. Because we are a middle class family, we have our own access to technology at home and don't really utilize much in the way of computers/tablets/laptops form the library. While I see that this would be of benefit for those who don't have that access at home, we are most eager to see the library maintain a focus on books (and to a lesser extent DVDs and audiobooks).
I am a big or as Donald Trump would say, a UGHE, supporter of public libraries. I think this survey is a good idea, but would have liked a column marked SATISFIED. Also, as we look to the future, are brick and mortar libraries the way to continue offering services given that most things can be done online. For those that still like a place to go to perhaps smaller buildings but more online services would save money. Just a thought.

I hope you can continue to get enough funding to fill staff and service needs!

I love FCPS!

Better programs for pre school ages - other counties are currently providing better programs!

Resources that exist at the library are not the same at every library location, making finding the resources that are needed difficult to find.

The librarians are doing the best they can with the resources that they have. We should hire more librarians (and not just volunteers) who can adequately address the public’s concerns and questions in a thorough and satisfying manner. Also, it’s important to keep funding our libraries well, since they play such an important role in our communities. In addition, there’s so much more that can be added to the fiction and non-fiction collections. The library should play a role in broadening members’ literary horizons and helping members stay abreast of current issues. Expanding the collection is definitely a way to achieve those goals.

Some of your questions I answered not important because it is not the Library’s responsibility but rather Health & Human Services. Stick to your swim lane and stop wasting limited county resources by duplicating efforts.

Not sure that there is any solution but popular fiction new novels often get waiting list of hundreds and sometimes a thousand people. It takes months to get the book...

The library's web page has become quite busy - not to the point of 'not useful' but it is getting close.

I love the library. The librarians are the kindest, most helpful public servants I know. The library is a great community center for all. I don't think the Reston branch needs a thing and I would hate to have it close for changes. I go there several times a week.

They are doing a fantastic job and are every bit as important as NPR or Public Broadcast stations.

I believe early literacy is the most important contribution a library can give to a person. I hope the library continues its efforts in delivering the message "reading is fun" to our young generation, such as children's story time, book clubs led by experienced adults and programs to keep teenagers stay close to books.

Very important not to decrease hours and to encourage reading by young children.
Any learning programs and the library system should be for valid, tax-paying citizens of the United States.

Love the place but the selection of audio books on CD is really sad.

Your survey was just the right length...congrats on that!

The FCPL is a hugely important community resource. There is never a negative consequence to expanding any library services that support community members, especially low SES and ELLs, children and adults.

I love this library system! Lately, I have been donating books and magazines to the library rather than borrowing. I would like to be able to download more ebooks. eBooks are often already on loan when I go to the website. The library has helped us several times when my school age child did not have access to our family pc or printer. We were able to use the library to finish school assignments. We were also able to borrow books for school summer reading assignments and book club books. So much less expensive to borrow rather than purchase. Thank you. Please do not cut library funds. The library is usually very busy but especially after school.

Extremely important and valued resource for Fairfax County and nearby locales.

All the libraries I visit are great. I do wish the Oakton site had longer hours, like the Centreville or Chantilly libraries. Of course, the Fairfax City Regional site is great, but further away also.

The limited hours make it challenging to get to the library during non-working times. Computers are hard to come by during peak hours. The library serves such an important role in the community for all those who don’t have a place to be during the day and I’d like to see future expansion keep that in mind while continuing to offer support to people like me who work full time and just want to stop in for an occasional book while routinely using the ebook and audiobook services available online. I would love to see more availability in terms of titles and number of copies of new releases in those digital formats. More self serve options would be wonderful and free up resources to concentrate on other needs/services.

Some of the questions asked, I did not recognize the programs. Also, I do not know what the budget is for the library is so I could not answer the question about the value received. Your service was good for my questions and help.

I think the services offered by the Fairfax County Library system are fantastic. The parking lot at Centreville is always full with lots of participation. I primarily use the on line account functions but am in the library at least once a week. Thank you for a great service.

1.) Re "Fairfax County Public Library does all it can to offer services and resources that residents need." This is kind of an absolute question. I’m sure FCPL could be doing more, almost any organization can. 2.) My household primarily speaks English. Everyone has taken a language course or two at some point. Public libraries could do more nationwide to facilitate and encourage non-native English speaking/immigrant communities in becoming
more engaged citizens by hosting programs that strengthen the learning of the English language. Providing more materials in their native language is less of an incentive for becoming involved and is more costly to taxpayers if materials, forms, services, etc seek to offer materials in many languages. ALL languages are valuable, I’m merely suggesting that there be less accommodation and more effort put into building a common community.

I love being able to put books on hold online and pick them up. Drive thru pick up would be amazing LOL (I have 3 kids under 4 so we are basically a traveling circus). Libraries in Tennessee and NYC have really great play setups for kids - though I also like having them not have games so they focus on books. It would be nice if centreville had a little more for the kids (Chantilly does a better job for kids - better story time and toys in the book area). Also my sister’s library in Australia is amazing. You take your pile of books and set it down and the machine scans it all and checks it out. No need to do it one by one!!

Need to look at library as community hub. Raise revenue with Starbucks coffee bars, offer more programs such as yoga classes. Need more "out of the box" thinking of what services library could offer, increase revenue & expand hours for alternative services.

Would love to see an increase to e-books and audio books available on the website.

Need more books. Selection can be improved. Rest on library has some customers that smell. Not good for the rest of us. It has become a homeless hangout. Parking at vienna site is lacking.

I wish we had more conference rooms available at the Chantilly location.

Please offer more adult events, cultural activities and lecture from a variety of local sources. Historical and cultural speakers and adult subjects on your activities calendar.

I would love for you to offer even more ebooks.

Love the library! We have a great system. The ebook collection seems skewed to new releases. I would love it if there were a way to expand the collection to include a bigger selection of older books, although I realize that new books may simply be most of what’s available at this point. I’d also like more "great courses" CDs added, when you are adding CDs. (Not needing DVD versions, this is for commuting. The classes make rush hour much more bearable.) I’d like extended evening and weekend hours at the branches, when funding permits. I mostly use Centreville, and sometimes the central Fairfax branch.

We need to extend study rooms for students of all ages. And hours of access on weekends. The local college libraries are unsafe after dark or closed (especially NVCC). The libraries have become romper rooms for chatting, playful adolescents and/or little ones. Not conducive to reading or study. Study the rules & operations of the Library of Congress: Let’s instill respect for the library & books, especially unbiased, source documents of true history. Our libraries took a plunge into "ignorance investing" when administrators began investing in indecent "best sellers" & politically correct periodicals, slanted & inaccurate history textbooks. Where is scholarship? Spend tax money in tutors rather than technology alone. Inquire of authentic, truly successful teachers who have a vocation for handing on human values that build on virtues not vices. They will help you re-construct our libraries.
into centers of family learning. If you want to provide music, make it Classical music. The research has been done but no one has heeded it to better our world. Do we have a section on all of The Great Books in every library? No. Not one. Three generations do not even know what they are.

Although I use the library for a very limited purpose (checking out eBooks), I do think you guys provide a great service and can really be the hub to educate the public. I do recognize the importance of you doing that and would gladly support you guys. As for eBooks, my one complaint is that sometimes the waitlist for new releases can be very long. I believe you can cut down on this by helping people return the digital copies easier. On the website somewhere, maybe under "My Checked Out Books" page, you should include prominently displayed instructions on how to return an ebook if you finish early (this must be done through a user's Amazon account, but you can help speed things along). This would reduce wait times for new books, especially ones that take less than a full three weeks to read.

Please offer more Christian fiction book for ebook app overdrive!

We homeschool and use the Library A LOT. I'm so grateful for the many resources available. I put LOTS of books on hold and it really helps us with our home education. I've been surprised and grateful that many of the books we look for are able to be located in the Fairfax system. Thank you.

Our family loves the library! We primarily check out books - occasionally audio books - very occasionally e-books. Mostly just good, old-fashioned print books. The library might want to consider promoting "supporting memberships" for people like us who love the library, encouraging us to donate to the library foundation. We use it a lot and pay very little. (I realize our taxes pay for it... but probably not a lot per person. We have to pay for TV, video, internet, etc etc. Only the library is free). I would like to see the library find a better use for books being disposed of than throwing them away. It might be nice to have "co-working" spaces for people working from home. Maybe this already exists? There are not many locations except in Tysons and DC.

none

More hours of operation in the evenings and weekends and less in the middle of the day on weekdays.

I'm very happy with most of of the services the Library offers. I do believe the main website, catalog, and online resources pages are really out-dated. It's hard to find some information, or takes a long time to navigate through. Also, the design is hard to read. I imagine this is worse for younger, older, and non-English speaking patrons. As for technology in general, I'd really hope the Library considers how much some of these features, like music/video, would cost compared to what services are used the most. For example, I find it hard to imagine with Spotify, Apple Music, Tidal, etc. that even free streaming through another site would be that popular.

In the digital age, it seems like all resources should be steering away from paper and hardback books and focusing more on electronic resources, replacing books with computers and tablets for use within the library.
I would like to see more LARGE print books and more DVDs such as the one from The Great Courses. I am very happy and pleased to have the Fairfax County Public Library available to me and my family. Please keep up the great work that you are doing. Thank you.

We need vastly more e-audiobooks with more copies available. Thanks for asking!

I think our library system is great.

Library services, after the public schools, are the most important services provided by the county--for children, learners of English, job seekers, older residents, and just about everyone. Everything possible (including funding) should be done to make these services widely accessible, while keeping in mind that everyone may not have access to the most current technology.

I especially appreciate the knowledgeable librarians. They have often helped me with questions, and recommend reading materials. They are advocates for library services I had not considered, and as a result have expanded my use of library services and materials. Sometimes they seem to provide solutions to questions that I did not know I had, or had not considered. Also, the flyers mentioning services in the library such as downloadable audio books (easier than trying to read fine print for older adults) made me interested, but it was the librarians who explained how to use it with simple terms and told me how to access the downloadable e-site. Thanks to the librarians, staff and e-services of the library. I do not know what new services the library may offer, but I look forward to learning about them from the librarian staff and the Information desk. I used to just think of them when looking for particular book or reference books, but now I realize they do so much more for us.

Could not do without the library; thank you for your service. Taxpayer's dollars well spent

Libraries have so much to offer. I prefer reading books in "paper" rather than electronically. Come next year, I am looking forward to introducing my young grandchild to what the library has to offer.

On-hold book retrieval/checkout is too complicated; process changes too frequently that usually results in delay at checkout.

The selection of audio books on dvd at the Chantilly/Stringfellow branch is excellent. They helped me survive my 3 hour commute for 7 years and I'll be forever grateful! Now I'm retired and miss listening to all the great books.

More programs for children ages 0-6.

I think Fairfax County Public Library System future dollars should be spent on technology & technology services as opposed to brick and mortar structures. I envision the library of the future as one offering predominately digital access to information without dependence on a physical structure or requiring the necessity of visiting one.

I have been a resident of Fairfax County for over 50 years and have used the Main Library and several branches. The Reston Branch is the best branch I have used in terms of staff
and facilities. I hope that in the effort to improve overall library services the County doesn’t change Reston too much. Change for the sake of change is not good. In other words, don’t screw it up.

We love to visit the library and just sit and revel in the collected wonders of the Universe. Whether we are perusing the current news or trying to understand the inner workings and hidden mechanisms of quantum physics, it is all possible in the quiet comfort of our Burke Library--thanks for making it possible!

None.

Less computers at the library please. Those squatting at computer stations are often disruptive to those wanting to actually read books or study.

I don’t use the Library much as most of the time I read on my Kindle and buy books at Amazon.com or thru BookBub. I find the online library is not user friendly and the wait for books to become available is lengthy. I mainly use it for those books I wish to read and don’t care to buy.

Thanks for taking the time to improve your services. Library is a excellent support for parents like us!

There was an article/news report recently that said public libraries aren’t being used as much. I don’t know who the author(s) talked to because my children and I use the library ALL the time. When I hear or read about a book (new or not), the library is the first place I check. When I want some quiet space to study, the library. When I don’t actually have time to read at home, I sit at the library for a while (the time management seems different somehow :) ). My children have access to all types of technology, but still love the library. I hope there no plans to close branches or amend the branches in a negative way.

Keep up the good work!

I love the library!! I wish there were more options for english speaking patrons to be tutored in other languages.

The library’s website is extremely poorly designed for use with modern mobile technology. Although as a longtime desktop user I deeply appreciate being able to see everything at once, as a new smartphone user I find that the site is almost completely unusable on my phone. Currently the site requires a very large, wide screen with excellent resolution to display all information on the pages. It desperately needs to be modified to work with narrow, vertical screens, such as smartphones, or even just smaller screens, such as netbooks and tablets. It also needs adjustments to allow easier use of touchscreens for input. This is very important, since these days more and more people are doing their browsing on mobile devices, and if a financially-challenged person has only one browser-capable device, it’s more and more likely to be a smartphone. In addition to redesigning the website, I would like to see more materials available in electronic formats.

I have been using the Fairfax Public Library for more than 50 years, and I am impressed at how well the system provides and secures books that I want and need. I am, however,
distressed that an entire section of the Centreville branch is devoted to books in another language. I support the English training that the library offers. I DO NOT support the supplying of books to a segment of the county's population that is aimed at providing them with books in another language. I remain very impressed with the quality of the staff, especially the reference librarians.

There is too much noise in the library. Tutor should not be in the main areas to meet with students

Our public libraries are so very important to Fairfax County, now more than ever. The County's needs & wants list is endless, but sufficient funding for our libraries is crucial to the well-being of our communities, young and old. May our libraries thrive! Thank you for the opportunity.

I've "rediscovered" the library over the past few years and find it to be a great place. I would like to see the eBooks program continue to grow but have been happy with what is offered.

Almost every time I try to download an audiobook from the website, it is not available and I have to wait months for it. Also, there is a large percentage of Christians and churches in Fairfax, and I do not think that the percentage of relevant and new materials related to Christian topics represent how many christian's we have in the area. I try to check out Christian audio books and there are barely any there. There are tons available of available materials on other religions and new age type of meditation things. I understand that the library wants to be politically correct by offering all of this non-Christian religious stuff. But please think of the Christian taxpayers who should equally have their needs met at the library. Please provide more Christian materials. I have written several emails about this in the past, but have not noticed new materials added to the audio book section for Christian topics.

We usually go to the Kings Park branch. It would be nice to have a larger selection of books there, but I realize space is a constraint. It would also be nice to streamline the checkout space, there tend to be lots of "traffic jams" there and it's right by the door where people enter and exit.

I know that myriad technological advances need to be met but I do not want the library system to lose sight of the fact that providing reading materials appealing to a wide variety of interests and abilities is the heart of what they do. We were deeply disappointed and felt somewhat deceived when the Kings Park Library shut down some years ago for a massive "renovation" which resulted in a minimal increase in reading materials; it essentially just added office space. I sincerely hope that the renovation at Pohick actually results in a larger holding of books.

Somewhat disappointed in the number of copies of ebooks available at any one time.

I'm often looking for a book that the library does not offer and often end up buying it from Amazon or other book seller. Not sure how the decision is made on what books to have and which ones not to stock but somewhat surprised at how often this happens.
The library is an invaluable resource. I truly appreciate the availability of the resources.

The ebook portal could be more user-friendly. It would also be great if all books in a series were available. Overall, though, I have been very pleased with the ebook offerings.

I believe my early comments on being inexplicably removed from the library by name and member number without any explanation responds to this inquiry.

Music CD and Videos would be great, have actually joined Prince William Library to use this type of service.

I love getting ebooks from the library and do this regularly. The more interesting selections, the better! Sometimes the wait times seem very long for popular books. Would also like to be able to get ebook titles that are not currently available.

Modernization of library is needed. Most of libraries are in old outdated buildings.

1. I am extremely upset that the library continues to get rid of books on the shelves. Every time I go in there are fewer and fewer actual books in the library. That makes it almost impossible for those of us who do not have a particular book in mind when we come in and like to browse. It is almost impossible to browse the books on line. the site is extremely user unfriendly. I have tried for 45 minutes to see the books in the genres that i I like, Historical fiction and historical mysteries with no success. This electronic catalog is entirely useless to me for this reason. 2. The practice of resolving books at the branch where they are returned is also extremely frustrating. Again, particularly for those of us who like to browse. May books and in particular and the great courses series are almost non-existent. The seem to be checked out by commuters who live further out and who return them to their local branch. Thus all copies seem to wind up in one or two branches and are not available to those who like to browse or who do not have access to or are put off by a computer or otherwise cannot use the online catalog. These are my two greatest problems with the library. It appears that you have done everything you can to make it easier for you, but have no concern for the public who use the library. I used to be in the library at least twice a week. Now I almost never go in it. It is too unfriendly and difficult to use any more.

Reston Regional could use a upgrade in their environment.It needs to be refreshed with paint and better lighting. It is a permanent place for the homeless to congregate.Temperature control needs to be addressed. I

Thanks for all you do and all you are planning on doing.

I understand rooms are limited by space, but it is frustrating to have to sign up for children’s programming two weeks in advance. I often do not know until a few days prior whether or not we’ll be able to attend. Also, the dates and times are not as frequent or regular as I’d like. I’ve started going to Loudoun County’s Gum Spring Library for storytimes since they are regularly scheduled (same time every day and every week), and they do not require registration. Consequently, we are checking out a lot more books there, too. In the past year I’ve used FCPL mostly for checking out ebooks.

I miss being able to go to Pohick Library...
Great library system!

I am disappointed that it is take so long to upgrade Pohick Library. Too long and puts pressure on the smaller libraries. Needs to be done faster

The library does its best with the resources it gets from the county. It needs more to provide adequately all the services expected of it.

none

Great work, keep it up.

Reference desk at Centreville is very helpful - thank you!

We speak German. Please add more audio books and allow them to be rented for longer. I think that the goals of the Fairfax Library should be to meet the needs of the majority of the taxpayers of Fairfax County. I answered the questions using that guiding principle. I wouldn't want tax dollars spent on an expensive project that only benefits a small percentage (demographic) of people. For example, I wouldn't want Fairfax Library to put in new transgendered bathrooms that cost $10,000 when less than 1% of people nationwide are transgender. I also think that loaning out laptops and tablets would be a waste of taxpayer money. As for the downloadable ideas, I think that most taxpayers would like to take advantage of that. As for helping kids with reading, that is great! Most families have had or will have children at some point in their lives, so programs for children affect most taxpayers.

I think Fairfax County libraries do a good job with the budget available. I mostly use the library for checking out books (real books, ebooks and audio books). I have a computer available at home and at work so don't generally use any other services other than attending occasional meetings in the library. I have noticed a big population of immigrants using my local library as well as a lot of school aged children receiving tutoring. So, although I don't use these services, the library is very busy with a lot of people using the different services.

The library is the best part of living in Fairfax. I can't think of a better, more user friendly service that the county provides.

One of the best services offered by the regional libraries is their extended hours into the evenings and on weekends. I would not be able to use the library as frequently, if at all, since I work during the day, unless the libraries had extended hours.

I regularly use the library website and love being able to search and hold books. Wish there was a little more books in the catalogue. Haven't yet tried the ebook loan but excited about trying that service as well. The times for the branches being open is really grand. Wish there was a drive up drop for returning books so didn't have to park to make a quick drop. The library does have signs stating not to stop on the yellow lanes but it isn't working. This would be big issue to continue to address. Overall I have really enjoyed being a regular library customer. I know how lucky we are compared to other areas with our selection and amount of time the branches are available. I would love to see some job searching
resources. And maybe a bi-weekly newsletter to know all that is happening at my branch. I know there are more resources that take place there that I am just not aware of or really where to get better info than a flyer posted in the branch. I think better communication of the offerings would significantly increase the interest and attendance by patrons to those events. I did notice the last time that I had an overdue book that the fines increased. Wish I had known before I had to deal with a late book. In reviewing all that I have stated here, communication between that branch and the patrons with a newsletter would be I think a major improvement to be undertaken.

Thank you for the services. I love that my child gets excited about going to the library to get books and participate in activities.

Fairfax County Public Libraries should provide safe, laminated wood flooring to provide activity spaces for seniors engaged in health activities and Pohick Regional Library should be expanded to right size of regional library (40,000 to 50,000 square feet rather than just 25,000 square feet) in order to provide spaces for senior activity programs and other numerous community meetings in the Burke/West Springfield area. If the Public Library attracts the seniors to use the library spaces, then there would be more support for Fairfax County Public Libraries.

Thanks for the great service you ALL provide

I am extremely happy with the services provided by the library and its staff. Keep up the good work.

Library staff members are a a critical part of the overall library services program. Efforts to replace the professional human resources that provide the all-important interpersonal contact defeats one of the major assets that the library system has always provided - human interaction conducted by human beings. The gradual introduction of various electronic devices designed to replace the library staff only serves to degrade the the value of the customer, and sends the message that the system is becoming little more than a "mail order" catalog and not part of the community.

we love our library -- especially the teen book section, which is extensive. wouldn't mind seeing more copies of book that are required reading for fairfax county public schools. overall we are very very pleased. thanks!

love it and love the staff. a wonderful institution serving northern Virginia.

I enjoy using the services of the library with book rentals mostly E books and audiobooks and some hardcover. At times I use the library for Wi-Fi to do my work. Also I belong to Toastmasters and we use a room in the library to conduct our meetings. Thanks!

FCPL is a great public library system. Please do not make any further cuts!

Increase eBook choices. The choices are currently very limited.
Invest in your ebook library more. You need more copies of every single best seller for the last 10 years in as many genres as possible. The ebook wait times are typically horrible in Fairfax as compared to Alexandria or DC.

Keep up the good work

I enjoy using the library. Not as much now that kids are out of the house, but trying to use for book club usage. Enjoy the electronic books, but why have to wait if they are electronic? Also enjoy the books on CD.

The library is a wonderful community service and should stay a priority.

You don’t have enough e books, especially current titles. You don’t have enough current titles available.

The wait time for whoops on hold is way too long!!

I mostly use online services and Overdrive, but have been very impressed with the quality and caliber of the staff when I have been inside the Centreville Library.

At Reston regional library, there are many homeless people just hanging out inside and outside the library. I sometimes feel uncomfortable around them especially when I have my small chikdren with me.

Please avoid the temptation toward expanding the core mission of our libraries! There are many social services offered by FC, and charitable agencies. Do not use our public schools as a paradigm to provide services-- now well beyond the scope of education.. Do not lose your way. You are perfect the way you are. Our county government is bloated enough without adding more rice bowls to expand with.

I have always found the Chantilly branch employees to be helpful and knowledgeable. I also enjoy sit at the tables or in a chair with my coffee in total quietness catching up on the latest issues of my favorite magazines. I have found the computerized checkout to be time saving and efficient. I believe the library can also be a meeting place for different community activities or outreach programs.

Please stress the importance of keeping quiet in a library. I have found that even the library employees don’t follow this fundamental "rule" and as such others don’t have a model to follow. A library is not a coffee shop.

True democracy is only achieve able when the public is politically literate. That can not be obtainable without effective public libraries.

I like to read and enjoy holding a real book in my hands. I know the trend it towards e books etc but please do not stop being THE LIBRARY . Please keep real books available.

I would like to see the library open earlier on Sunday.
I find the FCPL very well run.

I think that tax payers should have a say in what materials are brought and available at the library. As an African American I don't think someone of another race should decide without thought or input on what are the best books/authors for me. I like a wide variety of books and authors, but I would love to see more African American authors/books available as well.

I think it would be ashamed to move the location of the Reston facility - it is very centrally located.

I totally support the library and the librarians and the services/support they provide.

This was a mediocre survey. Not sure it was specific enough to know what other possible services could be offered to evaluate whether they might interest me.

I am very concerned that the Fairfax County will reduce funding for library personnel like they did in Fairfax County Schools. Now that Fairfax County Schools have many elementary and secondary librarians working alone with no administrative assistance to help manage circulation and supervision it has become very difficult for the librarians to teach and maintain the library. It is very disheartening to see what has happened to the libraries in our school the last six years because of staffing decreases. As a result, it requires more involvement by the public librarians. We are seeing an increase of students using the public library without basic knowledge of the organization and services of the library. Please keep the services and personnel in the public libraries at least if not better than it is now. Thank you for Overdrive books and audio, electronic databases, a wonderful collection of new books, Zinio, Hoopla and very helpful librarians and assistants.

The library offers much more (and free) than in any other advanced country as far as I know. Thank you!

I would like to see hours expanded on Sunday to be from 12-5.

excellent service for the community

We love our library, the Centreville regional branch. I use it mostly to find books for my daughter who is a struggling reader, and for research and audiobooks for myself. We also love the children's educational DVDs. Because I am a full-time working mom, I use your website all the time to look for and reserve books. It would be REALLY nice if the interface of your website was more user friendly. I tend to find books I want on Amazon.com and then use the exact title/author to look on your website, because your website is not intuitive and frequently does not yield expected results. Hope that helps. Overall, I love our library.

The staff at the library are always great. We appreciate the programs that are offered for kids and adults. Thanks!

Things I would like to see: a permanent collection of folktale books (place for last copies of classics to be retained); similar collection for fiction; more frequent preschool picture book
programs, so that each child could attend weekly & actually learn something about stories and listening; end floating. I think FCPL needs to work harder on keeping good old stuff available and helping children turn into readers & lovers of literature.

As readers shift to electronic resources the wait for printed books has become highly excessive. The large number of books on reserve indicates that MANY readers continue to read print material /// so the library is hugely remiss in relying so much on donated material and is actively disenfranchising a large number of readers. One point the survey ignores is the recent direction of services -- so I'll point out that, solely as a reader, the service has degraded substantially over recent years, and you have it in death spiral to irrelevance.

I most value, want, and need the library’s traditional services: good books. By "good books," I mean quality literature, including classics and new releases, as well as quality resource materials. I fear that it is inevitable that FCPL has tried, and will try even more, to expand its mission, to the detriment of those traditional services. That is the way of institutions everywhere today. Audio resources, movies, homework help, English lessons and the like unquestionably have value. However, providing those things is not the traditional role of the public library. Those things are not why I support the public library. To the extent you provide those things, your traditional role will be diminished.

None

We love being able to put books on hold and come to the library to pick them up- great time saver!!!

My family has been very satisfied with the Kings Park library and its hours. Now that Powhick is under construction, our library hours are longer and it is nice. We love having the library near our home and take advantage of its services.

There are a couple of issues at Chantilly Regional Library which disturb me. First, on several occasions I have found the attendants at the front desk (check-out) to be speaking to each other in non-English language. This disturbs me and creates a hostile environment from my perspective. Second, there needs to be some level of conduct in the afternoon when school dismisses. It seems like the teens from Chantilly High use the library more as a place to 'hang out' rather than as a resource for reading, studying, etc. As to the issues on the survey of providing ESL, help in filing various forms, etc., this does not seem to be the duty of a public library. There are multiple agencies within the Fairfax County government that fill this bill. Money in the library systems could best be used for books and related materials.

More e-books please!!!! Greater quantities of popular books and longer check out times or guaranteed renewal would be amazing.

We appreciate having access to interlibrary loan. Please keep this service. Thank you.

I love the Chantilly library and its staff.
Tell me if you need help lobbying the local government for support. I am a registered lobbyist, and usually work only on federal issues, but I can help pro bono.
Michael.anthony.cole@gmail.com

In my view the library system is should be first and foremost an educational and recreational service which should focus on providing books and reference materials in their available formats for the purpose of reading enjoyment and learning. It should not be used to provide language training other than above, nor should it be a provider of functions, training, or materials for unemployment, social security or other purposes for which there are other agencies that have responsibility for such services. Simply put, focus on books and reference materials in the formats most utilized today, i.e., books themselves and in digital/online formats.

Libraries are great for kids of all ages. It be a place they can do research and study groups. More reading groups and learning o read for toddlers and young kids should be provided during the week for stay at home moms. You guys do a great job already so I’m sure any improvements will be useful.

Please consider carrying Russian-language books in your libraries, since Russian-language population in Fairfax is pretty substantial (at least as substantial as the Korean population), yet we only see Korean-language books and media in the local libraries. We have asked several times to no avail. Thank you for considering

The library should focus on maintaining a wide variety of non fiction, fiction, and research books, magazines, newspapers, and periodicals. Using DVDs and CDs to support this effort is okay but I believe they are a poor substitute for reading and, to the extent they undermine actual reading, I oppose them. Libraries should not be involved in social engineering or supporting programs that promote the same. English should be taught in schools not libraries. I do not support programs promoting English as a second language. English is the American language, those who don’t want to learn it should go back to their native country. Adult legal immigrants can learn English at night schools or community colleges. While I encourage reading for preschool children, they should be taught by their parents; I was, my children were, my grandchildren were, and they all read exceptionally well. Also, libraries should not be used as a playground, as is currently being done at the Fairfax County Recreation Centers. BTW, I am very happy with my local regional library, i.e., the staff are knowledgeable, courteous, and more than willing to help. I also appreciate their current inventory and the ease of self checkout and deposits. The computerized catalog is a great timesaver.

Thank you!

There may be a tendency for (upper) middle class county residents to be unaware of the needs of less-fortunate members of the county community. This is not to say that these residents don’t care - rather that they simply don’t know the real levels of inaccessibility of books, guidance regarding books, internet access, etc. I so, whereas public schools may have their own libraries, aspects of pride may make it uncomfortable for less-fortunate students to seek help in school libraries where their class associates may see them, but may feel more comfortable in less-common venues (like public libraries) where they are not as
likely to be seen by their peers. We need to assess the needs of these students -- and their parents -- more thoroughly, and, at the same time, assess the degree to which cultural inhibitions as to the use of the public libraries may be overcome or at least significantly mitigated.

Intoning the website is confusing and somewhat difficult to use, even though I am very computer literate.

I am a patron of the Centreville Library for the past ten years and find the facility dismal and uninspiring. I’ve lived in four other cities and all of their libraries were better. Ebooks are fine, but the latest studies show that most people still prefer BOOKS! How about ordering some so you don’t have to wait a month or more for a newly published book. I think FCPL just quit ordering children’s books. The worst part of the library are some employees. Not all, but for the most part none of them seem to be knowledgable of the most current books featured in the NY Times Book Review or even the Washington Post. The woman who’s run the children’s section for years is particularly unhelpful. A few years ago, I remember inquiring about children’s book that had gotten glowing reviews in a recent Sunday, NY Times Book Review. She had no clue and I felt she was condescending to me when I asked if she saw the review. Her curt reply to me was she had an MLS degree and knew what books were best to select. Rude! Anyway, I digress. I know the budget has been limited, but there is no excuse for personnel who are just punching the time clock. That’s the feeling I get when I go there. You can tell most are unhappy and disgruntled. Maybe instead of hiring only people with master’s degrees, you should hire employees with customer service skills who are trained for the particulars in a library and who actually read. There is zero feeling of a community there and that should be changed. The programs offered are the same old tired ones that have been offered for years. It’s a diverse area and all adults and children should feel it’s a welcoming place. I’d start with the children’s section and completely gut it. Go on a tour and look at other libraries and see what they’ve done...you may be surprised. P.S. A low point was a few years ago when FCPL trashed hundreds of perfectly good and current books. I used to donate books, but after reading about that sorry display...never again.

Need an easy way to recommend new books with fast turnaround on this request. There should be an online form where resident can enter my info about the book. The library should have a budget and meet weekly to review requests. The requestor should be able to pick up the book within 1-2 weeks of requesting. Another option is to allow requesters to purchase the book on their own. Once they are done, they can sell to the library at half price. This would help the requestor as well as help the library get books half off.

The self-service check-out is iffy. Sometimes it works perfectly. Sometimes it doesn’t. It is very time-consuming to try to use the machines when they are not ‘in the mood.’ I tend to rely on the ‘hold’ system to select books. What I do not understand is why so many copies of each new book are ordered. So far, it has not hurt me to not get the newest bestseller the day after it is published. At the Centreville library, the handicapped parking is not truly accessible to the ramp. However, there are spaces that are much more usable (I do not use a wheelchair) that are never available. While discussing parking, is it library policy that the employees, including volunteers, park nearest the building? Many times, the nearby spaces are filled, and there are only one or two people in the facility. Book Sales - FOTL - I have
tried to donate books. The staff will not accept books on days anywhere near the book sales
days. We have, more than once, carried cartons of books into the library only to be told
they don't want them right now. bring them back another day. If you don't want my
donation, that is fine, but make it well know that donations will not be accepted any time
near a book sale. Some of the questions seemed to be citizen service oriented, not library
oriented. Does that mean that libraries are being phased out in favor of citizen service
centers?

We LOVE Reston library. Thanks to all the staff - they are SO helpful

FCPL absolutely needs more money in it’s budget. It has been cut and cut and resources
have just fallen away in both staff and real (paper copies) of books both fiction and non-
fiction. Children's librarians don't do summer programs any more; it's all paid
programming and that is not necessarily better than using children’s staff for programs.
Staff -especially information desk staff need constant training in technology because it
changes rapidly. The library system is a large community resource and it needs advocates
who will speak at the budget hearings and speak up for the library system.

Fairfax County Library is a excellent Community Resource that contributes to the growing
maturity and wisdom and literacy and knowledge of the community as a whole. Its reach is
far in terms of setting up the reading habit amongst youngsters. It has tremendous
potential to influence the way the community evolves and is accepting of diversity, civil
liberties, and the gaining of competence and skills as a lifelong learning experience.

FCPL plays a critical role in the cultivation and development of the community. I have been
using FCPL for over 25 years and I have always been impressed with the breadth of
materials and quality of services.

The website and especially the library search function is terribly out of date and just not
good. This needs to be redone completely.

Keep the library as the library. There are other community safety net agencies to do some
of the things it seems you are exploring. Be about the books; about information and being a
place to learn. It is so edifying to have a library system where we can access almost
anything we want, and to go into any branch and see if full of people using resources and
meeting tutors.

Honestly, I don't need libraries, especially public ones. They are running by our tax money.
No needs to keep hard copies, but e-books, DVDs & CDs Those should be open 24/7 if they
keep running library businesses.

Na

I understand the push to expand digital and technology offerings, but hopes that this never
comes at the expense of keeping volumes on the shelves.

Please work to expand digital selections and downloads to include One Click Digital
I now use both audio books and e-books a lot. Would appreciate being able to search these types of books more easily based on the type of reading material. For example, would like to be able to do a search for nonfiction in audio books only. The catalog search tool is not as flexible as it could be and to allow for refinements within a search. I would probably checkout more movie videos if it was easier to search for them. In general, I really appreciate having the library and it provides valuable services to the community.

The library should be a place for the community to gather. Currently, the Reston location has a tremendous amount of homeless people who smell terrible, leer at women, smoke directly outside of the front entrance, and generally make the library unpleasant for others. There are no longer comfortable chairs at the Reston location to discourage the homeless from lingering and sleeping (as told to me by the branch manager of another Fairfax County library location). I only use the electronic books which I can download from home, or reserve a book and pick it up at the Reston location, or call the reference desk with questions from home. The wait times for the computers is always too long because homeless people are surfing the internet. The 30 minute time limit on the computers makes it extremely difficult to get anything done. I spend as little time in the actual facility as possible because of how uncomfortable I feel by the homeless population that has taken over the library. Fairfax County needs to spend more money training the library staff to answer research questions. Librarians are not social workers and should not have to deal with managing the homeless. The tax-paying residents of Fairfax County should be able to have nice, comfortable chairs and be able to linger at the library in fellowship with other residents which is definitely not the case today.

OverDrive is a great resource and many of the additional CD/DVD’s at the branch location might be better utilized of they were put onto the system. Looking for several the newly released books on cd are very difficult to obtain. I would like it if FCPL purchased more seats for these books - both Audible and Kindle version.

I’d like to use the library more, but I can’t seem to find the time. I’d love to see more online features such as ebooks. Thank you

Thank you

I love the library. Thank you for making it easier for me to parent my small children!

Overall, I think the Library does a good job!

I think the libraries offer incredible services and welcome information on how to navigate the world. I support them wholeheartedly

For question #10, most of my answer’s were "I don’t know" because I do not know what these items are, not that I do not have an opinion. I do feel the Reston library needs to be significantly expanded. It seems to be quite busy all the time and regarded as a valuable resource for our community. Maybe you already have it but I would like support for doing genealogy research. I already belong to Ancestry.com but if there were seminars, workshops and some kind of club situation, I I’m very interested. Thanks and good luck getting the support you need, Jane Ross
I am an avid reader. I belong to two different Book Clubs and always seem to be searching for a specific book. I use "On line " services as well as quick trips to the library for a resource. The Staff are always friendly and helpful. I also appreciate the "teaching" they do - getting me up to speed on COMPUTERS and locating resources.

I think services such as Netflix and Pandora take care of the downloadable aspects you addressed in this survey, and aren't something the library should waste their time on. I would love to see more kids programs offered on the weekend (like baby and me) for working moms who cannot attend at 11:30am on a week day.

I have been very pleased with the helpfulness of the library staff in answering my questions and in providing assistance. My family and I have taken advantage of the many children's programs offered over the years, especially when my kids were younger. I also like that I have the opportunity as a teacher to check out books for longer time frames to have for my classes.

It's a very good system and I use it extensively. Any issues I have are relatively minor.

You can improve the FCPL website a little. Some user interfaces are not that intuitive.

Love having such a nice library here in Reston. And my husband, does his tutoring there for Fairfax County.

Fairfax Library provides great value to the community and should be supported to provide this support. Personally I would like to see increase in ebooks and self service options.

On-line services such as borrowing books, access to other / affiliated libraries, study programs (e.g. foreign languages), should be improved. Borrowing an e-book is unwieldy. The following is a service that may be available in some form but I have not looked for it -- a chat based, topic-related navigation aid. For example, information on a particular disease or a government service.

Website could be easier to navigate and more user friendly.

I ❤️ the library!

I find myself often going to Alexandria's library often, because they have a better selection and are more up to date on current books. Also their online catalog is much better than Fairfax's.

Kudos to the staff at Reston Regional Library. I hold the highest regard for the professional, knowledgeable, efficient and courteous assistance I always received. Thank you!

The libraries are outstanding. Thank you for seeking my opinion.

FX county Library does way too much beyond library. Unless it becomes less expensive then physical books to rent kindle and other e forms, let people choose to buy those products themselves. Get out of the movie DVD loans. You sya you want to teach pep
English, but providing so many other language options does not encourage the learning of English.

None.

As a mother of a blind child, I would absolutely LOVE it if the libraries had Braille books and other things of that nature.

Focus on books, other stuff is already available for free on the Internet

I would love to see more puzzles, manipulatives, etc. in children’s section..... similar to Bull Run Regional Also, more selection of books on CD/ music on CD Better selection of books/cd's/etc. in spanish

Don't take away the personal touch of the library. Use the librarians. It seems so impersonal these days. Check out with a computer - pay for used magazines with a machine, etc. *have a curbside drop off box!!,* hard for young moms, etc to park, get out of the car etc to drop off books in the book slot Although it is the parents 'responsibility, it seems the children's area is always in disarray.

I would like to see the library have the capacity to loan laptops to low income students for a two week period so they can do their projects online. The schools cannot do it because there are not enough laptops.

Would love it if you could download checked out e-books onto multiple devices. It would be nice to share the books I check out with my husband during the lending period.

if the books are overdue, please send out email to remind the user at least twice a week.

When books are not available at the Chantilly Library, it is so easy to place a hold on that book. E-mail notification when the book is available for pick up works very well. There is a great variety of current books in large print available for our older patrons. When traveling, it is very convenient to download a book to read on my kindle. At least I don't have to worry about leaving a physical book at the hotel! Local town newspapers are not delivered to our neighborhood (an HOA decision), only those specifically subscribed to like the Washington Post. I really appreciate being able to get the Fairfax Connection, the Greenbrier Flyer, voting info, other community news at the library.

The library offers vital services to the community.

Love the ebooks. I dont always have time to go to the centreville library so being able to go on line and check out a book is great. Thanks

We moved here 3 years ago. The library is a wonderful asset here, as libraries are elsewhere. The one thing I miss here is audio CDs, especially classical CDs. I think they should be circulating at the libraries. Or are they merely very hard to find?

A lot of books that I would like to read are not available at the library, especially older books. There are so many copies of bestsellers available, but not a more diverse selection. The DVD selection is very limited. I have to go outside of Fairfax County libraries for more
books and other items to borrow. If Arlington County, Maryland counties and others can provide more materials, why can’t Fairfax? If the taxes we pay, are not adequate, where is the money going? Thanks for all that you do, though, and thanks for the volunteers.

I wish that Fairfax county would invest more into super libraries, and not as much on many small libraries. I think if the county had more big, centralized libraries, it allows better centralization of information, communication, and serves as a bigger attraction and meeting place for people across the county. It would also allow them to become local attractions for young and old people alike to gather.

I am very satisfied with the Reston Library

I am a strong supporter of the Fairfax LIBRARY system.

We should have more latest fiction and non fiction books.

I think more computers would be beneficial. I see the computers full every time I visit the library.

Libraries, like newspapers, and other print publications are in a death spiral. I do not want my tax dollars supporting a dying institution.

Stick to what a library is meant to be; a place to borrow books, a place of resource information, a place that provides interesting programs and a community meeting place.

Consider adding charging stations for electric vehicles at library locations. These vehicles are becoming more popular, and placing charging stations where people spend several hours makes sense.

Please keep Centreville Library open.

One improvement to the library website that I would like to see is the way you look up an author. If you don’t type in the author’s name 100 percent correctly, then it can’t find the person. I’d like to see a system that will make a guess at the spelling of the name you are looking for. I may hear an author’s name on the radio and try to search him/her out on the library website, but it will only find them if you know the correct spelling of the name.

Funding for the library system is extremely important to me. I have lived in the county my entire life. My education was enhance by having a library I could turn to when I didn’t have the resources at home. I would like to make sure that all residents, especially children are able to take advantage of the library services even when they cannot speak English or are new to this country. An educated, well-read public is vital to our democracy.

More ebooks, please? Great service and staff!

Please extend library hours for people who work, like on the weekend!

We appreciate your services!
A very good place which is frequented by all county residents. We need more copies of popular non fiction books. Open up resources for children and job seekers.

Try to focus on children, and people who do not have English as their first tongue. Also try not to put too much technology into the library. A library should be filled with books not electronic books and gadgets.

I think you should set up a coffee/snack bar area

I use it for work for school and for enjoyment. You are doing a good job. Sometimes centreville library is crowded and often too noisy.

We love our library. It’s a great place to find things about whatever we’re interested in. Inter library loan is great, as is the ability to renew online. We always see friends from the community when we go.

The Fairfax County Libraries are truly in need of an overhaul. Loudoun County offers such a wealth of materials and services that it puts Fairfax to shame. Children’s books and services should be a huge priority along with job seeker services, along with comfortable places to meet and work. The library though should still remain true to its roots and offer books. Maybe there is a way of having off-site books that can be put on hold and supplied to a local branch when desired if there is a need to overhaul the physical library space. I know that a better library model is an option because Loudoun County is doing it. Maybe then Fairfax shouldn’t compete and just find its own competitive edge.

More police visable in the parking lot of the Centreville Regional Library, and re directing the day laborers and those looking to employ them to the Job center a few blocks away. It is very uncomfortable to drop off books during off hours, I often would rather pay the late fee then have to get out of my car and walk to to book drop in the early morning hours if I am alone. The day labors are usually not to persistent but I have been harassed more than once. Their presence also makes me be extra attentive to my children when we are in the library, my daughters are 11 & 13 they should be permitted to walk around the library without me having to supervise them every row. I am not suggesting that I would leave them alone in the library but allow them to browse on their own.

I use a lot of audiobooks, I would love it if you had a larger selection more readily available, and also more current movies and TV shows available on DVD. The audiobook collection you currently have is fairly sizable, but still I can’t always find what I want or am looking for. The King County Library system in Washington state would be a good example for the Fairfax County Library system to look at. I’m originally from there, and could always find what I was looking for. Their website is kcls.org

Not at all other than I hope something is plan for the 80th year of the Fairfax County Pubic Library.

Libraries are our lifelong learning centers. They are a cultural treasure that should be deeply and publicly supported.
I am pleased that the attempt to destroy "books" in favor of more "e-books" has come to an end. That whole process put FCPL in a very unflattering light. There will always be room for all types of media (books, e-books, CD, videos, etc.) within the library system. The Floating Collection appears to be here to stay and requests for items are handled very expeditiously. I am pleased with the manner in which the FCPL is working now and look forward to its continued success in the future.

I love this library. The staff is helpful if you need them. It offers me everything I need. The books are great for me and when I need children's books for my four year old grandson when he visits. I only have the Internet on my smart phone so I enjoy coming in and using the computers for other needs I have. I rent a movie occasionally or enjoy browsing the magazines. I feel safe and really enjoy coming.

Love the library. But believe it should be for reading, studying, homework, and reference. Free wifi, use of computers ok too, but music downloads and unemployment assistance is over the top. There are other places, if these are necessary. Library should be open during "real people" hours including Sunday.

I would love it if more ebooks could be available. I have an autoimmune disease and sometimes I can't risk bringing home physical books because many people are careless and leave germy debris in books. Ebooks help me be able to enjoy reading without compromising my health.

thank you for your services. Going to the library is one of my most favorite things to do!! Please keep it!!

The library system in Fairfax County is a tremendous resource for residents. Funding should be supported and safeguarded.

The library is too noisy and not sanitary. Different reading groups mixed up together.

more children programs

I would like to see more audio and ebooks available. Usually is always a waiting list for both

There are a large number of senior residents that need help with computers and other relevant technology. More classes for these would help. Also info regarding programmes offered could be also distributed thru flyers and signage

You should not inquire about my voting pattern as part of this survey. Indicates inappropriate bias will occur when analyzing results.

I used to go everyday, but then the changed and I could no longer do that. The hours are extremely inconvenient.

You need to be very supportive of the librarians and hire degreed librarians, i.e., those with Masters Degrees, those who actually know what they are doing, not just database people. You need more CDs and not assume everyone wants to download a book. Don't assume computers are the wave of the future. There are a lot of problems with assuming that all
info on the Internet is good. Ugh. It is not. In Reston, the shelter brings people in but some of those people are a bit scary. I was sitting in the parking lot of the library and a really sketchy looking man came up to my car to beg. It took a while for me to get him to go away.

I love the library. With limited resources let's keep it a library and not get into offering a lot of other services!!!!

As a senior citizen, the library has always been very important for me. There is something special in visiting the physical library building and having available a resource of printed materials for my use. However, I would support mobile library services for neighborhoods not conveniently located to libraries.

The trend is to move to computer networks to provide information and research. Libraries as they have been a book reference repository is becoming a legacy system. I recently visited the Library of Congress and the Supreme Court which have very little activity except for pure research which is now translated into a computer file for the users to access via a computer. Attorneys use Lexus Nexus for legal research. I believe that the future of Libraries is to use them to host start up incubator businesses as they do in the universities to take advantage of the books and electronic media that is growing. The benefit is that the incubator companies provide a revenue stream to support the libraries rather than rely on real estate taxes from us. Some libraries are places for the homeless to use which keeps some users away in some metro centers. I found it interesting that ethnic groups like Indians and Koreans use the library much more at one site in Centerville compared to Hispanics who reside across the street in apartments. Their relative educational accomplishments relationship fits the pattern of usage by ethnic group. I am a Hispanic and believe that there should be some straightforward "marketing" to that community at large that is linked through the schools and community groups to encourage the usage to study and use the computers. Maybe invite community group leaders to use the conference rooms to invite and interact with those communities to increase the usage of the library resources. You ask a question about using the library as a second language facility. Dependent on the locality of the library in Fairfax County it could be used for that purpose but not in all locations. Census data can pinpoint the demographics. County elected officials should be encouraged to use them to attract citizens to familiarize the public as community resource rather than the "old library" paradigm. Interested? ramosfm@aol.com

I love the library and all it stands for. An invaluable community asset. Please keep our library system strong.

Overall, I think the library does an excellent job of meeting the needs of the community. Thank you.

Library staff members needs to be more patience and friendly to handle all sorts of questions dealing with diverse cultures as well people around the world. More often if anyone has questions about certain types of books members tend to have lack of patience instead their answer would be.....you can check on the computer to see if we have that book your looking into........

use online books the most, great service, the search tool needs to improve and have current books faster. But overall love this service and great use of tax dollars
Very pleased with our local branch! Thanks for all the hard work.

I was wondering if there was some way for the librarians to get a regular report of books that are commonly searched but unavailable in the system. That way, if there’s something that could potentially be a popular checkout but isn’t available in the system, the librarians would know to acquire it next time they are able.

I bring my own laptop, and sometimes it’s hard to find outlets for my power chord. Maybe adding more outlets or having an extension chord or a surge protector would help. I know that it’s weird, but I find out about most of the services through signage in the library. I know that most people walk right by them and that SOCIAL MEDIA is the hot new way to communicate, but I stop and look at flyers if they’re new and I haven’t seen them before to see if I might be interested in what the library offers. I am 23. Also, sometimes it’s hard to find services that are offered on the library website. I remember trying to find the Mango language learning service and I eventually had to do a search and a couple of clicks to find it, even though I learned about it from a flyer in the library. There’s a lot on the library website, and sometimes it’s hard to find what I’m looking for, or even know what is available.

My only criticism is that there are not enough pro-life books and also books that speak out against homosexuality. All sides should be heard, not just what some people want to hear.

Love love love!

Fairfax County Public Library (FCPL) system is excellent. I received my first FCPL card as a child in primary school. I will soon be 70 years old.

Thank you.

Would like to see resources (esp children's books) in less common or non-native languages like French, Russian, German. Trying to expose my children to a language I speak but don't have ancestral connection to is hard without videos, books, and music to reach them. Love the similar-book suggestions on the catalog website, and the ease of requesting holds. I find that library events geared toward preschoolers are nearly impossible to sign up for, such that you have to lurk on the site at exactly 10am two weeks before so as to get a spot; this seems discriminatory and problematic, since only parents I

I love the ebooks and audiobooks through overdrive!

na

Your website search function needs help - it should allow more freeform search, like Google. Right now it is very hard to search for a specific book even if you know the title and author - you can search for books by that author, or books of that title, but if there are a lot of them you have to page through them all to find the one you want rather than just searching by both at the same time. Or, if this is possible, then it is not user-friendly such as to be easily figured out.
My kids love to read and I take them to the library every week. There is such a wide variety for my 5 y/o daughter. My 9 y/o is more particular about what he reads but he still manages to find something he likes. Thank you so much for having such a great selection!

The libraries do a great job. The only complaint I have is that some libraries’ hours are limited and closed on some days. The library is one of the few things I receive in return for the high taxes I pay out and I want my library (and every one else’s library) open every day. I also think libraries should be open daily for students of all ages. Please do not move towards e-books. Not for another 30 years at least.

I would like to see the motto change from "We’re everywhere you are". Honestly, that sounds more creepy and stalkerish than educational and formative, which is what a library truly is. A quote from one of our Virginia ancestors like George Washington or Thomas Jefferson would sound much more inspiring and inviting. :-)

Maybe build in some more outlets for electronics.

Good service and all materials I wanted available

The library system is a PHENOMENAL value to me and our community. I worry we are not doing enough to educate residents on what a terrific resource our libraries are...my first introduction to a Fairfax County library was when my wife and I brought our two year old foster child to the library for a reading circle with other young parents and their children. I was astonished at how important this type of event was to us, our toddler, newly immigrated neighbors, and how helpful it was to us as an opportunity to network with similar families. Our foster daughter CAME ALIVE at this event! Our libraries are a treasure!

Centreville library is a peaceful place to look for books and information. The chairs in the back are getting uncomfortable and need to be replaced.

Love FFX libraries. I grew up here and spent much of my childhood in the library. It was an invaluable resource for our lower income family, growing up. I’d be willing to pay more taxes to support our public library system. Thank you for all you do for the community!

I was sorry to read in the local papers about the constant and unrelenting cuts in the Library budget. Not only does it reflect on the types of services and materials available, it causes the staff to be overworked and underpaid. I am very disgusted with the way this county is run. Where are our tax dollars going? And, I think the library has been run into the ground for the past several years.

Good job! Thanks for the service.

Love your ebooks. Wish there were more baby/preschool classes, even if you had to pay for them.

I thin library should be a center point for resources for the county citizens. Not that many folks are aware of what services a library offers. I know we can like 20 pages of circular or an email. Make an email once a week but keep it to the point and precise and keep it simple for non english speakers.
I would love to see off site drop-offs and pick-ups for books. Centreville Library is not convenient, especially during rush hour.

I think each librarian should be completely conversant in the downloadable technologies just as if it was an at-library book.

The libraries in Fairfax County are easily accessible and well stocked. It has always been one of my favorite places to be since I was a child, whether it was to research for school or just to find new books. My seven year old daughter now feels the same way, and she looks forward to our mommy daughter dates to the library on Saturdays.

Tax dollars should be spent on resources used by tax paying citizens.

Physical books are so important; I hope that we never come to a time where everything is electronic.

Public libraries are vital to our community. Libraries teach our children the value of borrowing instead of buying. There is nowhere else a child can take home such a large pile of books. The sheer number of books they can take home encourages reading. I would support additional tax to restore library hours. This is especially important in the summer.

It would be most beneficial if all the libraries were open until 9 pm so I can have time and a place to do my homework and get prepared for the Virginia Community College Exam with my tutor.

Keep up the excellent work. Will there be an assessment of current facilities to ensure that all areas of the county are being serviced equitably?

We used the library quite a bit when our son was small, but have not visited as often since that time. I do love the library, though. I just wish I had more time to read!

Chantily library is amazing. It provides valuable services to our community.

Thanks for hosting the Bull Run Civil War Round Table study group monthly.

Librarians are under appreciated for their efforts in maintaining the programs and educational work.

1) I really like the Overdrive app. 2) Male/Female/Other should have been the choices on question 16, at a minimum.

Sorry they have taken such a beating in the budget battles. Schools don’t realize that by taking the Lions share of county resources, UT us a lower quality of life for all.

If there could be more nonfiction titles of audio books on overdrive that would be good.

I would really enjoy having access to a makerspace at a reasonable cost. I have really enjoyed the use of overdrive and have been happy with my Chantilly branch. Thank you for doing what you can do with the resources you have available. The library is a useful resource for all.
Virginia Room is a Fairfax treasure. Electronic access, cataloging, searching, etc. is the future. Minimize funding programs for a small segment of the County population and focus on the majorities. The staff and volunteers in Fairfax County libraries are huge assets!

Please do not think that my answers to proposed new services indicate a lack of interest. One often does not know how valuable a new service is before trying it. I’d like to see the local library (Reston) take on a speciality or a core competency that would make it valuable to the the local businesses.

I am looking for more volunteering opportunities for kids.

Fairfax County Public Library does an excellent job using the resources it is given, however, that piece of the tax payer pie has been cut so many times that there is no way for the library system to keep up with emerging technology with cut funding year after year. Funding needs to be restored for materials, staff and for resources the county has not had the money to explore, such as maker spaces and device checkouts. More financial resources should be allocated to the public library, which is the best value we have with our tax payer dollars.

More French language materials, particularly children’s books and particularly books originally written in French (not translated from English.) Dedicated children’s librarians with better knowledge of what is appropriate for particular ages/ interests.

Consider Options to host financial education to children via small businesses.

None

I do not believe the library should be used as a teaching facility, there are other outlets for that. I like our libraries very much and go to them often. Thank you...

Too few tables and the new tables are too small for books and computers and tablets and phones. Why reduce the size if tables? Why put a long bar in like a coffee shop? Very uncomfortable and a huge waste of money. Put the conference tables back in. Need tables for 2 to 4 mainly not the junk they spent our money on. Chantilly regional tenivations made it uncomfortable, noisy and horrible. Disgusted at the short sightedness on those spending our money. Last cut out the tutors that use outdoor voices indoors - a big problem. Add tables and more seats and power cords - get rid of bar seating - uncomfortable for most - sitting up high for over 1/2 hour is a literal pain. Be friendlier to seniors that need help - add railings where the walkways /lobbies are tiled and spacious. Adds more seating that seniors can get in and out of. Keep kids under 7 away from adults at the tables who are trying to work - not a playroom. In short - give us our tables back- it is not a fast food joint. Why did you do this? A big waste and a big dissapointment. Most people are afraid to complain. You created a noisy, uncomfortable library that accommodates very few. People are unhappy. Last, stop the constant language lessons in the reading areas and work space. Many kids are too loud. Thank you for asking. I really hate going now.

I love the library book sale. Id also like to participate in workshops like creative writing groups, DIY groups, and visiting author’s readings or seminars. The main reason I’m not
checking out books at the library is because I have so many at home that my to-read list is extremely long. Also, the Libraries emails don’t jump out at me when I look in my inbox. Maybe the subject lines aren’t working? Speaking just for myself ‘FAIRFAX LIBRARY EVENT’ with the date would be the best way to catch my eye. Long subject lines get lost in all the garbage that piles up in my inbox. I love having the library and hope to use it more frequently in the future. A good library is a wonderful service and a resource every decent city/county needs. Period.

The library should be a safe, convenient and learning focused environment. I would like to see a "no loitering" policy enforced for all of the men standing outside blocking the entrance and keeping the grounds of the Centreville library feeling unsafe and uncomfortable for the adult library visitors and children. This is my main reason for not visiting the branch more often. They should not be allowed to solicit their business directly outside of the property!

Too few books available for popular new titles. Too few books in general in non-fiction. Shelves that were filled are now half empty. Hours have been cut back too sharply. Near criminal that Community Branches aren’t open on Sundays. Whose idea was that! Budget cuts have disproportionately been absorbed by the library system. Adequate funding should be restored. Staff cuts and bad morale have hurt our dedicated employees. Perhaps the new Director will be better. The inappropriate culling our books has gotten out of hand and should be stopped. Perhaps take the price of the book out of the salary of the offending official? The library is the cornerstone of the community. Fairfax should have a world class facility. We don’t. We could, however, with some leadership and imagination. Thanks for this opportunity to comment.

I commute, so I love books on cd that I can listen to in my car.

The on-line search features are frustrating to use, with no easy way to save or store searches and requiring multiple steps to specify the type of material you are looking for (for example, if you want an audio book on CD, you have to first search by keyword and then scroll all the way down to specify that you want an audio book. Love the staff and the selection, but the on-line system is pretty aweful.

To continue in the 21st Century requires the willingness to change your business model. I don’t go to the library because so many of the resources are now available online. Your questions ask about past behavior instead of what would get a cardholder to return to the venue. You can do better 😂

I love the library but hate all of the cuts that have happened. Please retain professional librarians. Their services are important! We need more children’s programming. Please don’t waste money on a lot of flashy things. We need more books, not DVDs.

I’ve been a patron for 40 years; it’s always been easy to use it, wonderful staff, and currency in technologies. The library is great, and seems poised to be thinking of ways to get better.

When I migrated into the US, I couldn’t believe that such opportunity to have a public library existed, and soon I got my library card, the same I have today I had enjoy every time
I had the opportunity to loan a book, for purposes like: to train myself to get a job, or to teach my kids the joy of reading. In our family, we had the most extraordinary time reading Wolf! by Becky Bloom, or Henry and the Buccaneer Bunnies by Carolyn Crimi and hundreds more. Now I see my kids in high school, writing short tales and essays in a prolific and mature way, talent founded in that early reading experience. Also it was very pleasant to go to the library to slow down after a busy day, while reading a magazine or a history book, and occasionally buying books or movies for a small amount. For all this and for many years, many thanks.

The library is intended to provide access to books, as well as reference material. Given today’s emphasis upon information technology as the means to access these sources, I feel that the libraries need to provide these tools. I do not believe that the library should be intended as a substitute or alternative to schools. Yes, it should provide the means for students to do research and prepare papers and projects. I support programs that introduce young children to libraries and reading, but I do not feel libraries should become a day care center. I use the library to obtain books I want to read but may not wish to purchase. I also use it to do research when I want hard copy versus researching it at home on my computer. In these regards, I feel that Fairfax Libraries are doing a good job.

The search for the online catalog is not good. It is difficult to find materials I am looking for. I would also like the wait time on holds to decrease. The staff at Chantilly is very helpful.

The process of checking on account status online is cumbersome - - too many screens. Also, it no longer tells you the position you are in the holds queue when waiting for a book.

Very fast service when I reserve a book. Thx!

I think the e books platform can be more user friendly. I like the self checkout kiosks.

I wish I was better informed of all the services and special functions hosted at my regional branch. I know I would participate more.

could use playaway audio books.

I love being able to place books on hold from different branches and being able to pick up the books at the branch closest to me.

My family uses the library all the time - we love it! I would love to see even more programs for kids (preschool, school age, teen). It would be extremely helpful to have a book drop where we could pull up by car and just drop off books.

Children’s books often are listed as available and in stock in online library catalog. But are not there when I go to find them in shelves. This happens very frequently (approximately 10 books in last 2 months). Also, I have returned books and have had them not scanned properly by librarian. So they continue to be on my account. I have to go find them in the shelves and bring them to librarian so he or she can remove them from my account. So when I return the books, they are not being accurately recorded as returned back to library. This has happened just twice in the past year, but it’s an inconvenience, as I spend time looking all over my house for the books, when in fact, they have already been returned.
I live in Centreville, so use that branch. Although I’ve used the children’s section with my two children, this department can be so much more. Hire one, or more, children’s librarians. Libraries are a wonderful resource and can mean so much for children, especially. The Centreville branch, although it does have a dedicated section for children, doesn’t really offer much else. We go there STRICTLY for books. For engaging programs and technology, we go to Loudoun Co. public library. Plenty of children’s librarians and dynamic programming.

Thank you for your service to the community, I really appreciate it. The only comment that I have is: about scientific text books; there is lack of text books in the library, such as Engineering text books, it would be great if such kind of books be available in the library. Thank you and wish you all the best.

Library hours should be from 9am.

Upgrade and update the Reston regional library. It’s used often. It’s nearby the town center. We need newer books and pay the staff more.

Would like more DVDS

I have attended meetings where the intent was to get local input into the future of the library system and I do not think that anyone is listening. This exercise only fills a block. In particular, the Reston library is to be torn down and rebuilt at taxpayer expense, when the purpose is only to redevelop the area for commercial use. They are tearing down a building to build a larger building but at the same time they have reduced staff and reduced material. So, you put together a survey for what.

N/A

I strongly recommend that the library expand its offering of eBooks -- many people can afford a Kindle nowadays, and eBooks save library shelf space and the logistics cost of inter-library transfers. If possible, I’d like to see the library expand on its collection of non-fiction books (eBooks or hard copies), hopefully not too late after the books are released. Is it possible to let library users suggest book titles to add or, better still, allow them to vote online from a list of titles proposed by the librarian? That way, the library can focus its budget on books that users want to read. Would it be possible for the general public to make a tax-deductible contribution to the library by paying for the digital license of eBooks on behalf of the library?

Being graduated from an university, planning on getting my doctorate, and living with a noisy (but loving) family, the library was the place I would go to study. It would be awesome if it opened one hour later but closed later since I have school during the day and I study in the evening and night.

Our librarians are the best and they deserve more respect and support.

With our aging population, more books in large print, particularly fiction, non fiction and biographies, need to be purchased for the public’s use.
Due to my very long commute, I am extremely interested in bolstering the audio tapes collection and making it easier to download ebooks and the like. Right now, it is not easy to download anything and the collection is not great. I also use the hardcopy book collection for new fiction, cookbooks, decorating, and travel topics.

We love libraries. Please enhance them, don’t reduce the number of them or lessen the services. Thank you!

The website should be updated. The information on the Friends of the Library is very outdated.

Curbside book drops at library sites would be a great service to those with physical disabilities, mobility impairment, families with small children. Children's librarians that engage children are critical to make libraries and books a positive experience. Currently some in system (e.g. reston) are not pleasant or friendly to adults or kids and dissuade patrons from lingering. Consider a coffeeshop model in high traffic libraries like Reston to attract teens and serve as intergenerational community gathering spot - one example of many is brookline ma library system which serves diverse population.

I think the library does a great job serving the community. I love the library and feel that it provides valuable services to the community.

I really appreciate being able to reserve books.

We love the Reston Library. The staff is very kind, professional and knowledgeable.

I would love to see more licenses for the audio book titles so wait times on popular audio books aren’t as long. I love our library system and am very impressed with the services offered in general.

I know that allocation of tax dollars is always contentious, but please leave us our library!!!

I wish there was more availability of research materials at the library. Often, I turn to the public library for this and end up going to a bookstore because I can't find useful materials. I also apparently have the wrong taste in fiction. The titles I want to check out are never available (i.e. they aren't owned by the public library).

More copies of the most popular books that can be loaned online to devices, are needed. The wait list is too long. I am so pleased that Burke Library has been built. It is a great library - - and one serving a very active, underserved part of the county. Thank you for that.

My daughters and I are avid library lovers ~ we even go on vacations!!! One thing that I feel is missing from Fairfax libraries is a dedicated children's librarian. (and space if we're getting nit picky). But I really LOVE that the kids have someone specific who is knowledgable about what kids are reading these days, someone who can suggest titles based on other books loved, and in general just "gets", loves and appreciates children. We spend our summers in a tiny town in PA and one of our favorite weekly excursions is to the library. And this is largely due to Miss Betty the children's librarian and her thoughtful activities, readings and ideas every month. We all LOVE it there! They also have computers.
dedicated to children's programs which I am very appreciative of - since we can not provide that type of educational play in our home. Ironically - their book selection is pretty terrible. But it is a lovely communal home.

I love the library. This survey form should have the 'next' button closer to the left side of the page.

The Reston library parking area is poorly designed and frequently people stop in their cars in the "No Standing Area" in front of the library to wait for someone. It is extremely irritating and backs up cars trying to get past the stopped vehicles. When a new library is built in Reston, it should include a drop-off and pick-up area that is out of the way of others.

Sunday and Holiday hours would be beneficial.

I think it is important in this day and age of technology and online services that we do not lose sight of the human aspect of learning and the hands on love of books and reading.

It's a library, not a social meeting point or shelter.

I think we have a great library system. I think they offer a lot of programs already, some of the things suggested in the survey are good ideas but maybe not limited to offering at the library.

While I own a house in Fairfax County, I am often posted abroad and really appreciate the on-line library.

There was a period of time when I used the library frequently, but other interests have gotten in the way, for a season. I'd like the library to consider "cardless membership," so that you can check out a book by entering your phone number or opening an app on your smart phone. I think I had a limited time in which to "renew" my card and may have failed to do so. I don’t know if my card will be accepted the next time I go to the library, but I’ll figure that out when the time comes.

Recommend Fairfax County buy more copies of books that are popular with book clubs. For example, Fates & Furies...the wait list for that book was over 400 for a long time. It's such a popular book club book & has been since it was released in late 2015. Would love if Fairfax County provided music via the FreeGal app like Loudoun County does. Would love if Fairfax County had more guest authors visit & speak about their books. Arlington County manages to get popular authors to visit. So many authors visit the DC metro area while on their book tours. It’s a shame that Fairfax County doesn’t take advantage of this & manage to get authors to visit. I organize a book club & have found that most authors are excited to discuss their books with readers. I’ve managed to get 4 to agree to attend our book club meetings via Skype, Facetime, speaker phone, etc this year. I can’t imagine that it’s that difficult to get authors to agree to stop by libraries. When a person requests a book be purchased by Fairfax County, it’d be nice if they were automatically placed on the hold list so that they receive the book soon after it is ordered. Or at least notify the person requesting the book that the book is being ordered so that they can keep an eye out & get on the wait list. Please order more ebooks of new releases.
I believe Library leadership should evaluate the role the "Friends of" groups play. Funds are raised from the public by these groups but it’s unclear how these funds are used and if the money raised is put to use is a timely fashion. It would be beneficial to study this issue and develop a memorandum of understanding to clarify how funds raised in the name of Fairfax County libraries are put to use. Given our budget challenges and the low level of funding for libraries in Fairfax County as compared to other local jurisdictions, the role of charity support is more important than ever.

Reston Library is a very valuable resource for this community and needs to be maintained and supported.

More Sunday hours, open later Friday night

I could not get by without having the Reston library so close. It is a life line, it provides me with best sellers, book fair, reach. Those I would really enjoy learning how to do better research my history.


Go back to return the book back to the origination library if the book was returned to other than the original library. No floating collection. We enjoy the DVD and audio books. We note that mysteries are shelved in anthologies, not mysteries. New acquisitions of books seem to be smaller…fewer choices.

The library has been a wonderful resource for our family. I especially like the audio books we can play in the car traveling all over the place... It would be great to have more great classics on audio! The 'book on reserve' system has been very useful.

I'm a frequent library patron, and I appreciate all the library does to serve the community! Having moved here from a very small rural community with a single library branch, I’m very pleased with all the Fairfax County Libraries have to offer. Keep up the good work!

Thank you for all that you do.

Larger selection of online books & audiobooks would be great.

I feel lucky that we have such wonderful sources within the Fairfax County Public Library system. I spent so much time there as a kid as did my children exploring all the different stories and getting lost in far away lands.

consider collocating with cafe at larger locations. Seems to work in CA.

I appreciate all the Reston ad Herndon library offers.

Need to be able to check out more cd and e-audio both fiction and non fiction to help deal with the commuting in the area and assist with aging eye strain. Also more best sellers instead of huge waits. You can then resell the books when the demand drops.

The wait time for new books in Fairfax County is significantly longer than most other library systems I have previously used. Also, I have requested different books and...
audiobooks online via the library website multiple times now (beginning over 6 months ago), and despite being notified on my online account the requests have been reviewed and having been told I will receive a notice of the decision when I initially filed the requests, I have yet to hear a single thing back about any of them. I have requested 8 items now, and provided all of the relevant requested information (ISBN, publisher, author, etc...).

more branches and more hours of operation

It would be nice if the search feature on the FCPL website allowed for a cross search of title/subject and author rather than having to search for books either by a particular author or on a particular subject.

I think the FFX Co. library system and its employees do a pretty good job for the customers. I particularly enjoy non-fiction audiobooks that I download to my tablet &/or phone and can listen to to driving, cooking, or whatever. As a college student, I do wish for more safe places to have a group study of 2-4 people. Hopefully someday there will be glass-enclosed rooms for this. Thanks!

We love the eBooks. Please keep improving the eBook searches. Maybe add a section that will help find eBooks that may be of interest based on what we have already read. Maybe add more filters to help narrow the selection of eBooks. Again, we love the eBooks! Thank you!

Overall the library system does a very good job providing materials and service. I think the library system should be a priority for the County. It is not only a convenient and safe meeting place, it provides valuable learning materials for the whole community. Please keep the system well funded.

Thank you Fairfax County for your help and consideration

Love the library. Staff generally very helpful.

It is a great place where more activities could take place in order to have our teenagers occupied in productive things.

I love our Reston library. People working there are very nice and always greet me since I am a frequent visitor. I’m an advocate of borrowing books vice purchasing. My family loves to go to the library and get new books. The children’s staff also is good at recommending appropriate books and finding new authors. I sincerely appreciate the library and the services they offer.

None completely satisfied

The library is one of the reasons I love living in Fairfax. The staff at the branches we visit are always helpful and knowledgeable. The library has a ton of resources and we always enjoy visiting. I’ve also really appreciated being able to access online content (eBooks) etc. I had not considered the library as a potential Maker location but I think it’s a fantastic idea.

It is a great library, a great service. Thank you!
Fairfax county libraries offer a nice range of classes for preschoolers however the times and frequency of classes are limited. Many of the classes fill up right away and are wait listed. It would be nice to see options where once a week the library opens early such as 9:30 am and offers additional classes for preschoolers. Since school age children have an additional library resources within their school Preschoolers would really benefit from additional classes to introduce them to a love of reading.

1) I've been a FFX Co resident for over 10 years, but haven't used its services until I had a child. I've been really impressed with the storytimes and variety & availability of children's books so far. 2) The storytimes (at least for Centreville and Chantilly) get booked within a few minutes! More storytimes offered would be great. 3) Ms. Gale at Chantilly (she does the baby storytime and Infant Toddler Connection special storytime) is amazing. She clearly has a lot of experience with children and does a great job running the class even with crazy toddlers. She is so nice and patient - my son loves going to her class. Her customer service is outstanding and really makes the library shine - she deserves a raise! 4) I like the size of the children's area at Centreville, but would be nice if there were some cozy book nooks. Those tiny kid chairs are not designed for big parent butts and it's hard to sit squished reading at the table. There has to be a way to have cleanable/washable, but comfy furniture for parents to sit with their kids and read books or even for older kids to grab a book and sit and read crisscross or laying down, other than at a table/chair set up. 5) Thanks for all you do!

I would like to see more children's programs offered. I have been bringing my children to the library programs for almost 10 years now, and it's been increasingly difficult to find available spots.

I love the library. Thank you.

I am very please with the services Fairfax county library offers. I would like to see more popular titled audiobooks that can be downloaded from the e-book program.

The library should be fully funded. It provides many important services to residents.

Sometimes I cannot pick up book on hold before it goes back into circulation. If my account could keep track of what I had reserved so I could think about reserving it again, that would be helpful.

More digital content like Ebooks and audio books and make library more of a social gathering type place.

My primary interest is online epub and audiobooks. More of that is good for me

I am very happy with the service I receive from Farifax County Public Labrary.

I believe the library is underfunded and needs to concentrate more on print resources. Help for English Language Learners and literacy for all ages should be a major concern for our public library.

In centerville library the staff members are very helpful.
the library is a wonderful community resource and services should not be reduced at all. It is especially important for children, seniors, and lower income residents, to be able to get access to technology and to educational materials. Please let residents know what we can do to keep it operating at or above current level of services. thanks

I think that FCPL is awesome!

The library budget is too large and seems wasteful. The salaries are far too generous for the economy.

It's a great service I wish I took more advantage of for me and the kids.

I really like the library, especially the ebook and eaudiobook options, as I am a Kindle user.

I am concerned about parking at the Library once pay parking begins at Reston Town Center. I am also concerned about rumors about redevelopment of the Reston Library area.

I really appreciate you guys being there - it was a safe space for me and my sister to hang out over the summer until my mom could come pick us up after work, and for having a large selection of books to satisfy our love of reading (though more books are always appreciated it!).

I enjoy the library in Reston and enjoy taking my children there, It just needs to be updated and there needs to be more study rooms and separate spaces for different age groups.

Sometimes I feel unsafe staying at the Reston Regional Library due to the many people that frequent the library with mental illnesses. it is upsetting that we cannot use the library as it should be used because many people use the library as a place to sleep or pace or people watch. Security would be nice.

I think you do a good job for the money you get from the county.

I love love love Fairfax County libraries! Well organized, tons of materials, fun to be in, good hours, great used book sales. I use "hold books" constantly and successfully. The librarians at Centreville aren't the friendliest, but the resources are amazing, thank you.

One of the most important steps the libraries need to take is to restore the open hours that have been taken away over the last several years. It makes no sense to be closed some evenings and on Sundays, the only times when many of the libraries’ potential users are able to come to a library.

More online books are needed. Not just copies but more options.

I’m troubled that the library is closed on holidays -- the very same days that the schools are closed. If you were truly interested in serving the public you would find a way to be open when the schools are closed.

i am very satisfied to find at the centreville library such a large sélection of books for Children on art social studies, biographies etc of great quality to educate and open the mind of my daughter. i Would love to see more books on children literature from other countries.
available; I found a few about folktales in Korea written in both English and Korean. I wish I could find some from other countries.

stop trying to please everyone. Focus on getting children interested in reading and helping those with disabilities/seniors who need more library resources and support. The rest of us should be able to access most things online.

The maker's space is a great idea.

I love the library. I'm too busy these days to go as often as I like but my husband and I make a point to take our daughter periodically. These days electronic/online options are the best for us. We are definitely interested in as many e-friendly options for getting information as well as downloadable books and other materials. Regarding the website, I think it could use an overhaul to be more user-friendly. Thank you.

Community based events that catered to a wide range of ages at a variety of times.

I have been going to FCPLs since I could walk, and I'm now 24 and am still going. I love the library and the services it offers. I wish there were more book clubs available, at least once a week. I wish there was more of a social media push from the libraries so that people would know more about everything libraries offer. I don't ever buy books because I'm always at the library!

Love the online notices about materials due and the ease with which I can renew

the eLibrary resource rocks my socks

excellent service so far

Prefer not to answer should be a choice under gender in the survey

As a new mother in this area, the children's library programs have been extremely appreciated. However they are so popular now that they fill up within minutes via the online signup! I would love to see more of these programs available moving forward. They have been a great introduction to reading and learning for my son and have gotten us acquainted with a few libraries in the area. We especially love the toddler classes at Chantilly, Fairfax, and Oakton. Miss Susan is also wonderful! Thank you for these programs.

I know the library has many different services, but I mostly use the library for book resources as an educator. Placing books on hold is an excellent service as books are often available within the same week of the hold. Also, the time period to pick up materials is lengthy enough to make it very convenient.

Please support public library services to the extent possible!!! Critical service to the people our community!!

Please increase the number of books for age group 6 to 9 at Centreville library.

I am happy that the library system has evolved their services as technology has changed. My family has become heavy users of the e-books available through the library.
I love Burke Library. ..ironically is the best! !

I would be willing to pay a tax increase to support increased library staffing, increased library holdings, and other library needs.

Widely used. Busy. Valuable resource.

Please have more books resources for college students this would be so helpful!! and more books on programming and coding Thank you!

As technology becomes increasingly widespread and a part of modern life, the library should focus more on providing related services like e audio books. Many people spend significant time in their cars commuting in this area and it is a great way to make use of time that is otherwise essentially wasted

1. Please install more outlets in order to plug in the rechargers and personal laptops. 2. Need brighter lights (white neon) in the quiet study rooms.

I would vote but we are from Canada

Public libraries are important!

The layout of the library in Reston has never clicked for me. I'm not a heavy user, but been there many times. I'm sure there is no perfect way to do this; however I think a road map of some type, as you enter would help. I also feel the search tools, in fact almost all the online/computerized tools put in place to help find what you are trying to find, are, sorry to say this, awkward, and not intuitive. The online access is not intuitive, and lacks "user friendliness." I thank all the people who have made our library so good, despite my criticisms.

I am extremely impressed by the efficiency and scope of the FCPL compared to other library systems I have been a part of.

I am an avid user of library services. My interests are in checking out books--regular paper books, as well as ebooks, eaudiobooks and audiobooks. I also check out DVDs, mostly British TV programming. As I am older and newly retired, these are my interests, and my survey choices reflect these biases. However, I am very appreciative of all the services that our library system has to offer. Thank you.

Thank you for the diverse events for children and adults.

I love reading paper books!!! Don't close the library, sick of technology !!

You need more audible books!

It is a good place for children, teen and adults to read and get information.

Would like to see more extended library hours. The books and the facilities are really good and helpful. It is very good location for child to learn, read, relax.
Thanks for every thing

Longer hours

If coffee, hot chocolate, and drinks were sold and comfortable sitting areas were offered, it would be beneficial.

Avoid some services that are not used by many to help save money to stay open and provide the more needed services

We love our library but don't use it as much as we could. It's down to convenience and means. We have the means to conveniently get many books for entertainment electronically. The kids use it for projects more than anything else. Although we don't use many programs on offer, the computers, etc. we value them for others in our community and support the program's our libraries offer here in Fairfax!

Fairfax County needs to stop spending money on those who are in this country illegally. Watch how quickly the budget issues magically resolve themselves.

Over the past few years have only used infrequently. When did use was for audio books - the available selection was not as complete as one might wish.

I would love to see the library carry CD's for borrowing

It will be nice if there are more dogs who participate in Read to Paw program. Dakota is lovely dog but kids don't want to read to same dog every time. For example, in Arlington library there are about 10 dogs participating in this program.

Would like to see more comfortable seating to sit and read.

Enforce no loitering

Fairfax County Public Library should definitely invest in their website and online resources. There should be more e-books available.

I suggest more CCTV and zoom text on computer for visually impaired.

Should move quiet study room to the back of the library - away from children's book area

We are very pleased to have a Library that offers access to Audiobooks which my wife and I use every week. We hope this service will continue for all Fairfax County residents.

The Fairfax County Library System is one of the most important benefits of life in Fairfax County, and I sincerely hope that county administrators will, at minimum, maintain the current hours and facilities of the library system. I would also encourage the library system to acquire more CD (not DVD) lecture series produced by The Teaching Company and (especially) Modern Scholar - these CD series are of great value!

My wife and I appreciate that more is accomplished over the internet. Nevertheless, there are limits to what the library system should offer via the internet, especially music, videos,
etc. We both speak several languages and believe it is important that English be learned and used within the county. Nevertheless, we don't believe that it is the mission of the library system to provide whatever is necessary to advance English language learning (ESL) here. There are adult education opportunities for this sort of thing. Neither my wife nor I have ever used the library to advance our own ESL goals, nor do we accept that this is appropriate. Otherwise, the information desk people are wonderful. The card catalogue database is horrible, but we assume that this is a problem with the database itself, vs. Fairfax library's problem. A different database which isn't quite so "anal" when creating queries would be very welcome. The desk folks help tremendously, but they could focus on other things, if the database query function were easier to use. Bottom line, the library system should focus on culturally important and relevant offerings. It should not be a substitute for either Netflix or the Apple store.

A Fairfax County resident and Fairfax County Library card holder for well over fifty years, I can think of no other county service I admire and depend on more.

Libraries are an invaluable resource for the community, thank you for your work.

More copies of e-books available would be wonderful, as many people are switching to e-readers.

I am 95 years old, a patron of the library for about 60 years. The library has enriched my life especially since retirement. Two book clubs, all books coming from the library keep life friendly. Thank you

Sadly, my favorite location (Reston) is overrun with vagrants. I actually try not to bring my kids to the library (they love to go) and I do not feel the library is a safe environment.

I feel the library is doing a great job. There are times that it would be nice to have more copies of popular titles, like Harry Potter.

I use Overdrive Media daily, for books and audiobooks. The selection is pretty good, but the ease of accessibility and the ability to get the next book right away is wonderful. Thank you for providing this!

Children’s programs fill up fast so my children only go on occasion but love the classes. More/expanded classes would be very nice and we would use them a bunch.

Clean bathroom please.

I wish there were more options on audiobooks...sometimes I’ve had to wait a month for an audiobook.

Please lower the wait times on popular ebooks and audiobooks.

It will be helpful to work in better costumer service skills specially for first time visitors.

A library is all about community and Fairfax Public libraries, like all libraries, should serve the community. Technology is always changing but never forget that libraries are all about knowledge and community.
open on sundays

With budget they have, they are doing a good job.

- The selection of books for both children and adults is dated, worn, and inadequate. Shuffling books from branch to branch is not masking the lack of newer books. My children cannot find current popular series fiction on the shelves. As an alternative to fines, I would prefer to see cards blocked when books are overdue - like Loudoun Co did successfully for years. More actual librarians staffing the desk. Get rid of those worthless payment kiosks.

It would be nice if certain libraries offered consistent weekly storytimes for kids 5 and under. Neighboring libraries in Loudoun county offer drop in baby/toddler/family/musical storytime multiple times a week- they offer really vibrant children's programs. The storytime programs we have been to seem like the leaders are out of touch with current parents/kids. The programs and materials lack current/appropriate resources and technology. In addition, the sign up required by fairfax county seems unnecessary as most parents of toddlers appreciate flexible and free programs that accommodate the schedule of the little ones. I'm impressed with the abundance of ESL programs offered. Personally, I wish the Reston library wasn't such a hang out for the neighboring homeless shelter. Overall, we are so happy to have a library close to our home with fantastic books and a great community.

The website is extremely unfriendly to those without superb digital literacy skills, especially when compared with other local library systems. It also takes way too long to get holds, I go to Alexandria and Arlongton before I resort to Fairfax for that reason. I do love how the Woodrow branch has study rooms. I also wish there were more staff available each day as well as longer hours for the branches.

I appreciate the library focusing on it’s traditional core purpose: books, reading, literacy, learning, which especially applies to students. I don’t think the library needs to provide technology or training when other organizations do that. The county offers lots of classes and training through ACE and RecPac, etc. so not sure the library should also spend resources on it. More books and more downloadable books, as well as more downloadable copies are needed.

My kids and I have been regular patrons of the Kings Park library since moving to Annandale 12 years ago and prior to that the Tysons Pimmit branch when we lived in Falls Church. The staff at both are extremely helpful, kind and friendly. My kids love going to the library and we were regulars at storytelling and other events the library held for young readers. I think it’s so important to have a well-stocked, well-run and inviting library in the community. Although I prefer traditional books, I understand the importance of staying relevant with electronic media. However, hope libraries will continue to be a place where everyone can have the pleasure and opportunity to browse and flip through an actual book. While self-service is great and efficient, it’s also really important to have a sense of community and build relationships like my children and I did with our local library staff. I am very grateful to the county for the library services provided and I hope this extremely important community center will remain as fully funded as possible. The only reason I limited my ratings for ESL and assistance applying for public benefits is to preserve the

FCPL Online Survey 2016, Open End Comments
primary purpose of the library in the face of limited resources. I think the library should be a resource for newcomers and economically disadvantaged residents while at the same time being a place where differences in income, education, background and race don’t matter. Thanks again!

The FCPL system is truly a special benefit that we are fortunate to have. It’s work should be celebrated and supported. The wifi there is among the best and fastest I have experienced outside of my home and that alone is worth applause. The staff is friendly and knowledgeable, and the locations convenient and well maintained. The only suggestion I could possibly make is to think about expanding the operating hours but I cannot think of anything else of value to offer. Kudos to all involved in delivering such a terrific community gem!!

STRONGLY value the Zinio app availability and the overall service that our local Centreville library offers. I have this app on all my gadgets. Glad that our tax dollars go to this worthwhile cause. If possible, it would be nice to see an expansion of magazines offered on Zinio. Kindly consider this a "want" that ranks below allocating money to kids’ activities, English learning etc. Thanks!

I would like to see more materials in non-English. Specifically children books in Mandarin Chinese. Currently it is offered at one branch only.

The best things in life are free is exemplified by FCPL. Having a library card levels the playing games field as all residents have equal benefits to enjoy regardless of economic status. I wish more people would realize the wonderful gift a public library is. Librarians are dedicated public servants to share knowledge with all.

More complete resources for music theory, applied music, and music history.

The on-line service for ordering electronic copies of technical journal articles is very important to me. I could not do my job without it. I have used it many times over the past several years and it has always worked in a timely fashion. Everyone of my requests has been fulfilled. For me, this is the best feature offered by the library. I give it a grade of outstanding. I have also used the conference room at the Centreville library on several occasions to teach a weekly ESL class of about 10 students on average. This has been of great benefit to me and to the students who attended. I also recommend to my students the English conversation classes offered at the library. I have found the small tables to be very useful for tutoring and small-group teaching. I believe the library system is an indispensable asset for Fairfax County. The library is pretty full whenever I go there, which indicates that a lot of residents benefit from it. People of all ages use the resources and you can't miss the learning going on when you look around at the various earnest activities in progress. The library is a core asset for the county and I believe every dollar spent on it increases our civic productivity and makes Fairfax a better place to live.

I really value the Ebooks. The wait times are very lengthy for newer popular books. On the website your on hold status might say there are 3 people ahead of you but it takes 4-5 months to get the book when you can only borrow it for 21 days. I have had 1 person ahead of me on a book I'm waiting for for almost 2 months. I wish there was a more accurate
estimation of wait time. That is my only complaint and it is a small one. I utilize the library often and I am grateful for all of the wonderful services! Thank you!

Don’t forget: no books, no library. Do not emphasize non-book items and services. Libraries should be quiet. Unsupervised loud children and loud employees/volunteers should be eliminated.

Please highlight all ethnicities as the appropriate month occur. Abandon tutor usage of library for their money making purposes.

It should have more than one of each eBook so we customers do not need to wait for others return them.

I grew up in Cincinnati where the reference portion of the library system was much stronger. The Fairfax system is more entertainment oriented. As an adult I moved on to university libraries. I think it is important to cater to people who are still growing up.

Need to promote the services available via the library, especially to the small business community. Perhaps working with the Fairfax County Development (or whatever it is now called), to let potential and current businesses know about resources that could support businesses.....directly from their business location via computer. Beef up the business research resources. Remember that for many of the small business start-up, English is not their first language. Adult learning resources such as the meeting rooms need to be advertised along with meaningful lectures. Find organizations that do outreach such as the National Parks Dept. More PR to the growing number of retirees who, during their active business life, were not regular users of the library. Fairfax County has many valuable programs that could benefit the complete range of the citizenry, fro kid to older adult. Much more collaboration with these agencies would make for a stronger community. The Library should have a liaison with each County agencies. There is something the library has to offer each and every agency and its customers......and they could become library customers. Be creative in finding the crossover places and constantly work to make more connections.

Things change, what is done today may not be what is needed tomorrow.

Thank you. We love the fairfax county library system!

I find the library website to be difficult to navigate w.r.t. ebooks vs physical books (such as the duplicate sign-in and segregation of the book details in the physical book location only).

Keep it up!

Please do not stop providing physical books. I enjoy electronic books but I also enjoy holding and reading physical books.

Keep up the great work!

Public library is a boon! I would like to see more reference, tech, text books in circulation. Love the libraries and staff.
The Chantilly library should designate the room at the back for homework help and tutoring. It is extremely noisy up front for these children to focus. The children’s section is right next to the tutoring section. Parents need to control younger kids who are screaming and yelling. The conference rooms should be kept open for teens and older kids who want to study in a quiet place. The current quiet room and the stations at the back of the library should be opened up for tutoring.

I would like to see a lot more of books in Spanish (children and adults). I’ve noticed that the selection in this area is poor. Besides that I think the Fairfax county public libraries are great (especially Chantilly, Oakton and Fairfax Regional).

The library is one of the best representation of my tax dollars. I am willing to pay additional taxes to support the Fairfax libraries. The library on its part needs to do better about making more copies of new materials available to the patrons. The wait time for popular items is staggering.

I so appreciate your services. Your books on CD keep me sane. Thank you. (I didn’t know how to answer the questions about the library doing everything it can to help... There is not enough info to base an answer on.

Thank you for being there! Please maintain services!!! And I can’t wait until Tysons Pimmit opens up again.

n/a

I love going to the library. The Herndon Fortnightly Library is attractive and comfortable. The study area, where I frequently go to, has excellent set-up for my needs. I think the library is greatly meeting the needs of its clients. Please don’t decrease the number of books for more media related materials. The librarians are very helpful. The library is a great asset to the community. Please don’t make any reductions in its service, including number of days and hours. It would be great if Herndon could be open on Sundays also. The Fairfax County Library System is one of the greatest benefits its residents have!

The library system should focus on what it does best - provide reading and research materials to the citizens and residents of the county. When they stray to far from the primary mission they will become spread to thinly and everything will suffer.

Thank you for deploying this survey. It’s refreshing to see a governmental agency interested enough in its constituents to ask how it’s doing and what it should do. One bit of fine-tuning feedback: The survey needed to include library budgets and actuals by category and in total for the respondent to be able to adequately answer the survey question as to whether the library provides good value.

It would be awesome for Fairfax County Libraries to offer something like this: http://dcist.com/2016/02/_.when_you_filmed_your.php Also, it would be good to allow digital book users the option to return books early, and for readers to immediately renew ebooks without waiting.
I have nothing but good to say about Fairfax County Libraries. We live right by the Reston one and are there at least once a week. It has been such a big part of the way I’ve raised my kids. They love to find out about a book or an author and go online and put the book or books on hold. They know they will be to our local library in few days. Thank you.

I dont use the public libraries very often, but my husband and kids do. Libraries are such an important part of the community and provide amazing services. I love to see new technology introduced into the library system.

Thanks for bringing ebooks to Ffx county library, it’s an amazing service

Open more space for story classes for children under 5 years old

The library is one of my most favorite places. I expect the library to be a soothing, quiet place where I can read, research, or think in peace. I find the noise disrupting, and I find it disturbing how it seems to be okay for patrons and even librarians to talk loudly. If someone wants to make noise or be loud, why are they in a library? Surely, there are better places for that. (I don't know why but for some reason, some people equate modern with noisy.) I know there is a quiet room for study, however, when I go I usually use the computer, and that is in an open area; and I don't want to be stuck with the noise.

I love the library. I think it is an essential service for the community. If funding allows, I would love to see improvements to programs. I think the most important thing for the library do to is provide resources for underrepresented individuals as well as those who are very young. Library reading programs really helped to spur my love of reading as a small child and I think this is an extremely important service that the library provides. I would love to see the expansion of technology available in the library, and I think that this is the only way to keep the library relevant in the online culture. Keep up the great work (: na

Growing up in a low-income family - FCPL was an invaluable resource for me. There wasn't a summer that went by that I didn't participate in the summer reading program, and could be seen walking out of the library with a stack of books taller then myself. It made a huge difference in my education and my love of learning. I hope FCPL continues to exist for a very long time and can continue to provide for the community - especially those who can't afford these precious resources otherwise.

As an older adult, the library has been extremely useful in helping me keep up to date with technology. Keep up the good work.

I've tried for years to download your ebooks. It doesn't work. I call to ask for help. No one knows anything. Your people tell me to call tech support. I can't get through. The only service that I have any interest in using- ebooks- apparently doesn't work and no one cares and no one has any interest in helping me. I don't even bother any more. I think your entire set up is a waste of real estate. Everyone has internet access and can access any information they want anytime. Your entire model of providing information is out of date and is becoming more antiquated every day.
Libraries are an ESSENTIAL part of any community. Any and everything that can be done to enhance that experience, should be done.

Please increase the amount of books available or consider joining with another library to share resources.

The Fairfax County Public Library system is an invaluable asset to the community.

I love Fairfax County Public Library

I also love the various fundraising book sales by the Friends of each branch.

Proud of the Fairfax country public libraries!

Staff is wonderful. I borrow over 150 books a year. Thank you!

My local branch (George Mason) is very conveniently located for me; I probably should use it more often. I think the general public really does not understand how much is available for their use at the library, and some kind of outreach program would be useful, especially for parents of young children (get them early). I'd love to see a program to educate kids and their parents about the pitfalls of Internet use, and also computer literacy programs. Thanks for the opportunity to provide feedback, and good luck!


The library needs to focus on a core mission of providing access to information, including language and literacy programs, which promote access, but not other education programs. There are other organizations that focus on providing education in specific areas. Library hours should fit the needs of all library users. The library parking lot is frequently full when the library closes, but virtually empty at other times when the library is open. Limiting library hours on Friday nights and weekends limits access to the library for working adults and students. Morning and early afternoon hours on weekdays during the school year serve a very limited population who could come at other times, but does not serve students and working adults. The website is outdated and poor in design and function. Both Loudoun and Arlington have modern websites with better services. Many books in the non-fiction and technical sections are out of date. The selection of topics covered is not well aligned with current practice in the fields. The library should seek outside input from subject matter experts to guide purchases in technical fields. Fairfax county has many people and companies that provide advice.

I teach ESOL in an FCPS high school and every year the teachers take level 1’s to the local FCPS library and the students are AMAZED at all the library has to offer and at how friendly the staff are to them. When I visit the branch after school, I consistently see SEVERAL (gen ed AND ESOL) students from the high school there doing their homework, using the computers and reading books.

I do not use the Pimmit Hills branch very often anymore because it is too noisy, especially on weekends and after school. Libraries are supposed to be quiet places, where learning can take place. Perhaps an outside patio with some tables would help, where people who
wish to have conversations can sit. The Thomas Jefferson branch--where I usually visit--sometimes has this problem as well. Also, the parking at Jefferson is really weird, with "Library Carpools" getting an entire section of spaces. What in the world does "Library Carpools" mean? Are neighborhoods expected to organize formal carpools to get groups of neighbors to the library?

I would like FCPL to release a mobile app that would allow me to search for a book and then put it on hold; view calendar of events; and easily view hours of operation

I would like a library to provide discounted tickets for local museums and events.

Offer more best sellers in hard copies and ebooks versions, thus reducing the wait time for holds.

Libraries are wonderful places! They bring together folks from all walks of life; diversity is abundant! I’d rather go to the library to relax and grab a quiet moment than Starbucks.

none

The library is a very big part of my life. I visit often and read a lot. I usually have the maximum reserved books at all times. I am very appreciative of all the services offered at my local Centreville library.

I believe in the value of the library. Thanks for the awesome service.

I frequently suggest titles for purchase consideration. I have never heard anything back about any of my suggestions. The library’s purchasing has swung to fewer literature purchases and more popular fiction in the past few years. This is unfortunate and has pushed serious readers away from the library.

Libraries require continual investment, including expansion of space and purchases of new materials. I am interested in there being additional libraries and library options (smaller libraries) added to the system. I would prefer more expansive hours for the library - especially on the weekends - and feel that the cutbacks in that area were done to spite taxpayers. The libraries look very dated and don’t feel like community spaces needed for the next decades. My library has hardly changed an inch; it doesn’t feel urgent or exciting - it just feels like a small-town library some place else and not in one of the richest counties in the US. Beware of endless inroads into new technology - it is expensive, generally underperforms its wild expectations, and makes us feel as though we are really changing things when it is just another marketed item. For example, for some reason we moved away from the smaller self-checkout devices to a bulkier, far uglier, system that has more capacity. They are hideous. Whatever is supposed to be able to be done at those machines is rarely done; if you are using that technology you can do it from a laptop or other device. This feels like a foolish use of funding - one that we will regret because the system seems physically clunkier and will surely be harder to maintain.

Too many people using free WiFi in library...very little seating for others to enjoy reading and exploring materials.
We love the library!

Fairfax county public Library very good source of study & services

none

Wonderful facility with excellent resources. Friends and family from out of town envy our library system. Would like to know how new book selections are made. I’ve recommended a book for the system but never received an answer.

I think FCPL does a wonderful job.

Our libraries are an important resource for me and add significantly to the quality of my life.

I find ordering books for hold is very useful for me. I can order book series in order and I don’t have to stand and reach (something that is getting tougher as I age.) They recently changed the the pick up process. The books are hard to find and I can not ask my husband to pick up books, as he’s done in the past. I had an order lapse, even tho’ he had gone to the library. Bring back reserving by name. Also, I find it a breach of my security to have my library number out to the public. I’d like to stop after church on Sundays but the library (George Mason) doesn’t open until 1:00. Opening an hour earlier would be useful. Several cars were dropping books off during the short time I was there.

I probably do not use all the services offered at the Library, but those that I do use, I find very helpful and efficient.

Saturday hours are an issue. When the library closes on Saturday, there’s are usually a hundred people there. This implies a gap between what people need and what they’re getting.

I believe that our library system is a good example of how our taxes should be spent. The library does nothing but good for the community and is well run as far as I can tell.

Need more online books for people to use with kindle devices for people who are disabled and not able to come into a library unassisted

My parents, ages 91 and 85, have missed out on the computer age. They never took advantage of FCPL’s training classes, so were left behind technologically, and are at a great disadvantage now. I hope FCPL will continue to support seniors to keep them current with technology with various classes and programs--plenty of "How to" offerings, e.g., and plenty of outreach to encourage attendance.

It’s a wonderful institution. It is only bound by the number of books that can fit on its shelf. I do think that libraries should stick to what they do best and not branch out too much into social services provided by other branches of the county government. The act of lending books to voracious readers may suffer.

I believe the library should focus primarily on books, reading, "how to learn" and reference materials. Some services such as computer classes, applying for social security, and even
ESL are better provided by other agencies such as ACE, the public schools, or the community colleges. Let's let the library stay a library and not try to turn it into a school or senior social center. Also, I find refuge in the library as a place of quiet and I find it distracting when the tables are taken up with talking ESL coaches, homework helpers, etc. Let's keep the library quiet.

As an adult, online degree seeker, I have found the FCPL research sources quite limited. However, your information desk has been valuable in helping me find material I needed, sometimes online and sometimes from other libraries. Your Virginia room is also at least moderately sophisticated. I would have used the library more if more research materials were available but I think there are enough local sources that those needs can be satisfied other places and I can afford to buy a lot of what I need. Your greater function is to provide services to satisfy more general needs, like encouraging children and young people.

I've lived in Fairfax county for 25 years, and was thrilled when the Chantilly branch was opened. I've raised three children with the support of this library, taught the the love of reading, how to research information, and have used the community services as well. Between the library and 911 services, these are definitely well spent tax dollars.

I think the amount of tax money the county is investing in the library is too much. I really do not believe that the county library system needs to expand or enhance any of its services. It's an excellent library as is. I think too much county tax money goes into the library right now (a bit "gold-plated" in some areas, in mho).

We are happy with the library and only utilize it for recreational purposes. Our household has access to computer usage but I understand the need for these services for those who do not have computer access

I am very unhappy with the policy of disposing of so many books. More funds should be devoted to shelf space. If we can’t do this in one of the most prosperous areas in the country, what does this mean for passing on the values of civilization. I think that is the library’s most important mission. Fairly often I cannot find a book in the Fairfax library and can locate on the Arlington library website, a much smaller system. The books I can’t find are books so enthusiastically reviewed (New York Times, New York Review of Books) that I want to read them. I do know there is a problem in balancing books of great popularity (and I read Grafton and Connelly too) but I think more attention should be paid to getting books that have very good reviews in important publications. I think the online reserve system is outstanding, and the fairly new policy of allowing three renewals and more when there are no holds on a book is terrific. It makes me feel like the library and its employees (who are usually also outstanding, particularly at Fairfax Central) are there to make me a happy reader and not just to organize books. I like going into the libraries, a wonderful feeling for a book lover.

I love to use Fairfax Co libraries and often do. Would not support a reduction in services. Libraries are one of the only public buildings that are open and available to all.

Overdrive was supposed to be an effective way to obtain books. I find it very difficult (impossible) to use and books aren't available. Staff at Reston is always helpful, although rarely do I find a book I am seeking.
My wife and I love the ebook and audio book offerings. I could imagine less funding for physical books and more for electronic ones would be the trend.

I used library events/activities A LOT until my kids started kindergarten. You had events for ages preschool-8 years of age as an option. But for me, your classes for toddlers to kindergarten were very valuable.

I think the library does an absolutely wonderful job given what funding is available to the system. Very proud of FCPL, it’s staff, volunteers, services and items available. Keep up the most excellent work! You are very much appreciated.

Most of my library use comes from two areas. Children’s books and books/audiobooks. If love to see theses areas grow and expand. I find that reading physical books as an adult is less and less useful compared to just using overdrive. If the physical space devoted to children’s books grew at the expense of adult books I wouldn’t miss the paper books. I’d love a more expansive overdrive catalog but overall really like that resource. Thank you.

Some of the questions in the survey indicated an interest in the library becoming a social service agency vice a library. I urge you to resist the temptation to go this way. I have lived all over the country and value libraries but I have also since some lose their way and try and be all things to all people and they fail.

I would like to be able to call on Sundays and put books on hold. That is when the new best sellers list is in the paper.

The library tries to provide too many services and it takes away from the simple mission of making books available. Everytime I go there are fewer and fewer actual books on the shelves.

The online catalog is clunky and integration with other services could be improved.

Reduce staffing and close more libraries to save on excessive Fairfax County taxes.

FCPL is doing a good job with the budget it has.

I don’t like the proliferation of non-English books in the George Mason library. Every time I go there, I see that the Vietnamese, Korean, and Spanish literary sections have expanded. From picture books to children’s books to young adult fiction, the selections keep multiplying. If individual citizens want to donate these books, fine. But why is my tax money paying for non-English books?

Definitely happy the way our library system works, there is room for changes which can help more people to be avid readers and also kids. Thanks to our country and librarians.

I love the libraries and services in our libraries. Sometimes the wait is long for a popular book. The e-books are a great convenience. I’m glad that the library’s hours have been extended.

Returned book were not scanned well so indicated still due. Please do it carefully.
If there is a way to pressure Overdrive into not having arbitrary limits (e.g., digital books don’t need to have a set number of copies or return dates), I would greatly appreciate a change to the system. These limits are created to mimic physical books and they therefore fail to take advantage of the benefits of a digital copy. The restrictions make the experience of digital books almost worthless.

I think Fairfax County public libraries should offer more online research databases - like JSTOR etc. that residents can access online from their homes. More and more research and reading is done online and access to these tools would be very helpful. Also access to other historical newspapers besides the New York Times - perhaps the London Times etc. Also I think keyboarding/research classes for kids/teens would also be helpful so they learn to more efficiently access information online.

I don’t vote, not because of lack of interest, but not being a citizen. I use the Fairfax City Library only, chiefly to borrow books on CD to listen to while driving. I’d borrow DVDs of movies, but find the collection rather sparse.

The library catalog system is outdated. There are too many books for non English speakers especially Centreville branch, Korean and Spanish. It seems as if there is a bias with new books with books for young boys being left out. There is a lack of classic adventure stories for boys also. The library is not a employment center we have that already and do not need another one. Catalog should be grouped by interest such as historical fiction grouped by time periods.

Parking is always a problem. Maybe something could be done about it, especially at Kings Park Library. Maybe the County could purchase adjacent (unutilized) land for parking expansion.

I’m concerned about all the men hanging around the parking lot when I go to the Centreville library. It’s very concerning for any woman going there by herself.

I’d like to see regular notices of activities that might be going on at the libraries and would prefer email as a way to communicate. Make the emails to the point with short paragraphs. Avoid lengthy introductory paragraphs with wordy explanations. Try to get the reader’s attention immediately and keep it.

I often refer to my reading habits as a "book addiction I can’t afford at retail prices". The library makes it possible for me and my kids to read, try out new authors, explore new topics both in the traditional book format, in recorded books, and on line. Thank you for all you do.

The outgoing message on the library phone should be updated on inclement weather days to indicate if programs well be held as scheduled.

I can only imagine how difficult it is to run libraries as good as ours with as few resources as you do. Thank you for your tireless dedication!

I use the library mostly to download audio books. But many titles are not available in that form. I would welcome an effort to expand the audiobook collection at the library.
My answer reflects my experience at the Chantilly branch. All the employees are informative and helpful. The books are always in the stacks and not sitting on carts and there is always sufficient new books on the shelf. I especially like the selection of large print books. There were times when I’d go in to browse and not take out a book but it was relaxing and a pleasant encounter. I’ve talked to people who are on the wait list for books and their experience has been positive. Thank you Fairfax County for the branch in Chantilly. If I had to go to a different branch, I don’t know if I would use the Library system.

I love the tables available to do my work. I mostly use the library to do work.

County libraries seem to be used less by county taxpayers and more by migrant labor and homeless

The Public Library is a wonderful, much need and valued resource!

The Fairfax County Library is one of several public institutions that makes where we live unique. It is an outstanding community resource that provides services to ALL levels of citizens.

We need a drive through book drop off for chantilly location. It is easier when little kids are in the car.

I feel that books need to be returned to their home library. Ever since this has stopped the quality of book selection has suffered greatly. My kids can no longer "browse" or find books that they want. I now have to research for books they might like and put them on hold.

Very good library that's distinguished by its courteous staff. My students in the ESOL (English for speakers of other languages) program at nearby Truro Anglican Church all have a high opinion of the regional library on North Street in the heart of Fairfax.

I think FCPL is a great resource. I personally make frequent use of recorded books, both fiction and non-fiction. I notice that the library is frequently used by families with kids, apparently often immigrant and minority. This must be one of the best possible uses for tax dollars: providing an adjunct to the school system and encouraging early learning and enhanced learning. For me, convenience is nice, but depth and breadth of educational outreach and continuing education -- broadly defined -- is best. I like the idea of 'maker' resources, although I understand that training, supervision, and fairness would be a difficult challenge. I wonder if some sort of public-private or public-coop partnership might ease the challenge. This might be along the lines of the specialized hobby activities at FCParks rec centers (art, photography, ceramics, astronomy).

I use Geo Mason and the e-book services. I think both are excellent.

First of all, this is not an accurate survey as any comments past the first two didn’t register. Otherwise, I love my library. Just don’t forget the books.

The Library should have tutor program for ESL people. If they need it, they can enroll the program that can make extra fund for the library. Other thing is the library seems to lack foreign language book.
Offering ESL classes would be fine as an outreach program done by volunteers but if it means allocating or diverting public funds for it that was meant for buying books or maintaining the library facilities, then heck no.

It would be nice if the hours were longer on weekends. I am employed full-time but also have gone back to school to get my masters. I would like to be able to go to the library to study, but because the library doesn’t open until 1pm on Sunday, I have to find other places to study in the mornings.

There must be another way to accommodate these tutors who permanently stake out a table at the library for their constant stream of students. If I have a project to research, I must use the little cubbies in the "Quiet Area." I do make noise by rustling papers, moving files around, and recording data. Can’t the library staff at Chantilly figure a way to isolate these groups to the front only--the conference room--when there is no activity scheduled? Parents come to support their student, but also bring along younger siblings who sometimes just “run amuck.”

You need to improve your DVD collection. For a public library, in a county as wealthy as Fairfax, it is disgraceful that the selections are almost nonexistent. I have lived in smaller towns with smaller budgets that have DVD collections 10 times better than the one in Fairfax City (North Street Branch). Also, librarians should post signs all over that there are NO CELL PHONE CONVERSATIONS PERMITTED anywhere in the library. When patrons have private calls, they should go outside or in the foyer to talk. Those who are trying to work on graduate research papers and other important matters should never be disturbed with another person’s private business. It is rude and inconsiderate of patrons to make these calls in the library and worse that librarians say nothing. They expect patrons to say something. I am not paid to set the rules or enforce them.

Libraries are awesome. It’d be great if there were more actual contemporary science fiction -- not teen vampire fantasy dystopia romance floof -- added to the ebook and audiobook collection. E.g. Stross, Jemisin, Bacigalupi, Cherryh, Czerneda, Sommers, McDevitt, Kress, Lu, Rusch, Nagata, Tepper, Bear, etc.

Please continue to offer services that promote literacy for children and teens.

Libraries are wonderful and we hope they continue.

I would personally like to see the library acquire more modern international literature in translation. For example, I am interested in modern Israeli lit, but the library’s holdings are pretty limited. And I was astonished to find, after Patrick Modiano won the Nobel Prize for Literature, that the library had almost nothing by him, either in French or in English translation. Given the dozens of copies of best sellers (Grisham, Chrichton, etc.) that the library buys, wouldn’t it be possible to get one or two copies of works in translation by leading authors in other countries? Thanks!

a member of the family visits library weekly for hard copy material-fiction and non. An occasional ebook but do not decrease the hard copies. And no more throwing out books! Give to Friends groups or public schools that can put them to good use. That was wrong on many levels. Disappointed that you often do not have books that were reviewed or
discussed on NPR programs. Staff is friendly and helpful! Minimize computer games. Disappointing to go to library and see folks playing computer games. Prefer the tax dollars going towards reading and reference materials, computer software and terminals that access research, educational and skill enhancement.

Go Digital & Portable - That is the future. All content on all devices with voiceover

I'm very happy about the services the library offers now. I'm not familiar with the technology improvements asked about in the survey, so I am not site about how much value they would provide.

Increase hours even if there is only one employee in library so people can use the wifi and the computers in the library. Increase E book availability rather than hard copies on shelves.

Well what I like about my city of Fairfax library is they have the free books and they also have great magazines and things one thing I would like my library to have is more in the way of free lectures on osteoarthritis and degenerative disc disease and different health topics and programs for people who are in their 40s and up.

My only complaint about the library is the type of books they carry. Many of the books I'm interested in are not available at the library. How about a request book button on the website so that the library can do inter library loan or buy the book?

Please do not get rid of the books.

The library is the service from the city and county that is most visible to me, and the one I use most obviously and most frequently. One of my few frustrations with it, is that it is not open till 9:00 p.m. seven nights a week.

The website is not clear to me. I have trouble trying to figure out how to decide which database is the one I want to use. I get lost somewhat easily......I'd like to see effort on making sure that the website fits a user which means clean clear paths from one option to another using words that the ordinary public would use, not experts in the terminology of library or website experts. I am fairly savvy on using websites, updating my own pc, etc. so when I get lost, I figure others are really struggling.

Please slow down adding new branches. I am upset that you continue to add more branches instead of beefing up hours and services at the existing branches. Adding small, new branches only weakens the existing branches which are short staffed and poorly supplied with books and materials. I would hope that you would focus on longer hours and more services at the existing branches.

Easier and more user friendly website. Make it easier to share and place on hold books for pick up. More preschool activities! More warnings that books are due. Discounts on other ffx county locations, like the pools to support each other.

the service people in the library are very professional, nice to people , answer question promptly, totally to help people get what they need. I will race 4 stars to all.
Please make Ebooks downloads available on other devices as well.

E services are very difficult to understand and navigate

Since they cut back the library hours, it can be extremely difficult to get there when it is open. It is better than it was during the worst of the budget shortfalls. We are using more of the digital options, but nothing beats a good book in hand.

I have found employees at the library to be extremely courteous and helpful at all times, particularly when I need help printing copies from the library computers.

I understand that with new technology, the role of the public library is probably changing. I have not really thought about it much previously, but I imagine the technology shift make it hard to predict how we should invest in library resources. I am very skeptical that using a survey like this is going to be very helpful in making the kinds of thoughtful decisions that need to be made.

Love the Overdrive app which lets my borrow audiobooks and ebooks from Fairfax County Libraries! I'm hoping to bring my son (6 months) to the library for children's groups this summer to expose him to literacy at an early age.

More than anything, I see the Library as place for people to gather as a community around topics related to literature and learning. Whatever neds to happen to allow a library to meet that primary function, I see value in. As a resident in the modern age, I also we more value in having larger base of online content rather than things like book vending machines and onsite drop off. It seems unsustainable to start offering such inefficient services, when there are online options.

I love the library. Great place - I walk in and just love the feel of the books around everywhere. So much to read!

Love the online resources like access to the catalog, reserving a book online for pick up, and digital material on loan. Overdrive is a bit clunky though. Hard to select a book for consideration and then get back to your original search if you change your mind. Too easy to hit the wrong back arrow. Like the link to Kindle.

Satisfied with the current state. thank you.

I just moved back to Fairfax from Loudoun. I was really blown away by the new Gum Springs Library in Loudoun County. I know that library was funded partially by private funds, but the children/teen focus in that library is amazing! I would love to see more like that at my local Chantilly library.

I love your services! I download and read ebooks through mobile devices (phone, Kindle) regularly. My family visits the library once or twice a month so my children can feed their voracious reading appetites. My husband and I have also used desks and study rooms at the library to study during our graduate programs. We have checked out and downloaded audiobooks for long road trips. We keep finding more ways that the Fairfax County Library is essential to us!
Of course there are always ways to improve and a need to evolve, but overall it’s a great system!

Overall, I think you folks do excellent work. Most of my interaction these days is through the Overdrive app, which I wish was a bit easier to use, but I know you’re not responsible for it. My partner uses you a lot and she thinks you do good work as well. Thanks.

I am extremely alarmed and disappointed in the level of automation used in the branches. In Kingstowne, the holds are placed on a shelf for the patrons to find themselves. It is confusing and was not clear how I was supposed to get my holds as I went naturally to the desk to ask for them. Also there are self-checkouts which is ok but there is a paradigm shift in the provision of services with these changes. Part of the library experience is the interaction with librarians and library technicians. The trend to more self-service is severely diminishing that experience. Public Libraries are special in that they are part of the community. To make the library a self-help bookstore experience takes away the personal service that librarians and library techs can offer. If this is a move to save money then it is penny wise and dollar foolish. Bring back librarian interactions and make the experience of going to a library something meaningful and community oriented. Thanks.

I love the library and believe its mission is essential to our community and democracy as a whole.

We are extremely disturbed about the fact that library computers are being used to access pornography. This is a shocking and alarming fact, and makes what should be a safe place for people into an x rated environment. This should be addressed at once!!! It is a horrible travesty that a public library is, instead of a wholesome learning environment for all, a place of obscenity and lewdness. It is beyond disgusting.

I’d like to see designs and plans for the new Reston library.

My only 'complaint' about the library is the management of volunteers. Apparently there are more than enough, because any time I have inquired about volunteering I have received no response whatsoever, affirmative or negative. Other than that small concern-I am very pleased and impressed with the county library system as a whole.

Keep up the great work

Need to expand online newspaper access

Free programs for children are being over run by hordes of unruly migrants and their children. They don’t have the language skills something they should learn before over running public resources, they bully their way to the front of the lines or to seating and their children have no interest in the activity as much as running uncivilized and disrupting a planned activity for grandparent’s/parent’s and children who want to be there. Volunteers and employees should certainly be permitted to request they leave the facility instead of smiling at them and allowing their behavior to ruin the program for others. After all it is our tax dollars that are paying for the library, we should be able to use and enjoy all it has to offer children and adults.
Questions on the survey tend to show that the Library is trying to spread itself too thin by offering language assistance, ESL type services, loaning computers which can be easily broken if not handled carefully, and catering to job hunters. In my opinion, those are services available elsewhere and should not have money spent by the libraries to duplicate services provided other places. As an example, Fairfax County schools already spends large amounts of money on people trying to learn English. Why would a library waste scarce funds to do the same thing? Computers are a tool that needs to be handled carefully to have it work for long periods of time. Why would consideration be given to "loaning" laptops? If people want a computer they can use it at the library or save some money (versus going out to eat a meal multiple times a week) and buy one. Computers, and especially those traded in, are cheap now. Kids less than 6 years old have no clue what they are reading, but only care that the parents are reading to them. Books should be made available for parents to borrow, but spending a large amount of money on such does not seem responsible. As a parent, I know that kids books are inexpensive to buy at stores, the kids will want to read them multiple times, and they don't care so much about how many times they hear a story but more that they hear one. It is important to work with business owners and provide meeting space for them, but they should be partners with the Library and not have the library purchasing their materials and subsidizing their business. This partnership should work the other way with the businesses subsidizing the Library.

As the daughter of a librarian and a lover of reading, I have taken full advantage of the library since I moved here about 25 years ago. Especially when my daughter was little. We went at least once a week. I think it's very important to engage children in reading at a very young age so would encourage programs for children. I also really like the Hot Picks shelves. Great idea. My only two negative comments are that I would like to see new books picked up as e-books. I've had to use my parent's library in Florida at times to get new ones on my iPad. And I have been frustrated, in the past, when the waiting list for a book has been so long (when I've been number 300-something) that I've gone out and bought the book and read it and then gone to donate it to the library so others wouldn't have to wait so long and been told that they can't use it / put it on the shelves. I understand it's a lack of space thing but to be turned down when trying to help out... Overall, however, kudos to the Fairfax County Library system and it's staff!

Overall, the Library has kept up with the increase in digital technology. I would like to see it expand in the area of e-books and other resources available online, but I do also believe that the services it currently provides to the community within its walls are important.

Adding online content (overdrive) is the most important investment. Thanks.

love you

Fairfax County's high average education level supports more resources being devoted to the Library System.

I use your books almost exclusively. I wish you would find some way to get more (or any!) copies of popular books ... And make it easier to release the book when finishing it quickly so others might enjoy it. I find the website to be decidedly unuser-friendly when it comes
to that operation. Other than that, I love the ability to remotely download, just wish the selection was more extensive.

The Library provides valuable services. One I would like to see added would be the ability to download, on loan, recent books, and possibly recent videos (e.g., Metropolitan Opera broadcasts), for a modest fee.

I think the library should continue to take advantage of technology to provide services and communications, in particular to help keep costs down. A lot of questions in the survey asked about various services and programs - all would be nice to have but there are other places where people can go for some of the services or assistance mentioned. As a tax payer I believe the library should strive for value for the dollars spent and realize the library can't do it all.

The Burke Center Library has been overwhelmed with patrons due to the renovation of Pohick Library. The staff has done a wonderful job serving patrons, being pleasant to all, and with a sense of humor. Cudos to all involved! Thank you Burke Center staff.

For my children's research papers, I wish you had more books rather than always referring us to the website for documents. I wish you were open longer on Sundays and other nights. The time to get a book shipped from another location should be less than 24 hours. It usually takes 3 days which is definitely not a good thing. I prefer calling on the phone and would like phone service on week-ends. This saves me a lot of time from running up here. I don't believe this is hard to implement. This is a HUGE thing for our family so we don't waste time.

Bring back the Ffx County Library app! What happened there? I used it all the time.

You're doing a great job. Remember that your core task is to provide reading material (books and audio books, newspapers and magazines). Meeting places, etc. are "extra" benefits but not at the expense of the primary core duty.

Thank you!!

I love the emails about books that are due soon and reminders about overdue items. I wish there was even more options for preschool programming- Chantilly is so popular it's hard to get in! We love the library!!! Thank you for being a wonderful resource!

I strongly support public libraries and the services they offer. I think Fairfax County Public Library is one of the best uses of my tax dollars.

I believe the library system currently does all it can, given the resources available to the system. Funding sorely needed.

We need more scholastic and less commercial materials and accessibility in the libraries. We also need to enhance the audio portion of the library services, if technologically feasible. Meanwhile, we'd expect that patrons follow the general rules and courtesy of keeping within themselves -- which include reigning in under-age children. A few sets of
larger screen TVs could be installed in designated areas that would allow uses of visual materials by visually-challenged patrons.

County library programs and funds should focus on providing services to tax paying legal residents of FAIRFAX COUNTY. My wife and her family came to the USA as LEGAL residents. We did it the right way for her and her parents. I am opposed to any effort to provide services to illegal aliens as this takes funds away from legal tax paying residents and ultimately it will take away jobs as well. I greatly resent going to the library only to find that it is filled with newly arrived illegals using it as a hang out and free internet cafe. Remember, we are an immigrant family also so don’t think of this as racist. It’s just not right. The library is supposed to be for county residents, not squatters.

* CDs and DVDs are quickly becoming antiquated. Libraries should plan to phase these out within the next 5 years. * Vending machines and coffee machines, please!

More activities for toddlers and preschoolers. Preferably ones that work for multiple ages like storytime with Legos/Duplos and or a craft. We’ve done those before at the library and enjoyed them.

While I understand that librarians want to get home at the end of the night like anyone else, it is VERY VERY FRUSTRATING to have the lights turned off / being pushed to leave / etc 5+ minutes before closing time. I am a private tutor and am working with a student. That student deserves a full hour of instruction, without interruption, and without getting pushed out of her hour early. Let people stay until the library actually closes. The last five minutes DO make a difference in my students’ success in the classroom.

Wish that Fairfax can have more electronic copies of books. Other than that, thank you!!!!! We, I and my kids, love, love, love Fairfax libraries! We visit George Mason - Annandale branch now and then because their level 1, 2, 3 books are easier to find.


It would be good to have books, audiobooks and films in French and German, or other commonly studied languages, available for loan.

The turnover of new or popular book titles are slow comparing to the Arlington County Public Library. I carry both library cards for the Fairfax County and Arlington County. In most cases, when I am requesting for a relatively new/popular book regardless of genre, the availability in Arlington libraries seems to have an advantage both for digital and non-digital titles. However, Fairfax County libraries have very good resources of old books, such as classic literature. So far it hasn’t disappointed me in finding literature that can stand the test of time at the Fairfax County library. If there are more literary activities for writers, authors, publishers and readers held in our public libraries throughout the year, I think more people will get involved in making our public library better. These are good examples: "Fall for the Books" in the Fairfax County, Gaithersburg Book Festival in Gaithersburg, MD, the literary events in the Politics and Prose Bookstore, the Drue Heinz Literature Lecture Series in Pittsburgh, PA and of course many more open-mic literary reading on campuses and in public venues. Wherever people can get to know about books, they are very likely to borrow them from their public libraries. When they do that, they’ll
be get more involved in making the system better. The FCPL has been doing good jobs over the years but there’s still a lot to improve. Thank you for letting me to sharing my idea. FYI, I am proud to be an volunteer in the Fairfax County Public Library.

Thank you.

Love our libraries! I have several friends who are librarians in various capacities and feel I have a better idea of what librarians do than the average person. One of my friends on Facebook commented recently that libraries will soon just be "museums for books." Comments like that show how little people understand the modern role and importance of libraries. People who have their own computers and internet access at home don’t realize what a lifesaver it is for low-income people to be able to get on a computer and use the internet at the library. The free programs are mostly invisible to them and they probably never think to even check what’s offered. Someone with money hires an accountant to do their taxes; they wouldn’t think to see if they can get help for free at the library. They may not realize the ESOL classes are often full and hard to fit into a schedule, and they therefore may not realize what a benefit the English language conversation groups are. Many people think that all librarians do is shelve and check out books; they don’t know that they have can help you do research and show you ways to find correct information on the Internet. One person thought the people working at the information desk were all volunteers and all they did was tell you what shelf a book was on! I feel like some kind of PR campaign highlighting the value of libraries beyond just being a place to read a book for free instead of buying it will be crucial to the future of keeping libraries funded. I’m picturing a poster showing a kid who has been assigned to do an online project and is too embarrassed to tell his teacher that his family doesn’t own a computer, or can’t pay for internet, then showing him finding out he can use a computer at no cost whenever the library is open.

I have lived here all of my life and really appreciate all that FCPL offers. My mom used to take me to book readings, I have been checking out books and audiobooks since a very early age. I have reserved meeting rooms for my organizations. I have used research services for trips, hobbies and job seeking. I notice how much FCPL does for the community, whether that is offering English classes, programs for children or desk space to make students of all ages feel welcomed. Thank you for all that you do!

A french book section if possible would be nice , since you have a few other languages available . Otherwise keep up the good work .

Extremely pleased with the services provided.

I would appreciate if the library hours are extended.

I wish we had more of the 14 day book available. Also more evening book club options for adults after 7pm.

Please extend library hours, specially in the morning. Centreville library often open at 10:00 am. Opening hour is too late and it is not easy to wait outside the library to open in cold winter or hot summer days. Thank you and keep up the good work. Centreville resident.
The library needs to pay more attention to several things: 1. Patron safety. A number of the libraries are designed with isolated restrooms. There are times, during library hours, that they can be creepy. They are not suitable for anyone by themselves. 2. More attention needs to be paid to the downloadable collection. This collection will become more important overtime. I believe that if developed, it may reduce the need for new library buildings. 3. More interactions with staff. I have found the staff to be surly and unhelpful when asked questions about library policy and procedures. The replacement of staff with machines maybe necessary but ones that remain should be top notch, not the bottom of the barrel. The remaining staff seems to spend more time playing on the computer and less time actually helping people. 4. The reserve books are disappearing before they can be picked up. This has happen to me twice. There is a flaw in the system either in generating the pickup email or in protecting the materials from being checked out by the wrong patron.

There are not enough study desks located throughout the Reston Branch library. Frequently, I am unable to find a vacant study desk. Part of the problem is that these study desks are used by the homeless who use the library as a resting place during the day and particularly during the winter months. I don’t know what can be done about this situation. The Rucker Homeless shelter is located adjacent to the Reston Branch library. While I have sympathy for the homeless, I believe the library should not be used for a sleeping place at the study desks for the homeless.

The Fairfax County Library is exceptional!

Would like to see library integrated with community as a learning hub. This would essentially address adults since, although children need to be brought in to the reading community, specific child oriented needs are more appropriately addressed in the school and home. In particular I think we have enough computer/electronic dependency without using up stack space for more than a few computers. Children have technology in the schools. It would be nice to feature lectures for adults (there are many talented academics in the area). Generally I prefer the library to be a learning hub in the sense that it is agate way to a reading experience and a place to thereafter continue and strengthen that experience.

FCPL is a true asset to FC residence. Thank you for all you do!

satisfied with my local library services. Enjoy the used book sales.

I am appalled that the Fairfax Libraries threw away so many fiction books because, to me, fiction is never out-dated, and I am annoyed when the early books of a writer I have just discovered are nowhere to be found. On the other hand, as a former librarian, I understand the storage issue. I do think, however, that building the "new" library less for show and more for practicality would have helped that issue. While I appreciate the Library’s attempts to be all things to all people, at some point the question must be asked, are there other places, other institutions, that are as capable, more responsible, for tending to an issue -- schools for homework advice, social services for assistance in applying for insurance, etc., and either for ESL classes. Book clubs, author talks, meetings in general, have other venues open to them. I am an old-fashioned library user. I come for books, not
 CDs, not DVDs, not e-books. We have brought our godson and daughter to many of the children's programs, but they are aging out of those now. It is hard for me to gauge the necessity of things like computer access for all and special programs for special needs.

Giving a change to meet the future needs is a great idea.

Would love if the catalog would include a save for later list of books.

Nice system. I would try not to be all things to all people figure out your mission and focus. Better lighting at Chantilly would be nice. Please do not throw away books. Find a way to give to schools or others in community or even abroad.

All you need to do is visit arlington central library, and get an idea how a library should be. Excellent collections, ambience, and convenience hours.

I and my family are grateful users of the library. My hope is that it will continue to be available for generations to come. Despite the access to the internet, which we have in our home, having the library available at which to browse, introduce books to our children, engage in activities, have our children study without distractions, find resources for projects, and so many other things, has and continues to positively influence all of our lives.

Great job

I think our library is great! Best one I have ever used.

Please release an app that would allow i-phone users to check out books by scanning the book barcode with their phones. Please consider adding technical equipment to your available checkouts and a 3-d printer within facilities along the lines mentioned here: https://3dprint.com/40170/library-3d-printing-services/

none

The Library is a community service we cannot do without. It should be welcoming, available, and stay on top of technology. I see my library used by a variety of folks and is an important part of what I view as my county's services. I don't "see" where my county taxes are used elsewhere, but at the Library, I feel my taxes contribute in a small way to my own community every day.

It would great if there were longer hours on the weekend, especially on Sunday. It would also be nice to have longer time on the computers. Since I do not have internet access at home I rely on my public library computers to do genealogical research. Some Sundays the computers are so busy, I might only get the half hour before being booted off. That is not enough time to get anything accomplished once I long into the website and start my searches. I LOVE FAIRFAX COUNTY LIBRARIES!!!

My children (and I) love using the online library eBooks but wish there was more selection.

I hope that the library system will focus on print media and continue to offer electronic format materials in a most cost effective fashion. In my view, there is a unique role which a library offers in the community. It increases the value of our community immeasurably. No
one can ever measure the good that Andrew Carnegie when he endowed libraries throughout every corner of the country. He was responsible for moving us forward as a nation, and as individuals. We certainly need this today, more than ever. We should not lose sight of this library's unique role by playing social worker. There are other agencies better suited for this. While we should not ignore community needs, you can not be all things to all people. To attempt this, is to invite the destruction of a great institution, The Library.

Fairfax county public library is one of the best in the nation. Cannot ask for more with the funding and resources that they have.

Regarding language services: I am ESL. English is my second language and though I understand liberal desire to help foreigners by offering language services other than English it is a waste of tax payers money and in the end it only binds us to low paying jobs, high drop out rates in school. Full immersion in English has helped me immensely, whereas members of my family who rely on services in our mother tongue have no future but to hang around 7-11 waiting for low paying jobs to drop from the skies (or a contractor’s pick up truck). Offer ESL language free classes, help us integrate, but do not offer services in foreign languages that in the end keep us in bondage.

FCPL upper management should visit EACH library in person once a year in order to get a feel for its atmosphere, support the library's hardworking staff, and avoid becoming isolated from the library employees (who interact with patrons day in and day out). FCPL upper management should also reach out to community organizations, inviting their input and attending their events to be a public face advocating for libraries’ positive role in local neighborhoods.

Not in favor of expanding $$$s for libraries, when there is so much needed in infrastructure in the county...... so many roads need work......the teachers pay has put the county in hiring and morale difficulties.....the fire and police need more financial support........

I HATE overdrive. You need a better platform for e-books. I use audio books a lot and really appreciate it. I need an easier way to renew checkouts, especially for the longer & more complex non-fiction.

Living in the City of Fairfax and close to library, I really enjoy the quality of service provided as well as the beautiful building. Not mentioned in your survey is the Virginia Room. It’s an outstanding resource.

I believe the library should focus attention on books and reading material (hard copy or electronic). I do not believe the function of the library is to provide community services.

Am very satisfied with our libraries. We visit several in the area & enjoy going to all of them. The staff are always helpful, friendly and the facilities are very well kept.

NONE

Good work
I am very pleased with the services of our local library. Since my husband and I enjoy traveling, I especially appreciate the library’s travel books.

I’m a big audio book reader. Adding addition offerings would be greatly appreciated.

I have loved and used libraries all of my life. I understand the need to revamp libraries to become community meeting spaces and technology focused. However, I will always appreciate having a physical book in my hands. My 24-year-old daughter, who streams TV shows, movies and music to her iPhone and Mac, still prefers to read books made of paper. So, change what you must in order to meet the needs of our large and diverse community, but please keep space for the books.

I think the our libraries are great. I use multiple branches and online services. My kids enjoy going and picking out new books to take home and read. The facilities are bright, comfortable places to just sit down and read for a bit. I really like the books on CD - I spend a lot of time commuting and usually plow through 2-3 / month, so please keep building that collection. Thanks to the library team for all their great work!!!

1. The Virginia Room is a great asset to Fairfax County. 2. Expanded library hours would be highly desirable.

Need to make the libraries more of a social/educational hub. We can get books, movies, music, anywhere. They are great to have at the libraries but they can’t be its sole focus any more.

Stick to the basics and bring in more out of print books.

Our library does a super job with the resources available. I’ve really enjoyed the ability to borrow books over he web. When our kids were little, it was always a great field trip taking them to the library. I support the library with a financial contribution every year. Love you guys!

I think that the library need to update the building inside for to be more fresh and confortable. And offer more people reading books for kids from 2 to 12 years old not just for little ones! The library need to be a fun place with more colors and renovation of furniture and carpet! And bathrooms too!!!!

The adult library collections are very poor. They have lots of radical right-wing political tracts, religious materials, trashy novels, travel guides etc., but serious scholarship is all but totally absent from the collections. It is rare when I find a title discussed in a journal like New York Review or London Review that a copy of the book is available at FCPL. Indeed I have given up on finding quality materials and use the library mostly when I want an ebook or a travel guide. Otherwise I am forced to buy the books or travel to a university library or LC. For my purposes, the FCPL is all but worthless, as I am willing and able to buy the materials I want, and in fact I susally do so.

Need more e-books.
Please provide: 1) FREE access to newspapers on-line - there are many resources out there and FFX Lib offers little of these, while other libraries offer good access. 2) FREE access to genealogical resources on-line. 3) More books on CD. Really appreciate the inter-library loan program! Thanks!

Wonderful community resource especially for our diverse population.

None

Libraries and books are essential to our community. I would vote to increase funding for the library, increase study spaces and increase the inventory.

I'm am a HUGE user of your electronic options (audiobooks). I learned of this option through word of mouth and try to share the treasure every chance I get but I feel that the library could do more in getting the word out there. It's a WONDERFUL service and I believe would be enormously popular if people knew of it.

Seems that whenever I want to go to the library it's closed. Longer open hours for working parents and longer weekend hours sounds good.

Our experiences have always been positive, with any questions we have there are people willing to help. The library is part of our weekly routine, so we appreciate the services!

The ebook functions can be very difficult. In addition, I am unable to return an ebook before it expires - even the information desk is unable to help me. Means it is unavailable for someone waiting and limits me in the number of checkouts I can have.

Would like the library to be open earlier in the day. And would like it if the paid staff at City of Fairfax Regional were to smile once in a while.

Thanks for the wonderful work you do! I wish we could start seeing more storytimes. They run out of space very quickly, and the process of registering online is a little tedious. I think if more story times were scheduled in the popular libraries (like Fairfax, Burke and Kingspark) parents or preschoolers like myself would be very happy about that.

The library is one of the most critical services provided by local government, and is a linchpin of the local community. I’d really like to see an expansion of the system’s eBook holdings to avoid the excessive wait times associated with holds on items. as more and more users adopt electronic book reading technology, FCPL does not seem to be keeping up with transitioning to electronic media, and as a result, the library system may have 1/10 the number of copies of a popular book in eBook format, and as a result, the wait times to reserve a copy are astronomical.

Establish a gathering/social environment for senior citizens. Establish a gathering/social environment for teens.

A maker space would be awesome. I’m also on the Board of a local Pool -- you should consider reaching out to local pools during the summer to provide additional activities on site at the pool as well as advertise your services. I know we would be VERY interested in
that. Feel free to contact me, Tracy Compton, at 240-888-0463. If interested. I will be looking on your page for more info.

I am very thankful for it and its services online and near Fort Belvoir.

I would appreciate less noise. Foreign people do not understand that the Library is a quite place to read and find ...not a social areas for their children and themselves . The volume in Chantilly is terriable.

Regarding parking - the garage at Fairfax City Library is poorly built. I park in the shopping center next door and walk over. Also, why are the book return bins on the RIGHT side of the driving lane, the passenger side? Many people drive on the wrong side of the lane so they can reach the bins from the driver's side windows, which causes problems. The self-service for the books on hold at Fairfax City is BEHIND the counter, which is very odd. I feel strange going back into someone else's work space. And the new number system is awful, makes it hard to find your books. While most staff at the Fairfax City library is helpful there are a few that are not friendly. I've called several times regarding books I've returned that still show up on my account and they have been rude and made me feel like I was lying. I will say I enjoy their displays and have found several wonderful books I normally wouldn't have because they have been on display. I DO NOT like that you can no longer pay fines at the the counter. Yet one more machine we have to learn how to work, and every time I try to use it, there is a line or my card never scans. Useless. For Fairfax City, the layout near the children's area is very stilted and cramped. They need a better flow and sight line. Hard to browse and look for items when people are on top of each other. I really enjoy going to the Oakton and Burke branches. Lovely buildings, great staff, easier parking. They are just farther away from me so I don't/can't visit as often.

Appreciate your electronic magazine service. I’d like to see more vivid colors used within the library. Seeing adults tutor students at the library is great. The bathroom hand dryer at Centerville needs upgrading. The design of the Fairfax library is pleasing. You are providing a wonderful service.

Used to use it a lot but time constraints make me use it less now. I do want it available for when I have more time available in the future.

keeping more printers, like each computer must have one printer to print so it is easy for people.

The library allows me to order books for my book club, use DVDs for travel advice/leisure and Audio books for travel. The hours, parking and staff are great at George Mason in Annandale and other sites that I use. Please continue services. The book sales are wonderful!

It is important to have the library.

Thank you for undertaking this study so library services remain up to date.

The library should be a library. It is not a social services department or the unemployment office, it is a library. I think it should stay true to that mission.
I am so pleased to have this wonderful, progressive library system. In my household we always have videos, books and ebooks (Kindle) checked out or on hold. It's easy to browse for titles online or on the shelves of our library nearby. You do a great job and my only wish would be to man the library with volunteers and be open on holidays and to have more Kindle format books available. Love my library!

I would like there to be more spaces available for children's programs. In Loudoun County you don’t need to sign up for classes. I hate having to be on the computer 2 weeks before classes to hurry to sign up before all the spots are filled.

Library is very important to my life.

I have no further comment.

I highly value the Fairfax County Library system and visit the library weekly. It always seems busy. Although I have a primary site I also have used a couple other locations for convenience. I was exposed to the public library at an early age and the benefits of that have remained with me throughout my life. These benefits include being an avid reader, earning an advanced degree, and working in a professional capacity in the local community. Even in this digital age I still love the experience of visiting and using the public library in person. I feel fortunate to live in a community where library services have been preserved. I have lived in Fairfax County for 19 years as a homeowner and taxpayer.

Overall the library serves mine and my families needs. I will be exploring the downloading and borrowing of ebooks and which devices are supported.

Our public libraries are a vital part of our community. The "stuff" inside the walls might change with the times, but the need for services and materials that serve our community does not. I support fully funding our library system!

Would like later hours! Hours on the weekends are not that great.

Hard materials (books, cds, dvds, etc) are still very beneficial for the library. Keeping meeting space open (especially with the vastly increasing number of homeschoolers who need places to meet for clubs and get togethers) is highly beneficial. The library is our "school" space where we can form a community. The libraries have been wonderful so far hosting us, but we have sometimes struggled to find meeting spaces at certain times (Thursday nights, Friday afternoons). Hours need to be re-extended for all libraries. 10-9 should be the hours for every weekday/Saturday - it would help relieve some stress on meeting rooms (especially for Thursday nights) and would help everyone be able to actually access the library sites.

Book selection is weak for a library in an area with such a highly educated demographic. Audiobook selection for non-fiction and how-to/self-help is especially weak as well. It floors me the lack of books available, for example, on Sensory Processing Disorder. So many parents in this area are asked to go to the library to learn more on how to help their children by their pediatricians, and there's hardly anything. This is why I have library cards for surrounding counties, because it is not likely to be found first at FCPL. Look to Loudoun County for a good example on how a library should be run.
I love the Fairfax County Library!

Having travelled the world many times over as part of my profession, I am so pleased to come back to the United States, in particular Fairfax County, where services such as a public library are so well supported. It is an important part of who we are as a culture and community and who we are evolving into, especially since our demographics have changed so dramatically in this county from when I was a youth. Just like a vibrant and robust educational system, a well managed public library is a wise investment in the county, the State of Virginia and our nation.

I never want to see the Library to go away. Reading books is a great teaching method, and can be more enjoyable than TV or movies. I’m looking forward to my 1st grandchild and can’t wait to start reading to them and using the library for a source for children books.

It will be very convenient if the library would open early on the weekends, preferably at 9 am. My local library (George Mason Regional) doesn’t have any separate group study rooms. Separate small study rooms will be very useful for students.

I love that I can check out books online, however the wait times for most books is too long.

More help with computer usage and problems that occur. Simple short classes for senior citizens, based on recurring questions and problems.

Having lived in other parts of the country and comparing what Fairfax County Public Library is able to offer compared to what other library systems have to offer, FCPL is outstanding. In an effort to save money and provide more services, perhaps considering partnering with the community colleges and universities within the county could provide residents with a larger repository of resources and services. Each system has unique resources that are indigenous to the audience. Yet, having used the resources of NOVA, GMU and local GWU, I still needed FCPL resources on numerous occasions. Since I am no longer a professor, there have been times when I could have used the higher education libraries with several research articles. If the politics permit, it would be nice to have a universal system within the county. All in all, thanks for doing a wonderful job!

Some of the questions imply the library has a solution for educational needs or needs best met by other social services, e.g. Help with tax forms. I’m not sure I see the library under the purpose to meet those community needs.

I think the library does a wonderful job at providing services. Staff are always friendly and helpful.

It would be helpful if Fairfax County Libraries stayed open late over the weekends since many students and adults need the quiet setting to get work done. I recall a day I had to study for finals, but my college library is located in Arlington County and as a resident of Fairfax City the library was a 5 min drive for me. However, because Fairfax libraries closed at 6PM on Fridays and 5PM on Saturdays I wasn’t able to get much work done, and was forced to make the long 40 min drive to Arlington County. Not to mention the high risk of getting back home after 9PM from Arlington County during a weekend.
Chantilly Library is the closest and most convenient library to my home and I enjoy visiting at least weekly and sometimes more. I love the fact that I can place holds on books and track their whereabouts and know when I will receive notice when they arrive. The staff at the Chantilly Branch is not only professional but very friendly and welcoming. It is fun to discuss books/series with the staff when asking about good reads for my two teenage children, my wife and myself. THANKS FOR ALL YOU DO and really love the whole library system. Regards, Billy Anderson

The Fairfax County Library is one of the best thing that the City of Fairfax offers for me and my wife.

I mostly do downloadable e-books. Would like it if there was a way to extend return date if not completely done. Now I have to go in and re-borrow books. I always enjoy my actual trips to the library. They are clean and well maintained

I love the library. The closest branch to me is the one in Fairfax Gov’t Center, but the hours are so short I can never make it. It would be great to have a place in the Fair Oaks area where you could pick up materials in the evenings/weekends. Thanks for all you do!

please make available more e-book material if there is budget for this.

I read a LOT and value that I can borrow books for free from the library. I am so thankful that it exists and has the number of books that it does! Thank you so much!!

Doing a great job!!

First and for most, I am a huge fan of libraries, and we as a family appreciate all you do to provide wonderful reading experience for us. One thing, however -- As a parent of young children, the recent addition of iPad station has become my concern. I expect my kids to focus on actual books rather than computer games when we visit the library. I understand providing technology to all population is important for the library, but technology can be a distraction for young people as well. I have also seen a group of kids gathering around one iPad causing a lot of noise, and one child dominating the iPad playing games and not sharing, etc. I hope the library can come up with a solution for my concerns. (Ex: Time limit per person?) Thank you.

The library has changed over the 50 plus years that I have been using the City of Fairfax library. But I believe it is meeting the needs of the changing environment in which we find ourselves. It is critically important to our residents. One suggestion, please provide more on-line copies of current books that most book clubs are using. I belong to two in the City and can never get the books, even in printed copy. Many times they say they are in 5 months after meeting. I do not like to buy more books (expense and space - I have over 300 cookbooks, probably 30 gardening books including those I got in the UK, and lots of old family books from the 19th century, as well as current biographies and popular fiction). But then, maybe I am not the normal user - so these are just my opinions. I am still working at 69, but may be able to retire someday and then will use the library much more. It is convenient and the staff are so helpful and just plain nice. I will also avail myself of the Virginia Room more - it is a treasure. If you can’t tell, I love books and learning! I was 52 when I graduated with my masters from GMU.
I would like a larger selection of downloadable e-books, which is the primary way I interact with the library. I would also like clear and concise instructions on how I can donate e-books, which *I* get to choose, to the library system.

Please do not throw books away! If you don’t want them anymore, donate them for people to read or give them away. Don’t get rid of some of the older books. If I find a new author, I like to start at the first book and work my way up to present. Getting harder to find those books. I still prefer reading a book rather than an ebook. I do both, but a real book is my first preference.

Love it! Couldn't live without my audio books!

It would be great if there was a single online catalog site for both physical books and ebooks/audiobooks. Otherwise I find the online ebook offerings to be a great value.

When visiting the website, fairfax.libraryreserve.com and login to my account, I do not see a physical book that I have checked out of the library (checkouts=0), instead, I must login to fcplcat.fairfaxcounty.gov. This is confusing. Otherwise - great job!

The bookclub that I belong to usually has bestseller books that have many holds and require months and months to clear making it challenging to meet the deadline. I find Arlington Library to have many more current selections for these needs. Additionally, the past couple of years, I have used the library to further my Nursing degree at Marymount University. I needed to use the computers to do research and write papers for classes. Every day there are the same individuals who would sleep and snore and be disruptive to citizens like me who were doing real work. The librarians tried to be helpful and remedy the situation but it never helped. Why does the library have to be a "day care" for this population? It is becoming a recreational center, not a place of learning. I found this to be immensely frustrating as a tax payer in one of the richest counties in the country. I must say that your librarians are extremely helpful to access the required resources when needed.

Growing up, I found the services to be top notch, especially for an English Language Learner. As we move forward, I hope the libraries will continue to adapt by providing summer reading programs, mobile libraries, and services for all residents. The libraries can be at the cutting edge of community programming and innovation, gathering the community for social, educational, and professional reasons. In order to do this, we must rethink where people gather, how we engage with our community, and where we provide easy access to books and media. Finally, it may be time to rethink and improve our partnerships with our schools, retirement homes, public transit, civic associations, and local businesses. Thank you for all you do!

Thank you for the wonderful service you provide. Since Kindle books have become available online, I always have a library book on loan. My two sons (9 & 11) however, prefer to read physical books, so we visit at least once a month. Love it!

I think the library is generally doing an excellent job but was very dismayed when tens of thousand of books were sent to landfill. Virginia has several of the poorest counties in the US. People there would have been delighted to receive books that had already been
catalogued that Fairfax County librarians no longer wanted. Also, I understand that it is expensive to provide both e-books and printed books but please don't get rid of the regular books. I personally have no interest in reading e-books but my millennial nieces, both great readers, also will not read e-books.

I love the library. Mostly I check out fiction books and use the consumer business magazines.

Every time I walk into the library there are smiling faces and always willing to help. I think they over and beyond do to their job!!

More eBooks

None.

Most of my use is overdrive audiobooks and while I am grateful for for the titles that are available I don't find many great books of the past

I find error messages in using the website every so often Generally, I just love the library and services it offers. Very important for the community - all citizens (and non-citizens!)

Fairfax County Public Library has always provided a wonderful service to the community. I have lived here since the age of 2 and the library introduced me to books and information I didn't get in my public school library. Now, 60 years later the library is a place where I can still find information and entertainment through books. When I go to the library I'm amazed that all of the computers are full. I'm not sure if these are people who don't have commuters at home or they are at the library doing homework. I'm a little old fashion in the mind set that I find it annoying when people are loud and eating while in the library. Which brings me to another thought; could there be an area that people could read /socialize/ laptop and buy a coffee, much like what I saw at a book store. The market up of coffee is high (79 % ???) and could bring in revenue for the library. I'll be happy to help with this project to see if it works. Thanks for being a great library for Fairfax.

I used the books on tape and now books on CD and am very satisfied with the selection. Keeps the compute interesting!

Funding must be restored so that the library system can support the community more fully.

In a time of budget constraints and high taxes, I am very uncomfortable with the library system considering an expansion of services; particularly for services outside the scope of what I believe the purpose of a library should be (a place that fosters learning specifically through the availability of books). We have a great library system that works incredibly well. Please do not compromise our system by attempting to offer too much.

I just wish the system had more books - real bound books, not e-readers. More classics, older titles, current literature, non-fiction, etc. I’d like to be able to walk into my local branch and find Chaucer and Milton and Dumas, then find DeLillo and other modern writers. I want to see history books and biographies. That’s what I want.
Get rid of the existing, and immediately stop buying, politically correct, progressive material with our tax dollars. Otherwise, close our library system, which used to be of great value and has now turned into a hangout for the homeless and a playground for the unsupervised.

I love the website, especially the ability to see due dates and renewal options. The library system is a great community resource, and I hope you can keep it up.

The Fairfax County library system is a great asset to the community. Having been to other cities and counties and utilized their services, our system is great. I don't think we need to expand the system at this point. I think it needs exposure, so that more members of the community realize just how extensive and thorough our library system really is. It is very easy to use, always has the materials I need (mostly entertainment materials) and the staff are wonderful. I am very happy with our library system. If the issue is that readership or membership is down, then the solution is NOT spending more money to enhance the institution, money should be spent to involve more of the community. To increase the libraries exposure and show its value to the community.

You are a great library. I appreciate all your services.

My family uses the library on a regular basis. The questions in the survey required me to answer which do I do "Most". But I would also like to include that it was a virtual tie between using the actual library facility and online access to the library.

We love the library! Funds should never be cut for such a useful resource. It is always crowded when we are there. It is an important part of our county and helps draw new people to the area.

I greatly appreciate the additional services (meaning anything aside from book rentals) that Ffx Co Libraries provide to citizens. While I haven't attended any classes I have often been please by the variety of topics and creativity of events (i.e. children reading to therapy animals) that are presented. I most often use the online system for picking up books, and mostly use audiobooks downloaded through the app and am constantly recommending friends to using the library services that are available. I’ve looked into the language learning softwares online as well. While I believe libraries will need to develop beyond primary paperback functions, I strongly believe the library is an essential community asset promoting interpersonal engagement (ex. classroom and meeting space), historic bookkeeping, and help to those in need and those seeking to improve themselves without the financial means to do so.

I love the library and the services it provides. It is one of the most important public services our tax dollars pay for.

none

We love our library... Thank you for being an integral part of our efforts to help making my kids learning curve a fruitful one..!!
Please don’t bring downloadable media to the system. If a person wants music or videos, they can pay for it themselves. Instead, use those resources to give the libraries longer hours.

I am satisfied with the offerings of the Mason District library.

Please offer a wider selection of downloadable books. I would also like to see more regular library programs for the preK age children that are consistent at each branch. It would also be nice to know/understand if small business owners can reserve private meeting rooms for client meeting/conference calls (e.g. satellite offices).

It would be nice if all e-books were more compatible with all devices when downloading.

I would like to see more new books in my public library. The new section is often bare, or has fewer books than needed. It, also, takes a long time on wait list to receive new books on hold. This is Fairfax county for heaven sake; it should always have the newest material. If you have to raise taxes to achieve that, please do so.

The public library is an extremely important and valuable service of the county. I indicated that I primarily use the George Mason branch, but I also use the Woodrow Wilson branch frequently. Sometimes the kids using computers are a bit rowdy and insolent to the librarians. Apparently, there is no longer a limit on how long someone can be on a library computer. Perhaps there needs to be discussion with the librarians as to what authorities they need in order to manage the youth who are disruptive.

people who work there are very helpful and nice

There are often disruptive and rude patrons, for which the staff cannot/will not discipline or control. Patrons must be aware of courtesy rules in a public library (e.g., turn off cell phones, don’t talk loud, blow your nose in the bathroom).

Very much appreciate the library for all that it offers.

I'm always amazed at how many people are not even aware that the public library provides a pretty robust online lending program for digital books (such as Overdrive). I believe the FCPL should put together a coordinated marketing program to promote its online, digital book services. By coordinating Overdrive users and a smart, geo-targeted SEO/SEM program you will gain new FCPL fans, supporters, and users by re-directing their "buy it on Amazon" mentality to "borrow it on Overdrive." Just a thought.

None at this time. Thanks for asking.

The library is a great resource...but could be marketed better to younger audiences.

I love the Centreville Library, and I love the easy check-out and very helpful staff!

FCPL is one of the best library systems I've ever encountered. You have more services than I expect from a library. You truly set the mood for the community. Excellent services and excellent staff make the library one of my favorite places in Fairfax City.
The library is a tremendous asset to the County. More services for disadvantaged to make them more advantaged is a great investment. My wife and I love using the library and encourage everyone else to as well. Our children are also big advocates of the library.

Reference books extremely out of date, need to offer professional-oriented books. Too many fiction books taking valuable space. Needs a good uncluttering. It also smells badly and some homeless people from the shelter next door just loitering there. I wish it was nicer and more modern, and much bigger. Reston Regional deserves a much better library. Employees are great though.

Reston Library has a lot of ants. Please refer to the cleaning services.

I think it would be great for the Library to invest in having some 3D printers and have members submit designs for a fee to be printed there. I know that is taking place in DC Public Library and I think it would be great to have that option. Also, are there any Kindles or the like being used at the library? I think this is great for older people since you can adjust the brightness and font size. Perhaps having popular Magazines on those kindles, instead of books. Kindles would stay at the library at all times.

You do an amazing service for our community! The library is my refuge. I’ve written a dissertation and two books while enjoying camping out at your beautiful Fairfax City branch. I can’t thank you enough.

LOVE IT

The new self check out system is annoying as it does not tell you how many reserved books are available as the older system did. Sometimes a book is in but the email has not gone out and sometimes the book is in but not on the shelf yet. With the old system I could see when checking out books that a book was in and ask the librarian to locate it for me. Recently I had to come to the library 2 days in a row as notification was sent out after my visit. I reserve books frequently as often when I am reading a series of books by a particular author the books are only available from other locations. I find being able to use the catalogue online and reserve online quite convenient.

Need more titles of current popular books

The Library provides a very important function in every community. Fairfax County should do its best to keep the Library at peak function. I also feel that the library should expand its very limited book selection. I find that I use inter-library loans very frequently. Books on paper (not electronic) should be maintained to higher level of accessibility. E-book access is difficult to obtain, this should be made easier. The hours of the library should be expanded, so that it is accessible to more of the public. They also need to higher more full time staff to run the libraries. Having only 2 people in the Reference desk area to aide all patrons at any given time is a very high demand task, there should be more Staff available to the public for various inquiries.

I would support a tax increase if it resulted in libraries offering a wider range of books

Thanks to everyone who makes it possible to have a good library.
The library is a goldmine, offering invaluable services and materials to a general population often unable to afford private options. As technology becomes more commonplace, I would like to see more audiobooks available to download. In addition, as our population increases in diversity, I would like to see more children's books in other languages. I have had a very difficult time finding children's books in Chinese or Arabic, both of which are common languages in this area. Children learning how to read, and the English language, need early literacy books in their home languages. Thank you for all you do!

Suggest undertaking a review of library best practice in other parts of the USA and some selected European countries to see what it might tell us about the future evolution of libraries. I have a sense that we are not close to the cutting edge in library innovation and we could learn a lot from the successes of others.

Wait times for audiobooks are too long.

Technology Classes for visually impaired would be wonderful

Many of the children's programs are offered during weekdays, which are only suitable for stay-at-home children and parents. I'd like to see more programs offered on weekends so that children who attend daycare/pre-school/kindergarten can attend as well.

I appreciate that the County is conducting this survey and hope the Library will continue to engage residents and users. A vital library system is necessary for a thriving community, especially one as diverse as Fairfax County. Technology access is incredibly important, but please don’t lose sight of the importance of the availability of printed books. I learned to love libraries at an early age and don’t know where I would be without them.

While it’s a good thing to encourage children to use and feel comfortable in the library, there should be a standard for behavior. I think allowing unlimited use of the internet (games) can promote rowdy behavior! This makes it very difficult for librarians to control the kids. I realize that many do not have computers in their homes, but a 2 hour (or so) limit seems appropriate. I know that my behavior isn’t so good after several hours of playing games!

The library is an extremely important component of the community for a wide spectrum of people that needs to be maintained at all costs.

As a young professional I wish there were more professional development or networking groups that met. I would like there to be more evening discussion type events.

As a senior I use the library mostly for fiction reading. I find the e-book searching for available difficult. Need more subcategories of currently available titles. Also need more "copies" of current high demand titles in the e-book collection. Also at library hard cover more breakdown on the current titles than just fiction/non fiction. For example in fiction category: mystery/detective/romance/international Intrigue/historical. In nonfiction: political/science/medicine/sports/technology including skill training.

Having more friendly staff.
More copies (both hardcopy and digital) are needed for popular items. The wait time is too long. Also, the variety of books with popular characters for preschool aged children could be enhanced. Copies are usually not available at the branch I frequent (or they are not where they are supposed to be on the shelves) and my toddler leave disappointed.

There are not a lot of current options to borrow books to study for professional certifications. The times that I have looked, the options have been old material (IT Security). In my opinion, anything you can do to bring the library's resources online would better serve the county. I think the DVDs/CDs collection is horrible and the library is "too far" from someone's home to borrow a free movie. People would rather spend the $1.50 at a Redbox for a movie that is interesting. Less multimedia to borrow, more online content.

Overall really appreciate the FCPL! Have used it ever since I was a kid and I think it's one of the best in the country.

The county public library system is the gateway to democratic education even above the public schools. For any person to be able to find a resource for education that is open to all regardless of income or origin gives the newcomers a view into the American value of inclusiveness.

The library has always been an important component in my life. Anywhere I have moved to one of the first things I do is find out where the public library is. I've looked for libraries even on vacation so I could communicate with my family and friends while away. I don't have a smart phone and wi fi isn't always reliable. But the library has always been my go to place. I love the quiet, am an avid reader. And I am so glad that with all the e books available that hard copy books are still very much popular. I have e books, but I still like to hold onto a real book. I just wish that there were more Star Trek books available. Among other books. Sometimes I do a search and can't find the book at the library. I also think there should be more e books available too. Thank you for the books sales you do too.

The library does a fantastic job in a time of terrible budgets. Thanks to the library staff and volunteers for closing the gap created by stupid short-sighted lack of investment by county taxpayers.

My interest is in books. Fiction and non-fiction, recent writing as well as old favorites. Budgeting to keep the flow of new materials to the library would be my first priority.

This country's free public library system has contributed greatly to what we are today. I hope Fairfax County continues to adequately support its great system. All tax payers should be proud of this resource. Appreciate the Virginia Room resources and staff.

A 'specialist' or curator about Fairfax CITY on staff would be great, as well as a centralized info center for all things FFX city related (old photos, old business listings, old maps, audio memory recordings, etc.). I've seen the collected old photos but some of the great ones hanging on the wall in the library aren't in there. Also, maybe an ongoing campaign to have older city residents donate old photos (or good copies). In the Virginia room, the generalized local area books (NOT the per-county books - those are clearly marked) are a little confusing to find. I'm speaking of the books on the first couple of shelves near the overlook into the lower library floor. I can usually find the section I need but sometimes it's
hard. It took me a while to find the McLean area books last weekend. They seem generally
to be alphabetized but not always. Having said that, if I can't find anything on my own the
staff is always super helpful and efficient - top notch.

I utilize the books on CD more than anything else, as they are perfect for listening during
my commute. Thanks for keeping up with the latest books and bestsellers and having them
available on CD.

I would really love to see expanded story times/programs for preschoolers and younger
children.

* Personally, I would like to see better hours for the library - sometimes a 10 AM opening
time combined with a 5 PM closing time is not the best. * I would like to see more
biography-autobiography -- and updated ones instead of something that is ten or fifteen
years old. * I do not have small children but know the importance of books and reading -
and hope that all programs for children and books for children remains a high priority with
the system. * I do like the self service check outs - and the new option to have paperless
receipts sent to emails instead. Everything that can be done to conserve like this is a smart
choice!

I think the library is a basic, traditional library, i think in order to engage students outside
of the internet, the library needs to become more progressive and offer interactive learning
more formatted like a museum where you can inquiry and find interactions online. I have
discussed library structure with my children quite a bit especially after they read the book
Mr. Lemoncello’s library, while the fiction part of that is amazing, the core value of finding a
way for children to learn the importance of the library system is critical. Where a library is
an interaction and application instead of just books that can be overwhelming to search.
Thank you for considering feedback. Sally Burns

Book purchasing has decreased. The time between a book’s publication and its appearance
in the library has increased. Hold lists have lengthened. We need more copies of more
books, particularly popular ones and books by popular authors. Ebooks should be more
accessible. Anything I want to read (and I keep a list) I have to put a hold on. And then I
have to wait. You need to advocate for a bigger budget! (Not that you don’t, I’m sure. But
you need to have citizen input supporting the need for more funding.)

Stick to the core functions of a library! Remember you are not running a social program
and you are spending my money!

Please, for the sake of inclusion, add other "gender" options, or call it what it is "sex at
birth".

Excellent sources and details.

There are many day laborers outside of the Centreville library. Is there any way the library
could take actions to move them to a different location?

I use the library a lot and I think you provide excellent service. The people at the "help
desk" are so patient and helpful in 'waitlisting' books or getting them from other branches.
I occasionally use the Alexandria library on Duke St. also when you don't own a book I am looking for. Thank you.

I would like more downloadable books to Kindle and other tablets rather than the library relying on hardback and paperback books.

I have been a long time user of the Public Library, taught my kid to use the library for valuable resources. I still like to use the library resources and would still like to have real people onsite. As for my tax dollars, I don't know how much is invested so my answer was vague.

I am very satisfied with the services the library provides!

I'd be much happier to pay my late fines if they went to the library itself. Maybe FC could share? I always pay, but, you know. And I'd love longer hours. I do want to say, inter-library loan is great, and most people don't even realize it exists.

It would be great if Fairfax County Library could expand on educational online programs such as Lynda.com. I have moved from Florida, and Seminole County library provided that access. It has a variety of online educational materials t your fingertips.

Always enjoy visiting my local library

I love the library and don’t know what I would do without it.

Fairfax County Library is super! Great service! I love it!

I realize that public libraries have to "give the people what they want" in terms of popular fiction, self-help books, etc., but given that such materials are now widely available at low prices and Fairfax County is one of the most affluent counties in the nation, I would like to see more space devoted to works of literature, literary non-fiction, history and biography.

I like real paper books, and would like to see more current non-fiction and "literary fiction" available on the shelves. So much shelf space is filled with mysteries, romance, and other genre fiction; if you've read one Nora Roberts, Tom Clancy, or Robert Grisham, you've read them all!

I don't think you need to change anything about the library. It is great as it is, services and all.

Thank you for your continued efforts to meet the needs of county residents. You're doing a great job!

I think you need to severely beef up your childrens and youth services in your local libraries...While you seem to have a great selection of books in your branches, I am yet to discover a branch that has a dedicated children's librarian or even a children's library associate. There is no desk in the children's section where I can talk to a children's librarian. I have visited 3+ branches in the county and at best I have to leave the children's section to find a librarian. I have young children so this is beyond inconvenient to drag them out of the children's section with me just to ask a simple question. It also
communicates to me that you don't value children and youth services enough to properly staff that department. I also do not understand why I have to sign up online to attend a children's program at the library. I have often wanted to attend a class or story-time at the library with my children but have yet to be able to get in after living here almost 2 years! Because you can only sign up online, there is a group of moms that fill up all the slots within minutes of it being open online... This creates a system where a few of the same moms are in all the classes and the majority of patrons never is able to partake in the system. You should at least have the option to sign up with a librarian in person. This would ensure a wider variety of patrons from different ethnicities and social classes could partake in the children’s programs. Having even one dedicated childrens librarian in each library would also help with this as they could help with sign up questions and get a more diverse demographic in each children’s program. Over all I have often found the staff very unhelpful at your libraries as well. Usually by the time I drag my five children half way across the library to circulation or reference and find someone to ask a question, they often try to redirect me to a self-serve station or a computer. I often leave feeling like I am a burden to them.

I love the library. We get great value for our taxes, I read mostly fiction, and will often just stock up on books at the library sale, or even thrift shops, but I love having the library available for other things. I was surprised to see in the survey tax and social security help, I would attend other events for adults or seniors. Thanks for all you do!

I use and love your overdrive audiobook and kindle book services constantly! The only way they could be improved is by adding even more books, especially kindle books. Thanks for all your hard work. - Caitlin

I've heard that the library wants to move toward eliminating hard-copy books in favor of electronic versions, and to move toward just providing meeting spaces and conference rooms. I think both ideas are horrendous and great disservices to the community. Having some meeting spaces available for community service groups is good, but that shouldn't be the sole--or even primary--resource the library provides. As far as electronic books, I agree that the library should increase those holdings, considering the move toward e-readers in today's society. But how does that help those individuals and families who have low incomes and cannot afford electronic devices such as Nooks, Kindles, and iPads? Even reducing the number of hard-copy resources that are currently available at FCPL reduces the likelihood that these families will continue to make the effort to go to the library--what's the point, if what they want or need isn't available because the library moved everything to electronic copy? I grew up visiting our own library every Saturday morning, checking out (and reading) between 8 and 13 books every week; I was an extreme introvert, and those books were my refuge. I became a voracious reader with a knowledge of cultures and languages from around the world and am well-spoken and well-educated. I am now a very well-paid technical writer for an international company serving US Government agencies and am considered an expert in my field--all, I feel, as a result of those weekly trips to our library and the help and encouragement of our librarians. I am disheartened, discouraged, and just plain saddened to think that the library in one of the most affluent counties in the country would even THINK to restrict access to those invaluable assets to only those people with enough money to afford to buy electronic
readers. You may as well as rename yourself the "Fairfax County Private Library Club for Affluent Citizens".

I rated fiction as somewhat important. I actually think more classic fiction and other than best sellers are important. The latest summer reading is something the library does not need to waste much on but good fiction that has either evolved into series or been sifted through time is important. Second to fiction would be historical reading. My children are grown but still, anything that can get children reading, improving proficiency and thinking critically is perhaps most important of all. I grew up in Winchester and spent a lot of my childhood and teenage years reading through the stacks in the Handley Library.

Reston library is gross dirty & scary filled with homeless. I stopped going because I just did not feel safe with my son going to the bathroom.

Please remember to remain a library.

Prior to the initiation of the renovation at Pohick that was my primary branch. Now I visit Richard Byrd, Fairfax and Kings Park. Public libraries are critical in a democratic society. I would like to see some of the hours returned to pre-2008 (I think that's when you cut times). As a student growing up (not in Fairfax) the public library played a integral part in my education by providing a variety of reading materials, places to study and librarians who assisted with research. As a military spouse I have lived in many communities in the US and overseas. The library is always one of the first places I visit. I think that hours might be extended without huge additional cost through the recruitment, training and placement of volunteers.

My favorite part of the library system is the ease of placing books on hold to be picked up at my local branch. I also appreciate the ILL service. If I could make one change, I do wish the staff were more approachable. I am sure there are some library staff that enjoy their job, but the ones that I have dealt with at the City of Fairfax branch seem grumpy and act like they are bothered when I have asked them a question.

I Hope the libraries also offer many classes.

From the survey questions, it appears that you want to use tax dollars to offer new services that are not the responsibility of a Library. My answers "not interested" indicate where I feel the Library system is swinging off course. Please use the money you have to beef up the services currently offered, not reinventing the traditional function of a library which is to provide reading materials. Computers are a good investment but paying for download services goes into an area that is not a Library function. Giving away everything for free to people who do pay taxes is stealing from those who do fund the Library system. Thanks for asking...

I would like to see an expansion of the digital library offerings. Many times the book I am looking for is not offered digitally, or has so many holds I have to wait for months to get it. Otherwise, I am extremely satisfied with the Fairfax County Library. The process of getting books from other branches is extremely simple and easy to do.
It needs to be continually emphasized that the library is a tremendously valuable resource for the community. I sat in a meeting recently when a man commented that libraries were not really necessary anymore because everyone uses their on-line devices to read books. Several of us pointed out that a lot of people don’t have the financial resources to do that, and that he lives in an isolated world.

Bring back check out/loan of audio (music) CD’s! This used to be an option at a few of the Fairfax county library branches.

I love George Mason Library. Which there were more copies of popular books so I didn’t have to wait so long for books on hold.

You provide great value. I love FCPL. I take out paper books every 2 to 3 weeks, download audio books to listen to in the car and cutting the grass, get Inter-Library Loan books a few times a year.

My family loves the library! It was the first service we used when we moved to FX 12 years ago and we have loved to watch it grow. We enjoy the extensive collection of books/CDs/DVDs and have been actively using the extensive ebook and eaudiobook services as well. Keep up the good work!

It would be nice to have on-line access to proprietary journals so that I could print them out. I have this service through George Mason, but it is difficult to use and they keep changing the password. I do a not of research and I don’t believe the library carries the type of specialized journals that I need.

The online book borrowing has changed my life. I read so much more that I used to when I had to pay for books. Thank you.

Love the library!

I’d like the library to expand its collection of college-level courses on electronic media (by Great Courses, the Teaching Company, etc.). I see an increased problem with libraries being used as hang-outs for homeless people and others who seem not to be using the library as an educational facility. This is a difficult problem, but one the library will have to deal with.

love the library...and I believe there is still a need and a place for books...books...not e-books, but the sensory experience of holding, seeing, and smelling a book...turning the page...immersing oneself in a book...especially for the children who are so obsessed with media... programs like reading to a therapy dog are great especially for struggling readers...

I can’t imagine not having a public library. It has been a great service to me all my life.

I am completely satisfied with its timing and services.

Please adding time on Friday. Colsing time is too early.

I would really like to have more e-books available. Waiting lists are really long, and selections are limited. Adding more would not increase other expenses, like maintenance or personnel or additional equipment or space.
The software for finding books needs to use the amazon model: First locate the title, then list the formats available (Paper, audio book, e-book, video, etc). The current system is incredibly cumbersome.

Keep up the good work, I rarely go to library locations but I love your e and audio books. I was so happy when I suggested a book and after a couple of months later they brought it to the library. Thank you!

In the absence of any other community venues, the libraries have become community centers and safe havens for children and youth. This is fine; however, the library is still primarily a place for books and other reading media available for free for everyone--this is an amazing blessing that we all give to each other. The county should continue to provide and promote books and reading in all ways possible and should fully fund book and media acquisition. Let's fill the empty shelves and buy more new books--particularly non-fiction. Let the patrons know what is available and what is good through email and any other outreach. The de facto nature of the library as community/computer center and safe haven is also important, but this aspect of the library's new functions should be funded separately and also fully. The library has added to its functions and so should have added fiscal support from the citizens. All its functions are invaluable to the whole county. I think the head person at the library should be called the Head Librarian -- and librarians who have spent time and money to be educated in library science should be called librarians. This will not take away from their new roles as community managers, but will remind us that the library is a Library -- a place of books and reading and a true treasure for any civilization!

I really love the library! I was a volunteer as a teenager and I gained such valuable insight spending time in the library and learning from my librarians. As a worker bee who commutes to DC, it's now often difficult for me to go to the library after work because I usually get home around 7:30 - 8, and I am exhausted by then. However, the ease of finding information, books, and services, is so easy that even I have no excuse. The online e-book rentals have helped me read several more books this year than ever before!

I think there should be a book drop off at Fairfax Regional Library in both parking levels. I often have books that are heavy --for me--to take out and return and must carry them to the elevator. I don't think the librarians (staff) are particularly friendly at FRL and are often talking together rather than looking to see if they can help a client. In fact, this was the same at Geo Mason Reg. library when I went there. On the other hand a male reference librarian did help me beyond my expectations recently to find a periodical and when I was trying to zerox it showed me that he could send the article to me via email. It was a revealing experience.. I love the library system and think it is vital to our community; I just don't get the feeling of belonging as I did earlier. The leftover books at FRL are priced too high for daily sale. Note when they were .50 how fast they sold. I always support the book sales for better prices.

The library seems to have multiple copies of every trash book published, such as Patricia Cornwall and similar pooring written works. Although I was a frequent user of the library and mostly purchase the books that I want or need, as the library has them. Asian fiction is
largely nonexistent and the shelves and the wait time for new books is very long. Also, the noise level in the libraries continues to be way beyond acceptable levels.

I love the on-line services especially searching for and reserving books and then having them pulled for me with easy pick-up near the check-out desk. I very much like the email reminders that books are due, that reserved books are available for pick-up, the ability to place a hold on a book on line and to set the date I will be ready for it (hold suspension feature), seeing where my hold is in the reserved book queue, the on-line renewal service, and the self-check out feature at the front desk. So many features to love nowadays. The library has become so much more versatile in its rapid on-line services than when I first started using FFX City library some 35 years ago.

I love listening to audiobooks as it leaves my hands free to do other things. I also enjoy ebooks but think it’s very important to have real books available, especially for non fiction and anything that includes pictures. Children, especially, need real books. If they aren’t brought up with real books, it will just add to their nano second attention span syndromes and the attitude that everything is ether, somehow not quite real and disposable. For the elderly or sight impaired, audiobooks and ebooks are a boon, as the font size can be adjusted to suit, access doesn’t require a physical trip. However, a access and familiarity with the technology needed is necessary. Perhaps a greater effort can be made to reach them. Our population includes greater diversity than ever. I’ve noticed foreign language books at my branch. That’s wonderful! What can we do to make this population assimilate more easily, become more knowledgeable with American history, especially our founding values, and more confident English speakers? I certainly don’t have all the answers but feeling accepted, valued and included are key to lowering cultural barriers, I think. I highly value our public libraries and feel they are an indispensable part of our government services. Thank you for making it easy to share my opinions.

All my dealings with library personnel has been positive, they’ve always gone out of their way to assist me when I’ve been there.

I believe that public libraries could be in danger of disappearing in this age of technology and tablets. DO NOT LET THIS HAPPEN! Libraries are a solid and steady rock that communities can anchor to. Let’s keep our libraries strong!

Please expand hours. Please levy a special tax if you have to, but provide and continue to provide a top notch library system.

I found there is book section for Korean. Could you please consider another book section for Chinese? There is a good amount of Chinese lived in Fairfax county, and we would appreciate if we can borrow Chinese books from the public library, especially for older people. I know the public library in Arlington has a book section for Chinese, but they have much smaller population of Chinese living there.

I love FCPL! It is one of the best library systems I’ve seen. I’d like more e-books, please. Sometimes only one or two titles by an author, even within a series, are available. I’d also like to be able to get new books in electronic format sooner. As someone with aging eyes, I find e-books easier to read as the day wears on. The ability to adjust the size of the type is
important to me. I rarely read hardcopy books any more, even though I love the feel of "real" books.

There was a time that the Fairfax city library was not open hours when it should be open, thankfully they have changed that policy.

I think technology is great, but I think the library should focus on books, reading, and providing an environment for good ideas to be shared. I feel this survey focuses too much on adding additional elements to the library that would only hinder it's mission. Adding more technology, streaming music and video will only encourage consumption of popular culture which is often very superficial and provides very little added benefit in terms of depth of thought. I think not just consumption, but also a medium for expression and sharing of ideas through book studies and other affinity groups (i.e. Harry Potter fans, Star wars fans, Sci-Fi club, latest in homebuilding strategies, Job seeker mentoring, homemakers, etc.) would be a better use of your money and energy. Because of the rise of social media, we may be more connected than ever, but we are also more isolated than ever. The library provides a solution to that and that is community. It is a physical space that a great diversity of people use. It would be great to have meetings that would encourage the community rather than adding elements that would isolate people even more. I use the Reston library often and see the over burden of that facility through the homeless shelter next door. It was a great idea to combine a public space to share with the less fortunate, but instead of a place where people look for jobs, exchange ideas and read, I mainly see the patrons using it for the free wifi to watch movies, a place to take a nap, use the bathrooms (which are nasty). Rarely do I see the patrons exchanging with other patrons great ideas. Instead it is being used as a free space to loiter until the homeless shelter open their doors again. It truly is a shame to see the burden this particular facility has to bear. I truly think the library needs a mission that enhances community through actual relationships through personal face to face encounters rather than increasing impersonal technology.

Good job! I love the library!

Free Library services are critical to a functioning democracy. I would rather raise taxes than cut Library hours and services.

Forget computer technology, internet, and wifi. Focus on *hard copies* of books.

The Fairfax City Library is the only one we use. I have found the staff to be extremely helpful, friendly and good representatives of the Library system. As an older user, I am not familiar with many of the technical services provided. We simply just check out books and have little need for other things, but I feel the library should be a "welcome home" to many people who need help in many of the services. I am a former teacher, and would consider helping with homework or adult literacy. Thank you for all you do. Going to the library is a treat most days. I do wish more of the customers were more aware of being quiet, respectful of others, behaving properly, and just treating the library as a special place to be.

Would love to see more Kindle books offered, especially best sellers.
My husband and I love the library! It is a part of our very existence—we love to read everything! We love the quiet atmosphere to explore all types of learning experiences it offers and share that feeling with our five grandchildren.

The problem with library services is the lack of monetary resources provided by the county. It's almost oxymoronic that money to the library is cut at the same time that many people's own budgets are constrained. However, I don't think that the library needs to or should provide all resources (e.g., unemployment help), as I personally feel that some of those functions would be better provided by other local/federal governmental agencies.

I love my library!

It is good to see that the library is considering ideas for how to evolve with the technology and needs of the times.

The genealogy collection and Virginiana is first-rate.

I wish the library had more books! Most of the books (fiction and non-) that I search for are not stocked in any FCPL, physical or e-book.

I like that the Library accepts used books. Sometimes when I've been in the Geo Mason Library it seemed noisy to me. I hope that Libraries never go away. Thank you for being there. Kay Burrus

More audible. Less wait time.

Stupid survey. 9-Strongly Agree to 1-Strongly Disagree rating system would have made more sense. The public libraries, nationwide, need to suggest a viable model to publishers to make more eBooks available to readers (think iTunes for music). The catalogues for hard copy and eBooks should be merged.

More performing arts books are needed—especially plays for play reading groups.

None.

More foreign language books in French/German would be appreciated in the catalogue. More adult/teen programs geared to stem subjects. We use many of those in DC (e.g., 3D printing) because our library seems more geared to crafts and ESL.

I would like to have libraries integrated more into the community. Similar to Fairfax and Oakton.

I love our libraries! They are clean, bright, and a pleasure to spend a few hours in. Thank you for recognizing how important it is for knowledge to be accessible to everyone.

Of all the things I value in the public library, most important to me are the parts of the collection that represent esoteric topics, unusual materials, references not available online, and...most of all...material for children to get them into reading and keep their attention.
Please keep the library open for longer hours - City of Fairfax library doesn't open until 1 pm on the weekend (half the day is already gone!). WE LOVE THE LIBRARY. It is a wonderful place that fosters a positive reflective energy in children (a service not provided by any other public or private institution).

I love the library. I used to go there a lot as a kid. Now, with things changing, people use the library online (e.g., I d/l books to my kindle to read). I hope they can have more e-books available, including best sellers and biographies. The library is a nice, quiet place for folks to go to that includes great community events and also allows help with literacy and related educational activities/other activities (e.g., job fairs/recruiting efforts). I hope it can expand like other libraries to include movies, books, etc...as I know, for example, the seattle library had started, I think with hoopla. It's a great resource and place to go and allows for folks to use certain resources (e.g., microfiche), etc.. or access journals that are good for research. thanks!

because of lack of activities, my baby can t go to the library. there is not any activities that make the baby don t get bored and learn sth. however, some libraries in alexandria make a lot of activities for babies . they have room when they can play and read books and I remember at 11am the staff make some activities to make the baby smile and be happy. the mom feel happy when her or his baby smile. fairfax library doesnt have this option when hich i found bizzar and weird in such big city doesn t have any . i feel bored and lonely with my boy . i wish this survey can help me to provide service for resident of fairfax including my self.

More online resources for audiobooks and ebooks.

For my needs, the Fairfax County Public Library system does a wonderful job. The Library web site is quite easy to navigate. There are helpful suggestions for books. The search function for titles/authors is straightforward. Great job and "Kudos" to the Library staff!

Regarding question #12, I answered "somewhat," but in fact my answer would have been "I don't know," if that had been an option. I have no way of knowing if the Co. is using the tax dollars to the best of its ability, etc. I am a university professor and mother of a 9-year-old son. I am very traditional when it comes to "media/screen time," so the library and the availability of good children's books - actual books, not e-books - is VERY important to me. We visit George Mason every few weeks and sign out approx. 15 books for my son, who reads only actual books (not e-books). Since screens are so pervasive (tv, tablets/ipads, cellphones, etc.), I do what I can to minimize my son's exposure to screens, hence my strong preference for actual, paper/hard cover books. Looking into the future, I truly hope that the public library system will continue to prioritize actual books over e-books, and continue to make actual books available. As far as I am concerned, nothing will every replace an actual book. The importance of the tactile experience in holding a book, instead of an electronic object that gets warm and emits radiation, not to mention the effect on vision and other potential side-effects of such devices that have yet to be determined. BTW I'm only 46, is that too young to be this traditional? ;-) Thank you.

Compare Fairfax with some of the neighboring jurisdictions' libraries, such as Falls Church and Alexandria. Why are their holdings and services better? Why are they generally
considered better libraries, both by librarians and by users? Study your neighbors for ways to improve.

Technology related books seem to be lagging behind times.

We love the used books exchange sessions in the Fall & Spring.

The George Mason Regional Library is a superior Library providing a balanced array of print and online resources. The staff is courteous and well trained. I consider it the best regional library I have seen in the area. The book donation and sale program is also tremendously valuable. Please don't fall into the trap of reducing your print resources just because electronic media is on the rise. There is nothing like a 3 diminutional good book!! If anything, put more money into print resources!!!

I am only occasional user of the library, which is a pity, because i used to love libraries. As a child, I thought they were the best thing ever and spent many happy hours in them. My answers then are ambivalent at best because i am not a frequent user and so don't know where your customer base, as it were, lies. I suspect that it is older adults, which is tricky, because I think they are the people you least need to reach. They are people like me who the habit of library use was ingrained early. And so they will continue to use. But perhaps my supposition is not true. I am not ambivalent however about the fact that all studies show that literacy is key to achievement. That is why I think the strongest focus should be first on child literacy, because it is easier to achieve and has the greatest potential for return. Libraries are built around reading, and that’s where they should stick. I get however that computer literacy, coding etc., may be the next literacy and could be the next level of service offered but there is also limited funding. Libraries can’t be all things to all people. Maker spaces are cool, but let them evolve on their own. People need help applying for jobs, but let that happen at places adapted for that skill rather than the library.

Great service to our County residents, young and old. Thank you.

With the budget cuts the library hours were cut dramatically. The library is a vital community resource and it my opinion reinstating the previous hours of availability are the number one priority!

I believe the library system is one of the most valuable assets we have in Fairfax County. It benefits everyone in the community.

The cleanliness of library materials is of concern. We have returned books or declined to check them out because of cleanliness concerns.

Thank you.

I tend to sign out books on biographies, gardening, cookbooks, and health-related books and use the reference books in the library. So many of the books on gardening and cooking are old. It would be interesting to see if anyone ever signs them out, and if not, sell them and replace them with more up-to-date publications. I love the genealogy classes and Late Night in the Virginia. Please continue them. I attend all of them at Burke Centre Library and City of Fairfax Regional Library classes, and I always learn new information.
Thank you

Would be lost without the library.

I truly appreciate the extended hours of my local branch. My main interest for areas of improvement include a quicker availability for popular books. I often have to wait several months for a book on hold to become available. More books in the eBook category would alleviate some of this wait time, and I would definitely use that version.

Keep up the good work.

Keep real books as the priority. Add electronic if you want to, but not at the expense of actual books that people can hold.

I think the library itself is great. It’s just the website that’s terrible. My opinion is shared by my web developer husband.

The system meets my needs, and the staff have always been very helpful.

The search function for children’s books on the online catalog is TERRIBLE! It would be very helpful to have a way to search specifically for children’s books, and to filter by age and by DRA level. Amazon and Scholastic are good examples. The downloadable book system is terribly confusing -- I felt like I was getting bumped from system to system. The online waiting list for a book was impossible also. I gave up. If digital books are the way of the future, then we need to do a better job of this. We recommend you open a cafe to raise money. (Nothing better than a book and a cup of coffee or tea!) A better indoor space for children at Reston Library would be wonderful as well.

I have worked in several regional libraries over time and when I moved to Fairfax City, I was so happy to find this beautiful, expertly run library. My hat is off to them!

It might be useful if the libraries extended their hours particularly for students needing a place to study, for example, open from 8 am to 12 pm. Perhaps the part of the library used for study and internet access could be open 24 hours a day.

The Supervisors are making a huge mistake not funding the FCPL system appropriately. The administration of the PCPL is terrible and should be replaced with library heroes who support MLS librarians and abolish the current policy of reducing our book collection. The loss of volume of books is shocking and tragic. Please Trustees, change this terrible situation and support the only vehicle most of us have for lifelong learning. We do NOT need maker spaces or community meeting spaces in our libraries. With limited space and budget, we must concentrate on education and enrichment. The Rec dept should pick up the other needs if they deem them valuable.

Extend the library hours to midnight everyday.

Fairfax County Public Library system is a gem. I am grateful for such a wonderful library system.

We love our local library!
I know that the Arlington libraries offer Lynda.com access to residents. Could it be also possible to offer something similar to Fairfax residents? Lynda.com is a fantastic tool that offers not only tech training but also management, human resources, and other professional skills. I’ve also found that several books I have looked for are not in the libraries or in ebook format. Do you have a plan to include more books into the libraries shelves? (maybe a loan program with Amazon?) One of the books I was referring to are: Designing Brand Identity: An Essential Guide for the Whole Branding Team, 4th Edition; it is very important to have the most current version of tech books since technology evolves very quickly. Thank you.

The FCPL provides critical services to our community and is a resource that needs to be continually invested in. The interlibrary loan service means that I can usually get my hands on a copy of a book I want from somewhere within the county. The e resources available through Overdrive are also an important part of the collection. I appreciate that sometimes books I want that are probably less popular are at least available through Overdrive. I would advocate updating the website/catalog interface as it feels very utilitarian, dated, and clumsy.

I rely on the Library for books that I want to read but cannot pay for...

While I wrote that I did not think the collections needed beefing up, I do think it is important to continue to offer and update printed material. I just think FCPL has a very good collection. Serving this diverse population with the resources at hand, and all the competing needs, is a daunting task. I think FCPL does a very good job. There is no doubt in my mind, however, that if we are to build a future that values literacy, education, and citizen participation by all segments of the community, the library is a key component for reaching out to our immigrant neighbors. I do not know if Fairfax County faces what DC libraries do in becoming a draw for the homeless. While job search services are essential, the task of serving that population needs to fall on other social service agencies better equipped to assist them.

The county should have an alternate destination with similar facilities for the homeless. I’m sure I’m not the only one who will comment on this. Everything is great with the library per my survey. However hand sanitizer near the computer work stations and routine cleaning of the keyboards would be great. Too often I have come in and witnessed homeless people web surfing all day and sleeping in chairs etc. as if it were a warm shelter with long hours. I think a better strategy if a different location or room cannot be designated is to have everyone accountable for why they are there and provide assistance for resume building, job or housing search. Otherwise such loitering will continue in all libraries and will contribute to negative behaviors. I have heard of isolated incidents of petty larceny and spreading of germs. Definitely a deterrence to parents from bringing in their kids to enjoy what a library was meant to offer.

The library is an excellent service, and I am very proud of it. However, sometimes it’s treated as a luxury, so it is funded and supported accordingly. That is very wrong: the library provides *essential* services and should be funded accordingly, and properly staffed with trained individuals. Librarians are specially trained with vital skills, so don’t staff the library with improperly trained staff who are merely human "search engines."
library is a community center and should be treated as such. Give the public access to excellent services and products, and you'll have a well-educated population, which in turn benefits the government. Thank you!

Need more copies of e-books.

It would be helpful to have microfilm readers in more branches. Not everything is online.

Library provides an outstanding service. Its employees and volunteers are friendly and knowledgeable.

Do not scale back on services. Library is most important for members of the community of all ages and ethnic heritages.

I encourage continuing to invest in hard copy and CD/DVD audio books to meet the overall need of the local reading community, especially for newly published works.

I don't see anything here that addresses keeping the library a safe place for children and adults. I have seen grown men relieving themselves outside in the parking lot and when i reported it the staff did not seem surprised.

Need more audio books on CD for the older generation to play in their cars and at home.

I don't like that tutors teach their students in the library. The constant conversation between tutor & student is extremely annoying. I wish libraries were more quite so we can study or read without getting bothered by noise. Tutors should use their home unless they provide the service for free.

Oakton Library is an awesome place. I don`t use the library regularly because I am a graduate student and I use GMU library. However, my 16 year old daughter loves it. Once or twice a week she asks me to take her there to study since she believes that it is a better place that our own home to concentrate on her academic work. The place is very cozy and the staff is extremely gentle and helpful.

I don't know how costly it is to have downloadable books and how many you are able to obtain along with the hard copy of the books. I don't know if that would help with the wait time for books. I prefer the hard copy but if downloadable is easier for you to obtain then I would probably use that alternative when needed.

I really enjoy the meditation classes offered.

Better, more, or easier access to e-books. And wider selection of same. Search engine for books and other materials could be better.

I wouldn't change much. The library is very good as is. Maintain the same hours and service-that is the most important thing.

The libraries provide a very important service to the community!!!
I indicated that I didn’t think it was necessary to expand or enhance services because I think the library system has a great offering of services now.

Our family of 6 has used the libraries (GM, Woodrow Wilson and TJ) regularly for the past 15 years and have been so very thankful for the resources that the library makes available to us. Books, online books, videos, computer time, and programs have all helped to enrich the lives of our four children as they have progressed through their school years. Thank you!

I think the library is an excellent place and uses its limited resources well. I spent more time there when our daughters were younger. I continue to read avidly but there are other places to get books when I want them.

Great library

I would love to see reading programs for kids to help get young readers (K-3rd grade) interested and engaged in reading. Possibilities could include partnership with local elementary schools for after school or before school reading groups, or specialized reading groups for particular interest and reading levels. The library is a very cold and intimidating place especially for children; I would love to see programs that reach out to get my kids excited about reading and asking to go to the library even if it is a bookmobile that stops at the schools over the summer (after work hours) so the kids can have more access to books.

Increase your Kindle ebook choices.

1) Bottom Line: the Library is primarily about the books. Not the computers, not the ebooks. Books. 2) The one thing that isn’t done well is magazines. At some point I need to talk with the info desk about it, but hardcopy magazines are key. 3) Do not diffuse funding by over-obligating funds outside the core mission of being a repository for reading material. 4) It would be good if the library website did not time out quite so quickly.

I have used Fairfax County libraries since childhood and believe they are a valuable and necessary service to the public.

I get the feeling that the Fairfax County public officials don’t really care whether the county library is a first rate library. As one of the wealthiest counties in the country, our library system should be one of the best. It's disappointing to read that I can go to a DC library and use a 3D printer, but nothing similar is available in Fairfax. All I read about the Fairfax Library is that officials want to cut back funding, staff and hours. Very sad.

I have been going to the library since I was in elementary school, it has been a great source of joy for me to have access to so many books for free. I still like holding a book in my hands and haven’t made the transition to iBook readers (at least not yet). The library is a wonderful resource, for so many, for so many different reasons. So thank you for being there for all of us readers.

I hope going forward that the BOS does not continue to reduce the FCPL’s budget. We have a fantastic system and it should not be reduced or diminished. What I find most frustrating about using FCPL branches is the frequency of hours changes you have to deal with. I do
not blame the FCPL for this as I know these changes are a direct result of the FCPL having its budget cut year after year.

Fairfax County Public libraries do a a great job with the staff and budget they have I think. Every time I go to the library, I'm glad there are many people there. I think many people don't realize the broad range of services and resources available. I wish I had more time to spend there and read!!!

Maybe the library can have an annual picnic and invite members to bring pot-luck dishes - Annandale. The Annandale branch needs more computer stations. So far the library has done a great job of it but I think with more and more people out of work, homelessness on the right, computer usage has gone way up.

Please sometimes more people for take time on shows : kids activities, English adult programs, volunteering, etc

I would like to see the library offering more programs and a bigger variety of programs. I would like to see the library advertise the programs it offers more effectively and in general communicate better with the community. The county website is really subpar. I subscribe to a library newsletter about family events and it is not very helpful. I think it would be much more useful to have newsletters that are specific to areas of the county because Fairfax County is a big place, and an event in Mount Vernon or Herndon has zero relevance to someone in the Annandale/Falls Church area. It is also extremely annoying that the newsletter often says "various locations" and then you have to click on a link to find out that none of the various locations are anywhere near you.

I’d love for the library to have more videos of British mysteries and American television shows.

MORE E-books as soon as they are published.

The types of books being purchased by the library are appalling. Most, if not all, of these books are based on pop culture issue that contain no substance and have no long lasting value to the reader. Furthermore, the books devoted to academic material (by subject, either science, art, music, history, etc) is reduced to a collection of "How to" guides and children's fact books. While these fact books are a good way for children to be introduced to a topic, there are little to no resources for available for teens or adults on other academic topics. Use your tax dollars to buy books a library should have: books to expand knowledge and promote learning. The library should be a place of learning, not a homeless shelter, a daycare, or a media hub.

The library has offered all of these machines that are a pain to use. They are trying to get rid of people to help patrons. The books are in bad shape and it is impossible to get popular books. The books on tape are always scratched and don't work right. It is obvious that the budget for the library has been cut and the people working there can barely help people. The machine to take fines is hard to use. I don't use any other services in Fairfax County, so the library is important and I want to be able to get good service there.
The library is a half-hour walk or a brief bus ride, so it is reasonably close enough. I do like the quiet study room but I have objections to the security systems that limit the access to my mail and correspondence. I already have a personal library and would not bother with the library if I had access to the internet at my residence. Perhaps a reasonable fee for full access would benefit both the library and myself. I do not approve of government restriction or limitations on information or entertainment from the internet. However I understand the necessity for the government to protect the country, but there has to be a line drawn somewhere to prevent oppression. If I am accessing material that is suspicious and potentially dangerous to a peaceful society, do what you have to do. But, if I am accessing material for my own personal entertainment that does not involve any interaction with others and is not dangerous to anyone including myself, keep the f**k out of my life.

I love the library and love the helpful staff.

The library is invaluable. One of my most memorable moments was reaching the age of six and being allowed to have my own library card. I remember my mother lifting me up to sit on the very high desk so I could sign my name. The card was my most precious possession. I walked past the library every day on my way home from school and stopped there probably twice a week. I was allowed to sit in the grown-up reading/studying area because I was very quiet although the chairs were awfully big. Every community needs a library. Every child needs a library where she can feel safe and learn and grow and explore. I would not be who I am without a library.

I love to read and the library provides me with all the material I need for my pleasure. Thank you so very much to all the personnel and the county of Fairfax for providing such fantastic service.

Any emotion aside, Full appreciation of interlibrary loan service offered by library for the researchers. I commend the stuff for help and diligence.

I think the FCPL is doing about as well as citizens can expect at the current (insufficient) level of resources provided by the county’s annual budget levels. Given other budgetary pressures, primarily in the area of the school systems, this situation is unlikely to improve. If this is so, I believe that the FCPL should focus on core responsibilities of making media of all types for citizen use. Additional functions, regardless of popularity, should be reduced to fit the budget, and the kinds of frill additions noted earlier in this survey should not be undertaken. If the popular demand for additional services is great enough, it must be directed at the County Board of Supervisors for the necessary resources. Additionally, the last strategic plan was striking in demonstrating that personnel costs were the overwhelming consumers of the FCPL annual budget. Consequently, that must be the principal area of your review. Library personnel resources must focus on core responsibilities (above) and in addition to avoiding investment in frill activities, FCPL should stop supplementing the county school system that has reduced its own core missions in educational library resources and other noncurricular tasks (e.g., homework help). You are doing someone else’s job, and you can’t afford it. Thanks for the opportunity to voice my views through this survey vehicle.
More graphic novels, please!

Please don’t cut hours or staffing! We need to keep skilled librarians in our libraries!

One of the main problems I have had with the library is using the internet to select and renew books. I have a password, but for some reason which I do not know it will not work for me. That is part of the reason I have not been to the library for a while. I would like to be able to look things up and have my password work. That way I would be able to use the library more.

None at this time

I understand that the county cannot fund the library the way I might want within the county budget. This is a small part of a much bigger set of funding trade offs. I would like to see the library post (maybe on a website) a list of optional addition service that outside donors can choose to fund and thus assure are provided. These might include: - some of the ideas talked about in the survey - funding the purchase of specific books to add to either the print or online collections. i.e. I ready books 1-4 in a series and I buy #5 for the library so I can read it ... and maybe get to be the first to reserve it. I really don’t need to own the book in the end. - I can fund longer hours on weekends for my local branch to be open ... maybe I get the local PTA or HOA to fund raise for that goal and provide volunteers to help staff some of the needs. We need to enable local activists to be active. Right now the funding path to this system is by way of so many diffuse channels that individuals can have no impact that they can see. I don’t want individuals to take over the system but to be able to add to it where they see a need in a coordinated fashion. I also don’t want the county to dump the funding load over to individual donors. It should pay the core costs of the service.

Quiet please! Re-establish the principal that the library is a place to hush. Especially the staff! Better restrooms. C’mon, add paper towels. The ONE hand dryer (Oakton and Vienna) is noisy and barely works. More and regular hours. Say 10-8 M-Th, 10-6 Friday/Saturday, 1-6 Sunday. Yes the branches should be open on Sunday. The regional libraries are a zoo on Sunday. Upgrade the computers. They are hopelessly slow and don’t keep up with technology versions. Have a separate room for computer tutoring and the many users who require constant noisy handholding. OR, get rid of the computers altogether in the library, or move them to a separate technology location with decent computers and tech-savvy staff. Rebuild Vienna Library. It’s a disgrace. Sorry, but get the homeless etc. out, especially Fairfax City Regional library. And/or add a usage time limit (just like city parking spaces) and add security guards to enforce it.

Really enjoy the visiting educational seminars or animals or book readings for kids.

The library has always represented a good resource point, but I have seen it begin to diminish over the years as the economy went down. We need to bring it back to that level of valuable resource option for children and adult alike, regardless of the fact that technology and the digital age is taking over. People still need their library services. Thank you.

Keep up the good work!! Fairfax libraries are a pleasure to visit.
I am a strong library supporter -- I believe public libraries provide invaluable services, and I am in favor of increased funding to allow FCPL to continue providing their many services.

Offering books, CD, and DVD in Arabic language.

A resource-laden, well-funded, active library system is an integral part of civilized society, both historically and into the future. The FCPL can be a significant player in the lives of county residents, and serves as an important role model in the whole DMV area as well as the rest of the state. "Books" (printed, digital, "e" etc.) will continue to be relevant, and the need for accessible information will expand.

It'd be nice if you changed the website so that it was possible to open multiple tabs at once from a book search. Example: If I wanted to search for Lois McMaster Bujold the author since I was interested in checking out multiple books of hers, presently I'd have to search the name, open information on a book, write down the call number, then go back to the search to find more books. It'd be more convenient to be able to open tabs on multiple books at once, write down the numbers all at once, and then close everything. Also research relevant: if searching World War 2, for instance, I could open tabs with all the books that looked interesting and then exit out of any tabs for books I decided I didn't want to check out, instead of having a confusing paper covered in numbers.

Thank you for the services you provide our county residents!

I feel that the tax dollars used for the library are a very important part of our community and society as a whole. People take for granted all of the wonderful services the library provides at NO COST except for a few dollars per household per year in much needed tax revenue. I am a strong supporter of paying taxes for the benefit of my community and my nation.

The Fairfax County library is one of the most valuable public services offered by the county.

I feel the Fairfax County Library System is one of the best in the area.

I put many "I don't know" answers on this survey because I do not have children and I mostly used the library for historical research purposes, e.g. Ancestry.com and other local references and history books. I also frequently use the Virginia Room in the Fairfax City Library to access its microfilm and other historical references there. Overall, I think libraries are invaluable to the public.

Library available for small group meetings excellent. AARP can be available during tax period for residents.

Please offer better WiFi

I believe Libraries are so important for our communities. They offer a wealth of knowledge to ALL. Thank you for the good work you do.

Overall, the library staff and services are great. However, I find the website too cumbersome, and therefore rarely download ebooks or reserve books online, even though
that would be my preferred way of doing business. A UX redesign could make a huge difference.

Combine E-Books and Physical books on the website. In the DC system, you can search the catalog and see you digital and physical holds on one page and one account.

I love the library at George Mason in Annandale and all it has to offer!

Please more kids programs and activities

The Fairfax Library is a tremendous resource for me. I use it all the time and want to commend the library for its excellence.

None.

Though offsite services would be convenient, visiting the library is still a wonderful experience. Children should be encouraged to read as soon as they can hold a book. Reading opens the world.

I think the FPCL does a great job. It should continue to expand its ebook and audio book downloads

The Libraries are a valuable asset to our county and should be treated as such, not as an expense. They are as valuable as they are available. It cuts reduces their availability, it becomes a self-defeating cycle. For operating hours, in my opinion, they should focus on being open on weekends and evenings.

Have no complaints at all..excellent workers and great variety of books. Reminders of books due is wonderful!

The Library is a keystone in a well educated public and cultured public.

Enjoyed every visit

More e-books!

I rely on the library for most all of my books. I'm not a fan of books on line, as I still like the "holdable" kind. I would like to see more informative programs for seniors.

The only reason I indicated "somewhat agree" rather than "completely agree" for "Fairfax County Public Library does all it can to offer services and resources that residents need" is that I think the libraries could do more with its budget restored to pre-recession levels. I do completely agree that the library is doing all it can with its current budget.

This is just my concern...... George Mason stopped offering CDs for the Miss Julia books by Ann B. Ross. I requested they be ordered but so far no luck. I know you can’t please everyone!

I am an avid reader and learner so obviously the library system cannot accommodate all of my interests and needs; however, what you do provide helps me save money because there
is a lot I can get through the system. I don't mind paying taxes as much because there is so much I get out of the Fairfax library system - not to mention the wonderful temporary space you have set up for the Tysons-Pimmit branch (so personal and private). Also, I appreciate that you allow the MicNova model investment club to meet every month.

The library is starved for resources. Upkeep, service, staff quality, imagination have all suffered. I understand why money has been tight, but there has been a notable lack of leadership and vision. Patrons are expected to be satisfied with smaller staffs, fewer open hours, less interaction with professionals. When is the last time a librarian had time to engage patrons and recommend reading on a casual basis? Automatic check-out is well and good, but the librarian used to see what I was checking out, and could suggest other authors I might enjoy. Now it's just do your own thing. And if you don't know how to do something new, well, it's not our responsibility. We just process "material." Before I retired, my job required that I keep up with new software and IT developments. Now, I am feeling increasingly left behind. I suspect other older folks might be in the same boat. What about offering informal courses to address those issues? I've been reading ebooks for some years, but the recent upgrade of Overdrive has left me unable to download my books. I can still read through my browser, but what do I do without wifi access? I've been told by some at the library that they are not supposed to trouble-shoot my iPad, but it is how I access much of the FCPL content. You seem to promote this. Where should I go for support? The library supposedly pays lots of money for access to databases. Are these searched by search engines? If not, how are patrons supposed to access this information? Is there training in use of these resources? Different FCPL branches have very different needs. There is a huge difference in the patrons I encounter at Thomas Jefferson Library and George Mason Library, both of which I use. George Mason seems heavily staffed, but staff at TJ are thin on the ground. TJ patrons seem like they could benefit from more help, especially when they are short-staffed because of turnover.

Fairfax County libraries are a great resource. My children were active users of the library when they were younger and it helped them develop into great students and readers. I am now using the library as an older resident and appreciate the offerings and pleasant environment. The desire to make the libraries into a larger community service center is an idea that I support.

I wish the County powers that be would recognize the importance of Libraries to the community at large.

While I primarily use the library for books and reference materials I do recognize the strong need to provide the community with a safe, welcoming place for people to learn to read, for internet access and computer use and for tutoring. I do believe the Reston branch does the best it can with the resources and budget it has. Is the key to more funding educating the public on all of the things beyond books that the library is? Despite all the time I spent in the library growing up and as a young adult I never realized how much more the library is than books. I see it very clearly now. It is a community center. That said, please, please don't reduce the number of books added to the system each year. It feels as though the number of new books has decreased in recent years. I would rather see the books increased than technology added.
Learning foreign language workshops would be beneficial. Something for English speakers who are trying to learn Spanish, French, German, etc.

I have used ebooks through the library several times in the past and have enjoyed that. With a busy schedule it makes it possible to read a book (a few pages at a time). I have inquired about a 3D printer. I was told that in the next few months you might buy/rent one and bring it around to each facility for a few days to a week to gauge interest. I would recommend sending out emails letting people know when it will be available and when. If you decide to only get a printer for a couple of locations, you could have people send in their files online, have a library employee print out the object and then send it out to the location of their choice (just like requesting a book from another library). For most people this would be a hobby type usage so taking a couple of days to get their print wouldn't be that big a deal.

I'm still annoyed at the incident of throwing away books. Fairfax has a very good library system from what I've seen, but since then I'm not sure who's running the library and what the philosophy of collection and weeding are, and how you're serving various sectors of the community. Perhaps you need to discuss that in an email or newsletter. I wasn't able to attend any of the public sessions. I don't hear about the library system much, and don't use it much since my son graduated from high school a year or so ago. I tend to think of public library systems mostly serving children, retired, immigrants, etc.

A one-size/approach, etc fits-all mentality will not serve the needs of the public. There needs to be an acknowledgement that their are varying economic and ethnic populations, thus different patron needs among/between branches. Those factors change over time, so a periodic reassessment will be needed. Need to focus on maintaining staff expertise. Yes, one can google a topic - the trick is recognizing the good/ true from the drek. A trained information specialist is critical in helping and teaching.

Seriously try to expand the eBook selection - it would be a space-effective way for you to increase the number of books you have available. I read on my long commute on my phone using Overdrive, because it's not convenient to lug around a 500pg novel with me (it's also especially easy to damage the book by lugging it around). The more eBooks you have available the better.

Library's are so important for our communities. I fully support our library's and my only complaint are the hours. I like having staff available and think it's vital, we can't loose people contact and replace everything with self-serve. There's a need for some self-serve but I hope we don't get carried away with it.

It is good the library wants to do more to help more people, we need to be sure we are using our resources wisely. The library should not duplicate services that can be obtained elsewhere.

I look forward to the reopening of the Pohick branch, however the availability of parking at the Burke Center branch has been very welcome in the interim.

Catering to communities that are big in the area like military families and homeschoolers is another way to target your untapped audiences.

FCPL Online Survey 2016, Open End Comments
I'm mostly interested in children's and nonfiction/hobby at the moment. I'm probably not a good representative of what the general pop. might want in terms of technology. Not sure what a children's playaway is, so not sure about my answer to that question. I know of other libraries (not in this area) that have things like train tables/hand puppets with a theatre, etc. for kids. Might be something to consider, although my 3 pre-K kiddos are happy to go to George Mason multiple times a week even without!

Some of the services you listed previously, such as applying for health insurance/Social Security are valuable for some cohorts, I just find it odd that they would be considered library services. Information dissemination about the services I could understand, but seems like there should be a line somewhere.

I love the Library. Fairfax County provides excellent library services to it's Citizens. Thank you.

I value and use the library often. I see how much my community uses the library.............it is an amazing place where diverse people come together and many different things happen at different times of day. Whether or not I use all of any of the services some other people need or use, I am proud of the services the library offers, and proud of the services offered. I like to think, when I drive by, "That's MY library!!"

I enjoy various of the Libray's locations throughout the county and use the online because of easy access to. They each are comfortable sites to visit and the staff very helpful. I would like to know the process for when/how the Library reviews and accepts recommendations for e-books and then purchases or adds e-books to its collection. I would like to see more e-books from a favorite author (Betty Neels) but a limited number are present online. Is that number limited by availability or other reasons? The opportunity is there to make recommendations for new titles, but what happens after that?

Having access to rarer books and inter-library books would be helpful. Not everything I want to read is at the local public library anymore.

We love the Kalediscope library program for autism with Gayle! It is such a valuable service to including children of all abilities in library activities. We really wish it could be held all year long on Saturdays or Sundays. The new table spaces are also a fantastic addition for tutoring and Educational purposes!

Love the library==great system--couldn't be happier!

N/A

Semi private meeting/work spaces within the library would be very helpful

I think it's good for the kids and adults to be able to read real books. I think the books that you read on kindle etc do an injustice to real books.

The staff is always supportive, friendly and professional.
The WOWbrary feature is very good. Website is slow and cumbersome to use particularly when reserving books. Not organized well. Self checkout for reserved books very good. Libraries should open at 9 or 9:30.

Appreciate all you do, all the help, all the books and CDs at all locations! Thanks to all.

+ Love the Library & want to help it stay afloat! + I like expanding fiction collections especially, and making sure repositories of paper books remain extant as well as ebooks. + Important to make sure that not just bestsellers, but older books and otherwise hard-to-find books exist in the system too. + Library events, classes, book sales, and author events are always fun! + Perhaps do some work on improving the online search - sometimes it is too exact-matching and not forgiving enough with misspellings, typos, and author names. + Longer hours always appreciated. Sundays! + Genre-specific clubs, perhaps?

more ebooks please. Keep up the good work!

Thank you for all you do!

Please do not go to ebooks at the expense of actual physical books

We love the Herndon Library's preschool programs, specifically Babytime with Mary Fox!

I wish the wait time to get popular books in Kindle format was not so long. I often wait 4-6 weeks for a book.

Excellent services to the community! One of the many great strengths of Fairfax County, and why I like living here. Great job. Thank you.

At the George Mason branch, it can be difficult to find a computer to access the library catalog.

I rarely visit the library, instead using the app to download audio books.

The library is turning into a self-help library. You put your own books on hold and search the catalog yourself to find materials. The librarians are ineffective in that they are not any better than myself in trying to find things in the library. When I have returned a book and it was not checked in properly I have been fined. When I mention this to the librarian I am told that it was not their mistake. At that point, I go to the shelves of books and find the book that I returned on time but improperly checked in. This has happened about five times to me. There is now a machine that you need to use to pay any late fees. Another activity that the librarian no longer does. Our tax dollars should not be spent on any of the politically correct and progressive material which has already been bought and can be found in the library. A library is a place to do research and find quality books to read. Many of these good books if they have not been check out over a period of time they are removed from the shelves. I object to the library being used as a playground for unsupervised children I object to the people who come into the library who use the computers and are watching or looking at inappropriate pictures on the internet. Yes, I have mentioned this to a librarian but was told that nothing could be done. I object that the library has become a
place for the homeless to stay all day. The library system has lost site of what a library should be.

The ebook tools could be better, direct compatibility with Apple iBooks and for electronic loans, and for electronic loans there should not be a "wait" period due to the nature of the medium. The collections in the branch lag other jurisdictions (such as Arlington Main branch for example).

Please ensure robust reference services at all libraries. Budget cuts have reduced the hours and availability of skilled reference librarians. Also, please bring back children's librarians. The children's section is really self service with limited help for patrons. For those unused to navigating the collection this must be difficult.

Fairfax County Public Libraries urgently needs to increase the availability of children's books in Spanish and other languages which are spoken most frequently after English. I teach in Arlington County and use their library system as well. They have a far greater collection of children's books in Spanish. They have fewer children's books in other languages, but still far more than Fairfax. Research shows that literacy skills are advanced whether the child is reading in English or their native language. Also, Fairfax has a number of educational programs where students learn in another language. Having more world language books, especially in Spanish, would be most useful for both students and teachers. This is my only criticism of Fairfax Libraries. In all other aspects, I am very satisfied. Despite funding cutbacks, you are doing a great job.

I would support more funds for you to maintain a steady supply of new written and Ebooks.

More e books, Bestsellers, latest books needed.

Thanks to the ample supply of computers in the City of Fairfax library, we have not had to spend almost $180 per month for internet service in our home there. We do pay for internet service in our home in Cincinnati, but visit our second home in Fairfax about 30% of the year. The only thing I would recommend is that you extend the time limit of sessions from 30 minutes to two hours so that your work time is not interrupted so often by menus telling you to hurry up, log off, etc. We have never had to stop working because people were waiting to use a computer. About five minutes is now wasted every 30 minutes because of these frequent interruptions to your concentration.

Fairfax County should tax residents of the county (i.e. get approval for a bond) to pay for an increase in the library staff of each Fairfax County Library. This will enable Fairfax County to extend the hours open for each library. The current hours open for each library is too restrictive. The restrictive hours were put in place after the financial crisis in 2008. That crisis is over, but the hours open for each library is still restricted. Please fix this.

I wish they had a better audio-book selection.

Free available library services have been an area for the lower economics patrons to have the educational services necessary. The library needs all types of materials and longer hours to serve the entire community.
Thank you for all the wonderful services you provide. My one bit of feedback would be to offer some children's programs on weekends (preferably) or evenings - not all households have a stay at home parent, but we still love the library!

I love the library and think it important to a civilized society. I hope money and resources sufficient to keep them running, hiring enough people, etc., are found in the county budget each and every year.

I'm very satisfied with the Fx County public library services but would like to see an increase in number of children books, especially board books and early readers. Thank you.

I borrow physical books less and less and am more interested in borrowing books electronically. I greatly support any/all efforts to expand this program. Thanks.

The Fairfax County Library makes significant contributions to our community. I use the Chantilly branch and it clearly provides an excellent study place and computers for many area students. The staff at Chantilly is excellent; they are very helpful and knowledgeable. I also attend some library events, especially author presentations. The only suggestion I have for better service is, if possible, to let users download the library card bar card on a smart phone.

Great library, and very efficient and courteous staff. Would like to see our county libraries open for longer hours, it's a pity not to have access to such wonderful public space for a longer period of time each day and each week. Thank you for all your hard work!

Thank you!

It would be great to have drive-up book drops at Centreville library.

Librarians and volunteers are always helpful and answer questions when asked. I love the book sales and come to the library frequently.

Thank You for the service

I indicated no interest in the additional services you are considering offering. However, that doesn't mean that those services wouldn't be valuable to others in the community with limited resources seeking to integrate into the community and improve their status in our society.

I grew up in FC, left for a little while, and just put down roots back in FC with my family. I used to spend most weekdays after school at the library. Love it here and love the library.

We need the public libraries!!! Period!

I have been an avid reader since I was a child. Now that I have children of my own, I believe that it is more important now than it ever has been for children to read books. Technology is great, but it should be used as a supplementary device. There is something about reading a book, an actual book, not a tablet, or kindle, or any of the options that are out there today. Turning pages, the smell of the paper and seeing what other people have marked when they were reading the same book that you are holding in your hands; these things can’t be.
experienced on a tablet or e-reader. My children love reading books and get excited about going to the library to get new ones. I hope that excitement never fades in them, it is special and something that means a lot to me. Nick Anderson

Regarding the city of Fairfax new library design, in MHO, this was a bad idea having a children’s section so close to exit doors. Also, having the bathrooms outside in the hall makes it impossible to let children go by themselves. The older library made much better use of space with the children's section at the far back of the library, much more secure for the kids. The old library had more space, I thought, for kids and parents to hang out and look at books. Also, I did not like when the city of Fairfax library did away with the children’s NF section. With young children, I can tell you this made it MUCH more difficult for young kids to find their own NF books. Now they must go thru the adult section and it’s a tedious method of finding books that are age appropriate. The old drive thru book drop off was much more convenient. The new one is awkward to use and would appear to be more work for the librarians to empty and bring up to the library. The new library does have more comfortable seating, it would appear. Also, I do not like the amount of loitering that the library allows inside. It's okay if somebody accidentally falls asleep at the library while reading, but this shouldn't be a place where people who are not studying or reading books or checking out books hang out all day. I feel they are abusing the system and making it a less friendly place for a family to bring their kids. I would spend less on initiatives and more on just maintaining and updating library books. I'm surprised how often I can't find a book I'm looking for at the library. Is there a book request page/form? A small pet peeve is the frequency with which books we check back in are not credited to our account. This has only happened to me within the Fairfax Library system. In 30 years of checking out books at other libraries, I've never had this problem. Maybe there could be a double check system where books are confirmed checked back in before shelved.

Efficiency with tax dollars is a must. FCPL is a great library system

Your DVD selection is very poor. Look at Alexandria City's library for comparison on how expansive their current DVDs are and how little FCPL has to offer.

Thank you for doing what you do! :) Would like to see more late hours (until 9pm) at more branches on more days

My particular branch (Fairfax City) is used by all ages, all ethnicities, all hours of the day. There is no other institution like a brick and mortar library. It is a fantastic place to let young children learn about the magic of books, as well as a haven for older adults and immigrants who may be living on a limited budget and need the library for computer use or borrowing books or reading a newspaper. Everything about a library -- all of its offerings -- need to be expanded. Our neighborhood libraries are a wonderful resource and we should constantly strive to make them more and more available and welcoming to everyone.

Awesome library! Thanks to the reciprocating agreement with other cities/counties I have 7 cards now... The point is, the selection is the best except on audio book, Loudoun has you beat! Audio/ebooks could still be improved though it is very good.

None
The library is doing a great job. Hope the County will not reduce the Library’s budget. Love your audiobooks, and appreciate all the Library’s efforts.

New Books Please and add more reference books other than school level.

In other library branches, there are educational toys and puzzles available in the children’s section so that children can play while parents browse books. I think George Mason would benefit from having such an area.

George Mason Regional Library needs a much wider selection of new nonfiction history and current affairs books especially.

I’m very pleased with the Fairfax County Library. I realize we are so fortunate in this area to have this valuable resource. Keep up the good work!

The library provides lots of great services, and you do a great job at it! The Virginia Room is especially helpful since I do a lot of genealogy. However, it is difficult to make copies of things on microfilm. I have used another library (George Mason University's Fenwick Library) where you can view microfilms on a computer and save the image as a computer file, which you can then email to yourself. I would use our library for my genealogy research on microfilm if this were possible. The Fairfax City branch with the Virginia Room should be the leader in local history / genealogy related things, but it is terribly behind without this technology, to the point where I do my research elsewhere instead of the Virginia Room when I need to use microfilms.

Haven’t been using the library as much in recent years but want it to be strong or stronger for others and for when I get the opportunity to use it more again. It’s an important, productive use of my tax $. Was reading about the MLK library in DC and love the idea about the worker spaces -- building physical & software stuff. Many of us, especially those of us without kids, could use help keeping up with tech. Didn’t understand question about the library being involved in Soc Sec claims, unemployment, etc. Seems to me that there are other tax funded agencies that are tasked with taking care of these needs. Would have no problem with the library providing space for employees of these agencies but taking care of these things should come out of their budgets, not the library’s. I think it would be a fine idea for these and other ‘service’ agencies to have "hours" at all libraries, thereby making them more accessible to all county residents. Perhaps the library could co-ordinate child oriented activities with the 'hours' of the agencies parents in particular might need to utilize so the parents can talk with the gov’t employee while their kids are entertained/learning something. Now there are 'full service' schools -- where not just educational, but also social, health, etc. needs of the students are provided. Why not 'full service' libraries as well? Aside from adding 'office hours' for the various service agencies, meeting rooms, worker spaces -- why not + phys activities (Rec & Parks)-- some gym equipment, a basketball or tennis court, a room to play cards, board games, online games -- (Wii? bowling, dancing?? I have only a vague idea about these things - I'm in the "not keeping up with tech" group.) And maybe the library in return can be given a bit of space at these other agencies -- e.g. providing reading material for people who are waiting to discuss benefits at Soc Sec or Human Serv or a collection of exercise videos at community ctrs.
A Makerspace and space for STEM/STEAM programs would be great to have for students and adults looking to learn new technologies and skills.

I would like to see trades school in every library

Overall the library does a good job, however for the size of the county and the system it’s surprising how many new or recent books are not offered by the library system and how long it takes to get new titles on hold.

Other than self drop-off return books bin, is it possible to have a better machine/system? I have a few bad experience than books were lost after I dropped off into the return bins. Then the system showed books haven’t returned, and I have to pay for them that seems not my fault.

I think the library system is a crucial social service - especially when the economy is in a rough patch. When unemployment climbs, I'd like to see longer hours to accommodate job seekers.

Library needs to restore the longer hours on weekends that it used to have! It should be open a full 8 hours at least on Saturdays and Sundays. I recommended 11 hours on Saturdays.

I think the website could be improved. The search function is not great and in general it is somewhat clunky. That said, it is better than other library websites I have used in the past, so maybe I am being a curmudgeon.

I use the library often. However, find I'm met with stuffy staff that is disinterested in helping. I also wish the community libraries would be open longer. My neighborhood library is closed Sunday. It’s a shame as that’s a perfect time I would use this facility. Also, the fact that they took no longer "new" books and were found to have thrown them in the trash dumpster is horrific. There are MANY places that would have happily taken these books (hospitals, retirement homes, schools, underadvantaged rec-centers, places where people are trying to learn English).

Keep up the good work.

I wish for more ebooks

I have been extremely dissatisfied with the renovations done at the Chantilly Library. It has made working on group projects and tutoring much more difficult. I am also consistently disappointed with the feeling of not being welcome exhibited towards the many students that come over from Chantilly High School. Seemingly, students are seen as a nuisance rather than an asset to the library. As a teacher, I encourage my students to meet in safe and productive places. They should not feel unwelcome in the library, nor should I.

FCPL is an excellent resource for the community.
I would like the libraries to provide more toddler enrichment toys and events for caregivers on weekdays. Alexandria’s Burke branch does an amazing job. It would give children and millennial parents a good start.

I think the Library system is tops doing what it can with their budget. I especially like the "book sales" offered at the library. I would however, like to see the library expand it’s copies of the latest best sellers. It takes a long time to receive a book ordered because the wait list is so long. I thought the library could rent some of these best sellers and return to the publisher or whoever they rent from. Also, the e-library needs to be expanded.

I used to be at the Reston Library every week; I was taking an online class and loved the study space and wi-fi at the Reston location. Plus there were always resources available to reference during and after my class. Then I used the opportunity to check out books for pleasure reading to take a break from studying. But in the last year, there have been many occasions in the Reston library where I didn’t feel safe - there were people hanging out in the library from the shelter next door and on many occasions a man would sit right next to me in the study booths and watch me. It was a different person each time, and other library patrons were around and uncomfortable. I am a nurse and I feel very comfortable working with different patient populations, and I have experience working with mental health patients. But this was so uncomfortable because I was sitting in a booth in the back with headphones in and sometimes unaware that someone was right behind me. I no longer go to the library - I had to move to area restaurants with wi-fi and I reserved books online. I want to be very sensitive to this situation because I fully embrace and appreciate Reston’s values with Cornerstones and the Shelter - it truly is a community to help everyone. It was just not a risk I wanted to take anymore while I was studying. So I can understand that it is a difficult situation for all involved. I also have a young child and I would like to bring him to library events, but want to make sure that it is a safe environment and I haven't felt comfortable there many times.

The public library is one of the key public institutions to our community. Having come from another country, my family is especially thankful for the well run local public library system. Thanks!

I love the public libraries! keep them funded.

The highest demand for libraries and library services properly comes from students. If you were to survey the students at Fairfax County High Schools and colleges such as George Mason University, I’m certain you would learn that the vast majority of what would be traditionally regarded as "library research" is done by those students entirely online. Public library BUILDINGS are expensive and underused. Their primary use is for after school timekilling by schoolchildren and shelter for the homeless. As a taxpayer, I demand that my government eliminate that expense. If the taxpayers wish to provide daytime buildings for schoolchildren and the homeless, the government can provide those services far more cheaply than to do so at library buildings. Due to the technological advances, increasing physical collections at library buildings will neither lower the cost nor improve the use of those library buildings. It is past time to begin shutting down physical libraries.
Hi, I think a library service is one of the most important civic services for the education and entertainment of our citizens. I believe that "e-stuff" is robbing our culture of the ability of critical thinking, the appreciation of individual thinking; and has substituted thoughtless action for thoughtful reasoning based actions. Reading real books can provide a source of the knowledge needed to understand the real world. Books are selected by the reader's needs or desires; not the "e-stuff" advertiser or game designer. The existence and quality of real information is needed to develop be a fully thoughtful citizen. Change is needed to compete. I understand that teachers in Fairfax get a day off to prepare for teaching the pupils. It may be that the library staff can help the pupils gain access to the Fairfax library assets during this time that the taxpayer is funding already. (Without interfering with endless scourer practice.) Offering such a service would look like Fairfax County really wants to educate the pupils and increase the yield/benefits from our tax dollars; integrating the library system and the education system looks like an opportunity. (The library now looks like an entertainment and adult day care center.) The fixed costs for both are already covered and you will no longer need to justify a library system.

I hope that the Fairfax County Public Library will improve its services to children in the future. I only use the City of Fairfax branch and I am very disappointed that there is not a children’s librarian and that the children’s non-fiction books are mixed together with the adult non-fiction books. I think that branches should have a separate children’s room with all the children’s books, computers for children, and a librarian who can answer questions, help children with finding books, and organize regular story times and activities for children. Also, I would like to be notified if a book that I recommended that the library purchase is in fact purchased. It seems like it should not be too hard to set that up on the website to send me a notification if the item is purchased. Or if I recommend an item for purchase that is already on the list to be purchased, please let me know. I think the library needs to expand its purchasing of books. There are many books that I hear about and I am surprised that the library doesn't have it. I would like to see more new books available more quickly. Thank you for asking for my opinion, I love the library and use it all the time and would like to see it be even better!!

I very much enjoyed borrowing vintage movies from you back in the day (Charles Dickens, etc). The classics downloadable would be awesome

Thank you.

Go back to the old way of picking up books on hold with just on Name spelled out instead of this code.

thanks for your service

Don't give up! It is so important to have the best library system we can afford. It not only makes the community better -- it makes the people here better, it makes society and civilization better. And PLEASE don’t give up on traditional ink-on-paper books and other items like periodicals. The most important reason I use the library is to get access to printed books.

My children and I enjoy the library books, audio books, DVDs and library programs.
Online services and website are awkward and need redesign/improvement. For example, I had to pay a fine online and it took several tries over several hours to successfully complete. The physical librarian was unable to process payment of the fine either. I haven't used the e-book option recently due to the awkward interface between multiple systems. If this hasn't been addressed, that would be a wonderful area for improvement that would add a lot of value for users and patrons.

I enjoy the audio books through the overdrive application. The more available the happier I am. But my grandchildren have used the physical library often. I am a patron of the George Mason branch and have been there a few times for help with the overdrive. The staff was extremely helpful and made the difference between using the service and not using it. They resolved my issues. Investment in libraries is an investment in the future of our greatest resources, our children! But the library must also be dynamic and change with the needs of the patrons. Thank you!

Stop consigning books to the recycle bin, especially children's books!!!!!! An increasing number of Fairfax County children are not proficient in English. Don't recycle (effectively throwing away) books with torn pages, marks on the pages, torn covers, etc. Put them in places where there are children - county health offices, community centers, and of course the public schools. Kids don't care about a ripped page. It's so much more important to get books into kids' hands, to encourage reading, the love of reading, and learning. The massive recycling of books, especially children's books, is not just a colossal waste of taxpayer's money, but a sad and complete waste of resources for kids who desperately need those resources - books.

Need more ebooks. Ebooks are frequently unavailable.

Extended hours on weekends would be good.

I love the drive up window at Burke!! Can't wait for Pohick to reopen. I learned about things that I didn't know the library offered during this survey.

I would like more frequent events for pre-school children. I would also like to see the video selections expanded.

I truly love the Centreville Library. It makes me smile to see all the different ages and families interacting and reading in one sitting. I usually borrow books for my classroom but have recently discovered the ebooks borrowing features. I just wish there was more options available to us!

I would love to have access to online language learning programs... such as free access to tools like Rosetta Stone, so residents have the opportunity to learn almost any language desired. I would be very interested in this type of service being available through the FCPL system.

The current policy does not allow people to renew books that are on hold. I would like it to be changed so you can renew it once even when there is a hold. The books (that I have run into a problem with) are more than 500 pages. If I had been able to renew, I would have needed a couple of extra days and I would have been able to finish it.
How about having a coffee bar/seats in the libraries?

More programs for younger kids, and not only during morning times, would be useful for working parents; I believe teaching younger kids to live books and libraries are of extreme importance and those services should be available for all populations, not just children of stay-at-home moms. Thanks you!

Very good service. Excellent the support provided by the Library Friends at George Mason, an the money they collect during the sales for the Library. Unfortunately, it seems that the County authorities do not appreciate it.

I would love to see more information on local elections and City/Park issues being offered through the library. This is probably a topic that needs to be spear-headed by the City, but there is no good source for comprehensive information on candidates and City proposals. I also want to say "thank you" for giving us such a wonderful resource as the Public Library.

I am very satisfied with the services and the staff.

The George Mason branch book sales are events I enjoy.

I offer the following commentary because the library is important to me. Rather than throw books away in the trash, why not offer disposable books to children for 25 cents and to adults for one dollar? Many of the disposed books are recent and popular. Many children do not own a book. Why not allow each child to select a book at the end of the school year and the beginning of winter break, which would otherwise be sent to the dumpster? There is no need to have 14 digit library card numbers. I use various computers; some of them public. I am required to look up the library number assigned to me during login. Can't we develop a simpler method, at least using fewer numbers? I have returned library books, only to see the book is still checked out to me a few days later. When I ask the library staff about this, they ALWAYS tell me that the book is still my responsibility, and they seem to not believe that I have returned the book. They say that I will be responsible for the book if it is not found. This has occurred several times, and I now return the books to the desk and ask that they be checked in while I watch. The system of reserving books by the requester's surname and first name initials, plus some numbers, does not work well. I suggest using the last 3 letters of the requester's surname. There is confusion in using the current method when picking up books for a family member. There have been multiple books for people with the same initials and I do not always know what books my wife has reserved. Finally, I just wish that the library staff was happier. Not all, but many (too many) appear to be disgruntled and miserable. They do not seem to enjoy working there. A library is an exciting place, an extension of our schools and part of our county. BE HAPPY!!!!

The library is great, and I really love the self-checkout stations and ability to pay any fines at a kiosk or online. Putting books on hold has been wonderful. Things to improve: - More e-books that are not harlequin romances - Better returns - it’s happened several times that I am told I did not return a book, only to go to the shelf and find it right there. That has happened to other people I know. Books should be checked in properly to safeguard against that. - Better location listings - many times, a desired book is listed in the catalog as on the "shelves" at the branch I’m in. Yet when I go to the named location, the book is not...
there. One particularly bad day, this happened with 5 out of 5 books, so I went home with nothing. Why does this happen? It is very frustrating.

Our county libraries are an asset that provide excellent programming. I’d be interested in additional programming for middle schoolers (homework, book clubs, etc.), if feasible and marketable.

More library volunteer programs for Fairfax county residents would be great.

Keep getting new books, especially in series. Continue to allow users to request books the library currently does not own.

Please expand use of Overdrive! I love this service!

I have an irrational fear of other people’s germs. I would love to use your services more, but would really appreciate if more of an effort could be put in to keep the tables and desks wiped down and cleaned off books a little bit more. You guys do great though, I’m just picky, but would appreciate a wee bit more cleanliness. Keep up the good work!

I love my libraries; they are very accessible to my home and work. My mother and grandmother were librarians.

Fairfax’s public libraries are an example of good use of our tax dollars. However, the libraries should not over extend and try to become defacto social service portals. There are other agencies that are tasked with this responsibility. Libraries should be a resource for information in all its forms - continually adapting to new modes of information transfer. They should, however, remain a repository for printed information since that is the one form that can survive a total shut down of electronic communication resulting from natural or man-made events.

Very valuable information site.....

I really enjoy the books and audiobooks you can get through Overdrive, but sometimes the selection can be lacking, perhaps work on adding more to the collection? Other than that I am very satisfied with the library, I have being going there since I was 3 and it has only gotten better with time and technology.

Please offer reading and literacy programs to preschool age children on public base schedule rather than signing up for events.

Given the distance to any creditable academic institution (it is 45 minutes to drive to Geo Mason), is it possible to offer connections such as JStor or Hathaway or other means to reach academic journals and institutions? As a general library, Fairfax is pretty good. I have been really impressed with your interlibrary loan from academic institutions (despite the cost!).

The website is very challenging to use (even as an experienced internet user!). I do not understand why there is the separation between the e-books and regular book reservations on line, or why the library does not have their own dedicated website. I would love more
Saturday morning Parent and Child options. As a working mother I want to take my child to Children’s Hour at the library on Saturday morning, or to Yoga for Mommy and Me (or Parent and Child). I cannot participate in Mon-Fri options and I wish there were more options on the weekends.

I would like the library to open earlier, preferably not later that 8 on weekdays and Saturdays.

The library is wonderful.

Stop buying so much fiction that you end up having to sell at a huge loss. Invest in more reference, technical, and self-help materials.

I love the Fairfax Library system. Unfortunately, it has terrible hours. Focus less on the bells and whistles and put some money back into getting the doors open earlier and leaving them open longer. Human beings want to connect, share and learn about new ideas - in person. The library is a place to allow this exchange of ideas to happen. It can’t happen if people can’t get into the building to connect with each other.

Ebooks are fantastic - please keep expanding your collection to include not just new releases but also older books. Thank you for all you do! My kids and I are enthusiastic library patrons.

1. Although I have returned a child’s magazine, my account was not updated and labeled as "not returned”. Library makes frequent mistakes and insists that it’s all on me. 2. My 11-year old has difficulty finding books and reference materials for her age level. 3. I am extremely happy with book sales!

I think so far the library system is doing a great job! I think there are some enhancements that could be made specifically in regards to hours and technology but I can see the strides the system has made and look forward to seeing more progress.

The library, its resources and services, shall be reserved to American citizens only. Illegal aliens, and the terrorists and criminals among them, should not be allowed to use the library in any form or fashion. It is well publicized and known that illegal aliens, and the terrorists and gang members among them, use our libraries for purposes of bringing harm to Americans and evade our laws.

Very happy with George Mason Regional Library and staff

Consumer reference material is the most important part of the library holdings: consumer reports, auto bluebook prices, business complaints, etc.

We enjoy very much the preschool to elementary school age programs available at local libraries. We wish there were more book groups and learning to read groups available. Children reading groups would also be a great addition. More partnerships and programs with the local Fairfax County public schools would also be wonderful.

Meeting spaces for groups is very much moor rant and valuable asset to the community
Would it be possible to have a "fab lab" for DIY and other types of information in one or more of the library's larger branches? This particular type of program seems to be very popular in the jurisdictions where it is being utilized.

I would really like a regular story time at the Reston Library, similar to Ashburn Library. They have Baby Story Time, Musical Story Time and Toddler Story time everyday, or almost every day, of the week.

Really dislike the homeless squatting that is predominant, specifically at the main branch due to the nighttime homeless shelter in operation at Fairfax circle which has encouraged and established a large resident homeless population in fairfax city. The library is not an apartment building, and if McDonalds can kick you out in 30 minutes if you are not using the restaurant for its intended purpose, then So should the Library. there are other parts of the Fairfax county government that should be activated to engage these individuals to help return them to productive society and help them, or to evaluate them for mental illnesses that need treatment.

Love my library. Staff is ALWAYS helpful. Not enough book on Goddess history-going back to the Paleolithic.

No comments.

I understand downloadable books are very popular, but many of us still enjoy hardcover books as well. I have been disappointed how difficult it has been to obtain books I want to read from the Library, either in hardcover, paperback or for Kindle.

Would like to see adult book clubs available that could meet at the library.

Nearly every book that wanted to read this past year was not available in the Fairfax County Library system. My daughter who lives in Howard County could always find wht I wanted there. Howard County gets new best sellers fiction and non fiction. There is no place on Book Myne to suggest books, to ask where I might possibly find the book in another system.

Rediscovered the library system a few years back. I don’t know why I ever left and now I use it every month. You guys are awesome!

Incredibly accommodating staff at George Mason. I love the " staff picks" shelves. I also like that you now purchase the Insight Guides series of travel handbooks. Thanks!

The audiobook/e-book options are fantastic I love the children's reading program for infants and toddlers - my wife and son attend as many as they can A makerspace is something I've heard other libraries have explored - I think it would be really fun and a great way to get people researching and exploring technology in our community

I love that kids can have their own library card, linked to my email account.

None.
I like that the library is a busy, communal space that is inclusive for all the people in the county. The book sales could really use some help. Please contact the McLennan County Library and send someone to Waco to help out with their library book sale, which is usually in October. This is a huge moneymaker for them and it's very well run. It's so big it's now held in their convention center.

FCPL has always been pretty awesome at meeting my needs; I moved to the area right after college and have been using it for nearly a quarter of century. Keep up the good work!

I believe libraries in general and the Fairfax County Public Library in particular do a good job, but that they/it will need to (partially) reinvent themselves in the near future with all the recent changes to online information availability. If the key goal is to provide legitimate information and unrestricted access to the printed word, then how these are provided must be rethought. Considering some of the survey questions, there is danger in trying to fill too many roles for too many people. Diversification is great, to a point, then it becomes a dog chasing its tail. The Fairfax County Public Library is a shining reason to live in this area and I hope it keeps its position.

The library is very important for senior citizens, and especially critical to voracious readers. I would like to see more new books available for take out.

Keep gender specific rest rooms. Keep encouraging literature that is positive and wholesome. I am always pleased with the service I receive at the George Mason Library.

Considering the amount of financial resources that the library receives, they are doing a fine job. I'm all for paying more taxes so that we may have libraries that we can all be proud of. PS I am not rich.

While I find Kindle book lending very important, I still want the library to have physical books.

Libraries should offer more things to loan besides books, like toys for children. So many households have too many toys that turn into clutter. It would be fun for kids to go to the library and check out books and toys too! It's also better for the environment and more economical. There could even be tool and appliance libraries which would help foster a sharing economy.

As far as i'm concerned, I think the service is excellent!

While ebooks become more and more popular, I believe a large segment of the community still prefers paper copies. We must not lose sight of this for the next several years. Consider a central storage facility for paper copies to be loaned which can then circulate these on reserve, thus freeing up needed space in the current locations.

I know that the emphasis has moved to ebooks, but I feel strongly that having the availability of the library building and paper books is essential. The other programs that the library offers should be expanded, because they are a tremendous benefit for the community. The supply of ebooks is quite small. Most books are only available on hold, which is very inconvenient. The staff of volunteers and paid staff so an excellent job!
I would very much like to see the inventory of e-books available for loan expanded.

Please offer baby/toddler/preschool programs at Burke Centre library! My children enjoy the ones at Fairfax Regional, but we live down the street from Burke Centre and would like to have some programs offered there as well.

I would like to see the restaurant tax passed so the county would have more resources to fund the libraries and other programs.

Please add additional titles to the online catalog and add more programming for children.

Jenny Grimsley has been helping me for 2-3 years with a book club that I run at an assisted living facility. I could not do it without her! She has been terrific!!!!

Would like to see more story time and other programs for young children (toddler age). The slots fill up so quickly. Thanks!

Would like to have access online to magazines, especially consumer magazines such as consumer reports. I use Value line and Morningstar online a lot and really appreciate the access, Would like more ebooks available.

I support more funding for libraries. They are a wonderful and important resource to so many of us!

I think it is most likely that more and more users are going to the ebook technology. Perhaps this will reduce the size of actual book space needed at branch locations allowing for more meeting space. The trend of the use of a library may be expanded to more services for residents other than as a primary use being a lending library. It is apparent from this survey that our libraries are being used for a variety of uses other than what they were primarily intended when I was growing up. People from my age group are not used to using a library as a meeting place for the various activities listed in your survey.

My wife and I use the FFX county library located in FFX City. We love it. I mainly use the library to download books while my wife checks out physical books as well. The one thing I would ask for is that the online section of the site get some attention. It’s not the easiest place to find an ebook and download it.

Please began offering book clubs for elementary age children and invite popular science and math presenters to communities outside of the Fairfax City area. Also offer programs and recruit high school students from different areas that attend Thomas Jefferson HS and other high performing HS that will tutor school agers. Please provide funding to have more support for educational programming in science and math during afterschool and weekend hours to allow children educational opportunities that will help them learn. Fairfax City is too far to travel. The start time of these programs make it a challenge to participate afterschool i.e. School age book clubs. Consider the educational needs, promotion, and recruitment of other communities such as African-Americans within the county.

Overall, I’m extremely happy with the Fairfax County Public Library System. I do believe our library system is due for some technology, database, and services upgrades at this time.
It is surprising that the juvenile non-fiction books are mixed in with the rest of the non-fiction books. I wish my children didn't have to struggle to find age-appropriate materials in the non-fiction/biography section. I grew up with a library that had a designated childrens section where I could easily find biographies and reference materials written for children.

I believe the online/downloadable content offerings should be expanded in both depth and breadth. Whether we like it or not, online/e-books are the way of the future. I personally do love the feel of a book in my hands, but it's not always possible to make it to the library, particularly for children/teens that don't yet drive, older teens that drive but are too busy to come to the library, or older adults such as myself. I would prefer the bulk of the library's investment go into expanding e-Book offering depth and breadth.

I think the library is such a vital part of the community and I'd love to see you expand your services to remain at the heartbeat of the community.

It often happens that I search in the catalog for books that have received superb reviews and do not find them. I realize the library cannot own all high-quality books. Nevertheless I am surprised that the library does not have a single book by Jonathan Sacks or Ruth Wisse, has only one book by John R. Searle, etc. Perhaps there should be a way for readers to suggest new acquisitions, ACCOMPANIED BY URL'S WITH REVIEWS.

I think it is very sad that the library orders so few books of current best sellers. The waiting list is very long for new books. For a county as large as ours, surely we can afford to purchase a great number of popular books. I also find the machine to pay overdue fines to be ridiculous. It should be easy to pay fines. No wonder the library is facing $$$ issues.

Please let us know other services that provided by the library.

It is tiresome that every time there is a budget crunch the library changes its hours instead of budgeting better or lobbying better for their budget. Late hours on friday would better enable patrons to get a book/movie for the weekend. It seems that all the libraries close early and not late on fridays.

Make ebooks easily available

Please do not survey by telephone. It is the most annoying abuse of my personal time.

If there is an opportunity to be a part of the local Fairfax City festivals and other activities at the new park area that might be an additional way to showcase what you have to offer the public. I apologize if you are currently attending them, I have not come across you. Even if you had a book sale or some other engaging activity to draw the public to the library while they were right across the street. Could you do a library tour, for those who are not familiar with what the library has to offer? Getting teens involved more maybe host a scavenger hunt for teens? You can advertise through the high school. Just a thought :)

Keep up the good work! Since moving to the DC area 15 years ago, I've lived in DC, the city of Alexandria, and Arlington. Fairfax County libraries are the best. Also, the librarians at George Mason are wonderful. Thank you for all that you do.
I believe the Library System is vital to the services needed by the residents of the County. Moreover, it must be seen by the County government that it is an essential partner in many of the other functions and activities of the County. Yet, it has been one of the agencies frequently affected by a reduction in funding. The libraries, their staff and the residents of the County are not best served by the reduced amount of money provided for library services. Lord knows, we now pay plenty in various taxes, user fees, and other sources of income for the County, sometimes even to the extent that they are overlapping obligations on residents. However, they still need to provide life-long educational opportunities for residents through the Library System.

The libraries spend too much of our tax dollars providing services that should instead be either provided by the non-profit community (without the County paying the non-profits to provide them like they do the Human Services programs). If citizens value the programs/services, they will fund the non-profits. If they don't, then we are not MANDATED to pay for them just because County government thinks we should have those services, regardless of which agencies they are forcing taxpayers to fund. Downsize the government’s role and reduce taxes. If the non-profit community doesn’t provide the services, then make the citizens that want the services pay for them in a competitive market...especially job seeking, learning English (which should be REQUIRED before they are even allowed to come here), etc.

More new books. Obtain less of the repeated bestselling authors on the NY Times list. they are remain on the shelves.

I would like to see programs like Great Decisions offered in local libraries. Discussion groups and lectures could be scheduled as well Burke library has a beautiful community room that could be a great asset to the community.

Please consider adding more seating areas in your smaller branches. In the evenings, finding a table can be very difficult while meeting rooms sit empty. Perhaps fewer meeting rooms and more general table seating?!?

I would appreciate an expansion of weekend library hours at all branches. Specifically, I would like to see the local branches open from 1-5 PM on Sundays (as the regional branches are currently), and ideally I would like the regional libraries to stay open an additional 1 - 3 hours later on Saturday and/or Sunday.

We spend many many millions on the books, buildings and equipment to allow the libraries to open and then reduce the hours the libraries are open to minimize the payroll and save money. It’s completely stupid. Once we have built the building, it is relatively cheap to keep it open. Get the most out of the investment by extending hours. Increase accessibility. Stay open on holidays and weekend evenings. How about Saturday night programs to get more out of the facilities? Movies? Maybe even party rentals? Maximize usage!

The ability to download audio books using "Overdrive" app is terrific. The staff member at GM Regional Library who assisted me in downloading it onto my iPhone was also excellent.

Expand the availability e-books on travel, such as all of Rick Steves and Frommer guide books
As a former teacher I would like to see hands on activities with trained, librarians with academic specialist training working with children. I would like to see the role of the librarians expanded, not collapsed into techno-self-serve. I would like to see Tax forms available in the front of the building, as well as bi-lingual librarians available for our diverse community. I would like to see PEARSON EDUCATION removed as a a primary vendor...their tests are and one-size-fits-all monopoly is destroying public education. I would like to see the libraries and schools become centers of the community, respected, and their staff requirements maintained as professionals. I would like to see the budget cutters who don’t value public service removed from committee or board positions with a say-so in library funding and staffing. Our school libraries and staffs are cut back by people of the same ilk and it must stop. We must protect and enhance our infrastructure...our library system should be fully funded. Thank you for asking for comments. Our taxes pay for quality, and that must be maintained. Our libraries and schools must not be privatized, subcontracted, or in any other way tampered with. Thank you.

Meeting space for more groups would be a great resource. Gets people in and out of the library as well.

In my opinion, there are some areas of service that do not fall under the prevue of the Public Library. I checked those as "Not at all". Generally, they are better managed by other County departments. All in all, my experience with the library is highly favorable.

As an empty nester, I have not found the library a place that I visit as often as I did when my children were in school. I love the library and would like to know how I can participate in programs or find out what is offered there. The question about which is the best method to inform me about library offerings was difficult to answer. There are many different ways to get information out... I would probably respond to a variety of these... calendars, website, local groups, and email.

Thank you

Longer hours on Sunday. I would love to have infant and children focused programming on the weekends. I work full time so am unable to attend the weekday programs but would love to take my child to something on the weekends.

Thank you for the opportunity to provide feedback on our wonderful public library system and staff!!

I LOVE our local library! I have always gone to the library as a kid and I appreciate being able to borrow books from the library. Now that I have my own children, I appreciate the library even more. It’s a great chance to expose them to a ton of books without having to purchase them all. It’s so important for our kids to develop a love for books at a young age and the library greatly facilitates that need. I am so impressed with the offerings. Please keep the children’s library available! It’s so important for these to be hard copy versions of the books and not move to an entirely electronic system for books. I use electronic for myself, but honestly, the wait for books is always much shorter for a hard copy! If you’re going to get rid of any books, get rid of the adult books, but please make sure to get more electronic licenses. The wait for books can sometimes be upwards of 6 months!
Don't spend lots of money on things that only benefit a smaller number of patrons. It would be nice if the hours could be extended. The Reston Library is very popular and the added hours would be valued. Also, there have been talks given by physicians recently that were fantastic. Kudos to the staff who set this up. I think they weren't advertised as fully as could have occurred though. We use the library a lot. Also, a lot of tutors use the library to tutor students. It might be useful to have a room or area that could be used for that. I suspect that sometimes the tutors bother the other patrons but it is very valuable to use the library for tutoring.

Please keep the library a place where there are actual books.

The summer programs are difficult to register for, perhaps there could be an easier way.

You seem to be moving away from books in the direction of other things. You are dropping far behind the Arlington County library system in most areas regarding books. They get more of them, have them available sooner, keep more in inventory. A big plus for you---strangely not covered in your survey---is Online resources, such as newspaper and magazine archives. In this regard, you are way ahead of the Arlington system. On the basis of this one service, you stand out as an excellent research library. Think books. Buy more. Don't throw them out to make room for games and toys.

The Librarians have been very helpful with my child in finding appropriate books for his school reports. They have been friendly and helpful.

I've lived in many cities and Fairfax County has the most impressive library system I've ever experienced.

We are a military family who bought a home in Fairfax and love the library. Our kids love the selection of books and movies.

It is a wonderful resource, thank you so much for your amazing work.

This library is well run. I appreciate the services this library provides.

Survey just about covers at all - I consider our local Fairfax City Library a wonderful and necessary public service.

Would really like to have drive up drop off for returned materials. Would also like to have play-away for adults.

Although I frequently use the Fairfax County Library because it is convenient to my home (George Mason branch) and work (Kingstowne branch) I find the library is slower to obtain new books and best sellers than the Arlington library system and often does not have the more obscure titles like Arlington County Library system does. Arlington also has a good selection of DVDs which I enjoy which Fairfax does not. Perhaps that is a budget issue. I think all around, Arlington is a much better library system, but I hope Fairfax can improve in the future. I was disappointed a while back to read that many books were being thrown away or disposed of, when they could have been sold instead and perhaps that would have
helped the library obtain even more resources. I do enjoy talks at the library and the book sales. Sometimes waits are very long for best sellers so usually I will go to Alexandria or Arlington because I can obtain them much quicker, but I have found most of the staff at the Kingstowne and George Mason branch to be helpful and pleasant and I do enjoy going there because of convenience and the hours of operation are convenient for me as well.

Overall, I am very pleased with our library. Employees educated in the library sciences are an important asset to the library and to the community. One complaint that I have, on the new Books on CD coming in, the description of what the book is about is typed in such small type that I often am unable to read it. It’s very frustrating and I have to go in search of older books that have descriptions I can actually read. The type is really ridiculously small and something should be done about it. I shouldn’t have to get a magnifying glass just to read library descriptions.

Fairfax County Libraries are well run—I just wish the facility could have longer hours for the kids doing homework. A library is a place where equalization can take place—we need to help more families have internet access. At the Herndon site the library often closes at 6—too early for those who need to work on homework.

The library is a valuable community resource. Funding should be available to continue to support our library.

My age is 85 and I have been using libraries all my life, although I don’t know how much longer I will be able to do so. Fairfax county has a fine system. For the last 5 years I’ve used the Oakton branch, previously Chantilly. I only wish that Oakton had a somewhat larger collection but I understand that it is a smaller operation than Chantilly. Usually I don’t reserve books because my mobility is limited and I never know when I’ll be able to go to the library. Keep it up.

I find the following regarding computer usage frustrating: the constant system crashes, the 30-minute increments allotted for computer usage (they should be 60 minutes), the interruptions by the "time-running out" warnings that freeze up the screen when I’m in the middle of taking employment assessments or playing games that are time sensitive. It would be great if Fairfax County would consult with Arlington County about how they run their computer system, which I find is far superior. They also offer job-seeker labs, reserving computers on Sundays for those seeking employment. Also, when the computer is about to shut down because someone else has reserved it, the warning should be very obvious, flashing in bright yellow. I’ve seen people lose hours of work because the warning was not obvious. The hours are not generous enough. The library should be open till 9 on Sundays which are important days for job seekers. All of the public libraries should have paper toilet seat liners available for health and safety reasons. This is VERY IMPORTANT. Also, sanitizing wipes stations should be available in every library to wipe down computers and sanitize hands. I don’t see what the big deal is about someone having a light snack or meal at the tables located around the library. This has been an accepted practice at other libraries I’ve visited throughout the country. I understand not eating at a computer, but being able to take a break for refreshment would make visiting the library a more pleasant experience. Just place signage encouraging patrons to clean up after themselves. Finally, I think the staff and volunteers are delightful, but they should be a little more proactive in
keeping the noise level down of themselves and the patrons. There should be a separate computer lab that is reserved for "Quiet-time usage only" to help avoid distractions. Loved the Fairfax County orchestra we had at George Mason a few weeks ago. Bravo. More of that please.

It's next to impossible to sign-up for Miss Susan and other similar pre-school events. I try every time to sign-up. They fill within minutes sometimes seconds. I want to see more offerings of that caliber for this age group. I'm annoyed that my tax dollars are not benefiting my family with those programs. Perhaps another method of signing up needs to be used.

I'm a young professional living in the Tysons/Pimmit area. I visited the library on 7 very regularly, and one evening was pulling into the parking lot only to find the library doors were locked. I had been there just a week before and didn't see a single notice that the library would be closing for extensive renovations. When I pulled in that day, all I saw to indicate that the library was closed was a piece of paper taped to the doors. Now, there's obviously a giant banner out front but that took over 2 weeks to be put up. I really love Fairfax County libraries, but there was zero notice of the closings. As a resident of the area, this really disappointed me. It's hard to find even on the library's website. You guys need to do some PR work about it, I think it pissed off alot of your neighbors.

It is vitally important that information is available for free to all residents. Making information available can include everything from teaching ESOL, training in computers, making computers available, as well as loaning books and other media.

If Reston Regional is to be rebuilt in a different location, DO NOT close the current one, until the new one is ready to move into. Too important to the community.

The new services that you are considering seem like a waste of money. Why don't you stick with being a library instead of trying to meet all the needs of everyone in Fairfax County? For example, there are so many ways to get music now, why waste the taxpayers money establishing a new way?

question about whether library does all it can and good value for tax dollars was missing an option "Don't Know" I don't know what your budget and expenditures are so impossible to accurately answer. But as frequent customers of the Fairfax Regional library in Old Town, we are well pleased to have a library within walking distance!

EBooks doesn't really work well. I don't want to be connected to read, but could never make the app work. Directions are poor. I gave up. Wish it worked better.

Properly trained library staff is the most important thing in the library followed by the books. The friend of the library are an excellent help to the library as well.

We just moved from Arlington County and have always been happy with their system, but in comparison, I am so much happier with the Fairfax County system. I really appreciate the ability to renew books 3 times (only 2 allowed in Arl Co). The staff has been so helpful and are able to easily check out books again. I also think the Children's librarian at George
Mason Library does a phenomenal job placing children’s books out that my kids will love! Thank you! :)

Great Library: Staff & Friends of Reston Library. Serves wide range of clients from shelter residents, parents and small children, and seniors like my wife and I.

The library was used by me and my family very often as a kid, and it saddens me that that value is being lost. I think that the library needs to find ways to engage younger people to view it as a resource, and not rely solely on the internet. My younger brother, by 4 years, almost never went to the library. If usage is encouraged from an earlier age, the value will be continued to be seen. If not, it becomes harder to prove what an asset the library is.

The library is a wonderful resource that I use frequently. Personnel at the George Mason Branch are just super and set the example for outstanding service. From the folks that I know, most people are not aware of the many excellent on-line services offered by the library web site. Please determine a good way to ensure the many outstanding services are known to the on-line users of the library web site. Thank you very much for providing truly outstanding service to the citizens of Fairfax County.

Most of my use of the library is buying used books three or four times a year. The annual book sale needs a bigger room - it was miserable trying to see/choose books this year.

Public libraries are an essential part of any community, providing an extremely valuable service to users of all ages with a variety of interests. I use the branch nearest my home (George Mason) regularly for meetings as well as borrowing hard-cover and e-book selections. Thank you!

Please keep computer games out of the children’s section. They have these everywhere...let’s keep the library a place for reading.

I have a laptop and computer loan program at work. While it was useful 2 years ago, most are not loaned out now and sit in the cabinet as folks have their own ( reduced purchase price) or the technology has changed to make newer versions preferable. I wouldn’t allot a large amount of funds for this program that would benefit a small portion of people.

We devote a lot of tax revenue in Fairfax County to education, and the library is the only free educational resource in the system that serves all ages. Libraries have been crucial to integrating those who are new to our country, and to leveling the playing field for those who are disadvantaged and may not be able to afford extensive collections of books and magazines, or technology that affords access to the Internet. I would like to see our library system freed from its ties to the school budget, so that the librarians and collections who serve the whole community are not competing with school administrators and programs that serve only a limited population. I would support, and campaign for, a property tax increase that was dedicated to expanding library hours, staff, and collections, and renovating older libraries.

Libraries have a lot of problems competing with smart phones and tablets. Also, there seems to be fewer people who read at all using any media. I admit to not using the library as much as I did when I was younger and I will also admit that I use the Internet a lot to
resolve my research issues. I also find that for the past 10 years, I have had trouble finding fiction in genres and/or authors that I like.

Electronic Access to materials will continue to be extremely important. Virginia Room invaluable. Library should not be a homeless shelter but hard not to be. Access to Morningstar and Value Line are great features. Maintaining files of older papers and magazines great. Wonderful facility!

Cleanliness of libraries is an important issue which impacts the attractiveness of the public space. Any resources that can be devoted to keeping the library clean and improving the smell would be a good investment.

I am very satisfied.. Thanks

I love the library, please do evenin possible to keep improving the library. Thanks

Fairfax County has a sizable population of Chinese speakers. Yet, we have hardly any books in our libraries written in Chinese. It is time to start serving this population!

I have had a problem with after-hours returns (book drop) and returning books to a library other than the library from which I originally borrowed the book. In both cases, I have received late notices for books already returned. When that happens, the staff's willingness/promptness/ability to do shelf checks has varied, leaving me very concerned that I will be charged for the book, even though I have returned it. Greater care needs to be taken in ensuring that every book returned--whether in the indoor or outdoor book drops, or in another library--is immediately and accurately recorded as "returned" in the system. This has happened, on average, twice a year over the past few years.

I am consistently impressed with the staff at the George Mason branch especially with the number of citizens with different languages and interests they serve. It's always a great, comfortable place to spend time and I appreciate all they do!

The library subscribes to many less important, borderline junk magazines, while it dropped Foreign Affairs and does not subscribe to Foreign Policy or the Southern Poverty Law journal, to name only a few obvious titles. I don't see that we need to spend tax money on mags from India or southeast Asia while not subscribing to important journals relate to American life and culture. An immigrant from India or Pakistan is presumable is on their way to becoming an American citizen. Let them spend their own money if they want news from home. We could also do with many fewer gothic novels and a good many junky which few persons with buy on their own. The offerings in American history are dismal. In other words, the book buyers need to be better informed about the important books being published. My own college had a faculty committee to recommend titles and not leave it to the library staff to acquire books. FCPL might consider doing the same.

Would like to suggest that there be an on-site person to assist in sitting up the meeting room for the Senior Groups when they meet. Most seniors are not able to set up and break down the tables and pull the chairs into position then re-stack them at the conclusion of the meeting. The local librarian is most helpful and always willing to help, this includes the
staff. We could use another meeting room as well as a larger storage room. Thank you for all the services.

Love the ebook access.

The Library provides great services. I primarily use the audio books online and would like to see more books available through the Overdrive service.

Digital microfilm reader machines are not user friendly, are very time consuming, and not sharp enough image unlike the original but outdated microfilm readers now reduced to three in the Virginia Room of the Fairfax City Regional Library.

Stop being so darn focused on circulation figures to prove you are valuable! This has been done for decades and it doesn't prove anything! The library used to be more scholarly, but that went down the tubes many years ago under Sam Clay. Support the Virginia Room better and please get those people who talk in there to stop. There are meeting rooms for tutors to use. Having been user of the Fairfax City library since childhood n the early 1960s it is a huge improvement!

Remember that there are a lot of ways in which printed books are superior to electronic resources. I particularly value my ability to put books on hold and have them transported to my local branch. I don't need to use the computers and meeting spaces, but a lot of people do. The Reston library is always busy; the parking lot is pretty full by about 10:15 a.m. Stop cutting back on hours and employees.

Keep up the good work. Fairfax County Public Libraries are a wonderful asset.

Install a machine readable book drop so that each book is checked in as sometimes staff can shelf the books without checking in only to aggravate the situation by sending auto reminders that returned books are overdue.

I know that the library staff is trying hard, and so much has changed so quickly that it is hard to know what is most important. Hope this is helpful.

I have been very pleased with the quality of service provided at all of the libraries I have visited throughout the county. I love the ability to access the catalog and other online services from anywhere, 24/7.

None. Thanks for sending out the survey; I pray you get a good response! :)

Thank you for your services!

Fairfax County needs to realize the value of the Fairfax County Public Library system. It is a valuable asset to the community and needs to be maintained at a high level. Stop cutting out employees and library times. The county needs to think of the value to all of the citizens of the county.

I mainly use ebooks, I would personally like to see more books made available to loan online
I have only lived here in Virginia a few months, so I am still finding out what is available, but I do think the library is fantastic.

At the library I go to (G. Mason) I’ve always found the staff to be more than willing to answer questions and to help. I think this interaction is important and encourages people to return. I don’t think there were any questions regarding personnel.

The library is a very important resource and is greatly appreciated by our family the summer programs are very important for families as are the Saturday family programs.

I have always found the main library in Fairfax a pleasant place to research for a vacation trip, study a language or just browse magazines and read a good book. It is very user friendly and the staff have always been very helpful. The below ground parking area is ideal for me as I am partially handicapped. I think it is a good use of taxpayer funds.

the library needs to bring back more magazines to meney have ben discontinued.

I was surprised to see all of the programs offered and wonder why we don’t get back to being a library rather than a library/teaching/study center, etc. we have other public institutions to provide those opportunities. I think the last question was a bit disingenuous . I couldn’t tell you if the library system provides value, since I don’t know the facts and there was no "don't know" answer.

I love the audio books and would love to see that collection expanded.

I just recently joined the library, I wish it could have longer hours so I could study more during the week.

I heavily use overdrive. More selections a a quotable through that would be great, esp audiobooks

keep up with acquisition of new books

I find that the best source of information and assistance is the staff. Without exception, in every branch I have visited, they have been friendly, knowledgeable, and helpful. They, not the automated features, are what make visiting the library a great experience.

I recently moved from Arlington to Fairfax county. I have to say Fairfax libraries are much worse than Arlington libraries. Lack of resources, especially Movie DVDs and Music CDs. The website is poorly built too, not user-friendly. I think maybe Fairfax library management should go to neighbor county to learn from their best practices.

I was very disappointed in the amount of research journal articles available. Every time I looked to access an article recently for a class, I was told that it was not available through Fairfax County Public Library. It would be useful to enhance this sort of service.

Extended hours are important so that Fairfax County residents can use the library whether they work or not, when they are in or out of school, when it fits their needs for study or meetings. One of my organizations (National Assoc of Parliamentarians, Grace Welborn Unit) meets in the meeting rooms at the Fairfax City Regional Library and we find it to be
very hospitable and so helpful for non-profits such as ours. Therefore, my husband and I annually donate to the Library Foundation.

None

The homeless shelter is located next to the Reston Branch. Regretfully, the branch has become a place for the homeless to shelter when the shelter is unavailable to them. If this policy must continue - a place for these individuals to store their property and to rest without imposing on the general library public should be made available within the library if need be. I recognize that access to computers and other library resources should be available to these persons. However, the use of the lavatories for general personal hygiene is beyond the scope of the library. There has to be a uniform policy between the library and the shelter to equally facilitate patrons of the shelter and the library.

More ebooks available. The wait time for many can be weeks.

Fantastic system. Best in the state. However, could use an update on its web based search engine. Not very intuitive and often frustratingly slow. Also seems like the collections are very slow in their growth. Wish there was more money for book/teaching CD’s acquisitions.

don’t use the library as much as a once did but yet depend on it. Always found the libraries helpful and useful and convenient.

I love the Fairfax library. In the past three years I’ve lived in the area, it has improved services in several areas from good to great (online book reservation notifications, self-checkout, audiobook availability online through the Overdrive app). My primary suggestions for improvement are to expand hours on weekends and to offer more selection with audiobooks and e-books.

I think the library has good resources for fiction and nonfiction books. However, I wish it had more DVD media (for example movies and TV shows) available, as the Alexandria and Arlington County Libraries do. I would like to take a whole season of "House of Cards" and other series that are offered. Fairfax has very limited media, such as this, and I have to go to the other library systems to get what I want in DVD’s.

My children and I regularly use the library and really love it. Keep up the good work!

Please update the website/online catalog. It is unnecessarily old and clunky- having to log in every time is one big example, having to use the "back" tab in the site instead of backing up on the browser itself is another, that it has no mechanism for recommending alternate spellings or autofill is a third (ie, if I type "Eryee" I get nothing, instead of "did you mean Eyre?" or once i type 'Eyr' having 'Eyre, Jane' pop up as an option). Arlington VA's library website is an example of a library system that is much more user friendly and easy to navigate. In most ways I vastly prefer the FCPL system to Arlington’s, however the increased ease of use with finding and reserving books is getting to a degree that Arlington is becoming my default. I also think late fees could be higher- I’d happily pay much more (or even a monthly fee) for all the books I read from FCPL in a year.
Library is staffed well but it always feels like the person manning the front information desk is busy (or absent) helping a customer/user of the library. I mainly come on weekends. It would be nice if there was an internal library map that the person could give out and circle approximate locations for people without having to leave the desk to help someone find an item?

Excellent staff at George Mason Thank them

The library has been a great resource for me and I truly appreciate all that is offered. I go there at least once a week and also made great use of Overdrive to check out eBooks and eAudiobooks. Here are a few things that could be improved - 1. The self check-out machines create lots of sounds in the check-out process which is annoying and seems quite unnecessary. 2. The Search function on the website sometimes return results that are irrelevant. 3. I wish there are more magazines like Harvard Business Review or The Economist. Thank you!

Centreville and Chantilly libraries are very busy during evening hours and weekends. I find it difficult to find open computers, tables, and meeting rooms. I also find it a hassle having to enter in a library card # each time I need to use the internet. I would suggest the library expanding on these services.

Only if they consider to open the libraries on sunday as well

Overall I'm please with the FCPL. The only draw back is it takes a long time to get a popular book. I found limited access to e-books. There are also limited number of language CDs for learning new languages.

Please don't try to be all things to all people. The library should not be expected to be a school, employment center, business center, etc.

I have no idea why there is such a long wait time for reserved e-books that are popular! Seems to me ramping up the number available would be a lot most cost effective that purchasing books. That said, I am very thankful that FFX County library system has all the amenities that it does.

Traditional library services - print materials, interlibrary loan, summer children’s programs, etc - still need to be offered. E-books, databases for news, research, etc are also of valuable. It is very important that the Library be able to offer professional librarians plus paraprofessionals. Adequate staffing is very important.

As you can see, I am quite comfortable with the services based upon my age and reading/research habits. A strong learning presence for young children, I believe, is paramount to the success of any library.

Thank you for the good work that you do!

I am delighted to have it, both for books and books on CD's. I am not very current with technological possibilities, so don't feel qualified to respond to those options. If I had any hesitation about acquisitions, it seems to me that there is no unworthy child's book if I'm to
take what I see as evidence. I think there should be more selectivity in that area, with a higher standard. They are not cheap, but some seem quite pointless, in story and/or in illustrations.

The library is a place to go for peace and quiet and to enjoy the resources that are offered. Unfortunately, there are many times that school age individuals at all levels arrive and conduct their "classroom" discussions out in the open instead of reserving a room. It's very distracting when one is trying to avail oneself of the valuable resources the library has to offer. On the whole, I believe our tax dollars are well spent here; however, more tax dollars are needed to maintain the quality of service that we currently have. I realize that everyone needs to absorb and make cuts to balance the budget, but there are some services that are just too valuable and should not be cut. I believe the public library system in one of them. Thank you for the opportunity to participate in this survey.

Thanks for your service!

While I marked interest in expanding the audiobooks and Ebooks, above all appreciate the actual physical presence of the Reston library with books on shelves and the programs available through the facility (children programs, used book sales, etc).

Thank you for asking us and good luck! I am an English Literature major and truly enjoy HOLDING books, magazines and The Washington Post. Never will I use an e-book or some kindle-like "device". I prefer my music from the radio but will check out a special/rare/classical CD sometimes. Never will I use Itunes. Thank you also for public pc's and Internet access!!!!!!!

I use the ebooks feature. I would like to see more of those books available.

More audio books please.

It's very important to offer access especially in the evening so that those who cannot afford their own computer, wifi, etc can access it when they are not at work. The more hours the library can be open the better. Don't close any of them.

way to communicate is not a single answer, depends on the message. It is important that the library does not swing to only e-material, there are many that need or want paper books.

While I use the on-line services the most. I do go to the branch in Centreville Virginia. The people there are most helpful.

In general I think the system is working pretty well.

More selections of teen fiction would be nice to have. Also, there need to be more than two computers for looking up books while in the library (reference numbers, etc). There are plenty of computers to borrow for other reasons, but not for researching books in the library.

Open earlier
I love the book sales that support the libraries. I am concerned about the use of computers at the library. I believe they should be reserved and there should be some way—I certainly know we use controls at school—to monitor so that the computers are not being used for pornography or other illegal or questionable services. A library is to encourage reading and learning—nothing else. I would like to see more kiosks in libraries where you can check out your own books. The question I understand to be an issue at this time is having enough money. Libraries should focus on providing resources to the youngest to encourage a life long interest in learning and books.

Keep up the good work. Would love to see an increase in the library hours, and reduce the wait time for getting reserved books/materials.

For the little amount of tax money the library receives, the staff do a tremendous job of wisely using those funds to the fullest to benefit all county residents.

We love our libraries! Thank you for providing us with opportunities to discover new literature. We don't mind libraries just sticking with the basics, but acknowledge that there are many people out there who may need more. I don't think that you need to focus on movies or music unless it helps to fund other programs. There are already many of those services available.

The trend is towards technology. I believe the Library should continue adding electronic resources. (I love my Kindle!) However, a physical place to gather and research is also important.

NO other comments.

The Fairfax County Public Library is providing great service.

would like to see more best seller eBooks available while they are still best sellers. strongly object to the libraries: being turned into baby sitting/after hours day care centers for children providing laptops and/or tablets to check-out providing children's "playaway" computer and/or tech training providing makespaces and equipment providing job seeking assistance these can best be provided through recreation centers, the government center, adult education classes, Fairfax Parks & Recreation classes, etc. library funds and facilities should not be used for services other than to encourage and provide a clean, quiet facility for reading, literacy, research, and studying.

Thank you for the services you provide!

I have been in several libraries that offer Movie DVDs and/or download options for movies. It would be great to have such a service in Fairfax.

A public library, is an essential component of a community and the county should continue to support it with sufficient funding levels. It would be of value to the future of this country, for the library to not only encourage reading, but become involved in increasing activities in the STEM fields to encourage our future generations to pursue STEM careers.
Thanks for the survey. The public library ought to meet the needs of citizens more likely to rely upon and take advantage of public resources. What are those needs? That’s a survey distinct from this one, and a survey best addressed by public school and county social and immigration integration and law enforcement and other officials and partners who engage most with those who stand to benefit most from public resources. For my part, as someone in the upper middle class, I enjoy audio books and The Teaching Company courses and I appreciate a food selection of these in the library. I also like Japanese anime, but I think that’s too complex as a section of media for most public libraries to engage in, unless is it is with family friendly classics. Thanks for the survey.

providing services for community residents is essential. how about some fundraising?

More help/education/materials on how to get ebooks from the library. I’m tech savvy and I’m still confused on what over drive (?) is. It would be nice to have a quick handout at the library with step by step and help options.

Libraries are a vital component of community life to provide both recreational and educational reading for all ages. Public access to computers for research including job searches and other assistance remains a necessity for those who cannot afford their own. I do not endorse laptops, etc. for loans because of both the purchase and repair expense. I regret the continual reduction in funding for the Fairfax Public Library system and the concurrent reduction in staff.

Shortage of online downloadable books. Frankly I find the wait times for downloadable books intolerable. In some instances it has taken months to finally get an online book available. Online books should have a limit of 4 or 5 days checkout with renewal to those who are really using it. The latter would reduce the wait on book circulation. It is my opinion that people check out the book and then are too lazy to actually electronically return it, an hence it sits for 2 weeks un circulated. Since the check in is automatic there is no incentive to a lazy reader to actively take the effort to return an electronic book early. Second is that there really is no good support for online books. Overdrive books typically suck. I have at least 4 examples of books in the last 6 months which they have converted and were unusable. Their online reader is terrible and worse the actual mapping of the physical book to the online version often lacks the graphics in the book. An example was the book on knots, and one of the books on sailing. In both instances the figures were not included in the online version. How on earth can you use a book on tying knots if none of the pictures are included? Calls for tech support to Overdrive in each of the instances have been, "we see the problem we will get back to you with a fix". To date I have yet to receive any updated or corrected books. Into oblivion the help desk closes tickets without solutions. Overdrive is a waste of taxpayer money unless FFC Library can run ramshackle on them a bit better to force them to deliver quality, -- which they are not doing. If you would like more examples of such nonsense books, check out online: Thing Explainer: Complicated Stuff in Simple Words by Randall Munroe which is only available in the online Overdrive browser readable version. You can’t possible see a thing or read or use this book online. An open ticket on it got a response: not our problem.

I am very pleased with FCPL. It is one of the only things I don’t mind paying taxes to support.
Thank you for caring.

I was disappointed to discover that there was no play area for my toddler at the library, or even a reading corner. I am new to the area and thought the library would be a great place to meet other moms, but not if kids can't play there. Also, the librarian could not give me information regarding any summer programs for children.

None.

Why was there not a "Somewhat Agree" option for the CD/DVD question? "Somewhat Agree" would have been my preferred answer. Instead, I simply bypassed the question as I'm sure others did, too.

Before having a child, I frequented the library for books as well as used overdrive to download books onto my kindle. Now, not only do I use those services, but I take advantage of as many early education classes as I can for my 18 month old son. I've found the library's storytimes, music classes, and gym classes to be incredibly helpful in the early development of my son. It's a great way for him to learn new words, increase his love of books, and interact with other children within the community. He also gets the chance to learn how to share. I even have the chance to meet local moms from the community. I can't say enough good things about the Fairfax public library system and all that it offers to my growing family! Thank you for all that you do!

The library is a wonderful place for my family. Keep up the good work!

Thank you!


I love the library. It is warm and welcoming and everyone is friendly.

You have beautiful spaces. However I have spent most of my life in Arlington and found that system to be, overall, one of the best in terms of selection and services.

The single best thing you could do is expand the hours.

I really enjoy the library services. I have 3 kids and feel it's very important

Nice library, but the website is not as user-friendly as Arlington County. Book selection could also be expanded.

I love the library and love reading and love having the public library available and accessible to me!

I really like the e-book and vinio magazine options.

Don't like the new computer self-service checkout machines...they seem simple enuf but for some reason...maybe it's my age...the ****things never seem to make it easy for me to checkout a book.
The library provides books that help take people away from the worries for a little while so that they can experience another country or time period. The fact that it is free for members of the library is helpful.

I've always found staff at any Fairfax County library to be friendly, courteous & helpful—gotta keep people coming back! I think it’s very important to get the next generation into the library.

Libraries have a sordid history regarding payment of royalties to authors, but that was a long time ago. Hopefully that has been rectified.

I am mobility impaired due to multiple sclerosis, and I am LOVING the new(ish) separate ebooks catalog, wish list, information on holds, etc. Thank you very much for these improvements! (Plus, new books are available so much sooner if I borrow and read them on my Kindle --- making me read a lot more, a lot more often :) )

The current children's programs are great, just wish they were offered more often and at a varied schedule.

Great staff!

I'd like more of the books to be available as e-books. That is, for me, the most convenient way to access them and read them. There is no need to go to the library to get them, and they expire automatically, so they do not need to be returned. These days many people have e-readers or tablets. I'd also be in favor of more audio books, although we rarely use them. However, for people that have vision problems, these are useful. On the other hand, e-books can be read out loud using the reading programs that are available on both Mac's and PC's these days. So, it might be useful to have training available for vision impaired people on how to utilize those features on their devices. My wife and I have found that the Alexandria Library offers more books on subjects in which we have an interest. These are more non-fiction and relate to history, science, politics and government structure and events. But, the most important groups you should serve are the school age group and the English as a second language group. Tie that in with Civics education and the history of the U.S. and you would be doing a great service. My overall assessment is that you are doing a great service now, so keep it up!

N/A

Thank you for all that you do give Fairfax County already.

As the county promotes capital improvements for libraries, fuller consideration should be given to adding affordable rental units to meet the current crisis of a 31,000+ unit deficit. Preferences for housing should be extended to low wage county workers and citizens with special needs. Also, libraries space should evolve to support wrap-around human services from non-profits and government agencies.

Get more audio books and dyslexia aids. You should hire a special needs teacher during the summer to help with non spectrum learning issues such as dyslexia and low reading abilities for children not placed in summer school.
I love the library's OverDrive collection and hope to see that increase.

Enjoy DVD lectures on history, particularly the Revolutionary War.

I wish there were more staff to help patrons and that staff were more friendly/outgoing to patrons. Laptops available for loan would be AWESOME!

I like the library, but I think this is a very inadequate survey. Most of my true answers would fall between "extremely" and "somewhat". Why were we not given the option of answering "satisfied" or "important"?

I use the physical library as well as online for ebooks. I haven't figured out online audio books to my ipod yet, but I will get there. I think the library is an extremely important place in the community. If, when my child was small, I was able to take her to story time, I would have jumped at the chance. To offer classes to both children and adults, I think is a great value to the community.

Please add more children's and toddler/baby programming at the Centreville branch!

LUV my libraries don't like machine to pay fines

Fairfax County Public Libraries provide a VERY valuable service to the taxpayers. Every time I go to the Library, I enjoy browsing for new books, appreciate reading "Staff Favorites" and interacting with the very friendly and helpful staff at the George Mason Branch. Keep up the good work. I for one will do all I can to eliminate budget reductions/cuts of the Library. It is an essential part of our community and should forever remain so. Thank you for the wonderful job you do.

I love the library.

Stop trying to reinvent yourself. Just promote hard cover books. Actual books. Not ebooks or online services. These are the best and only real way kids will learn to read and keep reading as adults. Stop all of the other programs that should be done by the Recreation Department. You have no business offering camps, preschool, etc. Stop taking programs from others in an effort to keep yourself current. You are stealing from Rec Centers.

Please finish and reopen pohick as soon as possible. The parking at Burke center is very limited. Too many different reserved spaces and not enough close parking for other cars. Consider opening at 9 or 9:30 am

It's hard to concentrate in the library when so many people make so much noise. I would frequent the library if that were not the case.

Great library - customer service, usually put books on hold and pick up when ready. Use the search for best sellers, get books for discussions although don't attend the discussion group.

NA
Can’t wait to see the "new" Pohick Library! Love the eco-friendly Burke Library and Byrd Library.

Electronuclear e books choices are skewed for teens and romance or mystery. The is a great need for more adult fiction. Often I have to drive to library to take out the second or third book in a series. E books should have added notation description identifying 1, 2, 3 title in a series.

Updating the library catalog website would be great. The current website always has errors when pushing the "back" button on the browser window, and I have trouble scrolling on my mobile device whenever I generate search pages. Possibly if you could start with creating a design that would be phone and table friendly, then you can scale up to the website. Additionally, it would be great if you offered a fax machine (paid use of course). It sounds very retro, but it is expensive to go to Kinkos/FedEx and fax something to a tax office or a lawyer, so this may be a service individuals need, as many government offices and business still request things by fax. Overall, love the library and I am always checking out books. Fairfax County has a great selection, and I can find most new books that I am looking for.

Should have a greater emphasis on rental of e-books as most of the population owns or has access to some combo of computer, smartphone, and tablet. There is a need to move beyond physical paper to make print products more readily available on a more timely basis.

Love going to the library as a respite from the harried world of technology. Appreciate the services it offers to the various populations. Find out more about other library services and Fairfax County services by physically being at the library. Don’t see Fx Libraries on social media -- I’m getting more descriptions and reminders of community events through Facebook. I have not looked to see if the library has a FB presence.

None

I love the Fairfax County libraries...thank you all for your dedication in providing top-notch services.

I use their on-line resources to find and place books on hold. They e-mail me when the books come to Great Falls. I scan my card and books and out the door I go. The people behind the counter are very nice though. This is a great system and negates the need for a large library in Great Falls. My wife uses the on-line resource to download books. She never visits the library.

I use the library mainly for recreational reading but when I visit I’m always impressed by the number of people and variety of activities in which they are engaged. I’m very supportive of the library expanding it’s role as a community space for education, social activities with an enrichment focus.

I think it is important for the libraries to be open on Sundays. I know some students that depend on the library as a place to study. Also, evening hours would be preferred by that group.
I’m a voracious reader, sometimes going through 4-5 books a week. I do almost all of my reading on my Kindle since it’s far more portable. Please, please add more e-books to your catalog!

I particularly like the way the Library system has changed for picking up books on hold and checking out. It is very sensible and quick.

I think you do an awesome job and that the staff is great. Libraries are the heart of the community.

The library should open at noon on Sunday - 1pm is too late.

I hate, loathe, and despise the new machines used to pay fines, buy book sale books, etc. They are unfriendly, impersonal, and recently gave my $7.00 in change IN QUARTERS!!! Please put this function back in the hands of staff/volunteers who can provide friendly, helpful service. Access to online databases remotely is a critical interest of mine.

I LOVE the Fairfax County Public Library System and I think it’s doing a great job at serving the public with the funds that are available. Thank you to the administration for all of your hard work.

The library doesn’t need to be a baby sitter. ESL people need to pay for their classes at a regular ESL school. The library is about books. That is an issue. Even regional libraries don’t have a good selection and books have to be ordered all the time. THIS MEANS THAT MANY PEOPLE NEVER LEARN ABOUT MANY OF THE BOOKS AVAILABLE. I look at this as LAZINESS on the part of the library staff. Instead of keeping libraries well stocked they send the books around everywhere. Bad job people. This is NOT a babysitting language service - this is about education thru reading. English is the language of the state of Virginia. All the Asian nationals in the area manage to learn English without a free babysitter. The Latino community needs to do the same. You have completely lost focus and are abetting in the failure of education in this country. Look at the tests!!!! You should be a research facility that is better than google. Susan Hesser 571-277-5657

More DVDs and CDs to borrow

I think that overall we have a great library system!

I normally use the computers at the library. I have two complaints listening to children crying and patrons cell phones going off and them answering. I’m don’t want to hear their conversations nor do I want to listen to patrons text for long periods of time. Maybe a couple of computers could be separated with a NO CELL PHONE sign. Thanks

Mostly I use the online services. Predominately, borrowing audio books for my work commute. However, I also really appreciate how the library has a nice Korean section of books that my wife can borrow.

I would want to see some Hindi books
It would be more inviting if the County were able to establish cafes in their libraries, much the same way that Universities and colleges do on campus. Book stores such as Barnes and Noble have an arrangement with Starbucks to provide coffee services and make their experience more interesting. I think it would make the library more of a destination as opposed to a need-based trip for a specific reason.

I wish Kingstowne Library was open on Sunday.

I wish more dollars were allocated to the public libraries - so important to the community. I wish we could keep the extended hours now in place at Burke Centre Library.

We love the library. Great programs for kids.

I have been physically ill for the past three years that is why I was not using the library as often as I use to. I do hope that I will take advantage of all the great things it will offer.

I use the Library almost weekly, love the book reservation system and would be lost with fewer services.

I highly value all of the services provided by the library.

The Fairfax County Public Library should allow those offering paid tutoring services to advertise in the Library. The Library should also allow tutors to use rooms in the Library for groups of students. Jane B. Todaro (703) 941-3694

Great library. If cost is an issue, e service for book lending and expanding it, should help. That can expand the number of copies available to the customers without increasing the space for paper editions. I am impressed with the periodicals available. Location in Fairfax is ideal in old town Fairfax. Keep up the good services to the Fairfax city residents.

I think FCPL is probably one of the best systems in the US. Keep it up!

Chantilly location needs more new fiction books, always have to put them on hold. Used to love bringing my then-preschool age sons to the reading day there, not sure they still offer it.

The ideas for future improvements sound very interesting. I wish the library would be open later on weekends, and provide updates to their annual reference books, such as military reference books, every few years, since their subject matter changes so frequently.

Keep up the good work.

Programs for kids during the summer. Free access to all copiers and printers - not having to pay to make a copy.

More ebooks!

The only comment that I have at this time would be to have more copies of the latest books available. At times there is a long wait for recently issued best sellers.
Lower the daily late fees; have a once a year amnesty from late fees return day; earmark all late fees to Library programming only; encourage more community book clubs; have more frequent Book Club forums; give more space to friends groups for meetings/book sales/desk space

We would like to see programs for senior citizens.

I am thankful to have the materials and resources that are available to me. Our book club only chooses to read books available at the library. This is for convenience and no need to buy the books we choose. I am concerned that funding for the county library system might be reduced. This would be a shame. Every time I visit the library I see classes, programs and the entire facility being used.

I pay taxes to support the library. I like to think that all my tax dollars go to the library!

Would like many more e-audiobooks available and/or audiobooks on cd

Best use of taxpayer money. Can't believe more people don't use the library.

I really enjoy taking my toddler to the classes offered by the library system. I wish we could attend more often, but it's extremely difficult to get enrolled in them. I do not like the fact the classes are filled within minutes of registration opening.

1. It would be helpful if the libraries could sometimes open at 9 AM (instead of 10 AM). 2. We belong to a group that uses a library meeting room once a month, and find this to be very valuable. 3. On the library webpage, most things are very clear and user-friendly, except for the log-in and log-out keys. These should be placed prominently in the upper right corner of web pages. 4. Overall, the libraries are outstanding.

The audiobook offerings are fabulous. Thanks for all you do.

We need more children books at burke centre. I hope when policies opens the children section is as good as it was before.

FCPL has always served me well. One thing I would like to see more of, though, as a mathematician, is some more math books. Also, maybe free seminars by either professionals or community members on certain topics, such as math, could be an interesting way to get the community involved.

Thanks so much for all service

I am a librarian in another library system, but I live in Fairfax. Two things: 1. When I was looking for a job, nearly ever Librarian position was part time, but required an MLS. You're not going to build up your services and community support if you only employ people part time. This requires those librarians who are employed part time to work a second or third job to make ends meet, meaning that they are not fully invested in their library and that they do not have the energy or motivation required to give their library their all. I know it costs more money in the short term: one fulltime employee costs more than two part time employees. But by investing in your staff, you'll have a better motivated, more productive,
dedicated staff that will go above and beyond for you. Employing fulltime people who do not need to work second or third jobs will also reduce churn, thus saving money on posting jobs, interviewing candidates, and hiring new employees. Don't give your community less than what it deserves. Invest in your community by hiring fulltime librarians. Fairfax deserves it. 2. As a librarian, I'm a little biased in how much I value library services and populations. That's probably reflected in my survey responses.

I wish the library system could purchase more licenses for popular/bestselling e-books. The long wait times for e-books are a deterrent for me using the library system. While the internet and access to many online resources has reduced my personal needs for library services, I feel the library provides vital services to those new to our country and lower-income families, so those services should be enhanced.

A very impressive system that surprises out of towners that I meet on trips. They are amazed at the resource, Wowbrary, and ability to hold or put book on suspend.

I consider living within walking distance of the Tysons-Pimmit Regional Library one of the greatest selling points of our neighborhood. I use the library several times per month, as do many of my neighbors. I'm interested in learning more about the new self-service options; I'm not sure I know what all of them are but I am a ready adopter of new technology. Thanks for all you do.

The audio CDs collection is growing - it is NOT sortable in anything but the broadest possible topics. Why can't it be sorted like the books? Putting in my only option, "history" brings up hundreds if not thousands of titles - not sortable in any other way to narrow it down. You have to tediously go through it page by page to find things in the genre in which you would be interested.

I am very grateful for the Fairfax Library. It has saved me thousands of dollars over these past years. I have to compliment the staff too. When I call to reserve a book or inquire about my holds, they are extremely helpful. I use the library frequently and will continue to do so. Thank you.

Love FCPL, our librarians, volunteers, and staff. I am dismayed with the trashing of books in dumpsters at the government center. It makes me question the capabilities and philosophy of the library system administration. I have no confidence in their judgment or integrity. There are so very many who could use books and FCPL administrators and tech center staff choose to trash them? How can anyone in Fairfax trust the decision makers involved in this with other important library matters? Boggles the mind.

I would like to see more e-books available.

1. Although the Dewey Decimal Number is found on just about all the library books, the computer system does not show it near the book name. You have to hunt for it. In addition, books are not located by the DDN in all instances but rather by category (such as mystery, science fiction, Historical, etc.) and then by authors name in alphabetical order. Could a handout be prepared that shows an overhead layout of the book shelf racks with the location by category. The signs on the walls are not sufficient and are even misleading. 2. Would it be possible to reprogram the computer so that someone using the catalog system
would get the CATALOG with click on any key without having to click through other, usually administrative, programs? Thanks for a chance to comment. The Fairfax City Regional Library (the one I usually go to) is well run, clean, and the employees are always extremely helpful.

Good services, good books, great resource for the community.

An extremely important part of our life. Your services must be maintained at least at the current level because if they are lost it would be difficult or impossible to revive them. And thank you for all the years you have served this community.

Fairfax County libraries offer great services within their approved budget. My household does not believe that libraries need to expand their mission or expand the scope of services provided which would ultimately require significantly more tax dollars. Libraries are libraries....they are not schools or babysitters, nor are they responsible for providing free internet, WiFi or laptops to the underserved in the community. There are many sources within the social services department that provide technology to the underserved, that's not the primary mission of library systems.

There is a kiosk at Burke library to purchase books & pay fines, ect. It is very difficult to use. The screen does not respond to the touch & either needs to be fixed or replaced. I have asked the staff about it, and they usually have to stop what they are doing and help me. This has happened every time I have used it...at least 5 times in the past 6 months. The staff is always pleasant and helpful. I usually go to Pohick. We are excited about the new renovations. Thank you. Pat OHara

We have been using the Fairfax County Public Library for over 20 years and we are very grateful for the outstanding services that the library has provided to our family over the years. It has a broad selection of books and other materials, and we truly enjoy using the library on regular basis. We would like to express our deep appreciation to all library employees, volunteers, and supporters for their commitment and hard work. Thank you.

The cutbacks in hours and materials purchased have been unfortunate.

I love my library. Thank you for everything you do.

The staff that works in the main desk is often detached and do not offer any suggestions.

Please do not focus on electronic resources to the exclusion of traditional books - I prefer to read my books in traditional format rather than as an ebook.

I don't vote in local elections because I am Canadian citizen and do not have US citizenship. I have lived in Fairfax County for 14 years and my husband votes in every election.

The lawn should still be mowed at the Tysons Pimmit Library during renovation. And you need a better sign so people can find the temporary location.

I love The Fairfax County Library system. The only thing that I would change is having more e reader books available. I also love inter library loans. Keep up the good work!
I think the library needs a better inter-library loan system. Even if a book is not available at specific library or even the branch, I think the libraries should enter into a coalition with other local county libraries in order to give patrons access to the books.

Is it possible to offer a free e-magazine service such a Zinio?

Extremely satisfied with having library services need to increase the hours of library

none

The library needs more funding! I got so tired of waiting for books that I got an Arlington Public Library card so that I could get popular books in a timely manner. Every time I drive to Arlington I resent that I have to spend so much time getting books I should be able to get more easily through Fairfax county.

The staff in Chantilly are somewhat racists and sometimes serve customers of minority and are more racists with the minority staff. This has got to change and I feel there should be equal number of races in the library not just white.

County computer usage needs to be monitored better and staff needs to monitor the area around the children’s - young adult book sections better. A middle aged guy sitting right by the Young Adult section, viewing pornography, shouldn’t be something I need to worry about. He did this non stop for over 30 mins while teenagers were walking around him seeing what he was doing. I fear the thought of what his real motives were. Unfortunately, because of the staff’s disinterest in the situation I do not feel safe with my children at the library and will not let my teenager away from my side when we are in the library. Safety in the buildings needs to be addressed in a whole new way these days.

Besides books, my favorite resource from the library is great audio books on CD. I would love you to have more complete series of various mystery authors: Louise Penny, Dorothy Sayers, Stephanie Barron, Deborah Crombie, Jacqueline Winspear, etc. Thank you for making so many available!

I love my library and I’m a big user. I prefer real hardback books but can imagine that if I were housebound I’d be very grateful for ebooks. The computer program for searching for and reserving materials is just wonderful. Every librarian I’ve ever met in Fairfax County has been lovely. thank you.

None at this time!

This is a really excellent library system. I am not really unhappy with any aspect of it.

It’s a great public service. Unfortunately, people don’t use them much anymore, so i’d suggest continuing to grow the online and "from-home" offerings

Have a better children’s area in the libraries, esp main city of Fairfax. In small town Bethany Beach Delaware, they have a kids area that is walled off from the rest of the library so the kids don’t have to worry about being too loud. They have couches and toys and even exploring boxes, each with a different theme. The boxes include being a doctor, A day at the
The city of Fairfax library is not offer computers for children. I don’t feel like any of the libraries are kid friendly, and for being in Fairfax County, that is surprising.

I prefer to get digital books and would like to see more books with less hold times.

I would like there to be more of a focus on books. I have noticed that in the past several years, books are being removed from shelves, but not replaced. There were also issues with books just being thrown away after being removed instead of sold, or donated. More shelves have been cleared for meeting spaces & computers. The sci-fi/fantasy area is dimly lit, & the books don’t even fill all the shelves. Many series have some books in one section, and the rest in another section. The library catalog is also missing titles in the middle or beginning of series. I’ve seen people eating & drinking in the library at various tables which can lead to insects & spills on books. The staff is often friendly, but not always allowed to help with things if there is a self-service machine to use instead. This causes problems when the machines break. If you want to have more room for programs, computers, a cafe etc., other libraries have built a second floor. They have separate areas where people can hold meetings, come to programs, use computers, eat etc. We are supposed to be one of the wealthiest counties in the state. We should be able to have more books and and places for programs without having these issues.

Thank you for providing such excellent selections of young children’s books. I really appreciate how well stocked and organized the library system is. I also appreciate how helpful all the library staff members are every time I ask questions or need assistance of any kind. My favorite part of the library’s services are the hold services. It is wonderful to be able to put books on hold and be able to pick them up so close to my home. Please keep up the good work! Sincerely, a satisfied library patron

I love the George Mason Library branch. It’s always a pleasant place to be and a reliable study space. I wish the staff were a bit friendlier, but overall just a wonderful library.

Fairfax county has a wonderful library system. Nearly every book I have needed has been available through the library. FCPL is a fantastic support to the community.

Get more access to eBooks.

I especially appreciate that books on hold are transported from one library branch to another. I think more might be done to inform people about volunteer opportunities at the library.

My experiences with the library have been very positive. Staff and facilities are good and the resources are user friendly. Staff levels seem right. More small meeting rooms for 2 or 3 person meetings would be nice to have.

It would be great if there was an expanded selection of large print books available at the Tysons Branch and if you could make large print interlibrary loans easier and more expansive (obtaining a large number of books for expanded period of time).
What does voting have to do with the Library?

Fairfax County Public Library is the best!

I am a very strong supporter of the FCPL and appreciate all the wonderful services it offers.

Too much space is used for non-English material. This is an English speaking country and individuals who wish to succeed here need to speak, write and read English proficiently. The library is not helping them by using limited shelf space and spending limited resources for material in other languages.

I hope the library continues to offer books for some time to come. While I read ebooks, etc., not everything is available as an ebook, on line, or some other electronic format. I am afraid at some point in the next several years the Library will switch over completely to electronic formats. I think it is important to engage all age groups at the library--children through senior citizens. Sometimes the library gets great reference books--but one cannot check them out. I often see some on Wowbrary, only to find I can't put a hold on them because they are reference books. How about buying some additional "reference" besides those needed for reference that stay in the library. Also as one who does family history and genealogy, please keep up the support of the Virginia Room. I suppose the computers are important to some, but as a household with a desktop, two laptops, and mobile phones, don't really have any use for them. Also wouldn't hurt to acuire some apple based computers. Yes, they are higher in initial cost, but having purchased several since 1984, I can tell you that their lifecycle cost is less than PCs. This is because of higher quality, there are fewer problems requiring repair or tech support. also, no training required to learn how to use them or the software. Love the hold system; although even though I am one of the first to put someting on hold (because I see it on Wowbrary) it sometimes takes months before it shows up as available. One pet peeve at the Chantilly branch. Most people are pretty competent, but the checkout people often don't take the reserved stidkers off the hold items, which is annoying. Also, most don't offer an electronic receipt; they just give you a paper one without asking what you want. Could we get to the point where one could use one's iPhone to do checkouts, etc.? A;Iso would prefer longer hours on Friday and Saturday evenings. The reference staff are very helpful and knowledgeable. Like the online resources.

The FC Public Library system is a great asset. We enjoy walking over to the Fairfax Regional Library in Fairfax City to take out books. We don't really use the other services, although from time to time we do go up to the Virginia Room. But there is no doubt a need to offer an expanded list of services to incorporate the latest technology to reach all sectors of the Fairfax County population.

Employees are incredibly nice at george mason on little river turnpike - knowledgable, patient... Invest in our libraries!

I would like to see availability of on-line training classes in technology. Something similar to Arlington County library access to lynda.com. Code School is another such site.
I love the books on Cd---my first choice if available. I also love the fact that I can request a book on-line and have it sent to the library for me. The self service machines work well. I really appreciate the wifi.

I think our Library system is great. I often reserve books online and I appreciate the good selection available. The Library has also been good for meetings, book sales and other events. I know this is a diverse population and I feel that the Library services help those who live here.

My family loves the Fairfax County Public Library. I was surprised that some elementary school children that I have tutored do not know about the FCPL. Maybe an outreach campaign to the elementary schools, would be effective.

My biggest complaint with the Library I use is the long wait I’ve encountered when I order books that have just come out. I’ve waited several months for some of the books I wish to read.

I’ve heard some libraries are becoming libraries of "things" other than books, such as loan programs for yard equipment, tools, etc. I would be extremely interested in such abilities, and believe would be an enormous resource for the community. Items could even be donated. There is no point with me having tools I only use once a year, while not being able to do other chores or yard work because I don’t want to buy yet another tool I will rarely use.

Thank you for checking on the community’s needs.

The library serves so very many important purposes. It is such a huge positive to living in Fairfax County. Others with whom I have spoken from other areas are envious of our great library system.

It would be nice if the library system could offer rental of modern, Hollywood movies on DVD.

I think the Library is great!!!

Keep "classic" books available - as many as possible. Keep enough copies of all of the best adult fiction - that is, the recognized outstanding works, usually award winners. Don’t stop carrying "oldies" - books like Alan Paton’s novels, Joseph Conrad’s, works. Don’t let books like The Nigger of the Narcissus just "disappear"!!!

Computer resources need to be better utilized, often there is a wait to use the computer while teenagers are playing games. It’s also challenging to find seating.

I’m mostly very satisfied with the library services. I am disappointed about the hour cuts and the limited supply of new books, or just books in general. It can take a very long time to get a book on hold. Also, I’d like to have more e-books. The few times I’ve requested one it took a long time to get it. I do wish the libraries and public schools worked together more and better. Perhaps even offer a book mobile program for communities that aren’t in walking distance from a library.
Would like to see more people instead of self-serve kiosks. Taking jobs/information away and replace them with computers is not the way to go.

Longer operating hours during the weekend would be awesome.

Love the library and really miss Pimmit’s while under construction.

I am a long time resident of the county and patron of the libraries. I spent many hours at the library as a kid looking for books, studying, doing homework, etc. As an adult with my own children, I enjoy the services it offers - the many books we can borrow, a place to browse books (especially travel and cooking which I may not want to purchase). I believe libraries are an important part of our communities and anyone who thinks otherwise has probably not stepped into one in recent years or is not an educated person who appreciates literacy,

I think the libraries do a pretty good job. I would like to see the expansion of digital and audio book availability. I also think the software used could be improved upon to make it easier to use its features. For purposes of reference, I use the Orange County California library system to download audio books to my phone (android,) and this works simply and intuitively. (We own property out there but Fairfax County is home.) The search to find something and to place it on hold seems to work easier as well.

It is essential that all residents have access to reference material including civic related, non fiction and fiction to insure an aware and informed population. This must include a variety of types of material to satisfy needs of people of all ages and economic and cultural backgrounds (computer related, hard copy books and material, browsing stacks, catalogue on line. The doors of the library must remain open and the programs of the Library must always be encouraging people to become more literate and self developed. If one needs to do something, the library should be there to help with publically available materials.

I think the biggest bang for the Library buck centers around services we can’t find/easily get elsewhere. Music and Video has lots of sources. Getting young ones interested in reading at an early age is huge. Easy access to Library Books is key (via electronic or hard copy). Reference materials and "interesting reads" are important, because no one wants to buy a reference book for a single project. How are search engines, like Google affecting the demand for reference materials?

I particularly like the ability to download audio and e-books using Overdrive. Its a terrific feature!

Thank you for the wonderful service you provide . To the elected officials - please stop taking money out of our schools and library budgets .

Generally pleased with the libraries and value their service. Have appreciated being able to access books on CDs. Was disappointed in eBooks. First the wait was excessive, then attempts to download were not successful. Signed up for several. Accessed none. Would be a great tool if timely and downloading was successful. I use an Apple computer. Most systems are geared to PCs.
I would like it to be open more hours than it is. It is hard to remember which days it doesn't open until afternoon and which days it closes at 6 instead of 9 pm.

The staff at the Burke branch are WAY more friendly and helpful than the Fairfax City Branch, so I have switched to the Burke branch. I love their extended hours and the ease of finding materials in that branch's stacks.

The library system needs more eBooks that can be reserved for eReaders (such as a Nook).

The staff at Centreville is always helpful. Renewing books online is great as is the reminder that books are coming due. Reference materials in book form are outdated quickly. Online is the way to go.

My family truly enjoys the library. We appreciate all the books that are offered and prefer the traditional library services over all others. My children rarely used the library for anything other than obtaining books and school research projects.

Love online audible books

I LIVE ALMOST NEXT DOOR TO THE LIBRARY ON LITTLE RIVER TURNPIKE---WHILE I HAVE NOT BEEN THERE IN QUITE AWHILE---I USED TO GO VERY OFTEN-----AND PLAN TO VISIT IT MORE OFTEN THIS YEAR----MAINLY TO CHECK RECENT BESTSELLERS-----

Fairfax libraries are awesome! Keep up the good work!

I usually go to Fairfax City library and I wish they would extend their hours a bit more on the weekend - even two hours more would be nice.

I thought several times to come with my kids early during the weekend to read books (because my kids wake up early), but the library is not always open early enough to (understandably)

My branch library, George Mason, is VERY BUSY. It is wonderful to see the people who use it, the different ages and ethnic variety. I've seen a lot of tutoring of young students, I am a lucky person, I have a computer and internet at home.....I see a lot of people at George Mason who need computer access. I very much appreciate having a library within a couple of miles of my home. I didn't have a high school "college prep" education. I was trained to be a secretary. With the library I have been able to read the books, or listen to them on CD, that I didn't read when I was in high school or working my way through college (but I did end up with a MS and post graduate work). Maybe that is the reason I value my library - it is learning, it is entertainment, it represents my local community.

I really like going to the library. It is a positive experience for me and the members of my home. I don't mind waiting on material. Also, I like the fact that the library offers information on current and upcoming community events.

I mostly use the e-library and am very satisfied with the services although I have been unable to find some of the books I would've liked to have read mainly feminist literature
such as Kathy Acker novels. If at all possible, I would like to see a wider range of books available online specifically for Kindles.

More copies both paper and digital of new books would be appreciated. Also it would be great to see a greater distribution of books among libraries; some seem to have more books than others. More activities/programs for children would also be welcome.

I know it is the way of the future, but I would like more personal human help and less automated services. I miss having a person checking out books, for example. Must we give up human interaction everywhere?

I think the Fairfax County Public Library does a fairly good job. I drop in often...probably averaging twice a week. But... I think your questions and the limited answers I was forced to select from were very poorly designed. You will get info but the resulting analyses and conclusions will be faulty. Never- the less the info probably will be manipulated to justify political motives of shagging additional tax dollars to support questionable programs. Libraries should exist to be libraries and not extensions of governmental social and welfare programs. Just my opinion.

keep pace with the bestseller list and have more copies available for circulation; list of recommended kids book by age available in the libraries for quick look up;

I think the library is doing an excellent job providing for the community. If people are unhappy, they need to speak up, and let the Librarians know so that those services can be provided. I can see the changes and improvements made to the Chantilly Branch, and so they must be addressing the concerns of the public to make these changes.

I am ever so grateful the library is there and available!

I love the Fairfax County Public Library system and have been using it since 1965! Over the years, I have used Kings Park, Burke Center, and Fairfax (including the Virginia Room). I’m grateful for the service. Thank you!! I am also a fan of the Arlington County Public Library in Ballston/Virginia Square. Share ideas with them, and you will have a beneficial "competition" that keeps both sharp!

I would like to see the Access Services branch of the library to grow. 10% of the population of Fairfax County have vision loss issues and there isn’t enough outreach to this percent of the population. This valuable program needs resources and staff and marketing to reach a wider audience. I am vision impaired and I value what Access Services provides..

I may be interested in expensive, medical journals. These are not available. This is not terrible because I can go on-line to pub-med or go to National Library of medicine. Science Daily is a good app to have on my computer. Rather than asking for cuts in social services to people who use the library for computers and job searching and children’s programs, I just go to other on line resources., Inova Fairfax will help sometimes with research questions but they are more geared to their Doctors. Your reference librarians are helpful to the best of their knowledge and it is helpful to have a dialog with an intelligent person. At one time, DC Public had special librarians in fiction, music, science, Wilmington, DE. had a medical library where I could go through index cumulus Medicos. (cus) This cites every thing
published by year... many PhD thesis. The journals I would like access the most are Science, Nature and Cell. All are very expensive and not on the budget,

I LOVE the community programs offered for children and teens! My grandchildren enjoy them so much. My only comment is that there are a lot of programs that they would enjoy (i.e. music and dance) but they really don’t like to go with preschoolers; how come the same program can’t be offered half the time for everybody, and half the time for school age and up? Also, there doesn’t seem to be much offered for teens this summer; my granddaughter enjoyed the pottery, bracelets, etc. I will miss having Pohick open this summer when the grandkids come to visit! But during the summer we go to Richard Byrd, Kingstown, Kings Park, Burke, and Fairfax a lot (and Chantilly, Centerville, and Martha Washington for unique programs!) . I do like that most libraries try to enforce the age limits specified in the program description, although Kingstowne not so much. It’s frustrating to sign kids up and have three and four year olds in a school age program. Picking up holds is really easy, and email reminders are great! Staff is always friendly and helpful. My daughter LOVES the book sales! Thank you for our beautiful libraries!

It would be great if the libraries had longer hours on the weekends. Perhaps also offer children’s programs for Spanish, Korean, Vietnamese and Arabic speaking children, as well as the English. I think the idea of potentially having the libraries be a resource for families applying for medical insurance benefits, social security, etc would ease the challenge many individuals have getting to the governmental offices to apply for benefits due to transportation issues. With the increase of Autism Spectrum disorder as well as the large number of children with developmental delays/disabilities, it would be wonderful if these children could have a special library day and host a support group for the parents.

Increase the quantity of ebooks. Wait times are very long.

excellent . Staff is so friendly and helpful ALL THE TIME. Would like MORE Current Fiction and Non Fiction books , so the Wait time would NOT be so LONG.

I feel it was unfortunate that library hours had to be cut several years ago. I think the library has very good services and would prefer to see money used to expand library hours before multiple new services are offered.

I love the library and I love to read books. I will do anything to support the Fairfax County Public Library continuing to offer unlimited reading options to its readers.

1, Additional Library hours. 2. Patron reviews and commentary on books and other media.

Great service! Thanks a lot!

Love the library. Please continue to expand the number of books to borrow.

My children are afraid to go to the Fairfax City library because of the number of creepy men who hang out in the library and parking garage. That is a shame.
Please add more foreign titles to your elibrary. There are many books by British and Irish authors that are not available as digital loans. In addition, please consider adding addition copies of audio books; again, Irish and English authors preferred.

Love the ebook library! Please expand fiction authors.

Keep up the great work.

Would like to learn how to download books to Nook

At times the library is too noisy. Sometimes the staff speaks to one another in a loud voice. Parents don't correct children that are misbehaving (running, talking too loud etc.).

If possible, I would like to see more books by Christian authors available in the library. Thank you for all that you do.

There are many of us who are still interested in books rather than technology.

Like to more articles or blog posts about the resources in the libraries, not necessarily the best sellers now, but the treasure or classics (i.e. books) that might interest readers.

Volunteers and paid personnel are always happily willing to help answer questions, order books to reserve and help find books on the shelves or suggest another book on a particular subject or by the same author. I have always been able to leave the library quite satisfied.

Fairfax County Public Library is an excellent resource for the community and I worry that as time goes on, it may suffer lack of enthusiasm from the community. Libraries are so important and can offer so much for the residents/citizens here. I want to be sure that it's always well-funded.

Please keep the traditional, core physical reading and book borrowing part, but do all you can to fill the gap for folks who cannot access the Internet otherwise. Both can be done. The library is a vital public and social resource that is sadly underfunded and not appreciated by the wealthy and by conservative politicians who control funding. I always vote for any taxes or bonds that benefit the library system. The public library system is one of the crown jewels here in the U.S. Don't know if there is any connection between the FCPS school libraries and the FCPL system, but whatever you can do to "grow" future patrons would be a positive. Also, bookmobiles or outreach of any kind beyond the physical branches would be great! Thanks for the opportunity to comment.

Please increase and improve the quality of programs for children ages 5-15. Also, please increase the number of fiction and non fiction books (for both adults and children) from international authors. Please add in your foreign language section, Hindi language learning materials.

Thanks for doing a great job

Library staff at Fairfax Regional are sometimes abrupt with customers and have a bad attitude. I don't need someone to pamper me, but some common courtesy should be a
must. For other 'investments' mentioned in the survey, the library would be better served focusing on its core mission - provide access to information, primarily books and some online resources, as well as a facility for quiet studying and research. Forget the loaner tablets and downloadable music - that might make you seem like a more 'cutting edge' library in local government circles, but it is poor return on the taxpayer dollars you spend and takes away resources from other, more critical needs. Overall I LOVE the library and use it often, including downloaded audiobooks to my phone as well as multiple trips per month with my kids. Keep it stocked with things to read, keep it clean and open on the weekends, and it will maintain its loving following.

There used to be a Fairfax County app for the iPad that I used and like. For some reason this app was not supported. I found this app very useful for reserving books and renewing checkouts. The wifi in the library is very helpful while I looking for books by various authors. I would like to be able to query my previous checkouts so I can easily figure out the next book in a series. Overall I am very satisfied with the Fairfax County library system. I really miss not being able to go to Pohick while it is being refurbished.

I love libraries, Getting my first library card was a big deal in my reading family. Children's programs are very important, I have fond memories of story telling circles on Saturday mornings. I have always had positive feelings for libraries and at B2, even more so. My thanks to the Librarians and staff of our Fairfax County Library system for always doing a great job, above and beyond the job description.

Expand the selection of Kindle books!

So many of your e-books are tapes. Seems this is a dying or dead technology. Like you to focus more on kindle or e-pub so people can read on tablets or computers. The library does a very good job of meeting the needs of a diverse population. I use the online books weekly. Thank you

The display of books as you enter a branch: leverage it better, educating people on a current issue.

Love the option to check out magazines

Thank you for all you do. My preference is audiobooks for the car/commute.

Recommendations on next available reads would be interesting and help balance checkouts.

It would be great to provide the latest movie DVDs. All of DVDs are very out dated.

Nothing

I mostly use the elibrary for my rentals. Would be great to have access to bestsellers sooner. Thanks for all the great services!

Overall, I feel that the Fairfax Library system is the best in the area, and I have been in both Alexandria and Arlington systems over the years. I love the self-checkout system, the ease
of reservation and pickup, and the email notifications when items are coming due. Please continue to get new releases into the system as soon as possible (when I read about a new book in the New York Times or The Wall Street Journal, my next step is to see if the library has it in the system yet). The library web site feels old and tired and is not all that easy to use. It really needs a total makeover, one that makes it easier to navigate and is more attractive. Staff members have been very good for the most part, both helpful and pleasant.

I would like the Fairfax County Public Libraries to continue to exist and to provide the services that it currently is providing. If there are any improvements that need to be made I hope that Fairfax County Public Library is able to work on that.

Self service kiosks are a terrible idea. If I buy 1 item for a quarter I have to go through an ordeal rather than giving a quarter to an employee. They don't do checkouts anymore, so what are they doing that makes them so busy they cannot take money or an overdue fine? That one change alone makes me decide not to go to the book fairs when I used to spend hours there and buy many many items. Pohick Library is the closest to me, but will be closed for what 2-3 years? Why so long? I go by there every day and the parking lot is empty. Are you working on the building or not? Children’s areas at other libraries are not great. We need space for children to gather, and for parents/caregivers/grandparents to sit with a few children and read out loud to them. The space at Pohick with a little area with rocking chairs was good. Burke has a few couches but it is not conducive to reading to a child. The children’s areas need to be expanded and made more special for the kids.

in general I am satisfied with the services of the library branch that I visit. It would be great to increase assistance for immigrants such as ESL, connection to job training assistance resources, community dialogue meetings where immigrants and community members could discuss issues together, social integration opportunities and counsel, etc. I would also love to have more online resources and virtual services.

I was, and still am, mortified by a news media report some time ago that books were discarded by some libraries in favor of digital versions of the books.

1. Don’t rush to discard old/unpopular books. 2. Donate, don’t destroy, old/unpopular books. 3. Don’t overbuy best sellers.

There are not enough copy machines in the branches I have visited. Just an ordinary copy machine will do. I like to copy recipes from some books before returning Them. Tysons pimmitonly has one. Thanks.

I think it’s nice that the library can offer space to people for homework tutoring, literacy tutoring, etc. However, I don’t think a County Library system should be the provider of such services. I would expect the service to be provided by either private groups or perhaps a different department of the County Government.

Public libraries are among the best ideas the U.S. has ever had. We should do whatever is possible to ensure their continuation and growth.

I often visit the Falls Church and Arlington library websites to browse the recently acquired items. I get the feeling that Fairfax County’s collection isn’t as current in comparison. I don’t
know if this is true, or perception, but it has led to our family frequenting the other libraries more often. Our most regular use of the library is taking our kids to the Pokemon League held on Friday afternoons in Vienna.

I believe that public libraries are an integral part of a community. With as sprawling as Fairfax County is, community can be difficult to instill. As the parent of a pre-teen and teen, I would love for the library to be a place they can go on their own and participate in community events around reading, writing, community service, and spoken word. I've seen this at other community libraries across the country. Though it doesn't affect me personally, I also believe that the library can be an important bridge for the digital divide. A place for those without in-home broadband access to use the web to fully participate in our digital society and economy, as well as to educate older adults about how to use digital services to stay informed and participate in digital society.

The libraries, especially the newer branches, seems to have more empty space than books. As well, I have heard that many, many books have been "dumped." It would be nice to see more magazines that are not "mainstream."

I'm very impressed with the services offered by the library on its limited resources. The library is very heavily used, especially in the evenings and on weekends, by folks who obviously need the resources greatly.

The Fairfax Public Library is a valued resource in our community. I have been distressed by the budget cuts it has had to absorb in recent years and hope the Board of Supervisors will be able to fund its current budget requests. When my granddaughter from Florida visits she always asks to go to the library to borrow books we can read during her visit. It is a treasure for citizens of all ages. My only criticism is having to pay fines through the machines - I have to request assistance each time I have to tried to use it. Happily, for me, the staff are very accommodating but why the machine when an employee still is needed to complete the transaction?

Being able to put books on hold and receive email when they are available is one of the services I use most.

Great library system with tons of programs, book groups, resources, etc. we are very fortunate to have access to the Fairfax County library system.

Pohick is my library, but since it is closed, I indicated Richard Byrd since that is where I go now.

I would like to see Fairfax County Public Libraries offer more books available to download on Kindle and to download audio books. I think the Library is one of the best things that the county offers. Job well done to all the people who run the libraries.

..........keep the riff raff out.......... ..............kids and foreigners seem to get too loud........staff at times do nothing about this........

I like the E-book options and would like to see more. I am also interested in Geneology resources.
I consider County Library system to be one of the best I have ever seen! I appreciate the technology and people helping me to implement it. I would like to see more ebooks - I often have to wait many weeks or months for books on hold several times I have been 4th or 5th on the wait list. I also would like to download books- audiobooks on my multiple devices.

I love the fairfax county libraries. Children's books and on line books are so important in my families family's reading endeavors. And the bank of desktops at each branch are also critical.

Libraries are critical to community / offer great value. Would love longer hours and more staff to assist customers. More resources.

I have had to leave several times because there were no available parking spaces. It may have been more problematic due to renovation at the Tysons-Pimmit branch.

I buy many books. The library either does not own the title or the waiting list may be more than one hundred in the que.

I have a good time working on my Home Business.

Great job! Thank you!

We are frequent users of the public library and have been very pleased with the quality of books and the assistance we have received.

I love libraries and think they serve a vital function in a community. I think Fcpl is doing the best it can with reduced budgets but hope that the county provides the libraries with more funds to maintain and expand its services.

1-- Suggest putting a link on your computers to brilliant.org, an excellent math/science site for middle school/high school students. 2-- Continue with paper newspaper subscriptions for New York Times, Wall Street Journal, and Financial Times as they are quite expensive for an individual to subscribe to.

I think libraries are a very important part of our learning as well as an immense area of enjoyment.

The Burke Center Teen Writer’s Group is awesome, but most of its members are graduating. If there is a way to create more community awareness of the group, that would be great.

My experience, primarily via Dolley Madison, less frequently in recent years Pimmit Hills, has been nothing short of outstanding. I know that budget cutbacks in the past hit staff hard, not sure of current circumstances, but I would say (redundantly perhaps) that staff at Dolley have unfailingly been available, professional, courteous, and welcoming. A really important investment in resources it seems to me. How to improve? Since I’m in the 65-on up (in fact 82 at present) age group, I can hardly speak for the needs or value that hold for families with small kids or pre-teens and teens, though I do see numbers of both when I stop by the library (primarily to drop off or pick up books, the latter reserved by a "search
and hold” system on the web (first rate for my needs). Overall: Kudos for all the folks at Dolley. Jim Snow

We visit the FFX City library. The staff are courteous and helpful.

The library system is one of the most important government services available. I would prefer to see reductions in parks and recreation, and even delayed road maintenance services before I’d want to see more reduction in library services. Libraries are important adjuncts to our educational system and constitute a vital continuing education resource. Do no further reduce library services in the county.

I had a recent unpleasant library experience. I returned a book, and the next time I went to check out I discovered I owed a substantial fine. I asked about it and the librarian said that I returned a book with significant water damage and would need to pay for it. I don’t recall ever taking the book near water, so unless it got wet during the walk from the parking lot the night I returned it (which was a drizzle), I was being fined for something I did not do. I argued about this but the librarian shrugged and said that I have to examine the books before I check them out. This implies that what constitutes as damage is entirely subjective and up to each librarian. Another possibility I have considered is that the book was waiting in the return bin and someone put a book in with a wet plastic cover that slowly dripped onto my book before it was scanned back into the catalogue. However it happened, I had to fork over almost a full day’s pay for something that I did not do and could not argue. It has left me wary of ever checking out a book again for fear of suddenly being fined again.

Love to read and the easy access to several close libraries. Also like the number and kinds of books and the hold system.

I would like the library to focus intensely on books, not meeting rooms, computers, etc. Before space is devoted to anything else, it should be first considered for book stacks.

While Pohick is closed we are using the Library on Burke Lake Road by Lake Braddock and have been very pleased there as well.

I think it is more important to serve our marginalized residents than our affluent ones--when a choice has to be made. And it’s very important to help with education and computer needs.

1. There is too much emphasis on popular and ephemeral materials at the expense of less popular things that will last. The former are, of course, an essential part of a community library’s mission and cannot be ignored, but the balance seems not right. 2. Staffing appears to be an issue. This is probably driven by budgets, but inadequate staffing ultimately is self-destructive. 3. Thomas Jefferson branch appears to have a problem with neighbors using the parking lot as their private asset. I usually walk to the library, so parking is unimportant to me, but that is not true of everyone. There is adequate parking if residents don’t take up the spaces. Is towing of cars parked--at least after hours--not an option? People would learn quickly. 4. "Keep the books wherever they're checked back in" has to be one of the stupidest policies I've ever seen. It results in multiple copies of the same book at one branch instead of spreading them out across the system. All it takes is one book club or class assignment to put multiple copies in one place. 5. What is the loss rate for materials?
Has it gone up? The hardware for simple tattle-tape security is in place, but it goes unused. Is this a consequence of self-check-out? Books may have tattle tapes in them, but they can’t be deactivated upon check out? 6. I’m not a fan of self check-out but I use it because the staff seems overworked as it is. See point 2, above.

I use several branches choosing the one that is convenient in relation to other places/errands that I am visiting that day. I probably use 3 branches equally. I tried to answer all of the questions in relation to my usage. Thanks for a great county library system. I appreciate the large number of branches, the hours available, and the great selection of books and books-on-tape that I can quickly check out, renew on line if needed, the great e-mail reminders about renewal time, and the service available if I need help.

Checkout stations should be muted. It’s a library and the loudest thing is the self checkout and it’s very irritating. Other than that, besides the hours I have no complaints, but due to modern technology the library needs to be tailored to groups that actually use it with no better option - older adults, young kids, English learners. Teens very rarely use the library.

Thank you, I love my library and have saved hundreds of dollars using Overdrive for library Ebooks and e-audiobooks. There is a great selection and my turn for items on hold is not too long. I use the library space for studying and roaming the shelves in my favorite areas and until serendipity occurs and I experience wonder and learning. I don’t generally check out a lot of stuff, but I use many books. My family does check out materials, however. The library is a great use of my tax dollars and every bit as important as the fire department, police, and schools.

Burke Centre library is local rather than regional, and its hours are a big limitation to using its wonderful services. Right now, it has longer hours because the Pohick library is closed, but normally it is not even open on Sundays. Why close on Sundays and be open on a every single working day during so many hours when most people can’t make it to the library? If the library had the same number of hours, but those hours INCLUDED Sunday 12-4pm (rather than 1pm-5pm), it would be far better. The library could easily be closed on Tuesday mornings, for example. Also, when libraries are open on Sunday, the hours 1-5pm are inconvenient. 12-4pm would be much better. Many people are returning from Sunday morning commitments and they would happily stop by the library on the way home. I find with frequency I am out on a Sunday at about noon, and wishing the library were open! I come home with my kids from Sunday school at 12:00 and the library is closed. I am at a friends for a brunch, finishing at 12:30pm and the library is closed. I decide to meet someone for a morning coffee.... you get the picture. So, big message: keep the local libraries open on Sundays, expand weekend hours overall to open a little earlier on Sunday. Weekend hours are more important than generic business hours, given limited resources. Side note: a library with a coffee shop in it would be even better! Many university libraries are going this route, and you might consider it. You would get even more traffic! Great place to work AND get a cup of coffee!

None
The preschool kids programs are extremely valuable and needed for our community. Both of my kids have been taking part of the programs since 6months old and the county should definitely continue providing these services.

Your best asset is your librarians. I have always found them to be helpful and knowledgeable and patient with children and adults.

Please recognize a library should be a shared community experience. Focus on events and experiences and bringing the community together on cultural topics, which brings benefits to the many. Focus less on "things" like laptop rentals, which benefit the few.

I am really looking forward to Pohick being reopened.

I think the reduction in the quality and quantity of books available on the shelves, especially older titles is unforgivable.

I think the library is a VALUABLE resource for the community and for the country as a whole. It is important for citizens to utilize the library, and teach their children to use the library. In such a disposable world, the library offers a service that is free to everyone and not at all disposable. Fairfax County has the best library system in the area in all categories.

I am very happy with the services and resources available to me in the Fairfax County Library system.

Restore funding by the county!

I love the system, and, in particular, I love the online way to check where a book is, and the ability to have it sent to my local branch for pick-up. There are several CD's - books on tape - I enjoy, but the system has one copy and I don't like to horn in on someone who has it out, so I wait for it to be back on the shelves - so I think the library system should review some of these for obtaining additional copies. I don't know how the library picks books, but I hope they consult with a lot of people as well as see what books/tapes/CDs are actually taken out over and over again, and make sure it has adequate copies of those. My favorite part, though, is the computer system which allows me easily to see if the system has a book, where it is, etc. Thanks to all the professionals and volunteers for their work.

More fiction, fantasy, sci-fi books!!!!! Longer hours

The Fairfax Library system generally meets my needs - and we are very frequent users. However, I can not stress enough how VERY disappointed I have been with the story time options for young children (infants, toddlers, preschool age range). There is generally only one session per age range (e.g., 1-2 year olds) at each branch once a month. The website advises trying another branch if you can’t get into a session. I have tried multiple times at three different branches and I can’t get into any of the sessions. I literally am trying to register 40 minutes after registration begins. Come on. Early literacy is so essential (do I really need to say that?) and I feel very, very strongly that the county is letting it’s residents down here. I would like to add that I do applaud the library for having targeted sessions for
different age ranges, particularly in the 0-12 months and 1-2 years range. My older (preschool-age) child is generally fine with most story times, but my younger child needs the targeted sessions. A general story time session for a wide variety of ages just wouldn't hold her attention.

I wish there was a better space for small children. I have not found a Fairfax library with a closed off or partially closed off area for children. (The only area one I've found is out of Fairfax at the Mary Riley in Falls Church.) There are very few things for small children to engage with at the libraries (if you are not going to a special program) so often my toddler just wants to run around and pull books off the shelf. Other libraries I’ve seen have things like Duplo lego tables, a train table, small climber or tunnel, reading "tree house," nook or tent, wooden blocks, carpet letters, or other things to make it special for small children that don’t sit still to read much yet. The best situation would be a room that is completely contained with a door that can close, but even a small area that is separated somehow could work if it’s got something interesting for them in it. We could visit the library more often if there was a better space for small kids. That would also give older siblings more time to enjoy the library or programs instead of rushing out or not attending an older child program because of nothing for the younger.

Please stop shrinking the book collection and improve its quality. The nonfiction collection should provide a broad current selection of general knowledge along with books of historical importance, rather than favoring popular topics such as cookbooks and how-to books. Fiction should also be more well-rounded and not slanted towards best-sellers that get tossed when they're no longer popular. For a population as large, literate and diverse as Fairfax County’s is, the quality of the library collection is inadequate. Reference collections have been reduced and I have found the online reference sources difficult to navigate. Easy-to-use readers' guides, book summaries and reviews would be an improvement. The public library is a critical educational institution for many people, especially those of limited means. The resources the library offers at no cost to the users are unique. Please do not turn the library into a glorified community center. The budget cuts to library services are unsupportable. I think many people would be willing to pay more for a library collection and services we could really be proud of.

The library, and its products & services are an important element of my weekly activities. I would like to see more CD choices and a more effective system for scanning lists of what CD are currently available for check out. Also more offerings on new research and communications technology for older patrons. The staff at Pimmit are Outstanding, always friendly and helpful. James McCormick, McLean, VA.

The library needs to offer more community room space for public use. In the past, when my responses to a library survey were primarily positive, those responses were used to show that the public was satisfied with the limited hours and services that had resulted from budget cuts -- so no budgetary increase was needed. If my responses had been negative, I feel sure they would also be used to justify cuts. Let me make myself clear: I believe Fairfax County Public Libraries provide a great public benefit which should be expanded, not cut back.
More e-books available to download. Would like to download movies to my device or computer.

You should advertise more about your internet services and 'other than normal' library services to the community in monthly emails.

I am interested in programs for my young grandchildren. I am also interested in new technology training.

My children and I visit the library every week. I am very happy with the books available and the hold system, which we take advantage of frequently. My biggest complaint about Fairfax Libraries is the lack of personal connection. We go to the same library (Ffx City) every single week at the same time and not a single librarian has ever struck up a conversation with my children about books. If there are people employed there whose job it is to engage with children, to encourage children toward quality books/books they are interested in or to teach children about how to find books in the library, I have never met them. This is a huge lost opportunity in my estimation.

I usually go to the Pimmit-Tysons branch to augment the online service as a few of the authors whose books I like were not available in ebook format. However, since the library was closed early this year for reconstruction, I haven’t visited other library locations as they are not convenient for me so I’ve just used the online service and make do with whatever available on-line. The features I like best at the Fairfax County Public Library are: on-line resources available for economic and investment research such as S&P, Morning Star and Value Line, books in kindle format, self-checkout, and self-pickup of reserved books. I also like the used books sales at the library. In my personal opinion, the Fairfax County Public Library and its staff are excellent if not the best around the country. Thank you for your excellent service.

You have made steady progress and I feel I am getting a good return on my taxes. I hope you will get good fiscal support for the work you do.

Maximize the usability of, and interaction with, Overdrive.

I have nothing to add to the fine services offered by the library at this time.

I use Overdrive for e-books. I feel you should charge more money for non-county residents borrowing books. My sister lives in Delaware and loves our online library which have more book than her online library. Ours is a steal! Keep up the good work and strengthen the number of titles and selection of the books on OverDrive before starting some of the future projects mentioned earlier in this survey.

I love the ability to download audiobooks from the library website, and that books from other Fairfax County Libraries can be ordered to our local branch. Thanks!

We love the library!
Awesome work by library staff. Keep up the good work.

I really enjoy the availability of ebooks and audio books, but I also enjoy the wide variety and availability of books, DVDs, and CDs at the library branches!! I believe the Fairfax County Libraries are worth every penny!!

I love our public library system and have been using it since I moved to the area over 15 years ago. Thank you for providing this for our community!!

We love our library! We do wish it had a few more copies of some of the "best sellers" out there but the hold and reservation system works really well for that too.

Greater variety of ebooks.

I love that you have ebooks but the best ones are so quickly checked out. I also find the search function for it frustrating. I would love an option to check the type of books I do NOT want, rather than just checking ones I do, e.g., no romance, no teen/children books, etc. I spend hours looking for books that I want and usually end up with mediocre choices that I don’t end up reading.

Love Fairfax County Libraries. I used to get audiobooks, first with cassettes and then CDs. Now I download via Overdrive mostly. I appreciate being able to reserve practically anything and having it available at any facility I request. I live in Annandale but work in Reston and have had items sent to both depending on my schedule. I am also a beekeeper, and recently a group of us started booking conference rooms at various locations, all convenient. Our libraries are probably the best example of our tax dollars being spent properly. Now if we could just get the county to quit allowing so much building.

An outstanding organization! It should be funded instead of some the other wasteful activities in Fairfax. But I believe that it needs to be care not to spread itself too thin. Focus on Books!

N/a

N/a.

My kids and I enjoy going to the library and the selection. I am glad the tablets with the tablets were moved out of the kids area, that took away from reading when it was in the kids area at George mason regional.

Please remove the tablets at the tables for toddlers and young children at the George Mason Regional branch. They tend to distract children from the books, especially since there are games available on them.

I miss the old Burke Center branch library and look forward to the reopening of the Tysons regional library.

I prefer a real book to ebooks but will read the latter -- if the selection were better. Your purchases favor the bestselling authors, which makes sense, but aren’t my favorites. It would be easier if I could narrow search terms; there is currently no way to distinguish
between FIC, YFIC, and even JFIC. There are similar failings in the catalog search for hard copy books. Also in the general catalog, it would be good to be able to specify sort order - current default appears to be either publication date or purchase date: so, a single title might appear numerous times, intermittently, as ebook, CD, large print, regular book etc. Sorting by title would put all of these in one place. (And for books on order - they are in alpha. by title, but it would be nice to see most recent orders first.) I have always enjoyed being able to request a book - but the new policy of not returning books to their "home" branch has taken some getting used to. No complaints, however. The staff, as well as the volunteers, work very hard and always polite & helpful. I hope that there are no further budget cuts to make their jobs more difficult.

Free and accessible public library and library services are critical to our community - and to all communities in our country.

The primary function of the library is (should be) to increase reading by the public.

I prefer your Overdrive electronic books. Please add more. Thank you.

Offer more e-books for download.

The library is my favorite Fairfax County offering. I love to read and have really been negatively impacted by Pohick Library being closed for remodeling. I understand it’s for a good purpose but it is very painful, nonetheless. I do enjoy using Overdrive, so I would be interested in an expansion of Overdrive book availability.

I just recently started using the hold option. Excellent for saving time and greater selection! Almost every branch I visit, the librarians harass the customers to leave at least 15 minutes prior closing, turning off lights, making numerous closing announcements, stalking people. I understand the librarians want to go home, but I really only see this kind of behavior at the library and no where else during closing.

With this new age of constant internet access and lots of people having access to laptops at home, it must be harder to get people to libraries and bookstores. I personally have never been a reader but completely respect and appreciate books and love the atmosphere of libraries. I think one way for it to stay attractive is to make it more up to date not only in terms of technology but also outside landscape, furniture, etc.. One thing I personally find extremely useful is the international newspapers section, and the language learning sections, but I still find that not all languages are offered or there's not much variety. Also offering ESL or foreign language classes for adults is very much needed. Thank you.

I usually feel uncomfortable bringing my children to George Mason library because there is recognizable homeless population that is always there inside the library and/or loitering outside on the premises.

I would love to see you for the libraries to Comorn alignment with the 21st-century. Increased amounts of digital media (books, movies, music, software) and especially 3-D printing would be great additions.
The public library is part of the communities. It helps with many parents and children, who cannot afford to buy books for their children. It is also great when the public libraries have book sales that parents might be able to afford to buy a book for their child. The communities appreciate the libraries where they can use the resources for their needs.

It would be great to have weekend activities for children (especially during winter) - many of the kids' activities are during the week while I am at work and would not be able to participate.

I love Wowbrary and being able to put books on Hold and manage my Holds. I do find it frustrating, however, when I read a review of a new book in the Post, for example, and it is not available for hold. In queuing for movies on Netflix, you can indicate a movie even if it's not currently available, and it will continue to be listed in your queue with an indication that the release date is unknown. Additionally, I sometimes want to have more than 30 holds. I realize the libraries are struggling with budget issues, but the libraries provide incredibly valuable services to a diverse population, and I think those needs and demographics should be served. For example, with more and more immigrants and lower-income families in the County, it is not fair to assume that every household has a computer, much less a library. Community libraries should work with local schools to collaborate with tours or visits to the classroom so that students, particularly elementary, know what vast resources are available to them. What about bookmobiles? Most importantly, I think the library system could do more to market and promote the services available to Fairfax County residents. I realize that I may be in the minority due to my age, but I love going to the library, browsing, and flipping through the pages of hard copy books. "My" library (Pohick) closed for a year and a half renovation. I would like to have known the reason—what the new library will provide that the old one did not. Again, better communication would be appreciated.

Please keep up the good work. I don't know what we would do without you!

FCPL has been a great resource in the education of children in fairfax county va. We should definitely keep the fcpl services fully funded.

In one of the earlier questions, you asked which branch I use most frequently. I was unable to indicate that I use two branches approximately equally: Fairfax City and Annandale, since I could indicate only one branch.

You are doing a great job. I would like more ancestor tracing classes.

Staff at Burke Center library very nice and very helpful!

MORE ONLINE RESEARCH SERVICES, DATABASES, ELECTRONIC ACCESS. Most people consume your product in the home. Make it easier to do that

Overdrive needs to provide customer support. They have no phone number, their email responses are slow and of no value (canned responses only).

I would like to see a lot more e-books available through the library. I noticed that most of the ones I search for are not available.
The number of travel books is seriously depleted compared to what used to be available for checkout. There are long bare spaces on the travel shelves & no books filling up that space. Yet the woman who helped me talked about some book I was seeking being in the "back room." Eventually it was dug out of the back room & I received an e-mail saying I could pick it up. If it's good enough to keep the book in the back room, why isn't it out on the shelf since there is certainly lots of room on the shelves? There were some countries in Europe that I couldn't even find a book on. Also states in the US I couldn't find a book on! I don't understand what is going on. This makes no sense to me. Regards, Taxpayer

I would like to see a larger selection of newer books.

The library should concentrate on providing the highest quality references and literary sources for education and enjoyment. There should be a balance of resources that match the increase in technology and advancements without sacrificing established and successful means of providing the opportunity to have access the library's traditional books. The library should not consider itself a classroom or be a major source of education classes; this should be left to the school system. The library has become noisy and distracting with the amount of mentoring and open dialogues and especially the number of users who use the library as a place to commune and talk without a real reason to be at the library. Specially designated workrooms or open voice areas need to be designated to lessen the intrusion on the library being a quiet place to read, study and research. This has been a growing change and is frustrating. There should be a specially designated computer area again, so that users will not take away from the quiet environment of the library. The pay kiosks are not as useful as they could be when you have to take your change in quarters which could mean many dollars worth - there must be a better solution.

The book sales are tremendous as are the $1.00 books. The staff and volunteers are tremendously helpful, professional and friendly - what a great job they do! Although the wait is often long to check out a popular book, the time really isn't beyond reason since the library's resources are limited and it is a long-standing part of the library system. A separate children's area is a must, one that is able to be closed off for reading times and special events. This is the next generation and the priority needs to be that children are welcomed and provided current and valuable resources. I truly believe a library is a special place for children and that is where the majority of funding should always go.

I remain concerned about the news that books culled from the library collection were thrown into dumpsters. Fairfax County residents paid for those books with their tax dollars. Surely some kind of free book table or event could have been organized rather than tossing the books out. I'm also concerned that there is an emphasis on popular technologies and the latest best-sellers in the library system, at the expense of classic literature and non-fiction. I understand the desire to cater to popular trends. However, the library should maintain classics in the system as well, and function as a repository for books that can't be found elsewhere. We do appreciate some of the online services the library provides, especially the Mango language learning app. We also enjoy the summer reading program and Lego clubs at various branches.

The location of the Reston branch makes it very attractive for the residents of the neighboring homeless shelter to "camp out" in the library, sleeping on the desks, using the restrooms. I've been in the stacks looking for books and heard snoring from a homeless
person at one of the nearby desks - with bags of belongings all piled up around them. I do have concerns about unaccompanied children using the restrooms when homeless people have pushed their carts into the bathrooms to clean up. I don’t know what the solution would be, seeing as the libraries are open to the public, but I am concerned. As for the book selection, I do feel that some of the nonfiction books have really become outdated and should be updated with more current editions, i.e. Cookbooks, travel guides, computer guides, career guides, etc. keeping these types of books fresh and current would encourage library usage.

I love our libraries and frequent them. They service everyone who can read and a few who can’t. I am not sure we should carry books in every language spoken by the people we service since the majority of the users seem to be from so many other countries. I would suggest shower stalls for the homeless when a library is Renovated and a computer or two with Rosetta Stone to help those still learning English. George Mason's staff is great.

I support the library going "green" i.e., recycling and going digital in some areas. Please donate books that are culled. I never want to hear of a dumpster full of books again.

Would like to see French story books for children.

I really enjoy the laptop tables in libraries that have many outlets for charging devices.

I love the library system offered in Fairfax County. Thank you!

More ebooks, Kindle, etc..

Libraries are too loud now! I understand the need for technology and meeting spaces, but there should be separate quiet areas. When I was a child, it was a privilege to visit the library and quiet behavior was a sign of respect for the institution. Now the library is full of loud tutoring sessions and children running around and yelling.

I really appreciate the library and the staff. I have always found the services to be excellent. Please continue to provide this to our community, it is greatly appreciated.

None

Overall, services are great. I believe the book selections in the self-help area should expand.

I love the library, I have been going to this particular branch since I was a child. It makes me sad that the only reason I don’t spend too much time in the branch anymore is because I’m spending more time in my college library since it is right on campus. Of course I’d always go back to the branch in case of some extra help I can't get at college or to browse for my next good book to read, especially at the book sales. I think the library has been doing an amazing job over the years and it is great to see how far it's come, getting up to date with newest editions of books and technology. It still benefits us to this day I think.

An increased audio book selection is important to me. There is not enough variety and inventory for the usage. Additionally, the lengthy waiting process for audio books holds is excessive and needs to be addressed.
I'm very proud of our library system and of George Mason Regional in particular. Staff are friendly, professional and dedicated, and have inspired me to volunteer there in multiple capacities. I find the library system web site a bit hard to read and navigate sometimes -- the programs schedule in particular. I wish each library had it's own programs page so the flyers they create for in-library promotions appear in conjunction with the automatically generated schedule. I think that would enhance online browsing for programs. I hope the ebooks selection is expanded soon and the search and browse are refined some so they're easier to use. It's wonderful to have this service, though! I love the fact that our library is always busy when I make my weekly visits. That says great things to me about the value the library system provides to the community.

The book selections are good. I've noticed with the ebooks, they don't have an entire series. I wish they had more foreign language books and audio such as learning Russian, Norwegian etc.

I read Time magazine each week, and often new non-fiction books, while sitting in the quiet-study area, simply because I like the ambience. I often borrow non-fiction books, and sometimes e-books or audiobooks, and I have worked through two Great Courses products. I have my own desktop PC, laptop PC, and tablet, so rarely use a library computer. I visit John Marshall most often, but also Sherwood Regional, Kingstowne, and occasionally Richard Byrd. I am a 67-year-old man, single, a retired engineer, living in eastern Springfield.

The Reston Regional Library is in terrible shape; everything is extremely worn, there is very little private and/or quiet study space and it is quite loud. The selection of books for college and graduate level students is extremely lacking. There needs to be some sort of security at Reston Library, with the shelter beside the library, many homeless people and shelter residents hang out at this location. Most are harmless, but they often take over tables and study areas/rooms for sleeping rather than reading or studying. Some are threatening and purposely disturb other library goers. On more than one occasion I have been followed around the library and/or stared at for so long that I felt uncomfortable and left the library. I have seen multiple outbursts that took place in the quiet study room. Frequently, when my friends and I need to go to the Reston library, we go in pairs or groups simply because we feel unsafe going alone. This should not be the case and something really needs to be done to control this problem so that the public library is never seen as a threatening space. It should be a functional safe space for everyone to enjoy.

One thing I'd really like to see at the Fairfax County Library is the Investor Business Daily newspaper.

I am from "old school" and still enjoy reading/researching with books although I love the immediate access to information that is provided by computers. I realize the younger generation has a totally different perspective and that change is likely to take place. However, a library still serves an incredible community resource.

Please consider expanding weekend hours. The parking lot is full on both Saturday and Sunday with people using the resources of the library. I have seen families interacting or a a
parent reading to a child. I observe other adults learning a new skill or catching up on their favorite book. Thank you.

I wish that the kid’s section at Lorton at least was somehow separate or had walls (no necessarily full height) so when I go in with my toddler, she can only wander so far, and if she is loud then I don’t have to be as worried that I am bothering other patrons. I want to sit with her at the library, but I feel like we always have to run in and run out because of these circumstances. I also think the library needs to get the word out more with it’s digital collection. My husband and I are always telling people about Overdrive and that you can download audio and eBooks and it’s rare that someone we talk to knows about it. Meanwhile they are just wasting their money on things like Audible and other services.

Fairfax County Public Libraries are jewels for our communities. They are the foundation for literacy in our community. They allow resources for our community that some may not have available at home, like computers and internet. I cannot imagine our community without a public library nearby. It was my favorite place to take my younger siblings 20 years ago, and it still is my favorite place to take my kids. With so many distractions in todays world, I really value the effort that our public libraries make to attract the youth towards literacy and instill in them a zeal for knowledge. Thank you for your services. Ill be glad when pohick reopens. I hope it will have longer hours and less noisy students

More rooms for Meetups group meetings. You are doing excellent job to serve people and your books, audio-video, etc. stocks are very good.

The holding in our library are extremely limited and trying to access sources through interlibrary loan was not possible according to the librarian at our local library. I have lived in 4 different library system areas and fairfax county has been extremely disappointing. It has the shortest hours. Very limited choice of books and other resources. I hardly use the library while in the other systems I was a regular user and a much more informed citizen. Our library was truly a community resource. Please look at non electronic sources too and expand your collection.

The FCPL is one of our county’s finest assets. Love it!

Good selection of foreign language books - please keep purchasing!

I wonder how you decide to keep kids picture books in foreign language and in which library you keep them. Is it increase that FCPL keep foreign picture books for kids? It is not agree or not. I just thought how the library system is working.

Love the library! Wish it would get more funding!

Many of the local libraries need upgrading and extended hours for High School students who may need a place to study after school hours or for research projects. The Chantilly Regional Library lighting is very old and there is not enough comfortable places to sit. The tables could be set along the windows and there is a need for more desk areas.
I absolutely love the Fairfax County Public Library and feel that it is an essential resource for county citizens. I vote in every single election, and I think it is extremely important for the county’s citizens to support this library as fully as possible. The two things I’d like to see the library expand on are: 1) its e-book and e-audiobook offerings, and 2) its ESL programs. I don’t speak a language other than English but so many of our county’s residents are new English learners. So providing as many opportunities as we can to assist them in language learning seems essential to me, and I plan in the future to be able to volunteer to support the library’s ESL program.

Hire a firm that knows how to create a mobile friendly survey. Horizontal scrolling for likert style questions does not work mobile, and upwards of 40% of respondents, according to survey monkey, use mobile devices to take online surveys. Oh, otherwise, great library. But you could provide more story time options for young kids - my wife tries to sign my daughter up all the time, but the available classes are booked within a matter of hours.

I don’t like the practice of cancelling a library card when it isn’t used for a certain amount of time! A library card should be forever.

The libraries should market what it is that people want or need and can’t get anywhere else or can get at the library at substantial savings. I don’t see libraries as a unique or useful research resource as I once did. My grandchildren like the reading programs and children’s books of which we do take advantage. I have electronically checked out publications in the past and found the process awkward. I haven’t tried it lately.

Need an App for being able to check out. Carrying around that plastic fob on your key chain is not working.

I’m concerned about the number of homeless people who spend a lot of time in the City of Fairfax library. I think this harms the library environment and might even be dangerous for some children.

My family (me, wife, children ages 12 and 7) use the library 1-2x per month. Not mentioned, but important to us -- the book sales. I would like to see more eBook options, and a more consistent purchase of books in series. There are multiple series where the library will have some, but not all, of the books. The summer reading rewards program (read XX books and get a coupon book) is a huge hit with my kids and their friends -- it drives a LOT of reading in their peer group. The system to reserve books and pick them up at your local library is great, and I hope that it will not be cut if there are more budget concerns.

Please update the library’s physical space. most libraries after so outdated. I don't Derek comfortable staying for a long time. Would be great if it has the Starbucks vibe with quiet and social areas.

whoever’s reading this, I hope your day’s going okay. Seriously, I get the feeling you’ve been reading survey stuff for a good long while, and I think you should take a break / rest if you need one. Best of luck to you, sifting through all this data. srsly sincerely, an aspiring engineer / scientist
Fairfax City Saturday morning program, Read to a Dog, looks valuable. Would be good to be proactive in offering training on ebooks. Perhaps a tutorial video on the front page of the website.

It would be nice for the children’s area to have more offerings that you can find in more rural libraries - puzzles, drawing materials, dress up, toys. And have the children’s area in one section - without a wall splitting it up. The family reading room is nice.

Library provides excellent services. Top notch library.

More e-books - the wait is too long. Kindle through Amazon is remarkable. I don’t have to leave my home to get all the books I want and I can adjust my ipad text so I can read easily.

More cd books on tape, more staff that are friendly and offer to help, walk around and ask if you need any help or offer suggestions on how to find books, topics of interest, search the stacks, etc. More variety on a whole would be great. Love the cd books on tape!! Thank you!

I think Fairfax Co has some of the best libraries in the state. Overall, I am very happy with progress.

In general, you have a great selection of titles. Make sure to keep up with new volumes of series as they’re released (especially for manga and graphic novels)!

I have been disappointed in the number of hard copies (books) retained in the library system. Our book club cannot select a book for discussion unless there are 20 copies systemwide (plus audio books) but discarding or de-accessioning books has put a severe limitation on what we can consider. The library needs to reconsider the de-accession policies and procedures. Please also remember that print copies are easier to read than ebooks for most people, especially if various sections of a book need to be referred to easily. I do not support conversion to electronic sources for reference materials and nonfiction, either.

I would like to see the library open 24/7 like CVS, Harris Teeter because it is essential to the well-being of the community and many folks are only able to access the library at night.

The best thing about FC is the FC Public Library system; congratulations. In comparison, I certainly don’t feel this positive about a lot of county government like our incompetent and dysfunctional police department.

I love the library and feel very honored to use it. I really miss the Sydenstricker Branch and will be so happy when it opens

A Library is important. Please keep funding them well.

The biggest thing prohibiting me from going to the library more often is the hours. I would love it to open later so I can go more often!

My greatest source of dissatisfaction in recent years is the limited availability of audio books. The choices are too limited, it takes too long to get a popular title.
The Fairfax County Library is one of the most important resource we have. It serves such a large variety of citizens. The book selection is excellent. There are wonderful online resources as well. Where else would you have a gathering of people from babies to 90 year olds, enjoying a free resource like a book! I think of famous libraries like the ancient library of Alexandria. I feel our library should fall into the same category.

Please increase the number of ebooks

I love the library and plan to use it more often.

Need for comfortable, well-lit, quiet areas to read periodicals and newspapers.

I think the FCPL is an excellent library overall. Of course, the library can always expand its services, given infinite resources. But, I think it needs to focus on its core function: providing loaned media (books especially, but also e-books, videos etc.) to local residents. Other programs can enhance its services, but I hope the library doesn’t spread itself too thin. By the way, one of the things I like about Mary Riley Styles Public Library in Falls Church City is that it gives senior citizens four weeks to return books. I’d love to see FCPL do the same. Thanks.

I hope that the library becomes more of a center of activity for the county and its residents

The one thing I really want to see and think would be great, is having more spaces for studying and even study groups. It's hard to find a place to study outside of the classroom, and the hours offered now I don't feel are very accommodating to students looking for a place to study in the community. When finding palaces to study especially when forming a study group places like Starbucks or similar locations are typically where we will work, but I think the library would be the best place especially since it has so much information right there if more research is required. Most locations have adequate spaces, just not adequate hours. Perhaps certain areas could be open after majority of the library is closed if the whole library would not be able to change the hours?

Story Time and musical activities greatly enhance TODDLERS and PRE-SCHOOLERS language development and reading readiness.

Instead of modernizing my library - Pohick - I would rather you have more books and e-books to loan. Who really cares if the building is old? Also spend money on the website. I would like to sign in just once instead of separately signing in for physical books then re-signing in for e-books. I like to jump back and forth and currently the site is an annoying set up for this. I like the ease of placing books on hold physical and e-books, auto check outs and pay machines. thank you. I am eager for Pohick to reopen so I can walk to the library again.

Please keep funding the library. Knowledge is the gem that will turn our children into responsible citizens. With no bookstores in the area, libraries are the only place where kids can associate a physical location with knowledge that is not the school. As they grow older they may go digital 100% but digital by itself will not attract these children in their young age.
My friends who are ESL have told me that that absolute BEST resource they used in learning English were the very publications (picture books, comics, cartoons, funny papers) which are the most attractive to children learning to read. Most of those to whom I've spoken about it are now employed in highly skilled (IT, Engineering, Education, Medical) fields. For this reason I don't feel it necessary to add a second layer of effort focused on those who are non-native English speakers, if a concentrated effort is made to improved the materials available to children, at the level of reading appropriate to children. Notably, the reason my associates and friends have given for this predilection for pictorial "children's" materials is the the material used naturally links a visual to a word, which, while it does not emphasize proper pronunciation, does clearly link a known object or value to the appropriate English word. They tell me that correction of pronunciation comes through use, and that that is the method which best solidifies the information learned.

Going to the library is one of my favorite things. I'd like others to enjoy it as much as I do.

Librarians are awesome people! Keep us the great work.

I think the website needs a redesign along the lines of what the Arlington County Library provides. The current Fairfax County Library website looks it was set up in the 1980s and hasn’t been redesigned since. When I am looking for specific books, I often am able to get them at the Arlington County Library, while none of the libraries in Fairfax has them. Perhaps it would be better to have a broader selection of books and fewer copies of bestsellers.

I use ebooks the most and love that aspect of the library. it is probably the only aspect of the library that I use. my daughter also volunteered for the library to complete her 8th grade service hours, and I appreciated that program at Oakton library.

Remote access to reference materials, although not as good as the subscription/magazine, has been extremely useful. Remote Access to the more sophisticated software packages commonly used [example matlab, statistical packages, drawings/designer packages, etc.] Like the idea of technical training [example: setting up a computer, removing viruses, backing up computers, adding a network, cleaning an older computer, training on software, etc.] as well as other training the library provides [example you have provided some financial courses.] as I think about this, I like the concept of expansion, from just holding reference materials to classes on training with this material. Never looked into what the library provides but DIY videos would be useful [although utube has many you never know the level of expertise of the presenter.]

I love the library and what it has to offer.

I believe you need to continue to supply books on CD. There are a lot of people who don't have/use MP3 players and such and can't download the eaudio books. Recently I have noticed that a lot of the new books are only on eaudio.

I have been impressed at the availability of ebooks and eaudiobooks. I think the library does a very good job with electronic and online resources. Consider offering classes or online video modules to teach research skills using the newer technologies.
I value the ability to check out online books and wish current/new books were more readily available without a long wait. I would like to see more hobby oriented magazines available, especially knitting magazines online. Many of the programs I see advertised at Libraries sound good but are too far for me to drive to. I wish they could be replicated in several branches so I could access more of them. I live near the Tysons-Pimmit (undergoing renovation) and Dolley Madison Libraries. Often there is better programming at branches further away in Fairfax. Trying to get to them is challenging with the traffic in our area especially if it means being in rush hour traffic. I appreciate more mid-week and mid-day programming as going out at might is less attractive as I age. I think it is great that conference rooms and meeting spaces are available for meeting for community based groups. The more people who are brought into the Library the better. Even if they are not coming for books they will learn about current activities and see program announcements and find other useful info available.

I really enjoy the audio books available online and would love to have movies available to borrow.

The FCPL has been an integral part of my family's life for the 20+ years we've lived here: 4 sons graduating from high school, my husband’s great love for all the printed word, and my own bachelor’s degree at age 53. We count on the library for many, many of its services. Thanks for everything!

too little children's story time for all fairfax libraries especially for toddlers and younger

I am a university student and believe that public libraries are very important for everyone in the community. My major in college is English, my minor is History. Therefore, I love the public library at Fairfax City with its many printed resources, especially the Virginia Room with history resources. One recommendation for Fairfax City Public Library: Please indicate in the online catalog for how long a particular item is checked-out as this would help to determine when it would be available again for other customers to check out in the future. Other libraries in the world do this very reliably and successfully. Although e-resources are helpful, public libraries should continue to offer books in print.

I've always been struck by how poor the Fairfax County library system is considering Fairfax County is one of the nation's most affluent and educated counties. You hardly get any new books, you toss books after only 3 years, the catalog is absurdly small for a county of this size, you don’t take being a repository knowledge seriously at all, the libraries are small with pitiful research materials and databases, you don't have enough personnel, the library's web site would have been embarassing in the 1990s. Really. I use WorldCat a lot, so I see a lot of library web sites. I've never seen anything as clunky and dysfunctional (and full of advertising) as Fairfax County's web site. Not in my life. Not in the past 25 years. I know it's all due to budget constraints, but the Fairfax County board should be embarassed by the library system. People like me, who live inside the beltway, often use Arlington’s library system. And Fairfax County libraries don’t like books anymore? It’s unheard-of to get rid of books that haven’t been checked out in 3 years. The catalog has been shrinking in recent years, when it should be growing by adding ebook titles, which don’t take up physical space. It’s more the fault of the County Board than of library employees, but the Fairfax County Library system is a disgrace.
Would like to see more e-books available.

I am very satisfied with the support that the Tysons pimmit Library has to offer.

Wherever I go, library staff are always friendly, courteous and helpful. Rather than putting money into a new Pohick branch, I wish you had paid to extend hours at libraries.

I appreciate the library as a free and public resource, and the efforts made to improve and keep up with the current world. Thank you.

As a family, we used the Library system when our children were school aged --- so long ago!

.

Love it!! Please expand your audio book library!! So many people use that service to deal with traffic in the area. Love your children’s programs please expand this. And please make it easier to request materials and get more the ability to get books from other county libraries easier.

thanks

I think the public library is a great place and resource for our children.

Nothing.

It would be good for the library to purchase more e-licenses so the wait time for popular downloadable e-books isn’t too long. The convenience of an e-book lowers facility costs, so I would think it would end up being more cost effective.

The Library is very quiet and comfortable place to study.

Book club discussion with hours that accommodate normal working hours.

More ebooks please! Also, I’d love to see the library reinstate exam proctoring services. I am just finishing up an online masters degree and it would have been such a helpful service that could potentially generate a small amount of revenue, especially if offered for a slightly higher fee to non-county residents. There are very few proctoring services available at reasonable rates in the DC area and online education is growing rapidly, so I can see a larger need for exam proctors in the coming years.

It would be great if Fairfax County Public Library was able to provide free anti-virus software the county’s residents - or at least its students. It would be great if students could have a portal on the Library computers where they could access all the Fairfax County Public School websites and recommended websites. For example, if the student logs onto the Library computer with their personal school ID, then they could see their individual training widgets like Blackboard for homework, or "WhooosReading" for a separate project they did. Basically, a one stop shop. Another alternative approach could be to allow residents sign onto a Library computer where they could save notes or projects and read books that they have checked out of OverDrive - especially if they are working on a project.
where they were relying on Library reference books. As I say all this, it makes me think that the library might have to offer the basic Microsoft applications - Word, PowerPoint, and Excel - or a freeware version like Libre Office. I look forward to the funding and construction of a possible new Library at the corner of Interparcel Road and Silverlake Blvd in Alexandria. If Fairfax doesn't have the money to build this library, maybe they can sell the land for additional funding for the current libraries.

I think Fairfax has an excellent library system. I know the budget is tight so I would caution against trying to change things too much. Dolley Madison library is beautiful and I’m always able to get the help I need. I love being able to reserve items and pick them up at the front. Thank you for providing an excellent public service. I think it’s important to keep marketing the library to school age children so we can keep them interested in reading. Thank you!

Keep up the good work!

Libraries are a wonderful resource and sorely needed. It would be great to have one or two meeting rooms for business owners to have quiet conference calls.

It seems to lag behind Arlington and DC libraries in terms of technology adoption/environmentalism.

You are the unsung heros of the community. Thank you for your service!!

Pohick is under reconstruction which may be needed. However, emphasis should be placed on softcopy materials in a downloadable format.

We're a technology forward family, but we still thrive on printed material. The adults in our house love the online access and digital media library loans. Our child, like most kids, is very tech savvy and loves the online library access, but prefers printed media to digital. So do many of the kids in his book club! I think moving forward there is still a strong place for printed material along side digital and other formats. Thank you!

More evening and weekend hours please

We need Pohick open. It would be great if there were a vending library option so we can get children's books. Also, please increase availability of preschool reading program. It is so hard to get a space.

It will be be great if there are storytimes and activities for kids during weekend also to help working moms.

Thank you for making books available.

I resent the common ploy of meeting every cut in budget with a slash in library hours. You have managed to make the library irrelevant.

Thank you for your children's programs and children's book collections! My daughter loves the library - it's a great resource for our family. Thank you!!!
We like to request some programs for infants and school summer time events.

More programs for preschoolers. And more summer programs for school aged children.

I hope that the FPL can increase its provision for cyclists by providing more bike parking/repair stations and by coordinating with local bike advocacy groups to ensure that segregated protected bike lanes are built from each library to local population centers. This will improve access to all members of the community (not only ones with cars) and increase physical fitness and decrease emissions.

Fairfax county public libraries are among the best we’ve experienced. The number of locations offers accessibility and a variety of resources. However, the website and systems are not user friendly and are outdated. The extended closure time for renovation at different locations has hurt access considerably.

Thank you!!

I love the Pohick Library the most, looking forward to it re=opening, miss it a lot

I would like to see more Asian (specifically, Indian) literature in the shelves.

Can’t wait for the Tyson’s Pimmitt location to reopen. I go to Dolley Madison in McLean as well but really miss the seasonal/themed offerings carousels at the entrance of T-P. Plus the DM location is closed on Sundays.

Need many, many more copies of E-books. The selection is terrible and the few books of interest that you have, there is a very long wait.

We love the libraries and every member of our household uses them. Most of the time the service we receive is excellent. Having the meeting rooms and quiet study areas have been very important to us. The method of finding audio books and downloading them into overdrive could be streamlined. The catalog search on a handheld device is painful. Maker spaces would be an exciting addition to the libraries, but it is concerning to think that the libraries may be spreading their resources too thin by offering a lot of services that should perhaps be being offered by other government departments. I am not convinced that a library is where someone should go for job counseling.

I think the Fairfax County library system is great and am looking forward to continued improvements

http://ebookfriendly.com/library-future-technologies/

Pimmit library closure is impacting our school kids from Lemon Road ES and Shrevewood ES. The temporary location is not working out. Can you have alternative locations or a mobile facility available till renovation is complete? Also please provide status and progress of renovation on the website.

I have been pleased with the increasing availability of e-books downloadable to Kindles, especially new fiction. I hope this is a service that FCPL will maintain and expand.
Hate the pick up system for books on hold

Most of all, the library should be warm and inviting. I always look forward to visiting my library. It has a warm community feeling.

Our libraries are an invaluable part of our community and I appreciate everything you do to make it a lovely and useful place for me and my children to visit.

I think you should have more DVDs of popular current movies. I also wish the library was open longer on Sundays.

The laptop loan program is a waste of taxpayer money due to the fact that people who can afford a home computer most likely do not have access to internet at home (unless they hop on someone else's wi-fi). Even with rules set up, computers can be stolen, broken, damaged, or harvested for parts. I personally do not want to see my tax dollars going towards that. If someone needs to use the internet or a computer, making time to go to the library should be enough. I would agree that the library desktop computers should be outfitted with the best, most up-to-date software to help people learn about changing technologies and able to access whichever program they need (especially the Adobe and Microsoft Office programs since those are essential programs for people looking for desk jobs).

I am very satisfied with the services offered by my library, the George Mason Regional Public Library. The only problem that I have is that I believe there should be more computer time offered on its computers.

As a working parent I often cannot attend the events for young children but recently took a day off and was able to attend Alphabet Soup at Burke Centre Library with my daughter. It was a really great event and we both had a lot of fun with stories, social interaction, and the craft activity.

Please overhaul the website to be more robust and usable. Thank you for the wonderful Tysons temporary location with great staff and welcoming environment.

Libraries offer a world of knowledge to all. I grew up visiting a public library weekly, especially during the summer. I even took my friends to the library as a child. My granddaughter visits me, we go to the library. If you can read, every other knowledge will come into place. Libraries are vital.

I read mostly on my kindle now due to eye strain. It would help if I could download and borrow books for my kindle with greater ease and with more titles available.

Online library services need the most attention. Wait times for online books is too long for new releases. Online portal is not user friendly. Search function for eBooks is not well designed. All on-site library services are excellent, focus on online experience. thank you.

I use overdrive audiobook mainly because of vision problems. Please keep adding books there.
My primary Library is Pohick Regional. However, as it is under construction I have been using Kings Park. At both locations I have always found the staff to be extremely helpful and courteous. Although I generally support the many expanding services the Library provides, I am very concerned about the role of the Library versus the local FC Public School System (FCPSS) to provide these services such as English as a Second Language, Adult reading classes, etc. My personal opinion is that the FCPSS should be doing more of this rather than the FCPL. The FCPSS already has the classroom, teachers, facilities, etc. and I believe that in this tight budget era we must be careful not to recreate functions that are already available at an existing system, or should be, which I believe is a more efficient and effective use of our Taxpayer dollars. One of the features of the Library which I strongly support, and which you did not address was the Volunteer Services, especially the used book sales. This is one area that should be included in your planning and strongly supported in terms of space for "Used Book Sales" and Donations. Owning a book is a special event for all ages, especially those who are just starting their lifetime love of reading and learning. The FCPL should do all in its power to support this, as the cost of new books is very expensive in our tight financial economy, especially for those who may need to develop their reading and learning skills the most. Thank you, for all of the hard work that the FCPL has done and you may contact me directly if you wish to discuss these comments or my survey response in more detail. Gary T. Staffo 202-586-9577 gary.staffo@hq.doe.gov

I would like to see the library system get more operational funding.

My local library is Pohick, can't wait for it to reopen. We realize the value when it's closed. We go to Burke now but not nearly as often.

-easier access to online eBooks -online eBooks also arranged by genre -more larger text books

I find the online book reservation system very helpful and I use it all the time. The search engine could be improved.

I find it difficult to find things in the library. I wish there were someone available to help me figure out how to find books with the computers that are in the library. I have not problems using my computer at home, but can't seem to navigate the library’s computers.

The library is truly a treasure for our community. Consider partnering with the park system and using the library outside spaces for educating community members on various areas of interest to include gardening, environment, etc.

I like the convenience of having easy access to the Pimmit Library and this will be even finer for my wife and me as we enter our later years of life.

Looking forward to the Pohick Library re-opening.

I believe the library has suffered funding cuts to the bone and would benefit from more hours and a collection that does not "float."

Maker space sounds very exciting. I hope it can be funded.
Overall, I’m very satisfied with the library and I like that I can make a reservation online for a book regardless of which library it’s at, pick up books at my local branch, and check them out using the self checkout.

I would really like to see the ebook collection expanded further. The selection is a little anemic when compared to all the hard-copy books the library has throughout all its branches.

I now only use the digital library, but my 7 children still consider it a great adventure to go to our local library every week. The catalog of books is excellent and the staff is always helpful. Of all our county services I am most satisfied with the library system!

The FCP Libraries were invaluable when I was raising children, for school research materials

I really appreciate being able to download books. When I am on vacation its great to be able to get books. Have you considered renting downloadable books that are in great demand, I realize that this creates other problems but for those who cant wait for the lender books renting would be a viable service.

I would be very interested in more kids programs and kids’ spaces that you don’t need to sign up for and that are not limited to a back empty room, as in some of the branches. The Mary Styles library has an amazing kids’ program, for example.

Sometimes there are older people in the library that make me feel uncomfortable. Not that they are harassing me but they keep looking over and making so much noise when I’m trying to focus. It’s a bit distracting. I’ve had to switch libraries but I thinks it's everywhere.

We go to the library weekly and our library Tyson’s Pimmit has been closed for 6 months, and for 6 more months.

I would value an expansion of the magazines that are subscribed to through zinio. Other library systems seem to have many more available. I appreciate the online resources including zinio, e-books (including kindle option), and audiobooks. I appreciate kids programs like legos in the library (please bring it back more often in Chantilly - I’m glad to see it coming back for the summer...we missed it during the school year) and star wars day. Encouraging reading in children is really important to me. I value the children’s section in the library highly.

I love the libraries and use several!

The system is admittedly large, but it would be really nice if the e-book catalog was a bit more responsive to demand. Waiting lists for anticipated new releases are routinely in the several-hundreds. I can appreciate the need to balance initial demand with potentially having a glut of e-licenses for something down the line when demand dies down, but maybe there is a middle ground, where additional licenses are "leased" temporarily to bring waiting times down to a more reasonable time.

I like that you have blood donation program.
We have lived all over the country. This library system is the bat by which I measure every other library.

We love the library and use it often. We would like longer hours.

The Fairfax Library should make itself available via programs to seniors. For example, Burke Library has a Tai-Chi class that is very successful and attended not only by seniors, but many other groups. Look into this and determine if you can expand your seniors program to more than just one Tai-Chi and One Yoga class in the county. These classes will get folks out to the libraries and allow them to re-discover this fantastic resource. Do not allow technology to take away this important asset from our community. Make the move into technology and provide the necessary/required service that our community deserves. Technology has been a paradigm change. Make our libraries work for the community and they will seek it out as an important resource.

I grew up going to the pohick library branch. I look forward to talking my children ages 2, 4 and hope that when they get older the library is still a peaceful learning environment where they can study or sit and read.

1. FCPL is great (I've used it for 37+ years). I recommend staying within (or even reducing) budget requirements. To implement any of these changes, accomplish them by re-allocation of existing resources. 2. Dangerous parking lot at Pohick: too narrow for parking on both sides. Either (a) restrict parking to one side, (b) make parking one-way and use diagonal spaces, or (c) use part of adjacent, already-existing, public "overflow" parking lot. I've discussed this with library personnel, and they agree, saying "accidents happen all the time." It's too easy to back into other vehicles (or pedestrians). 3. Kings Park library has a discriminatory practice that it should discontinue. In the activity: "Let's Hear if for Boys," the young boys can be brought by an "adult" of either gender; but the corresponding "Let's Hear if for Girls" states the person who brings the girl must be a "female adult." I am the father of four girls, and I would have liked to have brought my daughters to the "girls" event, but was prohibited. So, you have deprived my daughters of the activity based solely on the gender of their parent. This event is about the girls, not which parent brings them. My daughters are grown now, so it's too late for our family, but this is wrong. Stop it. It is not consistent with the philosophy of the library system, nor with Fairfax County overall. 4. This is a larger issue that may not be within control of FCPL, but it takes a long time to use Inter-library loan. Figure out a way to improve the speed of this program, and to allow the patron to keep the material for a longer period of time, perhaps three weeks. Along the same lines, establish a relationship with the Arlington Public Library system, so library materials can be requested from either system and picked up at either system. E.g., I'd like to order an Arlington book online and pick it up at Richard Byrd. Keep up the great work! We love Fairfax County Public Library!

I wish Sunday hours were extended to at least 6 hrs instead of only 4 hrs.

The pohick library closed at the end of last summer and we have now switched to the Fred oaks library in Burke. We have been very satisfied with our experiences there so far. The pohick library was due for a major makeover. The staff at both locations were always
helpful in reserving books and I have been pleased on the quick availability of the books I have been placing on hold for my kids.

Please deal with whatever is going on at Tysons Pimmitt. That branch has been closed for what seems like forever, but virtually no work has been done there. I'll add that there is no maintenance going on there due to the closing, which means there are overflowing trash cans and overgrown grass. It seems that the outdoor maintenance could be taken care of even if the library is closed (this library is adjacent to a park, and people still go sit on the picnic table, etc.).

I really like putting a book on hold online and then picking it up from the nearest library a few days later. It's a real time saver for this busy mom. Is there a way on-line to indicate in the search results if I have already checked out a book? I have my checkouts list saved but I have to flip back and forth. Thanks!

Maintenance closures should not go beyond few months.

I would like to see more science fiction books on CDs.

Can books be downloaded onto my iPad? I buy them from Amazon now and then get it from Kindal. $10.00 a hit. Would be great if an old lady, 78, could do that. Of course I don't know what I'm talking about.

Good job so far, keep it up!

As an educator I believe public libraries are critical to our society and development of our community. Since moving to Fairfax county I have loved the library system here. It is easy to use, well organized, has a TON of books, and I find myself using it almost every day! I have only two complaints/suggestions: 1) I don't know what is going on unless I search for it not the site so getting emails or newsletters sent to my email would be a great way for me to know what is going on; and 2) I would increase the options of ebooks and audio books since more and more people are using their tablets and ereaders these days.

Increase the titles available on ebooks

In general good service, but FCPL have to improve and open more features in on line service

In the last three years I've visited 5 different libraries and the staff have all been friendly and helpful.

Bring back an iOS app.

Improved notification about when materials are due in order to avoid late fees.

I am primarily an e book user and I very much appreciate the library's efforts to get more and more ebooks on offer. It has also helped me cut down on library fines! Please consider adding more copies of ebooks so that the wait times are not so lengthy. Thank you!
I love studying at the library, having more extended hours at smaller branches (such as Byrd) would be helpful. Seems the only day they are open late there are consistently no empty places to sit. I feel I would visit more often if branches were open later and had enough seating or quiet corners.

i love the library!!

It would be helpful if enhancements were made to existing services provided. Please consider improving the accessibility and availability of online e-books to be read on kindles and other e-readers.

I would be so happy if Dolley Madison Library hours are extended throughout weekdays and weekend with very limited service, i.e., have one or two librarians work just for emergency and have only self check out. The library can use many volunteers in the community. Thank you!

It would be great if the lib provide chess classes/clubs for school age kids. It is very difficult to find these classes (free or paying) in the 22031 zip code area. Also it would be nice to have art classes with instructors like the ones at Oakton, the inner artists. Writing classes would be wonderful for elementary school age kids. If they are expose early then they would like it more or at least make it easier for them to write as they approach middle school. The school age kids need to be keep busy especially in cold weather otherwise they just want to play video especially boys. As they get to age 10 & up, the boys don't want to do anything unless it is with boys their own age.

A strong library system is a important and relevant as a strong school system. Thank you for the opportunity to express me opinions on our existing library program. I greatly appreciate all that our libraries have to offer and am raising my children to do the same.

Perhaps the library could have more copies of new/popular books so the waitlists aren’t so long and then once those books aren’t as popular, they can sell them. I think there are many options for renting DVD’s and downloading music, that the library does not need to go in that direction. Having said that, I miss the concept of Blockbuster Video stores and it would be fun if the library had a DVD section with older movies that aren’t easily accessible in stores or Netflix. I haven’t looked at DVD’s at the library in years so perhaps I’m just unaware of the current offerings.

I love the overdrive audio books. Thank you!

I have been pleased with most library services, but feel the ebooks should be expanded. Also, the fines for late books seem quite high to me. One episode of forgetting to return on time can be quite costly if you check out multiple books. I know a couple people who have completely quit using the library for that reason. I use the feature to request books from other ffx cty libraries quite a bit and really like that feature.

As in all surveys, the questions in this one were somewhat skewed. In fact, I do believe the Fairfax County Public Library does *almost everything* it can to provide high quality services. But the County Board has consistently refused to fund it appropriately. The County got way too big too fast several years ago and is now paying the price and has
responded with harsh budget cuts to the Library. The ensuing years have brought bizarre quotes in the Washington Post such as the director saying other municipalities have moved away from hiring librarians with MLS degrees, something no one could’ve imagined the director saying years earlier. He was a good man doing a good job and the County appears to have put him in a position where his reputation deteriorated. For the director to say, or the County to seemingly endorse a policy which means, that anything the City of Richmond does should be held up as a model for Fairfax is really rather shameful. The number of groups weighing in on a department of County government with such a small budget is also astounding and difficult for staff. Boards, Friends groups, County structure, and then the Fairfax Library Advocacy group… it’s all too much. The County needs to more fully support the library so that the board can continue to govern (if it must) but focus more on fundraising for special events, not core services. The Advocacy group has been seen as problematic to some but seems to be the only group saying things that are truly supportive of the library. The staff morale has been ridiculously low for years. I grew up in Fairfax County school, attending elementary through high school, and even some college, in the County. While nostalgia makes us feel good, history can inform us. At the time, Fairfax County was a model to the rest of the Commonwealth. The libraries and schools were superb. Primarily, the County Board needs to focus on economic development and getting the schools and library back on track.

A selection of "timeless" films and music (on DVD and CD) would be wonderful. I don’t think there’s any need to carry the latest blockbusters and chart toppers, but I think there’s absolutely a place for the classic essentials of cinema and music in a library. I love the Fairfax County libraries, but that’s the one thing I really miss about the libraries in the areas where I’ve lived in the past.

It would have been helpful for me in filling out this survey to have known more about the populations that libraries could or do serve. For example, about x % of the local population are special needs adults and they use the following library services. Or, library computers in branches near low or moderate income housing are filled zz% of the time during late afternoons.

I regularly place books on hold online - the wait times for current bestsellers can be extremely long. I like the "hot picks" and "new release" sections that allow me to quickly search for current books. The self-service kiosks are very efficient. I typically run in and out of the library very quickly to pick up a hold and self-check, but I am always impressed by the number and variety of people using the Reston branch. Keep up the good work.

I feel the librarians are an extremely valuable asset. I feel that they are not given the status that they deserve. Library science requires a lot of education and should be honored as such.

I’m surprised that Fairfax County Public libraries have not caught up with other local libraries in terms of children’s programming offerings, specifically weekly story times and a more friendly children’s space. I am comparing Fairfax County libraries to Falls Church City and Arlington County libraries. Very deficient in this regard. I travel farther to go to Falls Church City library bc it’s so much more child friendly.
Need some type of area to keep noise of children quiet. The noise is quite bad and interruptive. Something needs to be added in the computer area like they have at Chantilly library to give some separation to persons using computers.

Consider expansion of the reading with pets program available at some branches to all branches.

I would urge a stable customer support presence in the library buildings. Moving to a mostly technical experience of supporting users at the expense of human to human contact deprives the community of its greatest assets in the relationship between users and library staff, the human connection. The library’s key strength is its personal and personable connection of service. I cannot so easily quantify or define it. But as the late U.S. Supreme Court Justice Potter Stewart said in a 2007 case before the Court, "I know it when I see it..."

Secondly, the staff’s depth of knowledge of the systems resources, certainly a willing and committed human staff, just cannot be replaced by machines.

The library’s collection of Free downloadable audio books is awesome! Anything you can do to increase this service would be great. As a working mom, without this service, I average reading one book a year. With this, I can "read" 40+ a year. Please keep this service as robust as possible!!

eBook loans are great. Easiest delivery mechanism is through Amazon for Kindle.

The selection of children’s books is fantastic, but I’ve noticed the library consistently runs out of popular Children’s DVDs, such as anything created by Dreamworks or Disney. Having spaces for children to play safely, while parents can read a little would be one of the most amazing assets the library could provide to young burnt-out parents. I think you would see library use increase rapidly at any library that had a separate play room where children could play without parents having to constantly monitor volume. Include comfortable seating around the perimeter for parents to read while their kids play with various toys - large soft building blocks that could be stacked into forts would be very popular. Please consider creating a trial room at Pohick, Chantilly, Burke Centre or Fairfax City library! I am a stay-at-home parent who will come twice a week or more! Thanks so much.

I am a new user of the eAudiobooks and Nook-compatible e-books and am very pleased with the available titles and wait times.

There needs to be a good, solid, reliable (electronic) way to notify residents when books are due (text message, rather than email). Library fines are too high.

I think having libraries is a great asset for the public.

Going to the library is a favorite activity in our household. We love it! However, it would be great to have a children’s story time. If this is offered, it is not well advertised. Thanks for all you do!

I would like to take the opportunity to commend the staff of the Fairfax County library system for the great and successful efforts it has made in providing this public service. Of the tax dollars afforded it, it remains a beacon of to the principle of self-enlightenment and
I complained about the hours for the library because the temporary Tysons-Pimmit branch has no hours on Sunday. I think they should be open 1-4 pm.

I believe the library plays a vital role in the community. I was unhappy when the hours were cut back.

None

The survey does not seem to address the most important resource I like - online books. We seem to not have numerous new releases and lack availability of books. Please add more for Kindle use.

I feel privileged to be a patron of the Fairfax County Public Library system. In my opinion, it's the best in the country!

The library book groups and book sales are very important to me.

Suggest additional DVDs be made available, such as Darby O’Gill and the Little People

While there is a large amount of information available on the internet, the library is an essential tool for the entire community. From small children to seniors like myself the library is essential to the literacy of the entire community. This is one of the best investments for my tax dollars.

Not the library. The survey should provide for more than one reason why you don’t go more often, and more than one way to communicate.

Keep up the good work!

Wonder if few days in a week the library can open at 9am instead of 10am.

Please have a reading group session for children around the age of 1 years old. I am a new grandma in the Centreville area and take my grand daughter to the Centreville library three times a week. The age group there now in 3 three yrs. old. As you know 1 yr. old does not sit long, but the socialization in the reading group would be fabulous. Trust me the library will be filled with the 1-18month children for the reading session. This age group does appear in the library now, but we do not stay long because this age group can make noise. If you need a grandma to conduct this class on Saturdays I am in. And yes I will bring my precious jewel-My SweetPea Thank you Cynthia Graham

none

1. Currently, the Arlington County library system has electronic versions of magazines thru the company, Zinio, that can be checked out online. Is it possible to have something similar for Fairfax County? 2. While the e-book selection has expanded over the past few years, we
are hoping the it not only continues to do so but that there will be more than 1 or 2 copies of new releases. Otherwise, the wait time can sometimes be months. 3. There have been a couple instances where we attempted to renew our checked out books online. And even though it did appear the renewal completed successfully, it wasn’t until the next day or two that we get an email saying we’re overdue. We suggest that a confirmation email be sent out to notify us so we know the renewal process was successfully completed.

Libraries should not be drop off points for after school care unless they are given resources and authority to control situation while providing benefits...for instance space and mentors to learn. Same with older children and adults...if the library becomes a "hangout" then the space and sound mitigation needs to be available. Positive control.

Love the library, sad that it doesn’t receive more resources through tax dollars. Don’t believe it can be all things to all people so should stay true to its mission while evolving to suit the needs of the majority.

I wish the library had longer hours. Even if the check out and information counter are not staffed 100% of the time, it would be nice to be able to self-check out books and have a meeting space that lasts longer. You may also be able to get community volunteers to help in addition to paying for staff.

A bit later hours on weekends

It’s a great service and we appreciate it a lot. I would like to see more Arabic language books in the library as we speak Arabic. Thanks.

I am in two book clubs and have been happy that often I can get my books on hold, either in hard copy of ebooks--Amazing!

I love the library system! I borrow books and CDs, use the computers from time to time, and find the library personnel very helpful.

I’ve always liked libraries, and my opinion is that they should provide real books, and real places to sit and read or study. They should not only provide for things that are popular, but should provide a way to access almost any printed information that has been released. My husband was a big user of the music section at the main library, however, that was eliminated, and he now has no way of using it, as it was given to a local university. It would seem to me that the FFX library should be able to access that information so he can use it, regardless of which library it is housed. And if that inter-library type of exchange is possible, it should be advertised.

It’s frustrating to wait so long for an ebook "hold." I’m assuming there are a limited number of licenses. Couldn’t this be increased for best sellers?

I would like to see more space available with tables with individual electrical outlets, and more availability of quiet areas.

would more ebooks for kindle
Is there a way the Fairfax County public library system can improve the speed of providing best sellers? I enjoy C-Span’s BookTV or an author interview on the radio. I go to the Library to look for that book, but I rarely find it. The request/notification process and the hold book section are efficient, but there is often a long wait for the book. I realize the library has a tight budget, but is that not the main focus of the library to provide the book/resources?

Vital resource to the community, especially to children and students. Deserves more money to provide more services.

Closure of Pohick library has been a great inconvenience.

I use the quiet study room to work on school projects and am often disturbed by the number of people sleeping / snoring in the room. Maybe having a library employee make frequent rounds of the area to remove people using it as a "nap" room.

I wish the ffx co libraries had separate Childrens areas. Most of their children's spaces are right in the middle of the library and you cannot stay or enjoy it because children are naturally loud and can be disruptive to others there. If the children had their own space where they could play and learn we could actually stay and enjoy our time. Now I have to come without my small children and rush when I would like them to learn and enjoy the library. Baltimore library has an amazing play area for children. Also the classes for preschool children are wonderful but offered so infrequently that sign up is redicilus. People sign up just to reserve the space and never show and you are not allowed to show up the day of. It should be first come first serve on the day of the show. With small kids you never know what the day is going to be like so it doesn't matter if you reserved a spot or not you might not make it anyway. It's been extremely frustrating and I've completely stopped coming. I enjoyed baby arts play immensely and wish I could continue class but in reality if you let it be first come first serve I bet you would have the same amount of people show up.

Please keep the Consumer Reports subscription. Thanks

It is important to have people in the library with knowledge of books for recommendations and to answer questions

We primarily use the online features to check out books via Overdrive. Would much rather have money invested in those features and in programs for kids.

Great system, but too many libraries given that the county is built out.

I value this resource tremendously. Thank you!

I'm someone who has not gone the way of the Kindle so I appreciate being to get books and current ones at that from the library. Plus it's a cost savings.

More electronic assets (eBooks, etc). More access to electronic assets (eJournals, etc).
I would like Fairfax county libraries to acquire DVDs with a focus on documentaries - the kinds of topics that Discovery and Learning channels used to cover 15 or 20 years ago. Now these channels carry programs that are tasteless and are even vulgar that do not further learning. Another suggestion is to obtain DVDs on Great Courses, often advertised in the Smithsonian, on a variety of subject areas from astronomy to zoology.

I only recently moved to Fairfax County.

Make a search for presentation of authors/writers residents of Fairfax County. Otherwise, good questions. Thank you

I came from a a town with an awesome library. Look up Hoover library in Alabama. Huge kids/preschool section with a small play area outside. Had puzzles/puppets and iPads for mounted iPads for kids to use. Wonderful story time options for children. It also had a coffee/cape for people to read magazines and showcased local musicians on some nights. Also showed local art work. Very community oriented and awesome book/DVDs/ e reader selection. This area has a lot of money but I have yet to see something rival the library in Hoover. I hope that you guys look it up and see what possibilities we could have here. It really was amazing for the whole community.

Love the county library system. Feel privledged to have such a great system where I live.

The library has done a good job of making itself a continued value to the community. It would help to get a wider variety of new books in sooner rather than loading up on the light reading (James Patterson, Celebrity autobiographies). Build out the library of DVDs-- Fairfax County lags way behind DC and MD in this area.

The library staff is great!!! I'd prefer more CDs (books on tape) than hard copy books. I am a single male and truly appreciate the services offered by the FCPL system.

"Where is the library?" is one of the first questions I asked the previous owners of our house when we bought it 14 years ago. Sherwood Hall has never disappointed.

The kids section is stale. Kids don't want to read books that are in such poor condition. It would also help to have more recent books in the kids section.

I would love to have more classes for early childhood literacy that do not fall during the workday.

Compliments on the arrangement with Kings Park while Pohick is under construction.

I love our library system!

A library is needed in the south county area of growth.

While I understand the desire of the county govt to make libraries into community meeting spaces and the like, the primary service of the library is now what it has always been, a place to provide content, generally books (whether physical or digital) to the residents of the county. Taxpayer resources should be focused on making sure that this function does not fall by the wayside in the attempt to diversify the offerings of the library system. In
particular, it is not the role of the library to help people apply for govt benefits or to help children do their homework. Library staff can certainly point residents to where they can find assistance with either of those matters but they are not the library's responsibility.

I view the library system as a resource for both entertainment (pleasure reading) and education (references, computers, homework help, reading sessions, . . .). But it's difficult, without knowing the demographics for each branch, to address what services might be most valuable. McLean might (speculative) have less real need for more computers than would branches in less affluent neighborhoods. There might be a similar difference for homework help. Some choices are easy. For example, it would make sense to have a central book repository and then send books to branches on demand; this would allow the system to reallocate space to evolving demands. But each branch should have stacks that customers can browse. If the repository system is efficient, the stacks could devolve to what are now the new book and topical book displays. But the library *must not* convert to electronic books; the content is there, but not the pleasure. Some choices are well intended bad ideas. For example, although it's a nice thought to consider lending laptops, how will the library system recover ones that borrowers fail to return? (That problem escalates if a family leaves the area.) How will the library resolve the theft of a borrowed computer? Can the library reasonably expect a family that needs to borrow a computer to be able to afford to replace a stolen one? This all seems to force any discussion of a gap in computer access towards considering additional computers in the library. Most users don't really need a high performance computer (I don't consider gaming a need), so simple computers would do. Necessary programs would include access to the MS Office suite (why teach kids uncommon software). It would be nice (but maybe as a lower value need) for each branch to have one or several computers powerful enough to run competent graphic arts software. But all this is tough to address in a questionnaire. Very respectfully, Larry Root

I would like to see much more focus on audiobooks, including the Great Courses on audiobook. I'd also like to see either more availability of audiobooks or more options for renewing these audiobooks. Right now, I often have to wait weeks or months for an audiobook. It is not predictable when I will receive the audiobook, so sometimes I end up with nothing and sometimes with several. When I have several, I need more time. Some of the audiobooks have an option for renewal. Some do not. I understand from the library website that the renewal option comes up when the book is about to expire. However, if there is no renewal option, I end up stranded mid-book, which is torture--particularly as it may take weeks or months to work my way through the waiting list to check the audiobook out again.

So thankful for the library. We need books .. And not just ebooks. Keep up the good work Sherwood. Your staff is always helpful & makes my kids feel welcome & valued. It’s amazing!

Book Club To Go Kits would be a wonderful addition. I go to Mary Riley Styles because they offer over 100 book club kits. This enables my book club to read an interesting selection of popular fiction and non-fiction without the expense of buying a book for each meeting.

Feel blessed that we live in Fairfax County because of the Public Library system--think it is absolutely fabulous! Keep up the wonderful service and best of luck with this initiative!
Most important thing a library provides is BOOKS. Please don’t substitute technology.

Please consider adding a drive up book drop at the Centreville library. Parking is not allowed on the curb near the library, many day-laborers hang out in or near the parking lot, and unloading kids to walk to the book drop at the building is cumbersome and inconvenient. Leaving kids in the car to drop off books in the outdoor books drop is not a safe option. Please make it easier for families to quickly and safely return books.

The reserve book process - order online and pick up at a branch - is wonderful. It should be expanded and publicized. It is the perfect combination of old fashioned libraries and 21st century convenience. For example, while the physical library is excellent, why not have additional books stored in inexpensive warehouse space where they can ordered online and delivered to local branches? All the books from Pohick are shrink wrapped and inaccessible until renovations are done. Why not have these where they can be looked up online and delivered to branches? This might be a low cost way to expand library services.

Love FCPL and believe it is an extremely valuable resource for FC. Have really enjoyed the Overdrive app and ability to checkout and load books without having to go to the library. I listen to way more audio books then I do sitting and reading books. Keep up the good work!

I view the principal function of a library is to function as a <u>library</u> -- that is, a collection of books, newspapers and periodicals. My singular most important criterion is to have an up-to-date, continuously increasing collection. I use e-books and a-audiobooks extensively and would like to see that collection increased (please). I find the Overdrive web site well designed and convenient. The collection is good, but not great. My one complaint is that the materials are limited and a good percentage of the collection is only available with a holding period. It is then not likely to be able to renew after three weeks. For a busy person reading a long book, three weeks is not enough and I wind up being frustrated not being able to finish. This makes the e-book lending far less useful. Regarding hard-copy books, I notice that hard-copies seem to be disappearing from the shelves and not always being replaced. Seems to me like the shelves should remain full and stocked.

Please restore the Library hours at all branches, especially Friday evening, Saturday evening, and Sunday hours! These hours are vital for people who work during the business day. The public library system is one of the greatest assets of this country. Without evening and Sunday hours, how are the working poor, under employed, English language learners, and students without adequate Internet service at home to have the access to the library that they need.? The public library system is the great equalizer for people who do not have the information, computer, and language resources that they need at home. Through the library, people can help themselves to have a better life!

Construction was done on Richard Byrd library to make it better (which it did), but they installed two huge doors that were meant to automatically open whenever someone walked up (without having to press the ‘open’ handicapped button). Now you have to press the button to make them automatically open, or just open them yourself. Now, this may seem silly, but these doors are HUGE and so hard to open by yourself, or let’s say...with a stack of books in your hand. If they could automatically open again that would be
wonderful! Seriously, it makes me wish Pohick Library was open again, because at least I didn’t have to struggle with a door falling on me when I was walking in or out.

Need to have more books either hard or e-book, on average I would say you only have about 75% of books I am interested in. When I visit family in Ohio and SC I. Am amazed at how much more they offer, invest in books not other services

The website should be more user friendly. The search function should be more intuitive. It does not return good results. It should work same as it would work for library reference personnel so that we do not have to go to the library to do a search for the books.

I love that the Library is keeping up with the electronic age. When I visit I see people of all ages at the library. Libraries are essential for all age groups and income levels. I LOVE libraries!

Community outreach to schools and churches and restaurants.

No comments. I always enjoy the Library. Lately, the most common use is for audio books through Overdrive.

Thank you

The library needs to be open more evenings and both days of the weekend. For working people and for students in school, it is most important that they have access to these resources when they are available. Most people are off from work and students are off from school on Sundays. They should be able to use library resources. Similarly, closing early on Fridays makes no sense. Also, I think it makes no sense that the staff, who are paid to work at the library and provide services to consumers (patrons with library cards) are no longer helping patrons with paying fines. I like having an automated option, but for children and older people, it makes more sense for them to be able to talk to and pay a person. Don’t depersonalize the library. It needs to be a warm and welcoming place. Also, shortly before Pohick Library closed for renovations the book displays on tables/stands as you entered the library was eliminated. When questioned, staff said that they were told to eliminate the displays because they were "dangerous" because they created "hazards" in walking spaces and children or others could go into them. This is RIDICULOUS. Displays of books on themes -- from Springtime to holidays to commemorative themes (etc.) -- are attractive and encourage readers of all age to consider new and/or different types of books. These displays were always a favorite of mine and my children (one of whom is now a librarian in another state). Part of the library mission has to be to encourage reading and learning. Colorful displays and knowledgeable employees who help patrons are just as important as good technologies and special programs. Jeanne Holden jeanneholden@yahoo.com

I’m so glad the hours went back to normal. It was awful when they were reduced.

None

I love the library and use it quite often. I would love to see what I’ve seen starting in the DC libraries which is a maker workshop area. In these sections, you have access to tools and materials (some for fees) that you might not have access to in your daily life. One big item is
3D printing - this would be amazing to have available. Understanding that this is very expensive technology I would of course suggest that all usage of materials, tools and technology have a 101 course type prerequisite which would then lead to password protected access for those learners who have completed the course and demonstrated that they are capable of using the items. In the same area, I would love to see workshops (potentially offsite) for things like woodshopping for adults or projects that require power tools. The materials would be available and someone could come in and 'rent' them for the day to complete or work on a project as well as adult type shop classes where you learn to use tools by building small projects on a supervised and instructed basis.

Expand the selection of talking books.

I love my Fairfax City branch library and would only change two things about it - it would be very helpful to have children's non-fiction all together rather than having to weed through the general non-fiction if my kids are browsing for a book rather than looking for a specific book. Also, I find the search catalog feature on the website difficult to use - unless the exact information, as recorded in the catalog, is entered it can be like looking for a needle in a haystack. I usually look up titles on my phone first.

We have enjoyed Pohick and Burke Center. Burke is not quite big enough and seats are usually taken by all day sitters in the chairs. The On Hold list is to long of a lot of books, sometimes I am 50th in line which is to long. Also Burke has to get a lot of books in, which means more of a wait. Other wise we really Fairfax county libraries.

I think the library is very responsive to it's readers. I have requested books be bought and they have done so. I place books on hold frequently - what a great service. I am an avid reader and enjoy the book lending service immensely. I have also participated in the meeting room reservation system. I think that this is an area that seems to be growing - the need for free or low cost meeting space for organizations and programs. I kind of hate to devote "book" space to meeting rooms but do believe that there is a definite need for meeting space. You guys do a great job. I lived in Holland for a year and their libraries are only open a couple of hours a day about twice a week. What is that? If the public only knew how great we have it! Also, you asked about ESL programs. While I think the library should provide SPACE for these programs I'm kind of on the fence as to if the County should fund them. I've participated in teaching ESL through churches and the students generally lack the drive to practice at home, which is what it takes. So, there needs to be buy-in from the learners that free programs do not get. I'm not sure what the answer is here but free programs seem to be a good way to introduce the concept of learning english, but real learning takes place in a more structured and demanding setting. The other thing - you asked what library we went to most. I said Pohick. However, it has been closed for awhile. Now I go to Richard Byrd because of it's central location. Actually even when Pohick is open it is about half and half. My daughter (when she was younger) was the person who checked out the one millionth book at Pohick. Such history with that place! We LOVE the libraries!

provide short excerpts from new additions to the library to get residents excited about reading!

I wish I had more information about the tysons-pimmit renovation- when will it be done?
great library system! Very happy with the services and excited to see how Pohick branch looks when it is finished.

There are too many libraries. The land they are on should be sold and the proceeds used to fund new library services... not raise taxes.

Personal interest in genealogy - would like to see an expansion of resources for this kind of research.

Need to expand the audiobook offerings.

During voting times it's a great opportunity for the library to share what programs they have going on to those waiting in line. Also more focus on children to get them understanding the importance of reading and understanding what they read. After school reading programs that may also have some playtime at the end of it would be nice. Incentives to encourage reading and understanding. Many of their parents don't read so this would be a tool they get and maybe break that bad tradition.. The worst thing we can do is let a resource and community tool like this get budgeted out. Become the community recourse. Get out into the local community to meet the residents, leave information, invite them in. Many times people just drive by but you can become a partner with that local area. Partners and stronger communities are needed especially in the age of technology where people are doing less and less verbal communications.

It would be beneficial to many library patrons to open all of the Fairfax County libraries at an earlier time during the weekdays and weekends. The limitations placed on library hours, particularly opening times and weekend times has had an impact on my access to the library system. Increased hours is what I care about most.

I miss Pimmit.

We love the ability to reserve books and have them waiting for us when we get to the library. We would like to see more books available in the eBooks (Kindle) catalog. We like to read books in a series in order, so it would be nice if the library provided these lists in each author's section (maybe laminated card(s) filed with the books on the shelves?)

The library is a wonderful resource for the entire community. We have been pleased with using other Fairfax County libraries while Pohick is closed for renovation. We are really looking forward to seeing the renovated library when it reopens.

would like more offerings for e-books and books on CD looking forward to the renovations at Pohick garden and green spaces around the libraries is very important - would be nice to have more benches outside

I appreciate the library and the role it plays in our community. When the hours were reduced a few years ago I thought this was the first step toward reducing all library services. I would hate to see this happen.

Love it but I think we as a county need to make it a higher priority for funding. Libraries are for everyone. I would gladly pay more in taxes if the libraries and schools got the money.
I think there is a lot of room for improvement with the website- it is not very user friendly and just getting to my account is very cumbersome. Also, the search tool when looking for titles requires me to be too specific, for example when I’m searching for a certain book I will get zero hits if my wording isn’t exact.

Remodel the children’s section at Chantilly! Think about children's nap times for scheduling story hours!

I request a better selection of online audiobooks. After years as a patron, not once have I ever been "updated" that a book I recommended has been procured for audio download by the library. The available options are more smut than anything else, which is quite embarrassing for a library.

The hours of operation are very limited and the selection of books, magazines and other materials could be significantly expanded. I would also like to see more summer programs for elementary school kids.

None

I would pay higher taxes to see libraries open longer. Can’t wait for Tysons-Pimmit to reopen. Thanks for all you do!--Ella

PLEASE retain the library as a resource for literacy not a social service program duplicating services already available from other sources. A library should be just that a library not a social services center or medical urgent care!

I love our library system and can’t wait for Pohick to reopen. My kids get so excited to go to the library to read and check out books - even though we OWN hundreds. There is something about going to the library that is special. As an adult, I use the audio books most (through OverDrive). I love this option but do wish there were more titles available. I frequently wait weeks or longer for books and cannot find all the titles I seek. I appreciate it’s free but wish it was better. I know there are great things in store for the future.

I absolutely love the library! It saddens me to read sometimes of people wanting to shut it down, or that technology has rendered it useless. In my opinion, it’s the best place for learning and reading. I take my teenagers there and they still check out books to read, and I took them there when they were small and read to them. I myself check out and read many books a month. I also tutor at the library sometimes. With new technology and the proposed drop off boxes, I wonder if there would be a bookmobile one day. Loved that as a kid, though I wasn't in Fairfax County then I’ve also heard that the Reston Library once had a speed dating/book dating event. What a fabulous idea! I’ve been to one in Arlington, but would love something like that here.

I would love to see more fiction (mysteries) books on CD. It helps pass the time to listen to a good book during the long commute each day.

I think one of the biggest challenges the library faces is keeping up with the ever changing technology. Based on some of the survey questions - it sounds like that is the goal - which is a good thing. I am very happy to see that.
nothing to add

Provide many more books for on-line borrowing. Consider a small charge for on-line borrowing for items that the Library has to pay additional user fees or for old books that cost money to digitize.

I love the county library system and am happily awaiting the opening of my nearest library location at Pohick when the construction is completed. I especially like the availability of continuing book sales since I read over 100 books per year.

I feel libraries have an opportunity to become so much more than a place to borrow books. I would love to see Fairfax County take the lead in transforming our libraries into the place one goes to find information on any topic as well as be a social hub of the communities they are located in.

Overall, I feel the Fairfax County Public Library System does a good job given the resources it has available.

None

If we can add more classic movies

Book Drops off at other county sites such as courthouse or police stations. Ztech Download can be confusing. Do not understand if it’s available online for download why is it not available immediately. Why do I have to place a hold on it and then wait for it if it’s online. Also I shouldn’t have to log in twice once I want a downloadable book. One log it would be cleaner. I enjoy reading books online and plan to do so in the future more often.

I have significant concerns regarding subscription models such as Freegal for creative products (including music) and also worry about the terms of their contracts regarding longer-term economic payoffs for public institutions. If I were making this decision, I’d carefully research reviews and feedback from within the field before moving forward.

Non

1. The book reserve system is unnecessarily cumbersome. It was so nice when you could just see easily what you’d reserved on the shelf. We’ve gone privacy mad. 2. The fine payment system is unnecessarily cumbersome too. I’ve seen many people having trouble with trying to pay by machine. Surely you could accept cash or payment by machine? 3. We were horrified by the news that the library had destroyed thousands of books it no longer wished to shelve. There are many charities that accept books. The library should have worked harder to give the books away. A quick inquiry would have unearthed all sorts of potential beneficiaries here and abroad. 4. Basically, we appreciate the wonderful libraries we have in Fairfax County and the pleasant, hardworking people who staff them. We really miss Pimmit library, though, and it’s hard to imagine why it needed a complete overhaul.... 5. Thanks also for restoring the normal hours of operation—it was a real hardship to remember which library was open when during the time of shortened hours.

Great Library System!
Make more activities for babies and toddlers, and no limits classes. Look at the Loudon County Libraries, please.

While I will never give up books, I do now own a Kindle and find it handy for some reading. I think the county has not done enough to provide easy access to ebooks, particularly newer releases. There seems to never be enough copies available to meet the demand and the waiting list for these books is way too long. I am not sure what the process is for providing ebooks but I think the library should do more to make more copies available.

I think my main concern with the library is the hours. It used to be open all day every day and I miss that. Now I have to schedule when I can go. I also like the idea of more books on tape or downloadable. Thanks for allowing me to have an input.

I am always impressed by the staff at the libraries. They are very helpful and patient with visitors!

As a former librarian I know how important libraries are. Everything is not on the internet. It takes a good reference librarian to help people realize that and to make sure they get the information they need.

Thank you!

Keep hiring friendly and helpful employees! I’ve never met a disagreeable Fairfax County Library employee! They are always cheerful in acknowledging everyone who needs their help. Keep up the good work!

Your services are indispensable. Thank you for everything you do! Also audio and e-books are the best, so the more of those the better.

Please have more books available on overdrive. Especially audiobooks.

Keep good work for the public

I’m 74 and can access the library with ease by car. But what about book delivery when I no longer can drive? (My wife has MS and is confined to a hospital bed at home.)

I’d like to be able to use a quiet room for a couple hours to make phone calls a few times a week.

We live in a community with many non-English speakers. The libraries should have books in foreign languages so that non-English speakers in this community have access to books too, especially the older people who are so lonely and isolated and with very few avenues of socialization. I would like to see books and magazines in Urdu but I’m sure there are other languages that people in this area would like too. FYI: libraries in the UK have been providing this service for many years.

Much prefer books to ebooks. Perhaps a better choice of which books to offer.

Taking into account the lack of funding the library faces, we are lucky to have the services you offer and maintain. I only check out books but you are on the cusp of recreating the
purpose of a library in the modern world. Please fight for every penny you can get because
the more people that visit the library for one service will discover another one they never
knew you offered. Your libraries can and should become community centers for every age.
Once you learn to read, you will be forever free. –Frederick Douglas

Look at Arlington County Public Library holdings - especially the more recent DVDs. Often I
can find items in there that are not available in Fairfax County Public Libraries. And, thank
you for keeping occasional late hour opening times.

Love my Library in Fairfax City

The library system has adapted well to changes in technology and media consumption,
including with respect to the rise and fall of video formats. I think the library's emphasis
going forward should be on lending audio-visual and text materials for use on
smartphones. I do not include music in that recommendation, as there is little need to
augment what is commercially available.

I like the library and its services. I think that it's a valuable resource and I appreciate efforts
to adjust services as patrons' needs change.

Looking forward to Pohick branch redo completion (in meantime, Kingstown and Burke
have been very helpful)...Better weekend hours (especially Sundays at all branches would
help)...Would have liked to see new branch in Lorton development plans...

I'd like to see more titles in the ebooks online catalog.

Please open the Pohick library. Its been closed a long time!

I feel Fairfax Co. needs to fully fund library services, increase funds in fact! The libraries
provide invaluable services to every socio-economic group, every age person and every
county citizen and should be fully supported by the county. To me, it is part of the
educational area for the county, providing many services for many. Funds should be used
wisely and according to current trends and needs of the public. Working with other library
systems is good. Other states practices should be evaluated for usefulness here, but the
needs and wants of the citizens of this county should be first. I am happy that you are doing
this survey and asking for input. I use the library a lot not only for books and info, but for
meetings in your rooms. I do wish there were more space for the public to hold meetings
for their various groups (sometimes availability is difficult to find because these rooms are
often already being used when I would like to get one) and very much appreciate that there
is no charge for using. There are very few places where groups can meet for free in Fairfax
Co. We need to continue having these spaces available for everyone to use and increase the
number of meeting rooms. Library staff is always kind and helpful. Making people feel
welcome when they enter the library and helping them with their needs is important. Love
new self-check out system and ease of reserving a book on the website. Love the programs
they offer for children, especially for pre-schoolers. Providing a safe place for teens to meet
and book clubs for those ages is good too. Thanks to the staff for all they do and thanks to
the county for realizing that we need good public libraries and all the services they provide.

Doing a great job with limited resources

FCPL Online Survey 2016, Open End Comments
I support the public library system. It is needed as a resource for community for ALL age groups. Without the libraries, many residents would feel isolated and without resources.

I can't wait for the Tysons - Pimmit branch to reopen. The Dolly Madison branch is nice, but I find it irritating getting to it due to the ongoing construction on one street and the almost blind sightline when getting back out onto 123 on the other end of the street.

I wish you dud not close the Police branch. I grew up there.

My young kids and I go to the library all the time. We love the variety of books, and the services offered. Keep up the great work!

I would be extremely interested in Improving and Expanding the eBook and Audiobook offerings. Especially in Non-Fiction. Also have had issues with the search capabilities seems to function differently when I am logged in then when I am offline. Because of my commuter situation I primarily use Fairfax County Public Libraries Online Services, and would really enjoy a better user experience.

not clear what some questions trying to determine, e.g. services to ESOL: I feel the library should try to help patrons w/ limited English, but I don't feel the library should be providing ESOL classes. I feel that this ambiguity was found in many of the questions.

Just want to thank the staff at both Centreville and Chantilly library. They have always been extremely helpful and courteous. They make visiting library a very rewarding experience rather than an institutionalized rigid bureaucracy visit it could be. Often, learning to use the system felt quiet daunting but their friendly advices always made me feel more welcomed.

I feel very lucky to live in a county with such a wonderful library system. Please don't mess with a good thing by trying to go all "gimmicky". If you are trying to decide how to budget money, we don't need you to become more high tech or offer lots of additional services. Put your money into expanding your holdings. There are certain areas where there are a complete lack of resources. Certain subject areas that you have almost no books in the category. Don't try to redefine what a library does; just concentrate on offering the widest and deepest selection of books that you can.

-the collection of books at Martha Washington and Sherwood has been decimated. Collections in poetry and other areas of literature are woefully out of date. -the magazine subscriptions have been drastically cut and should be restored. -when I go to read a hard copy of The Washington Post, it is usually not available, so more than one reader cannot be accommodated. -just to look up a quick item on the computer while browsing, a user has to register and wait. Is this the best system? -a place to sit and read can be hard to find at both Martha Washington and Sherwood. -can there be greater loan programs with other non Fairfax County libraries? Can this be publicized? -generally reference librarians are very helpful. -self check out system works well. -I VALUE OUR LIBRARIES.

I really appreciate quiet study areas that are well lit and comfortable with electric outlets nearby. Burke centre on Fred Oaks is nicely set up. I also really appreciate wifi. I go to the library to look for nonfiction adult books, to let my teen and preteen boys look for books that interest them, and for a quiet study space as an adult going back to college. Thank you!
Most of my use is with e-books and audio books for my iPad.

Checking out eBooks and e-audiobooks is a great service, but there should be more titles available, and better integration between myLibrary and OverDrive, such as more reliable authentication.

One of the best community libraries I’ve been to was Sachem Library in New York. They offered community space for free music performances which were very interesting. The library itself was architecturally very interesting (looked small from the outside but vast and roomy on the inside).

Too focused on e-books and electronic references. Need to return to purchasing books.

I have tried to check out e-books and either the books are unavailable (not in the library) or the books are already checked out and the waiting time isn’t clear. Perhaps this service could be enhanced and simplified? Generally, the library is an overlooked service, so perhaps more community awareness of what is available? Technology is key to the future and getting younger people to use the services and appreciate the great resource the library can be. Online, e-services, Internet - use all available technology!!!!!

I am extremely interested in checking out theatrical plays/scripts, but the library’s collection of these is almost non-existent. Please consider adding more plays to the collection, either in paper copy or electronic. Thank you.

It would be helpful to expand Sherwood Hall Hours, especially on weekends.

FCPL is one of the best library systems I’ve ever used! It’s actually one of the better things about living in this area.

Been living in Fairfax County all my life, and FCPL has been a huge part of it—even if I’ve been a bit of a stranger recently.

Many of you audio books series are incomplete in a random sort of way. You might have books 2, 5, and 10 of one e-audio book series, and books 1 and 3 of another three book series.

I am glad that the county is improving the library system both in bricks and mortar projects as well as with offering to the public. I feel the library system is a good use of my tax dollars.

I love the library! Great selection and programs.

Mobile Units or the ability to receive books by mail for the elderly who do not have easy access to transport and home bound patrons. More information on the web page about any service to access inter library loans from other jurisdictions of materials that are not available in the Fairfax County Public Library. Improve instructions on the website for seniors who are not as adept at using a computer about how to go about downloading material. At the moment it is too complex for many of us.

Stay with core functions.
Hah, you may think I’m being funny, but I’m not. I would love to see your CD Book section displayed vertically, vice horizontally. I get a "crick" in my neck every time I search for a good audiobook. Also, the bottom shelf is a bear. I need to get down on my knees to read the titles and then ALMOST have to get help to stand up again. The books are a bit easier to read horizontally stored/displayed. Notwithstanding, I’m thrilled with our libraries, seriously.

I’d like to see even more hours at the library, but the Fairfax City Library is the best!

I would love more programs for small children (storytime, etc.) on weekends so working parents can take their kids to them. My daughter’s too small to check out books (she’s not quite two and loves picking out/looking at books, but still throws them around and generally doesn’t understand treating them as nicely as I want her to treat library books) but I take her to the library often and would love her to have good experiences there even before she can go for her own books. Love the library. Can’t wait for the Tysons-Pimmit location to reopen -- I used to walk there with my daughter every weekend.

Libraries could post information on what each of the County and State departments provide as a part of their public services and how to access them, such as EBT, becoming foster care and adoptive parents, public safety classes, services for the elderly, etc.

I don’t think enough people are aware of the ebook services offered by the library. I had a Kindle for 6-7 years before I was aware of the overdrive program with the library for ebooks. I think there should be more public awareness of this program.

None

I would like more choice and availability of Ebooks, especially fiction. I find that using my iPad to read is much easier than the printed page because I can adjust the print size and the lighting, as well as it is more portable and I can use my iPhone when I don't have my iPad, ie on break at work, waiting to pick up my son, waiting at the doctor’s office, etc. This is much more convenient than carrying books around. Additionally, ebooks are easier to check out and return (when available). The biggest challenge I have with using your ebooks is finding what I want and having it be available, selection and quantity haven’t appeared to keep pace with demand. Increasing your ebook selection and number of copies would seem to me to be a cost-effective way to increase inventory, since they don't take up shelf space, and require less man power to have available, as well as being available at any hour, vs the limited hours for the libraries. I would like to see a bigger investment in your ebooks than any of the other options that you have offered for an expansion of services in this survey. I appreciate the email notifications of when my checked out books are due as well as the option to renew on line. I find these very helpful.

My son used to study at the library sometimes and it was a big distraction for him that other students were being tutored nearby. I would prefer that the library has separate sections for quiet study and tutoring.

I think the public library is a very important part of our community and serves as a de facto community center. I love to see adults, kids and non-native speakers being tutored at the library. I enjoy seeing parents checking out with their children and large stacks of
children's books to take home. I often put books on hold and also take out language learning CDs regularly. I love the Reston library and its central location. I understand that their budget has been severely shrunken in the past several years and that is a shame. We need libraries in our communities.

The Sherwood Hall library serves as indispensable resource in our community and its staff are both helpful and friendly. I love the Fairfax County Public Library system that supports users of all ages with myriad resources in multimedia, but especially when visiting the library in person. I hope that it continues to serve our community in the fashion that it does today.

I am a children's book author, a parent and a public educator with FCPS, so the library is extremely important to me. In my role as an author, I spend a lot of time attending and advertising author events. Fairfax does a terrible job with this, IMO. The large majority of events (author visits, book signings, festivals, writing workshops, book clubs) take place in other library systems in the DC metro area. This baffles me, knowing how large Fairfax County is. I fully believe that if our library system would invest a little more time into wooing local, or not local, authors to come visit--especially YA and MG as these events are typically packed with readers--readership and use of the library will increase. The Arlington Libraries do an amazing job with this and would be a great example to follow. The Bethesda Library also does well, having a partnership with Politics & Prose. Loudoun seems to be getting on board and it feels like Fairfax is missing the boat. My students are desperate for these types of events and since they don’t drive, it would be so great to be able to walk to something at the local library instead of waiting for a ride. There are so many local authors in this area and we would be thrilled to help, even for free. There is a YADC board on Facebook and if a Fairfax County librarian isn’t a member, they should be. Event planners for most of the local bookstores are recruiting authors and readers for events through this group and the members would be a wealth of ideas and information. https://www.facebook.com/groups/YADC1/ As a reader, I feel the time lag to acquire e-books and audiobooks is unnecessary. Why is an e-book not available in the system on release day? This happens all the time! Perhaps there is a reason for it, but it is frustrating. I appreciate everything Fairfax librarians are doing--I know it is a thankless job. I hope that these suggestions will be considered.

I believe it is important to extend hours of service at all branches, and all branches should be staffed with professional librarians qualified in adult services, teen services, and young children. For example, Richard Byrd, is not open on Sundays, despite the fact that the Regional Library Pohick is closed for renovation. The immediate area surrounding that library is densely populated, and includes many school children as well as adults in need of services.

Have a map of location of book types at entrance. When going to a different library i always need to ask- example -Where is fiction or non fiction?

I think the library system is one of the best things in Fairfax County. I use it to the tune of about one book a week. The thing that is most amazing is having my selections transferred to my branch. The staff is lovely and always helpful if needed. Not crazy about the new self checkout stations or fine pay machine. I truly appreciate the system and it's employees.
(This may be the second time, I've responded to the survey. I was kicked out when i tried going back to previous screens.) 1. With respect to providing works of Fiction and Best-sellers, I think providing the former is vital, especially the classics. I don't think providing all best-sellers is necessary as the quality varies greatly. 2. Having CDs of music and DVDs of movies is great, but in an era of declining / tightening budgets, I’d put a greater emphasis on delivery of books, whether in hard-copy form or on tape, CD or electronically, with the proviso that not all patrons have access to devices for non-traditional media. 3. I'm afraid I'm not very well acquainted with Playaway, Freegal and Hoopla. (I had to look them up on the Web.) If the former provides audio books with player for children, I think that would be a good service for children in homes where an adult is unable to provide time for reading to them. If Freegal and Hoopla are to be used to replace hard copies of CDs and DVDs, I would advise caution for the reason listed in comment number 3. 4. I'm also not acquainted with Makerspaces. (I had to look it up as well.) From what I read of it online, it sounds like a good idea, but does not appear to be one of the library's core competences. Perhaps you could contribute to the effort as long as the lion's-share of the financial burden was borne elsewhere, e.g., the RECenters, schools, gov’t-training agencies. You all are doing a very good job, and we in Fairfax County are lucky to have such a great system!

Open Pohick soon --- really miss it!

I want people behind the checkout counter and a good assortment of current *paper* books.

I love the library. I should use it more, and expect to in retirement.

recently at the library and the fiction section was looking a little barren.

Make available by archive or e material old books. For example the books of early crime fiction writers. Works by earlier writers, Poe, Rice Burroughs and others that might not be considered classics.

Our libraries should be key public gathering spaces that enhance knowledge and understanding. Longer hours, large meeting spaces, and staff that encourage groups to use the space in an effort to enhance knowledge and understanding amongst the population served is what I want to see. I spent lots of time there when my kids were small. We used the spaces for Scout meetings. I’ve seen teens use the space for maker sessions. I want to see the library become the go-to place for homework (both getting it done and getting help doing it). I believe there are plenty of groups willing to provide free labor for this effort. I’d love to see more foreign language practice groups. I’d like every library to have a standing room for AARP tax-aide as well as advice on health insurance, medicare, medicaid, etc. As I child and all the way through graduate school, I remember reference librarians as brilliant advisors who helped me formulate questions and research answers. Now, everyone seems to think Google is the answer. They are wrong and we are producing a generation of people who fail to ask questions. We need our libraries to partner with our schools and other government resources to help educate and inform. Thank you.

I believe that the Fairfax County Public Library has been, and will continue to provide remarkable service to our Residents. Keep up the good work!
I believe the FCPL should be fully funded.

I love the online catalog and the ability to reserve and renew materials online.

I would like to have a center that support people to start a non-profit organization or a small business! Thanks Christian

I'm a big fan of the Virginia Room at the City of Fairfax Regional Library.

Places for groups to offer services to the neighborhood are extremely important. Sometimes there are problems offering the services consistently when there are limits to how often a room can be reserved.

Everyone in my family uses the library, all the time. I especially like being able to use the Bookmyne app on my phone to put books on hold and to check my account. Also Overdrive for ebooks. Thanks for making so many great stories available for my kids, my husband and me.

I believe the county libraries are extremely well run and the staff is excellent. What I'm not sure of is that the libraries need to provide all the activities you mentioned in the survey. There should be centers to handle all the extra courses offered, such as for gardening, English as a second language, taxes, etc.

I grew up holding and reading books but have migrated to a Kindle. Being able to upload books for a period of time on my Kindle is wonderful. I am a member of Quilters Unlimited of Northern Virginia, a 501(c)3 company, and really appreciate having the use of the meetings rooms for various planning sessions for our Annual Quilt Show. Being able to meet with the 15-30 people each month without having to pay a fee, provides the opportunity for us to use our cash to help others (soldier quilts, children’s quilts for sick kids in hospital, memory quilts for people with dementia, etc.) I have always received excellent guidance when I have used the "information desk" at the various libraries. On weekends, however, there is frequently a line which indicate more staff should be made available through an increased budget. Reading is fundamental. With the lagging test scores for the Fairfax County children, and the need to assist the ESL community, financially supporting our libraries is paramount to supporting the community. Good luck!

Don’t get rid of your CD & DVD collections. They are useful in places without efficient online services.

The Wifi is slow please increase the speed.... Thank You

Try not to duplicate the services of other county agencies.

Public library has always been important in my childhood as an immigrant, it was a safe place to spend time regardless of what I did. Please do all you can to be open on Sundays, it's important for people of all ages and income to have access.

Update web services technology.
The staff is and has been friendly, competent and helpful. Main issue is the unpleasant habit of homeless men sleeping at work stations. Completely changed how I currently use facility. I now browse only online, then run in building just to pick up holds. I do not enjoy using other services with New use by homeless.

I use the EBooks checkouts extensively, I would love to see more titles available and shorter wait times.

LOVE the library!!!!

At the Tyson's Pimmit branch, there are some spaces for individual study booth. Sometimes, some of the space were taken without any attendant but putting some personal items (of the occupant’s) on the desk of the study booth for more than 30 minutes. I do not use them very often but I noticed sometimes several students looked for the space but never got. I want the library pay attention on that for fair library us.

I think the library's do a very good job. In all honesty I do not like the self check out. I personally feel the human contact and interaction has become a thing of the past. Of course that is every where you go and I believe that it has taken a toll on our society and not for the good! I go to the library to check out all the wonderful books and just browse around and enjoy the quite... from the stresses of the world. I am old fashioned and like to hold the actual book I am reading and not read from some electronic gadget! I ride the subway to DC everyday for my job and see many more people actually reading and holding the actual book and not reading from the electronic version. Library folks keep up the good work! I do not have a home computer at home because I make a personal choice to be off the grid! Rebecca Middleton

Library is extremely important to our community. I appreciate very much all the effort being put to improve our library services.

While I would say a vast majority of the reading I do is ebooks or online, I think the physical library branches are important, especially for students or persons that don't have access to better resources.

I will love to see the library to be open from 9am to 10 pm Monday to Saturday, and from 2 pm to 10 pm on Sunday.

I am an audio book user. I have macular degeneration and prefer listening to books. I wish more fiction books were available on audio. Thank you.

I would like to see donated books go to groups that need/want them instead of the trash. Too many books should never be a problem. There are communities in need right next door. Expanding the ebooks selection is important for the future. More and more people will be accessing their electronic media for reading. Also work on the categorization for finding books. Create more of a "shopping" menu where you can start with large categories and narrow the search down with subcategories and keywords. Maybe form partnerships with other library systems to expand offerings. Partner with universities to offer more technical research materials and with larger systems (NY, Boston) to make harder to find books available.
Just so you know: In one of the first questions, I chose "Pohick Library" as the library that I use most. I chose this because it was an option given, and I WOULD be using it most often if it wasn’t currently closed due to construction. If Pohick hadn’t been listed as an option, I would have chosen "Kings Park" which is the library that I have been using during the past year. Overall, I thought the question was ambiguous. Please keep in mind that the results you receive may be confusing because the question didn’t specify whether or not you were using a particular library branch simply because your branch-of-choice was closed.

I wish they could build public library in busy neighborhood like Tysons corner since it became independent town so people could walk there.

An invaluable community resource

I love Fairfax County Public library and highly value the services I receive as a tax payer.

I’m very excited to see the new Tysons Pimmit when it opens!!! I live in walking distance; proximity to the library was a major reason my husband and I purchased our house in Pimmit Hills two years ago!

I would like to be able to return e books and audio books early. This would cut down on waiting times for these items.

The Fairfax Public Library is a wonderful resource to the community.

In the survey, Fiction and Best Sellers, are lumped together, as if Robert Ludlum, et al, and Harper Lee are in the same category. As a reader I am looking for substantive material with complex characters that explore and reflect the human experience. I appreciate that many library patrons may be looking for "Best Sellers", but if you are going to the trouble to create this survey (thank you), I think you would want to tease out preferences. Personally, I am appalled at how much shelf space is taken up with rows and rows of the same or similar works from authors who seem to turn out a new product every six months or so. Likewise the Christian based collections masquerading as Fiction, when they should be shelved and identified as a separate genre. That said, I am generally very happy with my local library, go there often, and find lots of books I have not read, to check out. Two suggestions: 1) In addition to the NY Times Best Seller list, etc that you have online in the search area, please add lists or recommended books from NPR (e.g. http://www.npr.org/books/). and 2) In addition to purchasing brand new Best Sellers, please be more aggressive in purchasing new substantive novels (e.g. http://www.aljazeera.com/news/2016/05/south-korea-han-kang-wins-booker-international-prize-160517033435098.html). Again, I do want to thank you for all the great things the Library does, and all I do is check out books now and then. Whenever I have to pay a fine, I am reminded of what a great bargain the Library is.

The library must have a better integration with the public schools having the books used for the teaching -learning process in the K-12 grades , at this way the parents may use these books for regular helping and homeworks of their childrens when that may be necessary.

I've always appreciated the quietness of the library and politeness of staff. I've used my local library for spaces as far back as 2001 when I was in middle school / high school and
apart of groups such as the Boy Scouts. I would like it to remain the supportive and friendly sanctuary it has always been.

Be good at being a library! Don't try to be a social services center, a 24-7 vending machine center, a counseling center for all. Just be really good at what you do first. I come to the library with certain expectations of what is a library. Keep your standards high and be a place where motivated people come seeking knowledge.

Please don't close our Library. I grew up in a small town without a library and I do not want to go backwards in time.

n/a

Please hire people with library degrees in management positions. The last head of the Fairfax County System kept the system in the dark ages and as a user I could tell morale was low and the libraries weren't offering what libraries in other counties offer. For a rich county, we should be able to afford the staff to assist users, especially ESL speakers. Let the individual libraries decide what's best for how long someone can stay on a computer. I was using a computer and ran out of time and was kicked off. I couldn't even log into another computer and there were three other machines that weren't in use. I had to go to another branch to use their computers. I was livid! The poor librarian had no way to work around this policy. It was terrible customer service. Also, there were some young boys who were on the computers and would have stayed in the library longer, but they too would face the time limit. These were kids that we would really want to keep out of trouble and keep them using the library. Instead they would reach the limit, then leave the library. Why? Because the policy limits people. I understand that some time limit is necessary so that others can use the machines. However, if there are free computers, then let people use them and give the librarian the freedom to tell them that they can do so until someone comes in and needs a computer. I feel that teens in particular are discriminated against with the current computer policy. We need to have all the libraries be a place where all teens are welcome. Also, we need to advertise and provide signage for services to people with disabilities. Currently, I have no idea what services are offered for them. Given that autism is on the rise and our population is aging, it's going to be even more important to let everyone know what's available. People shouldn't have to ask, it should be on the website and there should be signage directing people to services and equipment. Thank you.

I am very appreciate that FCPL has done a very good job for residents in Fairfax, after this survey, it looks like FCPL wants to do much more, but I think it's probably too much for FCPL to do, and I doubt you have money and resource to do it, after all, it's tax payer money. Keep your good service, don't stretch too much.

Extremely good library system. Although I live in Fairfax county, I also have an Arlington County library card and used to have a Prince William County library card. I thought I would be reading more e-books. I find I prefer a real book. I just turned 68 and I read every day for an hour or more.

The people staffing the library have always been extremely pleasant and helpful. I find the system of reserving books to be incredibly valuable. Signage in the parking garage might be
improved, as I see many cars blowing right through stops at a fairly high speed for a parking lot.

If you don’t know the author’s name and/or the exact title of the book, it can be really hard to find a book. I often find myself going to the Amazon site for that information.

I am a long time, frequent user of both Sherwood and Martha Washington branches. I am increasingly dismayed by the amount of noise in the library. To me, this noise is an indicator that the library function is shifting and the community as a whole needs to be responsive to it. I envision the future of libraries as something like a 'community center' of learning and networking. Places in the library to do learning and information sharing of varied sorts: individualized focus/learning; one-on-one learning/sharing; small group activity; larger group activity. A place where people who are telecommuting and/or who work at home came come in for both services & community (like they do at Panera...there is never any room at Panera anymore to drink tea & read and/or meet up with someone or work on your computer!!... the library could, and should, be that "it" place). There are too many books now that are "how to" books like "The dummies books" and other varied books like that. How about staff and consultants readily available to help people engage more with the library. The staff I see are always sitting behind a desk and tho helpful and approachable, it seems that they could possibly be more engaged in direct customer contact. Regular orientations...walk-thrus...inservices for community members featuring "aspects" of the library. Information sessions for target groups (e.g., writers doing research, businesses launching projects, etc. The new release books are often the ones at the top of the 'charts,' and all sorts of other great and emerging and well known authors are left unpromoted, or uncirculated. Years ago, Alexandria Library had a program where people had to pay 10 cents a day to "rent" a bestseller. This is still a good idea. I can’t live without the library! But over the last few years, I find myself wondering how it could be better...it seems more and more to be languishing in its ability to "meet people where they are" in our community

I use the ILL (Inter Library Loan) a lot - it’s truly wonderful! You can find almost *anything.* Librarians are the unsung heroes of civilization... people who are dedicated to finding information. In an Information Age, they are indispensable. I have yet to meet a Fairfax Co. librarian who wasn't first class. Wonderful people. I’d like to see the music holdings increase. I grew up using the Brand Library in Glendale, CA (google it) - an arts library. It was absolutely wonderful. Huge music collection. I miss it a lot. Get rid of those annoying "Library Carpool" and "Hybrid Vehicles" allocated parking spaces at Byrd... the lot isn't big enough for that, and I don’t share the silly "green" enforced agenda. By the way, those doors at Byrd weigh a ton. People struggle with them. The "Learning Company" videos and audios are wonderful... the classical music ones with Robert Greenberg are just amazing. I got my job via the Pohick Library in 1993 when I was unemployed (I’m still there)... a career in the government as an engineer. The reference jobs materials.

Even though I only use the online option now, before I got my kindle, I was at the library at least every 2-3 weeks borrowing 4-5 books at a time. It has only been the last 2 years that I have had my kindle. So if I hadn't received it as a gift, I would still be there just as frequently. However, as you can tell from my answers, I believe libraries are extremely important to continue in the community.
Improve the online experience of the library website to manage accounts, books, etc.

We need more money per tax dollar spent on the library, so that improvements can be made to serve the community members with the highest need.

Too many new books and not enough of the old classics on the shelves.

This survey appears to be skewed toward justification of higher budgets for the library. The library has been in decline due to creation of more open space, fewer stacks, reduced reference materials and a general over weighting of effort toward technology. On-line access does not equate to greater availability of library materials. On a computer screen you see only what is in front of you, whereas a well stocked library encourages browsing, one of the joys of a great library.

If property adjacent to a library goes up for sale and the county can afford to buy it, I urge them to do so. The property could provide space for facility enlargement and for additional parking. Suggest having a line item in budget for such purchases. Allow money not spent to accumulate so county could make purchases with cash rather than through bond issues.

Disappointed that this survey did not ask about content that should be provided. There is a need to make a wider range of materials available- especially in non-fiction and courses- such at the Great Course series or similar. I find the integration of the audio/e books with the library website cumbersome and often frustrating- it should be a seamless operation but now it usually requires signing in to several sites (at least 2) and it can be difficult to renew easily through the audio book app/program. Overall though, I love the FCPL and the opportunities it gives our community. Its one of the best possible returns on our tax dollars and I am proud to help support the library.

I miss there Pohick library during this long refurbish period.

i like turtles.

The Fairfax County Public Library system does a great job providing the services required of a library. I am always impressed with the selections of books available and the ease of which books at various other branches can be transferred to other location. I use the library for several purposes: I bring my 3 year old to select books to read, I use the study rooms and tables - along with the WiFi - to study for my graduate classes, and I am a frequent user of the non-fiction sections. Recently checking out cook books, books on religions, German language learning material, and various books for my child. I often books I am interested in reading online - and I often think to myself that there is no-way the library will have this book. But once I search the digital card catalog I am often surprised that it is available. I am unsure of the value added by the other services that the FFCL system maybe looking into - videos, music, etc. Understanding the value in diversity of services, I can understand the interest. But I am unsure how a county ran library system can provide these services better than the free resources available on line - example being YouTube. One service that really can be improved upon is the digital card catalog search engine. I can search for an author and it returns books that are not by that author. Subjects searches are pretty effected but with no sorting mechanism it can be cumbersome tool to
use. I sometimes have to go to a librarian to have them search for the book or go to the area where I believe it should be and just start searching the shelves.

The new Martha Washington library, while beautiful, was a waste of money. My library, Sherwood Hall Regional, does not need upgrading/renewing/expanding.

Your selection of up to date books is appalling. Your selection of history, current events-related and in-depth books on particular subjects such as architecture is also paltry. I would like to see a panel of folks making regular selections to keep libraries relevant. Right now most of my library use is focused on audio books when I travel. I've donated tons of books to the library, over 700 by my estimate, and many of them very specific collections relating to the Far East and Japan but none of them was retained. I know your donated books go either right to resale or the trash bin. It is tantamount to book burning. I’d like to see some transparency in how you select your books.

My father has turned into quite a book reader since moving into a retirement home in Fairfax County. Consequently, I have taken advantage on numerous occasions of the ongoing paperback and hardback book sale at the library branch on Telegraph Road. To get him a vast selection of paperbacks at only 50 cents a piece has been very helpful. When he finishes them I take them to the retirement home’s library.

Nothing at the moment.

My library branch close to my house has been under construction for what it seems like a very long time- it would be nice to get an update on what exactly is going on inside and when it will be open again (this is the branch on sydenstricker rd) We really miss going to this library. (This is how people lose community- because then you go to other branches and develop a routine.) It would be great if there was an update on this situation. Thanks,

The question about how to best deliver information only allows one (best) answer, the problem is I use various methods at various times depending on what is happening in life so the answer may vary day to day. I suggest a top 3 ranking to get a better idea of the best methods in the future.

I grew up in a rural area with one small library in my town. I am impressed with the Fairfax county libraries. I love the selection and depth of resources. The children's programs are a wonderful way to create support and community for mothers, in addition to helping educate the children. Not everyone can do music classes and Gymboree. Library programs have turned us on to other learning opportunities for my children. Thank you!

I feel so lucky to be a member of FCPL - the system is fairly quick at acquiring new titles, and I also appreciate that the selection of e-book titles available is getting better everyday. I feel you could do much better in your DVD selection. I often still encounter a waiting list of 150+ for a very popular title - I do think more of the 14 day/no renewal copies for such titles should be made available. Lastly, the website is really not user friendly and looks dated compared to other libraries (e.g. Arlington).

Let me start by saying how much I love and appreciate my library. You all offer an invaluable service, thank you! I very recently (I think in April?) discovered that I can
borrow Kindle books and audio books from the library and I literally called all my friends and family to tell them how excited I was about it. I’m really not exaggerating about that. I travel a lot and work long hours, so making it to the library is difficult, but being able to download a book right from my phone has completely changed my life for the better. I like to check out both the audio and the kindle version of a book, so I can listen to it on my morning commute and then read it while I each lunch or something, so as much as possible if you can have both versions of a book available I would really appreciate it. Checking out both types means I usually finish the book faster, too, so I have just been devouring books the last few months! I am a little surprised that I didn’t know about the eBook service sooner, though. I found out about it by running across the website for a library in Tennessee that used Overdrive and, curious, I did a search to see if Fairfax offered the same thing. I wish I received a newsletter in the mail, maybe once a month or once a season, listing all the things the library offers so I can be more in the know. I get packets of the classes offered by the local community college and about events in the public parks and rec centers around Fairfax, and without those newsletters I would probably have no idea what options are out there. It’s nice that the information comes to me, because I don’t always think or remember to seek it out. FYI, since finding out about being able to borrow eBooks, I have signed up both my parents for a library card, and I hoping to convince my brother too!

None

People often put books out for recycling along with newspaper and stuff. Some people just put them into trash. If you could have recyclers rescue all books especially old books. Maybe even a broader book-rescue operation. And then store them, or send them to some needy country. Or sell them. You might want to sort them based on their utility. For example books on plumbing, cooking, medicine, gardening, etc. might be very useful in some third-world country. Or even high schools in Fairfax

I was really disappointed to learn the library was indiscriminately disposing of books not taken out recently. Some have continuing historical and cultural value and should be kept as the community’s memory for those who wish to access that. Purchasing e-books appears to incur continuing expenses rather than a one-tome expense, so should be practiced judiciously.

I think Fairfax County Public Library does well with the budget they have. I especially like the ebook and audio loan programs. I’m looking very forward to the reopening of the Pohick Library as that is the closest location to me.

Overall service is very good. I would prefer more librarians available for questions especially those with specialties. KP library used to have a separate children’s librarian and I found that very useful for finding appropriate children’s material when my children were young. Now I need help locating materials both electronic and books and it seems to be a big process with less knowledgeable staff.

I am disappointed by the number of children’s titles available at the libraries. I often ask grandparents to put books on hold for us at their respective out-of-state libraries because FCPL does not carry the titles.
I tried to find Career Errors, a recent book by a Fairfax County author Frank Burtnett, in the FCPL holdings and was dismayed to learn that it wasn’t available. It’s not the first time I didn’t find what I was looking for.

I and my children really enjoy the story time groups at the library, but there are so few, and they fill up so quickly, I don’t end up getting to attend. Please have more story time, music and math groups for preschool and elementary age kids.

Determine when audio books on CD are returned that they are in good condition to recirculate...ie no damaged CDs, food stuck on tracks etc. in addition counting that all the CDs are returned. It is so frustrating and disappointing to borrow an audio book that is damaged as you are listening to the book.

The library is a valuable local government service for all County residents, especially for those who otherwise may not have access to the services and features offered. I support reasonable and cost effective efforts to improve and enhance library services and access thereto.

Check out period should be longer. Fines should be lower.

I work with FCPS adult education. More and more, our libraries are central hubs for adult and English language learners, so I would love to see job skills/resume writing/computer use classes extended in libraries. Libraries are located in such wonderfully centralized areas of the County -- it’s difficult for adult learners to access County services during the day in the few locations in which these job skills are offered. Two items: I work with the Volunteer Learning Program, where many of our volunteer tutors work with adult learners in libraries, one on one. We do have a partnership with libraries to leave materials for tutors on your reserve shelves for pickup. I’d like to speak with someone to make sure that continues to happen as we’ve recently lost materials, or materials have been placed in book rooms or holds shelves, and tutors (and library employees) are unable to locate the items. Second, I would love to talk with someone about partnering with libraries to offer adult learner tutoring to small groups of learners -- so many of our adult education learners hover in the gap between literacy level and being able to qualify to take a class. We have underutilized tutors across the County that could work with these learners to bump up their academic level for reading, writing and math. Let’s talk! Jan Buckner (Throckmorton) Specialist, Volunteer Learning Program FCPS Adult High School Programs Woodson High School, T-108 703.503.6424 jdbuckner@fcps.edu

Please look at the services and activities offered by James City County library in Virginia (near Williamsburg). My parents live there and between the adult programming/activities as well as the ones for children that my daughter goes to, it is amazing. Comparing that to Fairfax County library is very sad.

The library plays an important role for the community. I believe the earlier you engage children with the library the better chances a parent has to get the child excited about reading and learn about how to find information. Then as they grow older they have the knowledge to navigate the library themselves. I also think it provides a great resource for seniors. Somehow if you could create a program that combined seniors and children that
might be very positive. I also agree you need to stay relevant with the changing technology but keeping some of the old stuff like books around is good.

The Fairfax County libraries do not have the kind of books I depend on. I am primarily interested in non-fiction science. I depend upon sales by Friends of the library sales, of which the Kings Park will not stock any books for ongoing sales. They refuse and do not serve the public. Some libraries do, but in general there are few books available. I am thoroughly disgusted. You need to devote more money to the libraries and more resources to research librarians. See, for example the Scarsdale, NY local library.

The library should think about a service for folks who are homebound (older, disabled, etc) that would allow them to reserve books over the phone/by mail/online and have them delivered/picked up at their residence. My 93-year-old Mother loves to read but getting to her library is a challenge.

I would really be interested in more offering of ebooks.

There are several authors who are extremely popular and whose books are regularly in great demand as soon as they are published. The system appears to give some of these authors less attention than they merit. I often wonder who makes decisions on certain matters such as who decides how many copies of each book are acquired which books are offered as ebooks or CD which books/authors to order/purchase pre-publication.

I am an avid reader of serious non-fiction, mainly American and European history, political science, economics, law, biographies, city planning and architecture. I am extremely pleased with the way that the Fairfax County Public Library purchases new books that have received favorable reviews in the local media. They are also very conscientious about tracking and responding to my Holds. I also have library cards for Alexandria and DC, but Fairfax meets most of my needs most of the time. I fervently hope that the library system does not overdo going digital. I prefer to read books printed on paper, which I feel conveys a far different and more meaningful experience than electronic or books on tape.

Library service is a valuable service to our community. My three teen age daughter enjoy going to the library and use the resources of information, borrowing books and assistance finding the information they need. It is important to keep all our libraries open with the sufficient services.

Please continue extended hours at Burke Center Library, even after Pohick is back in operation. As well, could more parking be made available at Burke Center? Lastly, could the e-book and audio options be increased to reduce wait times? Is there a way for these to be checked out by an unlimited number of people at one time? Could a small annual fee be paid for unlimited rentals of books and movies?

Too much low grade fiction in the electronic book service. I’d rather see a selection more attuned to the interests of an intelligent readership.

Please get better/updated microform readers that allow for copying to flash drive. While the technology may be older, a huge quantity of information is still only available on microfilm. We do not need a lot of these, but a few would be great! The Virginia Room is
one of the greatest resources at the Library and it should be supported and appropriately staffed.

More play areas/story times for little kids would be nice

It is a terrific community and learning resource. I realize why the hours have been reduced, but still would like reasonable access when it suits me. A quick e-mail announcing book talks would be helpful. The on-line notice of books/DVDs due is helpful as is the ability to renew an item not in demand. Thanks for a great job. Bob Beggan, Alexandria (Mount Vernon) VA

Continue to support the Overdrive App. It is a great service and help my family stay sane! Can’t wait until the Sydenstricker branch reopens.

The Fairfax County Libraries are doing a great job and the staff is excellent. Keep up the great work!

I am amazed at the services offered at our libraries. I LOVE those that have a drive up window!!! We always have stacks of books from the library and often max out our limit of 50 per library card. The librarians are so helpful and my children see them as kindred book lovers and wise book sages, as they can recommend or find books with such ease. The library and its knowledgable librarians have played a vital role in my childrens’ literacy, reading fluency, and general adoration of books! Thank you! (My children are 11 and 9.)

I think the fee structure needs to be looked at. To charge a user for not having the library card with them is ridiculous when the librarians are there and being paid any way. It discourages library use. The library should not try to be everything to all people. It does a great job of providing interesting books for people to read. But it should not be in the social services business nor in the technology business.

My biggest complaint would be that I cannot always get the books I like to read as ebooks. It is the best way for me to access books now as large print has become a necessity due to extreme farsightedness. I cannot access regular print for extended periods of time and I like to read... all the time. I would like to see more of a focus on the availability of ebooks. I am often disappointed when reading a series that you don’t have the whole thing. I have even submitted recommendations but haven’t noticed the books being ordered or available in an accessible format. I would like to see more books as ebooks than as print books.

I LOVE my public library! I cannot tell you how much we will miss Tysons-Pimmit this summer while it is under renovation. (We do hope that it goes quickly!!) I started taking my children to programs at the library when they were toddlers; now my oldest ones are in their 20s and are still regular patrons. The summer reading program is one of the highlights of our school vacations. And I will always prefer a hardback copy of whatever I am reading, checked out of my library, over an on-screen Kindle version, every time.

If there were some way that the library could obtain the most recent bestsellers sooner and have more copies available that would be very helpful.

There is a definite need for toddler/preschool programs.

FCPL Online Survey 2016, Open End Comments
KEEP UP GOOD WORK!

I have been a user of the Fairfax county library system for over 10 years. I have often volunteered at Tyson's Pimmit. I used to live in McLean VA and my three children and i used to frequent the Tyson's Pimmit and Dolly Madison branches. I now use Thomas Jefferson. I once was a member of the Riley Styles Library in Falls Church. I think that the library system is very important resource for school aged children, teenagers, young adults, older adults whose native language is not English, others who are seeking to better their lives through education or job training or are looking for employment opportunities. I have been extremely satisfied with the services provided by the Fairfax County Library system and feel that as a free and vital resource for Fairfax county, it's budget needs to be increased.

No comments at this point in time.

We're a family with a 4 year old and adopting more. We're regular, weekly users of the library, and use the e-media book resources as well. We go to a library calendar event for kids at least 9 months a year. We have looked for book clubs, but found more in other settings online. We love the library, and see the largest asset of the library it's books, content, and other tangible material within a safe, free, reader-and-family friendly setting that's easy to use. We haven't had access problems since the adjustment of some of the library branch hours, and are looking forward to Pohick's rennovation. Thanks for a great library! Our biggest complaint of the library is the nearly every DVD is scratched... we can't reliably get DVDs that will play the whole way through, and often there's fewer DVD that we want to watch... I can tell the DVD rotation is hard on the inventory, but that's the biggest area we see deficit. The rest is great!

The materials and programs are important, but not as much as the librarians. The people working there are what makes the library a great destination for information instead of just another public space.

The staff at Sherwood Hall Library has always been most helpfull and friendly

It's a great library system and is very important to the community.

I have especially enjoyed the manner in which books were displayed at the Tysons Pimmit Branch. I have been introduced to many wonderful books that were on the "special interest" or "theme" tables in the lobby. I live closer to the Thomas Jefferson Branch but have preferred Tysons because of this and traveled frequently there instead. It's difficult to pick a book at Jefferson as unless you know the title or author, there really is no manner of suggestion. They have tables too, however, the same books sit there week after week. I know you shouldn't "judge a book by it's cover", however, some of these covers certainly are intriguing when you can see them.

I don't read romance novels. Can they be made a separate category so that they do not show up when selecting other fiction online. Seems like there are many romance novels showing up in the four and five star fiction. Is there such a thing as a five star romance novel? Thanks
The library should consider offering subscription services, for a fee, in order to offer more e-books. In addition, there should be other subscription services available for reference materials to assist students who are comfortable with technology with accessing reference materials for papers, etc. from home.

Please make the bathroom cleaning more frequent. Thank you for all the work you do.

Thank you FCPL!

FCL is a great resource and does a good job. I am in favor of maintaining or enhancing current levels of services, staffing, hours, inventory, etc. -- even if that required a modest tax increase.

The library should focus on e books and less need for brick and mortar (as this is what is the needed in 2016). By reducing some of the brick and mortar and associated staff, the library can save funds and/or use staff in more productive fashion (as with online information). The library’s OverDrive is a great resource but is not that easy to start using and has some issues (although it is getting better). Since using OverDrive the last 6 months, I have not gone physically to the library, just requested books online. I even received one when I was in Taiwan! Amazing.

You asked a question about whether to enhance or expand certain services. Nearly all those services are already OK, so my answer was not intended to indicate those service aren’t important. They are important. Just they don’t need further enhancements. The most important thing you could do, in my estimation is improve your website. For example, I do not understand why you require so many clicks to log in. You should find the log-in fields on the FCPL home page itself, and shouldn’t need to click anything to open a window to enter that information. Your tech people should evaluate the website to look for ways to reduce the number of clicks to take different actions.

Need more books on CD - often my branch has fewer than 10 CDs in the "new CD" section. Need fewer junk romances & junk mysteries

The local branch is very convenient and I just need to think of going there. I get busy with the rest of my life and have little time for reading.

The only suggestion I have is a drive through book return. This would reduce some of the congestion near the front door of the library with people getting out of their car to drop off books.

I would not like to see funds diverted from core services, i.e., hard copy books and secondarily e-books, to other services. Books are expensive for individual purchase. The proposed new library services should not duplicate existing services offered by other Fairfax County departments, e.g., ESL, computer training for adults, adult literacy, unless budget is increased to cover increased costs or shared by other agencies, e.g., education, social services.

I hate to see the culling of a library’s collection. I believe the library is a repository of culture as well as a resource for expanding knowledge and pleasure.
Library should discourage children (in a nice way) of using 'texting', violent games at home or in public.

I would like to see more magazines available in the library, to go there, sit down, relax and read. And make more magazines available online. I am also surprised there are not more movies, DVDs available in our library. Compared to the libraries in Wayne Co., Michigan, they have a great selection and I would think Fairfax Co could do the same. Maybe an online service? Also, I attended a program about options for seniors who need caregivers... Excellent presentations and useful information. I think it is important to provide informational programs on topics like this and others that are important to our community. Thank you.

SHERWOOD HALL IS A WONDERFUL LIBRARY. ALL OF THE EMPLOYEES ARE ARE VERY HELPFUL. I DONATE BOOKS TO THE LIBRARY AND THE FOLKS THAT RUN THAT ARE VERY KIND. I WOULD LIKE TO SEE MORE TRAINING OPPORTUNITIES ON COMPUTERS, ESPECIALLY FOR EXCEL. AS YOU PROBABLY KNOW, THE USA HAS A POOR ECONOMY THESE DAYS. IT IS VERY DIFFICULT FOR PEOPLE WHO ARE 60 TO FIND JOBS. IT WOULD BE VERY NICE TO HAVE A GROUP THAT COMES TOGETHER TO TALK ABOUT WHAT WE CAN DO TO FIND JOBS. IF FAIRFAX COUNTY MAKES THIS KNOWN TO SEVERAL COMPANIES BY INVITING THEM TO THE LIBRARY, WE MIGHT BE ABLE TO GO BACK TO WORK. RIGHT NOW, I HAVE 10 WOMEN WHO ARE LOOKING FOR JOBS EVERY DAY AND ARE NOT CONSIDERED FOR WORK. I THINK HAVING YOU INVOLVED WOULD BE A GREAT WAY TO SHOW OTHER LIBRARIES THAT FAIRFAX COUNTY IS THE BEST. THANK YOU VERY MUCH.

Overall very satisfied with our Library and services provided. This is a very critical institution for the community and a great asset. Money very well spent. Keep up the GREAT job. All the staff at Pymitt & Patrick Henry branches are very helpful and go out of their way to help residents.

Libraries are vital to our communities and all communities in the US. It is in the top ten in my mind to counteract terrorism which ignorance is a feeding ground for. I have been going to a library since I was about 3 years old and my dad used to take us every Saturday. I have the Fairfax Cty libraries great to visit and deal with. Naturally the long wait for a best seller is frustrating at time but on the larger scale - no big deal. And I still have to figure out how to borrow and return "e books"!!

Too noisy in libraries; culture has changed where yelling, talking, cell phone conversation seems to be permitted and accepted in libraries. Parents seem to think it's perfectly okay that they themselves and their children can yell to each other across aisles. Tutors' voices also carry and it would be nice to use a library without hearing that's days lessons. Librarians need to enforce quiet in the libraries. Suggestion: instead of setting aside 'quiet' rooms, do the opposite-- make the library quiet and establish a 'noise' room if patrons want to talk and socialize.

An excellent public library system. We enjoy it immensely.

We really like the e-book serving through Overdrive and Amazon since we travel a lot. We useful when downloading new books from the other side of the world!
Would like library hours to return to levels that they were several years ago before budget cuts.

I like the library and think that they offer a valuable service to the community. I am in a book club and always check my books or CD’s out if possible. I like that the library offers so many books on CD, as I spend a lot of time in my car and would rather listen to books than the radio. I am not too interested in the e-book option so I have never tried it. Overall, the services meet mine and my families needs.

A vote for lots of paper books, vice evokes. I notice lots of never used DVDs in the stacks? e-books are a very convenient reading format with the wide range of devices available on which to read them. The present source frankly stinks, is hard to search and has a very limited selection. Also it would be nice if the library could find a front end application for Project Gutenberg text titles. Thanks for all you do!

The libraries do a great job but to say they "do all they can" makes it sound like there is not room for improvement. There is always room for improvement and this survey is a great start! Thanks,

Fantastic resource and use of our tax revenue.

Totally satisfied with the Fairfax County libraries. Thanks.

Library should focus on books/reading/learning, not social services provided by other entities.

Individual libraries need to be stocked, staffed, and programmed to effectively meet the demographic needs of the people in the neighborhoods they serve. Richard Byrd works extremely hard to be helpful and well stocked for the people living around its Springfield Plaza-Backlick Road neighborhood. Pohick Regional does a great job of having a ton of college info resource books and solid non-fiction collections to meet the needs of the thousands high schoolers from the three near-by secondary and high schools tasked with research projects. I can’t wait for its rehab construction to be completed! Kings Park is cramped, its selections on all counts are limited. Worst of all, its staff is uninviting, especially at the main check-out desk. Given that its lot size and building footprint are small, the decision to create magisterial offices and meeting spaces truly sank its function as a library able to serve more than one age group.

I’d like the library to increase the number of EBOOK holds. Ten are now allowed but since it takes so long to get them, an increased number would be good.

The Reston library location is excellent. It is important to have a library branch which is easily accessible by car - plenty of parking, limited area congestion, and no parking fees. Digital services - e-books and audio-books are also very important.

Keep those librarians!!! The value of human contact is exceptionally important! The payment machine for buying used books, or paying fines is, at best, a miserable thing!
Sometimes it works, sometimes it doesn't--it is very time consuming to keep threading those bills into it when it refuses to take same---ugh!

I have been using the Sherwood Hall Regional Library for about 10 years, until recently, due to the high noise level in that library. A number of the librarians/library aide’s speak VERY loudly as they are talking to patrons at the information desks and as they are walking with them through the stacks. Also, there are two of them who routinely speak so loudly when talking to each other that it is ridiculous. Also, the patrons are often loud, on extended conversations on their phones or singing/talking aloud to themselves and I have never seen a staff member ask them to quiet down. I have noticed this problem get progressively worse over the past year, so much so that I now go to Martha Washington. Sherwood Hall is a lovely library, and if the noise level issue, which is a pretty constant problem, where remedied, I would gladly return there to work and read.

Library should communicate more with the public about its services. Library should communicate with the public about affect of budget on services and what it needs rather than just taking what it gets and doing what it can. Library should follow school system’s lead and be more vocal about what has or will be lost and what it needs to meet the expectations of its patrons. Library should allow for more decentralization of communication. Allow branches to communicate directly with their own patrons. Allow for the concept of ‘my library’ with library branches having their own social media accounts to be able to interact with their patrons. Library should have the flexibility to add program sessions if offerings fill up too quickly. For example, some children’s programs fill within minutes of opening for sign-ups online. That should indicate a large demand and possibly the addition of an extra session to meet the need. If this type of situation occurs regularly, something should be done to prevent the same people from getting the slots all the time and permit some possibility of walk in sign up so that computer access to get into a program is not a necessity. Library should have a method for citizens to communicate with the board, director etc. on a regular basis to provide suggestions or share concerns....not just the infrequent surveys, etc. It is a bit intimidating to have to sign up and speak formally with the board.

It’s great that the Martha Washington branch offers an extensive book sale section. However, one must purchase the books via a machine. How difficult would it be for the employees to handle the money and make change for a $1 book? It’s ridiculous to have to do the sale via the machine and very off-putting. Thank you.

Libraries are such a crucial resource for the community. We are thankful for the expanded hours and appreciate the dedicated volunteers.

The most important service offered is the loaning of books, especially to children. I have been an avid reader all my life due chiefly, I believe, to my early introduction to the local free public library. Saturday morning trips to the library were the rule in my family from infancy and at 70, there has never been a time in my life that I did not own a library card.

I can’t wait for our Pohick branch to reopen! I always find the library staff and volunteers very helpful, but I often feel I’m not sure of everything that is available to me or my
children through the library, so better communications and ways to keep in the loop would be welcome.

Staff is always willing to help.

More events with area writers. Use the Library of Virginia as a model for presenting historical and literary events.

Libraries are vital to our democratic society. Reading and knowledge attained through libraries is vital for children!

We LOVE going to the library as a family. We currently have 46 books checked out! My kids love choosing new books each week. I want to keep them excited about reading and learning, and the library is key to helping me do just that. I am also enjoying the audiobooks electronically while making dinner and doing household chores. We are grateful for our local library and the helpful and friendly librarians who host it. Thank you for such an important service.

Provide more ebooks. Remove carpets that collects dust, dust mites, and other allergens and replace it with fake hardwood, or tile floors. Clean air filters more often!

I’d like to see more SciFi/Fantasy audio CDs at each branch. I’d like to see a "Since you liked ____, you may enjoy ___" section on the website to more easily find books/audio CDs similar to those I’ve read already. I’d like to receive a monthly email listing (or have access to one on the website) of all the new books/ audio CDs available.

My mom has library cards with Arlington and Alexandria public libraries, and sometimes, I have had to use her card-holding status there to get items that would have been harder to get through Fairfax County public libraries. There have been several instances when I had put a book on hold in Fairfax County and was #237 in a queue while in Arlington, I was #57 for the same book, bearing in mind that I had put the books on hold the same day. It would be much more convenient for patrons if the queues for books, especially new releases, were significantly shorter.

None at this time

Thank you for the survey opportunity! We are very satisfied with the library as now. Greatly appreciate that you are trying to make it better. Thanks!

I would really like the library to offer fabrication spaces so it becomes a community space. Tool rentals and training for crafts like 3d printers, laser cutters etc would be highly desirable.

Based on these survey questions and my belief, I think the library needs to stick to library things (books, reference materials, downloadable media) and not get sidetracked and waste money trying to provide social service programs like providing tablets, daycare, teaching English, helping users find social services (healthcare) there are other departments around that offer these, get a bulletin board and have them advertise. I would like to see more non fiction books and downloadable books.

FCPL Online Survey 2016, Open End Comments
Wish you opened at 9am vs. 10. Also, don’t like the 1pm opening at Martha Washington at all. But generally very pleased; I am a frequent user and appreciate the availability of almost all the items I want/need.

I think it’s time to focus more on e-books and less on traditional books.

Waiting for the early reopening of Tyson Pimmit Library. We are missing it a lot.

Thank you so much for a fantastic library system in Fairfax County!

none

Both this survey and the website need to be more mobile friendly. The library is a key resource to our community and is moving steadily but could really use a iphone/android app that is fast and reliable. Great job folks.

Easier access to World Cat and Interlibrary Loans would be helpful.

Keep up the good work! Can’t wait for Pohick Library to re-open.

I greatly value the FCPL system and all the services it provides. Almost every staff member I’ve spoken with has been the soul of courtesy and helpfulness. For the most part, I have found or been able to get library titles I’ve wanted to borrow. Thank you! Areas for improvement. Parking is difficult at Patrick Henry, possibly because of non-library patrons using it. Not much you can do about that. Books on CDs sometimes have damaged or dirty disks that won’t play in some players. Better care by users is the answer. Can you promote that? There are no signs (at Patrick Henry) advising dogs on leashes are not allowed, but I was so advised by a senior librarian one visit with my small dog. On previous visits, librarians were delighted to see her. So what is the policy really? The alpha-numeric system for identifying items on reserve is obviously for the convenience of the library and not for the customers. Recommend you reconsider your priorities and devise a more user-friendly system.

1) Staff needs to try learning how to use the English language. To set an example, nonsense such as referring to "files" or "queues" as "lines" needs to stop! 2) Reference staff needs to be more capable and more responsive. Most recent egregious example was the twit (albeit a nice twit) who had no idea what the Channel Islands were! 3) Fine payment machines VERY customer unfriendly. I need to get library staff to work the machine every time!

The library is clearly best service the county offer for our tax dollar.

Fairfax County Library does an amazing job serving the community. Offering free access to wifi is invaluable, as is your extensive supply of books on DVD and alternative media. Thank you for what you do, and thank you for continuing to consider new options.

Libraries always used to be a place for quiet reading, research, study, and reflection. No longer. If there is a way to keep adult conversations limited to conference rooms (with closed doors) and to keep noise from children down, that would be great. I realize library staff is in a tough position since some parents feel entitled to let their kids run wild. In my
view, however, the license of anyone -- adult or child -- to make noise in a library stops at
my ear. Thanks for your consideration.

a) the library seems to be getting rid of books, especially those that are not the most
popular, in favor of other items. I think that the library should be a resource for those kinds
of things rather than a free bookstore with low-level offerings. b) the library website is the
worst website that I know of at this time. It is cluttered with no sense of flow or
importance. There are no general categories to choose from that would allow the
diminishment of that clutter. Important things, like logging in, are no more visible amidst
the clutter than are more trivial items, due to little distinction in the typefaces and an over-
population of the screen with data of various importance. I know that the system is starved
for funding, and I would vote to approve more, but in an age when people are using the
internet more and going out less the library system needs to be more accessible. Any highly
intelligent teenager who is willing to read a book on web design (which is not complicated)
would be able to vastly improve the interface in a few months of on-and-off work.

I’m very happy you guys offer a great online service for Ebooks. I wish there were more top
chart Ebooks available.

Library is great as is -- no need to spend additional resources or create new programs,
Spend the tax money on the schools instead, that has a larger impact on property values
and is more needed.

There is a need for print materials. Let’s not assume that young people, ESL and other
groups want to see less hard covers and more digital materials.

Studies continue to emphasize the need to instill a love for reading at an early age, so I can’t
overemphasize the good I believe comes from the summer reading programs. Additionally,
getting people (both children and adults) to read books helps divert them from online
games, and hopefully encourages development of critical thinking. Keep up the good work!!
I REALLY miss the Pohick Library - hope you can finish the renovations soon and get it back
open!! Thanks for encouraging input and for all you do trying to juggle completing
demands and desires of your patrons!

I would like to see library branches return to accepting cash as payment for fines.

The library ROCKS!

wonderful Library system! Have been really pleased with it in my 18 years of living in this
area. I really believe that free libraries are essential to communities.

We LOVE the library - we are particularly interested in the books, DVDs, the monthly book
sales, author presentations and the magazines/newspapers. All of it helps to make our lives
richer and as one of the richest counties in the USA we should have a top tier library. Thank
you

Thank you! You are an invaluable resource to the community.
The branch I have used is Pohick, closed for renovations during last year. So now I use Burke Center and i do appreciate the extension of hour to make that branch like a regional. It does seem that having to close Pohick for over a year seems excessive. My main complaint about the library system is that it sometimes seems to take longer than it should to get new books into the system. I spend winters in Pima county, AZ and have noticed that when I read a review of new book in New York Times, I can almost always go online in that system and put the book on hold. Often in FFX that book is either not there at all or i see on order, but that I can't put a hold on it. I'm sure the median HH income in FFX is much, much, higher than Pima Co AZ so I wonder why ordering book happen faster there. When I retired I stopped spending the $100 a month purchasing book and started sing the library system. Prefer my "hard copies" but have also used ebooks with success. In general I am very happy with the system and have found all staff (I've worked as a volunteer at Phick in past) to be very helpful and pleasant. The nite before my father's funeral I decided that I would like to have a poem read that I could not find online, just knew a few lines. I sent the question late evening to help line and was surprised and very pleased to see the email response giving me the entire poem in the early morning before we left for his funeral.

Extended house are needed. Need to purchase more e-books.

The library should buy more copies of bestsellers, etc., so that the hold waiting lists aren't so long. By the time you get your book, you forget that you even had it on hold. I'm not sure I like the floating collection because you don't ever know what's going to be on the shelves unless you look online. I like browsing the shelves and sometimes am looking for a book that I know that particular branch owns.

I responded negatively about the library hours because I've had an experience where I arrived at the library 10 minutes before closing to simply pick up a book I'd had on hold and perform self checkout (a process that typically takes less than 5 minutes). The doors were already locked and when I finally got the librarian's attention she told me they'd already shut down the computers so I was too late - they had clearly closed the library before the closing hour.

e-book selection is limited and haphazard. When a title is available via e-book, there are few copies available and the wait list is long. I find myself going to the Arlington library for both hard bound books and e-books because the wait is much shorter.

I feel that the library system as a whole is moving away from what I believe is the main objective of a library which is to facilitate the literacy of its community. Although other services such as computer usage/training and job training, etc. are helpful to the general population, they pull the limited resources away from the primary purpose that libraries were created to serve (stated above). The move to more digital books limits the availability of resources (print books) to much of the local population who may not be able to afford an e-reader and loaning e-readers is not a good use of money as they would need to continually be upgraded to match the ever-changing technology.

Our libraries are excellent. Do not believe that they need to provide as many computers in all libraries.
The library shouldn't be used for social services - job training & job search help, ESL classes, computer classes, literacy programs, etc. should be handled by social service social workers trained for it or by teachers in the public schools, not by librarians. Make more books and magazines available online. The search function for books & e-books has multiple similar categories that makes it hard to narrow down what you are looking for, i.e. mystery, thriller, & action or fantasy vs. sci-fi, etc. Is not a readily apparent where a book falls in the series and often you will have some of the books in a series, but not all of them. Why bother with one but not all three? There is not an easy way to figure out what types of materials are what so they can be excluded from your search.

Keep up the good work. Also, I appreciate your engaging the community through this survey device. Thank you. Fred Apelquist Card# 22769400345280

Physical books -- please don’t lose sight of the importance and usefulness of physical books as we grow more and more digital. Digital is important, but there’s no replacement for perusing a shelf of physical books and then physically flipping through the pages.

I would love to see greater availability and selection of e-books.

The Fairfax County Library System is an excellent resource for the citizens of Fairfax County and those adjoining counties that participate in this system.

Sometimes technology does not improve a service. Someone invested in technology and in substituting a machine to collect the library’s overdue fees believes it is a fine idea. The guiding principle must be that use of a machine saves librarian time and in some way cuts costs, that we are edging toward cashless transactions and this technology is in step, and that this service is convenient for patrons. Observation of the automated payment process proves otherwise. Again and again I observe patrons befuddled/frustrated while attempting to use a computer to pay fees. Invariably they turn to a staffer for assistance. Staffers have long been accustomed to collecting fees and in my experience have done so quickly. It takes two or three times as long to show someone how to use the equipment to make payment. And this is not an operation a patron repeats daily, as for example at a supermarket’s self-service checkou. If overdue fees are paid but once a quarter, for example, there is the likelihood of repeated requests for help. My comments may be dismissed as the ramblings of an out-of-touch senior. Replace all opinion with the Scientific Method: Observe and record data.

Expand branch hours

I have strong objections to the renovations going on in libraries around the county. I believe they are generally unnecessary and the money would have been better spent beefing up other services offered, such as ESL or children’s books.

I have one more comment about the location for returning books, videos, etc. based on my experience I tried to return cartons that I bored at fairfax location, and I had difficulty returning it because of the inconvenient return system, so I ended up losing the carton velodrome and I want the library to waive that fee, so I can have my library card back.
Have more books available and more copies of popular evokes so that the wait isn’t the same length as the hard copy. Don’t throw away books!

Computers (PCs) of all Fairfax County libraries must be upgraded with the Microsoft free Windows 10 software. Install Microsoft Office 2016 for PC; Adobe Photoshop CC, Dreamweaver CC, illustrator CC, Acrobat Pro DC and all the other Adobe Creative Cloud popular softwares; and QuarkXPress 2016 on all Fairfax County libraries computers so that students and professionals can daily use all these very important software applications / programs. Also provide new, 2016/2017 Apple Macintosh computers and Mac softwares in all Fairfax County libraries. Our libraries also need more, new, 2016/2017 books about IT, HTML 5, CSS 3, Microsoft Office 2016, Photoshop and Dreamweaver softwares. Speed of all Fairfax County libraries WiFi (Verizon, Comcast, or Cox Internet/Web) must be at least 500 Mbps for all computers in the libraries.

Please don’t neglect the core value of holding and lending books. You don’t need to compete with netflix and spotify to chase after downloads. The service of lending books (and maintaining a physical inventory) is a valuable service, and is what I expect when I pay taxes for a Library. Please don’t get distracted trying to be a tech startup -- if individuals have those aspirations they should feel free to pursue them without using tax dollars. Thanks.

The County Public Library is probably the most important resource in Fairfax County. Only public schools are more distributed through the county--but schools are clearly understood to be places for only *some* county residents. The Library buildings are the only county resource that is located at the neighborhood/community level that is fully inclusive of all residents (and their visitors)--and is the only county resource uniquely positioned to meet community needs. I noticed that several of the questions dealt with offerings beyond the "traditional" library ones of lending books and children’s reading programs (e.g., adult literacy, computer/WIFI access, employment/social services resource, ESL assistance). I believe this expansion of services to be entirely appropriate--and necessary--for the FFX Cty Public Library system to continue as a vital resource in our neighborhoods. Books will always be needed, whether hard copy or digital--and the public library commendably steps in to fill a need. While I may not always go in-person to my local library (Martha Washington), I often use its web catalog--and am always mindful of its work/study spaces (with WIFI access) as an alternative space for me to complete my remote-work responsibilities...without the nuisance of buying a cup of coffee/listening to the latest trendy CD.

Extra stuff is nice; but need to ensure focus stays on core mission of lending books (both hard copy & online)

I would like to see the libraries upgrade their computer classes or instruction. I would like courses on Linkden, Instagram, how to use Social Security Websites, IRS Websites. To me this is essential in this era. The classes for adult could be better as well- include classes on Cooking, Meditation, Budgeting, additional author visits and talks.
I think it’s very important to continue funding for our libraries children today need to be encouraged to read actual books rather than e books. The feel of a book in your hand cannot be duplicated

Thanks for all you do!

When the library was open more often, I used it more. I understand there are constraints in resources, but when it's less flexible, I can completely fall out of the habit of using the library. I believe libraries in general are the most overt sign of a civilized society. I believe our library system, while somewhat flawed, is a fabulous attempt at serving the public, and fully support efforts to expand its services. I am lucky to be closest to the Chantilly library, which has abundant resources. Also I LOVE the book sales. Keep ‘em going.

I personally do not need the library for the wifi - or for use of electronics. But I feel it is a VERY necessary for those folks who do not have wifi or computer online access. Thank you for providing this service. I have also thought about donating money to pay off the fines of others--elderly who cannot get to the library in time to return, or kids who needed materials for school, but returned late. I came across a child who hadn’t paid a fine from 3 years ago, so hasn’t been able to take out a book since then--and couldn’t pay the fine still. I paid it--for $5.80 this child was denied the ability to take out a book for 3 years. What can we do about this? Thank you :)

I love the library system here. Efficient, friendly, accommodating, beautiful.

The meeting rooms are always booked! Would be nice to have more available and to be able to reserve a year out.

I love the library and all the books and movies they have!

Sometimes when I put a book on hold, I have noticed the hold is placed on a book at a distant branch when there is a copy at the branch I want it delivered to.

Would like to see more non-fiction audio books on CDs as well as more DVDs

I really enjoy having the Libraries since books are so expensive and I only read a book once.

I think the library staff are very nice. We use Dolly Madison and George Mason. Our household would love to see many more LARGE print books. They are much easier on the eyes. We also enjoy the crafts group at G. Mason.

I would like to see more children’s events for children ages 0-5 at times that working parents can attend. Arlington County has fantastic programs for encouraging young readers (sticker charts, etc) and storytimes for practically every age group. I would prefer to go to my FCPL branch for the same events and would like to be able to do it on the weekends.

Please provide current music CDs and current DVDs or Blu-Rays.

I mostly (and constantly) use the library for audio and ebooks. I think your selection is wonderful, but of course would love even more from which to choose!
The library is constantly replacing equipment that works fine—evidenced most recently by the new self-service checkout machines, and in the past with the checkout machines that produce reams and reams of paper when you check out an item. I had suggested when these machines were first brought in that the library staff ASK people if they want a receipt instead of just printing it. The self-checkouts do that.

Great Initiative and appreciate the efforts.

We love it! My kids get so excited for trips to library as well.

The Library is vital to the community. Keep up the good work!

Thank you for all you do on a limited budget!

The Oakton Library is my library of choice because it is on my way to and from work. But sometimes when I go there, it reminds me of a childrens playground and I don't understand why so much noise is allowed in a library where it is supposed to be quiet. There should be a separate room for kids or they should not be allowed at all. I think some parents only bring them there to play and for nothing else.

Our libraries are one of the most valuable services provided by our county government. While I would like to see adequate computer instruction and availability in our libraries, I would hope that hard copy books would remain the foundation of the library and that national newspapers (NYT, Washington Post, Wall Street Journal) would be available.

I love Fairfax County Library! Keep doing what you’re doing!

I have seen a decline in children's programs and story time hours. The little bit of children's programs there are available, my kids are not able to attend because it is on Mon/Wed/Fri....most preschools are on those days. And also, last year, there were very few school children programs during summer. We go to library very frequently, and it would be nice if more programs were available to engage kids.

I moved here from out of state about 4 years ago and have been very impressed with the facilities and offerings of Fairfax County Library. I am a white collar professional with the resources to buy most books that spark my interest from a retail bookseller, but I became a power user of the FFX Library system for two major reasons: 1) The library's offerings are up-to-date and allow me to read "risk free" types of books I would not otherwise buy. This has really enhanced my literary exposure and introduced me to genres and authors I would not normally have tried if I was spending money in a retail location. If I do not like a book, I simply return it and allow someone else to explore it. 2) I use the Great Courses (and related) CD offerings to explore academic interests during my commute. The offerings are great, but could use some updating to more current titles.

Include more romances in your collections. Also find a different web/app for ebooks. Don’t have a tablet that can get Overdrive and my lap top won’t bring in books over overdrive.

The search feature for e-books and audio books on the website needs to be improved. I get lots of irrelevant matches, and it often doesn’t find what I actually am looking for, even
when I later find that it is there. There should be a way to vote for specific titles to be purchased when they are not available.

Library needs more ebooks on science for the general reader: biology, evolution, cosmology, physics, etc.

I think that more historical resources need to be available to middle school/high school doing research for book reports. I was shocked that there were not any books available across the Fairfax library system at all for this age group. While I know that there is a tendency to think that all school age children do not need actual resource books, there are still some school who require children to use books for research instead of only online resources.

You guys are great. Keep up the good public service you provide.

I love FCPL! I love coming to the branches and spending time there with my kids reading children's books or attending activities. I love that I can check out ebooks online anytime anywhere. FCPL is very important to me and my family. Thank you for providing excellent service to the public.

I value the local library and hope Fairfax County will continue to support its library system.

I think all the "social services" mentioned are important and should be provided by the county, but perhaps the library isn't the place for all of them. (?) What are you trying to accomplish with the question "Is there another language than English spoken in your home?" I am probably not the only one honestly replying "yes" who is fluent in English as well. The assumption that the presence of another language equals poor English skills is outdated.

The number of non-fiction books with Christianity topics is extremely small. While I understand this topic is not of interest to everyone, the number of books available through the library could be expanded. I am a very experienced computer user and adept at searching online for information and I find the Search function on the library's website is very unsophisticated (given today's technology and software). It is unwieldy to find books of specific topics. A search of "Christian Missionary" as a topic yields dozens of books that have nothing to do with the topic. I've asked for assistance in locating a book at the Kings Park library and the staff there are very helpful and friendly. I hope you can pass this comment along to the Kings Park Branch.

I feel like the Centreville Library could use a facelift especially in the children's area so it is bright, colorful and inviting. It feels very dark and drab every time we go in there and doesn't make us want to stay there very long.

I read 2 to 4 books a month. Sometimes more. If I had to purchase all these books I'd go broke. I'm also a writer. Still it's hard for me to explain just how much I appreciate the library. It's like trying to explain to your wife of 30 years how much you love them.

Please continue to push for funding. I believe that there is high value in maintaining relevant, current assets for public usage.
My children (ages 7, 9, 11 and 13) have difficulty finding juvenile nonfiction, as it's mixed up with the adult nonfiction. This is extremely frustrating and limits browsing and discovery of new works, especially for my two boys who enjoy reading sports nonfiction and other nonfiction genres. I would love to see children's nonfiction have its own section at the City of Fairfax Regional Library, thanks!

I've loved the FCPL since I was a little girl in Fairfax City (loved/loved/loved all those biographies written for children). Although I usually read fiction (mysteries, romances) I do read history about 20% of the time (usually from my own extensive collection). Most of those I pick up at the GM book sales every year!

I question the need/value/wisdom of "carpool parking" at the library. Who comes to the library in a carpool? I also question the amount of money being spent to renovate/rehab/whatever of the Pohick Regional Library; is this really the best use of our limited library funds?

Why did you build a new library (Martha Washington) and have short hours? To me If it was that important than it should be opened more. I do not like the look inside the new building. It is not warm or inviting.

I am VERY happy with the Fairfax Library system

Library needs more funding. I would love to see robust library system. Public outreach is important to let people know of the services that the library offers and to bring more people in. Public libraries are so important to society.

Unlike Arlington County libraries, the Fairfax county library system has no Chinese books -- despite a huge population in Fairfax County. How can we change that?

I have been an avid user of the library system for more than 40 years for various purposes including: *Graduate school study *Support for community service activity *Research related to my profession *General information and relaxation For each of those purposes< I have found the library system more than satisfactory in meeting my objectives’ As a taxpayer, I believe I receive good value for the cost. It is a county agency that my feels have always been positive. However, I am always truly concerned that the services and resources of the system will be diminished.

I hope the construction at the Pohick Regional Library goes well. I miss going there to find books. I like the way it is organized and the fact I didn’t have to drive very far to go there.

Would love to use the online loan stuff more often but too often the books I want are booked for weeks is all.

better hours are needed. I find it odd that the library is closed on days when Fairfax County Public Schools are not in session (such as holidays). Those are particularly good days for the library to be open.

I think the Fairfax library offers great service and access to books. I think it is critically important that you maintain access to real, hard books and not reduce the holdings. E-
books are great but should not be at the expense of the hard cover collection. That said e-book access is unduly limited at present. I don't see any reason that best sellers cannot be available both on ebook and hardcover at the same time. I am totally looking forward to reopening of Pohick Library since it is extremely inconvenient to reach alternate locations such as Kings Park or Burke.

Excited to see the library system trying to keep up-to-date with technologies unlike other government systems/programs that shy away from it until it becomes a mandatory fix/evolution. Continue leading the way for the community.

I love the library system other than the HOLD times. Whenever I put a book on HOLD, it is a ridiculously long wait. I used to belong to Arlington County and never had to wait so long for books. Thank you for your attention, Jennifer

I wish there were programs offered in the afternoon for preschoolers. Often times, many of the programs offered for my child's age are in the morning, when my child is at part-day preschool.

n/a

Provide more jobs to retirees

Excellent source of books

I'm a college student and I would appreciate if the public library could help college students with our assignments

I use the library more than any other Fairfax County services (i.e., parks, recreation etc).

Keep up the good library services.

The library is too loud these days, not a place to read or study. Some branches are "day care centers" with constant, blaring screaming and crying from children. There is nothing done about it, the librarians do not keep the library quiet. Some people even read out loud to others, disrupting quiet as well. They were talking loudly about their day and problems, while others were subjected to it. They were "teachers"?? There should be special soundproof rooms for daycare or teaching out loud! I quit going to the library, it is just too loud and impossible to concentrate. Oh, there should be dividers between the computers, as well! The librarians need to to take charge, and control an out of control situation. Or change the name library, to screamfest, loudmouths, running area, no place for reading building. Aloof employees, not real librarians. Some branches are worse than others, I have been to most of them. It is a tragedy, as the library used to be a quiet place, where one could actually read without constant disruption and chaos. The decline is clearly a sign of the times, and self absorbed people who never consider others. I know others would like quiet too! Thanks, Debra Wallace (former library goer)

I LOVE our County libraries!

The libraries have a good base for being something very useful to the community. The libraries are constantly investing in recently published books, which is great. For libraries
to be more relevant, they should maintain up-to-date on library technologies and tools for
enhancing learning in the community. I love the option of potentially getting 3D printers
and makerspaces. Training in that may be useful too, if the county moves forward with this
idea. More book talks by well-known authors would be great too. Group study areas and
meeting areas would be useful (e.g. think Meetups and home-office-away-from-home).
Maybe consider what services universities/colleges provide to their students, prioritize
what may be useful to the community, and think of cost-effective ways to implement them.
Hopefully, the library can be more relevant to the future and these services be more clearly
advertised in a more modern way (i.e. a text list of capabilities on the dated county/city
website doesn’t show the community that the library is staying up-to-date in technology).
Thanks for getting the community’s comments on the future of our libraries and the future
of our learning!

I think the library is very good for the suburban area it serves but I have read that it is
considering cutting back, particularly on paper books. The computer facilities and services
are good but, in my view, the primary job of the library is to have good collections of books
and make them available to the public. The library’s limited collection of e-books is good
but apparently, e-books are much more expensive than paper books. When allocating
resources don’t spend a great deal of money on e-books at the expense of maintaining and
expanding the collections of paper books. The library I use is Reston Regional and it is
overused—sometimes I can’t even get a table to sit at. When it was built, it was a great
facility but now is insufficient for the town. I have read that it will be rebuilt with the new
construction of the North Town Center in Reston. Great. But please make it bigger and
expand the collections of books kept there, as well as places for people to read and work.
Richard Stillson

I think libraries should first and foremost be cultural repositories of our literary heritage. I
do not like the fact that while I can find many copies of cheap best sellers, I often have to
request literature of a higher quality. Many great authors are underrepresented. I wish the
libraries would encourage good reading that helps human flourishing rather than twaddle
that contributes nothing to our intellectual life. Tax money should be spent on worthy
things that are healthy for our society, not porn or books that actually diminish literacy.

The Fairfax County Public Library is one of the mainstays of my existence. Don’t know what
I would do without it. I am an older woman, not very computer/electronically proficient. I
recognize that the world is passing me by in the area of technology, and I depend very
much on the familiarity of books and the wonderful services provided by the FCPL. The
staff at the Chantilly branch is very knowledgeable and helpful in finding books I look for. I
would be very willing to volunteer time and/or money to help keep these services.
none

Libraries are very important to any community and Fairfax county libraries are the best
and they are doing great job serving all of us. Please keep them OPEN!!!!

As most of us rely more and more on technology (for time and convenience), I would like to
see the library focus more on ensuring the website is user friendly, and full of electronically
accessible information. At times, I find the library catalog search function to be rigid and
not very user friendly. In most every instance, I have a difficult time trying to navigate the catalog via the search function. I am an avid user of rbdigital.com and Zinio. I have experienced a wide variety of problems with both rbdigital and Zinio. I appreciate the ability to read magazines for free, but I believe this area can be enhanced to provide a better user experience.

Love the library use to all the time. Couldn’t live w/out its awesome resources.

Awesome library system!!

None.

Can’t wait for my branch to re-open after renovations.

Always find the Fairfax County Library staff personable, courteous, and most of all patient when assisting with my questions and needs.

The library has only sporadic children's programs. In other nearby counties (City of Alexandria, for example), they offer weekly programs for each age group. My toddler has the option to go to a program at Sherwood 1x per month. City of Alexandria libraries offer better scheduled programing at least once a week. This is not an expensive undertaking; I'm disappointed the library doesn't do more to offer programs to pre-school age children.

I just learned that some books such as a novel I was interested in reading is available. Thank you! I see a lot of people using computers in the library and I suspect they are low income people taking advantage of this resource. This is good. I have only been to the Sherwood Hall library and the Martha Washington library, but both appear to be well used, but they also appear to be well maintained. I have a positive impression of the Fairfax Library system. It appears that money is well spent.

Good service - knowledgeable and friendly staff

The FCPL system needs to strike a balance among competing social factors that public libraries are trending toward today. For example, having a software/hardware playspace in the libraries is questionable as this service should be provided by other community resources, like non-profit orgs. Some Wash., DC pub libraries already provide this service...how is this contributing to community literacy rates? Is the library a source of info and culture, or an entertainment/hobby center? I see the same adult males in the Reston, Va., branch playing video games for hours at a time EVERY DAY on i-net stations. So the pub library has become an "entertainment center" for these males. This is a questionable use of i-net service as to its social value and community development. This sort of activity is inseparable from i-net use, so good luck on figuring out ways to discourage that.

Now that I have a preschool aged child, I really realize how valuable the library is as a place we can go to read together and participate in programming. I am very happy to be able to instill in him a love of reading now so that he will grow up utilizing the library's services.

The library greatly enhances my quality of life. It provides most of my social interaction, keeps me current with new and important books, authors and local community issues. I use
the library grounds as physical therapy by walking laps around the building and resting on benches or inside if weather is poor. I consider the library my lifeline for a healthy mental and physical life.

As part of the minority population I am very impressed with Fairfax County Public Library. The hours are great, staff is friendly, and the books' variety is refreshing. Improvements and updates are always welcomed as long as the main structure and mission stay the same. Thank you.

Fairfax city library is excellent--- staff and resources.

I enjoy utilizing the Fairfax Library system. It's great.

Would like to see bigger, better, more current selection of poetry.

I love the library.

Survey results will be skewed - i mostly go online, but I also frequent the Reston location. Also, the way I interact with the library is constantly changing. I'm a new mom, with a growing girl who I would love to take the library as she grows. Definitely think the Reston location could use some updating - it's kind of old and dark and smelly. I also am not educated on how much money the country receives in taxes for libraries and/or how it's used. Overall, i like the services the library provides.

The library system is the best thing about living in Fairfax County.

The library should expand its eBook selections and make the general public more aware of these resources.

Love the library. We are very lucky. Keep on helping us learn new things. It's important that ALL members of the community have services and access.

Thank you for your efforts!

The library is a valuable resource and huge benefit for the residents of Fairfax County. I'm happy to spend tax dollars to support it. Personally I'd like access to more non-fiction audio books not only a wider range of titles to select from but the amount of downloadable files available to lend. We need more audiobooks!

I think it is extremely important that children learn to love books. I would like to see more initiatives to involve children especially small children

The best investment of tax dollars, along with schools, that can be made. I have lived and worked in ten countries on three continents, and the US library system is something to be really proud of - few, if any, countries can match it. When I was overseas I truly missed the library system and particularly FCPL. The FCPL is a standout in the U.S., and really well used by the community. I notice it is always crowded - with schoolchildren, senior citizens, recent immigrants studying English, students using computers - amazing facilities and customer service. Keep up the great work! P.S.: George Mason is a great branch - customer service top notch.
I don’t understand why there is any wait time for e-books (maybe I just don’t understand how it works, but I don’t get why everyone who wants an e-book can’t access it at the same time). I’d like there to be one sign-in for the regular website (catalog) and the e-book site; I don’t know why we have to sign in twice. I’d like to be able to create a username for sign in to the website, because who memorizes their library card number? If I don’t have it on me when I’m trying to log in, that’s really frustrating. I love the self-checkout kiosks; that’s a great addition!

It is my opinion the Library should primarily serve children, families, teachers and those who need a quiet place to read, study, meet, etc. The children’s area should be open, bright, cheerful and in a location away from the adult areas. It should not be a place for social services. The Reston Library smells bad and is unsafe because of the high number of transients sitting on the steps smoking, harassing patrons, sitting in the library or using the computers.

I would love more available preschool story times, ages 2-5, on a weekly basis. Thanks!

So sorry that the Pimmit Library has such a long remodeling timetable. I enjoy using this library and wish the construction phase was shorter.

None

The staff at Herndon are very rude, never acknowledge customers only stand around talking among themselves. I sure hope all of them are not paid workers as if so they are TOTALLY overstaffed as all they do is stand around chit chatting never say hello or goodbye to you and stare and talk about everyone. Very unprofessional.

would like to see the selection of paperback fiction romances etc increase to previous levels and more. i really do not want to buy them off amazon kindle

I sometimes get the feeling the staff is overworked. I would like to see more people to help not just electronics to direct me to who knows where. Keep electronics up to date. It is frustrating to find stations either not available or out of order. Please work to have enough computer stations available it you do not have people help out. Or perhaps limit time on one computer rather than have someone sitting there for an hour or more. The money machine for paying fines is a HUGE annoyance. Do you distrust your employer to handle money...if no... hired more honest people. You are lucky to have such good employees. I have never found anyone rude or questioning my needs, they are always pleasant and polite and helpful, and as quickly as they can -- again the short staff problem.

We love the Geo.Mason branch, and sometimes use the equally good Fairfax City branch. The staff at Geo.Mason is terrific -my husband sometimes complains that they don’t do more to quiet conversations and cell phones but I imagine they are trying to avoid confrontations. It’s good to see students studying at the library - assuming they are using references, etc. The computers often seem to be used for games... It might help to articulate the libraries aims with regard to study groups, computers, etc. If that is going to be a focus, make sure all library users understand that, so that it’s more acceptable. It’s not as clear as it could be that the library wants to encourage teaching, studying, gaming, cds, music, etc. Make it clear that the goals and roles of the library are changing to meet
community needs - don't just have new foci crop up without an explanation. Libraries are moving into a whole new mode of service - articulate that, make it an exciting modern new approach, and there will be less complaints.

The library I use (City of Fairfax Regional) opens late on weekends. If possible opening around 9:00 AM or 10:00 AM on weekends will be extremely helpful. Thank you.

I would like to see the library offer children's books and easy readers in languages that kids are taking in school. For example, when my daughter was taking high school French, she would have benefited from reading children's books in French over the summer......fun books that would increase her French literary. I could only find easy readers in English, and I could not figure out how to order books in French from Amazon.com. Please provide more educational DVDs, such as historical dramas and documentaries as well as video courses from the CREATIVE COURSES / THE TEACHING COMPANY. Occasional classes on how to do library research using modern databases, etc. would be helpful......especially for homeschoolers. The one presentation I attended several years ago on Medicare was extremely beneficial. What I learned enabled me to assist my aging parents with their medical bills. It is wonderful to be able to renew materials online. Thank you very much.

Please if you can update and bring new programming books, example java,asp.net Thanks

Some of the new ideas that were discussed earlier (such as loaner laptops, expanded services) appear to be costly and unnecessary. Primary purpose of library is to provide books and reference material (hard copy or e-version) and to assist with reading skill development (for youth, non-English speakers and others with this special need). Other services beyond this, such as help with homework, are not library mission. I do not support tax money for libraries going to these missions. There are other public fund programs as well as volunteers who should provide this (& similar) service(s). Certainly the library can and should be a venue for this to take place, but it should not be the library's mission.

Please extend hours back to evenings and Sundays!!!

I love the library, the multiple services it provides, and how friendly and helpful the librarians always are. There are so many programs to take advantage of that can apply to a diverse set of people. I think the homework help for children after school is great, but could be moved to one of the larger meeting rooms. The library tends to fill up significantly after 4pm, and this could give more space for the other patrons. I’d also like to see cell phone restrictions (making phone calls) in the library. Near the front entrance or the bathrooms is fine, but it’s disruptive elsewhere. People talking on their phones seem to be much louder than the groups of people meeting at the tables. Lastly, I’d like if the Quiet Study areas were expanded since they tend to fill up quickly and stay that way throughout the day. Thank you!

Some of these questions are difficult to answer because I do not visit many branches of FCPL. I love my library and I want it to remain a safe and friendly place to learn, study and grow.

My impression is that Library does all that it can with the resources available. It may be that, to an extent, upgraded and new technology can make a range of tasks more efficient

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for the staff, freeing it up to focus on other activities, but it seems me that an increased investment by the County in its library system will pay considerable dividends and will be well worth it. In particular, I hope the Library will continue to stay abreast of the growing popularity of ebooks and other downloadable materials, even as it offers live programs for targeted populations and provides the kind of reference materials hard to find elsewhere.

This survey is skewed. Respondents are given three choices for responses, but two of those choices support the question and only one does not, along with the requisite n/a. Importantly, the way the does not agree response is worded - completely disagree - leaves little room for those who somewhat disagree. For this reason, myself included, most respondents will check the somewhat agree even if they somewhat disagree - simply because they might not completely disagree. Whoever designed this survey did a poor job and should work in politics where skewed answers are more acceptable. Nevertheless, I am sure the results of this survey will be touted to the public as some bedrock study that everyone thinks the library is the greatest in the country and needs more revenue. Exactly as designed. ~John Boling johnboling1@verizon.net

I have always loved the library and want to see FFX Cty support the library as much as it can afford. I would like to see more monitoring of the internet stations. In the branch I frequent, I have seen young people viewing pornography (not in the last 2 years), but I think this is appalling. There should be better firewalls to avoid that. I think the library should have optional longer hours during exam times late Spring for our local high schools to encourage our students to study in a calm environment. These hours can be advertised through the school counselors and would be a great resource for our students--and encourage a habit that our young people are not doing as much of. Perhaps the library could request a school ID to come in after hours if they wanted to study during those times. I think the library should have a vending/rental machine for pens, pencils, computer mouses, etc. A charging station would be fantastic. I think the libraries could make money with these options. I think the library should have more quiet study areas as well. The branch I frequent is a hub for transient and homeless individuals. I certainly don’t believe they should be turned away, however it would be great to monitor the restrooms more often because the restroom is often in terrible condition and not useable. I don’t expect librarians to do this, however it would be a good idea to monitor the condition of the restrooms more often. I think the branch should have at least one meeting room with superior technology to use for business and education groups. It could provide these groups with meeting spaces that aren’t just rooms, but useful for non-profits, businesses and educational groups. I’m glad you’re doing this survey! I am a huge advocate of public libraries and look forward to our FFX Cty libraries being as valuable to our community as they can be.

With the retirement of Sam Clay, I hope that the library will see a turnaround. I always said that Sam Clay had no practical experience working in a modern library. His disconnect between Library Administration and the actual branches caused a sharp decline in employee morale. And as a former employee of FCPL, I am happy I left before Sam Clay implemented many of his devastating crack-pot ideas he read about in a magazine. I hope that the new director will fight for budget increases instead of taking pride in how much budget cuts. (I left FCPL in 2009 when many of the non-merit employees were fired due to budget cuts, that Sam Clay was ok with and didn’t fight.) I hope the people working in
Library Administration becomes more integrated with the branches, through routine working in the branches—both the circ and information desks and not as an observer but a worker. If FCPL is going to continue to call itself one of the best in the country, they need to start listening and valuing their employees. Placing an emphasis on hiring skilled workers and paying them well, providing the best services, both online and in the branches.

thank you

A strong library system is a sign of a strong community.

More copies of new and popular books for Overdrive.

With the advent of on-line and electronic books and reductions in reading in general, it is important for public libraries to re-envision their role in the community. Serving low income, young, elderly, job seekers with programs and information is a valuable role

- Comment choices in the survey are too absolutist. They should avoid superlatives like "Completely" or "Not at All". Respondents are driven to the middle responses so as to be more honest and accurate. - I am still filled with outrage over the former Library head's decision(s) to destroy used books rather than sell them or gift them to other libraries. That decision was bone-headed and his response was arrogant and unpuntenant. If the Fairfax Library system is to regain public confidence, it needs to assure there is no repeat performance. It should give clear guidance to the new Director that he is a steward of the public trust, and that if public resources are not used efficiently, disciplinary actions will be taken. Please assure mechanisms are in place to sanction Library management -as well as employees - immediately should it be warranted, and not able to hide behind some union rules. - Frankly, the near empty book shelves at the Dolly Madison branch are depressing, making the above decisions even more unfathomable. - Consider having each library having - in addition to its general circulation books - a collection specializing in some particular area(s) of interest. For example, one library might focus on history and military history; another on biology and medicine, another on English and languages; cooking; sports, etc. With such an emphasis, librarians would likely develop a some expertise with their library's area of emphasis, have greater familiarity with those books that could/should be in their particular collection(s); and potentially develop partnerships with non-library groups/orgs that share and compliment a library's focus. - The Arlington Library system (IMO) is far better for my needs. It orders new non-fiction, first run DVDs and seems far more interested in its audience. Recommend you meet with them and study how they do things. - I can be reached at 571-231-8164 if you wish to discuss. Thanks.

I think many of the summer programs for kids are very good...but often it is hard to get registered for the program because they are already full...this would indicate to me that they are very popular...perhaps more offerings or bigger rooms might help..

Please consider adding more Rooms at Pohick Library and others, as multi-purpose rooms. For example, a room could be used for meetings, programs, book clubs, exercise, seniors etc. Pohick Library needs to be improved with "good improvements". More books, more lounges, additional space to be built upstairs, additional parking. The current Footprint for improvements appears to be mainly "decorative". And ac/heating. Just not acceptable! All libraries including Pohick should have tile on the floors...........................much more sanitary. And
easier to clean! Rugs are wasteful and dirty and cause "allergies" in many people. Thank you for this opportunity to make suggestions.

I hope that the Fairfax County Public Library extend open hours for Fridays and Saturdays. Would appreciate greater access to academic databases. Otherwise, I am a huuuuge fan of the Library System of Fairfax County.

Although I responded to one question by stating the library should enhance its "Fiction and bestsellers," I really was referring only to fiction. I suggest emphasizing literary fiction rather than bestsellers (recognizing that sometimes the latter includes the former). I also think the library should enhance its collection of travel books, guides, and maps.

I love libraries; they have been an invaluable resource to me and my family. Thank you for keeping Fairfax County libraries robust learning places for all!

I wish they had more graphic novels for adults. The graphic novels selection is very limited. While they have a great number for children and teens, there are many graphic novels geared towards adults that the system just doesn’t have.

The Board of Trustees and the Library MUST work harder to preserve funding/budgets every budget cycle. It must be more innovative. It must keep up its facilities. It must find ways to engage the youth of the community. Continued growth, investment and innovation is extremely important. And, the Library must get "in the face" of the public so that the institution is used and supported as much as schools and public safety departments.

I believe libraries are an important part of communities. The proximity to both Martha Washington Library and the Mt. Vernon Recreational Center played a large part in my decision to buy my home. I think the renovation and expansion of the Library were well done. It’s is an excellent facility for a library and I’m glad that is a green building as well. The staff are knowledgeable and helpful. The librarians and volunteers should be commended for a job well done. I’m a fan of the inter-library loan program, so that I can request a book from another Fairfax County Library. I think the number of books on a variety of topics is generous, however, I would encourage Fairfax County to continue to buy new releases. To keep the collection current and responsive to the needs of the residents, perhaps there could be a box or online form where residents could request a certain item. I commend the library for keeping up with the times and having overdrive. I think the biggest area of improvement for the library would be to create a DVD collection that is on par with the libraries of Alexandria and DC. Alternatively, it would be nice to download movies instead in the same way you can borrow ebooks.

After living on a tiny Island off the coast of California (Coronado) where we had a wonderful library, I thought coming to DC/Fairfax County (such an urban hub) that the library services would be at least comparable or better. I was so disappointed when I first visited the Tyson-Pimmit location. It was dirty, dumpy, and the quantity and quality of materials and services (computers, web access, DVD’s for rent) was pathetic. I haven’t been back as often as I would like because of the limited services available.

Valuable resource.

FCPL Online Survey 2016, Open End Comments
Overall, I think the Fairfax County library is doing a great job. Our closest branch (Pohick) is closed for renovation, which is not ideal, but hopefully the renovation will be worth it. A couple of areas of this survey concern me and are worth commenting on. As an overarching comment, the library system should be cautious about investing in or otherwise attempting to enter areas of business or service for which it does not have expertise or possibly any chance of doing as well as private industry or other entities. The questions about software, downloadable music and video, and hardware are all areas that I do not think the library should necessarily be pursuing. The library should not waste resources reinventing the wheel and should instead focus on delivering the services that are most in demand and which the public library does best. Things like robotics, technology training, etc, are better handled by others (e.g., universities, NGOs with specific expertise, etc) Likewise, I would be extremely careful about making capital investments in technology like a "24 hour book dispenser." While robotic systems are obviously decreasing in price, I have a hard time imagining how this expenditure is justifiable. I’d almost rather see a subscription-based model in which the library would ship books to patrons (a la Amazon Prime) which the customers could then return to the existing book drops 24 hours a day. This is why Netflix was originally so successful - they leveraged the existing postal system. As written above - don’t reinvent the wheel! Likewise, Redbox already makes it possible for people to obtain movies and games 24 hours a day and has a huge network - don’t try to recreate this! If you must do something, maybe partner with Redbox to allow library rentals and returns? I am running out of space here, but would be happy to discuss this feedback further - email is twbriggs@gmail.com. Thank you for all that you do.

Services really vary by library. The library closest to us has a very small children’s section in comparison to the City of Fairfax location and is not open on Sundays, so we tend to go to the City of Ffx location. One thing that is discouraging is when many books have been piled on the tables in the children’s area and then not put away. Also, adults who sit in the children’s area to read (and clearly do not have kids with them). I wish the Overdrive app was easier to use. It is slow and cumbersome, you have to check out the Kindle books one at a time through Amazon (why not bulk downloads?), and you cannot return a book once downloaded until the loan period ends. Not being able to "return" a book I’ve finished so that I can download another one is probably the most frustrating part of Overdrive since I often max out the number of downloads allowed between my child and myself.

The library system in FFX is one of the best I’ve experienced, and I’ve lived in quite a few communities. I consider it a fundamental and essential contributor to my quality of life and am extremely grateful to the county and the library staff.

LOVE my library. FOCUS ON YOUR CORE MISSION. IDENTIFY 3-5 CORE MISSIONS AND DO THOSE WELL. do not try to be all-library to all people. Good luck!

Fix ebooks app download problems.

Thank you very much for creating and operating the Access services program!

I would like to thank them for providing books and story times to schools in the county. This has been an invaluable service and the children remember songs and stories from the
wonderful clientele that do the story times. What a great way to reach out to our community!

LOT OF TIME I SPEND A LOT OF TIME IN THE LIBRARY, AND IT GOES THROUGH LUNCH TIME.....EVEN DINNER TIME. I HOPE THIS NOT A TOO FAR FETCHED IDEA, BUT IT WOULD BE NICE IF THE LIBRARIES HAD A SEPARATED ROOM FOR SNACKING AND VENDING MACHINES, ETC. I KNOW THERE IS A COST TO THE COUNTY ON THIS SUGGESTION, BUT IT WOULD BE GREAT AND DIFFERENT SERVICE OTHER THAN JUST LIBRARY FUNCTIONS. LIKE, BARNES & NOBLE HAVE OFF TO THE SIDE SNACK BAR, COFFEE, TREATS, ETC. EVEN THOUGH IT'S A BOOK STORE. WITH THIS SNACK SET-UP, I THINK THE LIBRARIES WOULD HAVE AN INCREASE USE OF THE FACILITIES. IT'S AN IDEA I ALWAYS WISH THE LIBRARIES HAD. MAYBE, SOME DAY IT WILL BE A REALITY. I HOPE THE COUNTY WOULD WORK ON THIS SUGGESTION, AND MAYBE EXPERIEMENT WITH ONE OUR TWO LIBRARIES BEFORE INHANCING ALL WITH PLACES TO SNACK, OR SOME PLACE YOU CAN BRING YOUR OWN LUNCH, AND EAT IN A SET OFF ROOM FROM THE LIBRARY AREAS. THANK YOU. JIM WOLAN 6515 KOZIARA DR. BURKE, VA. 22153 E-MAIL; JIMANDJANEWOLAN@yahoo.com

I think the library is wonderful!

I love the library! I have been using overdrive for audio and actual reading. I wish there were a few more copies available for download with books that that are popular. It seems there is only 1 of each which result in long wait lines. It is depressing to see 2 people ahead of your knowing that it could be 6 weeks (since you have 21 days for each person) before you get to it. So as a result i put myself in line for several books but the wait could be a very long time. Other than that I love Fairfax library and all that is does and provides

Love my libraries, Sherwood Hall and Martha Washington. They are a great asset to the community and I use them regularly. Pls do all that you can to support them.

Please don't be so hasty in embracing technology ! Make the written word top priority!

I don't know how much money the libraries get and I don't know if it is all well spent. But I have thoroughly enjoyed and benefited from the libraries. Found information on how to raise kids, how to have a prettier garden, how to paint and repair around my house and how to sew and upholster. I enjoy picture books about places I plan to visitor will never get to see in person and I enjoy all kinds of novels. Love my library and the librarians. I believe the library can be a welcoming and integration point for immigrants and a safe and tranquil haven for those who just want to escape reality for a short while. The library can be everyone's quiet reading room. And it is a wonderful resource for anyone seeking information on any subject. Pohick was my library for many years but I've moved recently and use Byrd and Kings Park. I will probably return to Pohick when they re-open but because there is soooo much available there and it is filled with happy memories for me and feels like home.

More ebooks. Use tablets instead of books on shelves.

Consider if at all possible to make the library appealing and inviting by investing on the building, internal furniture, access to wifi and laptop outlets etc. By doing so you will have
many visitors and students / young kids that are interested to go to library and read one or two books or learn something. Library to me is a critical aspect of a young person’s life as there is so much to learn as they grow up. Even an adult can learn a lot if there is appropriate inviting environment.

Keep up the great work

Customer service is outstanding. Thank you

Fantastic public cultural resource -- a powerful pushback against coarsening forces, a place of literacy and community spirit and courtesy. I would urge collaboration with the schools and colleges, as well as the education programs of churches and community organizations, to offer forums, displays, discussion groups, panels, symposia, and the like to draw folks into their community center. Offer weekdays as well as evenings and weekends. Recruit from the huge number of government, academic, and professional experts to produce attractive and enriching programs. Retired, I have a couple of graduate degrees and so do my friends -- available! Ask! Sherwood does a great job … thanks!

Insufficient handicapped parking; curbs too high or ramps in non-useful locations for handicapped access. Numbering system for books being held is awful. Every time I go to pick up books there is someone needing assistance to find their held books. No on memories the last few digits of a number. System is ludicrous. Have noticed books being taken off shelf by librarians because people didn’t pick them up in time--probably because they couldn’t find them. Insufficient comfortable sofas and chairs throughout library for sitting down and browsing a book that looks interesting or beginning to read a book you just picked up. Also to sit out a storm passing through.

The employees are polite and helpful.

6-8 years ago we lived in Fairfax County & I LOVED, LOVED, LOVED the libraries!! We moved away for 4 years & 2 years ago when we came back, I immediately got a new library card. Now I still love the library, but I noticed they weren’t as good as they were then. I was very excited to bring my toddler to story time & while the programs themselves are executed excellently by trained professionals, but really it’s such an ordeal to find out when they are happening & calling exactly 2 weeks before & wait lists, that I don’t even bother thinking about planning story times into our lives anymore & that’s at our current local branch. When we lived on the other side of FFX County I asked my local branch about story time & the librarian sadly told me they don’t offer them anymore at that location due to staffing. I was shocked! Early literacy programs have been proven to work & story time for young children instills a love of reading, books & learning for a lifetime. How will you raise the next generation of library supporters if you don't serve them? In 20+ years, why would they ever vote to increase library funding if they haven't been shown how powerful libraries can be?

I am a temporary resident. I’ve moved to the area for a year or so to help out with my 4 grandchildren when the new baby was born. One of the first things I did was to apply for a library card. In addition, I had several medical issues arise just before moving which have required 5 surgeries. Therefore, being able to access library services on-line, has been very important to me.

FCPL Online Survey 2016, Open End Comments
More preschool events please! These fill up and it would be nice if there were more event dates and times.

Can we have our Pohick Library back? I really miss it! We've hardly used the FCPL since it closed. We were biweekly visitors.

I know that the Library destroyed some books a few years ago, when they wanted to get rid of excess stock. I still think that’s horribly wasteful........why weren't the books donated somewhere?

I think more play space could be create for children at Pohick, Burke Center, and King’s Park. Ideas: doll house, puppets / stage, aquarium, more books nooks and bean bag chairs to read.

Libraries are more important now than ever. Please be sure that access to books and knowledge is seen as an essential component of our community.

Public libraries are a great resource; I hope this survey does not lead to the closure of any of the Fairfax County Libraries or the end of the any of the services they currently offer. Thank you for your great service!

It appears that libraries and library services are easy targets when it comes to budget considerations. I find this to be a short-sighted conclusion. Part of the issue seems to be that, although a wide range of library services are available to residents, most people are not aware of them. It is no easy matter to locate specific, or even general categories of, services that may be available. I believe that some sort of media blitz might be appropriate to inform all citizens of the value of Public Libraries in general and Fairfax County Libraries in particular,

I personally think, at the moment, they are off at a very good start, and hence enable itself further room for improvements which I think will be very impressive. Lastly, I still think the opening hours at 10:00AM every day is really a long wait to get matters done, that is if people want to have access to the desks and computers in order to do some work. Overall, I would commend You All for doing such a great job in serving our communities. Lastly, but not least, put up signs and notices for the public to help keep the premises clean and clear of trash. Other than that, thank You All Sincerely, Sincerely, Hillary Toa Fairfax County Public Library User

The staff at both the Sherwood Hall and the Martha Washington Libraries are terrific; helpful, knowledgeable, pleasant and accommodating. I appreciate their attitude and their expertise! thank you

The most valuable library services for me are for rare reference materials: I made great use of a book on brick masonry patterns and one copy of Oystermen of the Chesapeake. In each case the material was not available on line and was of a type (the Oystermen photographic prints) that would lose substantial impact through photocopying. Several of my hobbies have technical components (bee keeping, various unusual plants from other parts of the globe) that make them unsuitable for mass market or on-line versions but where diagrams and detailed illustrations are important. I received a notice that I was in
danger of losing my library card through non-use, but when I went to my local branch I found it was closed for renovation. I’ll have to see whether it reopens in time for me to "refresh" my library card.

No further comments

book inventory minimal

Fantastic opportunity to read books for FREE. As far as taxes, I don’t know anything about that

Sherwood Hall Library is wonderful! The staff is superb & offers the best customer service. Plus, Mt. Vernon at Home has an office there, which we seniors appreciate so much! Thank you, Sherwood Hall! P.S. I have recently begun to enjoy downloading Audiobooks, due to ongoing illnesses. They are truly wonderful. PLEASE expand the offerings! Thank you!!

You all are doing a great job! Thank you so much! Keep up the wonderful work!

The *adult* programs you have are wonderful; it would be great to have more of these. They make me feel like I’m getting something for my tax dollars. Thanks!

Really miss our local branch and looking forward to the completion of the much over due renovation. Due to two high school teenagers I am reluctant to use other branches to take out my favorite format, audio books, because of the difficulty of returning them on time and limited method of returning them. A few years ago We tried downloading books onto both MP3 player and I pod but had great difficulty down loading or getting the book off our computer onto the device. The book choice was also very limited. I prefer to listen to books so I can move around and get repetitive tasks done at home.

Resources of the public library add to the overall value of being a Fairfax County resident.

none

I am looking forward to Pohick re-opening! As our economy and society continue to become more tech-based, I would envision the library of the future as a place to offer ongoing training for older workers displaced by the new economy, with both computer/tech skills training and job search resources.

I would like to see more French language books and French DVDs. You have everything in Spanish or Chinese. You’re leaving out a segment of the population.

DO NOT BUY LOANER EQUIPMENT. IT WILL WASTE RESOURCES AND BECOME OUTDATED QUICKLY. Book vending machines near the Vienna Metro would greatly increase readership. I think even if it charged a dispensing fee and returned half back on return, people would still use it, as opposed to being completely free. If libraries want to stay relevant to business owners as opposed to Coworking spaces like Refraction Reston, office space MUST BE OPEN 24/7, or rentable. Small business owners are busy 7 days a week, and need to be able schedule meetings in off-hours.
I strongly believe the library mission should always be focused on providing actual physical books rather than Ebooks or spending lots of money on technology.

I love the library and the ability to get books I need. That being said, I find some of the hold wait times to be astronomical, which is frustrating. I also think the interface between the main catalog site and Overdrive to be clunky (e.g. putting an item on hold requires signing in again with Overdrive). I would prefer the services for physical books and electronic resources to be seamless.

I really like OVERDRIVE. More eaudiobooks should be available there.

As an immigrant to this country, I believe in ONE language spoken and offered in the public libraries of this country. If we become bi-lingual, why is it English and Spanish and why not some other language of other minorities? Who has decided this language selection? All immigrants know to learn English when they arrive here -- some are successful and quick learners, while others' pace is more slowly. So be it. It is an unacceptable idea along with ignorance in ideology of certain fellow-citizens that the English speakers should communicate in a language other than English. Every child that goes to a public school class, will speak English within 6 months. Why stop that learning process and language progress by accommodating them in their own language so that they are unable to learn the English language? STOP the provisions to other-than-English-language speakers in our public schools and public libraries throughout our nation. I am an immigrant and learned English perfectly and why? Because I was given no other choice and -- be assured -- it did me no harm!

I think our library is fantastic! Really liked the drop in class for help w kindle, technology, etc.

As President of the Great Falls Senior Center, I and my group of about 200+ members would love to see the local library serve as a Community Center. As our community does not have a Seniors Center of it's own, we do not have regular space for large meetings and events. Our local library tries very hard to accommodate us with their space, but the existing library space is usually not big enough to accommodate our larger events (events with 100 to 150 attendance). I am also very aware of other local groups in the same position as GFSC. If the local library were to expand is meeting space to accommodate local civics groups' needs, it would be a big help. Also, as the population ages, it makes sense that libraries shift some of their emphasis toward meeting seniors needs. Shifting the emphasis from "books and media" to more of a "community gathering / town hall" role would be a great way to transition the library system as society's demographic change over time. As smart phones and the internet have provided alternatives to the traditional library role, new roles need to be found to remain relevant. I would hope Fairfax County could take the lead in redefining what "library" means to the community.. I would welcome the opportunity to advocate a transitioning of our library to a Community Center. I think it would be a win-win solution for everybody involved: the local community, our local political leaders, and the library system itself. David Kondner, Sr President - GFSC Great Falls, VA
We love the library system! It was a great resource when my kids were younger and is so vital now for the many school projects. I just wish the e-book checkout system was a bit easier to manage.

Love it! Wish it could be opened more hours!!

I am constantly pleasantly surprised about all the resources available at my branch and want to use them more!

Make the interlibrary loan, in particular, within the County, more visible. One way to do this is make the catalog search "smarter" e.g., you search for a book at a specific branch and it's either checked out or reserved, the system could ask the user if he/she wants the book transferred from xxx branch since it is on the shelf there.

You guys are doing a great job. Keep it up!

I would like to see more music offered - I used to get LP's a long time ago and then CD's but it seems there are few options these days -

I have submitted my comments directly to the Committee via email when this Library Improvement/Long Term Planning effort was first started.

IT NEEDS TO HAVE MORE HELP IN THE LIBRARY AND LESSER WAIT TIMES FOR BOOKS ON WAITLIST. THEY LIBRARY STAFF AT TIMES ARE IMPERSONAL.

I'm happy my tax dollars are spent on the wonderful library. Lately I am using the online library more through the Overdrive app to get audiobooks to listen to in the car. I hope those offerings become a priority. Keep up the good work.

I enjoy taking my son to the library very much and for the most part think it is a lovely place. My two main complaints are the following. The children's area in the Martha Washington location is not separate from the rest of the library and this makes it challenging to spend time there because of concerns I have about the noise level my two year old uses despite my best efforts. It would be better to have a doorway or a more clearly separated area for children. It is also very challenging for me to look through books to check out for him when I am so concerned about whether he is staying in the tiny children's area while I look. The library where I grew up had a separate level for the children's area and more children spent time there than I see at this library. I know that may not be possible but some improvement could be made I hope. In addition, I have tried to sign up online for some children's events in the past but I find that they fill up far in advance of the date when they are scheduled and this makes it hard to plan to attend. Perhaps more events could be scheduled or there could be a couple drop in spaces allowed so this doesn't occur. For example, a sign with the events for that month could be posted so you could sign up or show up closer to the scheduled event.

The library should focus its resources primarily on its tax paying legal residents. I'm surprised the library uses its space for processing passports et al. It also appear to handle tax, social services, political meeting, voting, and civic activities etc. A library should be a library.
Keep up the great work, especially with children and young teens. That’s when I learned to really appreciate books, and it has served me well my entire adult life.

the janitorial services at Sherwood hall need to be increased.

Love your services!!!!!! Great staff and great opportunities!

The library is where I go to get books but every time I go there are fewer books and more computers. I think the books are very important, the fewer books there are the less I’ll be visiting.

The search function of the online catalog is very poor in terms of returning relevant results, particularly if you are searching by keyword or if you happen to have a misspelling or a word substitution in a title. There are books I’ve looked for and could have sworn the library didn't carry, until I discovered them months later on a shelf having been through some use (and therefore having been part of the collection for some time). I mentioned this once to someone at the circulation desk at City of Fairfax once and they absolutely agreed with me. You might want to poll your employees about this and also look for the same title on the Arlington and Falls Church library websites for a comparison. Please don't take this as an indication you should invest in an expensive new system. Arlington just replaced its old online catalog/account system with a new one which is worse in almost every respect. The search feature in FFX might need a little help, though. I feel the collection is also heavily weighted towards current fiction and bestsellers and more serious/non-fiction and practical titles are not as prevalent as they are at the other regional libraries (where I often end up checking out such titles). It might be worth investigating why tiny Falls Church City library (which has an outstanding non-fiction and didactic collection) keeps garnering library awards year after year.

My only suggestion is to continue to add digital copies of ebooks and to the extent possible, add more variety of them to your growing catalog.

I think that the future of the library as a community meeting place is extremely important. As we do more and more online, the need to connect physically will continue to be a great need, if not greater, in the future. Community members will need high-quality spaces to meet, play, and learn. The idea of library as a quiet place where little ones or others get "shushed" is small-minded. Sure, quiet, reflective spaces are necessary, but so are "louder" places that encourage discovery and innovation for all ages, but especially children.

More e-books please!

Would appreciate more children friendly areas in the library. Our neighborhood library, Martha Washington, is not kid friendly. It is like walking into a funeral home and not a comfortable/welcoming place to bring children to peruse the books.

Longer hours would be greatly appreciated, especially on he weekend. I usually take my kids after work or on he weekends. But since I am always busy and it takes me forever to get out of the house with them, there have been a few times I have had to postpone going to the library because its too late and they are closed. Another suggestion, especially for the Sherwood Hall library, is to create a separate section away or isolated from the quiet
sections so as not to disturb others who need quiet time. I often go with my 10, 5 and 1 year old and both my 5 and 1 year old are extremely loud. Sometimes I can’t get my 1 year old to cooperate or hold still in one place. I keep him in the stroller but he doesn’t like it, he wants to be free to walk around. A play area would be nice too to distract the younger kids while the older kids find there books.

Making the meeting facilities more readily available to groups. There is a limited amount of space, and when trying to book for an HOA meeting, often times the spaces are blocked out in large time slots for the same group over and over....boy scouts, reading groups, etc. Smaller rooms, for monthly meetings would be nice. We have monthly meetings, and I am told I cannot book months in advance...yet other groups always seem to have same time blocked off time after time! Love the fact that we can buy used books! That is a fantastic feature. Happy to see some branches have expanded their hours.

As a genealogist, I visit multiple libraries in the Fairfax region as different collections are housed in different locations. It would have been nice to note that I regularly visit/use multiple libraries in the region. Monthly teaching/refresher courses for using WorldCat and other library centric search engines would be deeply appreciated. Multiple means of communication are appreciated: email, social media, web page postings, radio, and local cable access channels are all my ‘go to’ sources of information.

Would like to be able to download and return books I wish to read directly onto my computer.

Would be nice to have less wait time for a book to become available to download to my I pad. Would help to have more available

I think the library does the best it can with its financial resources, but its budget is too small. In the last decade, it had been called upon to provide many more services for literacy, jobseekers, digital materials, for non-native english speakers, overall computer access,adult meeting and providing safe spaces for afterschool children than the library of the past. I endorse all these new mandates, but you have to fund for increased staff and open hours and purchase of materials. I absolutely would support higher taxes to support the library system with more staff and programming and purchase of materials and a bond referendum for those services. Prioritize non-capital projects.

Keep up the good work. I often wonder in these times of budget cuts and crises and the expansion of online everything if the library system will survive. I am proud of the Fairfax County library system and use it extensively. It is a wonderful resource.

Would like to see music CDs offered for checkout

The Public Library needs to fight to stay relevant in the 21st century. They have to fight for much scarcer resources than previously due to competition with other needed services in the community. Therefore, they should push towards modernizing as much of their operations as possible, especially those that have high visibility to users. Both current users and those who are untapped today. E-books, virtual services, and libraries being seen as a centralized hub in the community will help with this. Each library should reflect the needs of their smaller community within Fairfax. So, if a community has a high population of
English language learners, can focus on that. But not broad brush in all libraries. Similarly, some areas may have a lower percentage of homes with Internet access. Finding ways to increase Internet access in those libraries in those communities would be a good use of resources. Also, want to appeal to higher end users who don't currently use the libraries as much. Have more e-books, digital items. These will be the future supporters. The libraries should appeal to all of Fairfax County. If it turns too much into a place to apply for "benefits" it will turn off/scare away other users, so have to be mindful of how to proceed in that arena. Also, need to be cognizant of Internet usage, as some sites have experienced individuals who have used sites that are not appropriate, esp when in proximity to children.

Have lived here 11 years, have always found the website a little hard to navigate.

I still feel the library need to be about books. I feel that overall there is a good selection of mystery / crime novels. The science fiction genre is very underserved.

Please continue to offer the professional librarian service we have known through the years. They are invaluable assets for the whole community.

My experiences at the library have been entirely positive. I do think that the self-service kiosks make visiting the library a little more impersonal, but this is more a critique of the technology than of the library.

They need more spaces and/or more events during the summer for children so that if you want to join you can. Waiting until the very second to sign-up in order to make sure that my daughters can be in a class isn't very feasible. People have errands and lives to live and should still be able to enjoy free library children's classes without worrying that they will never be able to get into a class.

Absolutely love the audiobooks that you can access without even going to the library itself. It makes my commute much more bearable. Thank you!

The library can't do everything for all people. You have finite resources, so concentrate on being excellent in a few or some areas of service and not mediocre in many services. Don't be pushed into so many areas of service, serve the greater good of the public. The library staff need to be show more initiative in assisting the public. If you see a person having trouble with the copier machine, go over and help them rather than wait for that person to come to you for assistance. Many of the library staff shy away from helping the public. If you go to them they will help you but rarely do they show any initiative.

We miss the Pohick Library. How long is renovation? It would be nice to have a book drop option available there.

Online services are key - continuing to provide a wide selection of e-books and soon introducing e-music and streaming e-videos would be the most useful for myself and probably most library users. I rarely go to the library but instead download e-books. I would love to have e-movies as an option soon. Thanks!
Every single library should have real librarians (MLS), not just staff. I can’t imagine all of Fairfax County having just one. Books should be purchased by the local librarians, not outsourced.

The library system is irreplaceable. It is necessary for all ages and resources should be expanded.

FCPL needs more funding to maintain and meet the high demands of the public. I believe that there’s a ridiculous disconnect between what the library can do given the budget it has and the unrealistic expectations of library users.

Please expand ebook offerings. There is often a VERY long wait for new, popular titles. Please integrate the search for ebooks/hard copy books on your site. When I search for an ebook on your website, it is very difficult to figure out if that title is available in hard copy. I don’t mind driving to the library to check out a book (though I prefer to download it on my Kindle). But ebooks/hard copy books appear to be two totally separate searches on the library site. I can never figure out how to switch between them.

I would enjoy the ability to download audiobooks from the library’s website.

FCPL is one of the reasons I chose to live in Fairfax County.

I love being able to bring my 5 year old son to the library. It is a special part of our routine which we enjoy.

I think the library system should not stray from its purpose to provide reading materials. In other words, classes on technology instruction or services such as applying for social security are beyond the function and mission of a library. I don’t believe the library’s tax dollars should be spent on teaching language.

Compared to the central library in Arlington, I find the Tyson’s pimmitt library lacking. The staff is only occasionally friendly and I wish there were more DVDs. It’s a shame the library doesn’t open until 1 on Sundays.

I think the library is an excellent resource that not a lot of people seem aware of. I think by doing more marketing you can bring more awareness to the facilities and thus raise more money. I like to donate books and magazines as I know they’re sold in the monthly or bimonthly book sales that raise money. I’d suggest that if there were other things people could donate that could be sold to raise money that would be great. I also like the fact that I can reserve books online and really enjoy the online capabilities. One thing I do find a bit confusing are the audio books and the ebooks. The systems aren’t integrated particularly well and it’s confusing as to checking out these items. I do download audio books and find there are numerous steps to do so... All in all, I very much enjoy the library!! Keep up the great work!

Renewal cycle is currently 3 weeks and over 3 cycles. Would like more flexibility on this, based on individual needs

My overall impression of the system is that it is doing a good job.
I believe in public libraries. Any answers that say you can do more are *not* to say you don’t do enough but that I believe you should receive the funding and personnel necessary to do what you want/need to get done. Best of luck and know that there are those of us who need and support you. Thanks

my experience with Pohick Regional and Burke Centre have been very positive. I use the libraries to meet students for tutoring in English as a Second Language. Whatever can be done to support this growing segment of our population (immigrant language learners) I would applaud. Integration into our community and ability to communicate is vital to a thriving, assimilated immigrant population.

I still use PG Library because they have more varieties than we have.

There are no good books on design. Everything provided are craft related or how to books. Design is a growing field and there should be a least a few good books on design and architecture. Check out cooper hewitt design museum. They have a lot of education programs promoting design locally.

More programs that encourage the entire family to come. Movies, puppet shows or educational programs held on week nights or Saturday’s so everyone can attend together. This would bring more people to the library.

When I retired 20 years ago, FCPL was a factor in my decision to stay in Fairfax County. I used it constantly. Now, it has deteriorated to the point where it really is no longer a factor in my life. Formerly, I could walk in and nearly always find a couple of new books in my interest area (non fiction, especially social and economic history). Now, I find little new non fiction other than how-to-live-with-your-hangnail self-help books. When I check the library web site to see if they have books I want to read, found in reviews in the Washington Post and other sources, I am seldom successful. It appears the library is so busy being a jack-of-all-trades it is no longer master of it’s original function of providing books.

Libraries need to have longer hours more days a week.

Continue being kind and understanding to the homeless people, please: it’s the mark of excellence.

I love our libraries! Please don’t allow them to be diminished.

Great resource. I particularly appreciate the ability to request a book online and also the Inter Library Loan feature. It would help if the lookup on the web site had a way to narrow down the list of items found via a subsearch to make it easier to find the ones you want instead of having to page through the entire list of items found. Would like to go back to the extended hours all days.

seriously under funded valuable public resource

It seems that certain branches offer more than other branches and that seems to be a disservice. Programs like story time for young children and activities for young children are offered more frequently at certain branches over others. Therefore families are penalized
for not living in those areas. Also, I wish there were more children's book/tape collections
to check out. For young readers having a book and CD or tape to listen to in order to follow
along is really important. It would be nice to also have that option in other languages,
especially for students who are learning another language.

I think it works pretty well. Have gotten caught with Sunday hours on some branches, but
that is a budgetary problem, not material for this survey.

It would be helpful if login was easier- remembering the 15 digit number on the back of the
card that I never use is a pain, and as soon as I got a new computer that didn’t have that
number saved on the computer, I stopped logging in to renew books and pay fines.

I like the special small exhibits of books of current interest in the library. Especially the
"Staff Picks"!

I would like a more intuitive functionality for the resources available online. I have yet to
successfully download material since the process is not straight forward and I tend to lose
the desire to access the material after having to try so hard to get it in the first place.

Overall, I love going to library, it’s always been a good experience. But here’s what would
make it even better - 1) Longer hours on Sundays, would love it if the library could open at
11 vs 1 for example 2) More book choices, especially for categories like fantasy 3) More
activities for young kids, especially on weekends or evenings. I’d even be willing to pay a
small amount. 4) When putting a hold on a book, it’d be great if there was a way to let
people know ahead of time what timeframe you will probably need to pick up the book in.
I’ve had times where once a book became available I was simply too busy to make the time
to drive there during the library hours.

expand e-book collections

I would like space for Seniors (SCWOW) at Pohick Library.

Doing well overall. A while ago for a period you cut hours, that was very painful to find a
time I could get there and you were open. Being open is the only way to take advantage of
many of your other services. Please emphasize hours.

The Fairfax county libraries are some of the cleanest facilities I’ve ever seen. Great
selection, wonderful employees & terrific resources!

The self checkout station is not as well designed as the arlington county self checkout
station, which we also use frequently. There should be an option to input library card
number manually (from memory), so that even if we forget to bring the actual library card,
we can still check out books. Thanks.

My favorite resource in Fairfax County.

I have held my library card for over 40 years and use the library two or three times a week.
I use the Sherwood Regional branch most of the time, but also go to Martha Washington
and Lorton as well. The ease of on-line renewal is so helpful as is the ability to bring in
books from other branches if needed. Our local Farmers’ Market is in the Sherwood parking lot all season long and the library kindly offers us space to host a thank-you luncheon each November for all the vendors. They really appreciate this. You can probably tell that I consider Fairfax County Public Library to be a valuable asset to our community none at this time

I love getting ebooks for my kindle, the selection is pretty good and I love that it's always growing. I wish it was easier, or more obvious, to request or indicate interest in which ebooks I would like the library to acquire.

The Fairfax County Public Library is a phnomenal resource and excellent value provided for tax dollars. I am constantly in awe of all the resources available at our local branches including eBooks, work spaces and new releases. The spaces are welcoming, clean and functional and new hard copy books are always readily available. The eBooks site is easy to use although the wait time can be long for some very popular titles. This is the best library system I have ever used and my entire family enjoys trips to the library to see what’s new. Fabulous job by all the staff and volunteers!

I can’t stand the payment kiosks. On the one hand, it’s nice not to wait, but it takes far longer to get through the kiosk than to give payment to a staff member. Plus, a staff member has to help most patrons use the machine, so it’s not really freeing anyone up for other tasks. This is a note about your survey -- consider adding options beyond the standard M/F. There are many people that do not identify as either.

I discovered a library when I entered the 7th grade where I lived in the panhandle of Florida in a very rural school. I loved the library and I still love libraries. I visit and use a library in Fairfax Ct, Alexandria, Arlington or Prince William Ct several times a week. Thanks

WE moved to the area last summer - I have been completely impressed by the library system here. Thank you!!

The library needs a much broader selection of audio books - particularly history, biography, and other nonfiction. There’s no justification not to maximize the utility and return on investment in our libraries. Every on should have access to other Fairfax county information that's currently only available at the Courthouse. There's no reason any online information at the Courthouse (such as property/deed information) couldn’t also be provided at the Library. Its ridiculous not to have this public service available in 2016.

More programs for children would be nice to have more often during the weekdays ages 2-5 years old.

The library is great. I use it all the time. But I think it needs to be extremely accessible to the disadvantaged in our community, such as children in school who do not have access to computers and/or Wi-Fi, resources for students of all ages for research projects, and a safe place for anyone who is interested in learning, whether it be a language or finding employment or whatever.
I love our libraries! Thank you for doing such a great job.

I support public libraries and see them as a profoundly valuable resource for everyone, our community and our country. The folks at Martha Washington are stupendous!! Many many thanks!

I love the library, a gem that is sometimes overlooked.

Looking forward to the Pimmit Hills reopening after renovations. I have used the Mclean library and really enjoy the large glass windows that look out toward nature. Very peaceful place to read.

The library is a core resource for residents of the county and needs to have greater support in all ways. Space, materials, continued support of quality staff are all crucial. Public libraries are one key common community good that bring people together and provide opportunities to level the playing field when needed. FCPL does a good job now and can only improve if resources are provided. If I had one thing to ask for it would be to bring back the 1-2 grade book clubs. My child is finally in that age group and LOVES to read but is beyond what the kids in her school class can do. Being around other readers in a book club through the library would be her idea of a dream come true.

I love our libraries and value and support their physical and virtual presence always.

SHOULD WAIVE THE LATE FEE, GIVE THEM A WARNING FIRST.

It should not be a hang out for the homeless.

I enjoy the FCPL system. The librarians at the Kingstowne location are so pleasant and helpful. The library operates professionally to serve a diverse population. I particularly enjoy seeing the school age students, adults, and elderly using the library. I have personally completed my Master degree utilizing the libraries resources. The FCPL is an excellent place to accomplish one's learning goals or just kicking back and taking in knowledge.

In general, there are never enough tables, desks, and chairs at the library. I mostly use Pohick (closed for renovation), Richard Byrd, and Burke Center libraries and I always have a hard time finding seating. The libraries are more active than you allow space for. I am hopeful when Pohick re-opens, there will be ample room to sit. In comparison, I work in downtown D.C. and visit the Martin Luther King library by the Verizon Center. This is a huge library with more desks than patrons. While I don't think Fairfax County is going to build a library the size of MLK, it would be nice to get more space for desks. Always an issue. Should also put real thought into keeping the library open until 6:00 p.m. on Sunday. Sunday evening is usually the time when the students remember the book needed for the book report, reference materials needed for the project, etc. All due on Monday. On more than one occasion, I have gone to Barnes & Noble on Sunday evening looking to purchase a book needed for a Monday deadline. Have a BYOD (bring your own device) day at the library to show users how to set up their Kindle, Galaxy Note, etc. to download the library eBooks. While I can easily download a book from Amazon, I still have some trouble in getting a download from the library. How about a small library inside the fancy new
Springfield Towne Center Mall? It would be great to pick up library materials while I am at the mall. It’s an idea. Thanks for allowing me to provide you with comments. Overall, I am satisfied with the FX County Library system. Just need more space and more electrical outlets. Everyone is charging some sort of device.

I’m new to your eBook program, but really like it a lot. Overdrive can be a little problematic at times. Your staff at the Oakton library is very helpful. I have no idea what "Makerspaces with hardware and software" means on your survey. And I gave low scores to the potential for offering downloadable videos and music through FCPL. I think there are plenty of sources for that available elsewhere. I think your focus should be on book, eBooks, reference material, journals/magazines, and newspapers. Thanks!

I think it would be a great idea to offer some Fairfax County Adult Education classes at the public libraries throughout the county. This would provide another convenient classroom alternative than going to the public schools or utilizing the training centers in the area, which are not always in a location that is convenient and easy to access, especially due to traffic congestion in the area. For example, I live in the Tysons/McLean/Vienna area (22102) and I noticed that many of the classes offered through Fairfax County Adult Education are taught in the Plum Center which is located in Springfield, VA. Traveling from North to South or East to West, especially during rush hour traffic on weekdays can be quite challenging and requires patience. I would consider registering for some classes if they were taught in a location closer to where I live and work so I don’t have to go out of my way and spend so much time on the road. This is a sentiment I’m sure many other working adults in the area have, but they may not express since they simply don’t bother signing up for classes if they are not convenient at all.

The question about whom the library should focus is a self negating question. The age of the populace is what should be focused on and not the activities (language learning) nor roles (business owners). If the right activities are sponsored and integrated with the activities that support the demographic utilizing the library those other areas can take advantage of that fact. To try and do it the other way around limits the potential total audience in many ways. As for play away programs for children, not interested because these programs get used in the home too often and the library should be a tactile, engaging, and interactive place of development - not just another "digital hiding" place for our future leaders and visionaries and amazing people.

I think Fairfax County Public Library is doing a wonderful job. I’d like to see more current books get on the shelves sooner, even if it means paying a "rental" fee for a certain length of time. The services currently offered are excellent. I don’t think the library needs to be responsible for some of the things on the survey (e.g. info re: social sec. benefits, unemployment comp, etc. since there are other programs and services to handle that). While I’m not really into "ebooks", I do think it’s important to move with the times and stay current. I fully support literacy efforts (from early childhood on) and think the library’s mission relates directly to those types of services.

I come to the library often, and now that Tysons Pimmet is closed, I’ve been to a few other branches. I have never had a problem. The only negative I can think of, is the new self checkout machines. The old ones worked better. It’s not that the new ones don’t work, but
they're not as easy to use I'd also like to be able to place more than 30 holds. Now that Tysons is closed I have to reserve each of the book club books.

Thanks for the survey. I support Fairfax County Public Libraries; it's doing great work currently. Just for further improvement, I would suggest looking to the Volusia County Public Library system in central Florida for additional ideas for programs and library material. The VCPL system carries the latest Hollywood DVD releases, offers free downloadable music, provides an assortments of newspapers, free wifi, and supports local events that appeal to all ages.

When I request the acquisition of a book, the request disappears into the ether. Maybe you get the book, maybe not. I'd like to have some feedback. I'd also like a spot on the wait list if you do get it. I wonder if you might be spending a disproportionate amount of money on thrillers, Seal Team Six porn and the like. How can a book be "in transit" for three to four work days?

We love the flexibility with the many libraries within a 5 mile radius of our home. If one library is closed on Sunday, we have another library that also has good resources. I do wish there were other services for children such as Legos, Authors of Children's books, (after school for K and up).

I use the online Value Line service and ProQuest service quite a bit. Thank you for offering these services.

Generally does a god job. Would like to see expanded E-book availability.

Excellent facility! Very well run. Natalie Levine

Appreciate the quality and courteous staff.

Though it is trendy to focus on electronic means of reading (which I sometimes do on my own electronic devices) I prefer that the Library focus more on hard/soft copy books. It is a pleasure to peruse the bookshelves in lieu of scrolling down a page in order to find something to read. I belong to two book clubs and our members are interested in the idea of the Library establishing a "Classic Book of the Month" in addition to current popular fiction/nonfiction. Most of us enjoy reading classics we haven't read since high school or college. Lastly, it is important to create a very welcoming young children's section that is a bit separated from the older kids section.

Libraries are extremely important. Please continue to fund, even if it means raising taxes.

As a local author, I would love to see a Local Author table or shelf at my local library, Sherwood Hall. I might find other local authors that way.

It's unfortunate that the books in the FCPL system are more or less for reserving purposes instead of going in and checking out a book. I have come to this conclusion after trying to find an SF novel to read and realizing that there's #3 at one library #2 at another library and #1 sitting at yet another library. I mean, sure, it's great if I ever get to want #4 sitting on the shelf at my library, but it just seems like a waste for me to reserve a novel that I
potentially won’t like. The opposite of this, of course, is books sitting on the shelf that someone might never read. So, I understand, but I’m still sad about it. I will say that the staff is always amazing at any of the libraries that I have gone to. Well, there was this one lady who kept getting in my book-browsing-way because apparently it was ridiculously important to re-shelve books that I was standing in front of, but other than that, no problems.

Having a space large enough for non-profit events/gatherings to meet in would be helpful and meet a need. Meeting Room with space for 20 - 50 people would be wonderful -- with technology, microphone, lectern, etc.

Please provide more unabridged audio books of reputable literature.

Recently it struck me that the shelves at John Marshall are at least half-empty; although I realize that this is at least in part because of a combination of routing books throughout the library system and technological changes resulting in fewer hardcopy and more digital versions, it still made me very sad.

I would like to see the ebook availability expanded. there are too few copies of popular books available and the waiting time is too long. I would like to see the New York Times available at neighborhood libraries, in particular Martha Washington.

I am an avid reader and download your ebooks and audio books. I love the service and hope it will continue in the future so I can afford to enjoy reading books.

I would love some Sunday hours. I would also love weekend programming for kids for those of us working parents. Thanks for taking the time to read!

How do I register to vote? I need information on voter registration

I believe the primary responsibility of public libraries is to help educate our children. This can be done by introducing books to children at an early age, providing a variety of books offerings to get the interest of as many children as possible, to provide a place for children to meet and study and other associated activities. I see more people using the computers than reviewing books or studying. And many of the people using the computers are not using them for educational purposes but rather for searching the web and playing free online games. I would much prefer the library provide more children focused activities and a larger childrens book collection.

I come from a family of librarians. Fairfax County Library is great. I am retired, so I can use the library at any time--however, there might be other patrons that would benefit from more extended hours.

I believe that the FCPL is a wonderful place!

While our library system has been outstanding for years, recently budget cuts have taken a toll on availability of materials and employees. It is sad to see this happen.
Make dropping off books more convenient. At Centreville, you have to park and then walk all the way to the drop off box. People end up parking illegally.

I wish you had Sunday hours at the Oakton location.

I really like the technical lab at Sherwood Hall Library. I don't have printer access with my tablets at home and I really appreciate being able to print out material at the library, especially my confirmation sheets and receipts for any trips that I take. Now that I am retired from the Federal Govt., I don't have xeroxing capability, so I use the machines at the library which is really nice. I appreciate how nice everyone is that works there, always very pleasant and helpful. Thank you.

We must evolve libraries with technology. Libraries should become community gathering spaces and places for people to work remotely. No need for stacks and stacks of books, except for tactile people like children and persons with disabilities.

School-Library connections are powerful. What can we do as teachers to facilitate the relationship between our students and the library?

Mostly have been using e-books in the past year - please add more!!! Absolutely essential to be a safe space for kids & teens, especially those in poverty or ESL. We need to be the backbone for their year-round access to materials that educate and inspire them!!!

Let's keep Library focused on activities that are core to it's mission and not become a pseudo welfare/immigration services office. FYI, I am an immigrant and a naturalized citizen.

Extremely valuable community resource. Don't cut funds - allocate more. Reference section especially valuable, and sometimes just having a good quiet place to read and study is what is needed. Our local branch, Sherwood Hall, has a large proportion of older and elderly people in the area who want real books.

Thank you for your efforts! I know it's not often appreciated, but I deeply value the resources offered by the library systems. I hope these programs will continue to grow.

I am very satisfied with the services provided by Fairfax County library. I'm sure that there is always room for improvement, but I really can't think what these improvements would be. I say keep up the good work.

I have always been extremely happy with fairfax libraries .

I have always enjoyed the libraries. I think you do a wonderful job in a very changing world.

Library is great. I'm sure there are services that I do not take advantage of and am unaware of. As an upper-middle class white person, I simply want to be able to check out the books that I want to read. In that regard, the library does a great job. I personally don't need help with job services or anything along those lines and am unsure where those services are offered currently (if at all). If they were added or improved at the libraries, I think that
could be valuable assuming there is a way for people to discover and use those programs. Regarding this survey- the new programs should have descriptions as most of the programs were unclear as to what the program would be. The survey already has a slant to it based on programs you are considering.

1) Your questions only ask about expanding and enhancing. That took away the ability to select "maintaining", which is my preference. 2) Library staff is often unwilling to shush people making noise. 3) Many of the functions you asked about are worthwhile but are the purview of govt' agencies besides the library -- and sometime private organizations. 4) People don't have genders -- they have a sex. Gender is a term related to grammar. 5) It is better to do a few functions well than a lot of functions not so well.

1.) Automation in the library is annoying. I understand for some people it works, but I find that my library service needs are always more fulfilled when dealing with an actual human. 2.) While wi-fi access is appreciated, I find it to be extremely slow and somewhat intermittent. 3.) The website is terrible from a user experience perspective, especially when compared to that of libraries in the area (like Arlington). 4.) I love that the library is open every day of the week. 5.) I also enjoy being able to read the wide selection of available magazines and newspapers. 6.) Seating and atmosphere at my library is good, but it can be somewhat noisy with students and even employees talking too loudly. 7.) Overall I think public libraries are an integral part of society that helps people from all walks of life. I will always support public libraries come vote time.

I have expressed disappointment in the lack of dvd's, namely classic musicals and classic drama (think Rogers & Hammerstein, Alfred Hitchcock, etc). While new releases are of interest, resources like RedBox are available. I feel family-friendly and educational, historical, classic movies that shape culture thus literature would be an appropriate addition to the library offerings that would be well received by the community.

The staff are serving very good and I wish there are English learning programs for mom English speakers.

I feel public libraries are worth every penny that we taxpayers spend on them. They are woefully underfunded, and I fear a day when they are finally suffocated by this neglect. I hope that libraries will acquire a status with the Board of Supervisors that is more consistent with their importance.

I would be against any reduction of funding for the library system as well as any closing or merging of branches. I would also be opposed to charging for any books or materials to be checked out. I love our library system and how it serves the community.

1. NEVER, NEVER, NEVER dump outdated books in the Dumpster. Offer them for sale ($1.00 each) to residents. If not sold within 30 days, invite the Goodwill truck to pick them up, so another charity can then benefit from the recycling. Notify residents via email and on your website. 2. The Oakton Library does not have a drive-through book drop like many progressive libraries in the country. Making a mad dash in the rain, trying to protect the books being returned, is something that can be avoided. Oakton already has the space to construct such a drop. (Two spaces, in fact.) Contact me and I'll show you a sketch. 3. The Oakton Library has one librarian who is consistently rude to all customers. I did not want
to downgrade all the other very courteous employees, but this woman needs to lose her "attitude."

We need more books and renovations

I want the library to concentrate on BOOKS! I can't do ebooks or other online material and I'm not interested in reading material on a computer so I'm not even going in that direction. Now I'm EXTREMELY upset that I have a fine of $2 that I have been unable to pay for two years. I keep trying to give the librarian the money and they tell me they can't take it. I have to pay at a machine. I don't know how to use the machines. I don't want to learn how to use the machines and I don't trust them. A librarian said that she would help me. We could not pay at the machine. So how am I to pay the fine????????? The librarian can't take the money and I can get into the machines. What IDIOT had this brilliant idea? That isn't service at all. I use other library systems and they aren't using the dumb machines to pay fines or checkout. Also, the library should always maintain the classics. It has been good reading forever. Recent material and bestsellers have just passing interest and then no one wants to read them anymore. Basically, I feel the library system is going in the wrong direction and needs totally new leadership to undo the damage that is being done to the Fairfax libraries.

In general excellent library service. Wish the hours were longer, but that costs money.

Search engine is horrible.

more ebooks / e audio books so waits aren't as long for resources way more spent on helping those in need instead of having lots of best sellers. otherwise all good

Keep up your good work and services. Your library services are of great value to our community. Your online content is of most value to me. In particular, I use the investment online services almost every day.

Please keep any and all Fairfax County Public Library locations, there are very limited spaces for students (young and wise) to have time away from work, home, or other disruptions. All of these libraries have been wonderful study facilities close for me to achieve my associates and one day my Bachelor's degree; if not just for me for other generations in need of this quiet sanctuary of solitude, literature, and resources. Best regards, avid reader and forever student

I believe a strong library system is essential. I see our library is well utilized. I offered to teach English as a Second Language but there was already a teacher. Perhaps additional classes would be needed? Many retirees would be willing to volunteer to assist people with job searches, English language classes, etc. I would support a program where individuals could purchase new books for use in their local library. While budget increases were sought for the schools, I believe additional money is needed to support the library which provides services to people of all ages.

Sherwood Hall Library is great. As, I'm sure most of your libraries are. Great resources. If I could expand one thing, I'd love to see longer hours. Low income people need a place to go for computer/internet access. There is no resource more important than internet and
computer skills. Just as we must always teach kids to read, we must make sure everyone can use the internet, email, and apply for jobs online.

A public library is essential to every community in the county -- in fact in the country. We need the resources and availability of books, CDs of books, movies and vital to all young children and on throughout their lives. Librarians work hard and are dedicated to furthering the interests and intellectual curiosity of the people they serve. I cannot imagine life without a library and hope that our representatives in the county and the state agree and not starve the libraries. I am all for increasing library funding.

More and different Spanish language books are needed.

By providing too many services unrelated to physical and electronic access to book and reference materials, the library system as a whole has become overly diluted. Consequently, many users learn their interest niche may be addressed, but only superficially. For example, the library also has too few electronic copies of materials available for check out. To be sure, this is a function of the county continuing shrinking the library system’s budget. But it does not reflect the needs of its user base. In fact, dilution of services and inability to address user needs makes residents fear the library system may disappear altogether under the weight of all the marginally-related additional services the system is now expected to perform. Please, cut back and focus on providing increased physical and electronic access to books and reference materials. In the end, other services, no matter how noble they may be, are best left to other local gov’t authorities.

There is a definite competition on attending classes for toddlers. It’s very hard to get into a class unless you sign on as soon as they are unlocked.

I used to use the Arlington County libraries before I moved and I felt their system and website was much more user friendly than the Fairfax one is. I particularly liked how Arlington had the option to suggest books for purchase that the library did not already have and I frequently found that the library purchased the titles I suggested. It would be great if Fairfax offered something similar (maybe you already do but I have been unable to find it).

Now that so many people bring laptops to the library, the physical space needs to reflect that. Specifically, the quiet study room in Fairfax City does not comfortably allow for laptops at the desks. Also, daylight often causes glare on the screens, so being able to close the blinds on the bottom half of the windows while still letting sunlight in through the top half of the windows can be a win-win situation for all patrons of the library.

OPEN 24 HOURS FOR SOME LOCATIONS

FCPL offers excellent value to residents and needs to continue as nothing like it available to the community. Expand areas in the library for personal and small group access, increase offerings across the board, and expand access around the libraries ie trails and areas to be outside. Residents need access to current and accurate information and a place to enjoy quiet time. The library is an important community resource and the population is increasing. please realize people of all ages need this resource especially as the area continues to grow. Thank you.
I wish the library would consider more translated fiction and poetry. I've gotten to the point where I no longer bother to check the catalog for anything in translation unless it's something with a lot of popularity behind it (Roberto Bolano, Haruki Murakami, Marquez, etc). New Directions, Dalkey Archive Press, Deep Vellum, Archipelago, etc. publish tons of contemporary and previously untranslated works. I get tired of having to individually recommend each of those books on the library system as they get slated for release. Can the FCPL afford to purchase every new releases by some of these publishers rather than stocking every new NYT bestseller that most people will just buy anyway?

I believe the library system is excellent. For the future, there is obvious emphasis on "electronic" media (ebooks, emags, etc.) - though I continue to prefer "hard copy" materials. I also think the library facility should continue to be a hub for computer access - but do not think it is appropriate for the library to be a loaner for tablets or laptop computers. Residents of Fairfax County should be grateful for the excellent library system that we enjoy!

I noticed there weren't any activities or story times offered for 2 year olds. Just things for 0-23 months and 3-5 year olds.

Library is a bonus to living in Fairfax.

I've been struggling to see what e-books are available rather then for hold. I've had trouble using OneDrive. The e-book sites need to be easier to use.

I hope the library remains a library. It has always been a place you could go for resources, homework, relaxing & many other things. If people want dvd's they can use redbox, if they want ebooks they can go online. I have always loved the educational things the FC public libraries have done concerning the preschool activities & childrens activities (I did many with my own children when they were young), in fact we relied on them and did them as often as was available. They were better than preschool! Additionally, I love the educator card- I have one- because it enables me to do author studies (& keep the books a bit longer without worrying about overdues) and many things I would not be able to do with our more limited school library. I also find the children's librarian at Kingstowne to be extremely knowledgeable & helpful whenever I inquire about things. The library should still remain the quiet place to study that it has always been.

1. Extend the hours. Why not open at 9:00 am? 2. Put more money into new/current books. 3. The BOS needs to put more money into the library budget.

offering meeting rooms is very important. more paperback copies of books in high demand more intellectual topics foe events

None, but thank you for offering.

More open study places, making it better for 18-25 and tutors, whiteboards! Be more accessible for lower income multiple language assistance. And hw help. Focus on youth 0-25, older generations less so, more of them need greater assistance than elderly. BUT programming during the day in work week should focus on elderly.
I wanted to volunteer for the library for a long time, and filled out their application several times, but was never contacted. If they need volunteers, and maybe they don't so okay, but if they do they're not utilizing their resources.

I am a big fan of books that have repeating characters such as Faye Kellerman’s Rina Lazarus/Peter Decker series, John Sandford’s Prey series, etc. I was introduced to J. A. Jance but find it difficult to find her series with Joanna Brady. It would be great if the books in the series were available. I visited the Dolley Madison Library and could not find books in the series I read.

I would love to see the ebook collection expanded. I have mostly exhausted the sci-fi section and have had to switch to amazon audible to get many of the books I want to listen to.

The amount of time it is taking to renovate Pohick library is ridiculous. Why???????????????? Something doesn’t smell right!

None

More audio books! Second/third copies of popular titles???

I enjoy the services currently offered at and through the library and find the library a comfortable environment for meeting with others, browsing the selections, hanging out and reading.

I would like to see more up to date DVDs, particularly UK dramas.

Staff members at Tysons-Pimmit branch are always cordial, helpful, and patient.

Fairfax County has a fabulous library system. It should not be concerned with having to offer all things to all people.

I wish the science fiction/fantasy section of the overdrive books was broader.

None

I am generally satisfied with Library services.

The parking lot design and lighting could be improved at the Tysons branch. I don't always feel safe there especially in the winter time when it gets dark early.

I believe more funding should be available. Other libraries have new movies to borrow. I would like to see more books on CD.

In general I believe that the Library provides an excelente Service to the FC residentes.

I have lived in several places in my 46 years. The Fairfax County Library is the only one I have ever felt very satisfied with. I used it as a juvenile and was very disappointed when I
moved away and did not have access to a library of comparable quality. When my kids were younger, I used the Fairfax County Library regularly and with great satisfaction. Now, with older kids and more financial resources, I don’t use the library as often, but I feel it’s extremely important to my community and especially to those who have fewer resources. The Fairfax County Library is on the right track as far as I can tell and I would like to see it continue to adapt with the times and be funded so that it can do so.

I am a PhD level scientist working at a National laboratory during the day. Off hours, I am involved in half a dozen small businesses with friends and family. The Fairfax County Library system is a great resource, to me and my other house occupants, who are ten years younger than I. However, I also have children and grandchildren who visit from time to time, and so the age ranges I deal with are from the 30s to children under ten years old. So the library attributes affect me in many ways. Furthermore, I want all residents of Fairfax County to understand that the language of our country is English, not some language from another land. Because many of us come from countries with languages as varied as French, Russian, Ukrainian, Polish, German, and English, my background, to Spanish, Thai, Egyptian, Malaysian, and many others, for example. It is unreasonable to try to foist on Americans a specific second or third language, which is presently being done with Spanish, for example, by the establishment of the Democratic and Republican parties, via their manipulation and corruption, which is being amply demonstrated to all in the primaries ensuing. They either want cheap and docile labor to workers (Republican party) who will mindless do what they are told and vote as instructed (Democratic party). Most Americans are really sick and tired of this corruption, and the library system must play a role in not being biased, as the terrible situation presently going on in most news outlets, specifically the print newspapers and magazines and the standard TV outlets. You do not have to be a PhD trained person as me to understand what I have just related. I put myself through college using grants, scholarships, working for professors, research assistantships, and working in small companies in the summers, a factory, and construction projects. Thank you for reading this message.

Please make it easier to find the "sign-in" to my account. I have to search for it every time I go to the website to put books on hold or search for a book. Shouldn’t it be on the "home page" clearly marked "Sign in" to your account??

Other than opening earlier on Saturday I have no complaints. I think the Fairfax Library services are awesome!

I would be more than willing to offer assistance in any volunteer way I could. My work schedule is a bit crazy right now; but I know how important libraries are.

More pre-school/school-aged children's reading/special programs on the weekends for working parents!!

The most important concern is the hours the libraries are open. The hours have been cut in the past years and it affects working people who can’t come in 9-6.

Libraries, even in Fairfax County, can always use extra funding for programs and resources that are specific to each library and its patrons. One library may be suitable as a smaller space with e-books and wifi, but another library may need to have a lot of book and paper
resources for its less-plugged-in patrons. Librarians and library staff probably know what their patrons need at their branch because they are the ones being asked. I’m always willing to pay more taxes to support social services like libraries which provide such enormous benefits for the community.

I am glad to know that the Pimmit Tysons Library is going to reopen in another year, but what is going on inside while they are closed? I live nearby and don’t ever see anyone working inside. I’m also dismayed by the lack of lawn upkeep on the exterior of the building. Why can’t the county still maintain the lawn areas while the library is closed for renovation? It seems like a simple thing. If maintenance is postponed until the building is reopened, the grounds will have deteriorated into weeds, poison ivy, greenbriar and unwanted sapling trees, which will be very difficult to deal with later. I have also noticed what appears to be vagrants sleeping near the building, and groups of people "hanging out" in the areas near the building which are fast becoming obscured by tall grasses and weeds. Since there is an adjacent park with a playground that is heavily used, it makes sense to keep the library area cleaned up so undesirable events do not occur near the library where children are playing. Kids come over there without their parents from the neighboring PeachTree Apartments.

My only problem has been with recorded books and non-playing discs. It is frustrating when the sound ceases and one has to skip until the sound comes back and much of the material has been missed. This is especially irritating when the problems come at he end of a disc. I still have not gotten the final chapters of some books.

We've lost too many books from the collection. It's really disappointing when I look for a book I remember reading a few years ago, but it's been deaccessioned and hard to find elsewhere because it's out of print. This has especially impacted the children's collection, which lost some wonderful older books and authors.

Libraries are gateways to opportunities. Thanks for providing them!

I really like the eBooks and would like to see more bestsellers on the ebook selection.

We are fortunate to live in a county that invests in its libraries & offers as many locations & services as it does. It would be great if there were more copies of ebooks (ie reduce paper use, faster turnaround for returns, less waste to pick up & return books) then currently available, esp as our society moves towards ereaders. But i do appreciate the current access to the books / services available

Love overdrive. Love audio books.

I am highly educated (with a Master's) but I came out of that with a lot of student debt. I have been a bookworm and library frequenter since a child and I greatly appreciate all that the Ffx Public Library offers so that I can continue to devour books, both fiction and non-fiction, within my budget. It was even in a public library (down in Henrico) that I found the appropriate working space to write my applications for graduate school. Libraries are very important for the community. Thank you.

It would be great if people could register to vote.
If at all fiscally possible, I would like to see the library rent DVDs even is a small rental fee is charged.

Dollar for dollar the library system in Fairfax County is a "best buy".

While I occasionally find the website hard to read or search, it is very dependable once I learned the typical pages I was interested in. I very much appreciate the online renewal function and the ability to put books on hold.

I think that the staff of Fairfax County Public Library does an excellent job despite the poor decisions of the Board of Supervisors and others in charge of funding. It is clear that those in the upper levels of county government do not care about the library. If they did, libraries would reflect this care. Maybe libraries would be a place where supervisors would meet county residents in the library. The libraries would become a conduit between the board and residents. No more budget cutting. No more staff reductions. But I know what this survey is. It's a ruse to make it appear that someone in government cares about the library. All the data collected will be reported upon and the BOS will all nod and agree that libraries are wonderful things but will make a decision that they wish they didn't have to--a budget cut or staff reduction or something worse..a library closing. Lest we forget that Fairfax County is no longer the wonderful location that draws companies and families to its tax rolls. All the cuts to the library, to the county school system, have left bruises on the county reputation. You want to fix it? Start restoring library budget!!

I appreciate the efficient and timely manner in which materials are located and brought to my home location when I request them.

None at this time.

I think that the library should have longer hours more days during the week and full hours on Saturday. I also love that I put on hold books via the library website and also borrow books and ebooks via the website and the overdrive app. The Fairfax County Library system is very well run and I am very proud of it .

Since I use the ebook service extensively, my only complaint is the long wait for popular books. I frequently find too that books suggested to me are not available in ebook form. Generally, however, I am pleased with the services provided by the libraries, especially as de facto "community centers" for each area.

Just to emphasize the desire for Makerspaces or Hackerspaces locally.

I am very happy with what is offered.

I'd love to work for the library!

I love the library and use it since it exists. However, the goal of the library system should be to decrease its functions and services to the minimal level and reduce its budget accordingly. When working for a public service, such as a library, it is common to ask, "what more can we do for the community," and then advocate for funding those things. But these services have costs that are paid by many who do not use or want them. It is not the
function of government to force residents to pay for children story-time, language training, etc. In addition to decreasing the number of programs and services offered, the library should spend less resources fulfilling its primary purpose of sharing books and reference materials. We live in a time when there are vastly more efficient ways of sharing information--and even physical materials--than dedicating many large buildings to rows of shelves.

Love the library and the access to all materials without restrictions....

More titles in online downloadable audio books

I would like to see more ebooks available - I'm personally a fan of thrillers and biography. Computer classes are great - I think the one-on-one hour long classes are a wonderful idea because people can get help with their specific problems. The library provides one of the best possible uses of our tax dollars!

Thank you for your services.

The No. 1 advise from me is to extend out the service hours during the day, especially during the summer period. The library is a great place to study, to research and to meet.

No comments

1. Childrens reading program needs to require disciplined children. We stopped going because to many kids in the session where wild. 2. Library should not continue to involve itself in non traditional services reflected in this survey; increasing budgetry demands and tax payer expense.

About all I use the library for is to request and look for books, mainly fiction. Therefore, I am not well positioned to comment on other services offered. I am very satisfied with the library's book requesting services.

Change the hold.books. Umber in system. Every time I go in o.eo e needz.help.find g thsir.bpoks.

Need more kids audio books to download on my iPhone.

The FC Public Library system needs more funding. Branch hours should be extended. More funding should be allocated toward children's programs in economically challenged areas of the county.

I believe libraries have the vast potential to provide additional community based, social services to help those in need access the information and resources to help themselves. They are essential for community building and I think most people who use the library are repeat users and very much appreciate what the library has and offers. I know with my 3 kids we love the library even though we can afford to purchase books, ebooks, and use a lot of digital services and devices. I think moving ahead with advancing technology such as more ebooks, audiobooks, etc. and additionally the "maker" space concept is a fabulous idea and promotes technology skills. A 3D printer and the resources to help the community
use it (i.e. programs to learn how, technicians to help, info on designs, training, etc.) would be a huge asset for the library and bring a lot of people in, not to mention provide much needed STEM skills to kids and adults alike.

I understand cost cutting measures, but libraries need to provide access to books that people cannot afford to buy. That is what they are for. The computer services in house are also great for people with no access at home. I see people in our branch using computers all the time. I am not happy that some new releases, books reviewed by the Washington Post, are not in your system. I used to be able to put anything reviewed on hold immediately. If the Post reviews it, you will have interest in it. A gazillion copies of a slasher novel doesn’t feed the mind of the taxpayers. Thanks!

Do not allow children to run in library. Don’t bother blaming parents. That does not help.

We are so grateful for the library! It’s a second home.

I am a big fan of Wowbrary! I think people should be given credit for donations (especially best seller books), to offset fines. Why is Tysons-Pimmit being closed for so long, for an interior renovation?

I just want to reiterate how happy I am with the Fairfax City facility and its staff. Great job!

longer hours

the most important factor from my perspective is to expand library hours, especially having Sunday hours at all, and being open at least 12 hours per day on weekdays.

I LOVE MY LIBRARY!

I understand that there are limited funds to spend. However, each time that I have visited Sherwood Hall Library, it is so cold, that I get up and leave. I do not stay to study or process what I have intended to complete. Also, the people working there, and possibly they are volunteers, need some refresher courses on customer service. Definitely lacking.

Libraries and Parks are underfunded. At a time when many people have to make adjustments to their lifestyle, it is a time to bolster library services in any way possible.

Love the library and hope it continues to serve the community. Expanded hours also would be great.

I find the selection of books at my local library patchy and largely unsatisfactory. That is just to say that there are a great many books that should be present, in any collection of many thousands of books, that are not there.

How many dozen copies of current thrillers, romances and sci-fi sagas are really necessary? Shouldn’t our library focus on fiction and nonfiction of lasting value?

After retiring just recently I have returned to the library. I enjoy putting books on hold and being notified when they arrive. It is so easy yo understand the system and pick up the book to check out with self-service. I have found that popular books can take a long time to
get and maybe if possible more can be purchased. I enjoy checking out the new children’s books which are standing on the top of the shelves as I have a one year old grandson. I have to admit while I was working I just didn’t have time to get to the library and I used my Kindle because it weighed less going to work. Keep up the good work.

Keep noise (mobile phone conversations, tutors, parents/children) of Library patrons down!

I'm sorry to see some of the holdings being reduced for fiction. I’m sure it is a budget issue and would not want to give up many of the other things, but I have noticed that fewer selections are available (system wide) now than in years past.

Eventually finding more ways to make libraries to be community spaces with the meeting rooms and piloting maker-spaces at suitable locations will hopefully remind more people knowledge and learning are kinda cool. I’d be cautious about spending too much on technology of the moment, always focusing on getting good value.

We need our public libraries.

I am from a Michigan suburb of 100,000 people and the library is two-story with lots of space and books. In comparison, the three Fairfax County Public Libraries I use are surprisingly small. With the amount of people and tax base in this county, the buildings and parking lots are small, hours on weekends are not good, and there are not many books/computers/dvds/meeting rooms.

I belong to the GM Book Club Discussion group and am happy we are provided a meeting room each month. As a library volunteer I am very appreciative of all the services provided to my community, the library is always full of folks using computers and reading rooms.

The staff are always professional and helpful.

Add a few books in the Chinese language

Parking sucks and it’s not really pedestrian friendly but I know those were just unfortunate building/planning decisions and I will always love the library.

Need more kids math and science textbooks for homework and study help. Need more kindle book options--there is always a wait list!

Please finish Pohick Library asap. I miss not being able to go there.

requests for digital titles should be considered, and responses should be provided back to people who request those titles. either with a confirmation of purchase or a reason why the library decided not to purchase. similarly to how most libraries handle paper and other hard-copy media. I would also LOVE if the library had organized book clubs, evening knitting groups, and other educational programs. further, it would be great if the library had this information readily available in the library lobby and easily accessible online.

Disappointed about Tysons Pimmit library closing permanently.
So far I am pleased with the services that the Fairfax County Library System offers, but I would not mind if it had more DVDs material. Thanks.

Libraries are very important in our communities and do need to focus on the services needed for the community they serve. Taxpayer money spent for library materials, staff, and services are very worthwhile.

Focus on library services-books and research material. Cut costs for superfluous services that are redundant with social services provided elsewhere.

I find it very valuable that books from other branches can be ordered on line and brought to Sherwood hall regional library (closest to me). this is a wonderful service that I use regularly. It enables me to read books without buying them a grat savings for a senior citizen who is trying to avoid accumulating more books at home!

I value the brick and mortar library as an excellent resource for families of all income levels. When my children were growing up we visited the library weekly and during the summer enjoyed the special programs offered at Sherwood Hall. When I worked in a private school, my class visited the library each week (John Marshall) where the knowledgeable and friendly staff welcomed us. Now that I teach in public school, a Title I school, I realize how important the library is to second language learners and job seekers. Most important though, are the staff at the libraries; please don't displace your library staff to depend on "rob-librarians" online. The staff are Fairfax County's most important asset.

We homeschool out children and consider the library to be an invaluable resource for that. Thank you, Chris and Holly Santillo

My only complaint is that I wish silence were enforced strictly according to rules. This may mean complete silence or whispering, spending on location. Some people go there to chat, others to fall asleep. Some just don’t think of others.

I could not live without the library. I am very happy with it.

Website could be more user friendly.

I don't have young children, but I do believe Public Libraries are very important in children's lives. It is an important part of my life at age 47 too. I’m still into reading books rather than ebooks or other electronic resources.

The library system is a great resource for the Northern Virginia community. More publicity about its value and assets needs to be given to the public. Assuming funds are tight, better use should be made of volunteers with technical skill sets, individual libraries in the system should become specialists in particular collections and services, and partnerships developed with other organizations (e.g., the county school system).

Libraries close too early on weeknights. Books should be shipped to their branch of origin after patrons return them. Too many of the same book pile up in one branch, while others have none.
I am happy with the FCPL, the associates are very helpful. I would like to be more informed about what the library has to offer as a whole and also for my age group 50-50+, times have changed and we, baby boomers, are finding ourselves in different situations like finding new jobs, needing training and or more education to maintain or even be considered for employment. Also more information about bettering our physical, mental, and emotional health is also vital to all residents of the community. Maybe a set day and time to have an instructor/teacher at the library to give courses, or sessions would be great, even start a walking route from the library would be awesome also, sometimes it’s not always easy to find walking partners. Thank you, Great Survey Sareda Love

I regularly use the weekly newsletter (Wowbrary?) that an outside contractor sends that lists the latest acquisitions by category to find new items I am interested in and put them on reserve. I hope that continues to be available.

I wish they reflect public opinions when they select books, especially for non-English books.

I have no idea what is meant by Makerspacers or services for English language learners. Is an English language learner someone using English to learn something or someone who needs to learn English? I tried to figure out if the library offers the online catalog offered by Cengage/Gale and couldn’t. I’ve taken their courses through another system. They are well written and quite useful.

The library system provides a vital service for all segments of society. They need support from tax dollars.

I only use on line resources. It’s frustrating when my library card in canceled because I have not come into a library. The only reason to go drive to the library is to have the card reissued.

The Sirsi system is not user friendly, archaic, and needs enhancement. The search functionality is quirky and doesn’t seem intuitive in use. User profiles should be more personalized and set up with more views of holds, wish lists, etc. The ebook online site is better, although still seems outdated in a way. New books should be available automatically, and with more copies available. The holds for ebooks never seem to move. As a whole, I have been pleased with the library services offered to me as a resident of Fairfax County.

Our family has used fcpl since 1983. We greatly appreciate the superior selection and service. Thank you.

My husband and I love the Sherwood Regional Library. It has excellent and helpful staff, lots of programs and activities for all ages and is widely used. We wish the hours had not been modified but understand the limitations of current resources. The volunteer Friends of the Library play a valuable role in making books available at low cost. It’s so nice to see children loading up their baskets -- excited about all the books they can take home. It’s also wonderful for those of us who are avid readers and need a good place to give our gently used books once we are finished with them. All in all, we couldn’t be more delighted with the quality and service provided by the county’s library system. Thank you!

FCPL Online Survey 2016, Open End Comments

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It is good to see that the regular hours were restored some time ago. The new self-check computers are great! Wish the library volunteers could pick hour slots online instead of having to sign in to the registers.

The Virginia Room is a valuable resource for genealogists and is led by an excellent librarian. The Fairfax Genealogical Society has been generous in donating thousands of dollars worth of books to the collection over the years. The Fairfax County Public Library provides some groups, e.g., Girl Scouts, with advance reservation privileges. I would like to request that the Fairfax County Public Library provide the Society with advance reservation privileges for its Special Interest Group meetings. Please add a meeting room rule prohibiting screaming and other loud noise in the meeting rooms. Meeting rooms at the City of Fairfax Library are separated by a screen which does not provide soundproofing. The library meeting rooms are not an appropriate venue for noisy groups. This behavior makes it difficult for the group on the other side of the screen to conduct its meeting. When a library responds to an interlibrary loan request by incorrectly stating that it doesn’t have an item which is in its catalog or simply lets the request time out, the Fairfax County Public Library staff should follow up on the request. This shouldn’t be left to the patron. Interlibrary loans are sometimes done by the lowest paid employees or unpaid interns of the sending library.

Being handicapped it is often difficult for me to get to the library. I wish there were more copies of ebooks and eaudio books.

I like the idea about a kiosk to check out books.

It would benifit the community a great deal if library hours and days could be extended.

Love it. I found it very sad when the hours were cut. (and am thrilled they’ve been reinstated). I think extended hours are very important as some of the people who most depend upon the library have the least flexible schedules. We lived elsewhere when my kids were little, but I depended heavily upon story times at the library as a way to encourage my kids to love books, and it was a central part of our week...both turned out to be great readers. I thought that was important. With the digital age, borrowing media online is extremely helpful. I have a kindle but can’t afford to buy many books and do borrow most through the library. I do find that system to be a little confusing to navigate and would love to see it streamlined, such as with a Fairfax Library app. The addition of movies would be fantastic, too, as would music. Although I love the idea of making as many computers available as possible, I feel like lending laptops and tablets would be full of technical problems that would end up costing the county a lot of money. I think that making more computers available at the libraries would be better. In fact, I wonder if there would be a way to provide 24 hour access to a laptop when needed? Perhaps a library card could swipe you into a special room, and once inside you could lock it manually to keep out other intruders. Even with our abundance of computers, we had issues with our teenagers when they would have a paper due, but our internet went down, and they were frantic trying to find a way to finish their work late at night. Good luck!

The library system should serve children, the disadvantaged, the jobless and other segments of the population who cannot afford to buy the services they need.
Please continue to expand the ebook offerings, especially in science fiction and fantasy genres.

I would like to have the Authors name included on the receipts in the Self Check-out machines.

Loudoun county does a better job with online offerings like more magazines than Fairfax. They have Lynda.com and O’reily books online. Thankfully it is possible to utilize those features as a Fairfax county resident. For me, access to online resources (ebooks, etc) is probably how most will interact with the library in the future. Personally I visit the libraries more to attend the book sales to purchase used compact discs. The library should concentrate on being a community resource that makes the flow of information accessible.

You are doing a great job especially for retired people like I have enjoyed for 8 years!

Hurry up and reopen pohick library!

I wish the regular catalog searched as well as overdrive. I wish overdrive books that are downloaded could be manually returned before the expiration date (like books not downloaded). I hold on to some books for two weeks if finished quickly that could be on to the next person on hold.

More foreign language ebooks

I acknowledge that there are fiscal limitations which directly affect service levels. If more funds were available, my personal preference would be for expanded hours, especially on Sunday for the regional branches.

Not sure if feasible but would be nice for vision impaired to be offered equipment on loan or on premise to help with reading books. This could be under heading of new services or programs - partner with sites that offer services outside of audiobooks.

Educational facilities are better equipped than libraries to provide computer literacy and language training. I use the library to access a wide range of books, both in hard copy and soft copy. Please focus on the core role of a library. I am seriously concerned about the perceived direction of the library.

It would be nice to have some trainings or more information online for how to download ebooks.

I really value the services that are offered by the library. I with a kid are extremely happy with the library and it’s services. If we get more services to make it easier like off site pick up and drop or 24 services that will make it even better. I also like the online resources for the cars holders like mango. Thanks and please keep the good work going.

I now read solely on a Kindle though from time to time I would like to have the actual book to read. I have not found the electronic books easy enough for me to use so far. I have used the digital catalogue to look for books and reserve them and think that is a very useful resource. Movie content would be useful as well.
I take out several books every month and find my library most satisfactory.

Parking at the library is for users of library services and not for parking by the public at large going to work or to local shopping.

I like to visit the library to borrow books. I am not particularly interested in a library that offers computer access, music downloads or vocational services. To be fair: I have access to a computer in my home, listen to music on the radio or CDs, and am not in need of tutoring or vocational services. I am aware of groups and agencies that provide services such as tutoring and vocational services, and I wonder why the library system would take on those additional missions.

I have used the library for many years. It was a fantastic resource when my children were small. They were/are avid readers and the library was the only way to provide them with sufficient reading material. I could not have purchased all the books they read. It was also a great source for research. I enjoy the ability to go into the online catalog and look at magazine articles, although I do find it rather confusing and could use help in figuring out how to access what I want--like an online tutorial. The ability to browse the holdings and then reserve books online is a good resource. The broad variety of materials available is fantastic.

I'm surprised there wasn't a satisfaction question about the collection. Everything else listed is valuable as well, but it's all about the collection for our family.

I think the library system does a good job, even in the past few years when their budget was probably cut to the bone.

I check out books digitally through your website directly to my Kindle. I LOVE this feature and want to thank you endlessly for this service. It has saved me money, time, and allows me to download books to read that I wouldn't normally try. Thank you, thank you, thank you. :)

I am distressed by the newer focus on computers rather than actual books. Computers are only a tool. BOOKS are what a library is about. I believe the process of selecting which books are discarded - and what happens to those physical books! - is deliberately kept from the public, as witness the scandal of usable books being found in a dumpster. I am also really unhappy about the new designs used in redoing/rebuilding libraries. Richard Byrd is an appalling example of taking a warm, welcoming space, and transforming it into a cavernous hall, with a lot of footprint wasted - those architecturally trendy high ceilings are a waste. They should have been a second floor! And I fail to see how a high ceiling is energy efficient, given that heat rises. Then those double lobbies to enter the building, one a decorative round space honoring Richard Byrd, followed by a useless passage is another bad use of space -architects should be chosen for their love of reading and books, NOT for their "artsy-ness." A library is not supposed to be a monument to the vanity of the architect but a place people come and access the written word! The Burke Center Library is also architecturally lovely - and those huge windows are a waste of wall space. So are the high ceilings a waste of energy. And while we are at it, the "which Library do you use most?" question is flawed. Pohick, the one I would normally use most, is closed; what do I answer? The library I'll go back to using when it finally reopens (Pohick) or the one I am using the
most now, which happens to be King's Park? I love the library, love the librarians, but management has real problems: lack of transparency, and a lack of dedication to the main purpose of a library: give people access to books, which means having available as many titles as possible, and to other written material. Computers are all well and good and providing them for people who don’t have them is important. But they aren’t books.

Love the e-book option and would suggest more licenses for e-books of best sellers. Don’t care for play always, but love love love the books on cd for travel purposes. Also the family history research is really important. Love the libraries.

More bes seller CDs.

I didn’t strongly agree that you need to expand/enhance services because the offerings are already strong. Do not reduce what you are doing. Libraries don’t have to be all things. It is nice to open your space to groups who do tech training (e.g., high school volunteers, National Honor Society) you don’t have to do it yourself. Why would libraries have to be maker spaces? Focus on reading, information, and literacy. Keep up the good work! Thanks!

I love the library and hope it continues to give the county all it can.

N/A

Would request telephone reminder of overdue fees >$5.

I love the convenience of on-line ordering books on Hold and drive-up facilities.

The services provided by Fairfax County Public Library are invaluable!!! My only complaint is that library hours have been reduced, although if the trade-off would be to reduce services then shorter hours is my preference.

I think we have a great library system. It just needs to keep doing what it’s doing.

It has been frustrating with cutback in hours for picking up books after work or my daughter meeting with fellow students (who we don’t know well and don’t want to have at our home). She has scheduled t meet with a school group but library is closed.

I am a military spouse and with such a large military community here in the area it would be great if the library hosted or set up programs geared towards the growing military family.

As a child when I was brought to the library I was always interested to see the diorama area. Especially when the Gundam Diorama was on display, I was captivated and always returned in anticipation for what new artistic display may be present for the community. The use of the diorama area, especially when Gundams were on display!, was one of the many things that kept me coming back to this library. While its nice to use this as advertising space and book interest advertisement on occasion I think this space should continue to be used to capture the imagination of young readers. I’d love to see that space used more frequently, especially for Gundam dioramas!
In talking with my friends across the country, I realize what a treat it was to be able to have so many audio books with my own library system when other library system are still not offering that as a resource. Thank you so much for that especially with so many folks commuting via driving or metro.

I am still upset with Overdrive losing my electronic books read history!

Thank you for all your hard work and community service.

Love having such a great overall library system. Specifically I would love better parking at Patrick Henry though probably not possible.

I wish Fairfax County's Board of Supervisors understood how important it is to fund public libraries. FCPL makes the most of their limited funds.

My son is mentally challenged and would benefit from some programs offered to very young children. It would be nice if he could participate, as there are currently no programs offered to the handicapped.

Loudoun County libraries always have a book return box at the curb. For very cold days, difficult road conditions, the disabled, and the elderly, or the mom with many kids to remove from carseats, external curbside book return boxes this would be a huge improvement to have at the Fairfax County Libraries. To raise funds, you could have a donation box at each library just for this purpose and see how much you collect. One place that does offer an outside box is the Parent Resource Center at the Dunn Loring Center on Gallows Road. You can check out that outdoor drop box. The box is not at the curb but that box would provide a model of ones you could purchase for the libraries. Otherwise I think Fairfax County libraries do an outstanding service and I only read physical library books and rarely buy them. I'm 47 and a bit old fashioned but prefer a physical book. I can't say enough about the outstanding librarians at Patrick Henry Library. I alway have a smile on my face and look forward to asking them questions as they will have the answer. Thank you so much for all that you do.

I think this survey could have been better if you asked us on some questions to select our top two or three choices.

The library's selection of E-books is poor. Please expand this inventory.

why so many days, weeks, to wait for ebook?

Staff recognition and consequent pride has eroded over the last dozen or more years. Compare Fairfax County system to Seattle, or other large cities that value knowledge transfer and educational capabilities, and change accordingly. Fight for bigger budgets for professional staff and more personnel.

Something needs to be done to serve the needs of the disabled.

I do note that the library seems to buy fewer titles and the wait is longer. There have been as many as 200 ahead of me several times. Right now, a title I am waiting for has over 300
waiting. I would like know if that is because of fewer funds, a decision to purchase fewer books, or a decision that fewer fiction titles are not needed.

No other comments.

We do not need more tech in libraries. Don’t waste my money on streaming services. Stick to books and e-books. You’re a library not Best Buy.

The online book program is fantastic. It has changed my reading habits for the better. Thank you!

In the past year, I’ve moved toward all e-book reading, which I check out from the library. Love this option & it works very well for me. I still like hard-copy options for my kids, and the librarians at Kings Park have always been super helpful in assisting them to find books they’ll like.

FCPL website’s search for books is archaic. The public is used to the power of the Google model and FCPS search is very cumbersome. I have received some bizarre search results if I don’t enter a book name or author name in precise syntax. It should be much easier to find audiobooks, for example, without having to go through an “advanced” search. I do appreciate the links through Wowbrary, Goodbooks, and Overdrive to help discover new books to read.

not comments?

A.. it would be nice to know the Library system Mission........ B. In consideration of the revenue short fall in FFX maybe the social services should be looked at VERY carefully --- to make sure they do not use primary function funding for the library -- that is why I would like to know about the library Mission statement C. why is this survey being asked every year? doesn’t FFX county have a 2 year plan? doesn’t the county understand the Library mission? Maybe not and this is just a tool to get more funding out of the county tax payers?

Make it easier to return audio books when they’ve been completed. Decrease the wait time for audiobooks.

I have been using downloadable books since it is difficult, with my work schedule, to drop by the library when it is open. The majority of the books that I am interested in have very long wait periods. I can place several on hold at the same time, but then I can not plan for when they will be available and I may not have time to read them once they are available.

Financial restraints hinder expansion of services to the community. Generally the programs and activities offered are well planned and executed.

Adding more evening hours, start book clubs, lectures on elections, i.e. league of women voters

I would most like to see: expanded weekend hours expanded e-book offerings The wait times for popular e-books is extremely long
My husband and I love our library. If we did not have it, I think we would both go into clinical depression! You library folks do a wonderful job and I hope you will get the support you need to continue the great services you provide to Fairfax County. One thing I would like to see, though, is more readily available help with technical issues. Specifically, I would like to have help available to download electronic media. I have an Ipad, an Ipod, an Iphone and a Nook, but I still haven't figured out how to get library books and audio books onto my devices. The library provided a printed sheet of instructions, but they assume a level of previous knowledge that I don't have. And yes, I did check out Ipad's for Seniors for Dummies, but it didn't help much. BTW, my main interest with respect to this issue is audio books. But I need very, very basic instruction. Keep up the good work, you guys!

I have to say the website is quite disappointing, as it's very outdated and too much information is on each page. Also, the selection of "other media" materials seems a bit lacking within the inventory. And while I don't advocate my daughter (now 2 years old) causing damage to books, I think for board books, there should be a little more leniency for damage. I mean, we're talking about an age group that eats books. When we lived in Seattle, board books were loaned on an honestly policy--as in, we understand kids less than 2 might not treat these books with the same respect that, say, the Magna Carta might get, so we're just going to hope you bring these back. This might not be financially feasible, but I think a little more leniency is warranted given the target demographic of books made out of cardboard. Other than these three things, however, the library fulfills my needs, and I really appreciate the drive-thru window at Burke Centre. I hope when Pohick reopens (which is very close to our house) that they consider putting one in, if possible given the layout of the parking lot/facility.

If I have received communications in the past where the library threatened to cancel my account/library card for periods where I did not use the library services. I think it is not a good idea to cancel a person's access to the library.

NEED MORE STAFF TO WORK AT THE CIRCULATION DESK.

I am a legally blind resident of Fairfax County. As the recorded books seem to be phasing out, they are not being replaced by audio e-books. Audio books are not a luxury for me, they are a necessity as I'm sure they are for many county residents.

Used to be the best local library I've ever been to. Budget cuts have just killed the acquisition program, especially that old-fashioned resource, the book. The library staff, despite reductions and limited work hours, does a great job, finding things and answering questions. Please don’t go all high-tech on us old folks -- it will reduce our access to library resources -- and the younger folks can use their own devices to find most of what they want. Seems like they use the library more as a refuge and quiet space anyway.

The library system is one of the county’s most valuable assets. More books/resources and longer hours (especially later at night for those of us commuters, these bankers' hours are useless...) would be greatly appreciated.

Several of the questions were stated in a way that the answer was useless. My main hope is that we keep the library going everywhere and available to as many s we can. This would obviously mean we need to keep all library's up to date on current technoligy, etc.
The Library program is one of the best service Fairfax County offers! Keep up the great work, and please help it get the resources it needs to fulfill its mission to the community.

Libraries are critical. There are those in lower income brackets that do not have options. Focus on fiscal management, quality and cost containment.

Would like to see the libraries open for longer hours.

The libraries are the gems of the Fairfax County government. Buildings are attractive and comfortable, staff pleasant and helpful, collections excellent and special program offerings extremely good. I do wish the CD offerings were better but that is my only complaint. I love to sit and read magazines in the Fairfax City branch and always find something wonderful to read, and to listen to; I listen to recorded books whenever driving. I attend the Great Decisions program at the Kings Park library and truly wish this were more broadly advertised. Keep up the find work.

First, the library should offer more foreign language resources. For example, I’ve not been able to get from the library the works of Proust and other important French writers or the works of Goethe and other important German writers in their native languages. Your holdings in many other important languages are similarly lacking. Second, the library should redirect resources into enhancing its holdings in history, biography, literary classics, philosophy, religions, and the sciences, to name just a few categories. My impression, as a long-time library user, checking out 40-50 volumes per year, is that the library puts too much emphasis on popular literature and not enough emphasis on literary classics and works that are the foundation of civilization. I write this while realizing you can’t be everything to everybody, but I truly do think you’ve erred, over the past 20-30 years, by dumbing down your holdings in order to strive for popularity or the broadest possible appeal.

I really appreciate the online offerings. It’s so nice to be able to search for a book and download it immediately.

Keep the library funded!!! It is a tremendous resource for the community.

I enjoy the Fairfax County libraries (I use several of them) and I think they are doing a great job. I would really like to see Kings Park library expand their hours so they are open every day, and from 10 am to 9 pm Monday through Friday and 10 am to 6 pm on weekends.

More attention to providing new reading material (travel books, new fiction) is desired.

I like how the libraries hold various summer programs, but I think that they could benefit from longer or same hours. For example, the Burke library is closed on Sundays while the Pohick Regional library is open from 1pm to 5 pm.

We have always felt so fortunate to have the great library system that exists in our county. We can’t wait for Pohick to reopen, although the other libraries have stepped up and have helped to maintain the same service and quality of care that we need. We have lived in many cities and countries, but still feel that we have one of the best libraries that we have been lucky enough to have access to every day. One suggestion ... Schools encouraging
students to seek a career in library science. We need our librarians!!! They are so essential to the quality and growth of our country. My mother was a librarian and I was always so proud of her. She insisted that our family learned to use every service a library had to offer and, naturally, READ! That should be taught in schools and in our community organizations to children and adults. And library officials and staff should receive excellent, competitive salaries!!! Why wasn’t that issue included in the survey too? Thank you for developing this survey, I hope it helps maintain the highest of standards in our county’s library system.

Would love to have more study carells at more locations in addition to the meeting rooms. Would also love more ebooks and movie rentals online.

The staff and volunteers are great. Great environment for people of all ages to visit.

I appreciate the services of the library especially the online e-books that I can download to my kindle. As a teacher I have always relied on the library for additional resources for units I teach in elementary school.

Love books so libraries are one of my favorite places and George Mason is one of the best.

I am often curious how we compare with other libraries in different states. Would like to see more popular DVD rentals (enough with Murder She Wrote) and a whole lot less CDs... except for in your car, who listens to CD books?

As Pohick Library is currently undergoing renovation, my answers were based on previous info. We are currently using Kings Park library as we are often passing by that location. We do look forward to having our more local library open again once the renovation is complete. Thanks!

I would suggest that e-book reservation be set up similar to the regular books, whereby you can adjust your cue if you are not yet ready for a book. I have been very discouraged from using the library for e-books because the last time I used it, you either had to take the book when your name came up, or decline it and move to the bottom of the list. There should be a feature like in the regular book cue that lets you suspend your e-book holds when you are not ready for them without getting at the bottom of the list.

I really enjoy using the centerville library, it is very welcoming. I love the online hold option for quick book pick up and the online digital loans through kindle are also great, which there were more titles or more of each title so that the wait wasn’t so long. Both my children enjoy visiting the library since they were young, it is a great resource for our family.

Overall, I think the Fairfax County Libraries are wonderful. I would like to see more ebooks available as these are expensive to purchase and one cannot pass it along to a friend (like a book), so it would be a wonderful option for people to be able to download more ebooks.

My mother worked for FCPL so hats off to you!
Please don’t abandon those of us who love to read books by chasing the technology trend or trying to be a social work/job center/language center. Stay true to your mission: providing reading materials.

I’d like to have a way to pay fines on the website easily, using my regular library account.

Make library more assessable for persons with disabilities.

A new Integrated Library System is needed and should be a high priority. The search capabilities of the current SirsiDynix are abysmal. Look at Arlington County’s catalog for what today’s modern ILS should look like...

It would be nice to share books with other libraries across the country, or other countries... perhaps for a small fee.

The inter library loan program is the only big improvement I’ve seen at PH in many years, while many other expensive changes at PH are disappointing eg the introduction of computers. PH has become a computer center more than a library. I wish the money invested in computers had been invested in nonfiction art and history books instead [not "idiots guide" or the like].

I love ebooks

Overall I believe the Fairfax Public Library does a great job serving this community. It is nice to see the Pohick Library being upgraded. I think the offering of books on CD and downloadable ebooks should be expanded.

I wish you could open at 9am. Please try to get more of the more popular licensed character books (Thomas the Tank Engine, for example).

More book sales!!

I feel the Fairfax County Public Library system offers a wealth of services and resources to county residents. I use it somewhat frequently and feel the staff of every library I’ve visited in the county is efficient, professional, and willing to help with questions. GOOD JOB!

Love the Fairfax County libraries.

Question 15 is insulting, There is no other. Why are you even asking this question. Please revise and update your thinking and your questions. This is 2016 not 1990.

My family loves our local library. It’s a special treat for my children (4 and 10) every time we go to get books. The on-line "hold" and "order" system is absolutely awesome as a time saver...it’s really an invaluable service for me/my family to be able to order on line and then pick up quickly.

I look forward to read some books in Chinese. Like to learn English books ,novels, fictions, newspapers, magazines and so on. I know have some Korean books & Janpanese books in the Library of here but no one have any Chinese book. I wish it will be change. Thank you very much.
The library is still vitally important to the community, and spreading the love of reading and gathering information, even in this day and age of computer prominence. The FCL staff are WONDERFUL.

The interface for the audio/text book downloads is confusing and a bit tough to navigate. The website is also not very friendly. Other than that, great work!

I would love for each branch to have a book group as a way to bring local people together.

The library is a very important part of our community. It helps so many of us to connect with the world. I am a genealogist and have learned that the staff at a library can be the critical length to exploring the resources of a library. I have never found a catalog to be as effective at locating materials as is a Reference Dest staffer. I am frustrated by understanding when a library is open. All other governmental operations are open every day during regular business hours but not the libraries. They also need to be open in the evening and weekends so that individuals who work can make use of their resources. As I have developed problems with my vision and my ability to process words, I have tried to use the e-books without much success. It seems that far more individuals want to download a book than you have copies available. Also, I have difficulties knowing where to go in the library system to get help finding a way to continue to read. This makes me sad.

I think Fairfax Library system has gone downhill in recent years. It would be a good idea to study other library systems to see what they do. I am glad that a contractor has been hired to help improve the system.

Please open on Sundays to accommodate working parents. I go to the Patrick Henry branch.

I like libraries but rarely ever use them.

Don't try to be all things to all people. Please focus on books, reading, reference.

In addition to all the local libraries, I would like to have one, central, accessible library that would house a lot more different titles, that is, books that may not be popular, or many different books about the same or similar subject that high school and college students could check out when preparing research papers. A service that I have not seen here is some sort of delivery service to the homebound, or at least to the various assisted living facilities we have in the County. All the Fairfax libraries that I have visited (maybe a dozen?) appear to be in good physical condition. Renovations should not be a high priority unless you have a leaking roof or something. I really appreciate your books on CDs for long commutes! Please work on your "advised search" function to add fiction or non-fiction as a criteria. Can you put "book-english" as a category, so we don't have to look in both hardcover and paperback? Some feedback would be nice on titles we suggest the library order - a simple yes or no or pending would do.

Fairfax County library system is very well run. Librarians are wonderful though generally under paid or recognized. We need access to all current books - fiction and nonfiction - shaping our political, cultural and global landscape. We need access to more copies of current cutting edge nonfiction and fiction writers.
I’d visit a lot more except I’m in college out of state. I visit whenever I have the chance though and live the library! I have fond memories of summer reading programs and events for children, please keep those. The more kids you can get to read, the better.

I feel the Public Library System is invaluable to our culture and nation.

If a book is popular, you should stock up on that book so clients do not have to be put on a waitlist. Thank you

The printing/payment kiosks are horrible. They don’t take $20 dollar bills and they are confusing. Senior citizens can’t figure out how to use them. I would prefer more human interaction at library, not just kiosks or self check out. Would also appreciate longer Sunday hours at regions. More computers would be great--I have to wait to use computers often. I love reading print books--I don’t read e-books.

I hate when the library cuts down on its hours. It’s too important of a community resource to be have very limited hours. I also use online books and audiobooks quite a lot, and find the selection is much too small.

I love the library. I am proud to say FCPL is my library system. Online reservation system is great. Love the self checkout. Would like to see even more DVD titles available. Love Wowbrary option, too. Interestingly, I don’t interact much with library staff as I reserve online, and love the hold system.

The library system is amazing! Thank you for all that you do!

I love the access to ebooks and downloadable audiobooks. This is the resource I use most often although I’m also glad I can get physical books too.

I hold Fairfax County Public Library in very high esteem! I’m really happy with it. The online e-book selection is amazing and I love visiting all the branches near me. Very good children’s book selections too. The only thing I’m disappointed about is the lack of children’s programs. I feel there aren’t enough programs offered. From what I’ve seen in Alexandria and Arlington, they had children’s story hours weekly at every library, multiple times. I wish Fairfax Co. would offer more children’s music and reading programs. It’s also very difficult to sign up for the children’s sessions online and I’m often very frustrated with trying to do it. It seems like an inefficient way to handle it and kind of unfair since stuff gets booked so quickly. Maybe a lottery system would be better, where you sign up for what you’re interested in and the computer picks who will get to go and notify you. I understand there’s a lot of demand and so this is the system you came up with to prevent overcrowding, but it seems like there’s a better way to figure it out or offer more children’s programs if they’re in such high demand.

More ebooks and copies of ebooks please!

None.
I love the library. This is where I have always learned about the world, since I was a child. Now my children love the library as well. Even though we live in a digital world, my daughter prefers a book over a kindle any day!!

The issue is not what services can we provide, but what services should we be providing given the amount of resources that are available. That however is a political decision that is then carried out through the library system. From what I can see the local libraries try to provide some level of service for all the residents that it serves. That is commendable as a goal, but is it feasible with limited resources. E.g., you asked in the survey about helping people apply for social security benefits, unemployment insurance, etc. Is this a role for a library? This is a political question that needs to be answered by elected officials, not a service that should be introduced into the library system because of its "locations and convenience" to those who need help. Mission creep is one of the most challenging demands of elected officials -- a role they are unwilling to assume. Good luck on cutting back a service that you have provided in the past.

Expand the selection of books in Overdrive and add Hoopla

(1) I don't see outreach efforts to under-served populations -- because I'm white, employed, come-in-get-my-book(s)-and go. I hope they're actively pursued. I would urge more efforts toward English as a 2nd language, help for parents with young children, outreach to black, Asian, other youth -- and I'd make those priorities for the library. (2) I appreciate being able to charge out books myself, but the library has lost personal interactions with its moves toward automation. I especially appreciate using the online catalog from home, placing holds on books, etc., yet I now have little or no conversation with library staff. (3) I wish there was an adult readers' group or book club at Sherwood. Thanks for asking.

I value the library very highly and would support extended hours and greater services.

I would really urge the library to focus on serving as a center for reading and introducing books to children of all ages. I also would urge the library to continue to purchase books on cd for those commuters that listen to books, and for those in the community that have trouble reading the written word.

My husband and I were away in Europe for some time, so I had not used the library system in a while. On our return, I was delighted to find the self service check out options. And very happy that on each visit I also found helpful staff/volunteers at the information desk. Being able to reserve books from other library branches, and return books to any branch, is helpful. And the e-mail reminders when books are due are terrific. The libraries perform a great service to our community. Thank you to all who staff and volunteer in them.

While I don't know how much of the budget is spent on computers and on-line access - I do wonder about it. The computers certainly takes up a lot of space. People use them, it seems to me, for social media, to play games, check e-mail etc. I question the need of the library to provide on-line access, when most already have it. Sure the computers are always busy .... anything free is always over subscribed. Good luck!
Offer book lending to out of county Virginia residents, like almost every other library system in Virginia does.

The audible books have been difficult to access and Amazon audibles is expensive. I would love to see more access to audible books and e-books which are easier to access.

More focus on downloadable materials

Doing a good job. Continue to maintain collections.

I LOVE the FCPL, and our family visits it often! Would love to see more video options (love the downloadable video idea) and more relaxed sitting areas to spend linger stretches reading with the kids/browsing. Would love to see more writing programs for elementary students - eg. writing club. Perhaps in partnership with FCPS or GMU or Northern VA Writers Project?? Would love to see more mindfulness classes or yoga for kids and teachers (perhaps in partnership with MINDS, Inc?)! Thank you for all you do!

The Library is a beautiful building and everyone there is extremely helpful and friendly. I really love the Library.

I support the library 100%. Even willing to see tax rate go up to support it.

Main problem is that often there is no parking when the meeting room is being used.

The Fairfax County Public Library is an extremely valuable resource in our community. I appreciate the varied services offered and try to take advantage of special programs (speakers, etc.) whenever I can. County and State resources need to be more generous in supporting the needs of the public library.

I have lived in Fairfax County since 1961, and Fairfax County Libraries have been a godsend to me in so many ways.

I would like to thank this great idea of having a place as our libraries where anybody can go to find what we need at some point. No matter how much information we can find online, the very fact to have a real book in our hands is just priceless! I don't need to go to libraries as often as used to when I was raising my child, but it was such a relief to know that when everything around looks like caos my library is the best place to be. Libraries should have to be expanded and also they have to have copies of books available in site. One more time thank you so much for keeping up such an icon in every county all around the USA.

When my children were in preschool and elementary school, the library was an invaluable resource! We sued ti just to get out of the house sometimes because we could go and get something without spending a dime. The reading program made it easier for me to get my kids to read over the summer. Now, I use the library to listen to audio-books and do research. I also use if as a bookstore because I love the cheap books they are selling and even picking up a magazine for a quarter. Overall, I'd say that I am definitely a big fan!
I need access to academic databases but do not have a university affiliation. It would be neat if I could get expanded access through FCPL. The current offerings do not meet my research needs.

Thank you for your service

I love the Fairfax County Library System. I go to several branches and I have enjoyed all of them. THANKS!

Something needs to be done about parking at the Patrick Henry branch in Vienna. It’s worse than the mall at Christmas time!

Suggestion: Drive up pillars/boxes to deposit return books, etc. They have them in Ohio and they are great!

It would be nice if there were meditation spaces as meditation is quite popular today. Thanks

Very pleased with the Fairfax County libraries. Would like to have more DVDs with recent movies. Recently moved from another state where the libraries had many more up to date movies to rent. Really miss not having much to choose from. Most of the DVDs are either instructional or old series. Thank you.

Please renovate Patrick Henry. Other libraries in the area have updated facilities. Thank you.

The hours keep decreasing and there is less staff. There needs to be trained staff to help with locating resources, technology problems, and giving children ideas for books. We are moving too far away from traditional library services and it will not be too long before everything is just a technology-driven system. Books cannot be totally replaced by e-readers and on-line resources.

Libraries should be vibrant community hubs for learning, resources and events that promote literacy and community engagement. Right now, there aren’t enough reasons to go to the library so I mostly download books electronically.

I’m not convinced that the library is the proper place to provide computers and a web site at a cost to the library. Computers are fine to conduct research with reference material at the library, but I see too many people using games on computers at the library - totally inappropriate for the cost of computer time and space. The use of computers at the library also results in more noise (talking) than is appropriate for a quiet space. Perhaps a separate, isolated location within the library could be used for computer users.

I love having the ability to put a book on hold and have it delivered to my local branch. I wish there were a greater selection of e-books.

I have loved Fairfax County Public Libraries for the past 40 years. I get a huge kick out of taking my kids to the library (where I used to do my homework) and watching them expand their horizons. Please keep letting me know via e-mail what I can do to support this
superb resource for our county. FCPL is part of what makes Fairfax County such a great place to live.

The survey asks about what services and additional services are of interest without saying what the cost is. Apparently the county budget is tight, and if additional nice-to-have services mean taxes must rise to pay for them, many patrons will want to keep what we have without expanding.

I'm concerned about the number of books that are thrown away and discarded in dumpsters. I have seen this often at Sherwood Hall Library and even discussed my concerns w/ the librarian/manager. There are many disadvantaged areas, and even countries around the world, that would love to have any book, especially any written in English. I was in the military and deployed around the world to 3rd world countries that were desperate to learn English and any book (cookbooks, comic books, etc.) would've been a luxury. It is sad that any book would be thrown away. Many of those in the dumpsters were ones that well-intentioned citizens donated to the library and those people had no idea the library would throw them out, or else they would not have donated them. Seems there could be a way for Fairfax County Libraries to partner w/ some nonprofit organizations to donate those unwanted books to organizations/people/places that really want and need them. It’s a win-win for all.

The kids stuff fills up too fast Need more spaces and programs Need a kids room where kids can be louder

My ratings of "not at all important" on several items on the "expand or enhance" question were for one of the following reasons: for some items, I believe the services in question are adequate and don’t need to be expanded or enhanced; for other items, I simply didn’t think it important that a library offer the services in question.

Don’t think it is the library's mission to offer services to people seeking jobs. However I do think improving literacy/English skills of residents is a benefit to us all. Kids programs are terrific - grow those readers. I feel the library’s budget must be suffering, as the wait list for new popular books can be quite long. It is ridiculous that e-books can’t be handled more logically (regarding number available, returning early, etc), but I believe that is the fault of the publishers and not the Library system. I have never liked the library’s web site - too many clicks required to get to the information I need. I think the huge self-checkout machines are rather silly - and why does a machine in a library have to make noise? I am glad Tysons-Pimmit has a temporary location - conveniently and coincidentally in the building where I work. Yes, I do have a lot of opinions, but I love my libraries!

We love FCPL! Keep on being awesome.

Love, love, love your online lending, particularly audio books. I would especially appreciate it if the library would purchase all the books In a series - it’s frustrating to have books 3, 4, and 7 available, but not book 1!! (I don’t mean that you need to buy more copies of book 1; I can place a hold!!) I wish I could think of an example ... There are several series’ I’ve come across that don’t have all the books in e-book/audio book format. That said, thanks for offering this service, and for having great variety.
I would like to see a better selection of middle grade books. My son had a reading list for his school and there were several that we had to go hunting for on amazon and ebay because they were not in the library. These books are excellent and it’s sad that you don’t have them. Examples are: The Boy Knight: A Tale of the Crusades by G.A. Henty, Viking Adventure by Clyde Robert Bulla, and The Singing Hill by Meindert DeJong. There are other fun books, but missing are some key books that help form children’s moral imagination besides being great adventure stories full of honorable and noble characters. That said, we love the Fairfax City Regional Library.

The FCPL is one of the most vital services provided by Fairfax County. Please don’t waste precious tax dollars expanding services to people who do not deserve them.

This is a fabulous library system!

I am a senior & find it helpful to have a tutor help with technical matters like the computer, tablet & smart phone. That is mainly the reason I go. Otherwise I enjoy crafts, musical prog. also.

Being a library the most important thing is to have good collection of books more so than services when resources are tight. Fairfax libraries need to add movie DVD, Playaway audio books, CDs like Loudoun county libraries do.

We have a wonderful public library system, thank you for all that you do.

Waits for ebook offerings through OverDrive are ridiculously long sometimes. Even offerings that are popular but by no means current best sellers can take months.

A significant number of patrons do not bathe frequently enough. The smell can be overpowering, particularly for children whose senses are more acute. Perhaps signs could be posted at the entrance and around the library asking that patrons be thoughtful of others. Also could library staff be empowered to ask the most offensive to return after bathing?

I find the available books rather thin. Important books in history and government are not in the collection -- especially fundamental works that are out of print but which are important. I'm OK with building up the collection in foreign languages where there are many residents whose first language is other than English. But the language collections (my wife uses the Korean collection) seem haphazardly acquired. There should be a plan based on the demographics of each second language group. For instance, there’s no need to build up a children’s collection in Korean -- the kids here all speak English. The Korean section should almost entirely be pitched for Korean-speaking senior citizens. Don’t make the library the source of so much "free stuff." Why provide downloadable books, downloadable music, etc? Computer instruction? And the idea that the library should be an information center for various public benefits . . . a waste of resources. Don’t make the library an informal branch office of county or state or federal agencies. When I look at those who use the public computer stations at the library, I ask "why"? None of the customers look down and out or needy. Computers have become so cheap at home that I question why the library needs to provide so much computer access.

FCPL Online Survey 2016, Open End Comments
As I said before, I have been very disappointed by the age and condition of the books offered at our local library. I am in several book clubs. I cleaned my shelves and brought in boxes of new books, all novels.. to help the pathetic selections they had. (THIS was to the Vienna Library.. Is it Patrick Henry?) One of the books was a $40 hardback. I was appalled when they said, no, they would not put them on the shelves.. but, instead would sell them at a book sale for $1 each. Had I know this I would never have brought these almost new books (only read once) to the library, but would have donated them to a worthier cause, where they would be read. So, the library continues in it’s pathetic collection of worn and outdated books. You know, people can download books and CDs on their Ipad, computers and even cell phones.. This is not the mission of the library. Some people actually like to read real books. The public library is the only venue whose mission is to provide books. Schools, churches have tutoring groups, literacy groups, ESL groups.. technology training groups, etc. They do not provide books. The library needs to provide good readable books.

Keep doing the excellent work. Extend your evening and weekend hours.

I love the library in general and I’ve been going to Sherwood Hall since I could begin reading as a kid. It almost always seems that the books I’m looking for aren’t in circulation and when studying for my MCAT, the study area seemed to have inadequate seating. There was always someone an arm’s-length or two away that just kept talking...and talking. I understand that county funds seem to trickle more into other areas and the libraries sometimes get neglected, but maybe give the library a bit of a makeover to get more people to come in - especially students? There’s a school literally across the street, employees at the hospital who could use a quiet area to study, and many, many children in the area. I’m not sure if it’s a possibility but perhaps turn the area upstairs into a sort of cafe-type setting to help get a little more $$$ in? Truly the only reason I ever leave the library when studying is to go and get some sort of caffeine, so having that right there would be amazing. Even just a little coffee vending machine or kiosk would be much appreciated.

Most pressing issues: Would like more copies of popular fiction for adults and kids. Both physical and books. My kids (elementary, MS, HS) seldomly use library materials. What is the synergy between FCPS and the libraries? So much is online now. It would help to have "unlimited" copies of ebooks that correlate with the curriculum, esp for English and social studies. The kids use nonfiction books at school (some are mini-books). It would be great to access these at home. The online resources from FCPS are too difficult (online Britannica) or too simplistic (My On). There needs to be something in between. It would be great to have official online texts of Virginia SOL/Standards of Learning. EBooks of novels used in MS and HS so kids can put them on devices.

Even though I don’t frequent the library that often, when I do I always love being there. I think the library can be a home away from home for some people. I take my hat off to the Fairfax County Library system. I’m sure there is always room for improvement, but hey, you’re doing a great job.

I think you are doing the best job with the resources available. I just wish you had more resources!
Preschool educational programs were excellent--very enjoyable experience. Libraries will always have a value, as a quiet, pleasant place to read, study, use a computer, hold meetings. Libraries will need to transition to offering more electronic services, but I hope that the books don't go away entirely. There is still nothing that really compares to physically picking up a good book. I don't want to imagine a community without a library.

I am excited to see how the leesburg Pike Library renovations turn out. I mainly visit the library with my young children and the very open tall ceilings of the previous library were not inviting for families. Thanks for all you do.

I wish the library were open more. Seems like a waste to have such a wonderful place and then have it closed so much.

I have often wondered if the library has looked into small spaces (such as store fronts) in locations that are not near larger branch libraries. I have heard about other cities doing this and then people can have reserved books sent there, return books, read books, have book clubs, and other activities closer to their house without the investment of a standalone library building. Something like this in Merrifield, for example, would be great since we are in between several libraries but none are really close enough for more frequent visits. The period of borrowing online/Kindle books is a short. My wife and I work and have kids, so we can't really read a complete book in 3 weeks each time -- especially books that are more than 300 pages. Or if they have options for checking out chapters, so we could return Chapters 1 - 10 once we are done, then get chapters 10 -20 (and someone else can get chapters 1 - 10). The kids programs are great in our area -- our boys love the mad science labs. Thanks, and good luck. I think that many of us recognize how challenging running libraries is today.

The library should and could be the hub of every community. Without it, valuable resources would not be available.

It fine.

You can stop cutting back on the available hours.

Hope to see the digital library (Kindle books) expanded soon with more recent releases. Love the toddler's play/book room at the Sherwood Hall Lane branch. We use it all the time!

I have nothing but kudos for the library website. It is an excellent resource for obtaining information.

The book collection, both adult and especially children is abysmal. People camp out all day and it is sad to see the computers being used to play video games. The parking lot can no longer handle the vehicles at Patrick Henry due to what reason?????? There use to be ample parking. Get enforcement there. The two ladies who sit at the desk in the adult area never seem to have anything to do and just surf on the computers. Not as many people are seen checking out books anymore like before. They need to be more actively engaged with the patrons or maybe they just don't need to be there.
Would prefer the money you may be thinking of investing in downloadable music / video be used for more eBooks. The current selection is very limited, particularly non-fiction, and the library is the sole source of lending for these items. Music and video, on the other hand, are available from literally hundreds of other free or paid services. Thanks!!

Library card should not expire.

The Public Library is an invaluable service to the community. It is worth any taxes that are spent on it. I think Fx County libraries are a wonderful and extremely important part of every person's life in this community. They are resources, safe places, and social and academic gems.

More ebooks would be nice.

I hope that actual book collections are not forsaken. It seems that less and less space is devoted to these, but finding/choosing a book by yourself is something that should not be lost/discouraged.

With questions answered, don’t find needs to comment.

A great resource, good people who help you If needed.

More electronic downloadable resources please!

I was very disappointed with the condition of tapes and cd'S received from disability services, although their service was excellent. I gave up on the selection and quality of the material.

Extremely pleased with overall performance of library. Would like more help using overdrive.

Please bring a branch to Dunn Loring/Merrifield (near Gallows/Prosperity). We have had a huge boom in residents over the past 5 years and with traffic it can be difficult to get to Patrick Henry, Tysons Pimmit, or Thomas Jefferson. There are a lot of children in this neighborhood who would benefit from increased access to books. Extend the loan time for e-books from 3 weeks and allow multiple renewals as you do for physical books. I've often started an e-book that I got on hold only to have it expire and then not be able to get it for another 4-6 weeks (by then I've forgotten many important details). Come up with an app that allows you to save your library card to your phone so you don’t have to have your card with you. Thank you.

Great job. Having more new novels available would help

I absolutely love FCPL. I am an extremely avid reader and love the selection you have, both for print books and for kindle books. Also, as a 6th grade teacher, I appreciate the wide variety of YA and early novels you provide - both for my kids and to read them myself! In addition, when I can’t stand being in my own house anymore but still need to focus on work, I enjoy bringing work to the library to have a comfortable, cheerful work space. With
two exceptions, the few programs/services I ranked as relatively less satisfactory/relatively unimportant/need less improvement are things that I simply don’t have personal experience with (such as homework help) to say whether they’re good or not. So... take those rankings with a grain of salt. The two exceptions to this have to do with the online catalog and the current inability to borrow CDs. Overall, I’m fine with the online catalog; my only thoughts are that it’s a little frustrating that using quotation marks in the general search don’t actually narrow down a search, and that it’d be really helpful if there were a "fiction/nonfiction" button that we could add to the advanced search. As a teacher, I often look for fictional texts to support nonfiction content, and weeding through HUNDREDS of books about, say, the Civil War to find a related picture book can take a long time. (I understand that this would probably be an incredible amount of work to implement, though, so just my two cents!) Finally, I would love to be able to borrow CDs from the library. I’m a classically trained singer, as well as a teacher, and I would love to be able to borrow opera CDs to listen to in the car. That would help me decide which ones I want to buy and formally study BEFORE actually buying them! I know these two things are really me-specific and nitpicky, so - grain of salt again. I still absolutely love our libraries. Keep up the good work!!!

I usually cannot find books I am seeking in the Fairfax County Library collection (I read a wide range of topics - from history, science, fiction, and business). Since your inter library loan policy is impossible to use (too price prohibitive), I typically wind up buying books instead. I hope that you will consider acquiring more books in the future and not resort to just leasing best seller ebooks which I will not use. Lately I have cut back considerably on library visits and I now rarely check out anything. The library is becoming irrelevant to me.

Thank you for all you offer. I’d rather lose my driver license than my library card.

Fairfax libraries are invaluable. Please keep and expand them.

I love the library. I use the ebook capabilities all the time. I wish the library had a larger ebook selection of non-fiction books.

Love the Paws to Read program!

I value children’s programs because they molded my education during the off season. However I would like an increased selection and availability for your overdrive options. Thank you

Really appreciate the service provided by FCPL.

I am sad at the reduction in book inventory. I frequently cannot find the following: - the first book in a series, even when subsequent volumes are in the "new" books - classic sci-fi books - recommended authors (love the slips recommending authors by genre; hate the fact that half of them aren’t in the library) - popular materials - popular kids’ books You seem to have gotten rid of a lot of books. This does not make sense. YOU ARE A LIBRARY. Keep the books.

Would love a shorter wait on e-audio books. I love the Overdrive services. Thank you.
I love libraries and I think they deserve more respect and attention.

I've been a library card holder for more than 40 years even though I lived out of state for some time. Fx Co library system is one of the finest I have experienced anywhere in the US. Thanks. When people complain about local taxes the library is one value I point out.

I would like the library to continue with hard copy books. E books do not give the same reading enjoyment and comprehension.

It's a very comfortable environment for people who do not have home or don't feel comfortable at home. Thank you. I enjoyed peaceful time there when I had a rough time at home.

The only issue I've ever had with the library system is that I find the catalog clunky. If you misspell a word, it doesn't come up with a "maybe you meant this" option. Also, I've put in exact titles of books in the search and selected title as the search criteria only to find the book on the second page of results. I much prefer the Overdrive catalog search because you don't have to be so exact. While it's been a number of years, I remember Arlington County's catalog as being a lot more flexible. But overall - love the library! The physical branches and the ebook selections!

Staff is great, beep up your efforts to improve services and facilities. I believe that you must encourage young people to read even if it has to be electronically. Adults will need help dealing with the rapidly changing technology of our world and need a source of help and knowledge that can work with their cramped schedules.

Focus on children, we need to get them involved early!

Patrick Henry Library staff is very good

I use audio books on CDs as much as eAudiobooks. More hours would be very helpful as it is difficult for a working adult to get to the library. Go back to per 2007 hours. I also value the reference librarians who are generally very knowledgeable. I am a great believer in the value of books and the role that libraries play in civil society. FCPL has declined significantly in the past 8 years.

The library is an important part of our family's life.

Set aside areas for individuals who need job search assistance would be helpful. I work for a nonprofit which helps individuals with disabilities connect with employment. Often our clients want to meet at the library but need help from their employment counselor to search for jobs online and complete applications. At times, our employment counselors have been told that they cannot assist an individual at the computer because it can be distracting to others. Having a separate area that would allow quiet talking and consultation for 2 people at a computer would therefore be helpful.

Parking needs to improve at the Patrick Henry branch! On Thursdays when the library opens late the lot is half full with no one using the library! I think it's used as a commuter lot and by the neighboring school.
Fairfax Co. Library System is awesome. Glad I live in an area that provides great services and great BOOKS, which is our family's main reason to visit. We enjoyed many great visits to children's programs also, when our children were young. We mainly visit to check out books or do research using available material--historic, maps, etc.

Free access to LexisNexis

I go to the library weekly to check out books for myself and for my grand daughter. I would like to see the books on the shelves cleaned, especially in the children's area. The books are well protected but I have to thoroughly wipe them down when I get them home. I would like the library to be open on a Sunday and to stay open later on Saturday.

I love the electronic access to audiobooks and I am so grateful that this resource is available for our family. Thank you.

I love the FFX County library. You do a fantastic job. What a wonderful service. Great selections of books, especially the audiobooks which make my commute tolerable. Keep up the good work.

Books on Tape/CD’s are very important to older clientele.

I would advocate for more spending on e-lending materials. I am surprised when I read about big bestsellers, only to find that he library hasn’t ordered them. I have begun using the library far more often now that I can download books to my Kindle. Really appreciate the convenience and the ability to change font size for a for more pleasurable reading experience. I hope that this area of the collection continues to expand.

My son is 10 years old and has loved going to the library for many years now. He is very comfortable looking up books on the computer, placing books on hold, using the self check-out, etc. Sherwood Hall is a great county resource and we want to see it continue to grow!

I feel fortunate to live where there is such as good library system. I find the librarians generally very helpful, understanding and knowledgeable. They do their best to find information if they can’t answer my questions. I am happy with the extended hours that King Park Library has now that Pohick Library is closed for renovations. I only wish they could keep these hours after Pohick reopens. I love the library book sales--- I used to love them just as a customer and now I love them as both a volunteer who helps with the book sale and as a customer too. Sometimes there is a very long wait for a new popular well advertised book. But that’s life and it’s a nice indication that I live in an area that is generally literate and uses their library services. My hometown in S.E. Mo. is a town of about 6000 people and after a tornado they built a very nice new library which my son and I visit when we go there. I’m always sad at how few people use the library there----a town of high poverty and illiteracy-----. So it’s fine if I have to wait for a popular book----it’s a good sign that people in FX county read a lot. There isn’t much that upsets me about the library system. I think it’s pretty good. There could be a few more computers available to access the catalogue on line----sometimes on occasion all of them are occupied. I don’t use the library for technology much----but I know that there are folks who don’t have computers or lap tops at home that likely rely on it to do their homework or search for job info. So while I see no need for more computers there actually may be a large one----it just isn’t something
that impacts me. I think over all you all are doing a great job running a really good library system!

Realize you are under budget constraints and cannot undertake all you might want to. Thank you for all you do.

Best library system of facilities and services I have ever experienced (I've lived all over the US and a couple of foreign countries). But it should not try to be all things to all residents or a substitute for other teaching facilities in the county.

We need more librarians in the Information Age, not more self service kiosks

The library offers great resources and wonderful programs for young children. It does need to adapt to today’s youth as they no longer need the Encyclopedias like I did. E- resources are wonderful and what is needed. That said I know many ESL and low income students may not have the tech needed to use them so a limited number of hard copy resources need to be available. I’m not sure that the loaning of laptops or e readers is the answer. It would be a shame to have malicious software installed and victimize other users. I would be concerned about liability issues and resources best spent improving hours and services would be drained. I use the BookMyne app, and I don’t think its very user friendly. I have difficulty search for books and placing them on hold. A mobile app is a necessity today but this one could be improved. The old Fairfax Library App worked better in my opinion.

Thanks

have more & smaller conference or meeting rooms, have an ongoing used book sale room since I cant always make to the once a month ones

I did enjoy to visit Fairfax County Public Library when my children was in schools. And I searched a lot of information from library during I was at work. Now I still visit library to search some information I feel there like home.

I think libraries are incredibly important in any community and we must continue to invest in library services both to encourage children to read and to provide opportunities to those less economically well off. I use library services no matter where I am (I am a legal resident of Fairfax County). Your online ebooks have been a wonderful asset. I never come to the library and find it empty or slow. There are always cars in the parking lot and people partaking of all the available services. Libraries provide opportunities for everyone in the communities. I would like a greater selection of online books and for the print collection to remain robust and current as well.

I use the Overdrive app on an iPhone and listened to audiobooks all the time. Having a larger audiobook selection would be wonderful.

Love the library! Grateful to have it. Looking forward to Pohick reopening.

Please hire qualified, full-time librarians to staff our libraries. This professional, educated staff is important to the quality services of our library system.
Burke Library is the best. Always helpful and excellent service. I am just getting the hang of requesting books online. ..so psyched 😊

Access to check out current movies on dvd like Prince George's County, MD’s library system would be nice.

The libraries could make it much more kid friendly. The staff shush us while we read and there aren’t many cozy places to read and play like Mary Riley Styles library in Falls Church.

i love the services provided by the FCPL. The only issue I have is that sometimes it is unclear how to quickly download an ebook on Kindle. But that's a minor complaint.

The Library needs to get into the 21st century. The lack of electronic resources is disgraceful. We have family out of state who can't believe how little we can get electronically. Even the fiction section is anemic. The staff make you feel like it's an imposition when you ask for help. The library’s hours are difficult for working people. They should absolutely have Sunday hours.

Since I was a small girl and Fairfax County Library's Bookmobile used to park in our back driveway once a month, so that we and our neighbors could access books and other reading materials, my family and I have highly valued our county libraries. I hope that our community and government officers will continue to support our libraries and the important resources that they provide. Thank you.

I depend on Pohick as my library, and find not having it open decreases my motivation to drive further away to a different library. I rarely use the public library now. Pohick is an important branch for those of us living in West Springfield/ Burke.

I believe that the Fairfax County Public Library System is well run. We are fortunate to have regional and brand libraries throughout the county to serve our population and that the county funds physical updates to the facilities.

The library needs to do a better summer reading program that has weekly or bi weekly prizes or incentives for children to do the reading program. The one coupon book at the end does not encourage children and families to come to the library often during the summer. Prince William county offers a much better summer reading program.

need more uptodate ebooks to be downloaded

Please do not serve the Science Fiction with other Fiction. I know there is cross over, but it does make it difficult to browse.

Thanks for providing reading materials, and online books, I love to read.

I believe there is lots of room to grow.

Keep up the great work--would love more (be open longer more often, add Makerspaces!)
I'd like to install a Free Library in my neighborhood. How about a workshop for building one. Love the annual book sale. Appreciate the meeting space.

Library needs to be more budget conscious. Focus on how to deliver core services well using new cost effective ways. Delete old services that are not need as much as in the past. Stop adding nice-to-have but not necessary functions that are not part of the core. Keep technology up to date with a plan for the technology to deliver more access to information and services. Make online access to more reference and research resources a top priority. People should not have to leave their computer to drive to a library to get on a library computer to access a proprietary data reference source. That kind of backward thinking makes people who use technology hate libraries. I love audio books since I can get a lot of physical work and recreational/exercise activities done while "reading a book". I would not have time to read many books if I had to do it visually as I can’t do anything else at the same time. I am very pleased with how this works and how the selection grows all the time.

Please keep the travel books up to date, I really like the downloadable magazines on Zinio. We have a wonderful public library system here. Please keep it that way!

The online databases available are VERY important.

In general, the library is noisier than it should be. Offering an enclosed children reading area would help with this issue. I am very pleased the library once again has open hours on Sunday. I would like to see that increase (be open an hour or more later than it is presently).

Please keep the libraries open. Thank you for all your service!

I would like more books - actual books - I was looking for highly recommended authors and could not find their books on the shelf!

I am currently doing volunteer work in a foreign country without access to a library and I love that I can log in and download books from the Fairfax County Public Library. And it is so easy!! Thank you so much for this service!!.

As a school librarian, I check your collection when I don’t have the book the student wants. I think the services offered are great and the return on investment also great.

I wish the local library offered more children's story times and activities. Given the number of children in my area (Town of Vienna), any kids activities would be very well attended. A regular weekly storytime for toddlers and preschoolers would be great. It would also be nice if the library carried more copies of popular kids’ books. We frequently have to wait to get a copy of a book, such as books in the Diary of a Wimpy Kid series.

Allow folks with visual disabilities additional time to read online books...otherwise, they are returned and have to be requested again and placed back in queue.

I'd like to see greater selections of comics/graphic novels/manga, please. I’m interested in these types of books but rarely find any available from any branch.
The new checkout terminals are much less effective than the previous simple scanners: use too much counter space, run slowly, look primitive. In my opinion the county was sold a bad deal, and I wonder who benefited.

Please consider providing access to video games, more comic books and graphic novels, an easier way to search JUST graphic novels on the library website, and more books of foreign languages such as French and Arabic.

I have been very satisfied with the FCPL online "place hold" and "pick-up at which location" feature. The Patrick Henry location is two miles away from my house and great proximity to the WO&D bike trail. I can ride my bike to Patrick Henry, pick up an on-hold book, read a few chapters in the quiet study area to determine if I want to check out said book. I love it, fits my life. Fits my reading style. Sometimes there have been popular books that seem to have a long hold line - circulate another copy...or two? I'm patient. I can wait a few weeks to read the next big thing. If not, I'll buy it. (They still have book stores?) Unless there's a book or another material I need today or next day, I usually find said material at Oakton, or Tysons - Pimmet Regional locations. Both locations a short car ride. I have been "extremely" satisfied with the Patrick Henry location staff. Courteous, sincere, and always helpful. (Hat's off to FCPL Patrick Henry - Vienna) All in all I have been very satisfied with FCPL. I hope this helps your survey. If you have any more surveys concerning Fairfax County Public Library future, kindly let me know at my #3 email address - motion992006@yahoo.com I'd be happy to participate. I learned to read at this library. All the best. KWD

I would like you to modify the library website so that interlibrary loans could be requested without having to open a completely new window. I would like you to modify the library website so that its easier for first time users. Its visual presentation could be improved to be more intuitive and less cluttered. It should not take so long to learn how to do obvious tasks.

Patrick Henry is a little shabby and worn, not always very clean. Throws away too many books. Many missed opportunities - meet the author and the like. Promote literacy and knowledge. Need to be open when most of the public has time to go to the library - Sundays and most holidays. Keep McDonald's hours.

We love the library! Keep up the good job!

Very appreciative of the library. Like to see the librarian selections for reading. I use the online resources -- magazines and books, quit a bit.

I'm counting the days until Pohick reopens!

What are national trends? What are cutting edge library ideas? What services can be conducted via Internet? What are cutting edge marketing ideas? All I know is that when I want to use the library on my day off it is closed. Do not close on holidays. And its periodical subscriptions have dwindled. I used to spend a couple of hours every few weeks just browsing periodicals of interest to me. Now there's not much of interest. And it's important that materials reflect the intellectual diversity of our nation. Thanks for asking.
Love the option of being able to put a book/item and hold online and being able to pick it up quickly.

I've always enjoyed having our libraries. They are a great way to share love of books with growing children and a good resource.

You are doing a good job. Would like to see more magazines and a place to enjoy them. Perhaps see book markers with authors by classification ie. Mystery and then a list of best selling authors or International thrillers and a list of authors. This combined with the signs displayed on shelves such as "if you liked this author you might like xxx" would encourage expanding a reader's choice. Audio books are a great idea and I appreciate the selection. This is a nice way to pass a lengthy car commute. It was also wonderful for my blind relative. When taking my 8 year old granddaughter to library, I am not familiar with popular or ideal books for her level of reading which is high. More information for parents and grandparents to help with selection of appropriate, popular and interesting reading materials.

As a fourth grade teacher in the county with a large classroom library of my own books, and an excellent school library, I love that I can supplement my collection with books from the public library. While I chose to comment on the Chantilly library, I use Fairfax City about 50% of the time. I have been a teacher in Fairfax County for 25 years and it wasn't until my last visit to Chantilly that I was told about the teacher accounts!

The library is exactly that, a place to find books, magazines, audio books... It is not a daycare, loan service for laptops, place to access porn on the computers. I do not want my tax dollars being spent to offer services that have nothing to do with a library. It should be a quiet area to read books, with separate areas that can be used for discussion, or study groups.

The library has so much to offer. I think libraries could be used to generate more funds by offering to hold events, meetings, book signings, lectures, movie showings - have a theme night for kids or teens for a small fee, have nicer event rooms, enable food to be brought in event rooms, art classes. Do you offer tours of the library to schools? Show kids how books are categorized, what’s at their fingertips, what is available. I’ve been going for years and I am sure have been missing out. The more people feel they know, the more they will want to use it.

My family uses the library services very frequently. I appreciate the friendly staff, selection of books, and ease of interaction through the catalog, on-line access, and e-mail. It has been especially rewarding for my children. They were both excited when they received their first library cards, and I think Fairfax County Libraries have contributed to making reading and learning fun and exciting. I want to specifically commend the revolving displays of books that reflect the themes of the month or seasons. They are well thought out and always capture my eye.

I use both the online system and our local physical branch of the library at least once a week, to order books, audiobooks (on CD) and e-books (Kindle) for my extended family of three adults and two children. I am most interested in seeing the library devote its resources to being excellent at things that are literacy-related -- reading material, literacy
programs for adults and children, etc. -- and less interested in seeing its resources spread thin across a wide variety of other programs and services. It's disappointing when I read about a book in the Washington Post and can't even find it on order or at any branch of FCPL, while little Arlington County has three copies (some of my family lives there and helps me get books that are unavailable here). I think that community groups providing services unrelated to literacy should be allowed to use library meeting spaces to provide these services, instead. It also seems to me that physical CDs and DVDs are becoming dated with the proliferation of online streaming, and are not a good investment. I wish the library would sometimes open earlier, because families with young children operate on a much earlier schedule -- they're up and ready to get a book by 8 or 9, taking a nap by the time the library finally opens, and in bed by the time the library closes!

What I would really value would be epub books being available without putting them on hold. They are electronic after all, so they can't be checked out by more than one person at a time? Perhaps there is a software issue I am not aware of that prevents more than one person from checking out the same book.

I have long lamented the quality of the preschool story hour at both Oakton and Maple Ave. locations. Please get a video of their storytime or call and speak to someone at the Colorado Springs Briargate branch to see how catering to these vital age should be done. A huge opportunity to capture this age when the love of reading can so easily be instilled is missed by having such a subpar program for these kids.

Your on-line access to Value Line and Morningstar investment service resources are invaluable. Access to these sources saves me hundreds of dollars per year in investment expenses! I would like to see you expand the availability of "Investors Business Daily" newspaper beyond Fairfax Main library to some of the other regional libraries such as Chantilly, Reston or George Mason. Used book sales held every spring and fall are wonderful opportunities to raise funds and to show FCPL's best face to the public. Please keep them up! Overall, you're doing a great job. Taxpayer resources are being used wisely and to good effect.

FCPL should invest in nice, quite and private spaces to study. Staff should be more strict to preserve a noise-free environment in the libraries. The worst library in terms of people talking loud is the Dolley Madison Library in McLean. Everybody speaks so loud in that library, especially the staff.

The biggest thing the library could do for me is to be open on Sundays. With two working parents and young children, Sunday is the best day of the week to visit the library. All the other programs mentioned are nice to haves, but I really just want Sunday hours at my local branch.

I have loved Fairfax County libraries since I was a kid. They are pretty great now. However, I do not want them to get "mission creep," and start getting into more social services or costly/maintenance-heavy programs. The last thing we need in Fairfax County is to spend even more money.

We need bigger buildings. Our libraries are cramped and disappointing in their architecture. Take a look at the Boca Raton system for architecture. We don't have enough
community space in our libraries. We should look to have libraries in larger multi-use buildings for flexible use spaces like meeting rooms. For instance, the Oakton and City of Fairfax libraries should have been made much bigger. They are relatively new and already they have outgrown their spaces and their meeting rooms are hard to reserve. Take a look at the Kansas City system for programs offered. They have a dynamic offering of lectures, movies and other activities. Book sales: Book dealers should not be allowed to aggressively horde books to sell later. Main libraries should have the same lower prices as the branch library prices. There should be something done to encourage library patrons to take better care of the books. Often the books become filthy. Perhaps bookmarks could be offered and signs posted in the library and on the website to discourage folding pages, eating while reading, and etc. Also, the same can be done to encourage people to be more careful with the DVDs and CDs so they are not scratched and become unusable.

Public libraries are a highlight for the community. Even though books are sought after electronically more often as technology evolves, it’s critical that children are exposed and that libraries continue to assist and serve various needs and interests.

The building for the library is outstanding, along with very convenient parking, and book drop offs. We should be most proud of our library, and it is shameful if you do not use it!

We love, love, love the library!

Regarding your section of the survey asking if you should expand various areas or service, I wanted to answer that I think you do great right now. I love the fiction area and cd books. I am always happy with what you have now. I don’t want to go on record saying you should expand or enlarge what you have already. We are always under pressure today to expand or do more, usually with less people and less budget. I don’t like that pressure.

Please bring back the ability to pay fines, in person, with money, in the library. It is so cumbersome to have to use the self-serve machines with a credit card. I rather just procrastinate paying any fines as long as possible with these new machines. In the old days, when I could pay with cash, it was so easy to just pay any fees, that I always paid them right away whenever visiting the library.

Love the new self checkout machines at G Mason Since hours were cut, it makes more sense to cut early weekday hours when kids are in school than to cut weekend hours. Sunday hours are too short! Suggestion to have longer Sundays and shorter weekday mornings.

The machine to pay your fines is annoying because you cant just scan your card and pay, you have to know your password. Also more consideration for handicapped people. My husband is not mobile so I go to the Library to pick up his holds. I am supposed to have his Library card. Even after I explain the situation, I have had to ask for a supervisor so that I can check it out with my Library card.

I have read more ebooks and audio books in the past two years than hard books. I do not frequent the physical library as much, because of easy access online.

The availability of online e-books is insufficient. Wait times are much too long. More copies of books should be bought. I usually need to borrow my books on other ebook libraries (e.g.
Arlington, or Broward Co in Florida) to get the books I want to read. I would think Fairfax Co Public Library’s selection (and number of copies) of popular ebooks would be superior to Broward Co, but it’s the rare occasion when Fairfax County has the book I want to read next.

The Sunday hours are frustrating. I wish they opened earlier than 1pm. Love the book sales. Happy with our library system, but would love MORE books of popular titles, sometimes the wait is soooo long I’ve forgotten I’ve put the book on hold.

I think I need more program for kids in library

I love the Library. I use the on line resources to reserve books, go to the library at least once a week to just check out new books. . I feel very fortunate to have such a nice library

The Library can't be all things to all people. Focus on books (including tapes and CD’s) and important, authoritative reference materials. Skip the trendy, peripheral stuff -- it’s available elsewhere, and the library would never compete successfully anyway.

The staff is always so helpful, and the wait times for reserved books is very quick!

Overall, we love the library. It is a great resource for our family and children especially. It is a small branch and often hard to find what we are looking for there though. Inter library loans are ok, but require another trip out and wait times. I would like to see the library be more robust in its’ offerings or have more available digitally.

I’ve read in recent years about scandals involving dumpsters full of new books behind libraries. Please stop throwing away books! Libraries should not get rid of items. If you run out of room, you can move some things to storage where they’re not on shelves but can still be accessed on request. You're a reference resource, not a business - how many times something is checked out doesn't matter. I like being able to find books at the library so I don’t have to buy them. I don’t mind waiting if there is a queue in front of me - the hold process works well. If you bought fewer copies of new books so the wait time is even longer, that’s fine with me and saves money too.

I love the library. The employees @ Patrick Henry are competent, friendly, and very helpful. I wish the library was open more hours particularly since the Tysons Branch is undergoing renovations.

Is there any way to speed the process of receiving a book once you’ve placed it on hold? It can take up to one week before you get the email that it’s available. But in general we love the library. I have 3 kids; 11, 9, 7, and we use it about once/week. Keep up the great work! They’re clean, quiet, have free books, and staff are always friendly & helpful. If everything were like the library I would be thrilled to pay my Fairfax County Taxes!!

thank you!!

Add more ebooks and audio books. Help people volunteer to help others Other than quite satisfied
It would be great if there were more community activities (e.g., foreign language groups, book clubs, etc.) targeted at younger adults. Many such activities occur during the daytime, when many working adults cannot attend. Also, is there a way for the e-book catalog to gray out/not display books that you’ve already clicked on/seen and don’t want to read? This functionality would be similar to how hyperlinks already clicked on in a search engine display differently, allowing the user to better track which books have been seen already, making for easy browsing.

I would like more help identifying appropriate books for my children’s reading level.

Focus on books and literacy. There are plenty of other venues for video, music, etc.

I believe the library is an important part of the community, and provides many valuable services to a wide variety of people. I have been an avid reader and enjoy being able to check out such a wonderful variety of books. The online services and ability to place items on hold and pick up them up at a convenient location has been greatly helpful. I used the library frequently when my kids were young, and they happily participated in summer reading program and other events for kids! The staff has always been helpful. I’ve not had much luck with being able to get online books at the library - but hope for improved services. I’ve gone to some events organized by the library for adults.

Thank you for caring for the community, and having a safe space for those who need it.

Self service book check in should be added to all libraries. Now.

The library is the best value I receive from the county for my taxes. I use the library at least weekly and often more than once a week. It is a community center. Would like to see more programs offered.

As a preschool teacher, I appreciate the ability to search and reserve books online. The convenience of having materials sent to the branch I frequent most is extremely helpful.

You have a solid offering of locations and material: Make things better by: better hours on sundays. please, towards the survey question about ‘value’ : its a loaded question: there isn't much 'value' to taxpayers when a county employee retiree’s typical pension (income after working) is worth over $1.5 million (present value) in their retirement lifetime. legislators must eliminate defined benefit pensions for the county employees - too generous and not ‘fair’ to taxpayers who themselves (mostly) don't have such generous retirement bene’s. We should not be paying for a county employee not to work for as much as 30 years (in retirement). Instead offer them an enhanced 401k. its time to step into the real world. The writing is on the wall. the budget is unsustainable.

I go down to Prince William County libraries because they have better children’s areas (toys, puzzles, and tables to sit at in the children’s area). They also have drop-in children’s programs where it is not necessary to register in advance to attend the program. I would prefer to go to my local Fairfax County library but I was frustrated by the insufficient children’s programming for my young kids.
WELL I have several thoughts. I have an interest in detective work/ crime solving and am very impressed with the crime museum in D.C. and John Walsh’s work. I wish there was a special wing addition where people can learn from private investigators and others such as novelists. I have been a fan of Sherlock Holmes. Ms. Marvel, murder She wrote. They have interactive exhibits at the crime museum. I wish that the library would take some of these exhibits go visit the Crime Museum in D.C. John Walsh broadcasts a lot from his own studio there. it is super cool. I was thinking of making the library more like a museum. There should be a special room sort of out of the Russian Sherlock Holmes series with an arm chair and a fake fire place. Maybe it could be connected with the crime Museum and have a skype connection. I have a really investigative mind. Maybe a how to be an investigator. Anyway- I also have an interest in solving mysteries. now the other subject has to do with the awful garage. whoever designed the garages must have been drinking. I cannot take the sound of the fans. It can drive a person mad. I hate parking in the garages. I worry that an earthquake will bury all the cars squash them flat and i am thinking who designed this building was NOT thinking ventilation and earthquakes. i also do not like the elevator but i have bad knees and cannot take the stairs. I notice a lot of the "homeless" at libraries. When you have our borders wide open and thousands of people from South America, China and other countries coming here for refuge and a lot of illegals it is a TRUE CRIME THAT WE DO NOT TAKE CARE OF OUR OWN PEOPLE FIRST! There should NOT be a single homeless person in this country and they are treated badly by people. I would like a special room where people are allowed to take a nap for 30 minutes to an hour. The homeless people are run ragged. they have no where to go without worrying about what little property too sad!

My biggest priority would be on keeping the library open on Sundays, and having it stay open the same hours during the week, say 10-9 Monday through Friday, 10-5 Saturday, and 12-6 Sunday.

very convenient; enjoy the services offered

We are fortunate to have a fine County Library System. There is always room for improvements. I must leave it to the senior managers to guide the process of innovation & maintaining the best collection of new books added to the 2.3 million now on the shelves. Seems to me that more tax dollars should be invested into keeping the library facilities looking as totally modern as possible with the optimal use of space and attractiveness in every feature of the facilities. Battling obsolescence & wear & tear on the physical plant is a constant requirement. We in Fairfax County want to have facilities which are absolutely "state of the art" and as fully stacked as can be afforded. Thank you!

Thank you for your service.

Having moved from Harford county Maryland I have been disappointed with the Fairfax county library system to date. The children's section is limited and there are few activities to get younger children involved in the library.

Would really like to see an expansion of e-books. Current wait times for popular books are often very long. The same comment applies to audiobooks.

I use mostly borrow books electronically now. Great service but often have such long wait! Also I recommend to have movies available for streaming.
I realize its for privacy but the new books on hold system is so hard to use especially for those with difficulties seeing well (macular degeneration)--the letters are so small! Wish you all would do more to explain and teach how to use the ebook and elibrary system so I could check books out that way vs. waiting for the books....i just don’t get it-yet. Thanks for doing this survey. I love the library. And I love my librarians.

I would like more access to public meeting space for social meetups

I am eager to see when the Pohick Library re-opens to see its new design? I'm friends with the staff, I miss it.

More e-books. Also should maintain their book collections instead of destroying books that haven't been checked out for a long time. My family loves the library and all the books. Thank you.

Have always loved visiting the Reston library, though I more often use the downloadable ebooks these days. Appreciate all the services and content that FCPL offers (though it would be nice to see more e-content).

Thanks for doing a survey

If it can encourage the kids read more.

If resources permit, I would like to see regional libraries have regular monthly speaker programs in the evenings and/or on weekends.

We moved from Tysons-Pimmett to Patrick Henry and it is disappointing that there is nothing to browse at PH. There are NO CURRENT BOOKS on the shelves.... no "hot picks" and things like that...

My family loves the library! I usually go to Fairfax but my daughter is at Patrick Henry almost every week. The libraries are always full of people and busy with lots of activities.

The library should not be involved with political questions about voting. Teaching English is the job of parents and schools, not the library.

I love the library.

1. Above all, the Library must be brought into the "Kindle" age of digital books that can be classified by the clicks of a computer, saved by computer, checked out through an email request or even by a spoken request over the phone and read or listened-to on devices like IPads and iPhones. A study might be made of the system used by Amazon-dot-com to store, receive requests and deliver electronic books. The Amazon-dot-com system might be modified and adapted to the library system. 2. In upgrading the library digitally, experienced librarians, in spite of how much we love them, should be excluded from the planning because they are probably much too enamored of traditional paper & ink books and the Dewey Classification System. They are wallowing in the "Romance of The Book," the printed book that is now looked on by many people with the same curiosity with which we once viewed rolled-up manuscripts written and illuminated on lambskin in monasteries.
The planning of the NEW LIBRARY must be done by people with "new eyes," people with "Amazon-dot-com eyes" so to speak. Digitalization of the library will mean less expense for the real estate needed for library construction. There will be less need for shelving; although, librarians could reduce the need for shelving today simply by purging the stacks of books that do not circulate. This requires a ruthlessness that very few librarians possess.

Fairfax County Libraries are AMAZING!

I would like to see more integration between the e-book catalog and regular catalog. Particularly keeping you logged in across both sites. Evening hours on weekdays at the branches are particularly important to me.

I love the accessibility. the libraries are easy to find, easy to find parking and open for reasonable hours.

I think the biggest waste of time and effort and money that you ever did was create green parking spaces at libraries in low income neighborhoods. I cannot believe you have parking places marked hybrid vehicles only when the library is supposed to be for everyone. The Thomas Jefferson library is surrounded by rental housing. That is not a place where people can afford hybrid vehicles. It's insensitive as well as bad judgment to have his parking places there and I wish you would remove the signs. As well as the ones for carpools. Again, the library is for everyone. I have been very pleased and satisfied with the library system overall.

Love love love our libraries! Have been a regular user since many local branches opened and take advantage of many services.

I would like the library to be open for longer hours on all weekdays. It is difficult to make it to the library before it closes on the days that they close early since I am not back home from work on those days.

Esta pintandomelo.

The FCPL system needs to focus more on broad subject selection and research resources, and less on catering to people who want to spend tax dollars on airport novels instead of their own money. It needs upper management to stop kicking around insane ideas like book vending machines or intentionally hiring under-trained (non-MLS) staff.

I think that having a library of books and computers to use is a good use of our tax dollars. Everyone, regardless of ability to pay, is able to access a wonderful selection of books and expand their knowledge should they choose to do so. However, I do not think we should enhance or expand any services as the current number of services offered within the libraries is more than adequate. If anything, we have too many libraries (one off Hunter Mill and one on Maple Avenue near Lawyer's is one too many). Also, we should reduce the number of hours open to reflect current usage. Thank you for this survey and the opportunity to express my views.

It would be helpful if we could download books to our e readers at the library. Reception at home is sometimes spotty.
I am addicted to audiobooks and appreciate access to overdrive books. The wait is sometimes long but I get to listen to the books I love on my ipod and love it. Keep them coming. Thanks! Before overdrive, I was addicted to the CD audiobooks.

I love reading and learning, and Fairfax County Public Library allows me to do those things and encourage others (family and friends) to do the same! I have used to library mainly for its books (as nonfictional resources or fictional entertainment) and for a study space/area to get schoolwork done. I never seem to have a bad experience!

Would be nice if there was shorter time to wait for audio books on hold for downloads.

Library offers excellent service. I thoroughly enjoy the service...one reason why I’d hesitate to move out of county. Keep up excellent work and service.

Generally very good

Please have freegal and hoopla app for download music and video. Other libraries have them, except us.

A tutorial on downloading ebooks without wifi, i.e. with a USB cord would be helpful. It would have helod me successfully download it. I didn’t the first time and had to wait for the 3 weeks to expire to request and try it again. I’m really uncertain about using the library for helping individuals apply for unemployment, Social security, and other such programs. I’m not sure that fits in with the goals of a community library. Those should be literacy of young and old providing free access to written resources of all kinds. I recently discovered and have used Mango languages this past year for my 1st grade child. Mango is a very valuable program I would hate to see cut. It makes learning another language easy, even fun!

I am a teacher and I have adored the library as part of my life since childhood. I am so glad I don’t have to buy/own books. I don’t want more "stuff"!! I am thrilled with the audio books. I used to look with envy at that section of the library years ago since it was only offered to the blind. I am now "reading" more books than ever each day I go to work and as I go to bed or do chores. It expands who I am as a person, and an instructor. I love that we can also get audio dwnlds. Big Kudos for that. Brilliant. So many people however dont even know its available whenever I bring it up. I think that needs to be promoted more. I love the adventure of the new thoughts, and being able to share them with my students without it costing me anything. I encourage my students, largely adults, to go to the library each week. I bring stacks of books in with me to fuel the desire., as it always has for me although my students are largely 45-75 yrs old. I wouldn’t have the job I have today without having seen the beautiful drawings in children’s books that touched my heart so many decades ago. I am so grateful my struggling parents, of modest income with 6 kids from poor farming backgrounds, had the insight and sense to make going to the library a part of my life like clockwork every 2 wks. I teach art and am a professional artist and teacher at a Non Profit art school, The Art League, in Alexandria. The Martha Washington Library is in desperate need of a day of volunteers weeding and planting,. looks like a slum outside despite a brand new building. Nature is inspirational... there are large windows to a courtyard of weeds ever since it was built. We need butterfly plants, seed baring plants to attract birds etc. The learning and inspirations should continue out the door not just in books.
Thank you

Because I go to university outside of Fairfax County, I borrow eBooks more often than physical books. I don’t understand why there has to be a waiting list to get an eBook/eAudio Book since it is a digital file. I’ve also tried using digital services like Mango for learning languages, but really Mango is not a very good program and I can learn more using free sources available on the internet. Another note is that FCPL doesn’t seem to stock graphic novels aside from random issues here and there (I assume they’re donated?). Graphic novels/comic volumes would be a great investment for getting kids and teens into the library.

None

The biggest lack is a 24/7 place to get work done like what’s available on college services. You find a way to do that with some self service options and you may find more people will use the library.

I am interested in more story times or activities for the under-age 3 crowd. This doesn’t only support the children; it supports and helps educate their caregivers.

ebook nonfiction offerings should be expanded. either I cannot find what I am looking for or the one copy is checked out and i have to wait a month to check it out. Im a huge fan of ebooks which is my main use of the library.

I am a retired Fairfax County Employee. My office at the Fairfax County Government Center was next door to the County Library office. Every time the County Budget was up for consideration the first place the County Board of Supervisors looked to cut the budget to save money for Anything Else that came up was to cut funding to the County Library. I grew up in a small town Hopewell with a great library system. My Mother was on the Library Board in Hopewell for around 20+ years. I also lived in the City of Roanoke which had a Fantastic Library System. One of the elements that I judge whether a place to live is a good place to live or not is the area’s Public Library System. We have closed local libraries, a couple just in Reston. For wealthy County like Fairfax to continue to "TRIM the library budget EVERY YEAR is a SIN". It is stealing the joy of being able to use these centers to their fullest extent. Not everyone in Fairfax County is wealthy. Not everyone has a home computer. Not everyone is able to buy books for their entertainment and their children’s. My granddaughter in Glen Allen gets 11 to 12 library books weekly. My children began reading at 3, went to the Summer Reading. I buy some e-books and download them to my Nook. I have recently begun using the Herndon Library weekly, sometimes more than once a week. I try to return books as I finish them since there are not a great many available in the areas of my interest. I am starting to buy new best seller hardback books, and after I read them donate them to the library. Years ago we got rid of five bookcases at our house, we had a great deal of "Coffee Table Books" and best sellers that we donated to the library many of the more expensive books were sold online. Many of the items you suggested regarding second language help, and help with job applications and such should be addressed by the County with additional funds provided to help offset the cost. Good Luck!

Thank you for all you do, and I most look forward to you expanding your e-book and online audiobook collection, as well as accessibility services.

FCPL Online Survey 2016, Open End Comments
I wish there was a larger selection of fictional novels, or more copies of books, because I keep having the problem of not being able to get the books I would like to read.

I think you have a great library in Vienna. I don't know about the other branches, but I assume they are all good. I wish we could afford to have Sunday openings, more activities for the elder, retired generation.

The library is a great asset to the community. even with the hours being cut because of budget cuts and staff reductions, the library has consistently delivered excellent service to those it serves.

Libraries are too noisy and at least once a year the carpets should be deep cleaned. Also it seems like the kids are unsupervised

Great resource, especially online ebooks and overall selection. Biggest issues I have are the ease of website use: it's buried in Fairfax County's Byzantine structure and I have to save the access point as a favorite on every computer I use or I'll never find it again. Also, the search option can be difficult to find if not favorited: it would help to make it bold and draw out attention to the 'card catalog'. Overall, very pleased with the library system and tout it to friends living in other counties as one of the admirable services in Ffx. Love the eBook setup and would very much like more titles, especially non-fiction, history and the option to search by genre. (It's tough to look under "British History", so you have to get creative in word choice.) Keep up the good work. Happy to pay taxes if they contribute to such a helpful and rewarding resource.

N/A

Our library and staff are amazing they do so much to help the entire community in any way they can. Free downloadable loaner music is a spectacular idea

Why such long waits for e books? County should keep libraries open longer than rekindle hours to serve children - particularly lower income children.

Whenever I visit a library staff are helpful and competent should I have questions or require assistance.

None other than kudos for what they do and provide to the community

My income and skills allow me to use digital media almost exclusively as an adult. But I plan for my future *children* to use the library's physical resources. I want my children to go to a physical place, search for a book on the shelves, spend some time reading in the library, take home books, return books, etc. I do not need the library to become a "children's zone"; rather I want my children to grow up a little by using the library.

It would make sense to devote more resources and development to your online services, e-book checkout, library, etc. The Fairfax County Library Overdrive Site is okay, but could use some improvement. It is a bit awkward to navigate.
I think it strange that Patrick Henry library has so few books about Patrick Henry - from young readers on up. There is a ton of "popular culture" books of transient interest but lesser numbers of books of long-run value and merit. I do appreciate that IIL can fill the gaps - but the churn of the holdings concerns me in terms of wasted dollars. Is that what the system should cater too? I'm not sure that it uplifts the community or panders to less noble qualities. I also would hate to see movement away from reading to video entertainment - we are increasingly becoming a nation of non-readers as it is!

Please expand your audiobooks selection, particularly in the religion subject. Also provide more copies so that waiting time is not extremely long.

It is essential to continue to provide residents with hard copy books as no electronic experience substitutes precisely for this.

I LOVE my local library at Kings Park. I hope you'll continue to stock books on tape for people that commute long hours. Books are a great way to pass the time. The staff at my local library seem happy, pleasant, and are very helpful.

I used to go to library a lot when my kids are in high school. I like the services they offered to public.

They are a great partner with the Fairfax County Master Gardener plant clinic program.

I certainly support the availability of conference rooms and other meeting spaces that would be available to the community at the public library. It would be very helpful to also have available projectors in those spaces to allow for communities to put on presentations. It would also be helpful to coordinate with the local public schools to ensure that the library is an extension of their materials as well.

Focus on children and adults with specific needs (ESL, jobseekers, etc). This generation of adults and teens are more likely to get their books/music from Amazon or YouTube. Why spend tax money competing with those platforms? In theory homework help is great, but if the helpers are not familiar with the teacher's style or expectations it is not useful.

I suggest that the library subscribe to a service that provides online access to scholarly and academic journals for independent researchers not affiliated with an academic institution.

When I moved to Fairfax County from Denver, Colorado, 20 years ago, I was shocked to learn that Fairfax County Public Library had zero internet access. Coming from Denver Public Library system with dialup modem access, Facts on File access via computer/modem, reserve books by computer modem, digitized card catalog, and access to the CARL dialup system (soon via internet) which gave access to every major research library in the Rocky Mountain, Pacific, and Hawaii time zones to find that the Fairfax library system wasn't even accessible by computer/modem was a shock. In addition, the Denver Public Library system had twice the number of books as the Fairfax Library but serving half the population as the Fairfax system. What a major disappointment. Other libraries supposedly open to Virginia residents such as George Mason University meant paying to park and a walk just to return a book. My last effort to use Fairfax Library was the Overdrive app on my iPad and ePUB digital books to check out and read on the iPad. I was...
able to check out one single ePub book as an experiment. Not one single ePub book that I wanted to read was ever available to check out. I gave up on that. Currently I don’t know where the Fairfax main branch is located since the one in Fairfax City was torn down. The Fairfax system has been a major disappointment. Go to Denver and visit a great, great, public library system.

Great library, and a great service to the public. I used public libraries heavily as a student, and as a young adult and parent of three. In older working life, I’ve had much less time and thus my reading has diminished and my library use greatly diminished. Upon partial retirement in a few years, I hope and plan to make much more use of the library, as I will up my historical research and pleasure reading. My lower priorities on e-books is just for me (I'm not much into them) but if young folk want that….go for it.

it is a tremendous resource that I do not use enough. My needs have changed over the years, but there is always something the library offers that i can't get elsewhere.. I use the inter library loan system alot to get books that are extremely expensive to purchase from amazon.com. I am about to start using your periodical resources to find articles from the past for a book i am writing. Also, i like going to the library- it buzzes with activity from people of every age, gender, and race. It is a positive place full of curious people trying to learn and helpful librarians dedicated to assisting that learning.

You should just offer the download server and close the buildings.

I frequent Richard Byrd library, as I pass it every day on my ride to/from work. It is located in an area that is not as affluent as other parts of Springfield, with many immigrant families. It is extremely gratifying to see the many cars in the parking lot (weekdays and Saturdays, both), and the number of parents taking children to the library. The library system is one of Fairfax County's most valuable resources - it enhances and supports the education of children and adults. (I miss my local library, Pohick - and can’t wait to see it after the renovations are completed next year!) I am looking forward to retiring in the next couple of years, and to spending far more time in the library as a volunteer.

I haven't used the library recently due to family demands, but I have previously and I expect to use it in the future. I have always been very pleased with the resources found at the library. Thank you.

Local libraries provide a very important service to the community. I no longer purchase books since I relay on the library for all of my reading material. I’ve attended several author talks and appreciate the summer reading program for kids. I wish the summer read for adults was back! I also believe it is very important to have "live" people working the library to answer questions and be available to help. I wouldn’t mind going back to the days of "bookmobiles" to raise awareness of library services and to get the library out into the community for those who can't drive or make it to the library. In this age of technology, as much as we need to move forward, there is nothing like a book in hand to promote overall literacy. And never, ever, ever, throw away books. I am sure there are many venues (just ask the community) for books that the library system deems no longer needed.

Is it possible to have e books you can listen to on your i phone?
I love the fcpl. My children love the fcpl. I do not wish to see the budget for fcpl reduced in any way. The fcpl librarians are friendly helpful and knowledgeable. They make going to the library an enjoyable experience for my family.

Recycling books, including reselling, working with resellers, and even stocking some bestsellers from them should be considered.

traditional libraries were created by the donation of private collections. How many Ebooks are out there never to be read again? My nook has not been opened since I got the I pad.

I would like to see the website improved - it is particularly difficult to navigate when checking out books and accessing my account from a mobile device

I use the Fairfax County Public Library eBooks the most. It's very easy to use and I would love to see a greater selection of eBooks available.

I love our library system! I would like to see it continue to evolve as a community and resource center.

Would love to see more libraries with dedicated children’s areas that are separate from the main area. In Florida, where I grew up, almost every library had this as well as creative play items for children (puppet theaters with puppet, play kitchen area, blocks, etc), as well as a separate place children could practice reading aloud without distributing other patrons.

FCPL provides a great public service and should be careful to prioritize and balance their objectives funding towards services that are not currently provided by other FC agencies or the possibly the Internet. Keep up the great work!!

More weekend preschool and early elem programs need to be offered on weekends as many parents work

happy sam is gone!

Please keep up the books on CD section! It seems to be shrinking lately.

We love the library. We would like larger area for the children. We are interested in donating toys if it is allowed. Thank you

I love the library, particularly the children’s section and new releases.

Please keep some options for each book in hard copy for those who like to hold "real" books. Don’t toss classics as each builds life for the next generations ones. Somewhere they need to be available for those when ready to read. Books on CD got me through many a long commute or vacation drive.

Need books by self-published unknown authors. Grammar, spelling, etc., should not necessarily disqualify these authors. Ask www.goodreads.com staff for help. Library should be in the business of helping authors, especially local authors, on getting their books in system.
Thank you for all you do. I love that the library is crowded every time I go!

Love the library! Would love to see Makerspaces in Fairfax

Have Sunday hours.

Perhaps the periodical section could be replaced with digital magazine subscriptions and a borrowing system like the ebooks.

I don’t use it very much myself but believe it is a very important community resource especially for children.

Need better online book offerings. Need subscription online offerings. Overall need to move to a heavier online presence and less brick and mortar. Never used to visit the library except for the book sales, but now use the online books regularly when can get the latest books for my favorite authors. And then I have to wait weeks to get.

I enjoy Fairfax county libraries, and enjoy the convenience of all of the locations. Across the board, though, I have a problem nearly each and every time I go. I am always hearing extremely loud discussion with people teaching ESL adults or students, and sometimes otherwise homework assistance. It is so loud as to be disruptive. A library is supposed to be quiet. Once, I was utilizing the library computers for a research project and a nearby volunteer was assisting an ESL person so loudly that I could not concentrate. Other patrons at nearby computers shot glances at her as well because she was so loud. It was very awkward, but I got up and approached them asking them in a quiet and pleasant manner to please be quieter. I was given an angry glare, and nothing changed, her tone, voice, and volume remained the same. I have this typical experience every time in every library, most notably at G. Mason. They should be put in a different and private room so as not to interfere with patrons trying to utilize the library in the manner it was meant for.

Being that technology is out future, I’d love to see the libraries offer more programming and technology classes for kids of all ages to learn. Get high school kids in to teach as community service or even charge a nominal fee for different levels of programming. There should be a lot more educational classes that are available. Reading comprehension, would be another great class as many kids are failing sols in our area. Thanks so much for conducting the survey and hopefully making changes.

you need to improve wait times for e-books.

Better, more private play/reading spaces for children. We were going to the Pimmit Hill Library before it closed and now Dolley Madison. The children’s areas are too exposed to the rest of the library. It’s hard to keep the little ones quiet/contained. I have two children (1 and 3).

I love libraries. The Patrick Henry library that is closest to my home is in very poor condition. It looks very dirty, is in need of a severe update and has a very poor selection of books. It needs an overall overhaul.
I love the ebooks and think the wait list is fine. I am always impressed with how many best sellers are available. I read most through the library and appreciate being able to do so. I think it is important to keep computers with internet access for job seekers who can’t afford or don’t have internet.

There should be some books on other languages as well based upon demographics

I’d love a comics/graphic novels section like Arlington and Alexandria libraries have and I browse and check out from frequently. The staff recommendations shelves at George Mason are awesome!!!

Libraries are wonderful places, thank you for all that you do.

Please consider a seed "lending" library or seed exchange since you already have a wonderful gardening program!

have child-free zones

I love the library

none

I love being able to place items on hold on line. Transportation from one library to another seems to take awhile though.

Keep up the excellent work of this important resource. Thank you!

Love the library, have seen its value in supporting quality of life for a wide variety of people and feel it is essential for the community, a high priority.

I really appreciate all that Fairfax County Public Libraries offer--I’m a huge fan of the downloadable book program!!--but I think I’m ready for FCPLs to take the next step and be community innovators and help expose us and our children to new things and new ideas.

More e books!

Would like a longer e-newsletter that includes all upcoming events. It is hard to go into website find calendar and get a list of all events. The email that comes from library only lists a few events. It takes so long to get ebooks. It is sometimes months between time library receives hardback and when the ebook is available

I appreciate the standing book sales as well! Would love to see expanded focus on early literacy and poetry.

We are very satisfied with library and the staff.

When I moved here to fairfax County in 1981 I was thrilled. Martha Washington library was so so, but very pleasant and Sherwood Hall library was okay. But the fact that we got three weeks told hold material was tremendous The only problem was there were very many copies and the books I wanted were only available in the western part of the country. Not
too long after I was able to reserve and bring what I wanted to read here. Cut backs in
decent staff and social programs have made the library into an huge internet cafe. There is
noise and chatter and unhelpful people working at the help desks. The library has become
something that it never was before. Because of the demographics, the great reads are still
arriving in the western part of the county and one has to reserve a book in order to get a
best seller, or there is a line so long because there haven’t been enough copies ordered.
Time to worry about the reading folks who live in your county and pay the taxes, libraries.
Please give us a break for a change. Make the library into the library and let social services
worry about social services Libraries are supposed to be quiet places for reading and study.
Thank you

The login feature is not ideal. Please redesign the website. In fact the Fairfax county
website needs to be upgraded. Expanded hours like opening on Sundays would be nice
especially for people who work. In many cases, Saturday is my only option to visit the
library. I can’t always make Saturdays. I want more frequent reminders for overdue books.
I’d like more transparency how the library is using my late fees to enhance the library.

This survey didn’t work very well. It took two days to complete. A new IT provider my be
needed.

You all are doing a great job. Thank you for keeping this vital program and services.

We love the library and spend a lot of time there especially in the summer.

I love the FCPL and especially the Kings Park Branch. Love the Wowbrary newsletter but
most fun for me is to just browse the shelves. It is very important to help children learn to
love reading and help them to understand what a wonderful resource the Library is.
thanks!

My children absolutely love to go to the library. I’m very happy with the communications I
receive informing me of when books are due or when my held items are ready for pick up.

I wish the county had a library with a physically beautiful space. When we lived near
Boston, our local library was partially housed in a historic building, and when you walked
in, you were immediately filled with a sense of awe. It felt like a hallowed place. The Patrick
Henry library, our closest branch, is so utterly depressing. We use our library frequently, so
I have a few suggestions: 1. Send out email reminders about books being due first thing in
the morning (maybe before 7:00 am). 2. If a book is late, send out an email reminder the
very next day, not 3 days later. I am diligent about making sure our books are returned on
time, but we have so many books checked out on two different cards with multiple due
dates that just a little tweaking in the timing of your emails would help me. 3. The search
engine on the library website is terrible. Not only is it visually unappealing (making it
difficult to navigate), but the search function itself is imprecise and a total dinosaur. 4.
Maybe you could spruce up the grassy area in front of PH so there would be a nice place to
sit outside. 5. Replace books on CD often. Many of them are so scratched up, they are
unusable. 6. Provide an easy was for patrons to request library purchases, such as books
the library does not have in its collection. 7. As far as I know, you don’t do this, but would
you consider offering some programs for homeschoolers? Thank you very much.
A librarian friend of mine was laid off from FCPL because she said you no longer believe librarians are necessary and you are moving toward all the employees just being associates. What??? That doesn't seem right.

I would like to see the hours expanded on sunday.

I found this survey to be a bit unsettling. I do not want to see services expanded, especially into areas which are the original intent of a library until advances are made in ensuring materials and ebooks are readily available. Non fiction and research books inventory are super thin. Children like to go to the library and do hands on research, be able to select a book off the shelf and take it home. Do not use the library as a way to even some sort of perceived gap in society. The original intention is not to be everything to everyone. Ampeing up technology initially sounds great until you have maintain the upkeep on the items. I've seen it in the schools. We live in a very middle class neighborhood, yet the schools can't maintain the computers they have.

I have been a avid library goer since I was 4 years old. I love the environment and have used it for homework and job searching over the years. I love the fiction and nonfiction book selection and have never felt that anything was missing from the library selection. In terms of programs I think they should test the viability of programs for the 18-24 age range. There seems to be a gap there.

Thank you for the survey and for the public meetings. I hope this data will be put to good use to further Library services. I do hope that Fairfax County will understand the critical need for libraries especially during this time where people are so distracted by the many forms of social media. Of course social media certainly has it’s place however we still need the wonderful services of the library. I hope that the county is not currently looking for ways to reduce or eliminate Library funding. Thank you

I love our little library. As a a trained Mls librarian, I have a soft spot for the staff. Internet has changed the way reference staff work. I would love to see sample ways the reference staff help library users. I know what kind of work I did as a special librarian. What do reference staff do now and how does the library user know how they can be of help? I read for pleasure. Occasionally I ask the ref librarian for book recommendations. That would be a great help to me - to be able to comfortably go to the library staff to get recommendations. Another area that is mystifying is how I get access to e-books. See,s very complicated. The future of libraries is very important. Thank you for sending out the survey.

Any survey question with multiple response options should offer a response option "Not Applicable" or similar e.g. in regard to services "I don't use this service". Option available "Don't know" is in my opinion not particularly valuable in evaluating the question and would reasonably result in misleading results. Also in regard to a question about how best to receive Library information, there is only the opportunity to select one option. There should be the potential to select of several choices notwithstanding the use of "best" way to communicate.

We LOVE the library.
I am very pleased with the assistance of your Staff, keep it up, thank you, Josef Mair, 1205 Wiesman Ct. Great Falls.

Libraries are challenged to compete with electronic media and sources. I believe libraries can both offer traditional hardback books and resources while providing newer electronic sources.

Do not expand spending in areas that are not your responsibility especially with the ups and downs in the economy. Do not try to build an empire. You are a library. You are a library. Say it three more times and do not forget what your mission is.

The ebooks and eaudiobook service is excellent with auto sign out. It would be nice to have early return made easier. The books available have really improved and continuing to expand availability of best sellers and prize winners should be improved. Still too long waits. The library needs to stay focused on its main purpose before spending money in other areas that other government offices offer.

Extended library hours will help.

Allow space for local artists to display their work

As more resources move online the library should invest less in physical media and more in electronic media. Consider allowing users to check out or rent a Kindle or other e-reading device. The devices would probably last 3-5 years in a heavy use environment. A rental cost of $3/device/month would more than cover the capital investment.

This location is due for remodel and or expansion. Sherwood Hall Location.

Appreciate the chance to respond. Have seen the maker spaces transform libraries in other jurisdictions. Meeting rooms etc can be super helpful for start ups too. See Jim Hunt library at NC State and MLK downtown. Appreciate all you do, but keep access to new/lots of books at the center. You are a tremendous resource for our family! Thank you!!

I would like to be able to borrow more current movie DVDs. Selection at Centreville is limited to older movies and self help videos. Overdrive system is great. I use it often for audio books.

I take maximum advantage of e-books. Naturally, I would like to see a greater number of e-books available for checkout.

We love the babies and toddler storytimes, but some branches seem to allow too many in the room at once. Those programs work better when they are limited to 8-10 kids with a parent.... We stopped going when there were about 40 people in the room... it was too intimidating for our small child. Also, it would be really nice if the library opened at 9 some days, instead of 10. Little ones and elderly who wake up early have to wait around all day for the library to open, and by the time anything gets going there it’s naptime or lunchtime.

Just so that you have some perspective on my survey, I have two children ages 11 and 7. So my focus and concern is obviously centered around them and their needs. They go to a
good private school in Oakton, and between home, school, and the library they have access to lots of great books. If they don’t have something they need, I can get it from Barnes & Nobles or Amazon.com. My kids use the technology we already have at home to do research, write papers, etc. We have one iPad, one laptop, and one desktop computer. So they have all the technology they need too. My kids speak English, have no special needs, and aren’t immigrants needing assistance to get acclimated to the United States. My kids have me all afternoon and evening long to help them with their homework to ensure they understand their schoolwork and are getting good grades. So my survey, while it is reflective of our home, fails to reflect the needs of teens who need a place to study with their friends after school because they have a difficult home environment. My survey fails to reflect the needs of poor students who want to succeed but don’t have access to technology at home. My survey also fails to reflect the need of immigrants who are trying to get themselves established in this country and learn English, get a social security card, and get access to medical services. My survey also fails to reflect that some kids need extra help with their schoolwork and don’t know where to turn for assistance, but might benefit from a program (software or a tutor) at their local library. I’m also not a fan of showering kids with more technology and screen time. They get way too much of that already as it is, truthfully. While I personally don’t mind checking out my books at the library using a self-check out device, I honestly would prefer having human contact - especially when I need help locating a book, inquiring which author might appeal to my kids, etc. Libraries need librarians!!!

Love the down-loadable audiobooks! Wish every book was available in audio! Love the technical help and classes for using electronics and software such as Overdrive! The staff is always VERY, VERY helpful! Thanks for all you do! Joe Anne Kennedy

Do nothing to do away with our library. We need places to be just be.

As a member of different community groups, I appreciate access to meeting space via the library.

In addition to the children’s programs you currently have, I would like to see more senior programs or get togethers

I love my local library and am there at least once a week, sometimes twice. Everyone who works at my local library are very friendly and very easy to approach for a question or for help.

You are doing excellent job and thank you for the great resources.

Keep the enewsletter to four pages .....have set sections folks can go to for recurring info.

As a Fairfax Country resident, I especially appreciate the ability to use the conference rooms.

- 

I think the library’s resources should be spent on books.... both ebooks and tree books!
Great job!

hours should be better at patrick henry. more programs for children in the tysons area like they have in the alexandria area libraries

FCP libraries are excellent, they offer as much as they can based on what tax dollars they are available. I have checked out many many books to read for myself and my daughter. I have also checked out videos and kid movies when she was younger. The reading groups for the kids are wonderful. I grew up in FFX county and remember going to functions as a kid at the local libraries. Its a wonderful tool for stay at home moms to help expose their kids to reading and other fun things. And for the working moms who cant make the play groups or events during they day, some are held on weekends.

It would be really nice to have a computer that has newspaper archives. I believe that is what it’s called....

The library is a vital asset to the community. Books I use are for my work so I underline in them, make notes, etc. so library books are not as helpful. I do get books on tape for traveling.

I think libraries are extremely important and allow people to access materials which they need and or are interested in and may not be available to them otherwise.

Thank you for asking us (Fairfax County residents and library users) about what we value and want more of with respect to library services. Understanding that budgets are tight, I encourage the library system to emphasize on-line and self-serve options (enabling patrons to do as much as possible for themselves) so that the system can continue to offer access to an extensive range of books, while limiting personnel costs.

Do not THROW OUT BOOKS like you did before - 250,000 of them. That was a travesty. I was very upset about that.

Please expand e-book offerings and decrease wait times for e-books on hold. Thank you! We have the best public library system! Thanks for all you do for our community!

Redirect library funding by, close some of the bricks and mortar facilities, reduce bricks and mortar library staff and reinvest the funds in online services.

Along with the Rec Centers, Library is the most useful thing provided to residents. Both have tremendous impact for good. I can think of nothing that provides such a benefit at such a limited cost as the library. Please keep up the good work.

Please find the resources to have longer library hours and to open more branches. The library is very important to our community and should be kept as a priority. Keep the best sellers and multiple copies of many books a high priority. The library is a good place for kids to study and learn as well as adults who enjoy reading and the peaceful atmosphere. thank you for all the good work you provide
An expansion of programs - particularly children's programming would be so great. There aren't enough spaces or variable time slots for the kids to attend. They are always full. Also, what about programs that don't require signup? We had just a regular story time at the library where we used to live. We are a family that uses the library a lot. We are there at least once a week if not more and we use the overdrive system for eBooks. But I have not been able to get my 2 year old until a single program this year.... something is wrong with that picture. And he would LOVE it!

The library, for many, is the focal point of contact with the County but I wonder if it doesn’t get involved with too many things. I haven't determined yet but I am happy that we have the available library services that we do. I indicated Pohick library as the library I go to but in actuality, I haven’t been there since it closed. When it was open, I went very often. I go to both the King’s Park and Burke Center, and Byrd libraries until the Pohick Regional Library is reopened. I have had good experiences at the Kings Park library but I can recall some reference librarians at Pohick that weren’t so helpful.

Would like more Kindle Books.

I live on the Fairfax-Loudoun boarder and often visit the Cascades library for their extensive children’s story times. There is no sign up and a variety of options. I understand sign up for special activities, but story time should be available to anyone, in my opinion.

Please increase the number of working hours for the library; it’s crucial, for example, the library is open on Sundays. Thank you for the service.

1. I noticed that the library has opened up more to the homeless community. I just thing that maybe, some more attention should be put into this group. Maybe offering some additional training assistance to help them get back on their feet. I also noticed that some of them use the library to sleep. I feel sorry for them, but it gets a little bit awkward. I wish we could address this situation a little better. 2. Recently the library has become extremely loud. Noise from children playing; noise from people chatting; etc. I wish we could have better division of space. Although, there is an area for quiet study, it has limited space and it is not so comfortable being "squeezed"on the corner. It is difficult to focus when you are so close to others in a small space. Maybe some individual desks with dividers would help. 3. Please reduce the number of group study tables around the general area. People are using them for many things, other than studying (e.g. socializing). Thank you!

In cетreville branch, add more CD will be better!

Some of the questions are NA or irrelevant to me and in those cases I have marked " Don't know" for my response. Maybe the survey should have an NA option. I love the City of Fairfax Library!

I use libraries from all the surrounding systems (Alexandria City, Arlington, DC, etc.) and Fairfax County by far has the fewest offerings. DVD offerings are few and far between and the available e-books and e-audiobooks from Overdrive pales in comparison to other systems. I would really like to see expanded Overdrive and One Click Digital offerings although I know the subscription costs can be cost prohibitive. Still, Fairfax County is one of the wealthiest counties in the country, and the tax base should be able to really support
these costs. In addition Sunday hours at the branch libraries, instead of just the regional libraries, would be terrific. I hope proper funding can be restored to support library services. I've used ILL quite a bit recently and the service/availability is very good. I hope this service stays funded!!

I'd like to be able to browse the website for what's available to check out in Audiobooks. I have no key word. I have no author. I would like suggestions of what I may like to listen to in the car. I know where they are in the library but I'm also used to books being categorized the way they are in book stores, so I'm often frustrated when I try to look. And I'm limited to what's on the shelf, not what is available all together. I don't mind placing a hold and waiting for it.

Keep Library focused on books/reading for adults and children who are perhaps outside of the county education system or want access to materials outside of what is necessary for the school curriculum (all languages)----physical/digitized resources of literature. It does not need to just be another government building for all things that schools, employment centers, etc. all ready are doing. In other words, it needs to be very careful not to duplicate, and thus waste, resources that are already being distributed through other public institutes.

Thank you for the opportunity to comment. First, I'm a regular library user. I used to be a big purchaser of print but my habits changed once I had children and financial priorities changed. My comments/suggestions are personal in nature but may have some value for the general user. 1. Consistent/uniform reading material lay-out. There are about 5 libraries I visit regularly. One of these has a different method to organize their books which I found to be "unfriendly". The Dolly Madison Branch organizes its material by author. This would be useful if a patron was looking for a particular book but not if they were perusing a particular genera. 2. Why aren't library card holders able to review their checkout history? I read a lot of series. occasionally I forget what author I've read and liked. Having personal access to my reading history would be helpful. 3. Recently the method for shelving material on Hold has changed in the Patrick Hennery branch. I guess it will take some getting used to and I assume it was a method to improve personal security (initials and barcode with # versus putting a card holders name.) 4. Collections: improve the availability of complete collections. Occasionally there are works that are not complete, generally starting with a work that is later in a series so a reader of that work would have to sue other means to "start" a series. Again, thank you for the opportunity to comment. I think the FFX CO Library system is excellent. I value the staff, community space, and all the services provided within this system. I would vote to fully fund the Library system and make voting decisions based on services related to the system when advertised during the voting cycle. Please feel free to contact me if there are any additional questions. Respectfully, Michael Treppel Vienna Resident. mtrepple@aoc.gov

I believe our library staff are invaluable. They have really made a difference to the lives of my family and many people in the community.

I am very pleased with my local library, Martha Washington. It is within walking distance from my home. I like the section set up for new Recorded Books and books. The staff is
pleasant and knowledgeable. I get help when needed to order books not on the shelves. I like the self-checkouts. It's a very fine resource to Rose Hill.

Good service. I think the fines are a little steep.

I think Fairfax County does a great job with the resources available to them. I find the library staff courteous and helpful. I do wish that pay telephones were available at all locations since I don't have a cell phone and need access to a pay phone when my Fios service is broken and I can't call from home.

More books, less electronics. It's a library you know. Push hard in anything which can be done to encourage children to read. It's a lifetime gift in many ways.

None. Just continue to do a good job.

none

I work and have small children, so the only time I can make it to the library is on the weekend. Patrick Henry is closed on Sunday, so if we don't make it on Saturday, we don't make it at all. I would like to see Sunday hours at PH. Dropping off books would be easier if PH had a drive-through book return box. Parking is limited and the lot is often full, making it inconvenient to return books.

We've benefitted from FCPL for over ten years, and I consider it to be an essential community resource. Our use is mostly just checking out books. I'm sure the library provides a lot of other important services (e.g. employment or SS assistance), but I am not aware of them and do not require them. So, my responses are weighted to book delivery, but I recognize that other services may be just as valuable. In any case, I'm very pleased with FCPL—keep up the good work.

Hard to find kids classes online if you don't know the name of the class.

You do a great job with limited resources. I hope you can find a way to add more ebooks but not at the expense of underserved populations who need basic help. thanks

great service at branches, service with a smile that is very competent, Thank you

I think we are lucky in Fairfax to have so many beautiful libraries. However, they might offer more interesting programs to attract patrons who are not weekly library users. I would happily attend author visits or seminars on topics such as history, art, architecture, and literature. I visit the library weekly, and have never seen an advertised program that makes me think - "Ooh, I can't miss that." Perhaps in the children's section, the librarians could be more accessible to young readers. Instead of sitting behind a desk, they could circulate a little in the children's section. I've been a teacher for 25 years and I have seen the great impact a well-informed, child-centered librarian can have on young readers.

I was surprised about the storytime options available. My son was born on August 31, 2015 and one if our first trips out was to the library at the end of September. I came in to ask about storytime and was sad to learn it was ONCE a month and that I'd need to register
online. I wasn’t able to register for a class until the winter. I would just forget to mark my calendar to go online and register and by the time I remembered, it was full. I’ve started setting alarms and driving to other branches, but I’ll often drive up into Arlington instead to go to their storytimes because they are drop-in. I’ve also never been able to get into the children’s music class. I know women in my mom’s group will sit in front of their computers refreshing and checking as soon as it’s the day of registration at 10 am and say it’s a crap shoot whether you’ll get in or not. Just disappointed that most of our library time is me reading quietly to him in the corner or taking books home.

Government services should not always be focused on what "More" they can do. In fact, most government services should focus on how they can be frugal with tax dollars and provide only what government alone needs to provide. Citizens should decide themselves where they want to spend their money instead of just automatically saying "Whatever the Libraries do is good" and giving them more and more tax dollars they have to take from hard working citizens. What are you doing now that you should stop doing because citizens or private business provides those services or the results do not exceed the value of the tax monies invested.

The Fairfax County Library system is a travesty and a shame. Before it was revealed (Washington Post) that the head of the system was, without consulting anyone, tossing large quantities of the collection into dumpsters because he thought there were too many books in the libraries (!!!!), it was obvious in visiting the John Marshall branch that something is terribly wrong with libraries in this county. The library system budget is extraordinarily low for a county this wealthy, and the government’s lack of interest in sadly evident. Crummy book and magazine collection, no microfilm services, no inter-library loan services, very uneducated staff. I went into the John Marshall library once and saw a hand-painted banner with a spelling error! When I told the staff member, she shrugged and looked at me as if I were peculiar. Many of the books in this branch are mediocre (intellectually, not physically); there is little depth to the collection; the magazines are merely basic. In short, there is no reason for an educated person to go there. The place is so unpleasant in so many ways that my husband, who is not a snob, refuses to enter. We have access to the Alexandria City Library, and we go there (Queen Street branch). It is a much nicer space with better books and magazines. The gross inadequacy of the Fairfax County Library system is the responsibility of the county’s Board of Supervisors, which allocates far too little money or ATTENTION to the system. The library in the small working-class town where I grew up was far superior to the John Marshall branch— not because the people in that town considered the library the most special place in town, but simply because they considered it an essential part of the community. Here all blame for a pathetic system goes back to the Board of Supervisors, who hire, retain, and tolerate bad staff, who, in turn, give us bad service.

This is a fabulous resource for the county - just hope they keep Sunday hours when it goes back to "normal" at Kings Park library.

I find the library staff is very useful if they also read a lot. I think when you interview people for positions you should ask if they know trending books in each category. I think teens and young/ elementary school children need help with figuring books. I had a librarian that just pulled a book with a list from the shelf and pointed on a list of suggested
books. When I asked her if she personally could recommend any she said she had not read any of them as she did not have young kids. I believe her job is to read and read a lot to keep up with what is happening. Just like an IT or a doctor have to stay current with modern technology. I had another librarian who actually walked my teen child to book shelves and pulled off books that she thought my daughter would like. So one librarian had no children book knowledge and other one did. The next time we came to the library and looked for that librarian who read and knew what books to recommend. You cannot avoid human factor in a library.

Thanks for all you do for our community!

Could you develop a simple app which would show my library card (in addition to other services)? I hate having to dig out my library card.

I love my public library and appreciate that you're engaging me and the community.

The Libraries are very vital to the community it serves & as well as the staff. I enjoy going in to several locations of the libraries in Fairfax County.

I would really like the library to carry the dvds for all the popular tv shows and to have newly released books to be available sooner, just like the Alexandria library does. it would also be nice to have small playrooms for children or just some toys available for playing in the children's section of the library, moms really need some place to take the toddlers too on a rainy day that is free.

I believe the library is a valuable service. Think the goal should be to provide limited services excellently rather than trying to do all possible services for all people. Should operate within a limited budget. It does not need to be perfect. I almost use it exclusively for online borrowing of books these days so it doesn’t seem to me that it should be investing a lot in physical books and materials. I think the service of the people - having a place to go to seek information is important. I also have always thought that it is wrong for the way the fines are used in Fairfax County. Fines should go into the library system and not used for any other county purpose.

It would be great if, at least at some libraries, weekly story times were available. Also, where space is available, having a section for holiday picture books, sorted by holiday for quick access.

I think the library is a wonderful resource. I particularly enjoy the ILL which allows me to get books from all over the country. I would like to see a larger selection of E books. I would also like to see extended Sunday hours at the City of Fairfax branch.

Please open on SundayS.

I'm sure the library system is doing the best it can with the resources it is given. It is important that the library system is there when I or my family needs it.

I have often waited for quite a long time for my reserved digital copies (usually of new releases). I understand the restraints on the quantity of digital copies purchased by the
library, so I’m fine with waiting. But I would like to see two things when I’m on the screen to place my hold: 1) the number of digital copies the library has total and 2) how many people are ahead of me on the wait list. With this information, I would be able to have at least some knowledge to predict approx this long I might have to wait until the book becomes available. Thank you for continuing the library services to our community. I haven’t been in a season of life where I frequent the library much recently but I have many fond memories of going with my mom when I was little and I look forward to creating those same memories with my son.

We moved here from Arlington County less than a year ago and I have been very disappointed with the children’s programming in the Fairfax County Public Library system. Since Pohick is under construction, we have explored several branches in the Springfield/Burke/Alexandria areas. All have been great options with helpful staff. What I would really like to see is more programming for babies, toddlers, and kids under the age of 5, most especially OPEN story time. Having to register for the one story time a month at each location is ridiculous. They fill up within minutes. Our local library in Arlington had story time twice a week, one in English and one in Spanish, and all were welcome. We did not have to register for this either. With babies, toddlers, and preschoolers, things change very quickly. I wonder how many adults register for a story time two weeks out and then don’t show up? For special events or when you need to cap events, registration is necessary and I understand that. I have talked with other parents about this and they are frustrated too. We all moved to Springfield from either Arlington or DC and have the same concern. We have even talked about starting our own story time because it is so absurd to set an alert on our phones to remind us to register for one at the library. I refuse to do that. I would like to see some sort of OPEN story time at Pohick when it reopens. I really do not think that is too much to ask nor would it be a large expense. Thank you for considering expanding the programming for the under 5 crowd!

Thank you for the conducting this survey and striving to improve. I would further advocate for a growth in e and audiobooks given I believe this is where the greatest demand lies and will only increase in coming years.

Too noisy, especially tutoring at open tables.

We are lucky to have such great libraries! Hopefully this survey will help focus the use of limited funds. 🙌

Great service, great resources!

I am disappointed and discouraged by the online registration for events. I would like to sign my son up for storytime, but always miss the window. I recently moved here, and my old library allowed parents to sign their children up for an entire series. I know there are walk-in spots, but the one time I did that, the person taking attendance made me feel unwelcome.

I love genealogical research in the Virginia Room!

Definitely don’t think it’s the library’s responsibility to provide assistance with Social Service tasks like applying for benefits, etc. (Re your survey question); talk about bogging
down the library system...it's one thing to offer literacy programs and fringe employment assistance, but adding the other goes too far. Also, don't support loaner computers. What kind of material are users going to download and install on the devices without library’s knowledge & control...

Nationally, the concept of libraries needs to be reinvented. What core functions should a library perform, given the electronic availability of information and books that are free or subscription based? I would envision the library of 2050 to be smaller, and staffed with information access experts and technology, not paper products that wear out or become out of date. Then there is the issue of helping the underserved or new citizens who need a resource to succeed. To do marginal improvements in libraries is suboptimal and fails to consider where our society is going. Why not build a prototype designed by folks under 30 years old and test the results? My two cents worth...

I LOVE my library.

more digital choices. Lately I have been buying digital books for my kindly.

After living in other communities I am extremely impressed with the services and the quality of the libraries in Fairfax. Keep up the good job.

Thanks for doing a great job!

The big issue is citizen motivation to use. There are great services offered and the people need to make the effort to access. The library should not use its resources to try and make people use the services. Cant buy motivation. Why do I say this? My county real estate taxes went up 25 percent from 2015 to 2016 and that is too much. Where to cut services to expand library services? I dont know. I will just move away because it costs too much to live here . . .

The library has added so much to my life in the 40 years I've lived here. Please, keep making it great! Thanks

Thanks!

glad to hear that our library will expand Audiobooks. Also would like to see more health books and health cookbooks

This is a Library, not a welfare center. Don’t turn it into another government funded organization attempting to provide expanded social services.

I use the Library often, I very seldom buy books-----why should I when I can Check them out!

Please offer more copies of popular ebooks. When there are just 5 people on hold for one copy, that means a wait time of over four months! That’s if I am ONLY the 5th person in line! Monitoring this more closely would make for a lot more happy library patrons!:) MANY of said books aren’t even new releases, and been out for years, yet, they are still popular and in HIGH demand. MUCH appreciation for all the time and concern put into
making the Fairfax Library system as good as it is, and for continuing to strive to be EVEN better!:

Our family loves the library and utilizes it on a weekly basis. I would like to see an increase in book clubs that are focused on non-fiction reading. I'd be interested in joining a non-fiction book club at either of the Dolly Madison, Tysons, or Vienna libraries. I would also like to see an increase in newly published or older books from foreign countries that are in English translation. For example, books from Eastern Europe and Russia. I tried to find "Door" written by Magda Szabo, but it was nowhere to be found in circulation. This is an outstanding novel, and should be considered for future purchase.

Even though I don't use the library on a weekly basis, I love supporting our community library

I would like to advocate for reversing the policy of ever-larger quantities of ever-smaller number of mostly bestseller-type authors. I know demand asks you to have lots of copies of the most popular books, but the ever-dwindling selection of backlist titles and authors makes is a mistake. For example, the shelves are stuffed with many copies of every title of James Patterson, but I don't like or read his stuff. This sort of thing seems to be increasing. I know your budget limits what you can buy, but seeing the shelves loaded with essentially very little choice makes me sad. Please reverse this practice and increase the budget sufficient to have a library worthy of its residents.

I use the library frequently. I check out physical books, ebooks, eaudio books, and I use the conference rooms. I would like to see more eaudio books available.

Thank you for providing a world-class library system. My spouse and I visit the library regularly; between the two of us, probably weekly, on average. I also use the public website regularly. I especially enjoy placing holds on books and audio-books, so that I always have something to read. I make heavy use of your collection of books on CD as I listen to one every day during my commute. You have awesome staff; the team at John Marshall is the best. They answer my questions, are always helpful, and I've enjoyed getting to know some of them over the years. That said, for some reason, some of the best staff members have been moved or let go, which is sad.

Hours!!!! Please go back to full time hours!!!

In the zeal to provide current bestsellers, please do not reduce the classical literature in the library's collection.

I relocated from a city that did not have these library services, we should never forget to show gratitude for Fairfax County Public Libraries not to long ago we almost lose some of them.

Thank you.

Libraries are so undervalued. Thanks for all you do!!
I really don’t think laptops and tablets should be given out on loan because we have difficult time as it is getting our books returned let alone technology. The expense of the technology and the up keep of these machines would detract from offering new books and ebooks which can reach so many more residents.

Keep up the great work!

Saturday library hours should start earlier in the morning, perhaps 8 instead of 10. (We most frequently visit Herndon fortnightly) I have a young daughter and we love to walk to the library on Saturday mornings, but by 10am we are already involved in other activities as I assume most kids/parents are. I think earlier hours would be attractive for lots of parents. To counter the early opening, I think they could probably close earlier too. Have you thought about opening coffee shops in the library lobbies? That would attract more foot traffic and some of the proceeds could go to the local library.

The FCPL is awesome and does so much for the community within the constrained budget they have. My kids love the library and it is a great resource for them too. We would love to see expanded library hours, especially on weekday evenings, but understand this is a huge expense and undertaking.

Library is an excellent source of information; if needed, it can usually be found there.

Would love to see more tax dollars going to the libraries to keep the facilities in good repair and open for more hours.

I teach at the college level and worked in a college library as a college student. My mother told me that I could have my own library card when I could print my name. I did that at four and was thrilled to receive my first card. I am concerned about a drift away from traditional libraries and exclusive focus on individual access of technology through an individually-owned computer. This silo approach to accessing information does not necessarily translate into a well-rounded, educated person. The tendency may be to reinforce a personal bias. A public library satisfies many constituencies and works in the world. When I go to the library, I see a diverse group of people by age, sex, nationality and income level using resources that would not be available to them otherwise. While this does include computer and WiFi use, I have observed literacy learning, tutoring and the use of community space. I have seen space used for reading and reflection and appreciate the library’s generosity in allowing space to be used as a default child care and adult day care space. I don’t always see librarian involvement, although staff is helpful if I initiate the conversation. As staff has gotten used to self-service kiosks, I have noticed less patron engagement. Most importantly, I appreciate the thrill of the unexpected discovery among library materials. "I don't know, what I don't know." When I wander the stacks, serendipity is around the corner. Thank you for the opportunity to take this survey and provide my comments.

The county library system is something that makes me proud to live here. The government’s continued commitment to funding, and interest in expanding, the services offer are a great value to the community.
Business hours at the branches (we visit three routinely -- John Marshall, Sherwood Hall, and Martha Washington) are impossible to remember, they feel so inconsistent. We never decide to visit an FC library without first checking the "locations and hours" page on the website.

I would like to see a better variety of books for teenagers, not just fantasy / science fiction books. My teenagers stopped going to the library because they don’t find books that speak to them.

The children sections are disappointing. The selection of books is good, but the spaces are not very conducive to the children, nor are they separated enough to allow the children and parents feel comfortable that they are not disturbing others at the library. Although I’ve been to most libraries in the area, the best one has been outside the fairfax system (Mary Riley styles library). Also, I believe that the preschool story time librarians could receive more training and be more welcoming! They seem to have unrealistic expectations of the age group and are not very interactive!

There is a strong presence by the homeless in my local library. I’d like to see a plan articulated to incorporate this population and assist them. The only thing I see in my local library is along the lines of, Don’t bathe in the library bathroom. Perhaps there is more I just don’t know about.

I love the library! Having grown up overseas I am always amazed at the possibility of borrowing books and the fact that you can get almost any book you want. I hope people recognize how lucky we are.

Will the regional library ever be built on Silver Lake Road? The "Future Site of" sign has been there for like 10 years, and the failure to proceed with the project gives the impression that it is of little importance to the county.

Library hours are wholly unsuitable for a major world city with well educated, busy population. Sunday hours in particular are pathetic and proclaim a library administration somewhat out of touch with needs and desires of its users. If need be, cut morning hours (few to no users) a couple of weekdays and keep libraries open all day Sunday. Does the administration even keep tabs on when people use or visit the library? Sundays used to be extremely busy when the library had more Sunday hours. Also really don't like parking spaces at Burke Centre library. So many (always!) empty Eco and commuter spaces right in front of door every time I visit while other users have to go further to park. I’m not adverse to walking but just seems so ridiculous and unnecessary when weather is bad, especially since most users of library come alone. Love the County libraries and use them every week. Especially like ebooks and audiobooks nowadays, but also like being able to access all books in collection when perusing less popular subjects. Also just like to spend time in libraries where it is quiet and one can think, peruse, and dream (very important for the creative minds this country needs!). It’s a great system and service and is one of the reasons Fairfax is a great place to live. County administrators are the last to know, it seems sometimes, on how important this resource is to great quality of life here. For many of us, these are our community centers, much more so than shopping or government centers or churches could ever be. Other cities (Portland, OR, for one) have perceived the importance
of their libraries to their communities and economies and are passing Fairfax up with beautiful modern buildings loaded with user-friendly services, hours, and transportation options. Fairfax can and should do more with its (already wonderful) libraries.

I do wish the Patrick Henry Library would offer more speakers, groups, classes and programming for retirees and older adults. Additional effort to promote programming would be helpful too via web and e newsletter. Same for Oakton Library. We always see lots of interesting programming taking place at Kings Park. It would appear that programming at various branches could be more of a priority for some branches than others. Paying fines directly vice paying via self service should still be available. Going through the self service kiosk is a real pain for a silly 30 cent fine. It's not user friendly. Technology can add lots of extra unnecessary process from the customers side of the equation. Plus it's pleasant to talk and interact with staff and volunteers directly and much quicker for the customer.

Thanks.

There is no scanning machine in the library. It is very important to please provide scanners. Without scanning machines it is very difficult.

We love our library. Although Patrick Henry is our closest library, we also frequent the Oakton branch. (We were only able to choose one in a previous response).

I have really enjoyed the audio book collection (youth, young adult, adult)!

Our libraries are an excellent source of information. I rely on them heavily for my entire family including children’s/household education material. My local library is very good with inter library loans if needed and the service is fast. I believe the following improvements can be made: 1) improve hours so they can accessible during extended hours, perhaps via alternative means / self-serve options? 2) Most of the library staff is courteous/polite, however, once in while I run into a unfriendly associate. I had 1-2 bad experiences out of 10-12 visits that made me displeased. However, other members who are polite often go out of their way to help out. Perhaps there is a coaching opportunity for the associates who are not familiar with customer service. Over all, I am satisfied and I want to thank you for conducting the survey as a means to improve our library system.

Sincerely, S Reddy

I love the library. I use a lot of on-line services, such as placing books on hold to be picked up. However, I also like going into the library to find books on a subject matter when I don’t know a specific title (i.e., organic gardening, travel to Cuba, etc.). I really liked the calendar of events when my children were little. It was a great way to expose them to some puppet shows, cultural dance troops, etc. My one frustration: At Patrick Henry, you can no longer pay an overdue fee to the librarian. I don’t want to use a self-help kiosk for this. Quite honestly, the library is unlikely to get the 30 cents I owe, since I consider it that much of an inconvenience. In general, I am very satisfied with the library system (I use a couple of locations), and am grateful for its accessibility. Thank you.

It would be great if libraries can connect with the American Job Centers/Workforce Centers and Community Colleges to offer free computer literacy training for the long term unemployment and have Navigators to assist those who need help with applying for jobs online. Career Coaches are a huge need and that one on one assistance.
I love the library. Thank you for your great services. I read both hard copy fiction and e-books from the library. It would be nice if you could just log into the library site once for both e-books and hard copy books. I would like to see more literary and older (not just best sellers) fiction and non-fiction on the shelves. There is plenty of room on the shelves for this. The shelves seem pretty empty these days.

FCPL has been very important to me for over 50 years. The main thing that has changed in those years is that the internet allows me to do more research at home, 24/7. I love being able to check the catalogue from home, so I can see if the books I want are on the shelves at my local branch, or if I should go to another branch. This saves lots of driving time. I love to check out romance novels, books on crafts, and classic literature. I have checked out ebooks for the nook, but wish the number of copies weren’t so limited there.

When my children were young we went to the library every week and participated in many of the children activities, which were wonderful. I now use the services of the DC library system because it is much more convenient to my work. Also, I never have to wait long for a book on the "hold" list. There were times I had to wait MANY months to get a book from the Fairfax system, which was frustrating.

It would be very nice if the Library system could restore Sunday hours in the afternoon.

Our entire family use the Library often. I love that branches are so convenient. Staff is always at least cordial and very helpful.

The library is a valuable resource for those who are learning English, and I approve of resources to help in that regard, but don’t waste money on materials in other languages. We don’t need books in Spanish, Korean, or Vietnamese, for example; this just encourages people not to assimilate. Computer resources are adequate, but the library should never become a cyber-café; the focus should be on more books and less screen time. Every time I go to the library there’s a row of idiots glued to their terminals, slouching and vapid while they watch cat videos on YouTube; this should not be what the library is for!

With the aging population the library needs more options in large print books. More early education programs to help promote literacy to young families. Technology options for rent/loan would help a lot of young people keep ahead in school.

Would like some scores for musical shows.

I have no idea how much tax dollars the library receives, and I cannot possibly judge how well those tax dollars are spent. Asking my opinion on this subject is useless. The Reston Regional Library appears to be well run and its staff are willing to be helpful, but the FCPL website is difficult to use. In particular, it would be nice to have a clear explanation about using "e-books." My overall impression is that the FCPL and its staff are eager to be helpful, but sometimes lack the skills to do so. This survey may be a good start.

John Marshall library is very good. The personnel are tremendous. I do wish that they would expand their DVD collection to include classic movies (Criterion collection and foreign films). Have a good day.
There is a certain level of satisfaction that comes with reading a book, either hard or soft back, that is not available when reading the same material online. While using electronic devices is often necessary, especially in the workplace, having the choice for personal reading is essential. I give thanks daily for FCPL!!

One of most important services to county residents.

I wish that more libraries had group study rooms. It would be helpful if more locations offered this service.

I support the introduction of more/better self service technology but not at the expense of real human interaction.

Public libraries are a treasure. They are extremely important hub in any community. People of all economic levels use libraries and for low income families, all books, computers, reference materials, etc. are invaluable. Public schools and libraries are critically important to our society -- I’ve always felt that neither of these get the funding they deserve. Personally, I like the library for a quiet space to read or do work -- sometimes at home, I am too easily distracted. I frequently check out books -- paper and audio. I occasionally buy used magazines and donated books. I always enjoy the used book sales. I love coming in to the library and seeing the diverse users -- all ages, genders, nationalities. I appreciate the Quiet Room, the self-checkout and fee pay options, as well as the shelves that always have used books for sale. I have a Nook but I still love paper books -- I don’t want to see them disappear. We already spend too much time viewing things on screens!

I would like the Library to increase its holdings of digital/e-books for Kindle and other e-readers. It can take an unreasonably long time to get access to popular titles. Also, browsing the Library’s digital holdings is a tedious process, even using high-speed Internet. They should invest in more bandwidth or something to speed up their web site.

As a commuter, I LOVE that the library has a large selection of books on CD! I have found that listening to books while I commute helps me deal more patiently with traffic. I hesitated trying it at first because I thought it would distract me from being a good driver. I found, however, that every time my attention needed to be razor-focused on what was going on with vehicles around me, it was! And only when the traffic issue passed was my attention drawn back to the book being read - and all I had to do was back up a track (or two) so I could listen to what I missed. So THANK YOU for carrying the lots of books on CD! I very much appreciate it! I also really like the automated check-out system - it’s fast and accurate and love that I can have a receipt emailed to me!

What happened to the Android Fairfax County APP? I liked it and used it.

More evening and weekend hours would be better. I am at work all day and those are the only times I can go to the library but it is closed on Sunday and not open on Wednesday evenings at least so those take away from when I can go to the library. I wish my library had more books but I like that I can order books from all other fairfax libraries and drop my books back at any library because that expands the options that I have. That opens up the library and makes it seem bigger.
I appreciate all the services that I use from the library. I think the library is essential to community life.

The appreciation of books is declining due to advanced technology. Availing access to information via both may be vital to a library's continuous value to a community. Young patrons' and senior patrons' interests differ but offering services specific to both groups would favorably affect library usage.

As a retiree, I travel a lot and therefore make great use of the library's ebooks and audiobooks. I also find them very useful when on cardio machines at the gym. I find Fairfax to have a good selection of them and would hope that this continues. However, before retiring I worked for FCPS and I know just how important printed books are and I would strongly object to Fairfax going all digital and ignoring the needs of our youth. Paper books are easier for kids to read and explore and much better for reading with someone than a tablet, ereader, or phone. I also took advantage of the library to tutor. The library is a convenient neutral space and was always very popular with tutors and students and is only getting more so. The spaces and hours have not kept up with the needs.

Love the library and its resources! The library is doing what it can with somewhat limited resources, and I understand and appreciate that. The remodeled Martha Washington Library is fabulous.

The biggest improvement our local library (Sherwood Hall) can make is to improve the way the staff relates to the public. They are quite remote and chilly in their demeanor and especially in areas like the children's book section, it would be great for children to be met with warmth. I think it is sad that none of my children see the librarians as a resource; they are only people to consult as a last resort. Libraries are community hubs and the staff and librarians should be ambassadors. I say this as someone who worked for 6 years in libraries so I appreciate the demands of the job. For the library to meet its consumers needs -- rather than starting with spending more money -- I would start by hiring friendly staff or offering staff training so that current employees are evaluated on their ability to interact with the public.

Wish the hours had not been cut. With work and family schedules, it makes it difficult sometimes to be able to utilize the library as often as I would like.

For me, I would like to see more movie DVD's and music CD's. I usually have to go to the Arlington library system to find what I want.

I use the online ebooks feature frequently - Suggest more copies of the popular electronic books. This provides a wonderful service to the community.

I really appreciate and love the librarians at Richard Byrd. I appreciate the library trying to offer innovation, but to me a library is always first and foremost about books, and second about community. A librarian should love books, and love people, and love introducing the two to each other. My son was a later reader, and when he finally got it, and read his first chapter book - the first book in the Redwall series - he was so excited to read the second book that he and my husband biked all the way to the Pohick library to check it out. I was out of town and had accidentally taken my husband's car keys, so they couldn't drive. It was
a five mile ride, up and down some pretty big hills, especially for small legs on a small bike. They arrived, exhausted, in the nick of time, about five minutes before closing time. There was a librarian at the door who looked down her nose at this sweaty father and son, and told them they couldn’t come in because the library was closing. My husband explained that they knew which book they wanted, they’d checked online that it was available, and they just needed to grab it, which they could definitely do in five minutes. She refused to let them in. To me, that’s the antithesis of what a librarian should be. She should have been thrilled that a boy that age would be excited enough about a book to work so hard to get to the library, and that he had a parent who would support him in that endeavor. She should have congratulated him and done everything she could to help him. I wish I knew the name of the librarian but I don’t. She is clearly in the wrong line of work.

Would prefer daily hours including holidays. Bring back the paper tax forms.

Have experienced times when I have returned books that the processing f returned objects does not happen e.g. the returned item is placed back into circulation without receiving credit for the return.

Have more books available for checkout at all branches.

I love FCPL! Thank you, taxpayers, for this valuable community resource!

I LOVE the libraries! I am there almost every week, sometimes twice a week! Many things I love: - the new feature on the website that recommends books to you based on the book you searched - the "roving" library - What a waste it used to be to trek books back and forth! It makes so much more sense to shelve them where they are turned in! - the new self-checkout kiosks - so quick and easy to use! - having regional libraries open Sunday afternoons Things to improve: - I would love to see a "vacation" feature added that allows you to say when you will be away so the system can automatically renew your books during that time period. I consistently get fines when I am on vacation which is a damper. - Another feature for the library system I would like to see is for it to be aware of how many books of a particular title are available. For instance, currently, if there are 10 copies of a book available, but there is one unfulfilled hold, it will not let me renew my copy. I think that is lunacy. The system should know that there are already 10 free books for 1 request and allow me to renew my book. - I am 28 and I am interested in BOOKS! Like the ones you can hold in your hands! I don't care about eBooks, audiobooks, CDs, DVDs. To me, that's not what a library is about. I am always disgusted walking into Loudoun’s Sterling library and seeing how extensive their DVD collection is (like new releases that have nothing to do with books!) and how minimal their children's novels section is.

Keep up the good work!

I believe that it is critical for the FCP library system to keep books front and center, especially for our children and young people. Often, they are not getting to use any actual textbooks at school. Scientific research has documented the fact that a person learns and remembers better from reading an actual book than from an e-reader. The experience of holding books as a child can help the child develop a love of reading--a necessary skill in life for everyone. Technology is an excellent adjunct to books, but the library should be first and foremost a repository for books.
I believe it is critical that US residents, especially children, have continued access to public libraries. Free public Libraries are part of the foundation of our country, and one of the reasons the US has developed and become so successful. I support the expansions discussed in this survey and want to see our library system become stronger. (Patrick Henry staff are excellent. I would like to have the NoVa system acquire more books-on-CD; I have a long commute to work and love them!) For all the anger and sadness in our world today, walking into a library feels like being in an oasis of reason and sanity.

It is extremely important to improve book recycling options, such as partnerships with homeless shelters, community-based organizations, etc. The notion of burning or otherwise dispensing of books is despicable.

I would like to see the library focus their limited funding on 1) providing access to reading/reference materials in both a physical and electronic format; 2) providing a physical location to do research and 3) helping develop a love of reading in our kids.

Library needs larger budget for buying books. Library can get more from limited budget by not discarding classic detective stories and then buying the same book a few months later.

I'm in colleges. So I only get to go when I come home for breaks! I like going to study there, and taking advantage of the resources that I don't otherwise have access to!

The reason I complained about waiting for books is that I had ordered a book and record regarding this book was dropped. Dropping is okay, if the library gives an explanation such as this book costs too much, no one else would be interested in this book, or we decided not to purchase this book. I bought the book when I saw it featured in a book store. Someone else must have been interested in reading it.

My main concern with the library is the lack of Sunday hours. This is a key day when the library can really serve as a resource to the community as a study and resource site--since this is the day that many people have off, when high schoolers need to study, etc.

More forgiving to lost books. Like an option to replace them with used books since they are used too. Very expensive to replace an old book with a brand new one - and a big deterrent to using the library over fear of losing books!

Nothing bad to say.

Thank you.

For someone who does not purchase books, the library is an extremely valuable resource that I use regularly.

I love the library -- and the parks, too, because they benefit everyone -- and would pour money into them if I could. But one has to be cognizant of the needs and viewpoints of all the taxpayers, not just me. Still, I count FCPL as one of the many blessings of living in Fairfax County.
i am a lover of books and words. Libraries are to be treasured. Our FCPLs are a resource that my family has used and continues to use for over 30 years. There are many times when the internet just doesn't give me what I need. And I especially like reading from a real book.

In my opinion the library system is all the poorer after the severe reduction in force. The library completely lacked leadership at a critical time and has yet, if ever, to recover. Furthermore it was my personal experience to wonder (question) how some employees ever became managers (length of time served seemed the only criteria) and am disappointed that some employees, who delivered first rate public service, were let go while others, weighing down the system continued their tenure. Poor decisions not the lack of finances plague the system. Patrons go to the library to interact and be served by well informed librarians and library aides who take time to deliver well deserved customer service (we are the taxpayers who fund this poorly managed operation) and know their community. You should hire summer help (teens and college students) to work as pages to add to the full time entry level positions. This would be a great signal to send to the community that the library offers employment to local young adults during summer and other breaks. Patrons are generally confused by all the changes, floating collections, self service expectations etc. The libraries have gotten too big and unwieldy and don't really serve any section of the public well. For such an affluent and well educated yet transitional county Fairfax county misses the mark every time with their library services and schools.

I would like to see more access to books on audio tape for all reading levels. My son has dyslexia and he responds well to audio books but there is such a limited resource at the library we go to. Audio books for fiction and non fiction would be great! And have these books in an easy to locate and access area of the library would also be good.

I enjoy reading and would like to find more books in other languages, not so much translations of English texts but original publications in other languages. I enjoy attending the Spanish conversational group that meets at the library. In the past I have been able to use the library as a quiet public meeting place for small groups.

I love the library. I read a lot and I read fast, so I check out a lot of books. I love the books on tape (or DVD) and listen to them while I commute -- it saves my sanity. I love the website; I use it a lot. In short, the library is one of the best things about Fairfax County. There can be long waits for certain books, but I'd rather have a long wait for a popular book than cut down on the number of different books the library is able to order and receive. I wish the hours were longer; I wasn’t happy when the hours were cut several years ago.

it is important to have the most current and wide selection (compare w/ Amazon) of ebooks available in the library. thanks

Sherwood Hall Regional Library is great. I like that it is open on Sunday. I think that extending library hours is one of the best ways to improve access and benefit the community.

Evening hours and/or Sunday hours would be nice. Besides being nice for everyone, it might be particularly useful for students to study (both children and adults).
Very happy with FCPL and how my tax and donation money is spent. Also excited to see a survey to foster continuing improvement!

I nearly stopped completing this survey when I got to the gender question. My genitals make absolutely no difference to the way I access and use library services. The other personal demographic questions all included a "prefer not to answer" option, but not gender. Why is this? Please send a response to mreames@gmail.com.

I am so glad that we still have libraries! I have had relatively long commutes for many years and have used Teaching Company, et. al., and audio books extensively in those commutes. I have enjoyed those resources very much ... and certainly hope that the audio-visual teaching resources have a high priority in bring kept current.

I would like better hours - such as open earlier on Saturday and Sunday and also a bit later into the evening

The ladies restroom at Sherwood is Disgusting!!! The bathroom at Sherwood needs to be completely gutted and renovated!!!

I am a strong supporter of our library system. I would like to see more programs with author/speakers and for children. Having grandchildren. I have not been able to participate in story hours as they are always filled up. Thank you.

I would like longer hours.

I've visited several libraries in Arlington, VA and in Mission Viejo, California. Both are esthetically beautiful. Would love to see our tax payer money remodel the Sherwood Library -- more lighting and appealing as soon as you walk in. I love libraries and will always use them in whatever condition they are in!!

The role of the public library in today's society has to change with the times. Given our digital world, the library system needs to focus on the demographic groups that will and/or need to use its libraries. Benchmark other library systems in America and see what they have done to stay relevant and serve its core user groups and attract larger user groups. Also avoid reacting to the most "vocal" groups that may only represent a small percentage of an otherwise "silent" majority.

I've lived a lot of places and this is a wonderful library system :)

re 16, what do you mean by 'local' elections? I consider the fees payment machines a waste of money. They are not user friendly and usually require assistance from a 'librarian'. I live equidistant between the Oakton and Patrick Henry branches. Patrick Henry is on a downward spiral.

When my children were younger, we used the Pohick Library and found a wonderful selection of children's books. Currently we use the Beatley Alexandria Library because the selection offered is much better than the Fairfax library branch that was closest to us and then went under construction. My 15 year old daughter is a voracious reader and we use the library frequently.
My experiences with going to Sherwood and Martha Washington have always been excellent. Thank you for providing a great service to our children and members of our community.

More preschool story times available at Patrick Henry library

They need more books. Much of the non-fiction sections have sparse representation.

I love the library. Keep up the good work.

PLEASE don’t get caught up in same trap that the schools have done....... i.e. investing in expensive technology that ends up little used and NOT providing value equal to its cost. Likewise please skip programs and services that serve a small section of the user population. Continue to provide books and reference materials, in all formats........ hard copy, and especially audio books, primarily downloadable. For Northern VA residents who spend much of each weekday commuting in the car, there is much time available to listen to audio books on CD or audio downloads, and much LESS time available to look at printed materials or e-books. I have found the availability of downloadable audio books to be quite limited. I would like to see more investment in this format.

More book titles for Kindle needed.

Your online program for e-books is great -- looking forward to seeing more books available.

The library is no longer a habit for us. It does not provide the atmosphere or resources we are looking for. It has not found a way to encourage my use as a regular part of my routine, which is sad because up until my 50s I enjoyed it's services at various branches about twice a month.

For the most part ya'll are doing a great job. I wish that there was more selection of books, or that books would be regularly rotated into different buildings, but I understand the economics of such a situation isn’t to your benefit. Overall my family and I enjoy going to the library, and we like the book selection that we have there. That being said, we do go to a decent size library, and I which all libraries were at least as big as the one at Reston, maybe expand Herndon’s library in some way. I like the idea or borrowing laptops, but I think it should be limited to students who need laptops to work at home. However I wonder if there wasn’t a better agency to do this through. I don’t know if the library is always the best place to send people for help for things like jobs and technical training. In Orem, Ut there is a large building dedicated to helping people out with job issues, maybe Faierfax County should investigate it and see if we can’t do it better.

My entire family loves the library. Best return on tax dollars for everyone!

Our family would support bills to provide more funding for library services and materials.

The library system should focus on providing access to books and a good space to browse, read, and study. While Fairfax County should provide a wide range of services -- such as assistance with unemployment, welfare, language, and perhaps even computer literacy -- these are not and should not be library responsibilities.
The library does as well as it can with the resources it has. I firmly believe that a strong library system is an essential element of the community and needs to be strengthened and sheltered from further budget cuts.

With regard to the questions about homework help, help for job hunters, literacy programs (for native English speakers and ESL speakers) - these services absolutely ought to be offered by some local government agency. I simply do not know whether they are already offered elsewhere and whether the library system is the best/most appropriate agency to provide them.

I really like my local library. The people who work there are very helpful and pleasant.

Our neighborhoods need our libraries!!!!

I love it! I think the kids’ section (elementary) could be updated and expanded in the branch and online. I also think you should promote the Tumblebooks or whatever it is better. I found out about it by accident, and I plan on using it this summer.

I love the library. My family and I use it not only for books, but we attend many and varied special events (thank you for providing!), and use the Overdrive Media to obtain electronic materials. I often checkout CDs of audiobooks but would prefer to get them electronically. My experience with Overdrive is that there is a limited number of checkouts allowed so we often have to wait for titles that are of interest, particularly youth titles. Unfortunately, CDs of audiobooks are quickly damaged. Many times we have had to skip part of a story because of damaged CD. The benefit to CDs is that libraries often have many titles to choose from. With Overdrive, I don't see as large of a selection (maybe I am not using correctly?) and often have to wait for titles. I think it would be great to move the library towards a bookstore but sill keeping it a library. Bookstores tend to be meeting and gathering places for folks. A place to see people and relax. I don't know that the libraries have the space, but wouldn't be nice if students after school went to the library, could buy a drink and study with friends in some designated area --- somewhere they could talk while not disrupting other patrons. The same goes for adults. I often default to a coffee shop for such meetings with adults but would much rather give my money to support the library. Thank you for taking the time to receive resident input. The upgrades to the libraries are beautiful. I love visiting all the renovated libraries and am excited for Pohick to reopen. Also hoping that Kings Park might make it on the renovation list. I also value that the library lets us know about titles that will be coming to the library and let us put holds on them. Compared to another city’s library system (one which I used for 13 years), I think the Fairfax hold system is much better. Books come quickly. I use this service frequently.

None

My experience with the library staff at various local libraries has been very good. Staff members are knowledgeable, patience & respectful! Would be great to Increase availability of popular audio books. Also, periodic notification of your place in line for a audio & e-book reservation.

None
Avid and frequent user of the library. Great value for my tax dollars.

Keep up the good work, the work you do is extremely important to the community as a whole.

I think the libraries enrich the lives of residents.

As a full-time freelancer in Fairfax County, I strongly appreciate and rely on your online resources, which I can use from home. These include the ProQuest newspapers (including the full history of the NYT and WaPo), the Oxford Dictionary of National Biography (DNB), and the Oxford English Dictionary (OED). I’d like a better, more in-depth online encyclopedia, too. Fairfax has many writers and editors who work hard to keep our businesses successful and solvent. These resources help to keep us competitive and responsive as we work for the many DC-area museums and nonprofits. As an adult reader, I am concerned that Fairfax County Public Library does not provide the brand-new, varied books that Arlington Libraries do. There has always been a big difference between Arlington and Fairfax -- but that difference has gotten much larger due to the recession. When I go to Arlington Library, it is almost like going from a poorly funded suburban library in Fairfax to a top-ranking, innovative, well-funded system in Arlington. This relates to core abilities such as identifying and buying new adult nonfiction books on a wide variety of interesting topics. Just yesterday I went to the Central Arlington Library and looked at their new nonfiction books. It was stunning to see shelf after shelf of books in Arlington on topics I had not read before, intellectually challenging or suggesting new subjects I wasn’t familiar with. For an adult reader, that’s the value of new nonfiction. It has been so many years since I had that experience in a Fairfax library, because I don’t think you have the money to buy a range of books, but just a few "tried and true" materials. I am also concerned that "old" books (meaning only a few years old) are not retained in Fairfax as they are in other libraries. An author, even very popular, who dies is unlikely to have books in the system even 2 or 3 years later. I understand the need for "pruning" but it goes too far here, versus other libraries.

I see four major objectives for the library: 1. Provide useful, desirable resources for EVERYONE, i.e. be a good library. 2. Develop an awareness and appreciation for the past, present and future value of the library for everyone, but most particularly the younger residents...preschool through college. 3. Provide valuable support for those IN NEED!! The library can be a wonderful and very functional for those in need of support and a wonderful connection to other LOCAL resources. I expect libraries are a cost effective path for the County to address many needs of the underserved as well as setting standards for everyone. ("in need" is a very wide range, from affluent middle school students needing support with homework; young members of non-english speaking families; healthy elderly that have lost their connections; etc, etc.) 4. Effectively move forward without losing the value from the past. E.G. eBooks, tech resources without losing the quiet, research and reading. Today more than in the past these are very challenging. I would very much like to see strong, effective utilization of technology and community volunteers...probably two of the most challenging areas today. Of those, volunteering may be one area that with careful structure and planning you may be able to cost effectively expand value.
New to the area (moved here Dec 2015) and have been extremely satisfied with the FCPL. Thank you.

Please ensure library hours include expanded hours during the week and also Sunday hours for those of us who work during the week.

thanks for your great library system! I appreciate your broad range of audiobooks through OverDrive.

Extending the hours of the library would be great! Please consider opening non-regional branches (like Herndon Fortnightly) on Sundays!

I like the improvement of library facilities. It is very calming to study/read/work in the newer bright environments. As for improvements/changes I would like to see the following: Bathrooms: liquid soap (no foam soaps), paper towels and high powered hand dryer, hand flushed toilets (I believe that is how most of FCPL is already set, please keep it as such, and automatic sinks. Self check out: the old machines worked just fine, the new bulky machines are an eyesore and waste of taxpayer money. Hours of operation: I love the library so more is always better. Staff: friendly and knowledgeable although a couple have denied me a book(s) checkout when my three were up even though the titles were not on hold. I understood their reasoning (books need to be on the self for others) although I had not had that issue with most librarians. I asked to see a policy regarding long term checkouts and was told (in an argumentative way) to call the main offices. I would like to see a policy regarding long term checkouts printed in the loan information pamphlet. As I've started in my comments I love the library and I think FCPL is great. I would enjoy discussing these points and others. Please feel free to contact me. Sincerely, Tiffany Brown

tbrown258@gmail.com 703-244-5972

As an adult, many resources I need and want can be found online. I would take advantage of e-books and services from a well laid-out website. However, as a parent I will be looking to the library in order to instill a love of learning and reading in my daughter. To be honest, I am new to the area and do not yet know what the library has set-up for young children. However, I would be very interested in story times and activities for infant and toddlers. I believe that the library should aim to have activities that keep children engaged and excited about reading and learning until they enter high school (at least). By focusing on children, you not only capture their needs and instill a love for books that will last a lifetime, but you bring the parents and grandparents into the library as well.

Thank you for the services that are provided. I often went to the library to study as a teenager and college student. Once I started working full-time, I rarely visited the library. Now that I have two young children, I take them to the library about once a month.

Stop throwing books away. Why do you have multiple copies of one book at one branch and none at others?

Has the library considered partnering with local educational organizations [schools, community colleges, etc], businesses and individuals to offer TED-like talks on popular or unique subjects?

FCPL Online Survey 2016, Open End Comments
I'm a lifelong resident of Vienna and have used Patrick Henry more times than I can count, as have my parents, sisters, and daughters. I also use Pimmit Hills sometimes because it has a bigger selection, but prefer Vienna for many reasons; the most important of which is that it is integral to our community. All of us have become book lovers because we grew up going to the library and picking out wonderful picture books, then adolescent and young adult books, and now reference, biography and fiction. I access Valueline online also, and that's very helpful. The cost to subscribe would be hundreds of dollars a year. The only drawbacks are that the connection is slow, and the functionality is intentionally limited because it's "free". It would be nice to have a reasonable subscription fee through the library for full functionality.

I would like to see books in other languages as well, such as Chinese books. I also had no idea library can help people apply for social benefits.

Libraries provide an invaluable service. It would be beneficial if they came into local schools more often with presentations (not just for the summer reading).

Libraries and schools are our most important educational institutions. When I was a kid, I was a ravenous reader, visiting the library several times a month for new books. I often go to the Herndon Fortnightly (FCPL) or the Cascades Library (LCPL) to use the study rooms, for meetings, and of course to check out books. My kids love going to the library to check out books. It makes it easier to inspire them to read when there is such a large selection available. In the past, due to budget cuts, I've often found the Herndon Fortnightly hours cut. It's very disappointing to show up at the library during business hours and find it closed. I was the local government provided more funding to keep the library doors open.

I would like to go more often, but the hours make it so tough. Plus, can you add online journal access?

Great services -- thank you. Very much enjoy Zinio and Overdrive. Would love to be able to try out new technology at the library, e.g., 3D printers.

Have better quiet areas ands Internet

i like the Libraries and what they offer. Thanks

More & easy access to download books on electronic gadgets & the option to renew them too. Most of the online books have to be put on hold & are not easily available to download.

It would be nice to have outdoor play areas as an option for children who need to let off some energy before entering a library.

I had trouble signing up for library e-newsletter.

I wish the hours of the library could be expanded and include Sunday but I realize that is easier said than done. Every trip to the library is a good experience for me with staff and volunteers very proactive in answering my questions and needs.
Thank you so much for OverDrive! Please put more resources into it so that more ebooks can be accessed. The Burke Centre Library parking lot is very inconvenient and quite frankly dangerous. There is no pedestrian path from the parking lot to the right of the library to the library itself. We have to dodge cars and walk in front of the car drop off and pick up area to get to the building. Also, the parking lot is configured strangely for cars to park. Perhaps a friendly reminder to staff that answers the phones to be patient and courteous would be in order.

The questions concerning expansion of services available at the libraries present a complex issue. I work for the federal government and my agency is considering partnering with other federal agencies to offer one-stop services to the public. In a time of limited resources, the one-stop concept has its advantages. Applying this concept to the libraries could provide great benefits to the citizens of Fairfax County. However, the library will become more of a community center and the abundance of services will require an incredibly large staff of individuals who are trained in their respective fields (such as library services, social services, language instruction services, etc.). Personally, I like to do most of my library business online. I only visit the library to pick up books I have reserved. If more content was available in electronic format, then my visits to a brick-and-mortar library would dramatically drop. I realize that everyone cannot take advantage of electronic services, so physical buildings will be needed for the immediate future. If the County can strike a balance between offering its world-class library services and other community services, then that may be the way to go to maximize the benefits in a tight fiscal environment. Thank you for the opportunity to complete the survey online.

It would be great to see more information about voting (in addition to having the registration forms available) at the library.

Fairfax County Library does an excellent job.

We love the library and are lucky to be part of such a great library system. 90% of the books we read come from the library. When my children were younger we came to play, for music, crafts, story time and puppet theater. I don't know what we would have done without that! My critique group has used library space for meetings numerous times. The DVD selection could be greatly improved, though that is not a priority. Books should be. Ebook selection is just o.k, though a lot of books I look for are unavailable. I would love to see more talks and workshops for aspiring authors. Arlington has a series called "Shut up and write". Something like that would be awesome but I've never seen it offered. The question if tax dollars are being well invested is not really answerable, since I'm not sure how big the budget is for the library, or how it is spent. I do have to say I was greatly disappointed with the Martha Washington library building. We waited so long to have a great space and the kid space turned out uninteresting, cramped, bare and uninspiring. Open to the rest of the library so you constantly have to shush your children. No comfortable couch or beanbags to sit and read to them. A wasted opportunity. It is closer to us but we never go there. Also not sure what the voting question is for. I am not a US citizen, so cannot vote. That was not an option for me to click.

I love the library, both the visiting the branches and taking advantages of the eResources... I still visit the branches, read 'hard copy' books as well as check out eBooks. I try to support
the library by visiting the Friends of the Library Book sales. And I hope to participate more in one of the reading groups at Fairfax. I believe the FCPL is a VERY valuable resource in our community and I hope that it continues to be so.

QUALITY OF ENVIRONMENT I grew up in Fairfax, went away for college, lived briefly in Arlington & DC, and am back in Fairfax Co. raising a family so I’ve watched the library grow and evolve, and experienced a few other local systems. I miss having small, accessible branches like Burke Centre had, but was BLOWN AWAY by the new Fairfax Regional space recently! We have small children and love to grab up to 25 books at a time at the library, but have been disappointed by the weekend hours, especially given the density of 2-working-parent households in Vienna. We had been going to Tysons-Pimmit, and were pleased with the book selection but not the seating. Now that it’s under renovation, and Patrick Henry is usually closed when we want to go, we are trying the Fairfax Regional. Seriously, it is BEAUTIFUL and INVITING and reminds me of being a kid, with the library holding so many possibilities. My kids were so loud (sorry!!) because they were so excited. I was put right in the mood to find a new book myself, and remembered something I’d been meaning to read, and devoured it in a few days. INVENTORY I love reading on my kindle and was thrilled to see downloadable books, though bummed to see how long the wait is on newer fiction. More bummed when my Gardening for Dummies book was actually a New Zealand edition and kept referring to the climate regions of somewhere half a world away to guide me in my planting!!! I’m happy to see workout DVDs, but amazed at the age of what’s on the shelves -- easily 15 year old items (and older). HELPFULNESS Librarians have been very kind to our kids, engaging them each time about their favorite books or what they like to read, instead of complimenting their clothes, which I appreciate!! We continue to donate books whenever we can because this has been a great part of living in Fairfax :D

I appreciate all the current library facilities and offerings. There are still a few electronic/mechanical glitches which have persisted through the years; i.e. my wife put a book on hold about 4 months ago and when I checked her progress 6 weeks later there was no record of her request. I renewed the application, was told we were in the double digits for the waiting list (lower than usual and with the expectation of a notification in 2-3 weeks). Now, 2 1/2 months later we’ve not been called. In general the Fairfax County Library has always been staffed by knowledgeable and interested people who have gone out of their way to address our requests, no matter how arcane or burdensome. My overall impression is that we get very good value for our tax dollars and new venues and innovations are introduced in a timely manner, balancing the possible with the practical aspects of each new "improvement".

thank you

As I age, I utilize audio book more often than printed material. I think audio book with multiple format will be great for people like me.

I love the eBooks. They’re very easy to check out and read.

The Fairfax County Public Library is an invaluable resource. It is adds to the quality of life for citizens of the county. The availability of eBooks has made it easier for homebound
adults to access books. I fully support the library and hope that the county will continue to provide the financial support needed for the libraries. A big thank you to all the library staff who keep this resource open and accessible.

The library is the single most important use of tax dollars and is the most fabulous service in the community. No where can you have all that you want for "free." I never feel put out if I have overdue fines, because I enjoy books so much. Thank you!

I broke my ankle and had a book on tape in my car. Tried to get it returned by a neighbor and it got stuck in the CD player in my car. Called twice and said I would get it back as soon as I was allowed to drive and could go to get car serviced and CD out. I did Monday and now have a hefty fine for being late returning CD. I renewed it over and over but could NOT walk or drive and I couldn't get back to the library on time. Needless to say, I am unhappy.

Online downloadable e-books is great service

The library has been an excellent resource for my children in their preschool years. We visit the library 1-2 times per month to bring new books home. Although I appreciate some of the technology offered by the library, I more so appreciate being able to access actual books, without screens or technology getting in the way. When two iPads were placed in the children's section of our library, my children were no longer interested in finding books in the shelves. Luckily, the novelty of the iPad's has worn off and they once again enjoy the books. Children are going to have a lifetime of screens and technology. I think it's important for them to have access to books before technology.

Is the library missing out on the audio book world? Selection of CD's is pretty low and the online service is clunky and not senior citizen friendly. I always listen to an audio book when I'm in the car.

Local libraries provide a adequate service to county residents. Any expansion of the libraries is not needed.

I really like the idea of having a local makerspace. If there were workshops that taught children how to build things, it would help grow a great generation. It might get teenagers interested in things again.

Really can't answer question 12 as I don't know the library budget and the history of its budget. Nor can most other respondents.

A vital and important service to the communities served and the county as a whole.

I have observed there are no computer books specially for teens. We need more book on Algorithm and Datastructure like Knuth all volumes and more CS related books. There should be moe ebooks for kids as most of the time long waiting hold is there for kids book like Harry potter etc. Also the books are very old edition are there .. Can we get mix of old and new edition and new technology. I have observed that some of the library has more books and some does not have at all. May it cab distributed among library to make sure
every branch have some copies of the books. Library can start adding more eBook,pdf online to help to get available.

Thank you for everything. I think first and foremost importance is to get young children interested at a young age, be it through physical books or future technologies.

I would like to see more books on disks. Also maybe a roving collection of books and CD from some of the better stocked libraries.

I love the King’s Park and the Fairfax City Library because of their convenience (to home and to work/school) and warm atmosphere. They are both easy to use and have great hours. I love the 'read to a dog" program we accidentally bumped into a few weeks ago at FC. Keep those coming! When I was voting on the programs page, I was interested to learn more about the "playaway" children's program. I don't know what that is, so I couldn’t vote for that. I have a young child and might have voted positively for that if I knew what it was. Thank you!

Libraries are an important public resource that need to stay relevant. At the same time, libraries still function as quiet places to discover new books and authors.

I would like to see the library invest in more books and more copies of books - both physical books and electronic (e-books/audible). I find it very frustrating that even books that are somewhat obscure and not on the best seller lists are often hard to come by and you have wait extremely long periods to get access. This is far more important to me that access to laptops for loan, for example.

The current system of paying overdue fines is annoying. I would much prefer to give the librarian on duty at the check out station 30 cents than have to go through the cumbersome process of using the automated pay station.

I think we are lucky to have this wonderful system. My Mother uses the special book program for senior citizens via mail. I would like to have extended hours and a drive by drop off box for car use at Patrick Henry Library.

I would like to see: 1) Remote access to the online services I have to come into the library for; e.g. Consumer Checkbook. 2) A broader range of DVDs than the current emphasis on PBS titles. More movies and travel. 3) A broader range of fiction acquisitions by reducing the numbers of copies of some popular authors; e.g. James Patterson.

I would like to see a larger selection of books. Shelves are often very sparse at the John Marshall Library. Thanks!

I believe, at least from my point of view as a 'senior citizen', so called, that the Fairfax County Public Library is an excellent resource for the public at large. but because of my age (86 going on 87), I am unable to use the system nearly as much as I once did, and would like to. Perhaps a small shuttle bus service during the hours of operation would be a great help to many who, like myself, would like to proceed more often to Fairfax Library for research purposes. I cannot speak highly enough about the staff, who have been without exception very helpful. Yours is an absolutely first-rate facility, and one of the very best in
I’d give you top marks in all areas that have brought me to Fairfax Library for information of one kind or another.

I think the Fairfax County Public Library system does an excellent job for the residents of the County. I could not be more satisfied!

I see the library as a very important resource for county residents, right up there with the public schools. Fairfax County has an excellent library system and I hope the county will maintain its commitment to the libraries.

It would be nice if the libraries were open longer than 8 hours a day.

Great staff; lots of welcoming smiles!

Please separate out the children’s nonfiction!! It is extremely hard to find science, biographies, history, etc. for children. Weeding though the adult books is hard for them to do on their own, and difficult for parents trying to help kids. Thanks. Expanding the JFIC audiobook section would be awesome.

Having the same regular hours would be helpful for me to remember when I can come. I still prefer real people at the checkout counter instead of machines. Thanks.

Design all libraries with drive up book drop returns. I haven't been to even one library where this is possible. In fact it seems like when a library is designed there is always a long walk to return a book. This is very inconvenient for drivers in a hurry, and extremely difficult for the handicapped.

Budgeting for full staffing and increasing the collections is more important than new technology.

Libraries are an essential community resource. Children should be exposed to books early and often. Plenty of other places to see electronic media. Focus on the books and the reading.

The staff are always helpful

We need more libraries :)

I am disappointed that libraries do not seem to be quite spaces anymore. I know that they often have quiet rooms, but children running around screaming should not be tolerated. I have started using the online options for audio books, but the directions were a little difficult to navigate. I really appreciate all the libraries do to reward children for reading - it was such a big part of growing up for me. I see them occasionally, but little handouts on book suggestions by genre or "If you liked (best seller) you should also read" would be great. Some of the best books I have stumbled upon. Thanks!

none

I think overall fairfax does a good job
I am satisfied with what I use.

I think we have a wonderful library system. I wish all branches could be open all day and evening. Too many times I have driven into the MW branch on a Thursday morning only to realize it won’t open until 1 p.m.

We love the library. I’d love to see more frequent, regular story times for young children that don’t require pre-registration. Once monthly rotating at different libraries is not needed. Also, would love it if there was a children’s librarian at our branch, although that’s unlikely since we’re such a small branch. The summer reading program is too simple - would really enjoy more of a challenge than just reading 20 books. Perhaps some sort of scavenger hunt? to help kids/teens branch out in their reading and find new topics/authors to explore.

Sometimes the library seems chaotic. Also I recently visited when the building seemed very musty and unpleasant. On the plus/side, the librarians were very helpful.

We love the library! Thank you for all that you do and plan. The only thing I would like to see is some story times in the afternoon for working moms. Maybe 4pm.

Thank you for all that you do.

Though the self-service checkouts are convenient and I wouldn’t want to do away with them, I miss having more interactions with librarians. I’d like to see other ways to get them back interacting with the public so we can use their expertise and make new discoveries. I’d like to see more “librarian picks” for example. As it stands, though I know most librarians are more than willing to help, it feels a little intimidating with them seemingly working on their own things behind the counters. Also, though I love the digital audiobook collection, it could be expanded. But in general, libraries provide an invaluable public service, and Fairfax County is one of the best.

I do not own a car and rely on public transportation. No one at the library is able to tell me what bus line they are on. The library should also have bus schedules and route maps.

Most dollars should be used for downloadable material. Currently it is very limited. It is convenient and way to future.

I love my library here in Vienna. As a more "mature" citizen, I enjoy the magazines and travel books. I’d love to find more cook books, as well as an updated movie selection. Less involved with the technology, I am more interested in Children’s books and would love for a librarian to take the time to share more information about what is current, and suggestions for what to look for. I have two grandchildren, ages 1 and 3 years of age. I use my library at least once a week; it is a wonderful refuge from all the loud and crazy world we live in. Thank you for your survey. Susan Canning 608 Cottage St Vienna, Va

CURRENT LIBRARY HOUR IS BAD. DAILY OPEN (8:00AM-10:00PM) IS HIGHLY PREFERRED.

FCPL Online Survey 2016, Open End Comments 452
Please add Chinese books. We still need to go back to Montgomery County libraries to borrow Chinese books. Fairfax can do better to become an international community.

I find the library hours are not very convenient, but starting to improve a bit. Our branch is not open Sundays (when people are off work and kids need to do homework), but during the week the library is starting to stay open longer hours a few evenings.

Each age group needs specified things. Children may need the majority of books. Teens and young adults/adults need more space to study quietly or write a paper etc. Many libraries have these areas way to close together to focus, libraries do not have to be large, but separation is the key. Different rooms/doors etc.

More audiobooks! I love learning but don’t always have the time to sit down to read. I really like audiobooks for this reason.

I miss the opera videos I could borrow at my former town’s library.

We love your services

I also use Mary Washington Library and love it too!

I am an avid reader so the Fairfax County Public Library is one of the most important, and most used, feature of the county. I visit the library often, several times per week in person and check online everyday. Ensuring access to reading for every citizen in the county is essential. Fairfax County’s Public Library is among the best I have seen in the nation.

Reston Library’s future needs to be planned NOW given the impact coming very soon with the Reston Silver Line Metro station. Regular book sales by Fiends of Reston Library are fantastic -- I enjoy buying books and knowing that the money goes to the library fund. Reston Library staff are always helpful when needed and they are very much appreciated. They need to know that as we all use self-check-out machines and have less interaction with staff. Please continue to maintain a large up to date section of travel guide books.

It seems like e-book availability has increased, which is great. Has any consideration been given to swapping puzzles toys between local libraries? That way, children who go to one branch can play with different puzzles/toys without purchasing new puzzles for each branch.

Fairfax made a mistake years ago when they decided to build smaller libraries closer together rather than larger libraries with more resources, further apart. For example, Reston has too few computers with inadequate time availability. 30 minutes is not enough time to even get started on Ancestry. I am relocating back to Reston having lived in Lee County, FL for about 15 years so I’ve seen what I consider more cost effective approach. Libraries are an important resource for all segments of residents. Let’s not continue down the same road. Spend money to improve the basics.

I would like the library to get latest books which are useful to people of all ages.
When you say the library does all it can to serve the citizens, I believe this question begs the question all it can with the money provided or all it could provide with greater funds. Very different answers. It does well with such limited resources, could do more with greater funds and then more staff.

I have loved using libraries ever since I was a teenager in the Pittsburgh area. I am now 88 years old and would visit the library more often if I could get my wife to accompany me. However I feel compelled to spend as much time with her as possible. The Fairfax County libraries are nicely laid out, have good lighting, well-stocked, and comfortable. And the staff are always very helpful and knowledgeable. I’m happy to have my tax dollars applied there. Sincerely, JHB

I would like to see many more options for ebook loans. I often have to purchase ebooks because the library does not have them. I would also like to donate ebooks to the library, just like donating regular books. The library system as a whole needs more funding.

I think the system is great

I have been enjoying it's services since 1962 and think it is one of the treasures the county has. I like the idea of hard copy and E newsletters telling us what is new or what the Library is considering.

The staff at John Marshall are very helpful. I wish you had the finances to return to 10-9 hours M-F. While I think some of the educational services are useful, I don’t think the library staff is the correct place to provide these services (i.e., homework help, computer training). I also don’t think the library should spend scarce resources on DVDs and CDs. People who can afford the players can afford to purchase their own entertainment or use Redbox or Netflix. This is not the case with books. I know ebooks are a growing trend, but my 3 children and I prefer paper books. It’s easier on the eyes, no battery issues or technology problems, and I get pleasure from holding the book. I think the tactile aspect is also important for children.

Love our libraries!

As with all Fairfax County services, we cannot possibly, without a blank check, be everything to everyone. Focus on the core of library services. That is literacy. Have books, help people learn how to read books. All the other things, renting DVD’s, downloading music, laptop rental. That’s not your core mission.

I love your selection of large print English books. Having an injury and now having a disability from that injury at 35, these LP books are the only ones I can read.

Overall I appreciate the library system we have in Fairfax County. It’s not perfect but given resource and other logistical constraints, they do an excellent job under the circumstances.

My primary reason for going to the library is to check out books to read. I find the library has been buying less and less new books, and that new releases are not available for eReaders. Occasionally books are available through interlibrary loan, but not every book I am interested in. And, sadly, wait times for eBooks are ridiculously long. I was shocked,
along with many others, that the library system was throwing books into dumpsters because they were not being checked out very often. So, the library seems to be in business doing everything BUT providing books to the public. Nothing wrong with the library providing community services, as the previous survey questions implied, and I go along with that. But, if funding is an issue, the primary mission of the library is to provide books to check out, and a quiet place to do research. If it no longer does that, it is not a library, just a community center.

I regularly use the Overdrive system to borrow e-books for my Kindle. Two things would improve my experience: 1. More availability of new releases and bestsellers, to reduce wait times for these. 2. Increased availability of classic literature for those of us trying to fill in holes from our school years (or reread things we read back then). Thanks FCPL for all you do!!

The EPUB books are great! Thank you.

Look for ways to save money. Don’t try to be all things to all people. Take advantage of new technology.

Fairfax County Library has been, for many years, paying more attention to being a community center than a library. This is very irritating since my and my son’s use is to check out books. The local branches in our reach (Springfield through Belle Haven) have been fixed up only for me to find out that includes grand entrances, computers, and meeting rooms. The branches in these areas (mine is John Marshall) have a good amount of children’s books but when it comes to non-fiction, especially science and history, there is very little, and we always have to order books from the western half of Fairfax County to be sent to John Marshall. This is very irritating. At this point we don’t even bother to go to Fairfax County Library system any more. Instead, we are going to Alexandria Library system where we can walk in and check out non-fiction history and science books that we need. You need to crawl out of your political correctness of trying to provide so many services (like a social services agency) and go back to putting your money into books and ebooks like a library should be doing. Also, please stop treating the Springfield through Alexandria section of Fairfax as the poor stepchild.

Overall, doing a wonderful job in most areas. The only weakness I’ve noted is the decline (over the last twenty-five years) in the general knowledge and helpfulness of the branches' reference staff. I understand and approve of many of the resources being made self-service, but it seems that the reference staff at various branches are becoming more impatient with doing anything beyond showing someone how the online reference resources work, then walking away. There seems to me to be much less curiosity and willingness/ability to think about how to approach a research question. I’m a business person on the board of a local NGO and we -- the board members -- have noted this more and more frequently. We used to be able to take a question into our local branches during a slow period in the day (not weekends, and not after-school), and get advice on how to best approach the research, including non-library local contacts if we were lucky and the staffer was knowledgeable in an area. Now, however, we feel that the staffers are doing their best to not roll their eyes at us while we interrupt whatever they are doing, then they just refer us to the online reference databases and thank us for dropping by, by way of dismissal. This is in such
contrast to other areas of the system where, through improved technology, staff are freed of some of their more onerous tasks, such as collecting fine money, and appear happy to spend more time helping users over the phone or on the floor.

I've been very happy with the Fairfax Library since we started using it 33 years ago. My only complaint is many times I can't find parking space at the Patrick Henry branch. Not sure how that can be resolved but it is an issue. Also I use the Ebooks alot and wish more of the recent books would be available there. When I request a book I often have to request the hard copy vs the ebook.

Fairfax County Public Library is doing what it can out of budgeted money but need more books and extended times.

Please include a section for immigrants who cannot vote due to not being citizens. Also maybe a "I do not use this service" option for some of your service related questions. Thanks.

I love the digital loans, but I wish the turn around was faster. I often have to wait several months for a request, and then have to turn it around quickly or risk waiting several more months to finish

More consistent hours. I realize the cost is incredible while more and more people don't believe in libraries but it's disheartening to try to drop by during daylight hours only to find it closed.

I'm glad we are evaluating ways to make our public library relevant again. I hate to admit it, but I lived in another town a few years ago, and they had a big announcement about how proud they were of opening up a new library in the town, and I thought to myself - WHY spend taxpayer dollars on another library when it should go to figuring out how to be a useful resource to it's citizens. I would love to see libraries transform and become more of a community space. I saw there was an option for more Maker/Hardware/Software space recommendations. This is great. Meeting rooms of all sizes/types to bring people together, all the Meetup Groups there that often times meet in local office space because it better suits their needs. Why not offer spaces for those groups. As part of the build-it movement, things like crafting rooms, sewing rooms, maybe even kitchens (?? just brainstorming here) that have the ability to bring members of the community together to build... community. Broaden the mission of a library from just a place for "information" to a place to LEARN - learn hardware, software, crafts, cooking, children's Montessori program lessons. Anything you want to learn, and not just learn by reading, but learn by doing. And learn with others. Community. I think that would help make "libraries" (maybe even develop a new name - "learning centers" (??) a relevant part of our community again. All the best, Ashley Hosford

The library has a good selection of downloadable audio books; however, I'd like to see that expanded even more, especially in carrying complete works of authors in a given series. If an author has written say 6 books with a certain character, it would be nice to listen to all 6 instead of listening to Books 1, 2, and 5, then having to buy the CD's of the missing ones.

I really wish that our local library Fortnightly in Herndon had longer hours on Wednesday and Friday. If you are a working parent and need to get a book for a report for a child’s
school assignment, the library closes at 6 on Wednesday and Friday making it inaccessible to working parents.

I would like to see more titles and more copies of E-Books, available to read on my Kindle. My family & myself are frequent users of the Fairfax County library system. Thank you for your services.

I think our libraries are important to the community where most shopping venues have decreased and gone completely online. The library brings the community together and encourages reading at all levels and ages. I have recently started using a Kindle to read books and am now going back to paper books - online has its purpose but as a society people need to interact. I know I see a lot of families using the library during the year and especially over the summer time. Thank you

The card catalog system needs to give an option of Fiction or Non-Fiction. It is unbelievable to me that this is not available. If I type in Hawaii and I am looking for information about the state, both fiction and non-fiction options come up. Sometimes the options can be in the hundreds. This is ridiculous. The librarians will go to Amazon to look up title instead of using the library catalog system. Whoever, approved the catalog system we have that should be fired.

I love the programs that are offered such as, Tai Chi and Chair Yoga.

The only reason I am discontent with some aspects is that lack funding to pay for the personnel, programs, or hours that I’d like to see returned to the levels that were in place about 5 years ago. I think the libraries are a really significant public resource and are great for building community.

We as a nation are fortunate to have such facilities. They are a treasure and should always be fully supported.

I hated when there were reduced hours at our library. I always seemed to need to go or be available to go when the library was closed. I think we fell out of the habit of going because it was always closed or I couldn't remember when it was closed. Only recently have I realized that the library was open more hours. It is soo much better. I would like to know more about audiobooks that are available. My teenage daughter has dyslexia, and I would like to get her to read more. She likes listening to audiobooks and following along with the print book at the same time.

I appreciate the great work Fairfax County Public Library does. I wish that there were more weekend hours to accommodate working families. Sometimes I drive to a location relatively far from my house to visit a library with Sunday hours, but most libraries do not have Sunday hours. Also, most of the children’s programming at my local libraries is during the week and not on the weekend. As a result, I almost never visit the library closest to my home. Thanks!

The Library has always done "more with less" thanks to its staff. The Library struggles against County management that does not value its services and thinks of it as an "amenity." The Library is a literacy and information resource. If it could be funded and
leveraged, it could save the county money. Case in point: so many children start preschool having never seen a book. They are instantly behind their peers and require costly remediation. The Library’s preschool story times are seen as fluff by the county, but these are research-based literacy events that have been shown to boost readiness for preschool. Many places have programs where new parents leave the hospital with a library card for their child. Cheap, but shown to be effective raising reading scores for poor kids. Another case in point: all education experts know about the summer slide. Kids who don’t read during the summer regress. Their teachers have to spend weeks in the fall bringing them back up to speed. The library’s summer reading program keeps kids reading over the summer, saving time and money for the county schools. However, even the Fairfax County Public Schools don’t understand what the library is or what it does. FCPS has started their own summer reading program. The Library has held one for years, ably serving all students in Fairfax County. Do the schools not know that the Library has done a summer reading program for years? Are they that clueless about what goes on in their own community? How much money and staff time did they use to develop their summer reading program when the Library already does it - not just for public school kids but for every child in the County? Children’s librarians are experts in reading development and children’s literature - the perfect staff to do this work. Wasted money by FCPS. I'm sure the county thinks this is great, though, and will cut the library summer reading budget. But what about thousands of kids who don’t attend FCPS?

Thank you so much for all that the FCPL do for that county. It would be nice to have more books on CD’s that are recent releases. But they are usually available within a few years.

We love Patrick Henry Library!!!! !It adds a lot to the quality of our lives.

I think the library is doing a good job.

I like my local library, and am very frustrated at the cuts in hours available on the weekends to use the facility.

The Library Management needs to do a better job on maintenance. I could not give a top rating to makes good use of taxpayers money because some basic infrastructure needs are being neglected. The parking lot at the King’s Park Library is a disgrace. It is full of potholes, cracked pavement, and debris. The Library staff has made numerous requests to have it fixed. I know this because I have complained to them about the issue. I even brought it to the attention of the county supervisor’s office. Nothing seems to help. I am a senior citizen and my husband has to hold my arm as we cross the parking lot because I am afraid I will lose my balance and fall. Will it take an accident to finally take care of this problem?

1. I’m a grandparent. My 4yr old grandson visited 5weeks. He too active to sit still but we visited 3times to borrow books to read at home! 2. ALSO, i was desperate at tax time to find cost basis for gift/inherited stock that my accountant nor investment offices could help me with; --a librarian pointed me to larger library with historic books predating info in stock databases AND databases so i could "do due deligence" to provide the information.

I just recently started utilizing the library services and I’m thrilled with the resources available. Thanks for all you do!
All libraries need to have easy handicap accessibility. All doors should be automatic opening with no need to push the wheelchair door button.

Service is wonderful! I believe one of the selling points of fairfax county public libraries is their exceptional service to its patrons. I would be less interested in self help and online chat help and more interested in face to face interaction with kind, and helpful librarians/volunteers. It’s also what allows children to approach the desks without any reservations. The library is a public service to its tax payers and so approachability, accessibility, and helpfulness are of utmost importance, especially with the growing number of people that speak English as a second language.

I have been extremely pleased with accessibility of ebooks and with ability to reserve books online. I have also used the genealogy research options online and in the library and been very happy with my results.

Parking is usually a problem. There’s never enough of it. Glad that the libraries are popular. However, I would be far more likely to use the library if there are more ethnic cookbooks available and more copies of bestsellers available.

1) The Fairfax library system is okay for new items, but they don’t seem to pro-actively order new items. So I hear about something on the radio or in a news article, or an author blog or post, and it could be a very popular item, but Fairfax doesn’t have it in the system yet, so can’t even get on a waitlist for it. Some other systems like Howard County, they may have the item already in their system as on order, so you can at least get on the waitlist. I’m not sure if Fairfax is really slow at ordering, or if they are slower at getting a new item into the system, seems to often be a month or two behind Howard County in getting the same item, or worse. 2) The interbranch transfers in Fairfax County Library System is very slow, sometimes taking months, as it appears there is a bug that if any library in the morning says they will look for a book, that no other branch will look for it, and whatever that branch is that gets the list first, maybe never gets around to find the book so it ends up on the list again for the next day and the process repeats. I was advised to try calling other branches directly for assistance in getting the transfers done, have had that happen multiple times after a transfer seemed stuck in limbo. 3) The iphone app BookMyne is repeatedly having issues connecting to the library system. It also forgets login and password info, making you reenter info about once every 1-2 weeks for the past few months. I’ve had to go directly to the library website on my mobile phone, and verify that my login and password works there. The mobile website is pretty bad - it is hard to navigate to see your account, and if you say switch to desktop mode, the main page doesn’t do it. You have to click on catalog, and then you can switch to desktop mode, and then try to get to account. There is one bar that you wouldn’t think you could tap on, but which turns out to be a drop down list, and from there you can get to your account, about a 5 step process.

Please request more audio book titles available for the online downloadable service (Overdrive). Many authors (Dean Koontz, Stephen King, Philip K Dick) do not have all of their books, or even the latest books, available on the site.
I have been having some difficulty with borrowing audio books and e-books. I go on a "hold" for electronic resources, and am never alerted of availability. Perhaps something is wrong with that system? I would also like some detailed instructions online about how to USE my e-audio and e-books if I am able to check one out. Thank you!

There are a lot of areas in which the Fairfax County libraries are lacking. Walking into Herndon and Reston branches feels like you're walking into a library from the 90's. There is no advancement of technology available. Just compared to the Cascades library of Loudoun County, there is a stark difference. We have reciprocity for both libraries and find ourselves going to Cascades more often than Herndon/Reston which is sad because we live much closer to those.

I would like to see the interlibrary loan system more integrated with the rest of the website.

The library personnel at Woodrow Wilson library are excellent. They have the patience of Job. The kids come here and talk and they do the best they can in keeping the library quiet. Please give me them more authority in keeping the kids quiet.

The Library should focus on providing books, as many as possible on as many topics as possible, including more foreign language books. I'd like to see more Chinese-language books (traditional characters).

The public Libraries are great public spaces to grow a community. Fairfax County does a good job with our libraries, but there could always be better services. If young people get acquainted with the library they will continue to use it as they grow up. They are a great service to the community. We are fortunate to have such a good library system in Fairfax County.

Trainings that will help residents in the area to locate local jobs hiring and resources.

Would like to see greater availability for e-books. It's disconcerting when one is reading a series of books to find they are not all electronically available. Sometimes it will be one in the middle of a series that's not electronically available. With e-books library hours are not an issue.

Thank you for the offering of electronic books; I would encourage adding more of these to the collection, if possible.

I personally like having people available to assist me, because sometimes I don't know where to go or what to do to get something I need. Maybe offer a 'live chat' button on the webpage that people could ask a quick question, such as which library would be best if I needed technical books for study?'

I have placed a number of books on hold. I often have to wait for a popular or recently released book, but I notice that soon after I get on the list, the library purchases extra copies to make the wait times considerably shorter. Thank you for being responsive to desires of the library patrons.
Please do not reduce the hours open - thanks

1. Expand and target literacy for 1st-6th graders - there are very few programs compared to toddler/preschool - I know the puppet shows etc are nice but more focus on reading for enjoyment will help our elementary age kids love reading and do better and school, and be more confident kids. Encourage children to read together - book buddies for kids with ADHD/Dyslexia, advanced readers for their age book buddies, book clubs for kids whose parents aren’t English speakers or ESOL - there’s so much that could be done with the elementary demographic that would benefit not only the children themselves but their parents, and ultimately FFX. 2. The summer reading program for elementary kids should be revamped. The coupon book is nice, but half the coupons expired before they can be used, and kids sit down and read a bunch of very simple books in a sitting, get the coupon and their done. The program should focus on engaging kids in real ways and pull them into stories and make them hunger for more books - this comes easily to some kids, but doesn’t for lots and lots. As it is now, the summer reading program is more about checking boxes and getting a coupon book. 3. Interlibrary loan is awesome, and I’ve only had a very few times when I couldn’t get a book I needed. It is pretty confusing how to use this service though and requires a login for ILLiad - one log in is much better. 4. The website is set up in a confusing way. People want to search the Catalog and check their Accounts - these are the two things I do the most and it’s not intuitive. Also, the Search for the catalog should be revamped. I can type the exact title of a book into the Search and will get 20 hits and the first option is nearly never the book that I’m looking for - either make Title search the default or reprogram the default search. Also, Find it Fast is not helpful.

I know it’s a struggle for libraries to stay relevant in the current day, having to compete with other avenues of information, but I truly believe that libraries do fulfill an important slot, and should never go away. Libraries are an integral part of every community, and their services ultimately benefit the greater good, and in my opinion, should expand to create other aspects that would be helpful. We all benefit greatly from having a library to visit, for whatever reason.

Thank you, for all that you do!

My biggest complaint is lack of ebooks. I read almost exclusively on Kindle and love to check out ebooks but there’s always a wait for titles and most of the newer fiction releases I’m looking for are not available.

I miss the personal service from live human beings that used to be a major asset in the library. The atmosphere at the branches I usually use (Sherwood, Lorton, Martha Washington, Pohick) is unwelcoming with the few staff and volunteers focusing on other tasks. I think staff morale is low. I appreciate that the Library has suffered severe budget cutbacks and moved to more technology, rather than staffing, but the personal touch is what makes a library different from getting a book or other item at a big box retailer.

Thank you!

It would be so great if on certain Sundays, the library is open as it is often difficult to make the time to come to the library when working full time and have to juggle with my child’s
activities on the weekends. I really would love to see more expansion on kids’ books that are available at the library.

I am very happy with the public library service. It’s very very good, my both kids enjoy going to library and reading books. Please keep on doing good work. There should be ESOL service also in the public library for adults.

I love the online library. I would welcome a larger audible book selection.

I highly value our library system, especially the GM branch, because it provides endless important services for our community (Annandale, specifically) and I am thankful for it. I wish others valued our library system as much.

A wider variety of electronic audio books would be nice

I love the library and visit often. I do wish that eBooks were more readily available. It seems to take quite a long time on the waiting list, even for books that are not new.

More outreach to seniors...bookclubs, lectures, field trips, genealogy...

Thanks for everything you all do! ☺

I would like to see the search function on the website behave in a more friendly manner. When you click on something in search results and then go back, it takes you to the beginning of the search as opposed to where you left it. I would like to see more kindle / eReader books available. I love our library system!

While I do own a kindle and occasionally take advantage of the library’s e book service, I still prefer to turn pages, especially when I am researching something so I appreciate that we still have a lending library. Hope this continues.

I believe the most critical portion of the population the library services are the children/YA, and those adults who need to learn. The second most critical is helping teach them the correct use of computer skills to further grow their love of learning, including how to use the computer safely. Something that could be considered is the National Library Service for the Blind and Physically Handicapped (NLS) The Library of Congress. https://www.loc.gov/nls/ . Local library access to this data base would make sense, allowing easier local access to the materials for those authorized.

Though the library is trying its hardest to continue offering excellent service, they are sorely underfunded and overworked. It’s not fair to them, particularly since they offer such a crucial set of services that help Fairfax County remain a well-educated, well-read citizenry….which then leads to a higher economic status for the county as a whole. The equation is that simple.

Would like to see more video available - entertaining movies, not just documentaries.

I love the Reston branch and have been using it (off and on) or over 17 years. It is also easy for my mom (90 years old) to use the library as well. I really like the racks up front for new
books or recommendations. Good job! And I LOVE the self checkout kiosks - it’s very easy and with a little tutoring, my mom is also using it.

The FCPL provides a great service to the community. I would like to have a larger variety and quantity of today’s bestselling and current books.

Herndon Library is close to my home but I go to Reston because of good collection of books and more seats. If possible please expand Herndon library in terms of space and number of books too.

The only comment I wish to make is that there were some questions that I would have checked places but was not allowed to do so. For example, though I use the Chantilly Branch more often, because my daughter lives nearby, my nearest branch is Burke and I use it almost as often. I am a big fan of the Fairfax County Library system and think it’s very important to continue the good service provided.

It is great that the library wants to make improvements. Mail would be a better way to communicate because some people don’t have access to computers or others don’t even check their email. If my parents were to get a flyer in the mail about the improvements they would be really interested.

1. Libraries should stay open until 9PM Mon-Friday and until 6 on weekends. Given cost considerations, a later start makes sense. I doubt that there are a lot of people in the libraries at 9AM, but I know a number would use the libraries on evenings when they are now closed, especially students. 2. I believe more resources should be devoted to audiobooks, and more effort should be made to provide non-fiction audiobook selections that are histories and biographies and not self-help books. A bigger selection of classic fiction would be good as well. 3. When the Martha Washington library was remodeled, some decision was made to assign preferred close-in parking to carpool vans and alternative fuel vehicles. I never see these spaces are occupied. I know of no one who rides a carpool to the library -- and reserving spaces for alternative fuel vehicles (and yes, I get where the inspiration for this came from) is silly. It does nothing to promote the use of alternative fuels, but does mean that older and less affluent people who use the library (the people less likely to have alternative fuel vehicles) must walk farther to the library. The Martha Washington library parking lot has a serious slant to it, and is often icy, wet, and snowy. I have seen older patrons forced to walk 50 yards through an icy parking lot -- past the empty spaces reserved for richer, younger patrons. I understand that this is all well-intentioned, but it's not working and disserves the community.

Thanks for doing such a great job. I feel very fortunate to live in Fairfax County. We have tremendous services. Thank you all for doing such a great job at library. Also, regarding the language training, etc. it’s not that i don’t think those are important things. They are, for certain. I just don’t necessarily think that it’s the Library’s role to provide them, per se. Thanks again!

I would love to see the library offer more programs for preschool children on the weekends. Many great programs for babies, toddlers and young children are offered on weekday mornings and I would love to see the same things offered on weekends, so that children whose parents work during the week could attend.
I am convinced the library does what it can (and does it well) given the resources it has to work with...it is always one of the easiest for the Commission to cut at budget time and I believe any further cuts would be damaging to the services offered. I believe strongly that the library is important to all of its citizens and most importantly those who cannot afford to purchase reading materials, or have the education to encourage their own children to read.

I believe that the libraries are doing an excellent job in attempting to meet the needs of county residents and in expanding access to on-line resources. I believe that the children's programs are excellent but would like to see greater focus on middle and high school age students. I also would like to see more writers and poetry writers groups as well as interactive discussions on a variety of topics of interest.

The Pohick Library of which my daughter and I use is under renovation and I cant wait until they are finished. we sure do miss it being open.

Love access to electronic books and audiobooks - please increase number of copies available to decrease wait times for materials.

More e-books and audio books available, specially best sellers. And recent professional books such as business, computer, etc

Wish you had the audio books used by the Estes Park Library. They come with their own player that plugs into your ear! Thanks

My most frequent use of library services is to download audiobooks. Expanding that collection is the most useful to me.

I feel like the library is not providing enough new books. The difference in the last two years is striking.

I do not know what kids' Playaway is..... It this implies having a play yard for kids in the library, that is not a good idea. The county has playgrounds to support that need and the library is not a playground. Children must learn to appreciate the library and respect the quiet of all the patrons. My grandchild have their school libraries, which they LOVE. When I am on duty with the kids, I am often shown the books they check out from the school, then we read. My grandson recently brought home a John Grisham book for kids.... that was exciting for his mother and I to see, as we used to be followers of Grisham. Due to the county's lack of budget, I don't think that too much should be taken on by the library. Volunteers are hard to come by now and the core functions should be served before bringing on new undertakings. Many of my senior friends use the library resources heavily. Also, I always check the local advertisements/periodicals on my visits; some interesting newsletters and magazines have been found. Taking on too many technical duties without volunteers to support them could backfire. If a group wants to rent your conference space to a specific person/company to educate their group, let them. When taking classes at NOVA 20 years ago, I spent much time in George Mason Library and NOVA library, just trying to find quiet to concentrate rather than home.

Need more maker space/classes etc...
I mainly use Overdrive to checkout and return e-books. I would like Fairfax County to invest more in electronic content like e-books to reduce the waiting time.

Keep up the good work!

Sometimes I feel that 3 weeks is not long enough for the check out duration, especially with books that cannot be renewed.

I would like the library to work more closely and cooperatively with Friends of the Library groups. I also, far above the auxiliary services mentioned in the survey, would like to see the county make a greater commitment to buying and maintaining books - the core functions of a library. Fairfax County is far behind sister jurisdictions such as Arlington and Montgomery Counties, and I would like to see Fairfax meet or exceed the standards of its neighbors.

I think that if you donate books to the library you should get some sort of credit on your late charges. :)

Excellent resource and use of tax dollars. Wonderful, helpful and courteous volunteer staff. Exemplary use of government - citizen participation. I think FCPL is and can be a major force in bridging the digital and literacy divide in the county, where the disparity between folks who can use information and online resources effectively and those who can’t (and need it most).

Please extend library hours. Students really rely on libraries to study. Tax dollars for the library are limited so please don’t spend lots of money on a few pricey items like tablets and laptops to loan. Instead, use them on the core tasks the library has to focus on: engaging young students with books and an interest in learning, giving a quiet space for students with noisy households to study (by actually having sufficient open hours), giving a chance for adults with limited English abilities to learn and expand, and expanding the collection of online downloadable audio books and e books. My parents use the English class services regularly. They can’t afford paid classes and rely on these classes. People look down at immigrants for their broken English and subconsciously judge their mental capabilities with their English abilities although they are not related at all. They do put in the effort to learn but there are not many affordable options out there to learn. The class structure right now that offers a way to practice speaking in a class setting is helpful but it would be even more helpful if there were regular feedback on how to improve grammar structures/vocab/etc rather than just a "free speaking" class structure. Because speaking broken English with other people with broken English isn’t enough to help them improve--they need a way to get solid feedback during/after each session so that they can improve their speaking grammar structure and vocab. If there aren’t enough funds for these programs, possibly get more volunteers who are fluent in English to help out with the class?

YOU ARE GREAT.

I teach at Herndon Middle School and libraries are a big resource for our students and for me. Please continue to fund them and update their services. Thank you!
Excess books should be donated, possibly to other countries, before being tossed.

Anything that can be done incorporating technology, computer space and computers on site, tutoring residents in usage of Library features and programs, helping the underprivileged secure employment and computer literacy, helping the underprivileged utilize library resources with Spanish translators/communicators readily available, and expanding library hours once these programs are put in place will increase the overall literacy of our Community and will eventually be paid back with a more educated constituency. In other words, this will enable Fairfax County residence to access better employment and educational opportunities and will then see a return in County revenue in the long haul through increased spending (sales tax revenues) and increased income (income tax revenues). "What goes around, comes around." This could also help to deter crime that directly results from poverty due to unemployment and lack of basic skills. The Library system is cornerstone to improving the standard of living of all of the citizens. It is an under-utilized catalyst for implementing positive social change, fairness, justice, and for providing the basic necessities of life to many who now wait in the shadows with nowhere else to turn.

I strongly encourage the FCPL to keep a strong focus on books. I am interested in community use and electronic services but not at the expense of books. I am fine with the hours of use right now, I am sure more hours would be preferable, but overall I think the system has struck a pretty good balance of providing evening and daytime availability.

I'd rather see increased budgeting for new books for adults, particularly non-fiction than many of the new "services" listed in this survey.

Since I couldn't give two answers for the communication question, for me the best is email, but I know others are more social media savvy. I think focusing resources on the website would go a long way to having information in one centralized location. I primarily use the library for books (both physical and e-audio books) but recognize that there are so many services that the library offers. I don't have kids, but I'd be inclined to suggest that more resources are directed towards kids programming than adult programming. BTW, since T-P library is closed for reno... is there any way that one day a week the outpost library can be open past 6? It's great (in theory) to have a place to pick up holds, but I find the cut off at 6 is pretty early. Thanks.

I think there is a possibility to make libraries more learning centers and experiments in developing the mind. We have a media rich digital society now. One that gives the library more flexibility. We can become more automated and allow these public centers to be open 24hrs a day as a workplace, a study place, and a learning place. (ensuring that every level of society has this foundation of liberty. Also being stern about ensuring the library's productive use. For example, homeless using the space to settle down instead of use it to be productive.) Books are one tool of many. I think we can start creating more open spaces that can be functional and flexible. Books can be stored and accessible during hours that are staffed.
I live in a retirement community and we are very pleased with the exceptional service we receive in getting books for our Book Club. Most of us no longer drive so we are pleased to have the books come to us. I also enjoy using the 'talking books" when I travel with family members. I love the Sherwood Hall branch when I have the opportunity to go there.

Thanks for this section. I'd like to see the phone application back in service again, where i can browse titles and reserve books before my visit. It’s convenient, time-saving and largely self-service. It would also cut down staffing costs and free up the available funds to enlarge materials collection (books, DVDs, audio).

I absolutely love the library. The only complaint I have is how difficult it is now to pay fines. It was so much easier when you could just pay someone at the desk. Having to go to a separate kiosk is a pain. It should not be separate from the self checkout station if it has to be automated like that. I used to be able to check out books and pay fines at the same time and now they are separate transactions, and the pay kiosks at the library are slow and not user-friendly. Other than that I absolutely love the library. I was very sorry when Patrick Henry stopped having Sunday hours. I work full time and it is very difficult for me to get to the library, so only having one weekend day open is difficult, but I understand that budget choices had to be made. But perhaps you could consider opening on Sunday and closing one day during the week? After all many people work full time like I do and have the same schedule challenges.

i am a satisfied patron

I would like to say that I enjoy a lot with some activities that Fairfax County Public Library offer.

While agreeing with new technology being necessary. Sometimes feel it's carried to extreme. I.e. Machines for paying for fines or new books. When help is more than willing and available to assist I personally like to see a person not a machine as in some libraries.

The role of the public library in society should be to provide access to a wide variety of information to the general public. The fairfax county library has damaged its mission with the removal and destruction of the a large number of it's collection of books which were paid for with tax payer dollars. For example my library John Marshal lost over half of it’s book collection a few years ago. Now it's shelves are mostly bare. I was told at the time that this was to make way for construction which has never happened. I went in their the other day to do some research on dental care for adults and their was not one single resource regarding dental care in the entire library. Everyone has teeth and need dental care and information on this subject yet no recourse was available. This is just one example of how the library system has failed in its basic mission to serve the people which has paid for its existence.

Services need to be expanded, not reduced. Reading is the backbone of being an educated member of society - we’re on the way down if we let the libraries slide.

I love the library. I think books are very important although I acknowledge and embrace the advent of technology. The library serves those who do not have access to computers, copiers, etc. A fax machine would also be nice-for personal use-not for small
businesses. Having a quiet place to study and read is also wonderful. Thanks for asking for my input.

I'd like to see an increase in the e-book collection. That wasn't even asked on the survey. Is that not being considered?

I would like to see more librarians invested in helping find resources or be guided in terms of books that may go specific knowledge areas or a project that I may have. My last experience the librarian just told me to use the internet.

Every timer I go to the library the computer stations are all busy. I don't need to use them but they certainly appear to be very important to a great many persons. We could use more. Providing librarians who can help with computer usage questions or having training classes is very important. I want to deal with people not machines- I refuse to use the auto checkout in the library (or in stores where customer check out is offered) Continue to hire and have trained librarians, not untrained clerks. Being able to reserve and renew books online is WONDERFUL. I'm looking forward to "taking out" books for my kindle. I love the library and use it a lot.

Based on my age and health I would like to have more access to genealogy info than what is available on line. I find the info available on line from home is useless to me at this time. it is not easy to go to library and spent the time I would like too. Thanks for listening.

I read something about eBooks, and how much more an eBook costs than an analogous hard copy book. It made me concerned about the value of providing eBooks.

I have been very pleased with the staff every time i have gone into the library. The selection of books has meet my needs and the amount of technology is nice as well. I look forward to more interactive technology and really like the idea of a maker-space. We have one at our school library and the students enjoy it.

Combine eBook website with regular library web site. It would be better to only have to log in to one web site to do all my searches and loan requests

Love the library but not the waiting lists. If a book is so popular that there are more than 100 people on waiting list, the library should buy a few more copies to keep you customers happy I had to go buy own copy.

the library is wonderful. sites are very high quality and great staff

I think libraries are very important. All of the county libraries I've associated with: Fairfax County, Arlington County, Pulaski County, Baltimore County (Maryland) -- all have provided new books that I'm interested in and references services. Fairfax County Libraries are one of the best, if not THE BEST, I've known.

It would be of help if Fairfax libraries carry more educational materials (especially ebooks) across all age groups primarily focused on Learning, Technology and Business.
Very much appreciate being able to use the Adult display cases at various libraries. This allows Artisans United, a non-profit artist co-operative located in Annandale, to meet its mandate of taking arts out into the community. Thanks to all the branches where we show our crafts and to the gracious library workers who make this possible.

Nice to have more copies of new releases and less wait time on holds list. Many ebooks (new and years old) are going to ALWAYS be popular, and sought after reads. When there are more than two people (CONSISTENTLY) on waiting list for one of these books and there’s ONLY one or two copies available, the wait can be up to FOUR-FIVE months for a book. WAY TOO LONG! I’m STILL on a waiting list for an Ebook I put on hold in the beginning of February. I think that is a bit much to ask patrons to wait.

more ebooks!

Keep doing well. Thank you.

The public library plays an essential part in the community and I see it as a valuable and vital asset. Thank you for all you do to keep this a part of our culture and community.

I mostly use Overdrive for audiobooks and ebooks. I wish there were more copies available for some of the most popular titles. I also seem to have problems with renewing. But the hold system works well.

I really enjoy the audiobooks and ebooks, please keep adding to your collection!

When a Regional Library, Tysons Pimmit for example, is closed for remodeling for an extended period of time why can’t nearby community libraries’ hours be extended to meet those of the closed facility?

Would like more kindle best sellers made available. Also, have presentations of local authors.

access to a library is an important part of growing up. having an easily accessible library is a citizen’s right and privilege. I remember constantly going to the library for books during summer vacation as a child, and now as a senior citizen it is a major comfort to read the newspapers and magazines I can’t afford to subscribe to. the library is a lodestone of information that every citizen is entitled to, no matter how small the town. a library is a treasured resource that should be preserved. many countries do not have a public library system like the united states. the first thing I notice when traveling is the lack of public libraries. please don’t shortchange the citizenry by cutting back funding. you have to make choices on what to keep and what to change but please don’t destroy this magnificent institution.

We are anxious for Pohick to reopen!

Look into increased collaborations with schools and businesses.

The Fairfax public library system is phenomenal, esp compared to surrounding municipalities (DC, MD)! With advances in e-books and streaming services, the library
system needs to keep up, but must also supplement those advances. Real books are still needed in our society. Children don’t need to view screens all day. Seniors don’t always want to view a screen or always have access to one. Additional and better computers IN the library are needed to aide households without (and there are plenty in our county that do not have those resources). I personally think loaners will result in lost equipment which will be a costly endeavor for our county. Thank you for the survey.

Love the events provide by the libraries.

Expansion of ebook resources would be desirable (from the perspective of this middleage reader), to the extent that it’s affordable - but not at the cost providing young readers ample access to hardcopy materials. In any tradeoff calculus, the focus should be on the young - it’s critically important that they learn the value of libraries as an information and entertainment resource.

I like Martha Washington Library, welcoming environment, excellent librarian support, it is close to my home. Perhaps more late afternoon and/or evening activities relative to culture, current events, writers presenting their work. I prefer emails, since I read my mail everyday.

FCPL is a community resource that should be maintained and expanded to meet the needs of the citizens. However, careful thought should be given to the types of programs offered so that they meet the mission of the public library. With tightening budgets, priorities should be given to maintaining reading and reference materials and expanding online access. Improvements to the website should also be a priority, particularly to the sign on process to access accounts and to access electronic options.

The Fairfax county library has a tremendous job and they address it very well. It should be accessible to all who support it (taxpayers) and not the free loaders in the county. The library should provide a verity of services to the majority and not specialize and cater to specific groups e.g. non English speaking people. Those things step outside the bounds of what a public library’s responsibility has to it citizens. The next thing that happens is many programs for specific groups and the associated budget balloons out of control. When the systems takers (free loaders) out number the givers (the tax payers), and we are reaching that point very fast, in the computer vernacular, the system crashes. Does Greece ring a bell. The most important thing that I want the reader of this email to remember is that "you asked me for my comments! Thank you

We love the library. I used it a ton when my kids were little. I went through a lull where I could not go as much because my kids just loved to run around the stacks! We are just getting to the age where they can go again and I am very excited to be able to come more often and not have to arrange child care to go! As a reading specialist in the county I also feel that these services are invaluable for our families that have no other way to access print materials.

I thought the recent destruction of books deem unsuitable by staff as absolutely stupid. Some of those books are valuable if only used occasionally. I am disgusted at all the treasures that were discarded so disrespectfully and I am very happy that the former director (and hopefully his direction) are gone. the library serves as a complement to
education in our county and it needs more respect as such and more funds. I am tired of the
school boohooing all the time. the libraries are part of education in this county (all ages)
and should get financial support for this role. I mean books and references but also..... the
wonderful services that you provide at Patrick Henry for children in that area. I applaud
loaning laptops and tablets.... Discarding all those books was a crime against the people of
this county now and in the future. Mason looks like someone came in and stripped it.
Terrible. T

The Fairfax County Public Library should offer free passes for local museums and parks.
When I called the library I was once told that you do not offer this service which I have seen
in other states. I see here a huge benefit for kids education. Two examples: - Free parking
admission to the Udvar-Hazy Center (Air & Space museum) - Free admission to the
Meadowlark Botanical Gardens

Should offer American Sign Language and help more homeless people. Why not pay them a
little bit? So they can have food or the needs... I noticed there are a lot of homeless people
hang out at the library. We need to help them out to get their feet back on the ground again.
It could be you at any time..... Hope you can create more service for them.... : )

I wish you had even more late days. I love your meeting rooms and they are hard to book-
not enough space. We need more libraries in Fairfax! We need more computers! I love the
library!

have lower cost late fees increase ebook titles

More workshops for high school teens 16-over: Jobs, applying for college, scholarships,
resume writing, camps and interns for teens, etc...

Would like to see life-applicable, easy-to-understand talks for adults, offered in the
evenings or weekends. Some topics to include: 1) county resources available; 2) individual
county agency/dept talks--one example, for Do-It-Yourselfers home/condo owners, have
Code Compliance & Permits depts explain the process, common errors (I am referring to
simple projects an owner can do without a contractor, both inside the home and exterior of
home, etc. 3) Personal finances--budgeting & proven strategies for getting out of debt
(Dave Ramsey's Total Money Makeover, etc); Investing for the simple person--explain
stocks and the terminology, options to buy stocks without a broker, etc.

I am almost 100% satisfied with FCPL especially Herndon Library.

The library is one of the greatest assets in our community. I view it as a small community
center where activities are happening all the time and as a result people get to interact and
learn. It does much more than just provide reading materials. All the volunteers, employees
and participants make it a supportive environment for all ages. It provides one of the
essential components of building a local community....

The library needs more hours. The staffing can be cut during other hours to allow for the
same overall costs.
The catalog search website is terrible! Not as user friendly as Arlington Co. Libs, with difficult to understand search.

The library is a critical component to strong communities and early literacy in children. We (myself, 6 year old and 3 year old) are at the library frequently and read hundreds of books a year. Extended hours are vital as I am a working parent and do not want to always have to squeeze in library time on the weekends, competing for the limited family time we have. I like the idea of the vending machines but NOT as a replacement to a building. There is an atmosphere about being in a library that goes beyond individual books, and nothing beats browsing the bookshelves and finding things you were not even necessarily looking for. I also think it is important to maintain free access to real books that can be held, especially for children. Research has shown our brains process digital information differently and I think libraries are critical to maintain print in a world that is becoming increasingly digital, for better or worse. That said, for adults digital downloads are clearly increasing in popularity and are helpful for the library to offer to keep the library relevant. I love that the library offers activities as well, in conjunction with Herndon events on the green such a the easter egg hunt. I would like to see more events available to working families, although I understand they may not be the most widely attended.

The staff at John Marshall is the friendly and wonderful to deal with. I truly appreciate this neighborhood library.

I love the library. The "holds" service is very convenient. I wish there were more digital copies of popular books.

It is very important to have easy parking at every library branch - Reston is a prime example. Very easy and quick to get in and out.

Great place but tables are always crowded

one of the proudest moments of my long life is the memory of me at age 5, oh so slowly, carefully, printing my name so that I could receive my first and very own library card. The LIBRARY, (every where I lived, studied, worked) has always been a significant, safe, exciting, warm, place / refuge ...books, my proudest possessions... Whatever the future holds for "libraries", please keep the sense of ??? wonder, potential, whatever! I can't express the pleasure I still feel when I look around the Reston library!! I'm "home" again; even though I cannot count how many libraries across the U.S. that gave me this same sense... deja vu..................

More digital book stuff? I hope more millennials come back to using the library. I feel like when I was a kid the library wasn’t very important.

More outlets for charging at table areas would be nice.

More preschool story times/activities/music programs. They fill up so quickly, sometimes within one minute of the sign up time. Best class is Music n movin with miss Susan, and the wolf trap music class with Kofi Dennis

FCPL is a valued resource. I very much appreciate the ability to borrow ebooks.
More self service options are great especially because hours are very limited.

Focus on the computer courses

E-books are fantastic for those of us with limited mobility. Expanding this service would be great.

Buy more books, especially non-fiction. Get rid of People magazine. Libraries have a more important role than keeping people up-to-date with celebrity gossip. Computers, put up signs prohibiting video games. Often not enough computers are free, and during the summer and the weekends, children tie up valuable technology needed by job seekers or others without access to computers. Moreover, the parents of these minors would prefer their children direct their interests elsewhere - except those parents who drop their children off in front of the computers and then run their errands. The library is not a babysitting service. Make the computers available without having to punch in your library card number. This is time-consuming and "creepy'.

Need availability on online books.

I dislike that the librarians can’t handle money. Those machines are an incredible waste of time and effort. It takes five minutes to pay a quarter for a used magazine. In the book sales, the resellers should be prevented from throwing the books they don’t want helter skelter

It would be cool to implement some sort of a seed library or libraries for supplies to make things (baking, crafting instruments, etc.)

FCPL provides exceptional value. I know it’s tough to sustain these types of services given the reality of the budgeting process -- regardless of geography or how well/poorly the economy in general is doing. I applaud Fairfax County for its library system and hope it continues to be a priority for County residents. One of the survey questions dealt with wait times for reserved items. Of course I’d like for wait times to be shorter on the hold lists, but I want to make sure you know that I am very pleased with the short time it takes for an item located at another branch to be prepared for me to pick up at a branch more convenient to me. That is a great service. My whole family is excited to see Pohick Regional Library reopen once renovations are complete. But because we are a classic "over scheduled family" with lots of activities it’s nice to know there’s generally a branch close to where we’re going to be on any given day of the week. Long term, then, I would like to see as many branches as possible sustained throughout the County, even if it meant sacrificing certain services.

I use online audio books via Overdrive, I wish when I went on Overdrive it would not recommend books to me that I have already read. Also, would be nice to be able to rate the book once I was done and a way of sharing that info with other readers.

Get self-check in machines that automatically check in your books as they slide down the chutes. Have seen these in other libraries, and they are great!

It suites my needs
I wish our branch (John Marshall) had more Spanish language books (fiction and nonfiction) for all ages.

The Fairfax Library system is one of its community cores--let's not lose this important resource due to budget cuts. A region is only as good as the quality of its libraries and I think Fairfax Libraries are outstanding. Great work.

The sense that the library is actually "Homeless Daycare" is a problem. I resist going in there when I see these goons sleeping in the library chairs. It also irritates me that these useless, aimless folks are in there playing games, watching vulgar videos, and posting on Facebook. I'm happy to pay tax dollars for educational and vocational advancement, but not to idly away the time for people who can't hold down jobs. That's not what the library is for.

I love the library!

Keep up the great work!

I think Fairfax County Public Library does a good job. I read a lot of popular fiction and you have a good selection, but I have often been number 300, 400, or 500 on a hold list. It would be great if you could purchase more copies of the highly read popular fiction since so many people want it. I have, on more than 1 occasion, decided to buy the book before my turn to borrow it came up. I know resources are limited so good and sometimes tough decisions have to be made. Although all of my other answers in this survey relate to the last 12 months, prior to that time I visited the library more than indicated in this survey. Monthly most time, but for a few years every other week. I come in less, because recently there has been less there for me, but I would come in more, if there were more books for me to read. I also read non-fiction and the classics.

Would like to see some revisions to the e-book web state so I can better eliminate the formula romance novels and better identify the books in a series by one author. the website now seems a little disorganized and the search does not always produce what I am looking for even tho I later find out the book is there. Also would like to be able to set my preferences and not have them revert back dry time I look at particular book.

Library does a good job with limited resources. I do not want to see anything that allows users to monopolize computers and equipment, such a access to games. I would like to see a better video/DVD library, with more recent releases (like Alexandria has), perhaps as downloads if a service exists. Love the ebooks and encourage expanding that program. Thank you.

I most often come in to use the reference section or just read quietly without taking a book out. I consider the library an important piece in the overall quality of life in Fairfax County and good use of tax dollars.

Would love it if the John Marshall branch opened in the morning on Thursdays.

I don't have access to your usage statistics and therefore don't know what your customers are using, but I believe a library has a high-priority function as described in the dictionary: a building or room containing collections of books, periodicals, and sometimes films and
recorded music for people to read, borrow, or refer to. I look forward to seeing your survey results. I don't believe you should be offering laptops, games, homework help, ebooks, job search help, unless those are things taxpayers want. After all, it is their library system. I think homework help should be funded by the schools. Job help by county employment folks. Laptops must be very expensive to supply. Games and movies are probably arch enemies of what a library should house: books. The written word should be the #1 priority of the library. Ebooks are trendy, and if they can be supplied economically, are perfectly fine to offer. If a person can afford an ereader, however, they can probably afford ebooks. Libraries exist to introduce the young to books, and to supply books readers need as they advance through life. The library building may serve other functions as a meeting place for groups, but that is a secondary purpose. The fact that thousands of books have been trashed by the library system is a sign my views may be in the minority. If 90% of your surveyed group wants to turn the library into a Gamestop with a Slurpee machine, I will be disappointed but not shocked. Since you have been weeding library staff to save money, I have a feeling the next step is a giant drive-thru book vending machine that will also offer Lego toys. You are somewhat limited by your budget, by the goal of libraries should be to promote and expand reading.

I am looking forward this summer to using the library on an at least weekly basis. Wonderful resource and always participated in the Summer Reading Programs when the children were little. Thank you!

More open hours would be nice.

I believe that Fairfax County public libraries are doing an excellent job at this time. Recognizing that there is always room for improvement, I would make it based on cost effectiveness. For example, the public library should remain a library and not attempt to take on expensive social improvement projects that other federal, state and local government agencies already have budget and responsibility to provide. My family annually contributes to the Fairfax County Library system and to the Fairfax County Park system. That is beyond paying Federal, State, County and Town of Vienna taxes. Thus, I think the budget for county libraries should focus on basic library functions and eschew expanding into social and education projects.

I love the FCPL. I moved into the Northern Virginia area in 1971 and the first thing I did was check out the library...I so loved it and have loved watching it grow. I love it being online, I love placing books on hold online, getting an email letting me know they are there. I am a 78 year old female and I have always been a reader and the library provides me with all I need. I am so grateful for the wonderful FCPL system and all they do... Thank you FCPL!!!!

More adult book club discussions at different hours

I love the Fairfax Public Libraries! The system has really worked hard to maintain an excellent quality over the years. One recommendation- better programming geared toward 25-40 year olds. Many in that age group are living in Fairfax and would participate!

The library is a wonderful place!~!! Would like to see some organized method to help individuals learn how to use eBooks....on the different mediums. Then would like to a larger
selection of ebooks....especially Best List new books, etc. If these two things don’t happen, I will still praise all the libraries that I have used for the past 44 years: George Mason Regional, Pohick, “Fairfax City, Centerville, and my current one--Richard Byrd. thanks for this opportunity

Overdrive needs improvement or replacement Staff needs proper education (MLIS or equivalent) at each branch Leadership needs proper education and experience in library

Don't understand why money is being spent to renovate Pohick. Seemed like a relatively new and well appointed facility.

I want to see more SPANISH book Special in how to live in America since they do not have any more the AMERICANIZATION program is very important that that the new Immigrants star knowing AmericanCostum and Idioms. Thank Hugo Mendoza

Library is a great resource, we appreciate being able to take our kids there and have them learn about books / grow up in literary atmosphere. Would appreciate more ebook/audio book versions, as currently have to wait very long for popular books. Would also appreciate auto recommendations based on books that i’ve checked out. There are a lot of kids books! I would appreciate some reading lists, or ideas of best / most popular books, or certain topic ideas. It can be quite overwhelming looking at all those books and trying to pick out what to get. We usually end up checking out 10+ books in a single time, of which our kids will like 1-2. The others will lay in their book box until it’s time to return the full bunch. So we end up having books at home that no one is reading. Thank you for doing the survey! Great service.

We love the Library and use it often. We would be happy to see it open extended hours, including Sundays.

I am grateful for all that you do with limited staff and funds. You are important to my family.

The library does a great job, given the limited resources the county makes available. I would prefer that the county spend more money on libraries to provide more materials and more services. The county should give the library system more funding.

I have a 5 and 7 year old. We love the kids’ programs and book clubs!

I think the child reading time is excellent. I hope that as my children age, there are still opportunities to stay socially engaged at the Library (not stopping after age 5). So far, great service.

Books on Cd sorely lacking

I think the Fairfax County Library does heroic work in the face of continued budget challenges, including the budget cuts over many years. People who love libraries have had to adjust to the cuts in hours at the libraries. My concern is that the libraries are not open long enough to serve the people - especially students. I would support budget growth in the area of support to students. Many of us have technology in our homes, including personal
computers, but those who are lower income do not and the technology should be available especially for those who have this need, again, students as well as the unemployed I appreciate the efforts made to obtain books in other languages for the 1/3 of Fairfax County residents who speak languages other than English in their homes. While I love the tactile joy of holding a book, I believe that the growth of technology for information access is where Fairfax can get the most bang for its bucks and I support efforts in budget growth in this area, including more online access to books and other information. The computer, however, cannot replace inner-human communication, and thus I support efforts to educate in areas such as adult literacy, and improving study/research skills for students. It should be all about improving our future, as we have to spend money in the present to ensure that future.

I think public libraries, such as the Kings Park branch, are very important to communities.

I appreciate all that the library does with the limited funding they have.

Expand collection of DIY books, reference pieces, video and audio tools for such topics as household repair, automotive, RVs, and other items.

I really like the ability to place holds on books. I love the new system where I can easily pick up my books with the barcoded stickers on them on the self service shelves. My holds arrive so quickly from other branches! It’s amazing!! Thank you! Many of the DVDs we check out are severely scratched and unplayable. I really appreciate the reminder emails letting me know when books are almost due, when my holds are ready, etc. The event sign up system is particularly frustrating since I rarely can get in to the story times I’d like to. I think they can be expanded to 20 kids not just 15, especially since so many don’t show up.

I love being able to reserve a book and have it delivered to my local branch for me to pick up. I usually know what I want to read so this makes it very easy.

I wish you could get more resources/$. I love libraries!

I’ve transitioned to reading e-books on my Kindle much more frequently than paper books. Even though I would miss the traditional library that I grew up with, I would much rather the library buy more e-books than hardcovers and paperbacks.

Great community resource and excellent staff. Thank you!!!!

Have popular Christian fiction and authors available. Have a self service check out just for kids- they love to use it, but it takes them longer. Put it on lower table. Popular lists of age-appropriate children’s fiction would be helpful!

The website and catalog are very clunky.

Thank you for maintaining the wonderful chain of FCPL with a vast collection of books and clean library premises.

I love the library, please dont close it down!! Need more technology implementation.
Please provide more parking area at the Vienna Patrick Henry library. I had gone there so many times and unable to park.

Programs such as adult literacy and English as a second language are necessary and important. However, I don't see the library as the only / main source for continuous daily/weekly courses. Local high schools, colleges, and other evening based education centers should be able to provide classroom space for these courses. I think space for quiet/group study; computer rooms, and walled off areas - possibly with for young children to explore (too limit noise to other areas of the library. Our children are young, and a noticeable lack of separate, child friendly areas with sound barrier (wall/door/location separate from quiet areas) has limited our visits to local libraries.

I would love if there were more baby activities!

I would like the library to be the go-to place for my school-age children to do non-fiction reading and research.

I understand that modern libraries have moved away from the old concept of quiet in the library, but it would be nice if separate space could be provided for tutoring and other activities pursued at a normal conversational level. It is surprising difficult not to be distracted by a conversation going on nearby in an otherwise quiet room, even when I am just picking books to take out. In the same vein I would like to see librarians enforce the "no cell phone use in library” rule. I have yet to see anyone approached by a librarian when they are using a cell phone in the main library room. You have a reasonable rule, but it isn’t much use if you don’t enforce it.

I very much enjoy providing one on one ESL conversation classes for two hours weekly.

The library is absolutely the best use of my tax dollars. I love to come in and see it very busy. I love the library and I love librarians!

I think the library’s collections are underfunded, and I feel that the weeding initiative they took on (and which the County Supervisors completely misunderstood) needs to be continued. The collections are getting old and need tending to!

THE HOURS MUST CHANGE!!!! IT DOESN'T"T MATTER WHAT YOU OFFER IF YOU HAVE RIDICULOUS RANDOM HOURS THAT CHANGE ON THE DAILY!!!!! USE VOLUNTEERS TO OPEN UP THE PLACE! YOU DON'T NEED PAID STAFF TO RUN THE PLACE!

I think it is important to enhance the library’s function as a safe public space to meet

Please don’t forget about paper books in your focus on ebooks. My own preference is adult fiction - general, mysteries, and science fiction.

Offer extended hours. More E book offerings for Kindle readers. Doesn’t have to be free. More competitive with Amazon Kindle books.

It would be nice if there was information easily available about ways to get books, if Fairfax doesn’t have it (example: requirements for DC library card, Arlington County, etc)
How about a way to pick up my reserved book 24x7? Include better bike parking.

There should be a better means to have books (and etc.) that are not currently in the Library’s collection get into its circulation. Also, that would include the time for which it takes (if every) that books become part of the collection - noting that the various newspaper reviews contain books that would be requested and my experience the library has not even began the process to add the books. There should be consideration given skill based learning for various technological applications, development of writing skill: publishing, book binding, poetry, oral history recording, public/community based activities during the day/weekends, increased diversity in presentations and events or skill building opportunities. More home base computer resources to use in Virginia research of the library collection.

We are so fortunate to have such a wonderful library system.

I enjoy the libraries very much, they have helped to enlarge my love of reading. The reference books are a little out of date, just because in my opinion, most people who are needing reference books find online versions, but it is also important that people without internet access have available resources.

Keep up the good work. We are particularly appreciative of activities for our preschool grandsons.

I appreciate your book sales - I’ve made some very good purchases.

Add more large print books. Make ebooks more available.

I think that the Fairfax County Public Library system is awesome!! It offers many valuable resource tools for the citizens.

The staff if very has always been helpful every time I enter. I would greatly miss my local library and the staff.

One of the very most valuable uses of our tax dollars. A treasure in our community. My children grew up spending time in library programs, checking out books to have read to them and later to read themselves. They continued throughout high school to rely on the resources available. We are a family who still prefer the book in hand.

Longer hours at Richard Byrd should be done especially with closure of Pohick. More downloadable books!!

I love the Fairfax County Public Libraries! My strongest comment is to enhance the availability of and access to digital titles. I have pretty much given up on checking out digital books from the library because there are so few copies of popular books.

Reserving books is a problem for me. The website will rarely let me do that. It will indicate there is no such book on the shelves. I usually have to come in and let one of the assistants add the book for me. Then, I find some of them seem to slip thru the cracks and I never get them.

FCPL Online Survey 2016, Open End Comments
It is way too noisy at Martha Washington. Children run around and scream. What happened to trying to whisper? The children's section is right next to the computers. Sometimes it is hard to concentrate with all the children and parents talking loud. There should be a wall with a door that parents and children can go behind and be loud. It will also help keep the children from running off so the parents have to chase after them. The door would stop them.

I would like to see the Martha Washington Library open on Sunday's. I would rather see the library close early on Monday and Tuesday and/or open later throughout the week than be closed on Sunday’s.

I really appreciate our libraries. They are well stocked and well run. The staff is helpful, the spaces are comfortable and accommodating, the programs and offerings are very good. Keep up the good work!

I'm so grateful to the county public library system for providing both knowledge and entertainment from people one would otherwise not get to learn from or be entertained by, all for free. The library system represents the best of humanity, much better than sliced bread.

I feel there needs to be more preschool programs because they are mostly full even at opening of registration time.

My comments apply only to the Chantilly branch. I find that the patron noise level is becoming higher, and most of the time is too high. Sometimes it's a case of parents not supervising the kids when the parents are present; sometimes it's unsupervised kids (and many times I've told the kids to be quiet). The tutoring sessions also become a bit noisy because several people are in the same area talking. There are also patrons using the computers and ignoring the "one person per computer" rule. With staff shortages I know it's unrealistic to expect library staff to enforce the rules but that would be my ideal. A compromise would be to have a quiet area where there are no cell phones allowed, computer noise must be muted, etc.

Vienna branch is small for the use it gets and parking difficult at times.

Our family loves the library and we use it very frequently. My biggest disappointment is that so many physical books have disappeared. So many things may not be needed every day, but when people have questions about how to do things like crafts, sewing, knitting, crochet, all sorts of things - books with great examples have been culled from the collection because of infrequent use. Books I used to learn how to do something are gone when I need to refresh myself. It seems as though lots of novels and books of every kind are discarded as soon as they aren't popular. Even classics are not easily available if they are not required reading in the schools. It seems as though the shelves had been full to overflowing - now, half of the shelves are completely empty. Please remain a source of easily available information and entertainment. So often I find myself looking for one thing and picking up two or three others just because they caught my eye and sparked an interest. I don't always read everything I pick up from start to finish, but I learn so much just by exposure to things I had not expected. CDs and DVDs are great but again I wish there were more variety on the shelves. I would love to see CDs of music by classic bands or singers from 50 or 60 years...
ago - things not easily found but could introduce younger people to things they don’t know or for older people to enjoy. I also must note that I am in a power wheelchair and sometimes find areas of the libraries to be very hard to get through. Some aisles have the stools to allow people to reach higher shelves, but they are an obstacle to me. I am not able to attend or participate in the library book sales because the tables are so close together & with people, boxes of books, etc I just can’t get near the books to choose any. Parking for accessible vans needs to be more widely available. I need 6 to 8 feet between my van and the next vehicle so the ramp can open and let the chair out onto the road.

Love the library. Expand hours!!

My local library is my Go To resource for community happenings and reading. Even though I work full-time and then some, I frequent my local branch at least 2-3 times a week as I am a voracious reader and listener of audio books. I’d like our library to expand their hours for the local branches past 6 PM in most cases as with traffic in the WMATA area, it’s impossible to get anywhere by that time. I’d also like to see an expansion on the acquisition of audio books as with our commute times, it helps to catch up on our reading when stuck in the car. My local branch is a haven for my needlework guild and we frequently use the meeting rooms to gather to meet and have classes. Love my library and am a strong supporter on its services!! It was my hang out to get info when I first moved here to help acclimate me to the area and find out events, community resources and such.

I find the library one of the best resources offered to me through the gov’t. The library and park svc are two of the best programs offered through the gov’t that enrich our lives. I find these two programs very underfunded and hope that the gov't allocation increases given the benefit to the community. The employees at the local library branch offer exemplary customer service. Opportunity for improvement: -offer more material (ebooks/audiobooks) online - while adequate the selection is quite thin and wait times exceedingly long for some of the more popular material -increase communication campaign if they need volunteers for certain programs to support (I would be happy to help but never know what help might be needed)

I've found the library systems and services to be of tremendous use. I would be really appreciative if the reservations for library meeting rooms were streamlined and available on line after an initial registration of the non-profit organization. This is something that is not in the proposed upgrades and I believe it should be. An electronic portal whereby we can book available rooms for meetings of registered non-profit agencies into any FFC library where a room is available. Thanks for your great service to our community.

Libraries are for books.

The library is too noisy. There should be stricter policies regarding noise and cell phone use. Also, the surrounding library systems address bad hygiene in a way that is fair to the majority of people using the library. I often feel that my senses are being assaulted when I visit my local library.

FC Public library is an asset we are lucky to have and should keep and improve. Glad to see you are doing this survey seeking ways to improve. Thanks,
Your survey is biased. Completely agree, somewhat agree, or completely disagree. No choice for somewhat disagree, or neither agree or disagree. This leaves out the middle ground and biases a positive response. If I don’t completely disagree with the question my only other choice is a positive response even if a neutral or slightly negative response is more appropriate.

Expansion on the inter library loan program More resources for the Virginia Room to expand holdings, computers, and programs.

Increase copies of audio books

I love, love, love OverDrive and the Kindle Lending Library. Don’t know what I’d do without them!

The expansion of the e-book content has been fantastic. Keep it up!

I really wish the Library was more friendly towards families with young kids. The programs for 1-3 year olds always fill up extremely quick (and there aren’t many of them) and it would be better if at least some of the libraries opened at 9am (like the nature centers) because toddlers are usually at their best first thing in the morning. Adding a play space or playground adjacent to the library would also be a huge draw.

Fairfax county public library system is the best thing I enjoy as a county resident - I have improved my IT proficiency by studying evening hours and do certifications from books I borrowed. I have a personal attachment for my professional growth with the library and I can imagine many relate to that too. Keep the excellent work you do and happy and willing I pay tax for this service!!! I wish I could do more to contribute. Any library I go to be it in Herndon or Sherwood Hall lane, I feel contributed immensely to my growth and achievement!!! Huge thanks!!!

I hope this survey was sent to my wife as well because she uses the library regularly, much more so than I.

There are not nearly enough ebook, audio book copies in your collection. Almost half of the books in your online library are on the waiting list. It would be nice if you could add more copies of ebook/audio book in your e-library.

I am painfully aware of the budget cuts that the library system has undergone in the past few years with the result that many of the educated, experienced and dedicated staff have left the system because they saw no future for themselves in FCPL. For this to have occurred in one of the most wealthy, educated counties in the country makes me shudder to imagine the state of libraries in other parts of our country where learning is not so highly valued. Having said that, I feel that the library system is doing the best it can given their operating constraints and much of this is due to the employees who are being asked to do more with less. As for what direction I would like to see in the future, I prefer traditional resources - "real", rather than virtual books. While I recognize the need for those, I would not like to see the library reduced to just an online entity. Throughout history, libraries have played an important role in their community - a meeting place, a learning place, a resource place with real people available to help. Libraries take young
children and teach them the joys of reading, of letting their imaginatioins soar. The illustrations of Eric Carle in "The Very Hungry Caterpillar", or in the "Angelina Ballerina" series are not the same in an e-book. I wish that I could quote the entire article, but Neil Gariman has written that "Libraries are about freedom....freedom to read, freedom of ideas, freedom of communication...about making safe spaces and about access to information....Libraries are places that people, who may not have computers, who may not have internet connections, can go online without paying anything; hugely important when the way you fine out...apply for jobs (and) benefits is increasingly migrating exclusively online. Librarians can help these people navigate that world......Libraries are the gates to the future......they are closing gates that should be open." Please don't let this be true in Fairfax County.

Please add more DVD titles to your current selection of offerings. In particular, please add documentaries and DVDs of series featured by the History Channel, Weather Channel, National Geographic, PBS, and Discovery Channel. Also add more DVDs and books focusing on travel and adventure, both domestic and international.

Children's and teen literacy is important and you are doing a good job! Keep it up.

Thank You!

We would like to see more newer books in the library

I worry about the apparently prevailing opinion that physical books are no longer important. The result of this attitude seems to be the shrinking of libraries' budgets and staff as more services move online. Nothing online, however, can replicate the experience of sitting, holding a book and thinking quietly -- an experience very often made possible by America's community and school libraries. They are crucial for the development of tomorrow's leaders; despite lots of hand wringing about our county's test scores as compared to those of other countries, it is this very experience with actual books and intellectual activity that has made and will continue to keep us the most creative and thoughtful individuals and leaders on earth. The Fairfax County schools have already been irreparably damaged by budget cuts (the exodus of great teachers to nearby Loudon and Arlington), so lets not extend the destruction to our libraries, too.

I love the e-book service online. I barely use the brick and mortar facilities anymore (or the paper inside them). Libraries are in transition, just like all "print media". I believe there is an opportunity to re-evaluate the need for "as many" brick and mortar libraries, so that money can be transitioned to improved online services. The library is clearly trying to justify itself by providing "community services" in addition to "library services". But most of those "community services" could be transitioned to local schools and community/recreation centers without the "library building". Do I like having library services? Yes, I like the "new/tech library services". Do I think we need to keep as many physical libraries open to provide services that could be done elsewhere? Sorry, no.

Be a library, and stop trying to be all things to all people. Focus on books and authors, with reasonable Internet access onsite and for library users for research purposes. The library is not an ESOL school, employment agency, daycare service, tax or public benefits assistance provider, etc. Focus on providing a comfortable atmosphere to promote books, authors,
and reading. Avoid wasting time and resources on programs unrelated to these core library functions.

Love the library atmosphere: clean and bright, quiet. I use Burke, Pohick and City of Fairfax libraries most. Helpful employees are patient with senior citizens. Easy access to materials from other branches. The classes in use of technology are very important as I struggle with new devices and methods.

The children’s programming is disappointing. It would be a lot easier for all people to access the programs if they were on a regularly scheduled day and time with no sign up necessary. The current programs seem sporadic, difficult to access, and exclusive.

Stop requiring registration. It inhibits the serendipity of public libraries, and isn’t inclusive for those who don’t have computers. Get staff to move from behind the desk and into the stacks.

none at this time

It would be nice to receive upcoming events by email

There is sometimes a long wait fore books or the book I want to read isn’t. Part of the library’s collection

Would like to have more selections. limited volume of most authors

One thing that I would love to see- LOVE to see- would be an expansion of expensive research materials. I’m not necessarily talking about JSTOR (though that would be lovely), but I know that DC libraries offer free access to Lynda.com, and some others have free access to the OED... things like that. If Fairfax County already offers things like that, then I’d recommend making them easier to find on the website. Thanks so much for taking the time to survey!

Overall I’m really happy with the FC library and the services it provides. The wait times for what I gather must be popular books are often too long (i.e. several months), but there’s plenty of things to read in the meantime. I’d like to see you expand your services in the Great Books area. Thanks for reaching out to the community for feedback.

Too much money is being invested in glitzy technology and software that has minimal real value. And on thousands and thousands of pre-school books that are both expensive and just churned through by parents for their kids for whom the value is nil. I know I am in a minority, but buying hundreds of copies of whatever bestseller of the week (and soon forgotten) just seems like chucking money into a bottomless pit. I wouldn’t suggest trying to turn the library into an academic research library, but Fairfax County has a very highly educated population and so should make some additional effort to: 1. Increase the databases available (Proquest, historical newspapers, etc.) online with a library card. 2. Put scanners in the regional libraries that would make it possible to scan ILL materials, which often cannot be taken out of the library. The scanners should be able to scan flat paper material like books, and other scanners should be able to scan microfilm--flat and rolls--onto flash drives.
I would like to see the Fairfax County Public Library improve its app for smartphones. The app often freezes and generally is unusable, but would be a great way to access the library site when not near a computer.

Need to revamp the entire system. It was built for a former generation. Stick with the core issues: educational resources, technology. Make it inviting, like a Starbucks. Branches I’ve visited in Reston, Herndon & Chantilly are extremely outdated and could use newer lighting & technology.

With the county facing limited budget concerns, the library needs to focus on a primary mission and partner with other existing agencies and resources to offer expanded services.

I frequently access library services, particularly ebooks, online and would like to see FCPL adopt a sign-in process with email address and password, rather than requiring library card number. My library card number is not always handy, especially during times of travel. In any case, the email address/password method of signing on to one’s account is much more user-friendly. The availability of ebooks online is brilliant. Expanding that resource catalogue is also on my wish list.

It is one of the most important resources available to us as citizens and it needs to be properly funded for the diverse population it serves. I have loved the system since I moved into the county 17 years ago and am a proud user!

Just feel happy to go to the library and enjoy the books... would be great full if you can add more current magazines... it is very relaxing to just scan through in a quiet corner... Will try to do this more often. Would like to take this opportunity to all those who serve in the library. Thank you for the great experience God bless

Have always had a good experience, I reserve books online and pick/drop off in person so I don’t spend much time in the facility but we have used them for sports meetings, etc. Thank you for your service.

Deserves more money to provide services to the community.

As good citizens we need to be certain to provide clean safe areas for the underserved in our community to study and learn, particularly children and those seeking employment assistance. An investment today will pay off in our future.

My family members were (and still are) avid users of the public library in Barrington, IL - printed books, playaways, library tablets, DVDs, eBooks and library events. We normally would visit the public library 2-3 times per week. Our check-outs would include printed books for children and blockbuster DVDs. We were always back and fourth to the library and participated in sock-hops, tech nights, puppet shows, playtimes, STEM activities, cultural activities, story times, etc. HOWEVER, since we moved to the city of Fairfax in August 2015 - we have visited the Fairfax Public library TWICE. Horrible. We have visited two other branches - Vienna and another (can not remember) with the same opinion - horrible. Fairfax library system is way behind other library systems in their product and service offerings. My children have no desire to check out any books - or spend any time in the children’s areas. They have not asked me once to go the library (which is very unusual...
for us!). I had a struggling reader who liked to pair books with playaways. We were told at two branches that library does not have these. My husband and I would like to get a movie from the library and watch on the weekends - nope, can't do that here. Kids loved to check out movies to watch at home - can't happen here. As a person who works from home, I used to go to my public library and work from there for a change in pace - nope, doesn't work here because the libraries do not open until 10 am. (I am not going to start my day and then move or wait until the library opens and then start my day.) The only service we use from Fairfax Library is Overdrive. We are a dual income family - both college educated - AAP children - business owner - major corporate employee - public library lovers and advocates, but the Fairfax County Library System does not meet our needs. I truly hope improvements can be made, or I am afraid my children have lost their love for the library.

The FCPL is a fantastic institution and I have used it extensively in the past, especially when I was still in school.

No

Have you considered new software for the catalog? Also more DVD's of fiction & nonfiction TV shows especially BBC programming.

An excellent resource and service for residents. After living in DC for 16 years, my family particularly appreciates all that FCPL has provided us for the past 15 years we have lived in Fairfax County.

Longer hours

My wife and I are very pleased with the email services provided by the library. Due to the large number of books we take advantage of from the library. We appreciate the 3 day advance notification of due items and the ability to renew books online. It would be very useful to extend this service to overdrive items we also take advantage of. Keep up the good work! Karl Muenzenmayer

I think the public library historically (in the U.S.) serves a critical need. Even with today's technological advances, there are many programs and services that meet critical needs. I admit I don’t visit the library as often since I have an e-reader, but it’s not because I don’t still love to read paper books, my job prevents me from visiting as much as I would like to. Although I don’t know for sure, I suspect the Fairfax County Library system is doing its level best to provide needed services with the limited funding they receive via tax revenue.

When is there going to be a larger library servicing the Kingstowne area? It is time to focus tax dollars on this high growth area. The continuing growth of Fort Belvoir is highly important. I am going to start changing my voting pattern on this issue.

Keep the staff! The human element at libraries is so important to sense of community and for customer service.

I actually do NOT like technology/computer statations at libraries that focus on young children. I want to go to the library and get BOOKS not have my kids kick and scream because I won’t let them play on library computers the whole time.
I moved to Fairfax County 8 years ago; I was delighted to see what a fantastic system FCPL was! I love that there are so many branches, and the inter-library loan system runs very efficiently. The website is intuitive, which I think is very helpful for older adults. I love FCPL!!

Happy with library services.

I would love to see more ebooks (for Kindle users) available.

world class library and staff. Very much appreciate access - keep up the great work! (grow e-books)

When will the Pimmit Hills library re-open after current major reconstruction? I have frequent business around Tysons and miss this resource.

I learned to really appreciate our library when my little great niece visited. She loves to read and when she saw our library her eyes just danced in her head. She couldn't believe how lucky we were.

It would be great if your offerings of popular eBooks were better - more licenses and shorter wait times for current best sellers would be greatly appreciated.

I'm all in favor of various improvements. However, Fairfax County has some serious budgetary problems. Rather than looking for ways to expand desirable, but non-essential services, the library ought to concentrate on preserving or bolstering areas where it is already under significant pressure such as library hours and the number of librarians.

I would like to see more early childhood programs without registration. There are always wait lists and they fill up too quickly.

I am extremely impressed with Fairfax County libraries and the people working there. I usually go at least once a week and sometimes more often. I read a lot and enjoy various categories of books. Thank you for a job well done!

Sad to see so many hard copy books disappearing from the shelves. The time between when a book is available to the public for purchase and receipt of the book at the library seems inordinately long.

I think it would be much more helpful / illuminating if you ask *specific* questions and allow written comments as feedback, rather than "rank this from 1 to 5."

I would love the space of the libraries to be updated. The libraries look old and antiquated compared to what I have seen in other libraries. It should be more open and bright and airy.

We use our City of Fairfax Library a lot (self, husband, 9 year old). We love the Library. Thank you!!

I would like to see a really strong emphasis on having physical copies of classic books. I have read to my three children nearly every night of their lives for the past 16 years and I
consistently focus on reading children’s classic literature. I really love this part of the day and would be very happy to see the libraries maintain copies of acknowledged classics, shelved in a particular space, in a way that there would be, say, one shelf for children 2-10 and another shelf for 11-18 and another for adults with the books there. Would love to see the 9:00 p.m. closing time extended to six days/week if possible. I really appreciate having such a great library system in our county and am grateful for all of the work you do!

Offer more children’s programs with easier registration process. I have found it very difficult to find quality programs for my daughter who is now three years old and have found the process of registering for the programs a hinderance. As a result, I prefer to take her to programs and classes offered through the Alexandria City public libraries.

I would like better access and emails from eBooks. I love the library and use it all the time. The personnel at the library are always amazing! I reserve books on line all the time and love it! My book club of 15 women love the library too! Thank you for all you do. M

I’d like to elaborate on a few of my answers. Children’s programs have always been a huge priority for me. When I had small children, we practically lived at the library. (At that time we lived near Rose Hill.) I expect I’ll do the same thing with my grandchildren! In the survey, I rated authors’ talks highly as a needed service because I believe that we will lose young people as a population of readers if they don’t build the habit of reading with their parents and if we don’t have innovative activities that draw them into the library. Presentations by prominent authors’ or illustrators would be a way to bring the books to life, making them more personal for these kids. I work for the USG in the field of enforcing intellectual property of American rightsholders. We had some very successful workshops overseas where we taught young people how to write video games, then talked to them about the VALUE of their own work. Not only does that point relate to the comment above, it is the reason behind another of my answers on the survey. You offer access to downloading programs as a way to appeal to some of your user population. While I am not familiar with the particular services you mentioned in the survey items, I am concerned that library users not develop the habit of downloading videos, music, and software without being aware of the imporance of protecting the authors and creators of those materials. I am not suggesting that these services you provide are allowing people to download fakes; I just worry that we will develop a culture of thoughtless and pervasive abuse of American innovators. Basic information about IP, presented in a kid-friendly format, could go a long way to making library users aware of the value of the items they have downloaded. Because I realize this survey is a confidential one, I will contact your main office separately to confirm my interest in discussing this issue further should you so desire.

Libraries rank among our greatest taxpayer values and public resouces!

I have heard that the FCPL culled thousands of books from the shelves and THREW THEM OUT. If there is a need to cull more books from the shelves, please donate these books to the DC Public Schools, Native American Indian schools or any other worthy cause. I do not wish to hear of any more heartless tossing of old books. These books may not be of use to Fairfax County residents but surely they would be useful to other people. I have also heard of the deplorable state of the school and public libraries in DC and I’m sure that all
donations would be welcome. Also the Native American Indian public schools would also welcome donations as they probably do not have very many books.

Thanks for all you do! Is there a way to increase the lending time of ebooks? That would be greatly appreciated. I would hope to see more classics on the shelves, too. I value the fairfax public library system.

I'd like to see the offerings for ebooks expanded.

Many of the issues with the libraries have to do with the funding models used; like the local education system and regional transit system, something is fundamentally wrong with the tax/funding model. When you have some of the most expensive properties in the country, it is difficult to imagine why/how property tax money is not adequate to fund core services. With adequate funding, I think the libraries could make themselves a core part of our community's life. One of the good things about them is that they are not a means-tested good, but rather a fully social good -- which means that there is little chance for people to frame it as an issue of givers vs. takers. That said, I do think the community needs to "take" more from those who are most well-off in order to improve the life of the community. Perhaps a progressive property tax that taxes at a higher rate property values over a certain level could do this? It might also have the added benefit of controlling housing prices so that the least well-off among us could afford to live here.

I think that you should expand the teen manga section, with series such as Rin-ne, Blackbird, Fairy Tail, and One-Punch Man. I would also request that you make at least some questions for people under 18, (like me, it's just that I wanted to give feedback on the library. FYI, I am 14 years old), because, at least for the children and teen sections, we could help improve them. I think that you should add more comfortable reading spots, like beanbag chairs, so that people might come more, then decide to get some (more) books and the library might get more money! Other than those things, I love the library, and I currently want to become a librarian, even though there may be some bad things about the job, like the relatively low pay, even though you have to go to college and at least get a bachelors degree to qualify. P.S. If you see a girl hanging around the teen manga section with a large pile of books, that's probably me. : )

It would be great if Fairfax County would offer DVD movies & TV and music CD's for loan. I've lived in Illinois and Maryland, and both library systems had DVD/CD's available and it was very valuable. Our family was at the library every week!

As a member of several local non-profits and volunteer groups who need to find meeting space, I can fully attest to the high demand for, and great value of, the meeting rooms and conference rooms at all branches of the county library network.

All anyone has to do is walk into a library and see how many people use library services. It is one of the few places can actually touch and feel books.

Public libraries are a community's live blood and Fairfax County should, at any cost, protect and enhance the county library programs.

Great Library & treasure house for kids
I'm reasonably happy with the library in its present form.

The current DVD selection is extremely lacking as compared, say, to that in the Alexandria library system. However, the mystery section at George Mason has a plethora of the Midsomer Murder DVDs. Is this due to popular appeal/actual borrowing habits? The current practice of the returning of books to any library, rather than that in which the book was originally borrowed, is somewhat frustrating. For instance, there are multiple copies of books by one particular author whereas the works of another are no longer found on the shelves of the library I patronize. Book/DVD buying by the library seems to be somewhat focused on best sellers or popular titles. Books of a more academic appeal are either not in the system or require a long waiting period for the borrower. It seems to me that the library I patronize (George Mason) used to be better stocked. For example, the biography section is much smaller and of little appeal to anyone with more intellectual interests. Book displays are lacking as well. The library has reorganized shelving and there does not seem to be much in the way of display according to category as there once was. I find this an appealing way to attract interest in a given subject.

The library system need not provide the same offerings at each and every facility. For example, the ability to place holds on material anywhere within the system is, in my opinion, an excellent use of resources. If CDs and DVDs are of high interest, for entertainment or for reference, there's no reason one facility cannot be designated as THE facility for maximum on-premises selection. The library system needs to be an inviting place for people of all ages. Kids, especially, need a place to learn, even to meet, if meeting does not become the primary purpose. Ultimately, unless the nature of "library" is amended, it should be about the material and access to the material. For that reason, I wouldn't favor an effort to establish a day care center at a library. I may be wrong. Perhaps, like some churches, a library could have a place for the books and a separate place (e.g., the basement, the out building) for youngsters while parents take respite in the library. As an older person, I would appreciate computer and e-training opportunities. However, I'm not sure that it would be an overall good project if it otherwise detracts from the "library" function. Job center? That doesn't seem like a "library" function. Again, where should scarce resources go? What's the impact on the "library" function?

Kings Park would benefit from updating/remodeling the children's area. More space, more comfortable sitting areas (couches/foots etc.) as well as places to sit on the ground.

I love going to the library and am glad that for the past several years I have had the opportunity to volunteer at my local branch. Because of this, I have gotten to know many of the librarians and respect what they do every day. I have seen many of them help people beyond what is normally expected. They are continually challenged to complete their work with a shrinking budget but higher demands from the public. I believe many residents take the libraries for granted and do not realize how much time and effort the librarians do every day. I think it is a shame that the current budget can not fully support all that is needed. I don't think it is fair that the library serves all of the public and yet the Fairfax County School systems take the majority of the budget. Does not the school board realize how much support the libraries provide to its students on a daily basis with research, study help, computer access?
I am mostly concerned that the library lacks the budget to maintain large enough collections, and to pay for an adequate staff of professional librarians. I’m not necessarily opposed to having the library become a provider of social services, as many of the questions suggest, but it does seem "out of your lane" and something that ought to be done by another agency because I don’t want funds for books to be used for other purposes...perhaps social service agencies can use meeting rooms in libraries for public outreach, that could be a good thing.

Unfortunately, some of the questions I have no knowledge about so hard to give an honest answer.

I love the library services you provide but your competing with other priorities. Please stop building libraries much of the services you provide can be found on line or by others. The library needs to be scaled back to a model that is sustainable. There is no endless pot of money.

What about making room for seniors to improve their health with activities like tai chi, yoga, line dancing, ballroom dancing, etc. Improving the health of the seniors will lessen their dependence on state fund. It’s a win win for everyone. As the citizens in Fairfax are aging, the library should also take them into consideration & concentrate not only on the young. They pay taxes too.

hi scott nicholson, very good scott

Need more children’s events. Every one I have tried to register for has been full and I often try the day registration opens. I have lived here 2 years and have tried to register over 50 times. It is so frustrating.

A number of the questions have incomplete ways to answer. It seems answers to some of the questions are skewed to get a more positive response than they deserve. Also, there are no questions to comment on the support the Fairfax County Library system receives from many elected and some unelected officials--especially the County Executive. The library system has been continually short changed when it comes to fiscal support at the county level. Sadly, only one, maybe two, of the survey questions gave users of the library a chance to comment. It’s too bad an outside consultant, with not much understanding of the fiscal workings of the county was hired to do this study.

Chantilly Branch is a good library and I am pretty satisfied with it. But there is always room for improvement. May I suggest bins, instead of shelves for the books in the preschool age children’s section? Have been in other libraries where they have low wooden bins for preschoolers/early readers’ books. It is low, so a child can look through the books but high enough for parents too. (I’m 5’3” and it was about thigh high on me.) This way the book front is visible instead of the spine...catching the attention of the readers and encouraging them to peruse the books...which is difficult with just the spine of the book showing. At that age the visual enticement of reading can be crucial. This meant books were grouped by general topic, or maybe Authors’ last name, in alphabetical order. The library I saw this at (Roseville, MN.) had rows and rows of these bins....so there is a space issue, but there were a LOT of books in each bin. Just a thought.
The library above all should be a reference center as it was when I was a young person. Appealing to only to popular tastes does not serve the community well.

While I very much value the library's traditional services and would advocate that they not be forgotten about in funding discussions, I also hope to see the library offer more community programs (e.g., story times - the current ones fill up so fast!), dedicated group learning spaces with resources that can be checked out or purchased at or near cost (the latter being re: consumables that might be found in maker spaces), and youth club and class offerings. I know those might seem pie-in-the-sky, but the library's a special space that deserves the resources needed to facilitate community growth and cohesion. One other thing (and I completely get that this might be shot down as impractical): As of a few years ago GMU's library opened a coffee / drink kiosk. It seems like it might be feasible for some branches to do the same *or* allow a local small business / a rotation of local small businesses to do so with either a flat fee or net % being aid for the space? Covered drinks are already allowed (...I think...or maybe I'm conflating things), and while there would be the risk of some mess / damage (1) funds from the "rent" could be used to offset those expenses (2) this would give local small business a safe and steady point of access (3) it would encourage some who take a more "mission-objective" approach to their visits to allow for more time to browse and really get to know their library. Heck, I know I’d hang out a bit longer while my toddler looked at every single board book if I had a coffee.

Once upon a time, you did not charge a fee for books ordered through ILL. It would be nice if you returned to that system.

Overall, I believe FCPL does a good job; however, wait times for popular eBooks are too long IMO.

There should be service everywhere and people should appreciate there job helping, bc they dont really like ther job.

More audio books for teens and adults, more nonfiction,and biographies books.

Hi.

The library provides a way for citizens to be informed and to self-educate independently of the school system. The library should explore how they can better do that. Also, the library is paid for by taxpayers and is for the benefit of those taxpayers. It should inform us but not get caught up in the various current "agendas" promoting specific political and social causes in its book or magazine purchases.

In Fairfax County, I feel the lack of a great, central library with a really important, substantial collection both reference and circulating materials. Instead the current county library system offers a numbers of branches, some small and some larger, spread all over the country. I understand this as an effort to serve a broad swath of the population. However, a county as significant as Fairfax is cheated of a major institution that could be a force in the lives of everyone who lives in the county. I do think the library offers excellent value for the money and support public funding to build an even better library system than we already have. Thank you for this opportunity to provide feedback.
I have no idea where this library is. I use the Herndon library because I live in Herndon/Fairfax County/Dranesville.

- We have a 5 year old son. Having such easy access to the entire county collection of books (through holds managed via website) has been invaluable. We always have great new books for him. I’d like to see the county obtain more Spanish language books for kids. The selection seems very limited, considering shifting demographics and need for native English speaking children to learn Spanish. - A Spanish Books week would also be a good idea (e.g., have activities where kids are read Spanish books; carry out concerted efforts to educate Spanish-speaking residents about how to use the library and its collections; highlighting Spanish books at the branches; etc.). - I know this may not be the place for this, but the facilities at Patrick Henry library could use some sprucing up. The building is dingy compared to other branches, like Oakton’s. Maybe new lighting, indoor murals for the wall (to introduce some color), and such things could be carried out. Thanks.

In general, I am very satisfied with the Fairfax County Public Library System. However, I do think that certain members of the public service staff could benefit from additional customer service training. Occasionally, I have encountered staff who do not go as far as they should to satisfy expressed needs or answer questions.

I would like to emphasize how valuable the Mango online language learning software is as a library resource. I travel internationally for business and it has been a great tool to pick up a handful of key phrases on short notice before business trips. It covers pronunciation, vocabulary, and basic grammar in a way that is easy to digest and quick to learn. Because there is no "check-out" requirement, there is no need to worry about waiting for availability as would be the case with a book or audio product from the library shelves. I appreciate this resource very much. I understand that there is a real tension in today’s day and age when it comes to allocation of resources between paper books and ebooks. I hope that the library continues to invest in paper books so that patrons who do not have access to the internet or to e-readers at home will be able to get the full benefit of borrowing and reading library books. And so readers (especially young ones) can enjoy the feel of a real book in their hands. (I confess to being somewhat of an e-reader myself nowadays, although I am very fond of paper books.) I would like to see the library have longer hours during the summer when kids are out of school. Thank you for the opportunity to provide feedback. The library is an extremely important resource for our community.

The interlibrary loan program - current policy for the length of time to borrow audiobooks can be too short. I believe that the loan period is driven by the loaning library districts, however, two weeks for an audiobook consisting of 17 CDs is way too short. Perhaps they (FCPL system) should look into speaking to other districts about adjusting the loan time for audiobooks based on the number of CDs/size of the book - rather than just having a simple 2 week loan period. Thanks.

Love our library!! Have used it regularly for 40 years. My kids got their education using your resources and were well prepared for further education and for life. The staff are so helpful and the technology lets me order books online and pick them up. Maybe could use more DVDs of newer movies, but have received so much value from services you do provide. Keep up the good work.
You are doing a super job and I am proud to be a member!

Libraries need to be open when people are not working, holidays for example. Should be a convenience for the customers, not the library employees. Fairfax investing way too much in brick and mortar. We need some fresh ideas for our libraries. Less of the old style "stacks." Evolve our libraries to more on-line availability.

Being able to be open would be a good start. In the past, most branches were open long hours, but many have reduced hours.

They do a great job! But lets keep it basic and offer books, trying to please EVERY segment and age of the population never works. Someone will always complain they are left out.

Library website is old and unfriendly. Search is not very smart. Restricted library hours make it difficult to use. Library needs larger selection of non-fiction. Our book club often cannot read the books it wants because the library does not have enough copies.

We are lucky to be living in a county that is serious about having access to its residents to a wealth of materials. Except for the lengthy period of time that Pohick branch has been under renovation, my family is extremely satisfied with the libraries.

Libraries ARE the best thing since sliced bread. What a human, democratic, empowering place-- and its FREE THANK YOU

Small privacy rooms for small groups (e.g. 4 people) to meet, and somewhat soundproofed.

Don't ruin the library by bringing in technology. It is the single biggest mistake you can make.

I've lived in Springfield 40 years and have loved the library system that entire time. My only frustration: in the Mystery section, fcls is missing several books in the middle of a series of books by Jo Dereske. I bought them to read and then tried to donate them to the library, thinking there would be a lot of other readers who would want to know what happened. Strangely enough, the books were refused. I don't get that. They were in great shape, clean copies. Love the used book sales that the Friends of the Library put on a couple times per year.

I think the Library is an integral part of a child's development and should be used at every opportunity. As for us older folks, we want to know more and more (at any case, in our house). For people who are alone and/or ill, the library is a perfect, free entertainment. The staff at the Fairfax City Library are always pleasant and helpful. They often take a few minutes to speak with those who want to talk. It a wonderful place to have in our area and can't even imagine Fairfax County without its magnificent library. A very good expenditure of our tax dollars.

I am willing to pay higher taxes to add hours and services to the FCPL. More services and programs must be added. I do not know about the programs you listed but what about programs in other languages? More books and magazines need to be purchased. Wait time for popular material is still too long.
We need to stop throwing away books! Older books, books that are not the tiptop bestsellers, need space too. Too many times I’ve seen an older book on the shelf, a year later it’s no longer in the system. Shameful. And hire more librarians!! They are the backbone of the system and should be applauded.

I am quite satisfied with the services at the library as they are now.

I’ve used the FCPL since my parents brought me regularly as a child. I credit the library with my love of reading, my ability to complete research projects in school, and a lifetime of academic success. I hope I instilled the same in my children. I admit, I use my Kindle more now and do not visit as regularly as I should. I still support the library for the benefit it provides to our community -- particularly for people who do not have the same access and resources at home. Thank you for all you do. Please keep the library strong to protect the quality of life and future success of Fairfax County.

Libraries are vital to the social, economic, educational, and cultural fabrics of our community. Libraries are not a discretionary expenditure. They are an investment in the future of our community.

I think that there should definitely be more DVDs with more popular and current titles, and not just for children. There is a, relatively speaking, large collection of Disney movies for children, however the popular movies for adults seem to be non-existent. Moving from an area whose public library was amazing in the DVD department to coming here is a big disappointment and such a let down. The other library system that I am used to also has more online resources such as Freegal, and I was surprised this library system does not have it. I still use Freegal with my other library card because it is such a valuable resource. The majority of my e-book downloads also come from using the other library card since there does not seem to be much of a selection in terms of e-books and e-audiobooks. I do not go to the library here as much as went in my previous location due to lack of resources such as DVDs and online resources that is available to library patrons.

I think it is a great asset to the community.

I think Fairfax County does a wonderful job in how it runs its library. It is an invaluable resource for the community.

I would like to see a better supply of best-selling books. Also there should be more public information programs on a variety of subjects.

To continue to be what the library has been to the residents of Fairfax County, Fairfax County needs to invest more revenue. This is the one resource that equalizes all residents. All one needs to do is have a library card and visit the library often. Please, please don’t cut resources.

Love the programs for the younger children and would really appreciate more options.

Would love to see Sunday hours added. Would also like to see longer hours, including earlier than 10am.
Would like to see my ebooks available.

Would like to see more infant/toddler activities

I think it's important that the library does not try to be all things to all people. We have amazing community adult & children's classes offered through Parktakes, nova, community centers, teen centers... I prefer my library for quiet area/study group use, a wide selection of books and audio, computer offerings, and research.

I often see homeless individuals at the computers, sleeping or going to porn websites, or playing games. When they are sleeping, they are snoring loudly, when they are watching shows, they laugh loudly, when they are playing games, they hug the computers. They also eat and speak distractingly to themselves. These individuals are also smelly and belligerent when their attention is called. They could easily be under drugs or alcohol. Signs should be posted that sleeping, disruptive behavior, such as talking aloud, snoring, etc., etc. Otherwise, what is the library for? If not being able to quietly focus on the job at hand, either studying, reading, doing the taxes, or reading mails.

I really love the e-book download feature of the Fairfax County Library website. I would love to see that expanded to offer more titles and for more copies i'll beach title to exist.

I love our libraries!!! I frequent Herndon, Chantilly, and Reston branches.

Hendon branch has the friendliest staff. I feel like I am welcome each time I visit. Love being able to reserve books and get them as soon as they come out. Reston has a greater selection of books, so it is nice to visit there as well. Love having access to computers at all times. Keep up the good work.

Build no further libraries; and scrap the plans for the one in the Kingstowne area near Manchester Lakes; it is not needed. Do not allow libraries to devolve in to havens for political correctness and don't waste tax dollars on unused programs.

Ebooks are the most convenient option to rent books

We recently moved here from Richmond, VA. We went to our neighborhood library for preschool story time and art projects every Thursday morning. I am surprised and disappointed that we have to jump around to various libraries to locate preschool storytime in this area. I am very pleased with the preschool storytime offered at Martha Washington and wish that it was more frequently than once per month. The MW staff seem to be knowlableg in child development and engaging. Please offer regular preschool programing for ages 3-5 with consistent staff. Thank you

Like that can meet local reps and officials there Would like an outdoor drive up drop off bin at Sherwood near parking lot for afterhours, when bad weather etc

Would like to see more books on CD and audio books. Childrens programs should be expanded, especially preschool.
FCpl is doing a great job with the resources they have available. I don't think the library needs to expand into more services such as help applying for social services or running conversation groups. Let the library focus on being the media resource it's designed to be. If our librarians can focus on being masters of media sources (which is an insurmountable task), we will have a better system.

I highly appreciate all the services that library currently provide us. It would be more helpful to school going toddler/preschoolers if storytime or any event for them is conducted in the evening time as well or on Saturday. My kid enjoyed lot attending storytime. After starting her school she really missing it. And if the English speaking training class is available in all library, it will be helpful for person like me.

We have funded a wonderful library system. The only think we might consider adding is the loan of art work that is donated by residents. Greenwich CT had a wonderful system.

I have two small children and try to get there with them but it is hard. The children's area is very nice and the staff very helpful. I recently started to use the library myself and love the reserve a book options, pick-up notices, and extend the check-out on line. I do find your website hard to navigate though.

Fortunately, I have had only one overdue book in years. Unfortunately, I was required to use the new kiosk. I'm sure that there must be a really good reason for having that in the library, but it was very inconvenient for me. I do not ever have cash in my purse, so I could not check out the book that had arrived after being on hold. I have problems walking, but I had to leave the library, go home to get my check book, go to the bank to cash a check, return to the library, get help using the kiosk. I hadn't realized that I had to have change, but I surely got a lot back. And to use a credit card to pay a one day late fine is not going to happen. I've seen mothers, trying to handle their children, find coins, get frustrated, etc. The worst part for me was that I had returned the book on Sunday, when Richard Byrd is closed. The book was due on Saturday, but for whatever reason, I couldn't get there before you closed. I honestly believed that I had until midnight to get the book there. There were holds on it, so it couldn't be renewed. Sorry, but this kiosk and I will never be friends.

I wish my branch was open on Sundays.

More ebooks would be most welcomed.

We have a 4 year old and another one coming, child services are really important to us, we go often to pick out books for our son, Also, I work from home, sometimes utilize library workspace and wifi, important space for the community! Wish you were open on Sundays!

More nonfiction n ebook avisibility.

Since it is difficult for me to go to our local branch, I really love being able to get books online and do so often. I am not very computer literate, but I have been able to figure things out by trial and error. It is a wonderful service, and it is great to be able to put books on hold. Thank you!!!
Most of my visits to the library were because my children were attending a Russian-language playgroup. I think this kind of services is very important, and I've seen very often that the only room big enough for the group is booked months in advance. Maybe libraries could do more about supporting this kind of cultural groups (heritage language and culture). Finding a free space is a problem, and, since the groups are usually free or only collecting a few dollars for materials. And another thing: have you ever thought of having kids section completely separated from adults? In many libraries I see kids sections somewhat "fenced off" with bookshelves, so there are only a couple of ways too get out. But what I'm talking about is a dedicated "children's library", where there is only one door out, and that door can be closed so when children talk (run, sing, read aloud), it would not bother people in the adults section? Kingstowne library doesn't even have kids section blocked off, so while the 4-year-old wants me to sit and read to her, the 2-year-old is done reading and off to make friends in the adults section. The embarrassment of knowing my children are disturbing people trying to study or work at the computers is largely why I don't come to the library more often. It would be great to have them separated better, both to keep the noise down and to be sure they can wander more freely without getting lost.

 Mostly read via ebooks. Need to improve search inquiries. Practically useless as is.

 Filling out the survey, I tried to think if a service was offered elsewhere, but I don't know what's offered for a lot of services. If the service (filling out job applications) is offered elsewhere, and doesn't have a huge backlog, then it wouldn't be a good option for the library

 I love the library and I don't want to see it's funding decrease. Even though I'm in college and away most of the year, I use the OverDrive app to access FCPL's eBooks all of the time.

 The last time I visited the Reston Library, I used an internet terminal to do some research. From time to time I looked up from my research. Each time I did, I could see what was on the terminal next to mine. A young man who seemed to be of Middle Eastern origin kept viewing video after video of people (apparently in the Middle East), murdering people with handguns. The murderers were not wearing military uniforms. From what I could see, the writing on his terminal appeared to be in Arabic. It was sickening, and I feel that it is inappropriate for something like that to be viewed in public places, e.g., where small children might walk by in front of the terminal. The more I thought about it, the more it bothered me. So I asked a friend who used to work in the Fairfax County Public Library if this was usually allowed. She referred my email to someone still working in the Fairfax County Library system. The Fairfax Library lady's response was to send me something apparently from the Fairfax County website that said that library access to the internet could not be used for illegal purposes, and included an "e.g.,..." list of examples of criminal activities. She said there was nothing the library could do. Granted, viewing videos of real murders wasn't on the Library's list of examples of illegal activities. But I feel that allowing real murders to be shown on a terminal in a public place is wrong.

 A valuable resource...

 It is a very good library system, and I use it a lot. For myself, getting new titles of books (bestsellers, fiction, science fiction, non-fiction) is the most important service. But I fully
recognize the importance of serving children and teens as well as young adults. I am not in favor of extensive programs for employment help, social security, English language learning etc., which should be provided by other agencies.

the Fairfax Library system is a major contributor to the health and welfare of our community. I always vote for funds for the library system.

I think FCPL is fantastic - one of the best library systems around. I think a strong library system is a sign of a strong community. The library is a community resource and expanding it's use benefits all of us.

Like the post office, I hope the library continues to be available and provide even its most basic services to the community it serves. For me, and for countless others, it is so pleasing to visit the library and peruse the many books it has to offer. I believe, as for countless others, that the library is a still unique and valuable asset in life, and should continue to be so. No matter what progress is made in the future, the actuality of physically holding a book and reading that book is so much more satisfying and nourishing food for my thoughts.

The emphasis should be on maximizing number of different titles available. If book not in my branch, that's OK because the ordering/delivery of books from other branches works well. My spouse and I are seniors who depend on our library for virtually all books and have been very pleased and thankful for the way the system is working. Love the relatively new checkout machines at King’s Park. Please do not cut back on acquisitions of books or on numbers of books available. Thank you.

I would like more access to technical/professional reference and online materials such as journal articles. Also to books that have been written in Spanish. I love the library and would support increasing funding to upgrade and expand it.

in these time of excessive tax burdens and difficult financial times, i find it appalling that the county spends valuable tax dollars on computers and their upkeep for parents to shed their own responsibilities of babysitting their own kids and push that burden on to the the taxpayer by dropping their kids off at the library where they take up computer resources playing games. i don't feel the library is a place to play games, it is a place to research, a place to read, and a place to learn. the library should not permit the playing of video games on taxpayer's provided resources. I also find it unacceptable that the library staff does not do all that they can to eliminate the day laborers loitering around the library property; where they these individuals have managed to completely destroy the landscaping. The grass has been repeatedly trampled upon to the point where it is completely worn off and all that there is left is dirt. they have also damaged the hedges, i have seen them "sleeping" on top of them, during which they have broken the branches. It is the taxpayers who will bear the responsibility of paying to remain their damage. Furthermore, when i see hundred of them congregating around the entrances and walkways, it gives an impression of an unsafe environment; it is no coincidence that the number of assaults have significantly risen since their arrival in the area. on a programatic note, i would like to see more adult programs; there are mostly children activities, but almost no adult ones at my local library. The same condition exists for (DVD) video selection; there are no adult movies available in fairfax
You tube should be used for learning. Accessibility and open for wheelchairs Library should accept VHS and DVD so; other people can enjoy classical and fun movies. Netflix channel for temporary-free Favorite Authors and books display (Mary C. Baker Beatrix Potter books) Library card where you type your code and the Library ships the book to your home( For old or disability people) Fairfax Book Van call and the people can come to your home Favorite Authors book bag and get 5 books for 1 month to read during the summer.

Expand online digital collection and reduce wait times.

The system to reserve/hold books has been fabulous for my family.

needs an app to reserve books and renew

I love the Fairfax County library system! I come in to my local branch fairly often and I also use Overdrive. I especially appreciate being able to waitlist new releases, without buying every book I want to read. It works so well for me that sometimes that I find I have read the new books before my friends who buy books, rather than use the library.

I would like to have more e-books available.

I've been a patron of the Patrick Henry Library since it was built and very staff member I’ve met has been extremely helpful and friendly. I would like to see a larger facility. Some thought should be given to requesting patrons to make an annual donation; donation, not a fee. However I still have concerns about the judgement of some Library Board members in lieu of the recent scandal regarding the way excess/surplus/outdated material was disposed off. The reasons I saw for this were far from acceptable.

Love the library : )

I am a huge fan of our libraries and consider myself lucky to have access to this world-class system. however, I am mystified by and disappointed in how two libraries in particular are closed on Sundays in such a high-needs area--Woodrow Wilson and Thomas Jefferson. There are lots of low-income county residents in those neighborhoods who could benefit from their local libraries being open on Sundays. I am fortunate that my family can drive to Tysons on Sundays, although Jefferson is closer. What about those children that need the internet to do homework? Or community meeting rooms? Or job-seekers? Also, the renovated Wilson library is gorgeous, but why didn’t they make it any bigger? That local community could have used it. It appears as though the county and libraries are penalizing poor people. I am frustrated by the tiny temporary Tysons location. There is only one table in here and my family often moves the computer keyboards to make space to do homework. It will be a very long two years! Other than these complaints, I have nothing but positive things to say about the libraries and staff. My children love the libraries, as do I. Please keep up the good work with the children!

I would like more up to date books available for download.

The Library is the heart of any community. I have lived in a lot of different cities and Fairfax county library overall is not as good as many I have experienced. Tax dollars seem to always go to schools that b nifty children and that is I,porr but the library system
benefits everyone and should be the first to receive funds. It is a learning center for everyone!!!

I use both Herndon and the on-line library loan capability (I.e.. Overdrive app to get ebooks and audio books). Both are extremely important to me. I also very much appreciate the inter-library loan that makes so many more books available. Library is doing a great job and I LOVE THE LIBRARY

The library is a great value. It is vested in the community and provides exceptional services. Although I prefer the actual book, it is very convenient to take an ebook out at any time.

what happened to "ssshhh" in the library

Inter-library loan service is important, and should on-line as much as possible.

I am extremely satisfied with our library. Our family visits regularly.

Appreciate the audio CD non-fiction offerings which I use extensively.

All libraries should be open until 9 Mon-Thurs. And a few hours on Sunday. If not all libraries, maybe a few of the community libraries. The regional libraries are all too far--I live in Kingstowne, and they are all 20 minutes or more away. Kingstowne library needs group study rooms. The main library is way too loud because everyone is getting tutoring. I am grateful at least for the quiet room.

Many of the questions in this questionnaire are ambiguous. Basically you are asking, "What is the function of a public library?" When I was about three, my mother walked with me to the library twice a week and let me choose and check out pre-school books, which I enjoyed tremendously, When I started school, I could read at third-grade level. I was appalled to learn that many children enter school without ever having had a book read to them. So I believe that bringing children to the library at an early age and helping them to learn to read and love books and learning from them is extremely important. On the contrary, is it the library’s duty to help people find jobs? Or to search the Internet? Or apply for social services and government benefits? Aren’t there other agencies for these services? Many of the questions in this questionnaire are ambiguous. Perhaps the column header "Don’t know" should instead be "Do not use" or "No opinion." Several of the questions could be interpreted broadly or very narrowly, and my answer might be different depending on how I decided what it was intended to mean. So basically my response is to do the best you can with the funds you have without forgetting that first you are a public library. And that function you do very well indeed.

When I ask for help in paying for fines, help me. Don’t act like it’s a burden, or refuse to help.

I would like to see more DVD’s available, both fiction and non-fiction. I have a friend who lives in another state and his library has several hundred DVD’s

expand the ebook offerings. I frequently have to go on the wait list for ebooks.

FCPL Online Survey 2016, Open End Comments
I feel like libraries are incredibly valuable to the community as both a meeting place and a location for individual and group learning—either by using tradition paper books, e-books, Internet access, group meet ups, or library organized events. My branch library always has visitors though but it does not seem like it is anywhere near busy. I feel like the staff, or at least the actual librarian, is trying their best but have been given incredibly too few resources. It appears to me that the library system is under appreciated and undervalued and under funded by Fairfax County governing bodies. The nearly empty bookshelves and distressed facilities are the most obvious examples, but I’m sure there is plenty of staff and programming that is lacking due to too little support. Even if I do not participate in the offered programs, I know they are appreciated and reasonably well attended. Please support the staff, both financially and professionally, as they are ultimately the backbone of the services provided. And our communities need continued access to consistent access to at least books (paper and electronic), computing devices, and Internet access and meeting and quiet work/study spaces.

Please retain funding for the library—it is a critically important public resource for the public—especially the less-wealthy who really need its resources such as reference and the internet.

We often take the library for granted but I have fond memories were at the library reading and checking out my favorite book again and again. It’s a comfort knowing that the library is a comfortable, quiet space to work and read as a teenager and as an adult. Libraries are a valuable resource for all members of our community, and as a teacher I know how valuable they are for our students in their lives as well. Libraries build the foundation of our society and they are a place where we work, reflect, think, learn and collaborate with peers and teammates to create new ideas and to expand our imagination and ideas. Thank goodness for libraries.

In general I think the FCPL does a good job given the resources available. I will say that I also belong to Arlington County Library also and find that having the two different library systems available is good for me, because I take advantage of the strengths of each in my interest areas.

I am a private tutor and meet some of my students at the library for tutoring sessions. During busy times after school, it is sometimes hard to find an empty table to conduct tutoring. I would like to see more 2-person (smaller) tables at the library for tutoring. Also, I believe that conference rooms that are not being used should be available for tutoring on a first come first served basis. I like the self check out stations. They are convenient and easy to use. I am happy with the helpful attitude of the employees at the libraries I have visited. They put customer service as their first priority.

I love the drive through pick up and use it frequently since we homeschool and I have young children. I’d really love a drive through option at Pohick!

To increase the number of weeks that I can borrow booke. Provide support group for social needs and intellectual interactions. Perhaps an annual or semi annual community events to promote the efforts of The Fairfax county in public service.
I think there should be more resources and programs aimed at the Spanish speaking population in our area (Sherwood Hall/Martha Washington libraries). There are many Hispanic families in this area and I don’t see a lot for them. Overall, I think FCPL does a great job. Thank you.

Have the BoRd of Sup. Keep funding the Library system. They are well used and worth every pee y spent on them.

Library system experienced a ridiculous degree of budget cuts (reflected in hours and online services) over the last few years. I do NOT support Fairfax County’s budget approach of taking funding from the library. I also think that library management must be more careful about their resources.

Please keep the availability of *physical* books a priority. eBooks have their place but they are no substitute for a physical book.

I think the book service is incredibly valuable. I love that it is connected to Amazon. It is so easy to use! I wish the wait time on popular books were longer - or if there was a place where I could see books that I’ve previously checked out. Often, the books I check out are returned before I have a chance to read them. I would like to have the opportunity to check them out later. I also haven’t seen a place for book requests. It would be nice to recommend books to the library for purchase. Thank you! I find the service incredibly valuable.

More science fiction ebooks.

I assume this is due to budgetary constraints, but I am so disappointed by the library’s truncated hours! It makes it difficult for folks that work to get to the library in the evenings. How can we all help push for funding to get the library open later?

Many of the branches are looking run down and shabby - gross carpeting, old mismatched furniture, poor lighting, poorly maintained restrooms, not enough outlets for laptops. The system is showing its age and lack of funding for facility maintenance as well as for purchasing enough books. The library staff is great -- knowledgeable, professional, unfailingly friendly and they go out of their way to be helpful! I love the adult programs at Reston, especially the educational lectures series and informational seminars. One last comment -- the payment system for using the photocopiers are terrible -- you shouldn’t need a PHd to figure out how to make a copy of something -- SIX steps to make a copy and that’s if you know which command to select to start the process! Whatever happened to a simple "drop in a coin and push start" copier? It’s not self-service if it requires a librarian to show you how to use it -- and that applies to the new self service checkout machines too.

Libraries are amost important feature in this community. Cutbacks have harmed FFX libraries. Unless someone spends time at the library, they are probably unaware of how busy the libraries are and the services they provide. Home schools, private schools, homeless, handicapped and other groups that use the library amaze me. As a volunteer, I recognize how the library staff goes over and above what is required to accommodate and make people welcome and productive at the library. It is a melting pot for many cultures in this area.
Excellent operation!

Make It more intuitive to figure out how to access investing research/materials such as Standard and Poors or Value Line.

I occassionally use the library’s WIFI system. I think the WIFI system could be improved by making it easier to sign-on and more rapidly up/download data. thanks!

thanks

In a very general way, as I’ve not thought it through, I would hope that library continues to evolve even less as a stovepipe, but as an increasingly integral/integrated component of the county system of services. I anticipate that advances in connectedness of individuals and groups will make this almost inevitable. I do not see this as a question of remaining relevant, but rather of creatively destroying much or most of the existing structure in hesitant anticipation of an uncertain future.

I recently completed a graduate study involving Fairfax County libraries and how they are used for cooperative activities. I completed 90 hours of observations encompassing approximately 1700 patrons. During these observations (T/TH/S during January-February 2016, at Kings Park, Burke Center, and Patrick Henry Library) 13% of patrons were observed searching for materials, 29% were observed cooperating/collaborating, and 58% were observed in individual activities. Patrons were most likely to cooperated at worktables (58% of the time) or in enclosed rooms (30% of the time), and commonly behind a boundary of some sort (e.g. wall or ceiling change). Of the individual activities observed the carrels in quiet-study areas experienced a high volume of usage for longer amounts of time. I personally use the library as a stop-off point to pick up materials, though I do prefer the Burke Center Library to the Kings Park, which is a minute or two closer. Between my observations I spent a lot of time reading, and the Burke Center library had a greater variety of comfortable seating.

I realize it isn’t a great sell, but expanded library services means expanded community consciousness and a better life for every library user.

I think it’s exceptionally important that the library focus on services it provides to young people, from toddlers to high schoolers. Spaces where young people can study in peace, find materials to expand their knowledge, and encounter mentoring that will expand their horizons is critical. Older adults can often provide this mentoring, and I think he library service could bring younger students and the over 55s together to the mutual benefit of both groups. Maker spaces are one way to do this, but extending the maker space concept to school and even college work could be so helpful. Students are often reluctant to tell teachers or parents they don’t understand, but a neutral adult, such as a librarian, or library volunteer, can be much less intimidating, and thus more helpful.

Overall, a very happy customer! I support and applaud all children’s programs that capture and enhance interest in reading and literary learning.

I live close to the Fairfax City library and I enjoy going there. It’s services are very important to me and I will certainly vote to give it proper funding.
E-books are a wonderful resource.

Increase hours of operations. Kingstown hours are awful for working parents

None

no specific comments - the fairfax library system does a very good job

extended hours on some weekdays and weekends.

The library is already a valuable asset. I am always pleased to see a crowded parking lot! However, I worry that enhancing services will require higher property taxes.

My only comment is that my particular library, Richard Bird, has often not checked in my books once I have returned them, and in many occasions would show that I had not returned the books. But thankfully the staff was gracious enough to believe me.

The library should offer current physical best sellers. The wait for a popular book can be much too long. About a year ago I brought a couple of young children to the Reston library, and the attitude of the staff seemed to indicate that they should be quiet and still. Not a fun atmosphere for them. Not sure if this has changed. Libraries should be places that children fall in love with, rather than places centered only around adults and older children.

I would love to see more and easier access to children's programs. Even signing up at the 2 week mark classes get full (let alone it's hard to plan 2 weeks out) so we are often missing out on programs at our local library (for my kids age groups programs are usually every other week), driving quite far to access programs at other county libraries, or most often utilizing the Alexandria city library as programs are first come first serve and occur daily.

I would like to see more electronic versions of Ancestry type materials available at each library so that I do not have to go to Fairfax to do my research.

Not every entity in our culture must exist to make money. There are very few public spaces that are truly open to everyone, and the library is one of the last remaining examples of open public space. I will continue to vote with my ballot as well with my participation in the public libraries system.

I would not be able to live without access to my wonderful library. It increases my quality of life immeasurably. The staff at Martha Washington are wonderful. I would never be able to afford to buy all the books I read. Since I can't afford the internet at home the last couple of years I have spent hours searching for a job online at the library. Public libraries are one thing this country does right! Open to serve everyone and therefore deserving of maximum financial support.

Public libraries are a wonderful source to families. I hope they get the best support from the county to continue to service the community.

Patrick Henry Library in Vienna has woefully inadequate parking, and like many of the library branches, this is exacerbated by the limited hours. If you are a working parent, the only time you can really take your child to the library is on Saturdays. Getting in and out of
Patrick Henry on a Saturday is a disaster. Vienna desperately needs more options. Whether that is a larger library, more designated parking, a mini-branch in a second location, or self-service options, something needs to be done.

Overall the library meets my needs

Pass!

I am very satisfied with the libraries. Wish reading to therapy dog was available again at Kingstowne library.

We love the library! We try to go every week to get new children's books to read. I wish that one of the branches near us had an indoor play space for toddlers & preschoolers. We would spend a ton of time there (especially in winter) if it existed.

I'd like to see the hours for all libraries be extended as late as possible, especially during the evening and weekends.

Where is the Kingstowne Library project on county project list?

I like the audio books that one can download to play. I would also like to be able to listen to books in the car but am not sure if the downloadable books can be put on CD's or maybe a thumb drive in the future.

Libraries are some of the most important places in the county.

Our family loves Fairfax County Public Library, and hope that the county continues to fund the system well. I take my kids (age 4, 7 and 10) to one or more of the libraries at least once a week. It's a wonderful public resource. Thank you for all of your work.

I am very happy with personnel and mostly happy with books available

Libraries are integral parts of the community, and provide vital services. I am particularly appreciative of the digital print and audio books, and databases, but believe that "brick and mortar" libraries are essential, particularly in neighborhoods with fewer personal resources

What the libraries need to do is restore the hours and services that they have cut over the past 20 years and buy books. Fairfax County libraries have become the Aldi's of libraries. No service--completely DIY! Shame on all of you!. In addition, shame on you for asking how often people vote in local elections. The implication is clear. If you have a job or a life that makes it very difficult to get to the polls, we don't care what you think. Whether people vote or not, all Fairfax County residents pay a wide variety of taxes and fees. They deserve services.

I have been in other libraries where children have a room just for them and they have boxes with blocks and sensory toys. If you can't have a whole room at least you could have some sensory toys.

Great job!

FCPL Online Survey 2016, Open End Comments
Love the library but feel the webpage is hard to navigate - overdrive is ok but actual county page is cluttered and not user friendly.

I'm a traditional library user. I like print books, especially nonfiction. I'm not sure if I accurately represent the library-using public, but I wish the library purchased more nonfiction, especially books of a scientific nature. I'm not likely to use additional electronic resources. I'm not going to use laptops or 24 hour book vending machines. Instead of purchasing expensive electronic "toys," buy more print books. But, like I said, I'm a traditional user. If I don't represent the needs of the general public, feel free to ignore my comments. I'll use the library either way. It's a great community resource, and I hope the county government recognizes how important a well-funded library is to our community.

The Fairfax County Public Library is one of the few public services that really serves the public. I truly appreciate the richness added to my retirement. THANKS!

The Library system is an invaluable asset to our community.

I would be totally into maker spaces!

I'm so grateful for such a wonderful library system! I take for granted what amazing resources are available in Fairfax County, especially since I grew up here and it was what I was used to. Only when I went to college did I realize how other library systems are struggling. I used to buy used books at Goodwill and Salvation Army, but then I remembered how I can find nearly any book at FCPL. Now I work as a social worker, and I often direct my clients to the library to work on their resumes, look for jobs, etc. I value your impact in the community.

thus is a great opportunity to grow and learn from the community voice. Kudos!

I think that as more residents utilize the e books and online items, the library space itself should focus on meeting spaces, reading clubs/events and activities for children, all of which inspire the community to read. This should also include more public computers for members of the community that do not have these resources at home. Also, I think the childrens' and young adult section in fairfax city should be expanded. The space needs to be more browser-friendly so that kids encounter new types of books and topics. It would also be great to have it slightly more separated from the adult section so that kids and parents can read books out loud together more easily. There should also be more chairs.

Would like to have more frequent preschool activities that do not require a sign up each time- possibly one sign up for a full "session." I also feel like it is hard to get into some of the activities because of limited space. At our previous library in another state we were able to go weekly for "toddler time," which allowed us to get to know the librarians and other patrons.


I use the library frequently. The only (major) improvements that I'd suggest are as follows:

(1) More consistent hours: 10-6 some days, 1-9 others and still 10 - 9 on others is extremely confusing. It would actually be better to closed on your inventory/staff
development days. (2) More clarity on checkout exceptions (rules and regulations). Generally this is a consistency issue since the handling of special circumstances often depends on who happens to be manning the circulation desk at the time of contact (e.g., if a book on its third renewal is due on 1/1 and the patron is unable to make it to the library, the website states that the book can be manually renewed by a library employee one additional cycle - provided there are no holds; but there are some employees/volunteers who will not renew the book for another cycle, citing that they are only able to "push back the due date a day or two.") (3) larger reserve collections of highly popular e-books and online audiobooks (i.e., e-books with two or three copies but 20+ holds). In particular, perhaps design an electronic (software) inventory review program that automatically suggests a title purchase when the e-book holds exceed a certain threshold (e.g., a computer program automatically sends an e-book to the "acquisition suggestions" cue when number of holds for the title exceed 500%)

I wish the online site would keep track of all the books I have ready. The site is ok, but could use some upgrades. It stalls fairly often. I’d like to see bestsellers get to the library faster. All in all, I am so happy to have access to electronic books via the library. Keep up the good work!

Offering free Wi-Fi would help alleviate the lack of enough computer terminals for use at the library.

N/A

There should be more of selection of books written by Black authors.

As a resident of an assisted living facility and unable to drive to a library, I have depended on books being mailed to me from access services. This service in the last 8 years has been a way for me to continue to enjoy my love of reading. I have both emailed or spoken by phone with my contact at access services and appreciated her help in locating or suggesting reading material to suit my interests. I am a retired Fairfax County teacher and have made use of the library over the years and appreciate what a special library we have to serve the many in our community.

Need to subscribe to many more periodicals. Need larger study/quite areas

Excellent service, knowledgeable, nice and helpful librarians. Always pleasant, clean and quiet.

Thank you for the great selection of audio books I spend a lot of time in traffic!

Kingstowne library is the best! The librarians are fantastic!!

A valuable service that the County should support at all times.

libraries are such an important part in promoting literacy for my children. thank you!

Every librarian I have contacted has been more than helpful to me or my husband. Thank you!
FCPL provides very valuable services to the community as citizens should always have the opportunity to educate and inform themselves about the county, state, country and world.

I value the FCPL and feel it is an important part of our community. It should be adequately funded by the county. I am sad that hours and staff have been cut.

Please fully fund the library! Libraries can do so much for the community but they have been starved of funding. It is so short sighted to cut the library budget. The library helps our poorer children get the books they need to be successful in school and life. How can the county take away the library, when it helps to level the playing field for poorer kids?

Fairfax County Library services are first rate.

Meeting spaces often fill up. Need to expand digital offerings. I’ve used mango and overdrive extensively. Both are very good, but need more like them, and more electronic content.

Of the array of organizations supporting the library system, why isn’t the Library Foundation independent? They have employees from the library administration on staff, reporting to the director. This is at best a conflict of interest. It’s not clear what they do other than be a sock puppet for the administration. I feel unsafe and unclean at the library with the influx of homeless and people with obvious mental issues. They monopolize the use of computers, take up space, and leave common areas messy or unusable (bathrooms).

Need to restructure the library to meet the demand and technological advancement in order to keep its citizens progressive. Knowledge is power. Invest in the future.

One of the best things about 'my branch' of the library is the people that work there. Please don’t cut anymore library jobs! I would love to see more variety in the Hot Pick/New Books selection and not just the popular authors.

The library needs to have reliable, adequate support and professional staff so it can continue to provide essential services and resources. I hope the public and official will continue to support their mission as it adds great value to life in the community.

When searching for a book, most people focus on the author or the title. FCPL's first option is "words, phrases." Please adjust. Also, when recommending books for FCPL to acquire, there is never an indication regarding disposition. Add a feature that says yes or no to the suggestion.

I would love a convenient book drop. Also, the children's area needs to be updated to be more inviting to children. Love the option of e-books for e-readers!

I love Fairfax County libraries. Kingstown is our main library but we often go to Lorton. The personnel are friendly and very helpful.

I am a life long resident of Alexandria. Our area of the county is the least served population for library services in the county. We have been passed over many times in building the Kingstowne library. It is a disgrace that this library has not been built. Our schools on this
end of the county have some of the lowest test scores and many of these children need the services that our libraries can offer. At present to use a Fairfax County regional library it takes me 40 minutes from my house to reach either Sherwood or George Mason. I can travel into Alexandria City and reach the Beatley branch much faster, but I shouldn’t have to use their library for ordinary circulation when my tax dollar is supposedly supporting the Fairfax County system. I must also state that I thoroughly enjoy my visits to John Marshall. The staff is helpful, friendly, and inviting. It is a lovely library and I enjoy spending time there. I just wish they had a better collection! Lastly my favorite reading subject is nonfiction books about the American Revolution and 18th Century Virginia. Many times the library does not have any circulating copies of the books I am interested in reading. Usually there is one copy and it is noncirculating in the Virginia Room. I go online to suggest purchasing at least one copy for circulation but have never seen these requests honored. Surprising since books about George Mason, George Washington should be purchased automatically. After all this is Fairfax County, their home!

None at this time.

None

I am a retired senior citizen, on a fixed income, & have lived near the Martha Washington library for more than 40 years. I read a lot, mostly fiction, & I am very appreciative of the ability to place books on reserve & receive emails telling me when they’re available for pick-up & when they’re due to be returned. Although I don’t use the computers since I have one at home, I go to the library during the day to read the newspaper & magazines. When I did my Federal & state income tax returns, I was able to use the copier for a small fee to print some attachments. My local library is a priceless addition to my life.

Considering the amount of tax moneys spent on libraries this particular branch does a great job. Staff and volunteers are very helpful with onsite questions and if the answer is not known have had them get back in touch via email.

i find that new books are frequently available in DC but not available in FX Cty.

At other times in my life I have used the Fairfax County Public Library extensively and have always greatly appreciated the resources it offers. Please keep up the good work!

The library is doing an excellent job. My thanks!

FCPS offer language immersion programs. Orange Hunt Elementary, for example, offers German immersion. It would be helpful if proximate libraries offer early reader books in the target language. Pohick Library is close to Orange Hunt, so it would be helpful to find bilingual English/German early reader books there.

Perhaps the library can do programs with local schools to encourage parents and children going to the library.

More online content/available online books
Byrd library lets specific groups jump to the head of the line in reserving meeting rooms. All should be on a level playing field. First come first served. No special groups..like the writers group.

I value the library and it’s staff. They provide an essential service for the community. And, I applaud this effort to survey the community. I use the catalog and the libraries databases frequently. My major complaint has only been the wait time for popular books and the limited time for reading them (2 weeks versus 3).

I would be lost without Library books and services, especially Overdrive when not able to go to the library at my area. Thank you very much for all you do. I am extremely grateful for the services I receive. Sincerely, Mehrin

Have always enjoyed the library

The Public Library is the best way to ensure free and equal access to information. It should help bridge the digital divide for all citizens and be a place where anyone can go for information or knowledge. The resources should be readily available for anyone that can get to the library or the website. The library is not and should not be an alternative service provider for social services and help with gaining a job. It should be about making the knowledge available so anyone can get the information to support a job search or get social services.

I believe it is one of the top priorities for Fairfax County tax dollars.

I would like to see more children’s play areas and children/toddler programs offered. It would be nice to not have to register for them. (For example, the Barrett Branch Library in Alexandria has an excellent program for 1 year olds at 10am on tue/s and another one for 2+ on those same days. Those classes are excellent but I would like ones similar to that closer to my home in Fairfax (Kingstowne branch).

Please do not indicate the full middle name of the person. I think having a middle initial in your system (computer, card, and etc) would be much better.

I depend on the library for reading materials. I like good, clean fiction and biographies.

none

Three things make the big Fairfax County Public Library system inferior to the much smaller system in Arlington County. 1. Their website is much better that Fairfax’s, which uses the same software as Alexandria and is inefficient and unattractive. You should look into other library website hosts. 2. Their collections are more diverse. Fairfax gets rid of books that aren’t circulated enough while Arlington keeps at least one copy of books that don’t get taken out as much. 3. Arlington’s collection of movies and DVDs is vastly superior to Fairfax’s, which limits the movies to non-fiction. Arlington has a much better collection of foreign movies too. I rarely take out movies from Fairfax and regularly drive to Arlington to get the films (foreign and domestic) that I want.

N/A

FCPL Online Survey 2016, Open End Comments
My husband and I like the book sales. We buy books from the sale, read them and then return them to be sold again. We have also bought many books for children. We enjoy the CD selection and often take them on road trips. The programs for children are good and the summer reading program encourages children to read more. I like that I can reserve a book on line and be notified when it is ready to pick up. I can also check to see where I am on the waiting list for a book. I have a friend who lived in Fairfax County for many years and is currently living in Williamsburg. She has often stated that the libraries there are not as well stocked as our libraries. Overall, I feel that the library is doing a great job and the employees are always helpful and nice.

I know that the Kings Park Library has recently been renovated, but I still feel like it isn’t using the available space to its advantage. There aren’t as many study/meeting rooms as I’d like for there to be, and all the shelves and chairs seem stuffed into the building which makes it feel stuffy and small, not to mention clustered and hot. Perhaps there could be an extension added? Or shelves could be reorganized? Just a suggestion of course.

After Schools and Healthcare, Libraries are an extremely important part of our community. Libraries enhance the quality of our lives and community. They are a continual source of information, education and reading pleasure. I plan to continue using and supporting them for the remainder of my life.

DA LYE-BREARY IZ AWWSUM!!!!!!!

It would be nice to have drive up book drop at Kings Park so you do not have to get out of car to return books when you have children. I love the HOLD feature of the catalog, so easy to pick books then run in and grab them all pulled for you.

Wish library posted list of books wanted. Wowbrary is very good and could promote fiction/nonfiction needed. That might reduce wait time on books.

I love and appreciate FCPL. As a teacher and Reading Specialist, it is critical to my job. I frequent the library to ensure that my teachers and students have the resources needed to teach and learn. As an avid reader and commuter, I find books, e-books, and audio books to meet my every need! Thank you for this important community resource.

I love, love, love the hold system. It is nice to be able to 1) put a book on hold, and 2) put a book on hold for future pick up (months later). I also appreciate the ability to renew online. My kids love the self check-out. I think everything the library does is great! The staff are always so helpful and willing to answer all of my questions. They are always willing to assist me and make things easier for me! Good luck trying to make the library better! And please, keep paper books!! I guess I am old school, but i would much prefer a book to an e-book. Thanks for doing a great job keeping me and my kids stocked with books!

Keep it in touch with the Library.

I am using e-books more often, but still enjoy getting a new arrival in hardcover at the library. I believe the availability of study rooms, such as used by the Volunteer Learning Program, are an important aspect of the library in supporting the community.
The estimated time to remodel the Pohick Library is roughly the same amount of time as it took to build the entire Pentagon from scratch. To me this indicates that speed of completion was not considered with this contract. I drive by the Pohick library every day and almost nothing on the outside has changed since the library closed in September of 2015. As a library patron I find this extremely frustrating, and I feel that I shorter contract should have been chosen for this branch remodel.

I have loved the library since I was a very small child. I distinctly remember when I got my own library card at age 5, just after I learned to write my full name. I have a great love for books; for holding them, touching them, smelling them, in addition to reading them. But now with electronic media I can carry so many books with me in one small device. I can access new books when I cannot physically get to the library. I hope the library will devote more resources to electronic versions of books.

Please create a mobile app!

Thank you for all you do! The Fairfax County Library System is such a valuable resource to me, and I am so grateful for the warm and supportive staff, the comprehensive and well-organized resources, and the well-appointed meeting spaces. I look forward to using the library for years to come.

I'm satisfy with all services the library provides to the Fairfax residents. Thank you.

I wish Fairfax Libraries had book- themed playspace for small children (with stuffed characters from books and educational toys right near the books) and more comfortable areas to read with children without feeling like you would disturb other patrons if you stay and read there. They have a space like this at the Alexandria library in Del Ray and as a result the library draws children in much greater numbers and they end up having fun, reading more, and thinking that reading is fun at a young age. It would also be nice to have some locally talented people who perform in engaging ways related to books come to the library for kids.

Do not feel the county should take on duties that are best left to other county agencies such as help with social security, job applications and the like. After a while it’ll become like the schools/teachers getting caught up in things that parents used to deal with. Teachers are now expected to do too many things besides teach. Now librarians seem to be heading in the same direction. I’m a retired librarian and, frankly, I was attracted to the profession because of my love of books and reading. I wanted to share this interest with adults and children. But I was a librarian, not a social worker. It seems libraries and librarians are expected to be all things to all people.

I would love to visit the library more, just do not have a lot of free time due to my busy schedule.

Love the library ebooks. Keep up the good work!

All Fairfax county libraries go extra miles for learner to smile with the the sources they offer.
I'm a very happy FF Co. Library patron. In additional services would be greatly appreciated, but not expected. ;-) 

Need Sunday hours in the community libraries situated in lower income areas, such as Richard Byrd, Woodrow Wilson, Thomas Jefferson and Lorton. Children and teens in those areas need Sunday library hours.

Would like to see Chinese books; adult and children Chinese books

I increasingly prefer e-books for adults. The children’s section is very good at our Patrick Henry Library; adult books are more limited. We love the summer reading program; please continue. We have several computers, tablets, etc. at home so these items are not terribly needed. We are often in need for a meeting space and these are in short supply.

My five-year old daughter and I really enjoy going to the Kingstowne library. I love the children’s books selection but wish they had more new release books for kids and adults.

Since the closed Pohick Regional is my primary library, I have been using Kings Park, but mostly Burke Library, which is more like a "library." I do hope the new Pohick will offer more quiet space, separating study areas and children sections from other parts of the library, thereby providing more seating space for quiet ready. If budgets allow, perhaps more author lectures, books reviews, and other book-related events. I love my library!!

Love the library!

I would like more books in Spanish and Italian.

:) 

Children's programs are a big interest and fulfill a great community need

I think it is long overdue to have a convenient drive thru book drop somewhere in Reston or Herndon. Also, I really wish there were more children services like baby storytime etc and that these programs had more backing. These provide extreme developmental benefits for my child but, with there being so few of them offered, a Fairfax resident has to drive all across the county to enjoy them on a frequent basis (more than once a week or every other week). Why can't this be offered more often at each branch? If they were more frequent, maybe you wouldn't have to restrict the number of attendees so much. I. as well as a number of other parents, have a running joke about having to "drive the circuit" every time week in order to engage our children; Great falls one day, Reston another, Herndon another, Centreville another. The website is hard enough to navigate and find a baby storytime and even then, most of them say they are "full". What does that say? High demand and not enough supply.

The library has to be a priority for residents of Fairfax County. It's important for people to have somewhere for people to go to read, use computers and study.

I use the library all the time. I've definitely gotten my tax dollars worth from this resource.

JUST KEEP THE GOOD WORK.

FCPL Online Survey 2016, Open End Comments
Burke Site is open all day Thursday due to renovation at another library. I like having a full versus half day. Very minor comment, I think older books stay too long on a two week renewal.

We love the FCPL system, are avid readers, and think our tax dollars are well spent when they go to support our local libraries,

Very impressed by how quickly I receive materials - even when the queue is long (50 or more individuals) Love the self-service option to request from my home computer or mobile device, and pick up at the library

I live close to the library and it is very convenient for me and my kids to do readings and other educational program that help the kids. I love the library and support it.

Library is fulfilling every thing for the residents

I attended a meeting at Libbie Mills Library in Henrico County yesterday. The design of that library was very inviting and appealing,...looks like they’ve moved strongly into the 21st century and I’m guessing are offering services the community finds relevant.

Appreciate the usage of conference rooms, summer reading programs to include Teens, and the interlibrary shared resources. Would love to see the Homeschool population targeted for special programs.

The Fairfax County Library is awesome. The people are all nice and web site makes finding and asking for books very easy. I would like to see more PBS dvds. I don't know what resources you have for dyslexic readers but would be interested because I know several people with the problem. Would others be interested in discussing books in person or on a blog?

The public library is invaluable for people who do not have easy access to the internet or to books. As a kid growing up in a family with little disposable income, the library was a special place where I could choose and take home any book I wanted. It made me happy! For low income families especially, the library is necessary. As an adult, I’ve checked out your travel books (Fodors & Fommers) because I don't want to spend money on a book that I don't need to own or will be outdated within a year. My friends with kids use the library frequently. The best to you in upgrading your services and reaching out to all walks of life.

Here is a breakout of my library usage: 1. Friends library book sales: at least monthly 2. Meeting space for citizens’ group: quarterly 3. Author talks: occasionally 4. Virginia Room research: occasionally There’s no way a democracy can function as it should without a literate citizenry having access to information no matter individual income levels. Public libraries are a cornerstone of our American system of self-governance. It’s hard to believe that Fairfax County does all it can to support this foundational pillar of society given that its library system accounts for less than 1% of the County’s annual budget.

I think the Kingstown branch is a great library! We especially enjoy being able to put books on hold.
Fairfax has an outstanding library system. I believe Michael Donovan is responsible. However, speaking seriously, the science fiction CD collection is odd; you have incomplete selections, for example having the first book of a six part series, but not the rest. The method to CD selection in Science Fiction is unclear; actually, I don’t believe there is any method at all. Further, it is impossible to figure out how to suggest selections for future library purchases, beyond the website which apparently goes to nowhere and makes no real difference.

Love the Overdrive ebook delivery capability. Would love to see more books offered this way.

The wait time to reserve books that I need is too long. I can’t wait any longer so I bought the book. There are no much selections to choose from if I am looking for a particular subject.

I love my library, and think it has done an extremely good job changing with the times, both in terms of utilizing available technology and adapting to the needs of our more diverse users. I would gladly pay more taxes to keep the library able to maintain its current level of services, especially in services to English language learners and families and individuals living in poverty. A suggestion: As a former early elementary and literacy teacher, I think it would be grand if the library had leveled readers available for checkout (my apologies if you do -- I haven’t been in the children’s section for quite awhile!). It was always so hard to tell beginning readers what books to look for at the library for them to read independently!

Would love to see more genealogy information available - the history room in Fairfax is fine for local history - but genealogy information is woefully slim!

Love the library. Go almost every week and look through the new book section.

no comment

The library is a tremendous resource to the residents of the county.

I am currently very satisfied with the library hours but that is only because Pohick is currently not open and Kings Park has expanded hours. I strongly feel the library should be open every weekday* evening and every weekday morning, which in recent years has not been the case. (*with earlier closing on Friday) Kings Park has normally been closed on Wed. evenings after 6 PM which has been inconvenient for me because Wed. eve. my son has activities close to the library, but I hadn’t been able to access the library because it was always closed. Besides that, it was closed Thurs. AM when I occasionally had an appointment in that area or had another need to be there. When I would have to wait for it to open on Thursdays, there would be a number of people also waiting until the library finally opened around 1 PM!!! I understand the library needs to be closed on holidays; and I am also fine with it being closed on Sundays so everyone can have their day of rest; and of course, early closing on Sat. But there really needs to be access available to patrons during weekdays, especially because many students have projects to do and people need access to computers for various reasons. In the summer, families need to be able to access library services during the day so their children have plenty of reading material, programs to attend, etc.
It's important to maintain a welcoming physical presence throughout the county even if a lot of residents are using the library's online services. Lower income residents or new arrivals may use more of the physical services but you need to keep the library as a visible community resource in affluent areas to keep taxpayer support. Consider a donation box for some programming like author talks. Keep sufficient professional staff in the libraries. Self service is overrated. There is nothing better than a children’s librarian who can connect a kid to the right book.

Love the library.

A library is very important for the general public, most of my answers are based on what I think is important for most people not only for me. In general it is good for those who lack resources

Services should compliment Arlington and other regional libraries. Good value to have each system invest in different collections.

More space specially where computers are available, so your information (personal) are not directly expose to the next person sitting next to you or there should be a long divider to show separation from one person to the other. There should be a children’s area, so that adults can concentrate on the work that they are researching for or reading. Thank you.

I really like the programs for both the preK level and adult, I think the George mason regional library and staff are doing a very good job and wish the other libraries would follow and offer more. I wish there were more continous programs for the Prek especially with more learning activities at the burke, kingstowne, Richard Byrd and John marshall libraries. I wish there were also was a better children’s area with more interactive material where kids can enjoy during extremely hot, cold or rainy days. Kids should love coming to the library morenew than any other place. I also wishave there were more adult programs at those libraries mentioned like they do at George mason. The adult crafting, coloring and yoga. I am very grateful and love those programs and look forward to more in the future. The staff again is so great, especially Katherine at the George mason regional library.

none

None

Thank you for everything .

Hours need to be longer. Many students rely on the library for homework space, reference materials, books for fun, and a place to meet friends. However, the library closes very early, especially on Fridays and the weekend when the library closes early. This mostly holds true for adults as well. It seems that Friday is the worst day to dry to get to a library after work because they early and this is when many people want a book because they have more time over the weekend.

The library should focus on library services and not duplicate activities of non-profits or not-for-profits. the library should provide materials, research avenues, facilities, and assistance for obtaining educational and recreational materials. the library should not be
involved in on-line music, ESL, job seeking assistance, business advice as those activities are all provided for with county and other resources and distract from the main purpose and mission of the library system. thank you

That things seem to get more important than people-- many many times I am standing at the desk and the staff are so busy dealing with books, they don't see me. I hate the new check out stations!

I would like to access the catalog more easily on my smartphone.

I appreciate the support the library has given me as a public school teacher, as a parent, and as a graduate student. I am grateful to find my book club selections. My children have enjoyed and learned from the many programs they have attended. They enjoy participating in the summer reading program & using the super coupons. The library is a valuable resource to our family & we feel blessed by it.

Overall, I think the library is doing a great job. I wish there were more children's programs at times that working parents could attend with their children (though I understand the need for stay-at-home parents to have such programs). I also hope the library's collection of books continues to grow and be a focus.

The need for library services has outgrown the size of the facility in Kingstowne. Given the number of residents and the undeveloped county plot available near Beulah St and Manchester Blvd, development of a new facility within 10 years should be a priority.

It would be great if new books became available sooner at the library - often the time between publishing and library ownership approaches six months to one year for newer titles

Please re-open the POHICK branch

FCPL is fantastic. I am so glad to live in a county with excellent public library services. Keep up the great work!

Arrange for a sharing program with Alexandria, Loudan, and Prince William counties to exchange books and other materiel. I often find books not available at FC, but available at those libraries (using worldcat.org), then have to go the ILL route. With a sharing program, book/materiel could flow much easier between the 4 counties and increase customer support.

More permanent staff needed. It seems many are part-timers at my neighborhood library. The bathrooms are very smelly and dirty AKWAYS.

Need a larger section of books in Spanish.

Please return to the inventory system of a particular book belonging to one particular library branch (for example, a book has a sticker indicating that it belongs in the collection of a particular library branch location). That way, books are balanced throughout the Library system, and the librarians who know the needs of their neighborhoods can tailor
their collections to meet the needs of their population. A specialized book might be a great fit for one community but sit, unread for weeks, if it was returned to another library under our current system. Also, be wary of increasing the amount of "self-serve" options. This sounds like a way to decrease the number of paid staff. We continue to need educated, knowledgeable librarians. How about spontaneous story time for children? "In 5 minutes Mrs. Librarian will be reading Clifford the Big Red Dog! All children in the library are invited to join her." No need for sign-ups and can be done at the convenience of the librarian in the children's section. A great way to keep reading (and the library) lively for kids.

Discontinue services that are not used much or are duplicates, to save money

Ebook is the best way to go.

I feel the libraries do a very good job considering all the funding/staffing cuts.

When a book from Library A is returned by the borrower to a branch other than A, it should be returned to Library A. If it is not done, it makes it harder for someone to track where it is and pick it up. When a book is donated, is popular, and is in good condition, can it be added to the library's collection instead of being sold? Librarians and volunteers should be more active in keeping children quiet.

The periodical section needs expansion. It appears to have been down-sized with the introduction of computers.

I am very happy to have access to the public library where I can order most of the books that are of interest and receive copies within reasonable time, be it conventional published books or e-books. I thank the staff for the excellent job.

Please add a new or improved library app!

So far we have been happy with services offered at the local libraries we frequent.

Need to add an electric charging station and a teen furniture for teens to read and feel their identity.

you are doing your best in tough economic times.

We take the library for granted...it has always been there for me (others). It is most important that libraries get what they need. I’m thankful to those who work there. They are always helpful....at least to me.

Thank you for your services. We use them often with our two year old and find it very helpful.

I visit the Burke Library most often because Pohick is closed. If Pohick were open, that is where I would visit. Question is flawed.
Why has the sign been up saying that the site of the Fairfax County library will be coming soon. Sign is on a lot behind Chilli's on Beulah and Kingstowne Parkway. It's been there for several years.

I love libraries. Fell in love with them when I got my first library card and saw those amazing rooms filled with books, each one an adventure that could take you somewhere else. While I appreciate some of the other resources that libraries can provide I truly hope we don't get too far away from the magic of those books. I also like having a quiet place to study or do my computer work using the library Wi-Fi. I do wish there were designated areas where tutoring could be done so that it would not interfere with those like me who enjoy just having a quiet place to read or concentrate. Also I like the themed books and recommended books idea that are displayed and for the used books that are on sale I would recommend that they be put online as well instead of only being able to browse or having to try different libraries to find authors I would want to buy.

Get decent hours already. Stop letting people sleep in the library. Maintain the bathrooms. Have better, more comfortable, and more available seating.

Would like more access to books on CD. The download option is nice, but sometimes it is nice to have this in your car or for use in CD players. Downloading is certainly more efficient and maybe inexpensive but I prefer the CD. We especially like checking out young adult fiction books on CD. Also, while I like the use of automated machines, there is nothing like a librarian, a person, to help you when you need it. Please do not use the survey results to justify eliminating people from the library. They serve important purposes and I always tell my children that they are there to help. They have become used to being able to go up to a librarian and ask them a question.

Would really appreciate new planned library spot at Franconia Springfield Parkway and Manchester Lakes.

Thank you! I love the library!

Some improvement is needed for Overdrive. It is silly titles cannot be deleted. It would shorten hold times. More titles are needed.

I love my Kingstowne Library!!! Thank you to all of the fine employees!!! They are the best!!!

I wish the county would increase FCPL funding, so that the reduced branch hours can be extended back to what they were. All of the proposed new services (off-site book drop, 24-hour checkout kiosks etc) sound great as well. I would absolutely support a local tax hike to increase FCPL funding. FCPL provides a exceptional service for the community, and does wonderful things with the funding they have.

The County doesn't seem to value the public library. Draconian cuts in recent years have left us with a crippled staff with fewer professionals and lots of clerks who may or may not be able and willing to provide the excellent service Fairfax County was known for. Branch managers have too little autonomy. It's no wonder nobody wants to take the job of Library Director. It's an untenable position with no support and having to make lots of cuts and
impart bad news. Having said that, I am a lifelong library user and am grateful that such an institution exists. Kudos to all those librarians and staff who rise to the challenges and love their work and serve the community. My life and that of my children has been greatly and consistently enriched. Thanks for all the good reads.

FCPL is extremely valuable.

We moved to Fairfax County from Arlington, and the Fairfax County library system is incredibly poor in comparison. Here are my core issues, from someone who brings 2 kids to the library nearly every weekend: (1) The library is not open on Sundays. For working parents with kids, this is ridiculous. (2) The search feature in your online catalog is atrocious. People are used to using Google today, so when you have a search engine/database that was built circa 1990, people aren’t able to use it. (3) I went to look for storytimes for kids when we first moved to the area, and it turns out there are no kids programs on weekends. None! What an insult to working parents. (4) Bathrooms are disgusting, especially at John Marshall. I don’t like to spend any time in that library for fear that I might need to pee. (5) Reading areas for kids are not well cleaned, especially at Kingstowne. The toys in this area should be sanitized at least daily. (6) The selection of adult business books and parenting books is appalling. I often find myself making trips to Arlington to check out books that you don’t have. (7) Why does it take months to rent an e-book or e-audiobook on OverDrive? Did someone not tell libraries that numerous people can read things on the Internet at the same time? Honestly, I think you might want to take a field trip to Shirlington and see how Arlington does it. The difference is night and day.

I like the program where you can get books from other libraries sent to my local library. I believe that the availability of electronic books is not large enough.

love our libraries. wish they had longer hours, but generally we can access them when we need to. we love books and books on CD and find there is a good selection for pre-teen and teenage kids--thank you! we don’t usually participate in the library programs now, but we did many programs when the kids were younger and I thought it was a great resource in the community. I see the offerings for older kids but generally now my kids don’t participate....though on occasion we do.

This survey makes me feel bad to realize that I haven’t visited the library recently. I need to get back. The most important service at the library is providing good books to the citizens. Most of the rest is fluff.

I recommend updating your DVD collection or simply get rid of it. With so many movies & shows available via streaming, netflix, etc. DVDs are becoming relatively obsolete. (We only use them on car trips!)

Most of the day, the library on Maple Avenue turns into a nursery.. where mothers bring their babies to feed them, change their pampers .. It gets very noisy with babies crying and screaming without any consideration of library protocol

I've been using FCPLs since I was little, especially George Mason. The wide variety of books, programs, and opportunities that it has offered over the years have been fantastic! Since
graduating from college I'm now in the area full time and really seek to use the library even more.

More focus needs to be placed on having adequate private meeting space for businesses, students and individuals in the community.

I would absolutely love to see an Arabic section for kids books. Please let me know how I can help set up such a section. Donate books? Rally friends to sign petitions?

We love books and our 20 year olds and 50 year olds come to the library for books. We have kindles and computers and still need the reference and variety of fiction and non fiction that the FC library offers. When our boys were in high school they depended on the library and volunteered on a weekly basis which was good experience. We don't need our libraries to loan ipads or computers we need them to loan books and teach the love of reading.

The mindless deaccessioning of print materials needs to come to a complete stop. Just because a book hasn't been checked out in several years is not a sufficient reason to throw it away or sell it. Similarly, the prioritizing of the latest digital media at the expense of print, CDs, and DVDs is short-sighted.

I wish the Martha Washington library was open on sunday

Richard Byrd is an excellent and friendly library with really positive employees that makes working or studying there enjoyable

The library should be opened on Sunday's. Thank you

They're very convenient and useful resources for learning and personal development, and I would love to see such things be further enhanced with new technology and services!

I would love a book drop drive through. Now that you can't pull up, run up the ramp and return a book, it has become a hassle.

excited to see the next iteration. I've loved being able to borrow books on Kindle since I can't always physically get to the library.

I'm very proud of the Fairfax Co Libraries. I feel that public libraries are so important that we make a (small) donation every year. While it may be more trouble, I wonder if having a donation box (secured & one that cannot be opened/looked at by visitors in order to deter theft) at library locations would add a little bit more $ (not much, but it is something.) Even if 90% of what people give is change, if that is at every library, it can help a little bit. Or when friends groups have their book sales asking people if they would like to round their total up (so if I'm buying $19.15 worth of books at the sale, they ask if I would like to round it up to $20, chances are I would say yes.)

I'm quite happy with the services that the library provided.

The closing announcements starting at 8:30pm at the Stringfellow library make it seem as if the world is coming to an end.

FCPL Online Survey 2016, Open End Comments
One of the previous questions should be multiple choice instead of a radio button - the one about how the library should communicate with its patrons. None of the 5 libraries within a 10 mile radius offer any children’s activities on any weekdays say between 4 and 6pm or even in the AM very few events to be found. So many age-based and other category-based 30-60 min events can be planned. No library resources need be spent except a meeting room - these could be just a place for local moms/dads/caregivers to do playdates around reading/talking/art/music/yoga. Also I have been unable to find most of the children’s books listed online - they are always gone. And one has to go through 5 steps for each book before one gets the message that the book cannot be placed on hold - which happens in 75-80% cases. How does one’s child get to read those books then? Please consider allowing all books to be loaned out if only for a 4 week (not 3) non-renewable period.

I appreciate the events for children offered at the library. I wish there were more programs and events for children.

I love the Virginia Room at City of Fairfax library! The materials have provided me with genealogy help and have increased my interest in history. The staff is outstanding and really knows their materials. I think it will be critical in the coming years that we keep a place like the Virginia Room to archive information digitally that might be lost as hand-held materials become less frequently used. For that reason I think we need to invest in digitizing technology and technology to search digital collections.

I’m Farsi speaking member. I’m looking library to library if I can find books retain in Farsi and I believe Farsi speakers community is growing every day. Most of them have lots of problems with language and the deferens between here and back home. I think if library offers them something they familiar with, it can help them alot to find their way and be useful for their community.

A few years ago I was able to borrow books online and read many over the course of about a year. Then the method of accessing these books was changed and I have been unable to even get on the library website. Plan to visit the library soon for help, but in advance of that I am hoping it is an easier method again.

Makerspaces would be an incredible addition to the library!

On line catalog is easy to use, although it is surprising that the books meeting my search criteria are often further down the list than books that really don’t meet the search criteria.

Need to increase the number of audiobooks available to the public and Fairfax county library card holders.

Mainly be open more hours to fit more flexible schedules. Thanks for all the time and efforts of the library.

Have a digitized library card that displays on your mobile device/phone that can be used in addition to the plastic card.
It is not obvious that books can be obtained by inter library loans or other means, so if a book does not show up in the catalogue, it isn’t clear how the library would obtain it for a resident. I would like to see a larger collection of French language books, children's series/chapter books, and biographies.

Please make more parking space in richard byrd library. And make the books on hold available more faster.

I use your Virginia Room at Fairfax. They work very hard to provide services to the public. The Virginia room is a gem. The genealogy information is just incredible. As a lifelong resident of Fairfax, I have used this collection- reading VA history in my youth-now doing genealogy- since it was established sometime in the 1960's. I’m always delighted and enlightened by the materials made available by this extraordinary library. I also use the local library, Centreville. I usually have a question and I have no idea where to look. They always find an answer! Now if I could stop breaking their copy machine... Lastly, as a senior citizen, I support all Fairfax services, but I use the library, adult ed and the park/rec facilities.

We see a space off of Interparcel street that contains information for a new library being built in there for years. What is going on with that planning. In addition, as much as I am not a big fan of Starbucks business model, having a coffee in in the library, would tremendously attract more people and if a good deal is reached, could eventually bring revenue for the library. Many of us who use the auditoriums of libraries, stay there for hours and a coffee may much be needed to keep on reading. Many of us, come with kids to the libraries and would enjoy a nice drink to make the experience more fun instead of just another day of reading.

The libraries need to be more available for evening meeting room use. Currently that is only three evenings a week. For libraries that have their own programs every week, that reduces available evenings to two a week. Having the libraries open on Wednesday evenings would help reduce this problem. While searching for books on the website, I always look them up by title and assume most other readers do too. However you have to use the drop-down menu to find "Title" for every single book search. It should be possible to set the search function so that "Title" is the first option. Please offer preschool programs during the summer. The John Marshall Library often has movie programs. When they do, it would be helpful for them to gather books related to the movies that children can check out after the program. Otherwise this kind of defeats the purpose of a library. (Maybe other branches do this also -- I mention the John Marshall Library because those are the only movie programs I have attended.) The reserved parking spots at Richard Byrd (other than handicapped) are silly attempts to be politically correct (and yes I drive a hybrid but why do I need a reserved spot that isn’t even closer to the door? It’s pointless.). Please add doors to the restrooms that don’t have them. Pohick Library had regular blood drives. This would be an excellent community partnership for all of the libraries to offer, even if it’s the bloodmobile in the parking lot rather than inside. Many people who use the library tend to be community-oriented so are naturals for blood donations. (Inova Blood services is much more efficient than the Red Cross, but either one would be good to have.) Please buy additional copies of very popular books, if they have long waiting lists. Sometimes books
have a waiting list of over 1,000. Waits are in the six- and seven-hundreds more often than you would expect. I love the libraries. Thank you to the staff members!

The libraries are a desirable part of the community and should be maintained.

Librarians sitting idle too often during the morning hours when not many patrons are present. Schedule less man hours in the morning. It will be wise to staff them in the evening when demand is highest. Definitely looks like waste of tax payer dollars when librarians just sitting and waiting. Personally observed many times while visiting different branches!

The library in Lorton is a mess. Kids are running around unsupervised, kids on computers are behaving inappropriately, staff and police do little besides sit behind the desk.

We are so fortunate to have so many great libraries!

I find the fine payment machines annoying, difficult and not 'user friendly'. The self check out is great.

Love the e-books!

Our libraries are a wonderful resource in our community. My family greats benefits from the library through books for children, books for adults, books on CD for kids, and programs for children and families. We would appreciate longer hours (which were reduced some years ago) and restored levels of program from several years ago. Thank you!

I believe that the public library is vital for public education and leveling the playing field for those with limited resources. I have been impressed with how the library has kept up with technology.

I think the libraries maximize their limited funding. My experience has been excellent at the library.

You need to show voters more added value propositions quantifying specific benefits they may not know exist at FFC libraries and that they have the opportunity to get extremely good ROI on their tax dollars if they take advantage of these resources. Most of them don’t know they exist because you do not adequately showcase your many offerings. You have to market yourself better.

The library should consider attracting people with additional activities. The library needs to make the library attractive and a resource to people of all ages. They need to attract children and teens to create a new generation of library users and update their programming and resources for a more digital and online world. Librarians need to be updated too, maybe try finding a few who like people as much as they like books.

Im not a very fast reader so with so much on my agenda i wish i could check out books for a longer time period. Other then that i LOVE Fairfax public libraries.

Offering of more african-American books... Allow folks to have memberships as long as they want without sending them threatening emails about terminating their card because it...
hasn’t been used, I travel quite often and found it quite rude that I was sent an email stating being that I hadn’t use my card in such a long time that it would be revoked.

The library system is one of the most important services the county has to offer. In a county where we have both affluence and poverty, the library helps even the playing field a bit.

I am sorry that budget cuts have results in periodicals mainly sponsored by book sales.

Would like more childhood dvd’s, teen Marvel books and comic collections like Alexandria City library. They have a great collection of movies, and Marvel and DC comicbook novels and books.

I think you should purchase audiobook series instead of one or two books from a series. I would, especially, like the series by Anne Perry, Beverly Lewis, and Jan Karon.

I love the self checkout and Inter Library Loan. I like that my library is open 1 to 9PM on Thursdays.

I find all staff very helpful whenever I need assistance. Thank you.

Need more online ebooks. I am an avid online library user and over the years I do not see the volume of reading material increase as I would like to. Need more online children books too.

The hours for the Richard Byrd library in particular do not meet the needs of the community for which the library exists. I recommend to extend the hours, in particular weekend hours. If budget is the issue, then reduce the number of staff members and automate some of the services. Also, the events for kids are still mostly advertised in the flyer. This means that if you don’t visit the library, you don’t get to see the flyers. By the time we try to register for events, it’s already too late because they are full. My recommendation would be to send more mass mailings as soon as the event flyer is released so people can sign up for events while there is still availability. The noise level has to be addressed at this branch in particular. Half of the space is non usable, due to patron discussions, kids running around the library... etc. People have to get in early to secure space in quiet room, otherwise (especially on school breaks), you have to contend with the noise level.

Thank you for the service you provide to the community. As an adult post graduate student who uses your quiet rooms for study frequently; a "reading quiet room" and one for studying could be helpful. Along with better air circulation in the spaces. There is a noticeable difference between the present areas of Kingstowne Library. More space for those studying would also be helpful, there were times when I couldn't find a space, and Sunday hours.

I love the library, but do not go very often. Parking is terrible at the Herndon Fornightly library. They are also not great when I donate books. I have to unload everything myself. The personnel are cordial, but not always helpful.
The library provides a valuable service to the community and should continue to be available to all its residents.

I would like equal opportunity to learn Spanish as a second language. It bothers me that the only language programs I see offered free are ESL programs. It is most important that the county offers residents an easy way to learn Spanish as a second language!

I love the county libraries! I wish the schools would work more closely with libraries to encourage their use and help students with research etc.

I would like better language software.

Think it had good programs and services. Like that library cardholders can access library data bases online. Like that library sends email notice when books are due for return. Like that you can renew books on line. Would like to see more women’s fiction.

We're fortunate to have a great library system here.

Growing up in Fairfax County, I have always appreciated being able to go to the library to study, use great resources, volunteer, and borrow great books and DVDs often. I hope it can continue to serve the communities in the future.

Expand used book purchase and donation program. Perhaps give credit for higher quality or high demand books and for complete series by an author.caring for a book of one's own will lead to buying and borrowing more often. All good for authors and society.

My answers are based solely on my experiences at the Kingstowne branch which is a very small library. It seems to be staffed with rather disengaged employees. Just moved to west springfield and looking forward to experiencing a new branch.

thanks for every thing guys you are the best but no body know about that as long you respect the person who come to the library and give him quite environment you are doing good .so keep the good job I wish I am rich I will spend a lot of money on the library . god bless

I Love go to my local library, and hope to see more books on Business and Management, Office administration and business communication, Accounting... I think that as our library and county are doing their best to provide us the quality services, we should in return participate to the success of our library mission with getting involved to its improvement, by donation in any kind : volunteer Work time, donation of books ...

It would be great if more of the libraries were open all weekend. (Currently many of the libraries near us are closed on Sunday and have limited hours on Saturday.) Also, we have young kids so that heavily influenced how I answered some of these questions.

My most used Library service/product is books on CD. Your purchase of of books on CD allows me to turn my commute in to a learning environment. Given my work schedule and life demands and commute, I have found for 20 years of adulthood that I don't have the
time and energy to read books, but I can transform my commute time to a learning environment thanks to FCPL.

A library is a vital resource for the community and as such any changes should reflect and benefit the community served by each individual library.

I love browsing the book sales section and I donate my own books to the library as well. I mostly use the website for ebooks, but would live at the library if I could. =)

The extra options seem like frosting. With limited resources the library must focus on the essential literacy services. No one else provides that.

I love the new building designs of a lot of big windows like at the Burke Library. Makes the library experience wonderful!!!

I like using my account best with the Overdrive app

We are a military family public libraries are huge for us when connecting to new community. Access internet when first arriving during home search is a big deal. Having a place where kids feel like it is a fun trip rather than we don't have a place to go out s also important. I would like to see more couch space in the Alexandria library where can sit and enjoy the book IN the library.

I would like the library to expand it's "public meeting space" offerings and offer an online way of using it's meeting rooms for community groups. Safe and comfortable study areas is important with access to WiFi.

The Library system is doing a commendable job.

I firmly believe that a public library is a critical component in a community. The library should focus on the under-served, making it possible to learn English for people of all ages, for young children to develop a love of reading, and to have access to the internet and laptops for elementary and high school students. This is a far different focus than what I had as a young person where I have fond memories of meeting friends at the library in McLean to study during the late 1960’s and through the 1970’s. But times are different and the internet has diminished the need to make trips to the library. Good luck with your efforts to reinvigorate our public libraries in Fairfax County.

Great services.

The library system has been a wonderful resource to me as a newer member of the community (4 years here) and a FCPS teacher. Thank you for providing excellent services for our kids especially!

I feel that I get the most use for my tax dollars through the library system.

Please start purchasing movies and music!

I love the library and its services.
Would love to see a wider selection of current novels available at Richard Byrd.

Please expand ebook selections! It's sad that there are so few copies available of popular books.

more story time for preschoolers would be helpful - the libraries in close proximity should coordinate these events so that there is one per day in a given geographic area. If and when possible computers should be placed in quiet areas as well as common areas and with more work space around them. Not everyone is right handed and if a left-handed person wants to have notes near the computer it is impossible at the libraries I have used computers - even to write a simple note such as what stack a book is in. Also in addition to quiet place for study there should be quiet areas to read magazines and books - instead of along the stacks. It would encourage people to be quieter when they go in there. It seems as if the community rooms - while valuable - could and should be used when they are not booked - for students working on projects or just people in the library already but there location is not always convenient for that. The librarians are usually very helpful and friendly. They should know that their service is appreciated and their attitudes go along way with making the libraries what they are in the county.

I really value the e-books you provide - thank you!

Would like to see the libraries open more hours, earlier in the morning and on Sunday.

I think the overdue fees are ridiculous !!! We forgot to return a 6 books for three weeks and were charged over 100 dollars. We returned the books and still had to pay the fees. I could have bought the books for that. We typically buy books more than check out also staff never friendly at the kingstowne branch. Look like they don't want to even be there. We asked for help finding something for a school project not all that helpful. As a taxpayer I think we have way too many library branches and some could be closed!

Please keep up the good work and don't sacrifice any one thing. The library is an underutilized resource and could benefit from improvements to convenience, but the services and offerings are all beneficial.

Please also keep visiting my son's preschool classroom! Very valuable

Reston facility public spaces is becoming run down. The restroom facilities are in disrepair and frequented by vagrants. I understand these are public spaces available to all however perhaps some upgrades are in order.

very polite and helpful staff at lorton library

Over the years I have enjoyed many aspects of the library such as children's story time, the help desk, reserved books. Thank you for making it possible to drop off books at any branch!

I love the ebook program. More ebook options would be fantastic.
Kingstowne is a great library. Would like to focus on children to want to come and read but also make it accessible to when parents are available. Maybe close on a weekday and open on Sunday. Just a thought if feasible.

I've never been in libraries from other cities or counties other than Fairfax so I'm unable to compare. However I love the libraries I have visited, mostly the regionals. There always seems to be an abundance of resources available to me along with friendly, personal, patient assistance when needed. Thanks to all for the dedication and professionalism. K Whitmore

The Library is a VERY important part of a community. A financial investment in our Library system is essential for our community to move forward. When times are hard the Library provides a place to regroup, find job training opportunities, apply for jobs, find housing and put a life back together. Fully funded Libraries are good for people!

I feel that the selection of books is limited. Not sure if I am not utilizing all the resources. Do county library patrons have access to a wider consortium of titles from other locales/library systems. I am often disappointed when looking for specific titles recommended by a librarian friend in another state.

I am disappointed in how empty the shelves are of nonfiction books. My own home library is better than any county library in numerous different subject areas. I would like to suggest that each library become the main "home" for certain subjects, and keep important books available for the specialty student or reader. The county service for the online catalog with pickup at the local branch make this possible and even an easy way to get those needed books from a distant branch. For example, key books about naval architecture at one library. Key books about art, e.g. techniques for oil painting or watercolor, at another. Key books about American history at one library. Every library would then be able to hold both popular fiction and pay off the permanent collection.

For the services I marked "not important", there are other entities available to serve these needs. Focussing on those services would dilute the library's focus, unless you are considering merging Human Services functions with Library services and calling it one big "Community Services" --- again, I feel the focus would be too diverse and the quality of services would deteriorate.

Very CONSISTENT Library hours. I always have to look it up.

They are doing their best for people!!

Preserving the library system is still important in this day and age. Though more and more is going electronic ... being able to turn a page ... is still a necessary way of life for many.

Thanks for the survey.

Library service is invaluable

More ebooks!

Staff at Reston and Oakton branches outstanding
I would like there to be a more robust book club

The ability to download audio books is the best. The service works perfectly. I don't know if all customers know that they should return a book early if they are done with it. Some wait times seem to take 21 days for each book I have on hold, for each person ahead of me. I know that's their right, but you might think of adding a special button to return.

Great job!

More books in every categories.

Hours of operation at our branch should be daily, especially in evenings til 8 pm for students and people who work and cannot enjoy the library until after five. open at Noon to stay open lately.

I would like to see hours expanded to full hours Monday through Saturday and limited hours on Sundays. Expanded holdings of history works would be nice. I would also like to see (would use) online resources for foreign language learning.

I appreciate what the library does for the community despite fewer dollars than its services deserve. It is both a community center and a resource for those who are struggling to find their places in our society and economy, and should always be a resource for those who turn to books to learn, to solve problems, to find companionship and even to escape from day to day cares. It is the beginning of a lifelong sense that there is always a place to find what you need in the world, and that it starts with reading and language. Please don't make it ONLY about computers, as wonderful as they can be as extensions for the availability of the written word - and thank you for making at least some access to them for those who do not have the advantage of direct access to the internet/computers in their own homes. Hooray for librarians, and thank goodness for books!

My family has thoroughly enjoyed being kingstowne library members. Our community of Girl Scouts has benefited greatly from use of their meeting rooms. The staff is very helpful. And the resources are very useful.

Would love to have more "story times" or children’s activities on the evenings nad weekends.

the whole point of a library is to have books. since pohick closed for renovations, i have tried other libraries and ,except for george mason, they seem to be nothing but vast open spaces with very few books. i understand that we are now in the electronic age, but there are still a great many of us out here that like to troll the aisles looking for new and interesting books to read. and it would be nice to find more that 2 books by a prolific author in one library, without having to request the remaining 6 or 8 in bits and pieces from other libraries.

Public Libraries are a cornerstone in developing an educated citizenry. Their function is paramount in a democratic system. An educated and informed citizen is a contributing citizen. Libraries are essential and must continue to be adequately funded and supported.
Please do not take away the late hours, I depend on them due to my work schedule & commute.

Our family loves going to the library and think Fairfax County libraries are excellent! Thank you!

All libraries serve as a way to even the playing field for those struggling to do better, to improve themselves, and to learn. The library has assets that are not location dependent and any child (or adult) can use them regardless of age or class. Even more than schools, this provides the opportunity to better oneself. I wish people understood how critical the libraries are and that not everything is available on the Internet (and it is critical to have critically evaluated information which the library provides). I am a believer in the libraries (all libraries!) Fairfax’s libraries so an excellent job given the financial constraints they work under. Sometimes I wish there was more "academic" works (college level) in the library. I also figure I am the exception (and I do have an alumni card for one of the local universities if I am that determined to hurt myself). However when you need a place to start to learn about something, the library is a great place to start (and you don’t need a laptop to see the video or check Wikipedia).

I think the Library system is extremely important for the citizens of Fairfax County and appreciate the system is attempting to keep up with the technological age.

I think Fairfax library system is extremely efficient and any time I have a question it has been answered quickly and with great courtesy. Always fun and pleasant to visit Patrick Henry Library. When I lived in Annandale I received the same efficiency and courtesy.

Your DVD selection is terrible. I’m new to town, my library back home had hundreds of DVDs, movies- old and new, music video DVDs, TV series DVDs, even a foreign film section for movies. We had all kinds of music CDs, categorized by type, including: Classical, Country, Jazz, Blues, etc. In the Fairfax County libraries, I see PBS mystery special DVDs from at least 10 years ago.

As the county ages, I think more large print books are needed

The library should move toward more electronic resources, specifically more ebooks and fewer hard copy ones.

I think the Fairfax County Public Library is one of he better library systems in the country. I have always managed to find what I needed there. I love to read and frequently will buy a book rather than wait for it to be available at the library. Getting best sellers on the shelves quicker would be helpful.

Your question about value was impossible to answer - I have no idea about the budget and the breakdown between operations and capital investment, costs per FC resident and what percentage of residents actually use the library. Now I am retired I use the library much more than when I was working - a function of time and opening hours. The one thing you could do is increase your hours on nights and weekends, especially Sundays - so those that work have greater access to libraries. Also increase meeting room space, whenever I have tried to reserve rooms, availability has been slim, and yet when I go by the room to check,
the group who has the room reserved never shows up! And improve the room reservation software, difficult to use whether from home or by library employees.

As a retired citizen who loves to read and listen to audio books, I would like to see an expanded selection on these media. I was appalled when I visited the library in Fairfax City. The tax money spent to build that huge building was shocking. I consider it a waste of taxpayer money that could have been better spent on a more moderate building and more investment in library materials. Having said all that, your on-line features are wonderful. Between my Kindle for reading and my iPod and iPad for listening to audio books (using Overdrive) I am a happy library user. When I was working on a degree several years ago, I also found your on-line reference material capabilities excellent. I wish you could put pressure on Amazon and book publishers to allow me to transfer Kindle books that I have purchased to the library. It makes no practical sense that I can donate a hard copy of a book, but not an electronic copy. Amazon certainly has the technical capability to make that happen. I am sure that would expand your on-line selection of materials at no cost to the library. I am sure the reluctance of publishers to allow these donations is all about money and greed, so maybe we need a national library campaign to put pressure on electronic book sellers to allow users to donate electronic material to the library.

Please try to expand your books in other languages. Centerville has a decent Korean section.

good services help me many times that I need it help. short hours on Sat. and problem with parking

I hope Pohick Library is open soon. I really enjoyed using it.

I appreciate the Oakton Library. It is a community library and meets all my needs.

FCPL provides extremely useful services. It employs very nice and helpful people. Thankyouforyourservice.

I appreciate that some branches are open on Sunday, especially Kings Park. I appreciate the used magazines for sale for 25 cents. I appreciate the 24 hour book drops and email notifications for books that are due. The summer programs for children are excellent. Thank you. E books are a good alternative, but real books are invaluable.

The library is an important asset in the community. My husband works as a Parent Liaison in the FC public school system. He works with Hispanic families and he knows how much many of them depend on the library to provide computers and safe and quiet places to study. The library hours have already been drastically reduced since we moved to the community 40+ years ago. Further cuts would be shameful and keeping current with new library services and techniques are always a welcome contribution to the community.

It would be great if the library could expand the library hours back to what they were before the budget cuts.

My children have found the library difficult to use. The pictures books are organized by author. I have been in libraries where these books are primarily organized by subject and...
this type of organization is much more accessible to children. Now that my kids are reading young adult books, most of the books they are interested in reading aren't on the shelves. They are willing to wait sometimes, but children like to explore and find something to read now. As a result my kids have lost interest in going to FC libraries as they often leave disappointed. When they visit their grandparents in Illinois, the first thing they want to do is go to their library and they come home with stacks and stacks of books.

Please expand the hours of operation for the libraries. I grew up in a community with far less financial resources than Fairfax County and the libraries were open for many more hours, including Sundays.

Need to have more comfortable seats for reading. Need more access to phone charging devices and wifi! Need outdoor seating during nice sunny weather. Perhaps add outdoor cafe for light snacks, coffee and drink refreshments. Should separate kids play area and reading area away from adult section. Add a dark room/nap area for those that want to take a quick snooze.

Please expand your selection of ebooks!

Deserves more funding

The library website is something I use several times a week. I download e-books, reserve titles for myself and my kids, and I have also used the educator book bags and supplemental materials regularly this year for my preschool music class. I have 2 children, ages 5 & 7. The library has always been a place we love to visit- when they were small we went to story time, now we go there once a week for fresh reading material for my budding readers. They talk about the summer reading program all year long. We are very pleased with our library and all it has to offer us.

Very impressed with your wide selection of e-books and your efforts to continue expanding it. Thank you!

I think libraries should strive to be more like Barnes & Nobles or Apple Stores that offer a limited offerings on the shelves, but have a much larger catalog available. Also, design the space for people to stay and loiter so its a destination. Maybe contract out for a cafe associated with the library. Also, smaller distributed satellite locations, vice full-fledged libraries all over the place.

the lorton branch could not be better. wonderful, helpful, friendly staff. i look forward to visiting there.

I grew up in a military family, then I joined the military for a couple of decades, so I always used the on-post library. As a result, Fairfax County Public Libraries are my first encounter with public libraries and I must say I have been pretty impressed. I am a big fan of the ebook borrowing, something I had never even considered that a library would offer. I occasionally avail myself of borrowing a paper copy book or dvd. In my opinion, your libraries are great and the fact that most times when I go to one there are are a considerable amount of people using it tells me that you are doing the right things.
Libraries provide a function we cannot do without

I love the Oakton Library. Fairfax County Public Libraries offer a wonderful service to the community. Very happy with how my tax dollars have been spent for library services!

Libraries are one of the best public services offered. I love them! Thank you.

FCPL has become less responsive to readers interested in books in recent years. I like to browse the shelves before deciding what books to check out. I download E books from Amazon so I am not as interested in E books. The E book rental period of 2 weeks is too short. FCPL is less responsive to FCPL foundation desire for books. I have found that the only way to create readers in today’s generation of children is through hard cover or paperback books. Only in later grades do they switch to E books. I think making the youth, the illiterate, and non English speakers are essential to creating citizenship. The library is critical in that function for those out of school.

Have always felt the library is the best use of my tax dollars. Staff extremely helpful, professional and kind. I am a reader so the library is a perfect place for me. I understand, the library must change? and expand its focus for the good of the community as some of the projected services are not available any place else. It’s a non threatening place to offer extra help in many areas and often to those who need it most. The library needs funds to begin and accomplish a mission that includes more than its original intent. Making sure those funds find the way into the library’s budget must become its highest and most essential priority. Meanwhile, thanks for all that you do.

I lost my library card. can someone sent me a new one in the mail ?

There needs to be more books by African American Authors available for checkout.

I think an ask the librarian function for developing research questions or a bibliography as a chat room function would be good.

Focus on youth and high tech areas Provide opportunities for the elderly to learn how to use e-mail etc. so they can communicate with individuals not immediately available.

keep up the good work

Website needs to be modernized and searching for audiobooks and ebooks should be more intuitive.

I think the children areas in City of Fairfax library is not very attractive and can do a better job making the area more children oriented with colorful carpets, pictures, manipulative tools and a better location of the space. I would put it towards to back and not close to the doors. In addition I would do more programs for the children. I would live to see a dedicated staff in charge of that area all times. Homework help and computers for children only should be all inclusive in the children area. In City of Fairfax children DVD selection is terrible. Most DVDs are too old and scarred to be played. Also, they could invest in music for children, CDs to loan. City of Falls Church ( Mary Riley) has a superb children library that can be used as a model to follow. They truly invest in the library and carefully thought
about its design and location within the library. They have a dedicated staff to that area and have many programs for children throughout the year. Large tables for homework help are in that area and also dedicated computers for children only are in that area. When you walk in you feel that they want the kids to stay. When you walk in City of Fairfax library, based on the design and layout, you feel they don’t want the kids to stay. Also across the board, I find Fairfax County Libraries staff to be rude and unpleasant to say the least. I have come across less than a hand full of friendly and customer oriented staff. Most of them seem unhappy to be there and also annoyed by customers. Upper management can do a better job screening staff and providing adequate training.

I think that a makerspace is a good idea for Fairfax County, but not to the detriment of the actual books. If you add on, I can see good synergy. I think vacant government office space would be better, or like the Pimmit Hills Center. Lately, I have found myself going to Barnes and Noble because you lack books. This has been frustrating. Specific areas of research have been lacking: child psychology, crafts and marketing, non profit marketing and growth, craft periodicals, cartoon books are in bad shape like Calvin and Hobbes and the Far Side, literature for boys in the ages of 11 to 13, plumbing, local living. The cartoon books were how I successfully got my 9 year old son reading. I have spoken with friends who also feel the books are lacking. As a result, I ended up not going as much since January 2016. However, I do tend to go a lot. I actually ended up going to the World Book Encyclopedia for the subject of bananas. I hate to use Wikipedia, but have started using it for research sources. For business, the SCORE program has ended up being a resource, but this is time consuming...and one on one with a person during the day. This is difficult if you have other obligations during the day If you think about life issues for the resident of Fairfax County, I think things that possibly would create more traffic are easier home maintenance: I suggest Handy Man Magazine...that could be virtual. Books on Foxes, local snakes, rodent control, deer, Mid Atlantic living, local gardening...all great. The library stopped being my go to place on most of these subjects. I wanted to research mouse infestation prevention, and found only two sources... My parents had a raccoon and skunk problem, but it was Google who offered the sources for help. I suspect that families dealing with Alzheimer’s would love a dedicated resource section in multiple branches. If you want to do something possibly interesting, you could add research lockers/cubicles.

The cutback in hours makes it hard for those of us who work to get there (I visit the Chantilly library most often). I do not believe it is the library’s responsibility to teach English, provide tablets, laptops, etc. Please focus on providing books! I don’t believe we should be spending money on books in other languages. Chantilly has a section for Vietnamese books - why are we doing this? How many languages will we support? Please spend more money on serving the majority of the population who speak English. I would love to see the results of this survey - I hope you publish the numbers somewhere.

I am very satisfied with the services offered by the library. I would be interested in learning more about how books are selected for the library--for instance, I like to read books on the subject of Christianity, and I am often surprised that very popular and respected books on that subject are not available.

I am a life-long library user. I consistently use the online catalog and reservation system, and it is great! The hours of my local branch could be enhanced, parking could be
improved, and the children's section seems to be lacking. Also, there seems to be a constant line for use of the computers, and DVDs and CDs are scarce. I am a native of NYC, so perhaps I was a bit spoiled by their extensive library system growing up. An on-line chat would be helpful when doing research for college level materials. Overall I am pleased with FCPL. Thanks for the opportunity to give my input.

Scan all the books and make them available online to check out. Let residents check out e-readers if they need access. Make more workspaces - colleges have changed the library experience to workspaces, collaboration spaces, internet access plug ins - and very few paper books.

I use the Sherwood Branch and I wish there was a drive-up book return. With small children, I need to unload them from the car to return books. Not awful by any means, but it can be a hassle.

Love using overdrive. Audiobooks are fabulous. Keep increasing the inventory. Wish "books available now" had a shuffle feature. I fear I'm missing out because I never make it to the center of the "stack"

More large print books available for the elderly and those with vision problems.

Longer hours would be great!

My kids borrow books from the library but we also reserve rooms at some branches for a meetup group that we run called Quirkster Kids. We started this club for kids who need to practice their social skills and make friends because there does not seem to be another public program like it. I think it would be nice for there to be more programming for kids and teens who need regular contact with peers who like things that are not easily found elsewhere, like Anime, Minecraft, Comic book clubs, Geek Trivia, etc.

It would be great to have a children's story time for which participants DO NOT have to sign up. Where we used to live there was a large room for children's story time, and there were songs with someone playing guitar or another instrument, puppets, and the reading of a book. There are enough crafts in the county in different venues, and crafts are not what I expect to find at a library. Without crafts you should be able to open the story time to all comers. At the moment it feels very exclusive and certainly unwelcoming to the patron who maybe didn't know about it but happens to be at the library with their child at the time. Also, it would be great if you could stock more digital books so the patron doesn't have to wait quite as long for a digital title. Thank you for all you do!

Currently our family's use consists of downloading audio and ebooks. I think that is the best bang for the buck because of the relative low infrastructure cost involved compared to brick and mortar libraries and reaches the widest population.

I've recently use the Virginia Room at the Fairfax branch. Very impressive. My daughter lives in Alexandria and I've seems what a fine job they do of offering programs for children and families. I think the Fairfax libraries could improve the number and quality of preschool story times. I love librarians. I respect all the work they do behind the scenes. But they are the face of the literacy for all who enter. And sometimes that face is uninviting.
I’d like to see librarians get away from behind the reference desk to welcome and engage with readers. I’m comfortable and familiar with the library but many need to know they are welcome and will be served well by a friendly and caring librarian.

I feel that we have one of the top library systems available. But I use Prince William, Alexandria, Arlington, Loudoun, ILLiad, ebooks and audiobooks. I also use your databases. I use your services daily so for me I would like to see shorter waits on holds, more sessions with staff person to guide through services available (such as is given in Virginia Room) printed maps or diagrams where materials located. More reference staff. I love my library, add services do not take away. We are lucky to live where so much is available.

Fairfax City Regional Library restrooms need more attention. Too often I find them dirty and running out of supplies.

None

I wish it was easier to attend preschool programming. The classes fill up so quickly, it is almost impossible to attend.

It would be nice to have a drive up drop box from the car so you can return your books without getting out of the car like the post office has.

Keep up the great service you already provide...and thank you

There should be an automated way to request the purchase of new materials I use the online hold system and self service pick up every week I use audio CDs frequently bug find the selection sparse for nonfiction Please continue return to any branch, I use that often The Ebola and Saudis services are too complicated to understand and use. I have given up trying. When I ask for help librarians send me to a we link...it seems like they don't know either I like self service, but if you ask a person for help they should help you not force you to use the kiosk I don't find that most of the staff are very friendly or helpful The catalog system is really bad! It’s hard to find specific books I am looking for. Even the librarians complain about the catalog.. Please fix! I would love to see a recommendation engine implemented to make suggestions

I love and use the library all the time and the employees are helpful and welcoming. Thanks for all you do with the monies allocated! I love putting new books on hold and receiving email when they are ready for pickup. Only wish Oakton was open more hours. Many thanks!

There should be bilingual employees at every branch. The library is an incredible resource for low income families and those trying to learn better English. Outreach programs should focus on helping these people realize all the resources there are at the library for them. In addition, children and older adults are a priority. They love to read and the library creates a social experience for them that involves reading.

The recent trend of underfunding the Fairfax County libraries - cutting hours, staff, collections, etc. - is appalling. People live in Fairfax County because of its proximity to jobs, but also, and importantly, because of its excellent public services - schools and libraries.
Underfunding these two institutions for years and years is a major mistake, and will start to harm the quality of life here. If the County doesn't care about quality of intellectual life, at least it should care about its property values. I would be willing to pay higher taxes to provide more library funding. I would be HAPPY to pay higher taxes for more library funding. I grew up in Fairfax County, now I'm raising my kids here, and we absolutely love the Fairfax County public libraries. I know this survey wasn't about library funding, but it's something I worry about as a Fairfax County resident! I think the libraries are doing the best they can with limited resources, but I'm afraid for their future.

I recently have had the chance to use the Boston public minuteman library system which has a large reciprocal relationship with surrounding cities. I have been able to obtain new books in 1-2 wks versus months of waiting for new books in Fairfax. I would like to see a faster way to obtain new books. I know a lot of funding is going into ebooks, but I like a real book I can hold and page through as many older adults. The libraries here also have a wealth of author talks that are wonderful.

I am new to the library system (came from Arlington County). The resources here are decent, but somewhat limited at the branch I am near. Libraries are underfunded for their value to the community.

We luv the library system in Fairfax and are very proud of the services and resources it offers to its citizens. We'd like more eBook options.

It would be nice if the online catalog had additional features, such as the ability to search for books only (no e-books, books on CD, etc.), regardless of whether the books are hardback, paperback, or large print, and the ability to save lists of books to your account so you can quickly see which books on the list are currently on the shelves at whichever library branch you are using. Also, the sort function on the "My Holds" page needs to be changed so it lists books in the correct order when sorting by availability; currently, it orders books one digit at a time, so if I'm 9th in queue for a book on hold, that book will be listed after a book for which I'm 222nd in queue. It also would be nice if we didn't have to visit a library branch to use services such as the online version of Consumer Checkbook magazine.

some of the questions would be nice to select to options, such as what library does one use. Example I use Lorton and Richard Byrd library equally.

Please do not take away Sunday hours. Fairfax County is the only place I know in the country that places such importance on access for the working families.

More audiobooks would be great. Also for your next survey please make the gender category optional or include a prefer not to answer option.

How about a modern day version of the bookmobile? Books, loaner ebook readers, mobile hotspot? Idea is to reach out to those segments of the community that may not have easy access to the physical or digital library.

I'm thankful for this excellent library system.
Fairfax County Public Libraries are a wonderful resource. They were an enormous help when raising children. But we still use the library for research on home improvements and major purchases. In addition, we have reached an age when we are trimming our home library and relying more on books from the public library.

The waiting time for new books is very long. Often books marked as new have been available for a year or more.

The ability to obtain ebooks and reserve books to come to my local library have increased my use of the library dramatically as I must travel frequently.

I think it is an excellent resource and it is making good use of the money provided

I'm very satisfied with the Fairfax County libraries. You do a wonderful job. My only wish is that the wait might be shorter for some of the books I put on hold. But all-in-all, the library is top-notch. Especially when compared with libraries in other parts of the country.

The library budget needs to be increased a lot in order to provide materials and services on a par with other communities. The budget cuts are disgraceful for a community as wealthy as Fairfax. The length of time it takes the library to purchase new books is unacceptable.

Thank you for all you do and I appreciate that you are assessing how to improve and modernize. We need more digital licenses for online books and more volunteer opps for students. We also need to find a way to get the senior citizens more involved and an expanded way to get local business to pay for additional features that the library can provide (adopt a library program similar to adopt a highway) which in turn benefit the business.

I am saddened to think that our library staff feels they are not providing the highest quality services. You are excellent!!! Everyone knows our Fairfax Libraries are on the leading edge of services in the area of books. Please don't turn the library into an unemployment center. Please!

Quadruple the number of books available online. Selection very limited and wait times too long.

Expanded ebook and digital holdings would be my recommendation. I wonder if interlibrary loan is available for ebooks. And although I've not tried, downloadable reference material such as Checkbook would be great. Overall, very pleased with Fairfax County Public Library!

I love the library. I learn so much and always have. I think the libraries should receive more funding. Thank you for all you do.

Generally satisfied, but two things are badly needed. First, all of the library branches need to operate during the same hours, to avoid confusion. Set ONE schedule for ALL of the county branches, not one for the regional branches and another one for the community branches. Second, loud and unruly children are a continual problem at some branches (the Oakton branch is a good example)....and, at the Fairfax Regional branch, there is a group of
unruly and disruptive adults that habitually sit at the computers for hours, sometimes shouting and showing hostility to each other. The library staffs ion both branches have been too permissive in tolerating this...they need to tell parents to show more control over their children, and/or ask unruly adults to leave. Except for those problems, I'm generally quite satisfied with the library system.

The library is a wonderful resource. The hours make it difficult to go there. But we are very fortunate to have access to the Fairfax county library system. Thank you very much.

The Oakton branch is valuable addition to our community. Good staff and services. The catalog app on the web site is hard to use. It could be improved. The hold service to get copies of books not in my branch is very useful and responsive. It's important to me because the full system, all branches, have immense collection, so what is not held in my branch is available to me.

When is the library going to be built behind the Chilis (Manchester Blvd/Beulah rd)? There's been a sign on that land for years. Have we paid for that land with our tax dollars?

I have been delighted with Patrick Henry Library for many years. Our children (who are now grown and have moved away) LOVED visiting the library. And I notice that it has come a long way in attracting and providing books and programs for the younger generation. Keep up the good work!! I love being able to get books to read as well as ordering materials from other libraries. The PHL Staff is extremely helpful and it is so refreshing to walk in, ask a question and get an immediate answer. We love books in this household and it is so nice to have them available and to order them and them almost immediately. Although Oakton Library is closer, we continue to use Patrick Henry as this was were we began over twenty years ago. It is such a refreshing place to visit.

None

FCPL offers an incredible array of resources, services, and value to it’s citizens. My wife and I are extremely pleased with the Richard Byrd & Kingstowne branches. We both give FCPL an A+ rating!

Please male eBooks renewable.

We love our library. It's a quiet and safe place that offers some structure on difficult homework days. The staff is always helpful and. The Oakton branch is very kid friendly. Thanks for all you do for our community.

As a "senior citizen" the Library is an extremely important resource for me. I support resources to ensure services for a wide range of citizens.

Focus on delivering content such as books videos. the library should not be focused on providing technology such as access to the Internet. more of the library Services should be self serve creating reduced cost to the to the taxpayers. the library is not a babysitting service.

No comments
I think you need to make the summer reading program more exciting. The booklet is the same every year. Needs to be vamped up a bit. Get the kids more excited. Maybe weekly prizes for reaching a goal, kick off party, or end of summer party. Make goals for different ages. You could do so much more.

One of the best in the nation.

Very happy to have such an extensive and excellent library service in my neighborhood.

They are extremely helpful.

FCPL is very helpful when my children were younger and I believe it provide great values to the communities of Fairfax. Keep up the great work!

None. Overall, very satisfied with the library's services.

Our local library is dated. They often do not have books that my kids want and I am forced to look elsewhere or by them. There are few opportunities for working parents to enjoy programs that are offered for children.

I find Fairfax County libraries to be very helpful with great staff who provide excellent assistance in a professional manner.

My only complaint would be the number of available computers. Maybe you can add a computer sign up via online to deter waiting time at arrival.

Our libraries provide important services and resources to our citizens and are essential to our community. They do a great job of providing private study spaces for older teens and adults preparing for professional exams, computers for our citizens without access, magazines and books to us all.

The ILLIAD interlibrary loan program is money well spent. This program provides access to other library holdings, thereby expanding virtual library holdings and the benefits of library membership many times over. Service is excellent. I hope this program will continue to be supported regardless of what other changes the Fairfax County Public Library system makes.

like how quickly recently-reviewed books (New York Times, Washington Post) are purchased and put on loan.

I have only visited one branch of the library, the Kingstowne branch. I use the online database to look up books and put them on hold. I always receive them in a timely manner. I have no reason to use other library resources, but am very pleased with the availability of materials, convenience, and service at my Kingstowne branch.

Does a good job with core functions. Don't try to be everything to everybody. Don't invest in ostentatious/soaring/uplifting public spaces--the first thing I think when walking in renovated branches is this is an irresponsible waste of taxpayer money.
The internet has affected so many areas of our lives that we need to consider, under budgetary pressure, why we to devote so much money into the public library system. There should be ZERO spending on new libraries. Since kids are served by the public school system, I think the focus should be on job training, English language teaching and adult education. I am a programmer and I have always found the our library system is very week on technology books and resources.

I think library offer great value for tax payer money much like public and county parks. I worry that it will try to be all things to all people and begin the eventual slide to being PC. The internet is a great source of information and almost everyone in the county has a cell phone with a million apps. Suggest the library keep it about books, but this being Fairfax County we’ll soon be on the PC Merry Go Round, this survey of course being first step.

Many of the libraries in our system don’t seem to offer space for quiet, leisurely, comfy reading atmosphere. Trying to read books by same author often necessitates e-book/book purchasing.

Would like more e-books. I miss the interaction with the staff - no need to talk to anyone when you visit now. Very hard to answer the survey question on the "value" of the library compared to tax funds spent unless you know the costs of running the library. I love the library, but have no idea whether it is a good "value" because it may be run inefficiently behind the scenes - I would never know that!

Not qualified to answer question 12. Should record as "Don't know."

Use multiple avenues to keep library services in peoples mindsets of options available to them. I

Thank you for allowing me to find and further my love of reading. I love <3 the library!

Please offer more current and popular audio books. Wait lists for audio books are extremely long. I would also like to see training videos available for streaming. I often don’t have any idea what the Library does offer. Need to utilize more methods in communicating your services. Print postcards and bulletins in the mail may be more effective than email since they are a little harder to ignore.

The library system is a public treasure. I would appreciate the inclusion of more scientific and technical books and reference documentation especially in the genre of human nutrition and health, animal health and production (livestock as well as pets), garden planning and development, and creating art.

more training for staff to help with Nook

I love the ability to reserve books on line. Would like to see my checkout 'history' under My Account. Sometimes, I want to recommend a book to a friend and can’t remember the name!

I enjoy the New Releases shelf at each library branch, and get most of the books I check out from that section. I would be interested in seeing that idea expanded - maybe highlighting a
selection of books by section (fiction, mysteries), author, or subject (especially to tie in with current events: black history month, books about presidential elections).

The library and its services are vital for a community. I would like to see more resources going to the area libraries and would like them to be open more hours. I would like them to offer classes and have more author talks and lectures. I would like them to be a hub of activity for all ages. The money to libraries has been cut over the years and I would like to see them fully funded and thriving.

Would appreciate Sunday hours for Oakton library.

NA

Please create a section in the library for Christian Fiction.

I think it would be great if respondents to this survey could select more than one answer to the communication options questions. While I picked email as one, I know that having multiple consistent messages delivered on various channels is the most effective way to ensure I get the message.

The library hours are ridiculous. It is my understanding that the tax payers fund the library system. When you barely have any evening and weekend hours, how are those that work during the day, Monday through Friday, supposed to use and enjoy the libraries that they help to pay for? I think there should be early morning hours and more evening hours. I also think community libraries should be open on Sundays when people in the community are off of work and want to use them! I would like to see more copies of best-sellers and newly released books--it's sad to try to obtain a book and be #400 on the hold list. I would also like to say that there is WAY too much "reserved for staff" parking at the Oakton library and there should be NONE. Why should staff get reserved parking? Most businesses do not provide that to employees--why should the library (that is PUBLIC and paid for by TAXPAYERS) be providing that to employees. In fact, most retail establishments that I know require staff/employees to park at the far end of the parking lot to leave open spaces for CUSTOMERS near the building.

Please continue obtaining the latest audio books. I prefer CD's, not downloaded audio books. Also, I would like more DVD's and music CD's. Thank you.

I am extremely pleased with the professionalism and competence of the Library staff and hope that no one is thinking about the merits of any privatization schemes that would gut the program of its core competency.

I enjoy reading and Fairfax Co. Library provides me free access to materials of interest.

Great job. Since childhood, I have always valued the public library system.

Suggested survey question: how satisfied are you with the library's collection in the following categories...? Then have an optional comment section on that page for specific category requests, e.g. homework help with a topic or school level that is more sparsely covered than others, or favorite authors. Suggested categories: fiction, hobby/how-to,
general non-fiction children's, and DVD/CD. I have read most of what I like at Richard Byrd, so I am switching to Kingstowne for my main library branch.

FCPL provides great service to the community, particularly under tight budgets. Keep up the great work!

None

More popular DVD's. More audiobooks on CD.

One thing I don't understand is why there is a waiting time for ebooks. I'd like to see instant downloadable books no matter how popular they are.

The library is used by everyone! It is a vital part of the good life in Fairfax County that every citizen enjoys! I have used and enjoyed FCPL all the years I have lived here. I cannot imagine life without a vibrant library like those in FC!! I visit many of them all the time. I am still impressed by how many use the library ---they always have patrons of all ages and different levels of education and economic diversity!! FCPL must be fully funded to continue the level of service that citizens expect and deserve in what as known as one of the best counties in the country to make your home.

I love having several nearby libraries where I can go to do my professional reading. I do have one criticism which is that the library staff (not citizens coming in) talk very loudly at their stations but even more so when they are walking through the stacks or helping someone. I can understand some talking certainly, but the volume level should - by librarians in particular - be not that of instructing or reporting to a whole area of the library. I don't think they know how loudly they are talking and I expect that there's a professional "culture" which says it's ok. This is actually a question of leadership - the leader has to set the tone. I'm speaking specifically here about the Martha Washington Library (I say this to help - please do ongoing coaching, not gentle reprimands or reminders...but lead! Thank you.)

The staff is most gracious and eager to assist the public, very knowledgeable and courteous! We appreciate you, and God bless you!

I have been very pleased with the Oakton branch of the Fairfax Cty Public Library. Staff members are extremely helpful and resources have been great. I really enjoy visiting this library.

No other comments.

Focus on services that are needed by everyone and can be used by everyone. Language lessons are wonderful but serve very few people. Also, the activities should be kept to a minimum, keep it a quiet place to obtain information. The only service that is mandatory would be classes that help people learn how to obtain the information they seek. Beyond the help desk, a person that can be scheduled to work with someone to teach them how to use the many services would be extremely useful and over time will help the entire community to become more self sufficient.
Although Fairfax County is one of the wealthiest counties in the nation, our libraries are not as good as libraries in other parts of the country that have fewer resources. I’d like to see the DVD collection enlarged significantly, and I’d like to see less of an emphasis on trashy romance novels in the adult fiction section. It would be great if there were more resources for children, including play areas and puppet shows on evenings and weekends.

Good customer services thank you Fairfax library

I greatly appreciate the ability to download e-books on my Kindle tablet. I would recommend the addition of more e-books, less audio e-books. The library should concentrate on accruing additional print, CD, e-book resources and put much less emphasis on providing services to immigrant and non-English speaking populations. Start paying attention to the people who are "paying the freight" and not those who do not respect our laws and always are in need of services.

I love the overall quality of our libraries. Just excellent. My only complaint is the overly complicated website. Does it really need to be so crowded with confusing options? By trying to give every possible option you've made it horribly complicated to navigate. Please make it simpler. I don't need to go here and then go here and then go here just to order a book. Please make it more straight forward. If you do that, I will be very satisfied.

I belong to as many of the local libraries as regulations and travel will allow--e.g. Alex., Arl. and Falls church as well as F C--so can compare resources, inventory, etc. For my interests I've noticed that the areas where Fairfax Counties lags behind the other localities are: 1. Movie DVDs and music CDs available to sign out. Other jurisdictions have a much larger stock of these items from which to choose than F C libraries. While I understand that these are somewhat obsolete technologies, many of us old folk are still avid users of these "hard copy" entertainment media. 2. Paper magazines and newspapers in the reading areas. Years ago the FFX libraries had the best selection of magazines to peruse, often with two or more brands of a certain subject, be it news, entertainment, or whatever. Now, probably due to budget constraints, FC branches are fortunate to offer even one magazine for every category. I long for the old days where I could walk in and browse or read at least two brands of car magazines, housing magazines, and others such as Pop. Mechanics, Wired, D well, etc.

Real books are more important than e-books. Several recent studies published in the Washington Post agreed that comprehension and recall of written text is higher when reading a paper text than an electronic text. Why not welcome retired teachers to augment programs for children? Most two parent families are also two wage-earner families with little free time for the important task of bonding children and books. Story Hours for children could become more frequent if the library system made an effort to recruit and utilize retired teachers. And yes, I am one.

None

Your app support and services are amazing! I share your program with everyone I know. You should really focus on increasing awareness of this free E book and audio book option. Few people know about it. Just keep increasing the options and quantity available!!
Overall I think some of the ideas are a bit too ambitious in this budget climate and detract from the Library’s ability to provide the core services of a library—a place to check out books. Inventory is low and often the books I want are checked out or not even available at my library.

The library has been an integral part of my children’s lives since they were born. Please keep it up and use our tax dollars wisely. Focus on the BASICS: providing a wide array of books and reference materials for adults and kids of all ages, comfortable clean reading spaces, interesting and educational programs. Other than ensuring that the online catalog is up-to-date and easily accessible and the self-check-outs work properly, FOCUS ON BOOKS AND REFERENCE MATERIALS, NOT DIGITAL DOWNLOADS, LAPTOPS, ETC. Kids need the basics to learn; they do not need one more place where they stare at screens.

I am happy for this survey which must be more frequent. FCPL must be judged by 2 criteria: % and increase of pop which has a card and the consolidated frequency rate by those who have cards. These alone will justify the FCPL’s return on investment. Sadly this survey may not lead u to build consensus on these lines of thoughts. This said I love FCPL. Thank you.

Improve online ebook services and broaden choices - open possibilities to Amazon book offerings. Offer more classics instead of the popular new fiction in the libraries.

It would be awesome if you could be open on Sundays. For those of us that work full time, it’s hard to get to the library during the week. So, weekends are critical.

I would like more programs to be offered. Maybe they want to get DVDs?

Wonderful system!

I particularly enjoy using the digital e-books (Kindle), and hope that the holdings will continue to grow. I also appreciate the opportunity to make recommendations for e-books.

I consider library services and availability to be one of the most important services a county can offer. Its available for all residents all the time.

More summer or non summer activities for Elementary children at oakton library eg magic show, music, teach kids how to watch the stars at night...

I was a regular user of the Oakton branch until I started using my Amazon Kindle where I now do most of my reading.

The library should stay focused on it’s main mission of providing published, printed media (including audio versions) on loan to residents. Please don’t overreach and try to morph the library into a social services agency. The county should already be providing services for job seekers, English language learners, and business owners. The library is one of the all-time best inventions in human history. Please maintain the mission focus.

1. As always, the creep in government salaries has created a situation where the system is constrained because too many personnel make way too much money. When are you folks
going to realize that 20 years experience is more like 3 years of actual experience, then 1 year repeated 17 times. Longevity in position is NOT a valid reason for constant salary increases. There should be a hard cap on salaries that should be much lower than today's scale. 2. Whoever is selecting the books for your shelves (speaking specifically about the science fiction genre) is making a huge mistake by picking way too many female "authors", whose work is true crap! 3. WHEN will your "industry" finally get around to separating science fiction and fantasy into two separate categories?

I mostly use e-books and audio books currently and am most interested in expanding their availability.

I think you do a fantastic job. However I think taking the name off the pick up sticker was way to "politically correct" and makes it more labor intensive and more inconvenient to find books/etc.

I love the FCPL and have been using it for years. I would like for the library to have longer hours, but I understand that it is not possible due to funding issues.

Need to improve wait time for getting books online

At least a hundred current books in languages other than English, spoken widely in Fairfax County, should be made available. As to which languages to be so favored would depend on the top three non-English speaking communities. Prince George's County, MD, has new Urdu literary books available for borrowing. I wish Fairfax, being far more diverse and richer, can do the same.

The local library is a great resource for the community. I believe it should be the center of the community for activities and resources. The library is placed on route 1 and it's hard to get to it at all times. It would be great if the library and art center came together to offer more to the county.

The attendants are very helpful and courteous. I teach both formal and informal ESL and use children's books and bilingual books to help the students.

There are several ways to improve the library. It would be better if the Oakton and other local libraries was open on Sunday. And it would be better if the Library had longer hours on Wednesday and Friday. Also, it would be better if the library had the funds to buy more non-fiction books. The Oakton library is very nice, but it doesn't have that many books. It would also be good if there was a clear procedure to donate books for library use. I have written history books, including one that was a best-seller. If the Oakton and other libraries would put them in its collection, I would donate a few. But there is no clear procedure to do this. Yes, one can donate books, but they may be resold for a few bucks. So what's the point?

Love all the services provided at the library at this time. Would love to see a change in hours for Friday and more option for elementary school children's, especially summer math and reading programs.

I'd like to see the libraries open a little bit later on Saturday and Sunday...
Please keep professional librarians on staff to help users with research and other questions.

Please expand the online offerings (downloadable books), I absolutely love the service but we pretty much have to wait a few weeks for each book we borrow. Everything from Harry Potter, to divergent series, percy jackson series, Nicholas flamel series etc. It is so nice for kids and adults to have a book readily available on a kindle. Really cuts down on all the dead time waiting for doctors and other appointments as well as just reading whenever you can. And I love that their are no late fees. (I probably spend upwards of $50 in late fees on an annual basis). Very pleased with the library - keep up the good work.

I am a staunch advocate of Public Libraries.

Should stay open longer hours! Tough getting to it after work.

Our county libraries play a crucial role in our community. Nothing else compares to the ability of libraries to touch people lives no matter the age or needs.

I love the library! I don’t need to own books because I can get books I want from the library. It’s an excellent resource that has come under hard times budget-wise recently. If there are ways to make the library system more relevant to more people, I’m all for that.

I love the library system.

I love the audio books on Overdrive. Would like to see more.

I find it disgraceful that the Fairfax County libraries hide non-fiction from the youth. All non-fiction books are hidden in the adult sections to keep them away from children. Books on giraffes, airplanes, rocks, dinosaurs, role model biographies, etc are out of reach from children. The children’s section is comprised solely of all make-believe stories. Our future depends upon economic growth, math, science, STEM, not make-believe. I am so disappointed that youth book sections are all cleansed all real-life non-fiction books.

Public libraries and the services they offer are invaluable to the education and positive progression of our society.

More books on history!

The staff at Kingstowne is wonderful.

On your library website, tried to get a list and put a book on hold. All I got was Ebooks, which I did not want. I wanted a printed book as usual. Ended up calling. Your website changes are Not user friendly! Used to be easy. Thanks-

It is time to update the technology in our library system. That being said, paper literature will ALWAYS be of primary importance to human beings. In a world where more and more technology is taking the place of hands on, human interaction, we desperately need to protect what keeps us human; interacting with other humans on a regular basis.

The wait is way too long for popular new releases.

FCPL Online Survey 2016, Open End Comments
Why was there a question asking about library support in applying for social security or health insurance benefits? I do not believe that is a library function and do not support tax dollars (salary/time/floor space) being used for that purpose.

We must not allocate resources at the expense of printed texts. Books are the library and people who read them. Regardless of technology, books are paramount. Technology plays an important role, no question, and books are in first place. Thank you for opportunity to participate in this survey.

I think you spread your resources too thin. Focus on books and reading. Esl and adult literacy should be handled by social services or the community center, adult education, etc. also, while I think reading programs for children and preschoolers are important, The library also isn’t a playground or childcare facility. What happened to the rule of silence in the library? Kids are often unsupervised and screaming and running around, left unattended at the computers, jamming pencils into the screens and keyboards, tearing up books, etc. every time I go in to pick up holds or return items, there are some kids running around unattended screaming, chasing each other, etc.

I have always felt that the tax dollars spent on libraries were one of the best investments made by Fairfax County. For the first time in my life with an over due book I dread going to the library. I detest the machines which collect the dues.

Think resources are more valuable and important than services in your planning and spending decisions

My needs are nearly completely satisfied. I am always looking for more tools to expand my knowledge.

i love the library and feel that it is a valuable asset.

Libraries are an extremely valuable resource in a community and deserve our support.

Property accountability (books, dvds, audio books) needs to be improved. Rotation of material needs to be managed better - if it hasn't been checked out in 2 yes- let’s rotate it. Providing services for the few is out weighing providing materials and information for the majority. Reexamine where your manpower is focused.

FCPL is doing a fantastic job at being a library system. Keep doing that. The library system should not try to be a social service agency teaching everyone English, finding jobs for people, and helping people fill out forms. Focus on fostering a life long lover of books and learning in children, having up to date F and NF materials for older ages, and providing public meeting spaces.

Great, friendly service!

Please consider extending opening hours on Fridays and Saturdays.

My wife is China-born and learning the English language. Library books have helped me learn the Chinese language. Compared to books in other languages such as Korean the
Library System has FEW books in Chinese for my wife to read - I have brought up this matter with the library in the past......

Choose children's books more carefully. There's a lot of junk in there that just isn't very good at all.

Library website is cluttered and burdensome. Account log in should be right at the top corner of the page- immediately visible and obvious, not buried in all the other drop downs. Once logged in, the site continues to be cumbersome and difficult to navigate. The sit needs to be redesigned with services and options easily identified. It shouldn't be a constant treasure hunt!

One-on-one computer assistance has been extremely valuable for me.

I vote approvals of every bond for education and library services--if forced to change or prioritize, I would vote approvals for library services ahead of support for Fairfax County education.

None

As an older adult, I only use lending and Nook so am not qualified to comment on the computer or web-site issues. In my experience w/the Vienna and Pimmit Hills Libraries, I have always been treated with cooperation and respect.

Great Falls library is an important staple in the raising of my two sons. When school is out I strive to take them once a week. I am impressed with the programs and events they offer there and wish I could take more advantage. The branch is very well run, and the staff always is always available to answer questions and be helpful to us. I have especially appreciated the County reading programs both for adults and the kids. Even though we might not make a meeting for a book club, we frequently read the books so that we feel connected to a broader community. Also, I appreciate the careful thought that goes into the reading club selections.

While additional services and media are nice, at the core, a library should focus most on literacy and books.

I wish that the Lorton library would offer more activities for younger children.

About the survey: Don't force choices if you don't allow "don't know" or "no opinion". Especially for new services, you named things about which I'd never heard ... and so I don't want them. About the survey: I guess the survey might help you with outliers, but without knowing tradeoffs I'm assuming that everyone wants everything. So I'm not sure how this will help...

My experience with the FCPL is that it is one of the most used facilities of the county. Staff are helpful and friendly. Doing business with the library via its website is easy and trouble-free.
Empty bookshelves at the library are very disturbing. Please stop throwing my non-fiction books away! Anyone who would throw a book away should have no part in library operations.

Libraries are important community resources even in this digital age and need to supported.

I would like to keep the library as quite as possible. Something should be done about children running around and screaming or crying and adults having loud conversations.

Love my library

I love going to the library and despite how much is available online, the library is still a very, very important place that needs our support.

Supervisors should increase Library budget.

The public libraries in North Carolina offer brand new release books at a rental charge of $1 or $2. I use this service whenever I visit our daughter. Fairfax county should adapt this service.

I am very comfortable and appreciate the hard work that you are doing.

Our library should not be involved with teaching programs, we have public education for that. How much is this study costing the taxpayers? Didn’t we just hire a new Head of the library which included a huge salary?

Thanks for all you do. We are fortunate to have you - I wish every US community could/would take the steps that you take to serve the community.

Forcing an answer to every one of the questions and severely limiting the answer options each leads to a high likelihood of invalid survey results and essentially defeats the purpose of the survey designed to gauge satisfaction, adequacy and need. For instance, forcing people to express an opinion on the value of services they don’t know about or don’t use is pointless and distorts the validity of the result. This could have been easily avoided by not requiring an answer to every entry in the survey or including a "Not applicable" or similar option. If this survey was designed by a professional organization, you were not well served

Loved listening to Matthew Berry speak.

Our libraries are severely underfunded. Their budget has been cut repeatedly over the last several years. Our elected official need to realize that libraries are an essential service used by citizens of every sort. The library leadership in recent years has not seemed to advocate very well for the value of the library to the community. There has not seemed to be much openness with library users about library plans and policies or involvement of users in shaping the same. A survey like this is a good first step in changing that dynamic. The new library director needs to continue and expand efforts to really engage library users in
shaping the library's future. After all, we are the ones whose taxes pay for the library. Thank you.

Libraries are shifting to online space. Recommend more online offerings and lower reserved wait times for E books.

While the Fairfax County Library system provides vital services to the community, I believe there to be an altogether too heavy emphasis on juvenile and adolescent reading materials. There is a paucity of materials available on current international affairs and matters related to the national security of the United States.

Continue to enhance e-books and their ease of use. Even if you charge a nominal fee I would download more books if it were easier to navigate.

Thank you for your efforts to improve the services of the library system. Consider using appropriate methods to allow the patrons to inform Board of Supervisors of support for adequate funding for system. Procurement might focus less on NYT's list and more on significant works.

Thanks

I absolutely LOVE having the abilities to reserve books online, check when my books are due, renew them, etc.

Put a Starbucks-like facility in the same building or grounds as the library.

With the increase in technology, libraries should eventually fade away or be incorporated into a government or senior center as the library mission subsides. It does not seem to make sense to support libraries as the current level of funding.

You need more copies of downloadable books and other media.

Love the ebooks availability through Overdrive!

The quality and diversity of your collections, while still good, have suffered in recent years. One of the reasons may be the county budget cuts. But using library funds for outside consultants and surveys like this one drain precious resources from the most essential library purpose: to provide the broadest possible collections and services. I would rather my tax dollars go to update material resources and pay adequate salaries to your greatest asset, the librarians and staff.

The employees do an excellent job every time I'm there. Incredibly helpful. Great job at hiring a diverse workforce.

I travel a lot and use Ebooks for the ease of carrying many books. I would much rather be able to check out an ebook from the library but find the search process and then check out process for library books just doesn't seem to work.
We are extremely satisfied with the Fairfax County Public Library. It is also very convenient that you can use all libraries in the county with one card and that you can check online, if a book is available.

Offer more copies of eBooks please. The wait time can be 3+ months on many titles.

Replacement library cards or updated ones should be free and/or access to self-service checkout even if you don’t have your card with you. Should be a way to enter your library card number during self service and paying for fines. Self-service need some work.

The cut back several years ago hurt the hours. I would like more hours back to the schedule

Expand offering of ebooks through overdrive.

I am often disappointed when I look for non-fiction books. The reference library is very limited. I do not expect that the Public library would amass a collection such as those found at Colleges and Universities. Can the Fairfax Public Library create a cooperative agreement with local Colleges (e.g. George Mason) that would allow FCPL cardholders to access their collections?

Library should be open on Sunday! This is the time when working adults can capitalize on learning or studying. If money is the issue, then cut back the morning hours from M-F to pay for Sunday, from 12:00 to 6:00 p.m. The people will greatly benefit from the Library on Weekend. Thanks for listening & consideration. Thao Nguyen

It would be useful to standardize the hours for all the libraries so that you don't have to remember that some libraries can’t be used until the afternoon on certain days.

Focus efforts on easing the online book download process and provide more recent books in that service please.

I wish there was a larger variety of events and classes for toddler and preschool aged children. I find they are not held at convenient times for working parents. The classes that are held seem to mostly be on the same day and time, so I have never been able to attend.

I especially like the audio books--keep them coming or add to the selection.

Some of the questions on this survey are written so that there is no way you can say something negative, however it is excellent that the library is willing and interested in pursuing residents ideas and needs.

The library needs to renew books, some are so old and in bad condition, the same as kids DVDs. Also it seems they don't have new books about programming computers, graphic design, teaching, etc.

Almost every time I visit the Oakton library there is a librarian being rude and disrespectful to visitors. The librarians have been rude to me on a few occasions too, like when I told them I returned a book and they insisted I did not. (I take pictures of the books right before I return them for this reason but that is not evidence for them, more for me so I know they cannot verbally abuse and accuse me of losing a book) Then I found the exact book on the
shelf and no apology from the rude librarian. I considered switching to Patrick Henry but my friends tell me the librarians there are even worse. I understand many people ask annoying questions and expect the librarians to do everything for them, but they should still treat people with respect. If these older librarians are tired of their jobs and tired of the people who visit libraries, then maybe it's time to hire new, younger librarians coming out of college and MLS programs.

Thanks!

THE LIBRARY HAS TO SUBSCRIBE FOR SCIENCE MAGAZINES LIKE NATURE

Due to self-checkout machines, I miss interacting with library staff. Also, the huge new machines at Kingstown are intimidating. I wish more books could be on display with the covers out (like the new section). Access could be better; depending on where you are coming from you either need to make a U-turn or travel through a busy parking lot.

I feel it is very important to continue to employ library staff and not rely mostly on self-service. The community feels more connected to the library when they can interact with an actual person. Also, there are branches that serve people who are not comfortable with using the machines (i.e. elderly, non-English speakers, etc.)

Our preferred library is the Pohick Library. We have used it since it opened and are happy that is being renovated to keep up with technology and usage. We normally use the Pohick Library once a week, and use the Byrd Library only about every two weeks since it is outside our residential area. We hope that the Board of Supervisors keeps funding the Fairfax County Library system, it is truly one of the gems and rewards of living in Fairfax County.

The library should not become a social service agency that seems to becoming the trend. In addition it should not be a center for taking on the county's issues in dealing with all the various social issues that have established agencies or federal programs. We need libraries that can offer ALL books without fear of censorship, provide children and teen programs and computers. Colleges and tech schools are available for teaching English, computer training etc.

Reston Regional Library has always been kind and helpful when I have queries. I use the library constantly, for my own reading as well as for the students I tutor. When books I require are not available, I place them on hold and find that the turnaround is quite reasonable. I also come into the library to use a quiet room so that I can concentrate better than at my home. I love the book sales you have and I donate our books regularly. Our whole family loves the library!!

the main thing we would like to see in the library is expanded hours and expanded book selections in the library for adults and children.

I've always appreciated the public libraries' services, ours here in Fairfax County included. Libraries are service-oriented and open to all persons in our communities. It's a grand design for our people! Thank goodness to the original founding mothers and fathers of our public library system, and thanks to the library professionals who continue and excel in its
original intention! I have loads of excellent books to donate to some service-oriented system. These books are mostly educational, philosophical, ecumenical religious, classical novels, gardening, and books for children. Could you provide a service that would advise on what books would be helpful to donate to what group or company in the service of curious readers?

Many of the younger children's programs are held on weekdays, but as a working adult it would be great to have some Saturday offerings.

Love borrowing books through Overdrive. Would use Centreville library while visiting my children (several days a month) but am uncomfortable because there are usually 10-20 young men loitering around the library. Don't know who to contact about issue...

It's important for libraries to remain relevant. Use data to understand what people are using at the library and expand on that. Try to make reservations and model each library to the new libraries such as the one in Shirlington, which is the best library I have been to in all of northern VA. There is great lighting and part of the community there. Quiet and meeting areas as critical and having opportunities for kids to come to the library so that they exposure at a young age and will use it as they get older. Having e-books is helpful since more people are using kindles.

Please enforce "quiet" zone protocols.

More events and inviting spaces. Use ideas from bookstores and coffee shops to create community spaces. Libraries are best suited for providing non-political and non-denominational community hubs for gathering, socializing, reading, learning, exploring, sharing, getting involved. Sadly they are often closed or booked when people want to meet. It would be worth solving that obstacle. Many more people would use and support libraries if more were attracted to spend time there and benefited from doing so.

I would like to see a wider selection of e-books (for Kindles) available through the library. A public library should also be open on Sunday. If you must be closed one day a week please pick a weekday. Thank you for the great services you provide.

Please continue to offer enough paper books! It is frustrating that there are fewer paper books available and so these must be "ordered" through reservation holds. Miss having the library open more hours.

Please expand the science fiction holdings - selections and number of copies - and biography holdings. Service and infrastructure are fine - focus needs to be on the collection.

Recently tried to get an old movie "Far from the Madding Crowd" (1967) on ILL, but was told I couldn't because Fairfax Library had it. I'd checked with the catalog before Going to ILLIAD -- Something's wrong with your records! (Fairfax only shows the 2015 movie in its files.)

I love the on-line book service. I read more now than ever before. Great selection of books to download.
I love to read and love reading books. I have an Ipad and have some books on it but still prefer an actual book.

Extended library hrs would help those returning from work.

I go to the kingstowne branch on average 1 time per week because I tutor an ESOL student there. It would be great if he library had more meeting space. The only room they have is always reserved by a knitters club. I just that activity is as closely related to the purpose of the library as many others.

The resources in the Vitginia room are fantastic!

I am specifically interested in genealogy and find the library system to be very helpful in this case. Although the system must be alert to adapting to digital change, I believe recent evidence shows that library available published "in hand" material remains popular and valuable and is likely here to stay.

Good library system; keep up the good work.

Drive up book drops would be nice!

I think libraries are important and still provide a great value. First, as a reader, the alternative would be to buy books, which is not economical. Second, to actively introduce children and get them a head start to learn and enjoy reading is crucial and help them succeed in the long run.

At some point the library needs to stick to its mission and recognize that the homeowners in the county cannot afford to pay for every "nice to do" idea that the staff or people who pay no taxes come up with. It is not a babysitting service even though that seems to be an area that the staff and others seem to want to expand into. New mothers feel that newborns need to be read to by librarians rather than their mothers. The staff could be a great deal more active rather than being surprised when pamphlets have run out. It may be below the status of the librarians to check the simple things in their libraries but if they want to keep getting funding they should begin to stretch the way they view the libraries themselves. It should not be providing services that the schools and other county activities are providing. They could use their volunteers in more productive ways. The more the libraries provide resources to allow people, especially illegal immigrants, to maintain their home language the longer the illegal immigrants will be handicapped in integrating into the US mainstream. Efforts such as the Byrd nearly all Spanish library does not assist in the goal of cultural integration. We did not convert our libraries to Polish or Chinese or German centers and they all succeeded in integrating into the fabric of America, while our Hispanic citizens are facing the progressive penalties of keeping a separate cultural identity.

Please give members of the public more consideration when hiring for jobs that do not require the master's degree in library science. The job descriptions often require previous, extensive library or bookstore experience, when I do not believe that is completely necessary. While I can see how some previous library or bookstore experience would be helpful, there are many other places where candidates may have acquired knowledge, skills, abilities and experience that would lend itself just as well to working in the library.
Yet I feel that such candidates get ruled out because they don't have two years of library/bookstore experience, even though they are otherwise very qualified. By doing so, I feel the library is depriving itself of some very eager, qualified employees.

I have really enjoyed the online book selection and check out. Perhaps you might think of improving your link/interface with the Overdrive software. It tends to be slow to select and takes too many steps in checking out a book.

Layout, even of the refurbished ones, is a bit sterile overall broadening of collections would be good. Wise to have study spaces, etc. as that creates traffic and that creates future customers - don’t underestimate the serendipity of looking for one thing and stumbling into another. Women at the desk at Richard Byrd really nice and helpful.

We need to keep funding for our libraries and to staff them with professional librarians. I am especially concerned about the loss of children’s librarians. Parents need help finding appropriate literature for their children.

Please continue the good work and serviced provided. I would like to see more areas to study for group and individuals since I utilize the library a lot for work school/work and it would be nice if there was the hours was extended.

No comments.

Organize more community events focused on various topics (educational, literary, how to, lectures, demonstrations, discussions, organizing meetings, etc.). Poll users on topics they would like to hear more or meet about. Send out weekly calendar of upcoming public meetings, lectures, and other events. Allow extended hours for meetings/events (closed libraries at best meeting times are a major deterrent), improve and keep clean meeting spaces, enlarge them where possible, make it easier to serve food and drinks at meetings/events, and to then clean up. Increase outdoor use areas around libraries and make them inviting and usable in various weather. Support small community native gardens (with tree, bush, and herbaceous plant labels for education) to surround libraries and their parking lots, with added benches for enjoying books and plantings. Use native trees to shade parking areas and other outdoor use areas. Long term, it would be very beneficial if libraries were combined with small inviting parks and cafes with indoor and outdoor seating. To make it easy and pleasant to spend time at the library. The proposed additional technologies would probably get some use, but making the libraries more part of community meeting and learning would boost use and value to a much greater extent.

More money needs to be invested into the library programs. The Oakton library is a wonderful resource for our family and I would like to see the hours extended. Thank you to all those who work in the library that provide great customer service!

Need more programs for teens and programs for adults during daytime hours. Also, ability to download ebooks.

As a homeschooling family, we use our library for research, meetings with other homeschoolers and such. I do not want to see the branches closed or reduced in hours.
It would be nice if the library could use its e-mail list of users to actively encourage people to vote and explain the process to them an give the locations.

I VERY STRONGLY wish that Kingspark location had a drive-thru book drop for returning books. Every city I've lived in had drive-thru book drop! It's not convenient to drive up to the front of the library, even to the curb, and have to put it in park, turn off the car, load books in your arms & walk over to the book drop. PLEASE consider implementing this! Many thanks for the opportunity to express this.

As a FECEP/Head Start teacher with FCPS, I use a LOT of picture books in my classroom. My favorite service that the library offers is the ability to put books on hold online and then go to pick them up once I receive an email that my items are available. I go to the library to pick up/return books at least once a week throughout the school year. I appreciate that the library affords me the ability to offer such a rich selection of excellent children's literature in my classroom. I also highly value the library-based early literacy program that sends someone into my classroom to do a story time with my class once a month. My students love "Ms. Jan" and look forward to her monthly visits. As an educator, I have benefited greatly from the workshops offered for preschool teachers by the same early literacy program. I would like to work on ways to enhance the connection between the library system and the FECEP/Head Start program in Fairfax County. I don't think that many of my families take advantage of their local library, and I know my students, whose families live in poverty and many of whom are learning to speak English, would benefit tremendously from having regular access to the library's collection and also from attending the library programs for preschoolers. I'm not sure the best way to facilitate use of the library among the population that is served by FECEP/Head Start, but I would certainly be open to any ideas for further collaboration between my program and the library.

It's a great system. I'm impressed with the ability to request titles for the library to order and the library's positive response. I love Wowbrary so that I can see all the new titles.

Rarely go to the library but when I do, I find the employees to be mostly accommodating. Would prefer more Audiobooks be made available, as they really help the sight impaired, and those who also use them while commuting.

I'm generally satisfied with the library but have used both Montgomery and Atlington county in the past and found a better selection of media such as DVDs and CDs.

Make sure there is a need for additional technology before you invest the time and money into making the changes. Keep physical books.

Libraries should not be open late on Thursdays - or any days of the week. This is a disservice to library goers - especially those wanting to bring preschool users to the library - during the week. If need be - libraries should be open at the regular time and night hours be cut. Or better yet - reduce staff at now-open hours to open "on-time" on Thursdays

Improve the number of holdings and the availability of eBooks and I will be very happy.

Please keep the books. Thank you.
Keep up the good work! One thing I would like to see as an additional reference item is the Value Line series of reports on individual public companies. At my branch at least, there seem to be few new titles each year on investment, specifically the stock market, which is an area that I am interested in.

I would like to see more non-fiction material and audio books be selected for the library. In particular, in the audio book category there are far more fiction books purchased than non-fiction. It would be nice to have more copies of downloadable library materials. It would be nice to have online renewable items be renewable until 9:45 AM the next morning....just like you can return books through the return slot, or a 24 hour grace period for fines....( I would not feel so bad about paying fines if all the money went directly to the library.) (PLEASE DO NOT RAISE THE FINES!!!) It is frustrating trying to access the catalog or renew books with the frequent "downtime for service." I feel that it is important for services for the disabled to be enhanced. Overall, though, I am very grateful for the wonderful service that Library provides the community. Thank you.

Hours open in Lorton make meeting space in evenings inconvenient. Stay open until 10 PM please. I stop by the Lorton Library on the wrong days or at wrong time and am often annoyed at insufficient operating hours or my bad timing. Do you study and could opening noon to 10 pm weekdays work? Most people work during the day. Keep hours consistent so we will not show up and find closed early or opening late the day we happen to visit. What public service is it to provide current non-fiction? Big need to get access to research articles found online but only the abstract is online. I often need the article behind the abstract but not clear how this works at FCPL.

The worst thing would be to cut the budget . The library is a very important learning source, especially for low income people

I love libraries and I think it is a wonderful resource. I had only good experiences with my local library. I use it mostly for getting books. However, I do believe that the library should be offering programs and services for children, families, low-income individuals, non-native speakers, etc. I’d be happy to have more of tax dollars devoted to libraries than the ever expanding budget of other beneficiaries.

I love the library and find that all of the employees are very friendly and helpful. Keep up the wonderful work!!

I enjoy and use the library facilities often.

Would love the overdrive to have the same availability as audiobooks,

The media selection is very poor. In other states that I have lived hey have DVD and CD rentals available of movies and music require for personal and educational projects. I haven’t seen any recent movies or music available in these libraries.

We have excellent libraries and I love being able to search and reserve books on the website, which includes my book history. It’s everything I want. Good work!

None at this time.

FCPL Online Survey 2016, Open End Comments 560
Thanks for serving Fairfax area with wasted amount of books and other material... my kids and I are fully dependent on library...

I think by offering an AP in Android or Apple, can help the library provide more services. eBook is now more popular than hard copies. It can make book borrowing available via e-book service somehow will provide better service. Thanks for this survey which is a very good idea that should be done every year I think.

The library is not as clean as it should be

The Centreville branch is awesome! The staff is helpful and knowledgeable.

Does FCPL have access to JSTOR and other sources for scholarly works? If not, it should. FCPL should do all it can to get newcomers to learn English and American culture and integrate into American society. Why does FCPL have to obtain interlibrary loans from distant libraries when WorldCat shows that there are copies at nearby libraries? Does FCPL have special agreements with NVCC, GMU, among others in terms of borrowing privileges? FCPL should make users aware of JSTOR, OCLC, WorldCat, Google Scholar, Goodreads, and other online sources. Student services: How to write term papers Use of JSTOR, OCLC, WorldCat, Google Scholar, and other online sources Drawbacks of using Google search results and Wikipedia as sources

Wonderful system, except for the web page and online catalog. They should be totally redesigned. When I search for a book on the Arlington website, the book comes up immediately. On FCPL, I got dozens of irrelevant hits. My son, who is a computer science major, agrees that it is terrible

After visiting and being out of town at other libraries, FCPL does offer many services. One area that could be better improved is more book availability, titles, etc for entrepreneurs and business owners. Sometimes, the selections that they make to purchase for the library is not on the top 10 suggested reading list (and we don’t mean using the bestsellers reading list). Actually, speaking to business community, business leaders around the nation, etc. Approximately one-third of business book is available at the library - I need to go elsewhere. There is still outreach needed for patrons to know about the Community Events monthly listings (it was a poor decision when they decided to get away from that route for awhile). Many long term patrons didn't even know there was something offered at their own library and they have been coming 21 years to the same library (this was shared in a class attended). Need to keep in mind that many don’t receive cable, and use only the digital antennas and older adults don't have, or feel comfortable using their technology at home. However, the last year have seen an increase in older adults listings. Information desks always have to wait whichever library. What about an intern to be able to take those in line for basic library information (where things are located, questions about library cards etc) and leave the librarian to further help with research related, or more in depth questions. One pet peeve that several librarians didn’t know is about their own library site - moving around it, etc. One questions still don’t have answered is when on the wowbrary and placing a book on hold, want to scroll and place another book on hold - always have to start again at the top of the category - there should be a way to go back to the same place where I was prior to placing a hold.
Outstanding service. I would appreciate more books on CD.

- E-Newsletters that are branch specific would be great! ...Or at least with a branch-specific calendar of events... - More programs for Children (pre-schoolers / new readers) need more publicity. - Age-specific recommended reading lists available year-round, not just in the summer - either by newsletter or in the physical space of the library. - More publicity about, and easing up on the "rules" for reserving private spaces inside the library for community groups. This would be especially helpful for "New Mom" groups who are in need of larger spaces for formal and informal gatherings. Libraries are the perfect place for new Moms to connect with their infants / toddlers with books - but more importantly - a great place for new moms to connect with other new moms from the same general neighborhood. Thank you!

The public library is a vital part of any healthy society. We feel very fortunate to have access to such a wonderful community library and have appreciated the hard-working, knowledgeable, experienced staff of life-long learners at our local Kingstowne branch. They are one of the main reasons we've come to know and love our community here. We are confident that our community is much richer, vibrant and healthy due to the amazing living, breathing, people who staff our local public library. These librarians have seen a host of changes, cut-backs in library hours and technological changes and yet have not skipped a beat when it comes to learning new systems and being available to all library goers to provide a myriad of services and assistance. We hope to see them continue in this invaluable service to our great community and look forward to the eventual return of longer open hours of operation. The needs of both the very young, the very old and those who work from home and/or those who may be seeking employment or those college aged kids who need access throughout the day would be well served as a result. Please restore the former, longer open hours. Thank you for your kind consideration.

Keep human interaction for most if not all services. Thank you.

The library is a treasured resource and needs to exist forever.

There is very little availability for books on-line or downloadable. The books are limited in number (don’t understand why digital books are limited, since there is no physical reason why more copies can’t be made available), there are multiple formats listed, but almost none that are useful on Mac computers, and the books are basically out of date or poor quality. The library should invest in better technology, better sources, or more licences. The Vienna library is very inconvenient to use. Limited parking, heavy traffic and no reasonable way to enter from 123 - it should be moved to a more accessible location, such as a back street or in one of the many vacant strip mall locations. In Birmingham Alabama, strip mall library locations were excellent, heavily used, and very convenient. The current system of giving a single printed piece of tape that tells return due date for all books is easily lost, inconvenient and it makes finding out the due dates of books very difficult.

Wish hours were longer. Wish it was easier to pick up books for other family members by showing I.D. even if they are over 21 years of age . Parking at Patrick Henry Library is terrible. Library book drop box in parking lot would be nice for each library. Much needed. I have lived in other states and have used drop boxes a lot. Oakton and Patrick Henry could
use one which may help with some parking issues that could get the flow of traffic moving easier.

I sometimes use the Chantilly Branch and vastly prefer the way they arrange juvenile non-fiction there--separately from fiction but near the children’s section. At the Centreville branch the juvenile and adult non-fiction is shelved together. I can’t imagine children use that very much. Younger children cannot even reach the top two shelves. I don’t understand the rationale in having adult and juvenile non-fiction intermingled. I have never seen that in other library systems I have used. Overall I am pleased with the Fairfax system. I don’t know what the county budget for the library system is, so I couldn’t answer that question.

Although I am over 61, I have an adopted teenage daughter who uses the library a lot. We have come to depend on the library for all of the books we read.

Love Patrick Henry library. Just keep doing what you are doing!

Would like to see more new biographies; serious fiction; dvd's of movies (this is very important). Would like to see fewer books on the new book shelves in paperback; these appear to be of lower quality value, perhaps by small publishing houses. Makes me think they are not worth reading. If they are worth reading, then invest in hardback covers. I spend weeks, sometimes, waiting for a book I have reserved. Why can't the system invest in more copies of popular books? Have been on the waiting list two months for a reissued classic only available in paperback. The system owns only one copy, and it is in Technical Services. I have been wait-listed at #18 for this book for two months. I have now given up and purchased it for myself. No excuse for this lapse in book purchasing. There is much more to library services than providing physical books. I get that. But I am a book reader, and that is what I want. After living in Fairfax County for 20 years, I moved to a mid-size Midwestern town for 10 years. Their library is fabulous--so many new books--and serious books--in the new book section. Then we returned to Fairfax County. I now see how far short our system falls.

I would like to see a larger Books on CD/tape collection in the libraries. Helpful librarians. Machines that check you out seem to be always glitch: improvements needed. Suggest buying more "new" novels, and best sellers so that the wait time is less than 6 months! Thank you.

I understand that as a Fairfax County resident, I can check out books from the GMU library. If so, it would be helpful to see the GMU card catalog on-line and check out books on-line.

Thank you!

Our libraries are an essential part of our community, serving young, old, and every age in between. It is a great place for all members of our community. It gives everyone access to much needed essential items that we all need to thrive.

I would like to see continued access to vendor databases, such as Ancestry.com etc., in the library.
Closing Tysons-Pimmit for an extended period of time was a major error.

Libraries do an invaluable service that no other institution can do. Fairfax county libraries are doing this extremely well. I am especially grateful for providing books and other material for my children. Thank you

Have children’s activities on the weekends too. Not everyone is a stay at home mom.

I like current library services, and I would appreciate my library's attempt to modernize itself by offering digital era type of services. This survey is a good start to figure out what those services are and possibly pick few and implement and adjust to meet a balanced community need with service offerings by my library. Good luck and I look forward to a more digital life / services from my library.

I think that public libraries are an important, even critical, institution in a democracy. Free access to information and reading materials is especially critical for those who are striving to advance in our society. I think that FCPL is a great library system, but that it should have a larger budget and stop cutting staff - especially professional librarians. I would like to see more outreach to new immigrants by the library.

Over many years, I have enjoyed the use of libraries and the FFX Co. library system is an excellent one. I am very pleased with the offerings and also the very helpful staff.

Perhaps if there were more books available that would be good as sometimes it takes a while when one is put on hold. Also, more study areas would be nice. Also if there were more plants and greenery put in, it would make it more comfortable. Printing systems improvement would be nice. This might seem crazy, but a coffee station would be cool. More study areas and more books. I would like more books for learning languages.

I would like more movie/tv series cds, more classical literature in book form. I think the trend to increase the number of kindle reading "books" is greatly overemphasized and at the expense of providing more regular books. I do very much like the ability to order books on the web and to receive notices (overdue and or arrival) of books.

I continue to be appalled that the library has reduced the classic fiction and has been throwing out books that are new.

The library is an ideal center for community activities. I will support programs that serve my local branches unique community needs. Tutoring, ESOL services for adults, adult literacy programs

1. Better to have seat covers and well setup for all branches. 2. Better to have more new science and technology books

At this time, I would like to experience and hear of faster WiFi services in public libraries in Fairfax County so that everyone who goes to the public library could be benefited from the fast WiFi services. Moreover, I would like to see and able to read more variety of books in public libraries in Fairfax County.
I love the library. You guys to an awesome job and have a fantastic selection. I love all the self-service capabilities and your e-audiobook borrowing is a great alternative for me when I can’t make it to the one of the branches, or when you’re closed. I only wish there were more e-audiobooks to choose from (especially those that only have an electronic format).

a good service to the community

I use the library often for books and reference material. I am very pleased with the service. Improvements could be made in: Outside appreance - Patrick Henry More new book selections (sometimes have to wait months for a new selection)

With the increase in the number of retired Baby Boomers, libraries become more important as a place older people to get out of the home and interact with other people. Libraries need to be a welcoming space for this demographic group, and at the least provide furniture that is comfortable for people with aging bodies.

Library-sponsored ESL programs are very valuable, but only have the picture of improving communication in our multi-cultural community. I would be interested in opportunities for native English speakers to practice speaking or reading other languages. It would be great to offer opportunities or resources for kids to build on/practice what’s taught in school or for adults to brush up on rusty skills. Example....My son’s best friends' parents are not native English speakers. I would LOVE to be able to brush up on my high-school/college Spanish-skills so I can communicate better with them. I’m ashamed of my Spanish and worry that "practicing" it on them would create more miscommunications...and perhaps even be offensive!

Library is one of the most important educational resources for everyone. No cuts should apply to staff, programs, facilities or hours. It is one of the few programs I am happy to spend my tax dollars on.

Love this library system! Thanks for doing a good job

I love the Fairfax County Library system and I hope that more people in the area can find as much value in it as I have.

It is very frustrating that so few children’s programs are offered through Fairfax County Libraries. Loudoun County Libraries offer many more storytimes, which are much better quality, that allow for many more children to attend. With such a huge population of children, who should learn to love reading and the library, why does Fairfax County not improve their storytime offerings? One trip to Gum Springs Library or Ashburn storytimes should be enough to see how great storytime could be!

I am extremely happy with the library. I have only had very positive experiences with it. I am grateful for being able to still get REAL books (i.e. physical, paper) and for it still being FREE. I have wonderful childhood memories of hours spent in my hometown library. I think it is important that today’s youth understand that not everything good has to be electronic.
I have lived in other cities and used their libraries. Fairfax County Public Libraries are the best I have ever used. Thanks.

I so love online borrowing of e books. Would be delighted to see that expand to music and video.

Opening earlier than 1000 would be nice.

I didn’t know what playaways and makerspaces were on the technology page (and I am pretty tech-saavy) so I could not answer those questions accurately. An explanation or definitions would have been quite helpful because I would guess most people taking the survey don’t know what those are and couldn’t answer properly.

Thanks for all the hard work that’s put into the library system! I absolutely love them :)

I noted foreign languages books are only in oriental languages. How about French and Italian?

None

If I could make one change to the local libraries, it would be that they would be open more hours when workers and school age kids were free, i.e. more evening hours and Sundays, even at the expense of some weekday hours.

None

In the Oakton branch, I am shocked by the selections of books in so many categories. For example, there are virtually no travel books in the library. I am amazed by the empty book shelves that remain empty for what I assume is a lack of funding. The contrast between services, selection and events offered by Arlington County libraries is vast. I attend more functions and use that county’s library more than my own.

I believe the FCPL is a great service. I have been going to the Herndon branch for many years and in the last few years have checked out several eBooks. The eBooks and Audiobooks are FANTASTIC and a great service. Another GREAT feature is being able to reserve a book on line and have it delivered to my local branch. I have used other (not FFX County) libraries and FCPL is by far the most stocked and has the most resources available. What is important is that a library is a house of books and shouldn’t have to be or try to be many other things. There are other county services that patrons can go to for language teaching, organized homework help, fancy computer software/video downloads etc. Please just focus on the mission of a library…bringing the joy of reading to the community.

I’ve become hooked on ebooks (kindle) and I believe these should eventually replace most if not all ordinary books.

I like the idea of surveying patrons. We have had a few ideas that may have sounded good to management but fell flat when put into practice. The best investment is in the personnel at the Library level. This needs to be watched very carefully. Contact and interaction with the public is everything in this system. Getting and keeping good people needs to be at the
top of the priority list. Get rid of the current coin machines! They make change only in coins. Use a large bill and you need a bag to carry away the change.

Wish it would be updated, feels old and dingy. Air doesn’t feel fresh, carpet old, flares up allergies in my kids.

The 1:00 pm opening on Thursdays is always confusing. Many times I go to the library on a Thursday and it’s closed til 1:00. Don’t always remember the date of late opening. Can’t understand the reason for late opening on a Thursday.

Expand online offerings and Overdrive integration. I love reading on my phone and wish more titles were available.

I consider the library one of my important sources of learning and also the gateway to the local communities as well as the local government. Thank you

The closure of the Pohick Regional Library for renovation has significantly impacted my FCPL experience. Byrd Library had a limited selection of books and space. I am hopeful that the renovation brings improved value to the community it serves with new books and more private workspaces. We are fortunate to have a very good FCPL system. I look forward to the re-opening of the Pohick Regional Library in the near future.

Keep up with the good work.

Provide more and easier access to information about volunteer opportunities with the library system.

I believe that, while it’s important for the Library to be aware of cutting edge technology, it would be a mistake to become overly dependent on it, especially in hopes of saving money.

Only that more books should be available to the public. There have been times I tried to get a book from the Library and they didn’t have it. The book was called Art Form the 11th addition. And their were a few more they didn’t have that I requested.

none

Seems as though the library system want all of us to become electronic readers. Too many new electronic books moving into system and pushing the printed books out the door. Let’s keep the libraries print type as the most stocked.

Thank you for taking the time to survey the public. This is a very important effort to learn who you may better serve the community. Well worth it.

I appreciate the public library system and the opportunity to use it’s resources.

Reston library could stand a little modernizing.

Books that have several people waiting in the queue should be tracked and more copies ordered.
While I understand the needs of a multitude of county services. I believe that the Library System needs are equal to or nearly so to that of the public schools!

I think the Fairfax County Library should focus on providing traditional library services. The unfortunate truth is that people don’t go to the library to read or study anymore. I’m constantly frustrated by people who think that going to the library is a social activity. There also shouldn’t be a need for study rooms. The librarians should enforce the silence or inside voices rule. If people want to borrow a DVD or listen to music, they should visit the Redbox or check out websites like Pandora that offer free music streaming services outside the library. They could also turn on the radio in their car.

The survey does not allow answers that accurately reflect my opinion of the County Library’s value.

Reston library needs more books for elementary school children. Thank you

Book selection, as a public service, should be made according to the public value of the type of book in question. The more educational a book is, and the more it contributes to a well-read, well-functioning public, the more it should be on the shelf. Classic literature, nonfiction, textbooks, English learning texts and children’s books should be given the highest priority. The library should not cater to entertainment, as entertainment is of private value: mystery and romance paperbacks and movie DVDs should be purchased by individuals, not the county. Aside from this minor grudge, FCPL does some amazing work. Keep up what you’re doing!

Would like to see the library have an app where I can check my account, search the catalog and put items on hold via my smart phone. Also would like to be able to view the history of the books that I have checked out (to make recommendations to friends). Also maybe similar to goodreads but be able to rate the books for other members of library. On self checkout, when I check out a book and it makes a recommendation for other books, would be nice to be able to click and put in on hold.

I love having a local library that acts as a community center since we live in a sprawling county with few towns or cities.

please increase the ebook offerings.

I think the library is providing the best resources it can *given the funding it receives*. I suspect the library system could provide more services if it had additional funding. It would be great to provide additional services to support kids in Title 1 schools, families with need for language acquisition...a public library is not a luxury -- it's a necessity.

I am extremely pleased with the Fairfax City facility, particularly the ability to reserve books on the internet, be notified by email when the books are available, extend reservation times, etc. I commend you on the high quality of your staff. They have been helpful to me on a number of occasions. Thank you!

Library employees need to be much less rude and also need to be trained much better to be helpful to customers and to much better enforce keeping noisy people quiet in the library.
The library web site needs to stabilize where things are on the screen the formats and fonts used.

Please keep it going!

A wonderful resource and and very welcoming environment since my teen years. The staff has always been aware of and sensitive to access issues. I'm a motorized wheelchair user, so sometimes I'm an unofficial tester of spaces and work areas--especially at my local branch. A wonderful community as I see familiar faces, talk to people, and participate in book groups. I use a total of three public library systems. I have a soft spot in my heart for this one. Maybe my computer is aging, but I hope the online "pay fines" option can be upgraded so that it's easier to use. I subscribe to the Library's E-Newsletter, the blog, and I'm on the website a lot, so any way of getting the word out about events and services is helpful. Very attracted to new technology--especially tablet rentals. I'm very interested in computer programming, but don't know where to start. I'd like to see more workshops in this. I highly recommend Hoopla. I haven't tried the video, but I really like that you can download a full CD of music as opposed to just one song on Freegal. Hoopla also has an audiobook option that does not take away from OverDrive audiobooks at all. Print books are still very relevant. I read in all formats. Keep up the great work!

Keep the Library open!!

It's disgraceful the way the County has undercut the library budget. All they care about is catering to developers -- increasing population density far beyond the services they are willing to provide.

I would love it if the library was open on Sundays. I use the library very often and find I am able to get all of the books I have wanted. I even use the exercise DVDs and have found the selection great too. I also like the hot picks section and new book section.

Search functions for library catalog desperately need improvement. But overall happy with library services.

Libraries are very, very important to me. I love them. Within moving to a new place, one of the first things I do is get a library card. However, of the six counties for which I hold library cards, I have been most disappointed by Fairfax County. I lived here six years ago and when I moved back 2 years ago, it hadn't improved at all! The book selection is just sad. Books from two years ago are in the "New" display, I don't regularly see new titles, and I know it's not just the library nearest to me. I tend to prefer using Alexandria City's libraries. I am also impressed that they do passport services there. It's possible that Fairfax County libraries offer more services than I am aware, since I no longer go there, but the book selection is still the far most important thing to me that a library has to offer.

I value the Fairfax County public libraries very highly, have always loved and utilized libraries since I was 5 years old (I am now 70). Anything that we can do to keep libraries open and a vital part of the community is great with me!

I love the services offered where I can get books mailed to me. I live in a retirement home and don't drive. THANK YOU
I still listen to books on CD and I hope that you will continue to retain that collection and grow it.

Since John Marshall seems to be one of the smaller branches, it appears to be left out of many of the types of activities held at other branches such as lectures, demonstrations etc. I would like to see that rectified if possible so we have the same opportunities without having to travel to other parts of the county.

In answering this survey, you referred to some technologies with which I am unfamiliar, it would be helpful if there were an option to NOT answer these questions rather than being forced to provide some meaningless answer OR even better, provide some info about these items so I could make a more informed choice. I strongly believe that the physical space which the library provides is very important for people who live in crowded situations and need a quiet place to study. This was my situation as a younger person, and a library I was able to reach by bus or walking greatly enriched my life. I am a volunteer ESL teacher and I realize that on-line access is very important for job applicants. I treasure our libraries.

We have loved the books on tape that we can use when commuting long hours in Fairfax County. It has really enhanced our time on the road. Thank you!!!

I grew up overseas. Never had access to libraries close to my house. I believe the staff and the services that the FC public libraries offer enhance the learning and motivate my kids and any kid to learn and improve. So glad my sons have the opportunity to visit the library and rent books. Thank you!

I recently spent some time in Nashville, Tennessee. As a short term resident, I was given a temporary library card and access to library services. Nashville has a huge selection of books available for online checkout, much more than FCPL. The online checkout process is much simpler and easier than FCPL’s. And once checked out, the books are much more easily accessible than FCPL. If you want to improve FCPL, I recommend you study and emulate the entire Nashville Public Library system.

My friend and I take our kids to Kingstown library, so they can study in group in one of the meeting rooms. However, some of the stuffs didn’t want to help us or felt like they don’t want us to use the room. The stuff responed to us that the rooms were occupied when no one was using the rooms. All the kids want to do is to study.

(1) Library design is Bass-ackwards: instead of relegating patrons who relish quietude/contemplation-space/SILENT-reading-areas to a tiny, unventilated, roof-leaking, mainly-study-cubicle-packed glassed-in 'holding-room,' those facility users who engage in inherently noise-generating activities (such as omnipresent tutoring/1-on-1-instruction, tap-tap-tap-typing/working-on-laptops/notebook-computers/smart-phones [esp. whilst simultaneously having over-amplified audio earbudded-into-crania at volume levels that neighbors cannot help but also be distracted by attendant 'overflow' noise] or any other sound-making stuff (e.g., trying to 'home-care' screaming, uncontrolled infants under the patently ludicrous guise of introducing printed materials to them in the UN-sound-proofed "Children’s" area) BELONG IN A DEDICATED 'MAKE-ALL-THE-BLASTED-NOISE-YOU-WISH' closed-off-and-isolated-soundproofed-SEPARATE space. The library proper OUGHT to steadfastly preserve traditional SILENCE as its operational mode. (However, I realize the
'desire to have a "people-friendly" space' that subsequently dishonors the now-dead silence-respecting-and-enforcing mantra has already destroyed any likelihood for what used to be sacrosanct about libraries, which I suspect is one big reason why far fewer individuals return to use these facilities nowadays. God knows I am getting to where I cringe at the thought of spending more than the minimum time therein.) (2) STOP ENFORCEMENT OF NON-EXISTENT-IN-WRITING ARBITRARY 'RULES' THAT LIMIT LEGITIMATELY MOTIVATED USERS FROM CONTINUING TO USE OTHERWISE-UNREQUIRED/UNRESERVED MATERIALS: For instance, if a patron has an OLD circulating book that has been renewed three times and needs to thus be returned to the library, should that book NOT be sought/on-reserve by a different patron & if other copies of it are readily available should another patron suddenly seek to rad it, LET THAT PATRON IMMEDIATELY CHECK THAT BOOK RIGHT BACK OUT! (3) Don'tLimitSpaceHere!

- Longer hours - everyday until 9 p.m.

While I am not a member of the Fairfax Library Advocates, I agree with their emphasis on books remaining on the shelves. Libraries are not stores, where what is not selling isn’t ordered again. However that is what has happen The most wonderful library experiences are those where finding an obscure book can fill your life. The reduced choices of books on Art, Literature, and History are painful to see. Twenty five years ago, Fairfax County libraries were seriously having money problems, and still the offerings on the shelves were fantastic. The argument that there is not enough space is specious. We can make space in our libraries. There has to be a balance between technology and the actual reading of books. Thank you.

Provide rooms where people can talk without interrupting others. Provide rooms for moms and small children. Publish schedules to reserve rooms for meetings, etc

The library is a valuable resource for the citizens. I take great pleasure that, when talking about their community for school, my kids put the library right after home and school. I believe that it’s extremely important that everyone has equal access to materials and technology.

Keep up the good work. My major concern is funding by Fairfax County.

I wish that Westerns were still shelved separately.

Community branches should be open until 9 Monday-Thursday. Community branches, to be blunt, don’t have enough books. Focus should be more on breadth of titles rather than dozens of copies of bestsellers.

Good service for my use

Our family has used the library services very often over the past few years and we have been extremely impressed. The libraries we have visited are well maintained with a great selection. We particularly enjoy the large ebook selection and the ability to place holds online for books that we can then go pickup at a convenient time. I was also pleasantly surprised to find some dvds this year that we enjoyed borrowing. We absolutely love the Kingstowne library! Thank you to everyone who makes these services possible!
Love the public library and value it as an important community resource. Wish it would keep up with the times more, and more copies of current bestsellers. Would prefer to invest my money in the public library than Amazon.

At future new libraries, it would be very a wonderful addition to have drive thru pick up and return windows.

I really like my little neighborhood library (John Marshall). I make it a point to go there instead of any other because not only is it very convenient, but I want to keep its traffic numbers up so you won’t close it. It is always buzzing with activity and with people of all ages. I support it by donating books regularly for its little sale section. I ask for very little of that library. I seldom interact with anyone on the staff but I like to read mysteries and there is a nice selection. It does seem like the non-fiction (other than biographies) is getting a little dated.

Increase eBook offerings.

I have generally been happy with the services provided by the library. One area I would like to see improvement in is the story time offered to toddlers/ preschool age children. The libraries closest to me are the Oakton library and the Patrick Henry library. The story time registration fills up almost immediately. I understand with programs like the duplo building story time you have to limit the number of children due to materials. I think with the story time you could let more children in. I am not even sure for the need for registration for these story times. Or since they fill quickly perhaps more times could be offered a month for story time.

I am 84. I find the library very important to investigate a broad range of subjects with which I am not now familiar.

I would love more early reader (kindergarten step 1 reading level) books. 3 years ago I had to buy a bunch for my then kindergarten child because I simply couldn’t find them at Reston/Oakton/Patrick Henry libraries. Would love more elementary age programming that begins at 4:30 or later on school days as my childrens’ school doesn’t get out until 4pm and we often cannot make it to any afternoon programming during the school year. The county library website is cumbersome to use to look up summer children programming and then having to keep track of the date when I am allowed to register is a pain in the neck. I’ve given up and last summer we didn’t bother with going to any events. I used to sign up for meeting space at Patrick Henry and Oakton libraries for my mom’s group. It was great and I am so thankful the libraries offer free space but the process at PH was much easier than at Oakton because at Oakton I had to arrange to meet in person to figure out procedures for using the key after hours etc. A year or so ago there was a local article about the libraries throwing out book donations by the case. Not just damaged books. ALL books. I will tell you that I have not donated a single book since then. You need to do some PR damage about this if it has been curtailed. I am sure the friends of the libraries would appreciate it too as I am not donating books that they could potentially sell at their book fairs.

I like the book sales. I think on Sundays it should be fill a bag for $5 though. People donate the books back. So you will continue to make money. The wifi doesn’t work well at George
Mason Regional Library. I hope we don’t pay a lot for it. The librarians are extremely helpful anytime I have a question. The library generally has the book I want, so that is good. The wait time for books not at the particular location I frequent is minimal. I would like to see Fairfax County (supervisors) invest more in the library. I see people using it all the time. There are always a good number of cars in the parking lot. It is a shame they are cutting librarians at the branches. It is a very short-sighted approach to a strong community. People depend on libraries for a lot of needs. It is hard to volunteer at the library. I would try to figure out a way to make it easier.

none

put an on-the-shelf book on hold-takes a bit too long before it is ready for pick up

Would love to see play groups available for young children and more extensive play areas at all the libraries

My suggestion is about the library hours, it should be longer if possible including weekend or at least let the library be open late on daily basis. The alternate could be to have different timing of John Marshall & Kingstowne and the two can compliment each other by offering longer hours. Thanks

I love libraries where the children have a separate floor. They are not quieted and are allowed to enjoy the library while everyone else get to enjoy it too. This is very common up north, but seems rare around here. I have found one library like this in Loudoun county and it is new. I understand that this would take a lot of tax dollars but maybe something as simple as reconfiguring the interior rather than adding an additional level. Fairfax county has more book choice than Loudoun, but Loudoun seems to offer more technology and the ability to check out the technology. I also like that Loudoun allows their references materials to be checked out, if there is more than one copy available at the library (so one copy is not allowed to be checked out). I have used both libraries frequently this year.

Would’ve great if the library could open at 9am instead of 10am. Makes it easier to pick up books on my way to work and saves me extra trips.

Glad there is now one in Oakton!!!

The parking lot at Patrick Henry is nearly always Full. It is three quarters full on Thurs. mornings when the Library is closed. The frequent use of the me meeting room contributes to the parking problems.

I would like to see more current non fiction books and ebooks available. When you have them, it always seems like a long wait to borrow them.

Please have more adult programs. Thank you.

I think it would be helpful to all citizens if you were open on the weekend
I find the process of needing to preregister for children’s events to be difficult and somewhat unrealistic for parents of young children; the system results in me not utilizing the services.

I don’t use the library much at this time of my life. I’m in my fifties, and my children are in high school and college. I cannot stress how important the library was to my family when our children were younger. I belonged to a group that used the library for meetings, attended children’s programs, participated in summer reading programs, and checked out many, many books. As a lifetime resident of Fairfax County, the library has given me many fond memories, instilled a love of reading in two generations, and been regularly used by my parents. I am a huge supporter of the Fairfax County Library System.

Thank you for the amazing services you provide. Libraries are community gems!

I think the library system is one of our best managed local government services.

I think that the people who work at the libraries are the best thing about FCPL system. I have invariably met with professional, kind and friendly personnel every time I have gone to any of the branches. Kudos to them! I am a bibliophile/(dinosaur?) so books are the most important issue for me. I also like your books on tape. I am also a member of Loudon County Public Libraries, and I have to say that the drive-up drop off for books at the Cascade branch is awesome. It is convenient and gives a receipt so you have proof of the books which you returned. Is there any way that FCPL can have a drive-up drop off? Also LCPL’s DVD selection is huge and Hoopla is a nice addition for movie choices. Only one issue for me - the people who smoke outside the Reston Library. There are signs telling people that they can’t smoke within a certain distance of the door, but more often than not, I have walked through a cloud of cigarette smoke on my way into the building. I complained a couple of times but it still seems to be going on. Thank you for asking for our input. Fran Jones

Ebook resources seem extraordinarily low; wait times seem particularly long. I wonder if it is low supply, or if it might be related to procedures - if I request an ebook and it takes 2-3 months before it arrives to me, and I don’t see the email and so do not start reading it, or return it, does the system wait a full 21 days before passing on to the next reader?

The library could offer movie showings early evening or weekends.

The Virginia Room is a premier resource. Virginia Room librarians are helpful and knowledgeable, but more staffing by qualified people would be even better. Free Inter-Library Loan service is great. On-line access to Ancestry, HeritageQuest, Persi, AccessibleArchives.com, etc., is good. The meeting rooms are nice to have access to. Access to more on-line sites is desirable; such as Fold3, FindMyPast, Newspapers.com, Early American Newspapers (americanancestors.com). More genealogy reference books and microfilms are desirable.

Generally, I think the Fairfax library system is efficient and responsive. I do wish it would restore/acquire broader online newspaper archival services. I especially appreciate the
variety of music that is available on CDs (back in the day, I liked the record collection, too). Any service that helps unschooled researchers hone their skills is especially important. That includes children, youth, non-native speakers, people seeking occupational transitions and ordinary citizens unfamiliar with particular topics. It is also vital that people learn that the first-level responses to online searches should not be considered complete answers and that different search engines may provide different responses or response hierarchies. You have a very good service. Like any human enterprise, it can be improved.

Services overall are very good.

I was very disappointed when the new City of Fairfax Library opened and decided to eliminate the children’s non-fiction section, integrating the children’s books with the adult books on the same topic. I was told this was to accommodate adults whose native language isn’t English who felt uncomfortable getting books from the children’s section. I find the a weak argument that doesn’t sufficiently outweigh the concerns related to children trying to find non-fiction books among adult books. First of all, some adult books are not appropriate for children. Second, books are often shelved too high for children to reach. Third I think children would find browsing nonfiction more intimidating and less fun when so many of them are thick and without pictures. My children enjoyed being able to explore books on science, animals, cooking, famous people, geography and the like without adult assistance to reach or screen the books for them. It gave them a sense of independence and encouraged curiosity. Any book they picked up there (in the children’s section) could be read by them, or at least the many photos and illustrations could be appreciated. I don’t see many children wandering the nonfiction stacks now, and I don’t blame them. While it is important to assist those who are learning English, I don’t think addressing adult feelings is as important as encouraging children to explore books. That’s what libraries are really about.

As well as books and resources, it is a good place for tutoring and informal homework help

None

I believe that public libraries serve an essential function in communities and should be well-funded and fully staffed. Libraries provide an enormous return on investment as they enable people of all ages and backgrounds to learn and to help themselves become happier, healthier and more productive citizens. The FCPL recently went through a severe budget hardship which negatively impacted the services that it provided. It was terrible to see the resources cut, including staff hours since the library staff that I’ve encountered have been very knowledgeable and helpful. It was also horrible to hear that books in good condition were being trashed instead of sold at book sales or donated to needy schools. The libraries should ensure that usable materials are given away rather than adding to the landfills.

You seem to have stopped collecting physical audiobooks. This saddens me. You also stopped collecting certain authors’ audiobooks (such as Orson Scott Card’s). It is not easy to recommend new books on the website.

Whenever I come to Centreville Library i feel extremely welcome. As a 2nd language English speaker i was able to improve my English step by step. The opportunity to read English literature and books about the American history has connected me more and more
with my country of choice. The library is my community center that helped me to feel home in this country. It is my connection to the society more than my work. I am very thankful for the opportunity to read books and listen to audio books.

The parking lot at Patrick Henry is always full and makes it difficult for me to bring my kids there. I have been going to the Oakton library (even though it is farther away) because of parking issues. I would rather know I can get a spot then risk driving around for a while to get one. The preschool classes are always full at Patrick Henry and I doubt everyone who signs up shows. Is there a reason why it can’t be open to everyone? It is discouraging to close out people from bringing their kids for story hour. The rooms are big enough, why can’t it be open to the public, rather than sign up only. I have been before where half the people signed up didn’t show anyway. If it was open, only those who really want to be there will show. That way you don’t shut out genuine attendees.

I would LOVE to have an exterior book drop at Patrick Henry library. And even better, a holds pick up window. Parking is very limited and this would help to cut down on congestion.

I was dissappointed that my library was cancelled due to non use. It seems that it wasn’t doing any harm sitting in my wallet.

We LOVE the Fairfax County Public Library!! There is so much available. The staff at John Marshall are wonderful. It is sometimes a little hard to find things, but there is always someone available to help. I especially love the huge selection of books online. Thanks for an outstanding public library program!

I think libraries are critical services for our communities -- particularly in the area of childhood development and language learning. I appreciate what Fairfax County Public Libraries do to further these efforts.

I am very happy with the Fairfax County Library system. I love the inter-library loan option and use it all the time. I usually have several best-seller books on hold, as well as other books on my list of those to read. I know I am receiving them as fast as possible. Thank you for your great work.

Thank you very much for reaching out to us. I feel our library system is one of the best in the country.

I hope most, if not all libraries open on Sundays as it the most common day that people are just in their homes and a trip to the library to read, borrow a book or for children to spend the time there will encourage more people to read and get engaged in more educational/literary activities. I also hope that more meet-ups like book clubs, stitching groups, craft groups, support groups eg. homeschooling parents and children be held in libraries or that libraries will serve as a venue for more community involvement and foster good relations between neighbors/people in the community. I think getting more of these activities in the library as well as getting the latest books will encourage more of the general population, the youth especially, in getting them off their computers and spending their time reading and getting educated about life in general. I think the library should not
only be utilized as a place to keep and borrow books but also a safe haven for the youth and the general populations.

Facility is no longer comfortable to work in as homeless men sleep at and occupy tables.

Whenever I have listed a book for possible library acquisition I have not received an email letting me know the book(s) has been acquired. I may be mistaken, but I thought that service was part of that particular view/questionnaire portion of the sub-site. I know some of the books I’ve requested have been acquired, so it’s not like my suggestions have not been viable for the library community.

I love the Fairfax library system, especially the ability to reserve a book and have it delivered to the library of my choice. I also use the self-service checkout. I don't use many of the other services but feel they are important for residents, especially for those in a lower income.

I greatly appreciate the libraries and all that they offer. I don’t think most county residents realize all the services that the libraries offer.

I'd like to see the number of online holds increased from 10 to 20 or above. I like to download books occasionally, and was told by the library that the number of holds was controlled by the outside service who runs it...however, they in turn told me that the number of holds is set by the library itself. Due to the long wait for most of the items I’ve reserved, it would be nice if I could have more hold slots available so I don’t have to wait weeks for something new to read.

None.

I think the library hour should add more with extended longer hours during the week.

Disappointed in staff help, along with people surfing the Internet for non related educational needs. Several homeless people seem to be hanging out at table, making messes while people like me try to research books. One time I reported these people to Librarian and she is brushed me off. The Lorton Library is unsafe for parking.

I often have a long wait for best seller books online or hardcopy.

Like the new self checkout system and the library catalogue has been solid. Would appreciate additional entertainment/video resources and other more innovative offerings.

The library is a great American Institution. I lived abroad for some time, and missed it. I enjoy browsing books, and having books to borrow. With stores and so many going to e-books, but many like me, not liking those, the library will become even more important for us to find actual books and other actual media for borrow. I enjoy book sales as well, and enjoy being able to browse the donations and happy to pay to support the library. I would like to see more modern DVD, TV shows, movies, and books on CD available, if possible. I love the number of non-fiction books, and would love to see some more Sci-Fi books. Thank you.
The process of reserving a room for a meeting is very annoying. Having to apply on-line at midnight seems unnecessarily inconvenient. Library personnel is always very polite and helpful.

Please stop the extremely stupid and expensive idea of transferring library or other county funds to benefit contractor buddies of corrupt county officials, which have zero benefit to children or other citizens. I am referring to how some Insein official must’ve taken bribes to put in "water permeable" parking like installed at Oakton Library. The facility and parking areas are relatively new and the parking lot was in excellent condition. This scam should be investigated and the people who took bribes/emollients/inducements/backdoor deals to approve it should be put in jail for squandering of funds. The contractor should have to pay back the money they stole from the county. There is no reason to fall for this scam.

It would be great if you could connect with the Library of Congress [just down the road 16 miles] for their index, if not the ability to see the actual documents in their collection. Not a requirement, just an expanded view of what FCPL might offer.

Library should not be a housing space for people during the day. It should offer services, which it does, but not a congregation point for the homeless.

I think most of the libraries have too many employees. There are always employees standing around doing nothing.

We are a State Department/Foreign Service family, and made use of the FCPL resources while living in an impoverished country 9,000 miles away. However, it has been a real pleasure to be back in Fairfax County, where we come to one or another of the libraries at least twice a week. FCPL is one of the greatest benefits of being back home (right up there with access to paved roads and Papa John's Pizza).

Pohick is our most frequently used library branch. I realize it is currently closed, and during this transition time, we most frequently use richard byrd. But when pohick opens again, that will be our primary library.

I would like to see the "pick up by" date printed on the new hold slips, as it used to be before the hold slips changed. I often have multiple books checked out, often the limit allowed, and I will have holds that need to be picked up. If the pick up date was on the slip, I could be sure to pick up the hold books that will be reshelved first. Currently, I have to go to my account online and look at my holds, then write down which books I need to pick up before going to the library. It was a nice feature of the previous hold slips.

Put a spark back into Libraries for I remember being in awe but that spark has faded for me. An why honestly charge people for printing or copying I'm just saying.

Provide more e-books, and get all books in a series. Too many book series only have some of the books in the series for e-books.

The library's online catalog is very dated and sorely needs improvement. Yes, it does work, but it could work better and faster. Suggest that the library put the online catalog system...
out for competitive bid and then select an improved, modernized system to replace the sirsi system that is many years old.

would like to see expanded meeting rooms for bookclubs, other meetings. Summer hours for children very important.

King’s Park branch is very good but could be larger.

, flexible hours throughout the library system, if it’s working leave it alone, close the library on Sunday’s ,I loved when the libraries were open at 11:30 and close at 8.

People who are not residents of Fairfax County or the reciprocal borrowing areas should not be permitted to borrow materials. I was told this is allowed by paying a fee. The system does not order enough copies of popular materials and the holds lists have become too lengthy. The materials budget gets slashed year after year while the newest technology is readily purchased. The library is drifting away from it’s ideals. The library should not try to be so many things.

Need more E-books

I love the FCPL. I use online services frequently to place books on hold. Thank you for soliciting feedback.

Just that I hope whoever reads these surveys know and can share how valuable having the library and its services are to me. The library is my most favorite place in the whole world and it makes all the difference in my life. Thank you to the library staff and patrons who continue to allow for these services. :)

At Patrick Henry, having the magazines in the "quiet study" room doesn’t work. It’s not quiet.

None

I would like to see an increase in programs offered county-wide during the school day for homeschoolers aged 3-18.

Place more information on your website and update it frequently.

I think the library facilities and staff provide a good service. Staff at all the libraries I frequent are always friendly and helpful. I particularly enjoy the local exhibits from children and other community members.

Great library, great staff. I wish more people would use the library, but then again, I like the easy access to staff who always are available for help. I grew up with the library so I know the huge benefits.

I have trouble with your Overdrive "suggest a book purchase" feature. It doesn't seem to work for me and I can never get the online books I'd like actually ordered. I find it easier to get online book choices ordered through the library system in South Jersey.
As a Public health nurse I refer all my new to the country clients to the libraries for help with resources and for a place to use the computer until they obtain one. I also tell them about ESOL resources. It would be helpful to let the Health dept. know when they offer free ESOL classes so we could pass it on. I know there are probably fliers out at the library but it would be helpful to have one sent to each of the local district offices so we would have the information easily available. I usually end up trying to get over to the Reston library at lunch to get update class information. If the closes library would send one newsletter to each office-Joseph Willard-Fairfax city; Springfield off old Keene mill rd; Mt. Vernon off route 1 and Reston office off Cameron glen dr. We could share with our refugee clients and those new to the country and or county.

Our library is very low on DVDs and has been for years, compared to other places I have lived. It is a little better than it was, but still far behind what would be nice to have. Many people can no longer afford cable tv and internet good enough for streaming, so the library DVDs are very important. Speaking of cable tv, help with dealing with these companies is badly needed, they are appallingly abusive to people who are not deft with electronics. The return book drop is in the wrong place. One can only enter the G2 parking garage from one direction (coming into town) because the median keeps a driver from making a left turn into the library. Consequently a great many more people enter on the G1 floor where you have no book drop, but people coming from both directions and more populated areas of town are able to enter. This is a huge problem when your elevator is so frequently broken. Also a problem on weekend and nights or if one is leaving for a trip. The librarians who have been there for many years were great. For the last 4 or 5 months there has been a stream of new people who do not seem to be very tuned in or as helpful and they tend to talk down to people. Not sure if they are temporary or what. And i rarely see the ones who have been there for a long time any more, or at all. The recent changes have made it a colder place to visit.

I would like to see the libraries open on Sunday afternoons, perhaps from 1 to 3 p.m. I think there are many people, especially young ones who can’t drive on their own, who could visit on the weekend when a parent might be more available. Going to the library as a family might help improve the influence parents have on their kids, also provide another option than sports events.

I would like to see the availability of current e-books expanded dramatically.

The website definitely needs to update its technology and usability. I work in the tech sector and can confidently say that the FCPL website is 5-10 years behind the curve with regards to current website design.

bring back paper towels!

If the library looked and felt more like a coffee shop or Barnes and Noble it would be incredibly successful.

The Virginia Room and support of genealogy research is needed by many patrons. Not much else is available at other facilities in the area.
Fairfax Co. libraries are a disappointment to my family. Lots of Romances, few quality Reference materials. Slow to purchase new materials, and judging by the time it takes to actually get reserved books (sometimes never), not enough copies are bought. Staff can seem very uninterested in helping anyone, making the library experience boring, not dynamic.

I wish all branches were open on sundays

I do not like the fine kiosks - they do not always like to work and are annoying for those who want to pay cash.

A big blind spot for Fairfax County is the fact that the children along the Route 1 corridor near Mt. Vernon are not being served, mainly because they do not have easy access to the FCPL Sherwood branch. Are there plans to create a community branch that puts the power of a library in closer reach to them? I teach at Walt Whitman Middle School, which is just next door to the Sherwood location, but our children are all bused to school and do not have easy access to our school or to the library outside of school hours. The absence of a neighborhood public library is a 21st century example of de facto segregation. They cannot walk safely to either location due to distance, traffic, or neighborhood situations. Over the summer, it would be great to have a bookmobile and FCPL outreach programs that go into the communities along Richmond Highway, from Lockheed Boulevard to all the way to the Fairfax County Parkway. Even the South County Government Center’s teen program is out of reach for many of the middle-school students because they don’t drive and many parents are working jobs with relatively inflexible schedules. FCPL could greatly raise parents’ awareness of its programs and how they connect to their and their children’s educational progress.

The environmentally friendly parking at the Martha Washington Branch may win awards, but it makes for a very difficult place to park--also, the sheer number of confusing and abrasive signs about parking makes the area seem nearly ridiculous. Please tone down some of these aggressively politically correct efforts. They make the library a less welcoming and less convenient venue. I appreciate the need and wish to be environmentally aware and accommodating, but this effort has gone way too far at MWL. I have found that in recent months, I tend to visit the Sherwood Hall Branch, which is further from my home but easier to access.

I like borrowing eBooks and would like to see the books ready to borrow rather than putting on hold. And if you need to select put on hold, would like to know when book would be available. Also, and not sure if this is already available, would like to renew eBooks the same way we can renew hard copy books.

It would be great to have a 24/7 book pickup or just being open. The only times I’m available are later in the day and it’s when it’s usually closed. I know it would help people who have finals or projects to go there. I also wish there was more selection for teens and young adults.

I think the search engine on the website could be improved. Looking up titles that you don’t know the exact name of is difficult. I usually have to go to Amazon to search for the exact
title name and then go back to plug that into FCPL website. Also, there seems to be an over-emphasis on the LGBT books. Love the library - thanks for all you do!!

Libraries are one of our greatest resources. Please continue to provide good support to them.

Too much money spent on meeting spaces. Too little being spent on books.

I appreciate that the library atmosphere is more social and educational than it was when I was growing up. I would like to see longer hours in the evenings and Saturdays. It would be helpful for people like myself who work. It would also help students to stay open a little later. I know that hours could be even more limited than they are now. I think it would be a disservice to do that. The library is a hub of activity that should be encouraged and expanded, especially in a world that has a lot of negativity and serious issues. I see the library as a place to get away from all that. I can immerse myself in a book, computer search, etc. I would use the library more than I do now if it was open more hours. There are many times when I can only get there around 8:30 or so and have very little time before the library closes.

Please re-direct the library resources towards digital libraries instead of traditional brick and mortar physical structures.

There is a vacant lot in Kingstowne with a "library coming soon" sign that has been there for about 10 years. Are you building a library there? It's a joke whenever I drive by.

My children and I love our local library. Thank you for the services you offer. We visit often and have access to everything we need.

Would like to see the proposed NEW LIBRARY being built ASAP in the Kingstown-Alexandria-Springfield area.

The biggest thing that would benefit me is an expanded selection of electronic books to borrow.

I am an audio book reader and would love more audiobooks, more titles as well as more copies of the books you have.

Can't answer most of the questions because I don't have enough information. But I love the library. It is an essential part of my life and of the county or any county. I do wish there were more books in my library. There seem to be fewer and fewer which means I have to use on-line services all the time and put books on hold. Sometimes I am at the library three or four days a week picking up books. It would be nice if you could coordinate the availability of books somehow. Also seems like a long time to get popular books. Rent a few more maybe.

Xxx

While I am happy with the library's services, I am disappointed with the grand renovations of Richard Byrd and Burke Center. There appears to have been a lot of money spent on
architecture that yielded no usable space but is purely aesthetic. The parking at Richard Byrd that is designated for fuel efficient cars is also quite silly.

The libraries proved invaluable during the recession. More downloads and chat options are helpful. Providing video and audio entertainment can best be left to others.

Love to read books because libraries were available to me in my youth. Frequently visited when I had younger children. At this stage in my life, I don't frequent them as often. Can see myself visiting more frequently when I am older and on a fixed income. I do consider libraries a valuable public service.

I think this is a critical service that needs to be provided to the community and really appreciate all the hard work put in by the library staff.

Fairfax Library System is a wonderful part of living in Fairfax County. It is well-run and organized, with knowledgeable and courteous staff. I enjoy visiting any of the branches, but adore the Oakton Library because of it's sense of openness and light. As an avid kindle user, I would like to see more, if not all, library books available as e-books.

The Library is a very important part of what makes fairfax county a good place to live.

I enjoy using the public library. I have also enjoyed using ebooks. Just wish it was easier to get the books I want and not have to wait for several months.

The library at one time was useful. But in the modern age it no longer has purpose. It is a waste of taxpayer money and should be eliminated from the system.

We should treat our libraries and schools like treasures to be protected and taken care of, not whittled down to the bone. Please keep the libraries strong with adequate staffing, resources, hours and supplies.

I recognize the tension between trying to serve technology-accessible and savvy users and those who cannot afford the latest technology but need the library's services. It's a real challenge for the library, particulary with its limited resources. Good luck!

Please have more seminars and workshops in the evenings or on weekends for working people. Also please offer bigger and more current book selection at Patrick Henry. I also have Montgomery county library card and find much better selection there. Thank you.

I love the library

I am impressed by the large number of libraries in Fairfax County. I agree that their use should be reevaluated to be sure we are using our resources wisely. Times have changed and perhaps the library can provide more services to the community.

I might have been able to provide more useful answers to your questions about new technology if I had understood what the new technology is that the questions refer to.

I strongly prefer paper books to ebooks even though I use ebooks when traveling.
The apparent lack of sufficient funding, in my opinion, has resulted in a reduction of services in general, although the existing personnel certainly try their best in helping. With the increasing number of non-english speaking persons coming into the county, I would like to see one or more persons knowing foreign languages in each library to assist those who are here in the greatest numbers to better communicate in english so they can better understand and resolve communication difficulties. The strongest efforts should be to help those who need english to get a decent job and improve their education. I realize that this would be a substantial burden on the county, but believe it is sorely needed. The more educational assistance they can obtain, the better lives they will be able to lead.

Great digital selection, but would recommend an improvement on title searches. It would be nice to sort by user review or if you want to search only for a book that is first in series. Thanks!

I think more effort should be made to maintain the grounds on the library. The one I go to has benches in a treed area but it is weedy and trashy. It detracts from the soon to be refurbished library.

I love my library!

Please enhance the ebook collection so it is on par with Arlington

The Library is important place for students that need to think beyond the internet. It is a place to teach the young how to do research and learn how to read and communicate beyond the computer which is essential to succeed in today’s business world. We need good libraries.

I believe public libraries are a vital resource for the community and support full funding for their budget.

The wait times for popular works of fiction and non-fiction are unreasonably long. Moreover, the two-week period for which a best-seller can be checked out isn’t long enough - three weeks would be better. I do like the fact that the library provides email notices as to upcoming due dates, etc. The vast majority of the library services now appear to be self-serve (at least at Great Falls library); thus, perhaps staffing can be reduced.

Very pleased with reserve system. Allows access to a huge collection at my local branch. Would not like in-house collection to be reduced. Would like more foreign language magazines. Staff and volunteers always pleasant and helpful. Always happy to see library full of people and taking away lots of books. Very important part of my community.

From my point of view, the technology world is out there and most of the families buy and use it on a regular, sometimes even obsessively. I am more for traditional approach at least to some extent, one should take a book and read rather from an electronic media. Also library should be a place for community interaction and must have regular community informative events planned and conducted at public library meeting rooms. Please do not install book vending machines and remove human touch from the public libraries.

Stock more books. Less of everything else.
I guess I am not sufficiently in touch with evolving needs to offer feedback for changing library services. I am completely satisfied with current library services as I am an older, traditional library user.

We have always been pleased with the Library, and particularly so since the renovations. We depend on it a lot and are very pleased with its resources and the services it provides.

I am happy with the services that are currently offered. I wish that during the summer there would be programs about STEAM-science, technology, engineering, art, math. A program that can be two days, hands on. My 8 year old child had attended a "googol number" event to learn about the immensity of large numbers, but she didn't say much or seem impressed by it. Last summer, we attended a chemistry event in Arlington county for elementary students and she enjoyed it. It was hands on, she received a sling bag with goggles, certificate and a booklet. I would like to see more educational events. I do like the services offered. I thank you for this opportunity.

I believe the Fairfax County Library system provides an excellent return on the investment of tax dollars. I would like to see the library enhance its technical capabilities.

thank you

It could use more books at the Dolley Madison location, especially books such as Virginia Readers and other books tied to the FCPS curriculum. Staff is generally fabulous!

Except for the hours, which I personal wish could be longer, I am completely satisfied.

FCPL is a great library system. Your website -- in fact, all your integration of on-line, traditional and non-traditional materials -- is really well-thought out and works very well for me. I think you’ve mastered the electronic and in-person balance better than anywhere I’ve been (and I moved here from Silicon Valley). I count on FCPL for pleasure reading, for "how to", for exploring new ideas or travel destinations, and for for the first pass of research on professional work. I have enjoyed some of the evening programs (about 1 a year, but interested in about 1 a month); keep that up. I like that you keep up-to-date on personal computer software "how-to" books, so I can explore before buy. As a big science fiction fan, I like that you always have the Hugo nominees as soon as the nominations come out -- someone is staying ahead of the game. If I wanted improvement anywhere, it would be -- easier access to eBooks and eAudio from my Apple products -- increasing ease of access from my mobile devices (iPad, iPhone), with apps tailored to those platforms but those are wish list items -- y'all do great!

i also visit the loudan county library in sterling, va - it's a nice library - i suggest fairfax cty visit it to see what and how they do things differently -

Definitely expand out ability do download e-books. Give a better description about how to do it. Shelf book waiting to be picked up by last name. Get many more e-books than you have now. Let English learners learn their English elsewhere. - W.E. Howard

I would love to see a more user friendly ebooks site for Fairfax County. Thanks for all you do.
For local elections, information is not easy to find.

More Ebola in place of multiple hard copy volumes seems to be the direction to go

Would like to see more online content. I would particularly like to see added capability for creating online content in the Virginia room in Fairfax City. It should be of benefit to family genealogists searching for information about Virginia ancestors.

Fairfax County libraries are an important part of our community and are well worth the tax dollars spent.

I had not used any library services for several years. But I have been to several meetings with the Burke Historical Society recently and signed up for a new library card.

We love audiobooks for young kids. Thanks for making the library kid friendly!

I think the Fairfax County Library System does a fantastic job. I have been patronizing various branches since I was six years old, and I’m a "senior" now! Please continue funding and support to carry on the good work.

I think your website could be significantly enhanced, not only content-wise, but also making it more "accessible" (such as making it translatable, audio-readable, and larger than just the slightly larger font size that is available). Content-wise, it is pretty overwhelming. It would be cool to be able to customize it with events at the library branches closest to our homes (not only one, but also not all of them - some are way too far away, but I have 3-4 that I would go to an event at). The calendar is really hard to understand; I don’t know what a lot of the events are because they only have the title but no easy way to look up what they mean. I really like being able to put items on hold and renew items from home via the website. I also really like the subscription databases that you have, though I think a lot of people are not aware of this excellent resource.

Public libraries are a place for people to come together as a community to learn, meet and grow intellectually and without having to engage in commerce or be marketed to.

My only complaint is the catalogue computer search for library holdings. Frequently I will search online for a book, by name or author, and come up blank even though I know the book is in the system. I have library privileges at 2 other libraries, and even if I don’t have the complete title or sometimes spelling, they both generally do a better job in offering relevant items. Searching for a particular book here, even when I have it exactly right, can be terribly frustrating.

First a suggestion- bags of books that are reading level or age sorted that could be taken all at one time. It’s a great way for kids (and grown ups) to be introduced to new books! The children’s sections at the two libraries my family frequents (dolley Madison and pimmit run) are pretty lackluster. My sister lives in Princeton, and they have an entire floor (which I realize isn't possible here) where there are activities, and importantly, an area where kids can be a little louder, and no one minds. My family is at the library weekly, and my preschoolers LOVE it. However, I spend most of my time shushing them, so as not to

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distract adults who are trying to be productive. A little separation from the adults would be lovely!

A service that would be very useful to older adults would be offering classes in ways to use Microsoft Office Suite. As our society and libraries become more computer oriented, the libraries should become centers for obtaining the necessary training.

Longer business hours for high school kids to use as a place to study would help our family.

I would love to see the library offer other services - there are creative ways libraries are being used in the US and abroad. Some examples - tools, toys, access cards to museums and other places, instruments, ties for job seekers that are low income. I believe libraries can play an important role in the sharing economy and I really appreciate the beautiful libraries we have here in Fairfax County.

I am a avid reader of electronic version of books. I would like more copies available of non-fiction mystery books.

Online book lending services are great. I just wish it were a little easier to manipulate the Over Drive website. AND I wish you could directly delete a book you are finished reading before the loan expires, and that more books were available online.

Please make sure that the budget for the library is maintained or enhanced.

I hope the librabry will have music CDs.

Great Job

Don't abandon printed books. Have more quiet tables people can study at.

The library system is sadly underused, undervalued and underappreciated. That is the fault of the populace.

The only real complaint that I have about the library concerns the operating hours. The branches should be open much more than they are. Obviously this is determined by the budget. The county elected officials need to realize that the library is the best use of county tax money and is as equal opportunity as anything can be and as fair in its availability as any county provided service.

I am continually impressed by the professionalism, courtesy and friendliness of your staff; especially since most of them are volunteers.

I love the Dolley Madison branch of the library. It is a lovely space and the staff are excellent. Please keep up the good work!

I think the library could charge a small fee (.25?) for reserving books, maybe it could add up to help out in other departments.

It's very important to keep the libraries updated and functioning. They were very important to me growing up, and I was able to expand my literacy through it. I would
suggest making more comfortable seating/reading spaces for everyone, like expanding a level at John Marshall Library.

NEED THE STATIS OF MY LIBRARY CARD. I WOULD LIKE MORE GENEALOGY RESOURCES ONLINE ETC. WHAT I HAVE NOTICED LATELY IS THAT I AM IMPRESSED WITH LOCAL CLASSES ETC OF INTEREST OFFERED AT THE LIBRARY. IF I COULD RECEIVE AN EMAIL or NEWSLETTER FOR UPDATES WOULD BE VERY HELPFUL.

Great library system!

It is great that the library has electronic books. But the overdrive app for electronic books is clunky. The wait for electronic books is rather long.

As a local person who’s utilized the Fairfax County Library services from elementary school through high school and beyond, I’ve always found comfort and common availability with whatever book or source material I’ve needed. Even though times change and life is faster, and though I do believe the public library should introduce new technologies, information and public services, aid, etc. - with that said, I would hope that the ideals and nostalgic standards of a traditional library would remain intact if any advances or true changes come to pass. Standards such as a comforting and quiet place to read and learn. A place where populations are still relatively minimal with enough staff to suffice those in need of assistance without finding oneself truly waiting long for help or left behind. I believe that keeping these base principles in mind will not only broaden the evolution of the library and its services, but also appropriately and successfully narrow them down as well.

A couple of the librarians are friendly to families with small children and a few are far from that mark. I would like to see the atmosphere and the some of the librarians change to be more children friendly. We have a good library where the librarians are for the most part professional and polite. However to make it exceptional it would be nice to have more magic brought into the library. I want my kids to meet the librarians and know that they are there to help and excited about books. A few times I have been told, "Well the children's librarian is over there." Or "the other librarian knows more about children's books" Or getting a lecture on my 3 year old flipping through a book to be gentle with books and maybe he should look at board books. I am trying to give examples to be helpful. On the contrary I have gone in there with one librarian that helped my daughter choose the perfect ballerina book and made her feel like reading and the books were magical. I hope this feedback helps, because we use this library frequently and want it to go from good to GREAT!

The Library is one of the most important services of Fairfax County. It should have more money from the County. All branches should be open 10-9. It is a shame that one must wait so long for a reserved book. Two months is the average wait time for a popular book now, even though I check Titles on Order regularly. While I am glad that the Library offers so many services, high and low tech, I am old-fashioned enough to remember happily when libraries kept all their old books and one could see what was popular many years ago. Too much de-accessioning. The librarians I have met at many branches are the most wonderful helpful people. And there is nothing like a reference librarian. It should be obvious that I am a devoted patron. Thank you, Fairfax County Public Library.
The public libraries are a fabulous resource and deserve full support from the community and elected officials. In the last 12 months I was particularly grateful for the opportunity to obtain inter-library loans for several books on a topic that I was researching for family history reasons. The inter-library loan system worked very efficiently and opened up resources beyond the books available within our own library system. With respect to this survey, I would note that several of the services mentioned for potential expansion seem like they could be offered through other county entities, such as Adult Community Education and the social services departments. I am all for offering plenty of services through the library, but I don't want the library system to spread itself too thin.

I love your Overdrive selections, but wish you had older books and more books in the Kindle format (I've found books I wanted several times that were either EPUBs or audiobooks).

Please keep the bathrooms for men and women separate.

Well run, with pleasant, knowledgeable people. It's the only County service where I think I get my money's worth. Please don't let the politicians get involved in library activities. They have a knack for always making things worse.

Audiobooks should get the most money. They are essential for the elderly, commuters, joggers, even very young children and non-English speakers who benefit from hearing the language spoken. Often I wait a month for a new audio publication. I'd rather not wait so long. Thank you for all that you do for us. Michele Christopher

Only one negative...way too noisy...too much talking all over the Library... The staff is, for the most part, excellent, and very helpful, when needed. Especially like your DVD’s from the Great Courses. They are outstanding. Thank you.

Excellent use of resources; quiet places to read and knowledgeable/friendly staff.

Thank you for all that you offer now. I hope that the library staff get a chance to voice their opinion on present and future programs. They are the people who see that big picture at their branch and understand best the relationships with the library services as a whole. Different branches will have different priorities because their communities have different populations with different needs. Please do not try to make them all the same.

I would like libraries to be open later (say, until 10:30 pm), rather than earlier in the morning. I think my local branch, Dolley Madison, is awesome. Thanks to all who work there.

I love libraries! But our Reston Library is depressing. I wish it were clearer and more filled with light and comfortable reading and writing areas. I understand that the renovation will help in this regard.

I greatly appreciate all of the effort of staff to process items I put on hold. As a classroom teacher for FCPS I check out over 200 books per year. I put them on hold. They are collected from libraries all over the county and placed together under my name at the Martha Washington library. This is a wonderful service. Thank you!!!
The library is an extremely, EXTREMELY valuable resource.

Please provide books and videos in other languages, such as Chinese and Japanese

I love using the library; I feel that it is a valuable resource for all residents of Fairfax County. Thank you.

I appreciate the flexible strategies that have been used to keep the quality as high as possible despite setbacks. I appreciate being asked my input about what I value most in the library. Keep up the good work.

Prefer to "check out" books online. A newsletter of available e-books would be nice.

I love books. It seems that when I walk through the doors of any of the Fairfax libraries, I feel that the possibilities are endless. I do, however, find it sometimes challenging to find books on the computer catalog. For example, I was in search of the title "One Good Dog". I had to scroll through 3 pages of other titles before I found the exact book I was looking for. And, yes, I did highlight "title" in the search menu. Little things like that should be upgraded. I have also become a big fan of ebooks. Again, that can be extremely challenging on the Kindle device that I use. I am sure there is a more efficient way for a patron to use this wonderful resource. But, in saying all that, I do love my little local library.

Like downloadable content for Kindle E-Reader. It would be helpful if books could be returned prior to the 3 week lending period so that you could check out more books. My 9 year old reads very quickly and often reads the limit of 10 books in just a week. Either that or up the limit for digital checkouts.

As I've become more comfortable with e-readers, the physical building has become less important because the kids and I are downloading books and visiting reference sites that the library recommends.

We wish more tax dollars went to the libraries for more hours open. They are always crowded with patrons every hour they're open. Perhaps less money could be spent on soccer fields and shared with libraries.

FCPL is a very valuable and excellent use of tax-dollars which not only helps develop the community, it also brings together people as volunteers, teachers, preschoolers or business professionals. I’m very happy and proud of FCPL.

the library is the bedrock of the community/ In many respects more important than churches.

I often use Arlington county’s library system because they often have books that are not even in FCPL at all. Please consider expanding the collection.

Excellent customer service, despite the lack of funding for staff. Would like to see more of my fairfax county tax dollars invested in the library system.

We love the library! Thank you!
I do very much enjoy going to the library browsing for books and have always found the book availability to be quite good, and enjoy the library atmosphere. I have also found the convenience of ebooks to be a very positive thing. And I am very happy with the expansion of items available. I do wish the website had better filtering capabilities in some instances, especially with regard to age categories.

I would love for the library to expand its ebook collection, especially in the genre of Christian fiction. Thanks

I would love to see FCPL increase its DVD and CD collections.

In the last year or so, I feel like there has been a decline in the number of non-fictional Audio Books (CD). I would like the number of available NEW non-fiction books to return to previous levels. For adults and especially children/youths, I encourage Science Fiction (Sci-Fi) because it is the only genre that requires the reader to think outside the box. It fosters a level mental creativity society could benefit from, in that it awakens a part of the mind like nothing else. BOOK donation: I was surprised that book donations go to SALES vs the DVD/CD collection. I donated from the death of a friend some excellent DVDs that would have enhanced the library collection. Instead they were sold off. When people drop off these donations, your form could ask if they wanted the item considered for library collection OR it didn't matter. I'm a big fan of libraries and try to donate some monies every year. They have added to my grown children's life when they were young. Thank you to your staff for all they do!

The e-book selection at Kings Park is very thin. I think it may be counterproductive to let patrons return materials to any library they want instead of to the library where you checked the materials out.

Downloadable books are very poor.

I use the online services extensively, I would like you to maintain or expand those services. Definitely do not compromise that core function to add more targeted services.

More foreign language books for children like french etc....

I moved from an area where I was warmly welcomed every time I went to the library. Granted, it was a smaller library but here I'm lucky to get a hello from a librarian. I feel that a library should be a place where community members feel welcomed -- and like a part of something.

We use the library mostly for our children, who are voracious readers. The availability of online books (Kindle readers) is a challenge.

Very satisfied for fairfax county public library services

Expand access to library materials, books, video, training on newest technology.

I especially appreciate recorded books (CDs) and hope a good choice will continue to be offered. I'd like to see more (recorded) college lecture choices. We've lived in a number of
places, but Fairfax Library services are the best. It does a good job modernizing and meeting a wide variety of needs. I’ve seen the system weather budget crises, determined to serve the public at the highest standard possible.

The children's programming and spaces have been lacking. While reading aloud to my child at the Dolley Madison library, I have been repeatedly asked to be quiet. Children need a space that is inclusive and encouraging to them as emerging readers. There needs to be welcoming children's staff at every library. A great children's librarian can change lives.

Longer hours on weekend would be nice. I like the Dolly Madison Library's atmosphere... ample seating spaces along large windows with natural light. Beautiful there. I look forward to reopening of Tysons/Pimmit Hill Library.

The Fairfax County Public Library system is an important part of our community - thank you for all that you do!

I would like there to be more volunteer opportunities at the library. With George Mason Regional in particular and with circulation volunteers.

I love living close to my community library and I love bringing my kids. It is important to have libraries in our community to help install a love of reading in people of all ages and to serve as a community meeting place. Most of all, it is a fun place to see and meet people and other kids!

Important to keep it quiet. Sometimes seems like too much talking going on!

I am not always around to go to the library in person, but I use the overdrive app to check out as many books as I can. Having library services, especially checking out all kinds of media, on hand at any time is something I completely support.

I don't like that the website logs you out after a short time of inactivity.

Nothing comes to mind at the moment.

Get Real! The library was never meant to promulgate (look it up!) socialist issues. It’s mandate is to provide access to information, not dependent on ethnic or socio-economic issues. Provide those who are interested in participating with access to the library and leave politics out of it!

None

There are many laudable goals and programs that would be done well by the library system but it is not possible to be all things to all citizens. Easy access to the library sites, simple processing for products and services, etc are important and the Fairfax System has always strived to succeed in these areas. Early childhood literacy is paramount and the library is particularly suited to provide free access and guidance to families. So many of the other programs listed are important too but trying to be all things to all groups is not possible. Each FC library sits in its own unique locality and could be designed to most closely meet the particular needs of their likely constituents. Offer English as a Second Language.
programs where needed, and so forth, with adult literacy, homework assistance, etc. (I am referring back to the list given in the survey on expanding beneficial social programs for the libraries. My concern is that trying to solve all of the social challenges in the community will weaken the core mission of the Library. Communities should try first to find other groups to oversee some of these programs and perhaps concentrate on just a few. Those needs related to literacy, learning, academics, research, etc. should take precedence as budgets shrink. The human librarians, untethered from computers, are still the glory and strength of the Fairfax Library System. My first library was the small Cape Cod house near the Fairfax City Jail in the (then) Town of Fairfax. My brothers and I would walk there with a large canvas bag and take home as many books as we could carry. All of the enhanced technology is wonderful but there is nothing greater than having a librarian tell you that if you liked that particular book she could recommend three more that would also be fun to read. I recently moved to Reston and am now in walking distance to the Regional Library. The opportunities are endless.

We love the library!

Concentrate your resources and efforts on being a library with the main component/efforts being books. Video, laptop, CDs and DVDs and other auxiliary services are readily available on the open market - or via the internet. Don't try to be everything to everyone. Do what a library is supposed to do; have books.

Request a book not on the shelf or in the system and it takes a minimum of 6 months to acquire. What is going on in the system? The library is behind the service curve and technology. Where does the budget money go?

The library is a valuable resource to the community. It is important to keep it going. Most people will be willing to contribute if necessary to ensure that it is well funded and kept.

Improve the ability to search the ebook website to include the ability to save searches

Personal who speak in spanish

I don’t think this survey allows a full and reliable sharing of one’s thoughts and reactions. The meaningfulness of the results may be reduced by the limitations of the survey.

Would be interested in the best sellers and award winning books to be available sooner and a also being more interactive via email informing us about the new books available.

I like the book sale

John Marshal Branch is No.1 in my opinion. Can’t wait till planned new construction is complete. JM is wishing walking distance.

LOVE our library system! Don’t love the search engine of the library catalog. Hard to search/refine searches by key words or types of books (ie biography, teen, science fiction).
I think the library is doing the best it can given its resource constraints. If the library is able to receive more funding, I would like to see library hours expanded, particularly on the weekends.

Whatever branch I stop in, the staff is always warm, friendly and helpful. You have wonderful employees.

Our Fairfax County libraries are necessary to the health and well being of our communities. My children and I live in a wealthy neighborhood, but we don’t have the resources many of our neighbors have. We rely on FCPL to attain the books we love, and we use our library numerous times a month. Thank you for the wonderful library system we rely on and love!

-Karen Hershey, Great Falls, VA. FCPS Educator - 15 years. FCPS Librarian 9 years.

Love, love, love the Ready to Read workshops offered for preschool teachers, daycare workers, and others working with young children. Attended the "Sneaking in Science and Math" workshop this morning. More workshops would be even better!

The library system is an invaluable resource for the county. A few years ago when the hours were drastically cut back, it was a great disservice to the country. I was pleased that the some of those hours were restored. I would like to see them restored back to pre-cuts.

I have a library science graduate degree and believe public libraries to be crucial to general well being and educational level of the community.

I love the library. Like most working adults today, I do errands at the day after work and am gone most weekends. I have infrequent opportunities to "make a point to go to the Library." Today it is just so easy to get books, and other audio-visual media online and so much faster. That being said, I would prefer to use Library services if they could be just as accessible as Amazon (kindle), Barnes and Noble (Nook), Starbucks, Peet’s Coffee, etc., and audible. My early experiences with overdrive drove me away from using online library services. I am trying it again and finding it a bit easier. I’m trying to become educated with Overdrive because I love reading on my Kindle and I love the Library. And it also provides access to so many books - free or for very little money. I also love Audible. Trying to put a hold on an on-line book thru the library is not successful for me. There are very few licenses relative to the demand, even for older books. I can never get them in time to ready for my book club. These may not be feasible, but here are my suggestions, - Move to on-line services as the primary means to exchange books and other audio-visual media with the public. Break down the barriers posed by on-line book licenses that prevents libraries from offering many more on-line materials. As a public service entity, libraries should be exempt from licensing requirements or Dramatically reduce the cost of the licenses required. - Centralize all the physical books and physical media in one or two central locations across the county ( or city). - Move the face of the library to retail centers and compete with coffee and tea houses, etc for walk-in traffic. - If you recall the coffeehouse house chain, "The Library" little places in retail centers where people came in to read books, socialize, and light eating/drinking. The model failed, but a public service, you could charge for the non-library services, while . Denise.e.allen5.org -contact

Privitize this , lower cost, and improve service and efficiency.
I love the fact that books are so easily available for my kindle and that it is so easy for me to reserve them for my kindle. Right now that is the most important service for me.

Disturbing when I see some of the best books pulled from the shelves and disposed of because they apparently don't get sufficient use, replaced by books of much less intellectual value. Question the need for spending so much on travel guides and hobby books. Some are a good idea, but so many? If you have enough money to travel abroad, shouldn't you also have enough money to buy up-do-date travel books, especially after you've checked at the library and decided which books are best for you. And why so much investment in DVDs etc. The ways to spend money on books and other material is endless. I'd prefer a well thought out collection of books. With all the subject and area experts in the area, there must be some way to tap into that knowledge in buying books.

Thanks for doing such a great job. My only suggestion is for more of those old fashioned blue booklets at the end of the book cases, for quick use in exploring topics.

I know book sales are a value for the libraries but it really effects the parking lot.

As information consumption and recreational habits change, libraries need to evolve to remain relevant. The FCPL does a good job of offering quiet reading and working spaces, computers, e-books and other services that complement the traditional book lending services. If fewer citizens are looking for hardcopy books to read, it is a good idea for FCPL to continue to offer other reasons for the community to come to the library building (community-building events, meeting spaces etc). Downloading books is fine, and convenient, but we still need the physical, communal experience of coming in and out those library doors, not to mention the serendipitous finding of reading materials we were not expressly looking for. Thank you from a grateful patron!

Nothing in particular.

Very important and valuable to our lives and community

Needs more extensive selection for the junior section books

I am a parent of young children and would access the library a lot more often if the branches became more child friendly

I have found the staff at all branches very courteous and helpful especially in the Vorginia Room.

Longer hours would be nice, usually at work when library is open, vending machines would be amazing, and more user friendly book search engine would be very very helpful.

Please expand instead of constrict library services. They are essential to our community

Please obtain books that are off the beaten path and important to the diverse communities we have Please allow our librarians to keep their jobs they are essential

I have enjoyed the additional hours at our local library added because Tysons/Pimmitt is closed. Please consider continuing the additional hours indefinitely. I have visited our
library regularly for more than forty years and want to take this opportunity to praise the library staff for their dedication, assistance, knowledge, and general courteousness. I recommend moving computer areas out of the center of the library, over to a side. The current placement disrupts the flow of books and can be noisy.

I really appreciate the online capability to reserve a book and to renew checked out materials. It is fantastic. I used it all the time.

Please consider opening on Sunday's.

Love the e-books on Overdrive. I would suggest expanding that. I read at least 20-24 books per year now, prior to downloading Overdrive, I read maybe 4 to 6. I would make the site easier to use (browse for books) and have a variable number of days for books to be loaned (especially books over 800 pages). I tend to read only non fiction which is not as popular as fiction so I rarely wait for books to become available. My wife is a voracious reader (over 100 per year, mostly best seller fiction) and sometimes the wait list for those books is quite long.

My elementary aged kids love it. At this point that is top priority for me. Thanks for what you do!

My "local" library is the Dolley Madison branch, but I am a professional genealogist and I rely heavily on the resources of the Virginia Room at the main branch in Fairfax. I am very much in favor of maintaining and enhancing the holdings of the Virginia Room.

One fear that I have with regard to the future of the library is that so many of my needs, and presumably those of others, are met electronically. We used to come to the library for books, books on tape and movies, and we do not anymore since we can get them online. However, when the internet crashes - as it is bound to do - and our libraries have been scaled back - we are going to be in a pickle!

You're doing a great job, but sometimes customers in the Great Falls branch and noisy and no one tries to quiet them down. I'm

Great jobs are done at library. Most wonderful services are done by Fairfax County Libraries

The county library needs to have a good summer program for kids. I have visited libraries in VA and another state and both have excellent programs. The reading log offered by the library is not enough considering how much money taxpayers pay!

Volunteer opportunities

Library can Also offer other types of activities for kids and adults as crafts etc

My kids love reading and DVDs. Some of the DVD and Children book selections are a little bit old and less attractive. Newer and more resources will be desirable. I made the
comments based on the experience in Dolly Madison and Chantilly Loudoun Country library I used to frequent. Thanks, Simon

None

Homeless people occupying the library should be dealt with.

It has enhanced my ability to get books for the bookclubs I belong to. However, more copies of the recent books would be appreciated so the wait isn't so long.

Keep up the good work. Continue to find ways for the library to be relevant in the future as both an on-line repository and a brick and mortar repository. In fact, I think the physical presence is of paramount importance.

-I would like to see library open on weekdays till 9PM - Would like to see Library have monthly, or 3-4 times a year have some training for seniors on how to download books -be able to buy senior Metro cards at every library

I love the library! Thank you!!

Can’t wait for my library to reopen.

I appreciate our library system. Keep up the good work

I like the new renovation in the McLean Dolley Madison Library. I feel it is essential that children learn the feel of books. They will use computers all of their lives, but there is nothing as relaxing as a real book. Please try to provide more hours of service at the McLean Library.

The library system is wonderful - in particular, the Great Falls branch does a great job and is a true part of our community.

I am generally of the view that public libraries should be open for long hours. Good for kids, good for senior citizens, good for everyone. That is my impression at least. Also libraries should have very clean bathrooms.

More copies of ebooks would be nice.

Thank you so much for the value you provide to the community!!

Wish there was a larger selection of books (fiction, non-fiction, etc.) available. Many times I read about a book and cannot find it at the library. If I want to read it I have to buy it, which defeats the purpose of having a public library. Realize that the library has to balance services against costs, still would like to see a more extensive selection of newspapers and magazines at the local branches versus just the regional library. Especially with the decline of print media, it's even more important for libraries to make these publications available to the public.

We have been very pleased with Richard E Byrd library.
I LOVE the library and depend on it.

None at this time.

I love the library! It is such a great resource. I love that I can check out audio books, e-books, books on cd and hard copy books. I love seeing kids in the library reading books, seeing kids working with tutors, seeing groups working together in the small meeting spots, and seeing people using the internet on the library computers. Dolley Madison is a beautiful library which in enhanced by thoughtful employees. Thanks!!

Thank you for doing this survey and for working to improve the libraries in Fairfax County. They are wonderful but as a new mother, I would really like to see the following: More story times for preschoolers. I live very close to 3 libraries (Oakton, Patrick Henry, and Fairfax City) but between the 3 of them, there are only 1 or 2 story times per month! Some libraries in Alexandria have weekly story times for different age groups, and they are drop-in (no need to register). I am sure there are enough people in our area who would take advantage of weekly story times, even if at just one of the 3 libraries I mentioned. Story times in other languages, especially Spanish (personal preference). I think there is one in Fairfax City but only once in a while? Our area has so many people who speak languages other than English and we would like to see more of our languages/cultures reflected in the services provided by our tax dollars. Again, thank you!

None

some questions, my answer is "not applicable" but the only option was "don’t know" Also you required an answer for every question related to "expand or improve". I had to put "don’t know", but the real answer is "continue to maintain the current level", but that was not an option.

I love the Great Falls library because it is so open and friendly toward my children. The Dolley Madison library is closer but they are very unfriendly towards children. The children’s section at DM is just part of the big library which leads to kids constantly being told to be quiet and very little space.

I think the library staff at Dolley Madison Library is wonderful and they have always been so helpful to me. I hope the library continues to provide services for young children and get them excited about learning1

Love Reston Library

I would like to be able to reserve the meeting rooms more months in advance then currently possible. When you are planning programs 10 months in advance and you want to book a speaker you want to secure the date for the program. If you don’t lay out your schedule in advance this may not be important but if you do it is. If this would be possible for you to have available more Book Club reads for local Clubs.

None. I've always enjoyed the resources the library provides.
We need more books at Dolly Madison. The foreign travel book section is grossly underpar. It just is not a robust collection of books.

We have lived in Oakton since moving to Virginia in 2000. Until the Oakton branch opened we used the Vienna library, the Oakton library is very convenient and I enjoy it. I have also used the genealogy library in Fairfax City and find it to be a wonderful resource. When my granddaughters come to visit from NY our first stop is the library to get their reading material. We have also participated in an evening educational program. I am a firm believer in the FF library system.

THE help given to older adults with online reading is invaluable. Access library services is wonderful for people unable to get to the library. I can't say enough in praise of your services. Virginia King

None.

I really like the Great Falls Library and have just started going to the Dolly Madison Library in McLean. But the parking at the McLean Library is really awful, and there is no convenient book drop. You are not supposed to park in the Fire Lane in front of the library, so you have to find a parking spot (good luck) and then walk back to the front of the library just to return a book. The people that actually do this are in the minority. Most people illegally park in front of the library with their flashing lights on (still not legal) and then people have to drive around them. I resent that, since I try to obey the rules. So by obeying the rules, you are the one inconvenienced by the illegally parked cars and the walk to the book drop. We came here from Memphis and there is a drive through book drop at the main library which is very convenient. It seems to me that that would be a common sense approach to the issue. But I like going to the Great Falls library because there is plenty of parking and people don’t seem to be so rude. I appreciate all the convenient electronic check out at the library and renewal on line. Seems like the library system is trying to accommodate everyone. Thank you for providing such a wonderful service to the community.

Looking forward to the completion of renovation at Pohick although we’re using Byrd in the meantime and it’s a nice facility with friendly/helpful staff as well.

It would be great if the website could have a "wishlist" for books I’d like to read but am not ready to check out. Loudoun County Libraries has this and I found it really helpful when I lived there. Other than that, great job!!!

I would like to see more ebooks and audio books that can be downloaded. I love the variety of audio CDs in the library system.

Do not abandon audiobooks in the form of CDs or MP3-CD.

Would love to see more selection of audio books that interest me available through Overdrive.

I still love the library... Even with kindle, iPads, computers, I still like to curl up with a good book. When my computer crashed while in a job search mode, I was able to use the computer at the library! So important!
The Fairfax County Public Library System has been a terrific asset in the 30 years we have lived in the county. Our children used it from elementary school through high school. We use it for books and books on tape, and hope to join the book club soon. The staff at our local library are unfailingly helpful, knowledgeable, and efficient.

Provide e-books and audio books, yes, BUT CONTINUE TO PUT PRIME FOCUS & INVESTMENT IN BROAD PAPER BOOK OFFERINGS.

I was extremely disappointed that a chosen solution to a budget/labor problem for the library was to discard a large quantity of books. The Patrick Henry branch sits on expensive and outgrown real estate in central Vienna. Certainly larger facilities are available elsewhere at comparable prices.

I am impressed with our branch in McLean. I applaud any services for ESL learners. Every cent invested in library services is money supremely well spent.

I would love it if the key chain cards for the library were more durable.

Love the library and feel it is an important community resource. Please fully fund the library!

The library is extremely important to my children. Having more activities for preschoolers and after school activities/educational events for school aged children would be welcome. We also frequent the Dolley Madison library specifically because of the Wednesday preschool morning story times and activities. My children also especially love the Pokemon club at Great Falls on Wednesdays and have enjoyed participating in the children’s book club. My third grader prefers to do homework at the library when possible, and I hope this is something that she will continue through high school. They also read books they would otherwise not find because of the library. I think they spend plenty of (or too much) time in front of computers, so I prefer they focus on real books when they are there, rather than needing more electronic resources. We really appreciate the Fairfax County public library system. Thank you.

none

No

None for now

Develop a library card app that allows us to not have to lug around the physical library card.

I’m a regular and very satisfied lib patron

I was kind of shocked and a little appalled when I visited the Fairfax County libraries for the first time. The facilities are so small and dated considering the wealth of the county (I live in McLean for goodness sake) and the Dolley Madison library is what I would expect to see in a small rural town. Coming from Maryland, where we had enormous state-of-the-art libraries more than two decades ago that were better than what Fairfax County has now, I
find this shameful. Even more shameful is the size and selection of children's books. It would seem there isn't even a children's librarian on staff, and considering how rude some of the staff can be when I have my excited, book-loving child with me, I'm guessing that's a safe assumption. Libraries are an essential public service, but you get what you pay for. Until Fairfax County and the Commonwealth decide that public services are worth the cost, it's unlikely the libraries in our area will improve.

Our family loves the library!

The only thing I would like to see is a book group at the Dolley Madison branch, similar to the ones conducted at Kings Park. I have always been extremely satisfied with any service I have requested at our library.

None

Hope we don't discontinue our emphasis on physical books in favor of ebooks only

I rely very heavily on Overdrive. Expanding those services

N/A.

one of the most essential services available to benefit all ages, at all economic and educational levels. We are fortunate in live in Fairfax County.

Great library, great people work there at Great Falls

Honestly, it's a wonderful place, and I have lots of happy memories of it, so I hope children can continue to grow up with and love the library as I did.

Please add more ebook and audio book titles!

Need to increase music CDs in the DM Libery for check out.

The library should be primarily about books, not computers. Assuming there have to be computers with internet access available for patrons, there should be strict filters in place so that no inappropriate content is accessible. There should be a system in place that allows for lost books without automatically charging patrons. The library system often makes mistakes when reshelving books, or loses them entirely. Patrons should not always bear the full responsibility for lost books. Maybe a policy where every patron is allowed one "lost" book every two years? I was charged $20 for a book the City of Fairfax library lost - I returned the book to the book drop, but I had absolutely no recourse. And since the it was a children's hardcover picture book, it was expensive - and I couldn't check out any more books until the charge was paid. I was treated with a total lack of respect and it made me angry and upset. Patron are NOT the only ones who lose track of books. It is incomprehensible to me that children's non-fiction is not displayed in the children's section of the library. At the City of Fairfax branch, you have to traipse your kids all the way across the library (through the "quiet" sections for studying, and past the giant computer section, hoping no one is watching porn or something else awful for your kids to catch a glimpse of). Once there, it is impossible for a child to browse the section he's interested in unless it
happens to be on the lower two or three shelves. Children's non-fiction belongs in the
children's section, where they can explore and discover new topics, new books, new
adventures. The sign in the City branch stating "unattended children will be given an
espresso and a free kitten" is snarky and obnoxious. A simple "please do not leave children
unattended" would suffice.

Dolly Madison branch: great staff but the collection is too limited. Not nearly enough
children's books. The public schools now have very large classes so the more educational
opportunities for children, the better. More travel books. Thank you.

Dolley Madison Library is a very important part of my life. I usually am reading four books
at at time, including two audio books - one while I exercise and one in my car. I also have a
hardcopy book by my bedside and often one in my handbag. I wish you had more of a
selection for books for sale. The prices are right but often there is not much of a selection. I
have introduced my grandchildren to this library and most of the children's books I have in
my home, I have bought at your book sale. I would urge you to consider more services for
the disabled and elderly. The library is a very important resource for seniors. Thank you for
all you do to enrich the lives and minds of the citizens of our community.

Ebook resources should not be substituted for actual books. My kids shouldn't be reading
electronic books on top of having to use online books for school. I would rather maintain
the stacks and not increase the electronic versions of the books.

It would be hard to overstate how much I love and appreciate the Fairfax County Public
Library system. My daughters and I place books on hold regularly and spend time in
several different branches often. My husband downloads books and audio frequently.
Librarians in different branches have been helpful to me both as an individual and as an
elementary school teacher. Truly, I think we have one of the greatest library systems in the
country.

E-books and audiobooks are sometimes limited. Would be nice if there were multiple
copies available for checkout on overdrive. Also the OverDrive books are often limited to
fiction. The wire he does a really good job of purchasing new books that are non-fiction but
they are often not available for e-book on overdrive.

Very good system. Thank you.

Need better apps to access services and manage ACCT

I love FCPL- it's provided me with so many great books and it's easy to understand the
online functions. I place holds on all my books and pick them up when they're ready it's a
great system. I'm sure there are areas for improvement but it meets and exceeds my all my
needs and expectations

I love your Great Courses CDs -- great for commute -- but many of the series are
incomplete. Assuming others like listening to them, it would be great if you could fill in
what's missing. Also, Reston could probably use more spots where people can plug in
laptops. .... Otherwise, keep up the great work.
Homeless people around Reston library make my wife and kids feel unsafe to go to that location.

For many people, their phone is their information medium, and the FCPL should have an app or apps that provide a portal into whatever information the library can afford, such as reference material and in multiple languages for the predominant populations in the County.

I've been very pleased with library services.

Libraries should provide information about: 1. Learning to learn from databases and online textbooks 2. Learning strategies 3. The various knowledges, new and old 4. Massive Open Online Courses (MOOCs) 5. Continuing education processes

Access to more recent non-fiction publications. I realize the Great Falls Branch is a small library, however, I have not been able to find much at other branches to borrow.

Dolley Madison is a great library. While it was only recently renovated, it’s already packed. I’m sure that some of that load is from the Pimmit closure (renovation). However, given the rapid growth in the Tysons area, Dolley Madison needs to expand again, specifically conference rooms, study tables, etc.

Staff at Dolley Madison are knowledgeable, resourceful, and helpful.

We must keep our libraries regardless of what they offer. (Books, CDs, social media computers etc) the public must have access to education

Improve operating hours. Stay open longer

As a Great Falls resident for over 3 decades i represent a progressively aging population who would appreciate availability of topics of interest to senior citizens.....For example,Travel dvds and books, classical music cds, Masterpiece theater[PBS] dvds.

The Great Falls Library under the care of Daniela Dixon has been an asset to our community. But our community is growing and we need more space. We have only one large meeting space and it is not enough to service the community with all the groups who want to use the library. Our library is always crowded and nicer and roomier reading areas are needed. Many ages are represented and there is not enough room for all to enjoy our library. We need more space and an update of the facilities. It is time.

I would like to see an improvement of the catalogue website. Specifically, better integration of the Electronic Book catalogue and the regular catalogues, better keyword search results.

Great library system compared to other cities I have lived in. Keep up the great levels of service you provide the community!

Please bolster on-line check outs. That is the primary way I use the library.
As a Chinese speaker, I would happy to see some Chinese book collections in the libraries. We used to live in Montgomery County, MD, and enjoyed the Chinese books in their libraries.

Current service is fairly serving residents well. In future if you can keep customers more informed and engaged, that would be even better. A monthly newsletter kind of update, with configurable personalized interested area(s) would be an easily achieved with reasonable web based software development. A book or idea suggestion e-box would also be helpful to collect your customers' thoughts and needs.

The one thing that really upsets me is seeing the good condition books that are destroyed. Why aren't they included in the book sales? Or placed on the sale shelves and offered at a very cheap price (and give quantity discounts) to increase turnover?

More books, please! Love the Virginia Room!!!

In my view, Mary Riley Public Library does a better job in hosting programs for early literacy.

Enjoy the services. The children's areas could be better designed and equipped to keep attention and make the library a place to spend time rather than just pick up a few books real quickly. Good job on getting new children's books often and displaying them. I love interlibrary loan!!! I would like better e-access to books. I've only experienced a long wait time for an e-book and it was confusing to get. More DVDs please! Keep up the good work!

I think the library and it's services are extremely important to this community and I think that it is wonderful to have those services to which I am very grateful.

You have a fantastic library. I just moved here from Rural Indiana and I was so happy at all the things the library offers! Great job!!! Our family really enjoys the library here!

We need longer hours and Sunday hours. Downloadable material would be useful (books, reference material, journals, newspapers)

I would suggest the library have more children programs (pre-school) at least once a week.

I am extremely well satisfied with the on-line access the library provides to US census data and images through ProQuest. Anything that can be done to expand on-line services for genealogical research would be greatly appreciated.

I mostly use the library to check out ebooks on my kindle, I service that I think is fantastic. My only issue with it is wait times - sometimes it can take quite a long time to get a book.

I feel when pohick library closed and now we frequent Lorton, their selection is very small. There are some children series that are not available at ANY ffx county library. We also borrow DVDs and CDs for music and videos and 9 times out of 10 they are not usable. I do make it aware to the front desk when I return. I would like more chess clubs or mind games for school age children.

The library is very important in my life and I value it immensely.

FCPL Online Survey 2016, Open End Comments
I love checking out and enjoy watching dvd’s of documentaries, biographies, and nonfiction though the library only has a limited collection, I wish the library would have a lot more.

The library Fairfax County is good for every resident or Virginia.

Focus on physical books and reading as core mission. Secondary mission as a resource for the community to support young childhood development programs, and to provide meeting room space for clubs and activities. Retain quality librarians to assist with research and to keep libraries stocked with a quality selection of books. Google is not a substitute for a good librarian.

More audiobooks, music cd’s, and dvd selection.

The library is a superb community resource. More tax dollars should be spent to support it so that it can extend its hours and provide the widest variety of books and customer service possible.

I use ebooks all the time, and draw on the collections of Fairfax, Arlington & Falls Church. As a Fairfax County resident, I am disappointed in Fairfax's selections. Compared to the other two, Fairfax is slower in posting new releases, and has many fewer "quality" literary fiction and nonfiction selections. When I look through "New eBooks", I am inundated with listings of romance, adventure and more "low brow" fiction. In addition, there are fewer available copies in Fairfax, so the wait list is much longer. In general, for my reading taste, I borrow around 60% of my ebooks from Falls Church, 30-35% from Arlington, and 5-10% from Fairfax. I love the convenience and variety of eBook/Kindle reading material, and strongly urge Fairfax County to put more resources into that program -- and to include more serious fiction and nonfiction. Thank you for this opportunity to comment.

1-Encouraging more participation of our diverse community to engage in cultural performance, in different language, as example story teller in World Language, teaching a form of Art like Origami to children and teens. 2-Organizing online contests on regular bases for different age groups in many fields, like reading Apps, Presentations about a hobby or a country, write story about a celebration, and the library publish the work online and print the winning work to encourage young writer. 3-Screening selected movies on monthly basis, and inviting producer or author to speak to public, this will encourage more youth to come to the library and by doing this we provide them with a safe and interactive edutainment activities 4-Developing an online library of successful stories from local people in our neighborhood, from all walks of life, immigrants, young old, male female sharing how they overcome a challenging situation, or realize their dreams, a short video, audio with text and images. this could be developed as a huge digital library for our County celebrating the success of our residents to inspire new generation.

Use your limited resources to provide better quality books and other reading material, rather than try to provide all services to all types of residents. You are not a social service agency. I find mostly cookbooks and romance stories. Elevate your books to a higher intellectual level.

Keep the MLS librarians. While non MLS personnel have roles, the skills and experience of the MLS librarians would keep the FFX library equal to its peers. The libraries are SO
important to my decision to move to and reside in FFX county. The library budget is a pittance compared to the entirety of the FFX budget. Choosing to cut budget, or hours or personnel is SO SHORTSIGHTED! The education level of the residents, and the role of the libraries in our community is paramount. I understand Arlington is a smaller library system, both geographically and with persons served, but sometimes it puts FFX to shame with its forward thinking technology and services. (I use both, although I reside in Fairfax County. Keep the electronic options for borrowing broad, BUT, in parallel, do replace books that are outdated, damaged, what have you. Keep ordering books as well as electronic materials, not electronic as a replacement for books.

FCPL accepts money and other resources from Saudi Arabia and other Islamic sources. This is pandering to the enemy and a very dangerous practice. in the time of Hamas, Al Kaeda and Isis.

I would like to see a larger selection of CDs that are based on economics, finance and public policy. Also CDs that have recent TV shows and popular movies.

Thank you for the library!

The internet has made libraries obsolete. Use the money for something else

Our thanks for performing a vital service with excellence and grace

Wonderful libraries in fx cry - I love them. Don't change anything, and especially, NO BUDGET CUTS FOR LIBRARY SERVICES

Very satisfied with the library and hope it continues to operate for a long time.

Thank you for all the novels n the great services that you have provided me for the past few years! Appreciated! ☝

I love being able to borrow ebooks and hope you'll continue to expand the selection. Thank you!

I frequent the Reston regional Library due to the expanded hours over the library closest to me, the Great Falls library. I understand that a few years ago the hours for non-regional libraries were scaled back, presumably to reign in the library system's overall operational costs, but this change greatly affected people like me who were limited on time during the week and would subsequently bring young children to the library during the weekend to check-out new books. As a result, trips to the Reston library take an additional 20 minutes out of my weekend schedule, and even then, I typically frequent the Cascades library of the Loudoun County library system because of the Loudoun County library system's expanded offerings. It would be great to see the Fairfax County library system expand its operating hours for non-regional libraries, offer dvds, blu-ray dvds, and perhaps even video games for borrowers, much like the Loudoun County library system, and also enable users to browse only printed materials when searching for materials in the catalog system.

please look at Loudoun County as a model, it does have new books and plenty of videos and fairy automated.

FCPL Online Survey 2016, Open End Comments 606
Less programs more books

The library is a wonderful resource. I have three elementary school age children and we are frequent users of the library - primarily to check out books. I place very high value on this community asset.

More one on one computer help, especially for seniors. This is done at the Mary Riley Styles library. The self checkout machines are fine. The machines to pay tiny fines are a real nuisance and usually take up time asking the librarian how to use them.

Our Fairfax County Public Libraries are invaluable: they set the model for what we want our society to be - a place of learning, literacy, and community for all, regardless of income, age, or educational level. I cannot tell you how much I respect and admire our library system and the deeply caring librarians and library staff who make for such an welcoming experience. We need to keep our libraries as one of the top priorities for our attention. I was so lucky to grow up with this resource and now to pass it on to my children. As our community grows and changes, our libraries have also. Bravo for such a wonderful library system.

I like to use eBooks. Too often I must wait for one of a limited number to become available. This does not make sense as these are virtual books. in general the ebook license model should change. Why do I need to renew? I know the period can’t be unlimited because I do not own the book. I am getting a license to read a book. Please work with the publishers to change the need to wait for a book and the borrowing period. These are not physical books so the process can be different.

Keep up the good work!

It has been a great resources for me and esp for my children.

I use the library as a place to study. The weekend and evening hours should be longer on each day.

The Staff at the Reston Library is amazing!! We used to go to the Great Falls Library as that branch is closer. However the staff at the Great Falls is almost ALWAYS very rude. Every time we go there, it’s always an inconvenience to the staff that we are there. They are always too busy talking with each other like its a social outing rather than their job to check books in or out. It’s very very disappointing. You really should clean staff there and hire people who want to help and serve. Or have the Reston staff train the great falls staff about customer service. Reston is amazing!!! We have visited other branches like Burke and McLean and both locations the staff has been very helpful. Your great falls location staff needs to be fired or retrained. Their attitudes are horrible.

Hours of library used to be 10-9 every day which would be great. Could the hours be expanded? The staff at the Great Falls library are fantastic! Always knowledgeable and very helpful. I like the Wowbery newsletter which tells me the new books that have been ordered. Then I can reserve a book that interests me. Although hold wait times can be long.
The library provides a very valuable service and the Patrick Henry branch staff does a very good job. I am very satisfied with the Fairfax library system.

We are temporary in the USA, and we are really satisfied with our Library Dolly Madison. Good service, nice area for the kids and last summer reading program was great. One of the staff members have reading time once a month with my daughters preschool, and she loves Mrs Tina. Keep up the good work! The only thing I miss as a foreigner is a conversation group with other adults to practise more English.

Improved online searching. Ability to save searches

I consider the Public Library to be what the name indicates - a repository of books. I do not consider it a social welfare organization, an extension of the school system, an adult education program, an immigrant integration mechanism, or a babysitting service, as your questions imply you are considering. There are other organizations dedicated to those tasks. In these tight budget times, it is important that you not try to be something you are not. Be a good library system and taxpayers will gladly support you. Be a poor social welfare organization and a poor library system and taxpayers will disavow you.

I'm very satisfied with personnel and services.

KEEP UP THE GREAT WORK!!!!! Self-service vending options in lieu of expanded hours is a good idea;-)

The children section is fantastic. I would like to see an expansion to the young adult section and have the section designed in an attractive way to teens--to encourage continued reading during the teen years. The new self-check out machines are annoyingly loud. I would like their sounds muffled. It is important to have meeting space and space for tutors to work with students. It is also important to have quiet areas without distraction. It would be extremely helpful if there was an option in the catalog search to limit the search to books that are available on the shelf at a particular library at that time. (The search engine permits restricting the search to a particular library, but shows books that are checked out. I often want to go home with a book and so it is more helpful to see what is available at the time.

None at this time

I primarily borrow from the overdrive e-book library. The ability to get and return books instantly from home permits me to spend less time with them checked out and get them back into circulation much faster. I pay for a Brooklyn Library card as an out of state resident, however, because of how few books are in your overdrive system compared to theirs.

1. Need to work with local high schools to reinforce to them the value of library resources/personnel in information gathering for personal use and higher education. 2. My 24-year old son you uses the library website predominantly to download E-books. He says the download instructions are so complicated that middle age and older adults will have a great deal of difficulty doing it. Can this be simplified?
I've been using the e-books. Love them and recommend continuation and expansion.

It is always a joy to visit my local library. It is convenient, comfortable, and clean. But I utilize the library mostly online. I would like to see all the material found in the library available online.

Really appreciate the Talking book program for blind patrons. My home-bound, blind mother relies on it to occupy her day; reading 3-4 books/week (or more).

I would like to see more foreign language books (e.g., Spanish fiction and non-fiction).

Love the new best sellers that are available for 2 weeks. Please continue/expand them!

None

Need Sunday hours

I wish the library would house more best sellers in a timely manner; increase books on tape and categorize them according to genre; and better organize children and teen literature for easier access.

I mostly use the online rentals of books. So making more books available would be nice. Most of the books I’m interested in have to go on hold and I have to wait weeks before getting them. I find the online system easy to use and am very glad it is available.

The library is a valuable community resource -- extremely important to families of young children. It was essential for my children when they were growing up and helped instill a lifelong love of reading. It encourages learning and books are a welcome break to all the electronics that children and adults deal with each day. I would hate to see further reductions in library staff as there are certain questions that need to be answered by a human. For example, I came in to retrieve a hold item and it was missing from the hold shelf; it would have been difficult to retrieve the information without a human interface. I utilize the library at least weekly and view it as a way to keep up on current and classic literature without having to pay $10 or more for a Kindle download; something that isn’t feasible for my budget. Keep supporting the library with Fairfax County tax dollars.

Better hours at all branches on Sunday’s. More communication of programs offered with FCPS via flyers. A book suggestion option, if you search and the book you want is unavailable at any branch. I teach in an FCPS school and some of our lesson plans involve using children’s picture books and some are difficult to get. Summer reading program that goes into the communities with the greatest needs and provides free books (ones that get donated, possibly) to encourage summer reading. More ereaders available, sometimes I’ve waited over 6 months for a book. Longer borrowing periods for books or optional at checkout to get an additional week added onto your checkout. I do like the email reminders that my books are due.

Provide 'Drive Up/ Drop Off' Sites, located away from the main entrance, of each library! ... to prevent traffic jams and potential accidents of hitting pedestrians trying to walk around illegally parked/standing abandoned cars by 'stop and run in' patrons. This is a daily...
problem at Dolley Madison Library! Patrons ignore the NO PARKING NOR STANDING sign(s) right in front of the library to sit and wait for their passengers to return. Invest in a side location of the building to drive up to and drop off returned items at a covered window area located away from the front entrance area. Provide 'yellow-marked', walk-up areas for parked patrons, to use to get to the library entrances. STOP signs should be marked for entering cars, to allow patrons to cross the street' without trying to dodge impatient drivers entering the area...be they elderly or people with children. This is, again, a major problem at Dolley Madison Library. Was an architect cutting costs for the FCPL at the expense of potential law suits? Our public libraries are heavily used. Please make them safe for their patrons.

Does an amazing job with funds available. All employees friendly, willing to offer assistance and info.

I have found Fairfax County library services to be excellent in every way. I especially like the online search and "hold" capability and remain impressed by the short wait times for book transfers from other branches. I also appreciate the inter library loan service and how orderly and neat the Dolly Madison branch is.

Online search for books somewhat cumbersome. The "title" search has to be exact. This does not coincide with other search engines like Google, etc. it makes finding what you want difficult. Libraries in Fairfax are terrific!! Thank you!

I love the availability of books on my Kindle. As a working mom, it's very difficult for me to get to the physical library, but using the Kindle makes it easy for me to have access to the books that I love. I also really enjoy the weekend programs, especially those for preschoolers. That is a tough age, and the library events were great for my kids.

One area of great concern is the lack of ebooks for kindle and tablets. The choices are few the wait is long and it very cumbersome to download a book. Take Amazon's example and PLEASE make it more user friendly. Thanks. We love the library system.

I hate to say it but the e-reader has been the death of bookstores and may be the downfall of the public library, if not addressed properly. I have not set foot into a library building in about 3 years, which corresponds with about the time I got my first e-reader. The only saving grace for the Library is the online e-book offerings, I suppose. Unfortunately, the books I want to read are not always available as e-books or there are long wait times. More copies should be made available. More author events and social functions at libraries might be a way to bring people like me back to the physical library buildings.

I think the Library has done an amazing job of continuing to serve customers in the face of budget cuts, political opposition to providing public services to immigrants and low-income families, and attempts to remove materials that conservatives dislike. Libraries were among the first to recognize the problems for after-school children with two working parents. Instead of just kicking the kids out of the libraries, some branches attempted to find ways to help them. Some of the Library Board’s actions have been questionable--particularly the decision to dump books instead of finding a way to send them to libraries in need overseas (and within the U.S. as well.) But I think we have been well-served by our libraries and librarians. It’s sad to see the reduction in library staff, but the system did the
right thing by bringing in self-service for checking out, paying fines, picking up reserved books, online services, downloadable books, etc. This has allowed the human staff to focus on direct help to customers. The libraries have become the centers of community life in many sections of the county. This should continue--struggling families need more human interaction and support, so we need to beware of replacing librarians with more technology. I would also note that volunteers are helpful but need more training in sensitivity toward the diverse set of customers they meet in the libraries--children, old people, those with language difficulties or physical disabilities. Some volunteers I’ve seen (in more than one branch) are dismissive of people trying to make their needs known, carry on loud conversations with sarcastic comments about the customers. Better no volunteer than one who is discourteous and vulgar.

The Great Falls Library staff is always very helpful. I love the library services....something tangible for my tax dollars.

I love all the events and classes conducted for adults like adult crafting, jewelry making, color me calm and the puppet shows too. Would like to have even more events for adults.

Search engine on website is awful.

I use Dolley Madison and Tysons primarily, both always filled with people of different ages and backgrounds. I ask for holds often and use the personal checkout. I read and do work on occasion at the library. I commend it highly for all that it does in providing books and a communal area. I consider it a major pleasure of my life in Fairfax County.

I find it absolutely ridiculous that FCPL does not offer weekend story times for toddlers (I drive to Loudoun Libraries for excellent programs - a shame given I’m a Fairfax County resident...) and I think FCPL summer reading programs and other young reader programs lags far behind those of DC (the kids get an actual book and items like free Nats tickets - not a coupon book, the majority of which cannot even be used by my family!) and Arlington’s "1000 Books Before Kindergarten Program" which is well advertised and supported - I FINALLY saw one sign for a similar program at Reston, but no flyers or other information was available. The library website has not been helpful. I would LOVE to encourage a love of our local library in my toddler - but that’s hard to do when there aren’t weekend programs (I work during the week - shocking to have two-income families in this area I know!) and my husband and I are constantly making detours to go to OTHER library systems that have better programs. I once asked about weekend programs for kids and was told there wasn’t enough money for it - strange given that CLEARLY other counties nearby have made it a priority to have them available. I used FCPL almost exclusively for local book book pick up - I put things on hold and run in and grab them when they are available. I would love to have reasons to spend more time at my local branch.

I would like to see much of the investment go to making E-books more available - and a larger variety - especially for children, pre-teens, and teens. There are very few non-fiction options out there that are worthwhile - and the fiction is often waitlisted. With all the e-readers out there, it would be really nice to see that program expanded. Maybe even developing a library APP for the kindle/kindle fire that makes it easier to search those ebooks and download them.
Enhance the display of children's books so it's easy for middle readers to find books that might interest them. Or a map, i.e sports related chapter books in section x.

The recent renovation of Dolly Madison library is beautiful. It would be nice if there was a drive thru with longer hours to pick up books on hold and return books.

The library system is overworked. There are a reduced number of library staff now. There are fewer books available now to check out. Library hours have been scaled back and I don't like that aspect. There should be better integration of the library exchange with the school libraries.

survey too long and detailed. I almost exclusively check out audio books.

I would attend more reading programs for kids if they were offered.

It might be useful for the library to offer software such as photo editing, website design, etc which people can use to build their work. These are incredibly expensive for businesses especially if they only have to use the software for a short time.

The libraries do an excellent job - they must stay within their budget.!!!!!!

I am closer to Centreville than to Chantilly, but I use the latter location because the book selection of new books seems much better. Much of the Centreville shelf space is occupied with Korean language books which are unusable to me.

Have defined identity. For me if you can be involved in teaching people how to learn new skills, and you build a niche that can make you important for more than just books, then eventually people will see how important libraries are. I think books, audio and CDs, homework help, and job and learning services would help to improve the library.

The Library is a very important and an excellent service, but the most important issue to improve is to increase the number of books available, there are books (old and new books) that disappear from the catalog and are not replace them, or there is also the need to get new titles.

I am very pleased with the Fairfax County Library.

It is disruptive to patrons of the library who go to the library for research or reading or study time, when parents bring their little kids with them to the library. The parents do their adult things at the library and do not keep their children quiet which disturbs the other patrons. The library is not child care centers. I would like to see librarians remind parents to keep the kids quiet and be mindful of the other patrons in the library. If they don't like it, then leave. It is disrespectful to the other patrons of the library.

Public libraries are extremely important to the community. Second to the public schools, they offer the best educational resources to ALL residents are are critical to the ongoing health and vibrancy of our county. Their evening and weekend hours should be extended if possible!
My son and I love coming to the library. Thank you for making it so easy and welcoming for us!

I am a weekly visitor to the Reston branch of the library. It is always busy. Staff is friendly, helpful. Either expansion of the Reston branch or building a second library in the area would be a good thing.

The library should provide books. It should eschew other media; they are schools’ concern. The provision of computer facilities is not the proper purview of a library. Additionally, their use can only be distracting to others who may prefer to use library facilities as intended. My local branch, Dolley Madison, has unused shelf space that should be filled with books. Far too often one must borrow from another branch. Shifting funds from computer-indulgence into procurement would be smart. By the way, the architecture is superb. The staff are unfailingly helpful and courteous, and professionally capable. It appears that donated books automatically go on sale. This is probably because to incorporate them into the local inventory would imply that the selection/procurement system were defective.

After the county funds schools, police, and fire, they only have about 20% of the budget leftover for all of the other programs such as libraries. By ratio, it seems like every $1 in general cuts they make has to result in $5 coming from other general fund programs (non public safety, non schools) due to the ratios above. Libraries are a fabric of our way of life and should remain viable in the community.

The Dolley Madison library is not well laid out. Most adults do not need libraries due to everything being online now. Younger children are the primary individuals who need libraries now. However, the children’s section is in the middle of the library. To expect toddlers and young children to be quiet so that they don’t disrupt others is a fantasy. I do not take my children to the library anymore because one had a terrible tantrum in the library and was disruptive. So, now I go by myself and pick out books for them. Had the children’s section been completely confined to its own space so that small children can be loud and not disrupt others in the library, I would take them. I hear this feedback all the time too from other McLean parents (that the Dolley Madison Library has a terrible setup for kids).

Make more copies of best sellers, popular authors available. Make more copies of audio books available. Keep up the great customer service.

I believe the services are great. There is always a need for brick and mortar library, especially in such a spread out and large counth, but it would be great to see further investment in e-book selection and expansion of your infant/toddler programs. It is very difficult to get into some classes due to minimal staff to lead which means minimal class offerings. I think until the county adopts pre k for residents these classes are vital for kids and especially those who cannot afford services. Minimal offerings leads to a core of parents that get their kids into almost every class they want because of the timing of registration along with the limited spots available. I also think the system should make it so a parent cannot sign their kid up for every or more than a couple classes because then it is the same 10-15 kids in classes and it is like their own county funded program.
Focus on collections: what is your definition of a core collection of books? I find that I need to go to the Arlington County library more often to obtain new books or books that are a bit more scholarly. What areas of research, for example, does the library system focus on? Within the above, have collections that are useful for community development. Can libraries offer archive services to community associations? Can a community trying to learn about trends in urban design get the latest books on urban design at their library? Or on permaculture? Or playground design? Or on water-wise design? I hope the library sticks to a core mission of repository of knowledge; and engages in partnership arrangements to provide other services.

More quality reading materials and DVDs for children. Also more programs for older kids (6-12).

I would love more books titles in Spanish. I see very few appreciate thank you.

The library has been an invaluable resource for me and my children. It has attributed to all of our literacy and is very valued in our home.

A comprehensive, well-supported library system is a vital sign of the health of a community. Today's libraries are so much more than just a place you go to study or check out books. Like schools, libraries play an important part in shaping our formation as informed members of the community.

Thank you for all what the library does for the students and community. Keep with hard copy books instead e-books.

More digital items please!

I like the idea of virtualizing the library, but the primary mission is placed based and go slow, its not the role of the library to compete with services freely available in the marketplace. The exception to this is certain communities (i.e., job seekers, youngsters) that have traditionally leveraged the public library.

I really enjoy my local library and look forward to having its resources grow with the community. Reaching out via the web and other digital media has only increased the value of these services.

The search function for the catalog needs to be updated. It is archaic. Most importantly, it should have an option to filter out materials that are currently checked out. Sifting through pages and pages of entries that say "0 copies available" is ludicrous. This would take an experienced programmer less than an hour to implement. It is the main cause I don't use the library more.

Vary hours of operation to maximize potential use.

I think rather carrying physical books offering ebooks and online video is much more economical option. See safari books online as a model. Use library spaces for other activities other than storing books.
If possible, more eBooks should be made available.

None

Opening at 10am on a Saturday and closed Sunday limits our ability to get there during the weekends. We have two kids and the library is a great rainy day activity but we don't go very often because of the hours.

I have used the FCPL, local and regional, since 1972. The staff at all branches have been courteous and knowledgeable and resources have met my changing needs over the decades. I have not needed to use electronic resources as I can afford to use my own computers etc. however I am glad that the branches have same for use by residents who would otherwise not have access to this technology. My one plea is that you do not cut back on hard copy books in favor of electronic version in that I HATE reading materials of all kinds, books, newspapers, journal articles etc. on pads, pods and phones as well as full blown computers. I want to feel the paper and smell the ink. TY

None

I am really thankful to my local library helping my kids reading and gettin lots of knowledge.

Thank you for your service!

I think we have an amazing library system. I think there are some improvements that could be made - longer hours for students that need the facilities for example. But overall for being a "free" system I think they do a great job.

I reserve books from the library website. I receive an e-mail when the books arrive. I pick them up and self checkout. It is very efficient. This service allows the Great Falls library to offer all the available books in a small space. The library does not need to be enlarged. My wife downloads book and never even visits the library. I believe this is the future. Small libraries with a central distribution system and electronic books. WiFi and computers may be important in less economic advantaged communities than Great Fall.

I take my kids to the Kingstowne library every week. We have always had excellent customer service and enjoyed every visit.

The library is a critical free resource and a place I have enjoyed taking my children to as they learned to read. As they get older I envision it as a place of continued learning for them.

For Dolley Madison Library 1. Children's area is wonderful but the children are often way too noisy. The library is one big room, so that helps the voices carry. 2. The parking spaces in the parking lot are a bit too small -- too close together. During busy times, this causes a lot of three-point parking adjustments by parkers and jams up the parking lot. 3. Would love Sunday hours. Otherwise, it's a wonderful library that my family uses frequently! We are very happy with the services, the staff, the beautiful environment, and the book exchange between libraries. Thanks for allowing us to give feedback!
Having lived abroad for a number of years, I was astonished when I returned to living in America (specifically, in Arlington and Fairfax Counties) at the extraordinary services Northern Virginia libraries provide, free of charge, to our citizens. This is an exceptional attribute of our society, and one we need to continue to nurture and grow. Well done.

Spend tax dollars purchasing books and books on tape! Less newspapers and magazines! Hire more people who are nicer!

I would like to see more classes and activities for adults offered in local libraries: computer, phone, apps, tours exercise groups

Thanks for the survey. Keep up the good work

I love our public libraries, think they are extremely important and valuable. I think they should be out more in social media so that people know about all the valuable resources they offer. Thank you!!

I'm a Fairfax County native. I've been a bookworm since I was about 6, and a regular at many of the county libraries. Because brick stores/resources are disappearing, the library would be better off focusing on online services to those that are computer literate and have computers at home. But, in-house, focusing on those: (1) that need a place of communion and quiet to read, especially periodicals, (2) that want a place for children to learn and to absorb, (3) that need a place after school to do homework, regardless of the age, and (4) that need a computer and the ability to research for school, especially second language/immigrant/lower income residents. Those of us who loves books will always come to the library, so I think it would be best to stock classics, bestsellers and whatever the immediate community likes to read or needs as a resource.

The library is important to a community, especially if parents cannot afford to buy books for their kids regularly. While the Internet has taken things over it is important to keep the library in our communities to share the love of reading and adapt beyond books with the new technologies we are offered and possibly expand the job of the library to literacy help and tutoring to keep future readers interested. Talks by authors would be awesome and spark interest in library sponsored events.

I personally love the library and all the resources it provides, but a lot of my people in my age group aren't aware of everything the library provides. I tell everyone I can about OverDrive Media Console and how you don't need a Kindle to download the Kindle version of books.

Dolley Madison has too limited hours and too few books.

I am generally very satisfied with the Fairfax County Library system. I think the library should focus on what I consider its core mission - improving literacy and making a wide range of books available to the public (ebooks and printed material). I would be cautious about expanding too much in other areas such as technology offerings.

I live in Fairfax County, and I use both Fairfax and Loudoun libraries. The things I appreciate most about Fairfax County libraries are being able to use the BookMyne app for
holds and renewals and the fact the I have almost a full week to pick up my holds. The things Loudoun does well, which I would like to see Fairfax County do more of, are provide more programming for all ages and market those programs through social media.

Staff at George Mason is always so helpful especially when it comes to picking out books form teenagers which I soon appreciate. Thank you!

It is wonderful to have this resource!

Hire architects that know something about people and cars. Woodrow Wilson's access is a disaster.

The library staff are a delight; always cheerful and helpful.

I believe the library should keep its core mission alive as a place with books and resources to keep the population literate. It doesn't need computer games, kids have enough of these distractions at home. The library needs to bring books alive with great books for parents to read aloud to their kids...it's a great way to bond with kids. Could there be a way to request books that are not on the system? And maybe comfortable places for book clubs for adults to bring community together. Resource material for community that is to costly for individuals, we have used consumer reports, great books dvds, Standard and Poors,etc. It should be a place to draw people in without distractions from the virtual world, keep it real!

The branch libraries should open at 10:00 a.m. on Thursdays.

As a professional, without children, I use the library mostly to access periodicals and peer reviewed journals for research. An expansion of these types of services would be most useful for me. I am a lifelong user of public libraries and believe in the positive impact they can have on the populations they serve. I appreciate your outreach to identify customer needs and I believe whatever direction FCPL takes will be worthwhile.

I'm completely satisfied

It would be great if there was better integration of Fairfax Co. Libraries with the FCPS system. Many school age children and young adults do not know of the benefits of the library system (they only understand their school libraries). Having field trips to the local library, easier issuance of library cards to FCPS students, and promoting adult literacy (as many parents of students in our most challenged schools are not literate or are second language learners) would align with the mission of the schools and further embed the value of the libraries in our communities.

FCPL is a great organization. I am a frequent user--I visit my branch every week and visit the website every few days to reserve books or manage my account. As FCPL looks to the future, my one piece of advice it to remember that a library is all about the books. Many other functions that are mentioned in this questionnaire--meeting rooms, education, social services--are better provided by community centers and schools. FCPL should continue to focus on its core strength and mission: books.
I think the computers should be used for research and not for playing games. I would prefer less chatter.

I would like more books available for downloading on my Kindle. I am very disappointed that only 2 weeks are permitted for a download. I would prefer one month per book. With travel & other activities, 2 weeks is too short a time for me. I would like to see the library open earlier, at 9:00 am a few days each week.

The search tool for the library catalog is not as user-friendly as it could be. I often find even though I put an exact book title in, lots of other possibilities show up closer to the top of the results list than the exact titled book that is being searched for.

Customer service people at desk no longer very helpful. Most are volunteers who know very little. Number of reference librarians has been cut so many times person at desk knows little to nothing. Books borrowed from one library by another no longer returned to library of origin. We borrow about 15 books from various county libraries for our book club and all remain at Sherwood Hall clogging shelves with 15 copies of same book.

None, I love our library but would like to see it keep up with the times and technology. I like the community services it offers, especially English conversation classes and help with homework.

I have trouble with going to and using the website, so I very much appreciate being able to call the reference desk and speaking to a person who can help me put a book on hold. Once I learned to use the self-service checkout, I like and use it. I still like interacting with a librarian just the way I prefer to deal with a bank teller rather than the ATM. I like being able to pick up tax forms at the library and being able to make copies of the ones you don't stock.

I really enjoy our library system and have greatly enjoyed introducing my toddler to the library and reading! Would love to see some more weekend programs for toddlers and kids so working parents can have a chance for their kids to participate in some of the programs that seem to be generally offered more during the week day. But overall I am very pleased with our library system and all it has to offer!

Access to a local full service library was one of the key reasons we chose to move to the Kings Park area. More funds should be available to the Library to serve ALL the needs identified.

Keep up the good work!

It's important that you be open as much as possible. The library is a resource for students and with high school students staying up late working on papers, they and their parents need for you to be open. It was horrible a couple of years ago when you reduced your hours. We are happy you gave us back some evening hours but keep and increase the evening and weekend hours if you possibly can.

I value access to books not always found in bookstores; foreign authors, books in other languages, ie. French, Italian, Spanish, books not so recently printed by brilliant authors, ie.
James Thurber's children's books, classics, and the availability via interlibrary loan of most English language literature. I think that books should fit the demographic of where the individual library is situated so that, if there is a large Spanish speaking community, more books appropriate to that group should be available at that library and if items are returned to a different community library they should go back to their home library in order that the collection should remain relevant. A large and varied magazines collection is also desirable. Recently, we have seen fewer available. The primary focus of a library should be on books and other uses, meeting computer labs etc., while fine should not entail a sacrifice to reading and book availability.

I enjoy the "new" book display.

1. It's a library, not a welfare agency. 2. Who authorized reserving best parking for hybrid cars? And who does he/she think he/she is?

Currently, my family and I use the library mostly to check out books, mainly for homework or for pleasure. The biggest problem we run into is that the Catalog Inaccuracy. For example, the Catalog shows a book to be at a certain location, but in reality the book is not at that location. If my child needs a book for a school project, or is excited to read the next book in a series, this can be very frustrating trying to track down the exact location of a book. At present the Catalog seems to be very inaccurate. Based on your questions in your survey, the Catalog and its accuracy are not a priority.

It would be great to have Sunday hours. We utilize the library primarily for our kids, and Saturdays are filled from start to finish with various activities. That makes it very hard to get to the library! We would use the library much more if we could go on a Sunday afternoon.

Our library is always very crowded and obviously gets a lot of use and serves an important role in our community. I wish the children’s section and adult fiction had more offerings. The county should prioritize library funding.

What the Library needs are more copies of best selling books, especially ebooks and audio books.

Overall I am very satisfied with Fairfax County Public Library and my local branch. I’m an avid reader and big user and fan of the library--sometimes staying for an hour or more in my branch but often also just coming in to return books and pick up my holds. Below are about the only situations where I feel the service could be a bit better--based on my personal situation and preferences: -- Sometimes soon-to-be-released books by popular authors (like Michael Connelly) will be advertised all over Amazon but don't appear in the "Titles on Order" section for a long time. -- I find it frustrating when I'm, say, number 139 on the hold list for a book and then I come into the branch and find two copies of it sitting on the "Hot Picks" shelf. I'm glad to find it but sometimes wish those copies were just put into regular circulation. -- The computers in my branch are pretty user-unfriendly. I'm very computer-literate but it seems I have to enter my account number repeatedly sometimes when I'm doing searches. -- I believe the number of books you can put on hold should be raised. After all, the only books that are truly being "held" are the ones that have come in and are sitting on the shelf waiting for me to pick them up. Most of the books being held are
actually just on a wait-list and I find that I often want to have more than 30 books on the list at time, especially when most of the them happen to be books on order. Thank you very much for your services. The public library is tax money well spent.

For several years now (I moved here in 2011) I have gone into either the Pimmit branch or Dolley Madison with a list of from 7 to 10 books/authors I wanted to read. I have NEVER left with any one of these books. I ALWAYS have to order them and that is not convenient. I want money put to more books! I would love to be able to go to the library and come home with a book! To be fair, I live in Florida and am here for only five months in the summer. Both of the above libraries have poor poetry sections too.

I would like to have more computer lessons.

I (＆my family) area very active patrons of Fairfax County Public Libraries (Oakton specifically). We access the online catalog and visit the library multiple times every week. The areas where I would like to see improvement are: (1) wider selection of fiction available (all ages) both print and digital, (2) More children’s programs for school age kids, and (3) extended hours ... on Thursdays the library still does not open until 1pm! I would love if they could open by 10am every weekday. That being said, I am extremely happy and grateful with the services provided at FCPL. My mother was a librarian for 30 years, and I regularly volunteer in my children’s school library. I recognize how difficult it can be to make everyone happy with limited financial resources :). I do have one issue I would like to mention though I’m not sure what can be done .... the Used Book Fairs. Each fall/spring, I mark my calendar with eager anticipation of your Used Book Fairs, however each time I go, I swear it will be my last. It so off-putting to be pushed around by the crowds of book resellers that swarm our book sales. Many drive from hours away -- this isn’t even their own local library, but they come with stacks of boxes, stand in line outside the door for an hour or more, and are often rude and pushy once inside. I understand they're trying to support their businesses, but I wish there would be some way of having a "No Scanner" Book Fair day for members. It really would make the Book Fairs more enjoyable. Thank you again for all that you do! I am a HUGE fan of FCPLs!! :)

I stopped using the library after frustration with the lack of availability of books. It seemed like I was always #100 in the cue. I will say that once a librarian spent a great deal of time with me helping download ebooks. I was grateful for the help!

FCPL is a pride of the county

Great staff service. Wish there was not such a long wait for books checked out. Great environment. Like the lectures and special events held at our branch. Like the small size. Staff is wonderfully accommodating and helpful!

the great falls library is not busy whenever I go there. The computers are very rarely in use.

Keep the program and provide more needs ones

Consider improving: 1) Increase availability of e-books & audio books selections, loan out time.
Lots of talk about pre-K but nothing about senior, retired, older citizens. In Florida the library offers computer classes (for example).

Need more books on tape and Children's school age books—not a big selection, as well as other languages to learn on CD

They need to kick out rowdy kids

As my answers suggest, I am very satisfied with the Fairfax County Public Library system. In an era of limited resources I would hope that the library systems focus would be on quality of services rather than variety. As an educated citizenry is critical to a well-functioning democracy I encourage programs teaching or enhancing language learning as opposed to technology-focused purchases.

I think the Fairfax County library is terrific!!

I have 2 main uses for my library. First is to download audio books. It was an unexpected find and very useful. However not only can I not re-renew an item like I could a physical item but the wait time is often very long. I don’t understand why digital items can’t be dispersed. My second use is to use the printer/copier. I am very pleased with the self serve options, but find the cost a little steep. I imagine the sentiment is true for job seekers copying résumés, students printing out homework, tax forms needing printing, etc. I think Fairfax County libraries are some of the best I’ve been to. I think libraries should serve as many people as possible, including children and teens to help them fall in love with reading, older patrons to give them a hobby and comfortable place to be, and workers who need assistance. I would be careful about being used as a babysitter, and things like English classes which should fall on the community schools.

The services I use most these days are the ebooks and audio books lending features (both for my preschool-age kids and myself). I can’t say enough about it. I’m very grateful for the services, and they’ve gotten me to read more personal and to my kids. That being said, as my kids get older and begin to read independently, I plan on paying more visits to our local branch with them. Thank you all for what you do.

There is a critical community need for more space. A remodeling/expansion of the Great Falls Library to accommodate a range of community needs including the growing population of Seniors is recommended.

Love our library! Increase funding.

Please increase the library budget! If county funds are not available, explore ways citizens can make donations to the library. Publicize better current ways. Eg: Local schools could donate NEW books from a wish list and the school who donates the most wins a big prize for their school. Talk to PTAs re: how they raise money. Keep building on the summer reading program to include more then coupon books. Eg: Local businesses could donate toys, video games, book collections, trading cards and have a raffle at each branch for all kids who turned in their reading sheet. That would give a serious incentive for more reluctant readers. Business gets a tax-write-off. Increase the family activities on weekends for ALL branches. Eg: The family math games are good, add inexpensive things like coloring.
time or craft time? ALL branches offering Lego time on weekends. What about parent/SON
book clubs? More branches offering reading with the therapy dogs on the weekends. FCPL
offers great programming, but some of the branches are far away. Offer that programming
at more branches. Build stronger partnerships with local schools for ideas on how they can
work together to help support reading and learning. There are intelligent, creative people
working hard at both our county libraries AND schools. Think of what they could do
together? Thank You for all you do offer !

Free reading materials are, in my opinion, the best way to encourage and support literacy.
The ability to borrow reading materials for free is the library's core function, and in no
circumstances should this be limited. I am concerned that interest in jumping into
technology offerings - such as free music/video downloads - will distract the library from
this core mission. Technology offerings are available from a wide range of non-government
providers, and I do not think the government should spend tax dollars replicating this,
especially when there is no way the library can keep up with rapid advances in the private
sector. In addition to the free reading materials, public libraries should provide study
spaces for students who cannot study at home, or need a quiet place free from distractions.
The library has been getting noisier and noisier over the past couple of years, with tutoring
and conversations. I would like to see designated quiet areas for personal studying.

Need more programs for age group 6-18 and adults - Story telling Saturday Noon movie
kids and teens Weekend Papeet show for children to get interest in reading English
learning program Chess or other program Reading groups

The library provides good services and for the dollars available. With increased services
people need to consider the amount of dollars to sustain those services.

-It would be nice to have the children’s area organized by subject/topic rather than by
author -More seating in the children’s area for adults to read to children -Expansion of
online resources/reference material that can be accessed from home -Pie in the sky --
Sunday hours would be great (perhaps close one or two days M-F instead) -I know the
library does used book sales during the year, but what about an online store, where we
could purchase online and pick up at the library? -More book events for children on the
weekends (what about having the library at a local farmer's market?) Does FFX have a book
mobile? Or some other way of doing a "pop up" event?

I've recently started using your e-book services, so I'd love if those could be expanded. I
love Fairfax county libraries, they're well-run in comparison to some other systems I've
experienced.

Ebooks and audiobooks, downloadable from Overdrive! Best service you can provide. Keep
expanding that selection.

Online book services are of most interest. The rest would depend on usage by location.

Really love buying used books at the library for my classroom!

Books in a series are always not available as a whole. You'll have book 3, 4 and 7. You’d
have to reserve the start of the series to see if you'd like it. I've observed that the science
fiction selection keeps getting smaller and smaller. While romance and mystery don’t seem to have this problem.

I have a photo of my library card on my phone--it would be great if I could enter my ID digitally in the self-check out. I can enter my phone number & zip at the grocery stores & gas stations to access my account. I’m always out walking, but I can’t check out any books when I go by the library, as I don’t have my wallet/purse with me. It would also be nice if there was an easy way to return an e-book early--usually I call the library because I can’t figure out how to get the online program to do this.

I am happy with the library

Waiting lists for newly reviewed and published books are too long to be helpful. Also, More interface with higher education libraries in the area would make sense.

First, I comment FCPL for the work it does and the services it provides. I am an extensive user of recorded books, and appreciate the extensive resources made available through FCPL. Just for this feature, I think VERY highly of the library. But also I greatly appreciate and value the many different contributions of the library. Second, I think the ability to put a hold on books (recorded books as well as ”real” books) and get them delivered to you at the library when they become available is also quite terrific -- efficient and easy to use. Third, I lead a book club at an assisted living facility (Chesterbrook Residences) and we work with the Special Services part of FCPL to get books for that group. The service and support provided to us over the years by Mr. Ken Plummer -- and more recently by Mr. Rob Harsher -- has been outstanding and unbelievable! Month after month, they collect the books we need for our group, get them to us (sometimes a personal delivery), communicate to make sure we have what we need, and then are patient when we are slow in getting them all back. It is extraordinary! They even made time to come to one of our meetings so we could meet and thank them, and so they could be sure that our members know of the services they provide. Kudos! Kudos! Kudos! Fourth, I have also become aware of the support that is available for home-bound individuals, and that level of support is both quite unusual and quite valuable! Imagine being able to order, receive and return books and other materials by mail...and not having to even pay for it. Fifth, our branch (Great Falls) is a critical and valuable part of our little community. The meeting space, the exhibits (e.g., art shows) and presentations that are held there (e.g., Meetings of the Great Falls Historical Society), the fact that the Garden Club plants and maintains part of the area -- all are an important part of making Great Falls a wonderful, special place to live! THANK YOU!!!

The new system of not being able to pay fines in cash is ridiculous. If I owe a quarter or 50 cents, I should not have to go on line and charge the fine. The destruction of books that we publicized in the new media was disgusting. Surely there are better ways to dispose of books, such as charities, homeless shelters, prisons, etc.

The Fairfax libraries need more meeting space. Most of the libraries have long lines for reservations for meeting rooms or rooms too small to accommodate a large group. Our communities need space to meet!! We can’t be a community without more room.

needs play area
I like the meeting rooms available for use as well as the availability of a person or persons to answer questions. Given the extensive reliability on technology, it's so much nicer to be able to speak with a human who can direct me where I need to go.

I love the library! The physical space is very important to me and I would like to see expanded hours. I need to use the space on Sunday afternoons.

Please make the reading areas more inviting.

I want lots of books available to check out and download in kindle format.

keep up the good work. Recently it is noticeable that the library is loud and noisy. Kids running around and people talking loud. Seems that we don't have enough educations about how people should behave in a library. I would recommend to send e-mail reminders to members to address what is a acceptable and not acceptable behavior is. Don't talk loud, use your indoor voice, no running or kidding around, respect other people desire to read quietly.

I really like the current hours at Dolley Mason and hope they do not diminish after construction of the other library is complete. Sunday hours are important.

Please put more children's audio books. For example, I could find only one book of Curious George even though there are so many physical books of them.

The library is vital to my continual learning and reading for pleasure. I take my grandchildren every other week to load up on new books. I have noticed the collection seems to have shrunken a bit. That is sad but might be a misperception if some of the collection are e-books. The library is so important to me and my family. It really is a refuge for us from all the outside pressures. Sitting and reading either at the library or at home is such a delight. Books on tape make our car rides so enjoyable! I think it is one of the services that the County offers that is beneficial to all of the citizens and is especially helpful for those who are less fortunate.

I now use the eBooks option quite often, because I can read books when out of town and have access to thousands of books.

I think Fairfax County has one of the best library systems around. The staff and volunteers are always very helpful. We greatly appreciate the ability to manage our accounts on-line, as well as being able to reserve books and have them delivered to the most convenient branch. The Legos at the Library program, as well as other programs that they offer to keep kids interested in reading are fantastic. Please keep up the great work.

The children's collection needs to be bigger

Libraries are outdated and a waste.

Please keep our libraries. We cannot get to where we are totally dependent upon these electronic devices. And there's nothing like holding a book in your hand!
The selection of available literature is substandard. I have stopped searching online since the books are not part of the collection. Very inadequate collection of books available in ring or as e books.

As an older adult who is only moderately proficient with technology, I am interested in learning new technology but would likely require instruction and assistance. The public library is very important to me and the immense benefit it provides to the community is essential. I believe library services are very much worth our tax dollars and look forward to expansion of services. Thank you very much.

The wait time for some e-books is so long that I have actually checked out the books while waiting for the e-book to become available.

FFX Library is a wonderful community resource and should do all it can to be accessible to residents. If the library wants to attract a greater audience having newly published books and e-books in sufficient quantity is essential. Additionally, the library needs to think of itself as a "third place", a place between home and work where people like to come and relax for a bit. If you ever open a cafe with coffee and snacks, I'll be there 3 times a week. I'd encourage a long hard look at library hours. In a world where resources are available online 24 hours a day, having a library with limited hours (no Sunday hours for example) is a bad idea. Lastly, think about providing access to those hard to get databases (medical, business, scientific,) Thanks for all that you do and for taking a closer look at the future of information dissemination.

Please make available more books for loan on kindle and increase the quantity of those books so it doesn't take so long to wait for availability.

Generally speaking, I am very satisfied with the service I get from the library. Regarding this questionnaire/survey, there were instances where a box marked "Do Not Use" would have been more accurate than the box marked "Don't Know". And, some of the questions were unclear as to their meaning. I would suggest a link to a description might be added so that un-understood questions could be explained.

I am very fond of my local library but I do not find the stacks very complete. I always seem to have to use inter-library loan - which works but one needs to wait. Ditto for the DVD selection. It is very poor. I would be thrilled if there was a better DVD selection of recent movies - not a collection dating back 20 years!

I'm interested in some of the capabilities you're exploring (e.g., Hoopla, Makerspaces, Freegal) especially as they pertain to children. Although Fairfax County is a wealthy area, there are many families that can't afford the latest technology and enrichment capabilities for themselves. However, as a taxpayer, I know that the library system is struggling with inadequate funding, so any new features have to be carefully thought out and a determination made about the audience that is being addressed. I've used the FC libraries for more than 50 years, from the time when there was a storefront library on Backlick Rd. and a Bookmobile stopped at my corner once a month. My son and daughter learned to check out books and read by going to the Bookmobile as very young children. My daughter now and I previously reserved conference rooms in various branches when we were involved in literacy projects with non-English speaking individuals. Fortunately, I don't
have to rely on the library system for my technology needs, but I always notice people using the computers when I am at the library - and, yes, I do notice the "gamers" and wish they would just read. I hope that the FC library system can expand its services to all the people living here. Libraries will never become obsolete even though their capabilities continue to change.

need more days when open later hours so I can go after work

I’m not sure why I don’t go to the library. I drive by it; it’s only a mile from my house. It looks nice in there! But, I have my own library in my house, and if I want a book I just buy it cheap on Amazon. If you had my favorite authors there to give a talk and signing, like I watch EVERY SINGLE WEEKEND on booktv, then I’d go. Maybe have some classes there; classes on all kinds of things that people are interested in. Have residents give classes on things they are good at! Receptions with food; yeah, that’s the ticket!

Love our library. Sending ESOL students to the library.

I think the Fairfax Library system is one of the jewels of Fairfax County. Its biggest problem is that the budget has continually been cut so that services, and the number of books bought, have declined a lot since we moved here. I have voted and will continue to vote for more money for the libraries. While e-books are great, I think we should keep buying printed books, and I don’t like to see staff being continually cut. Focusing on children and helping people learn English and programs like that sound wonderful. Thank you!

I have found the online system for holds, etc., to be extremely helpful and advanced. While it has its limitations, it is far better than what is available in other large municipalities. I would like to add a feature to the requests portal wherein if a cardholder requests the library order/stock a book, said member is notified if the request is fulfilled. I don’t know how complicated the algorithm might be, but it would be less cumbersome than having to check every few weeks. In the matter of used book sales, while I understand these are handled by the Friends of the Library groups not the system per se, I would like to see professional re-sellers either banned or their ability to purchase limited either by eliminating the use of electronic devices, limiting when they can attend or limiting the number of books they may purchase.

1. I especially value the reciprocity program between the Fairfax Libraries and the Arlington Libraries since I live on the Fairfax-Arlington border. In fact, while I value the Fairfax Libraries and can often find materials there that are too much reserved-backlogged at Arlington, I usually try Arlington first. This is not a criticism of Fairfax just a statement that two Arlington libraries are quite close to me. I credit Fairfax for supporting the reciprocity arrangement that let’s me enjoy this convenience and I always support Fairfax Library bond issues since I believe the dollars for Fairfax help support this arrangement. In fact, I was a little surprised that the survey completely ignored this reciprocity topic since it so valuable to me. 2. I am retired with a hobby studying computers. I went to one of the large Fairfax County Regional Libraries for magazines like PC World and MacWorld and for books I wanted borrow but not necessarily buy and own sight unseen. However, the regional library said these materials were curtailed by budget cuts. Although I understood, I was disappointed.
Terrible website. Interlibrary loan/request system is particularly bad. Very poor selection of available titles. You don't have most books I'm looking for. Otherwise, library facilities and services are good. Unfortunately, since you don't have any books I want, I rarely visit anymore.

Really love the online e-book services.

I've been very happy with the Library and I will continue to support the Library Foundation.

I don't like the new machines to pay for library fines and book purchases. Preferred paying the librarians.

Longer hours and more e-book titles to borrow. Sometimes the wait time is 2-3 weeks.

I am interested in using our libraries to provide municipal Internet connections. The local communities should own the last-mile infrastructure to an area's homes and continue the library's mission of enabling people's access to information.

I hope you will consider how to better serve the older population. Most children have a few to library materials at school. I hope part of this plan will address how to serve the 65 and older population who would get both educational and social benefits from book clubs and computer classes.

keep funding it! with one of the largest public school system in the nation, we need auxiliary services like the library system to supplement our children's education.

N/a

More drop off locations please, especially when one regional library is closed for maintenance as it has been with Tysons Pimmit.

I don't like the idea of renting out laptops at all. You won't get enough back. Waste of money.

I wish the library hours could be extended.

Digital checkout services are highest priority for us (audiobooks, Ebooks). Staff may need additional training on these services to better serve the public.

Would like there to be the possibility of donated books and DVDs, especially almost new ones, to be put on the shelves for lots of people to enjoy rather than just sold for the use of only one patron. It’s my understanding that some of the Alexandria City libraries do this so, I'm afraid, they get most of my donations. For example, If I spend $15 or more on a current best seller, especially one with a waiting list, and it’s just put out for sale, well, it's a waste in my opinion.

Online offerings could be broader. Collaborations with other public libraries across the country would be helpful.
Good library

Apart from educational materials, it would be great if the library also offers entertainment materials, especially for children and young adults. Some examples include age-appropriate DVDs of popular PBS series, Disney/Pixar movies, and classics. In addition, indoor board games, puzzles, or popular console games (Xbox, Sony, Wii, etc.) help in kids' activities, especially during extreme weather.

I have seen some decline in library materials over the past years due to budget cuts. I think the Library is an important asset for education and the well-being of the Fairfax County residents and is extremely important, especially for young children and seniors who may not have access to materials that teens and students have in their schools. The library should not cut services because some residents buy their own materials. The Library is the County's best supplement to its outstanding school system to reach residents of all ages, cultures, and resources.

Consumers need to be reminded to treat library books with care. A lot of them have food stains! Also, it just seems to me that my local library should have more really good books on the shelves - so we don't have to order what we're looking for. If we had more books on the shelves, people might be able to browse through and find books they hadn't known about before. Seems like an obvious thing for a library to offer!

Bring back MORE books...less technology! The self-checkouts are awful and a waste of money. Please let the librarians actually do their jobs.

While I understand that offerings from the Overdrive catalog must be tempered by available funds, there are occasions (more than expected) when popular titles are not available to FCPL users. By this, I mean titles that have gone beyond popularity in their original format. For example, the Martian was an Academy Award-nominated film that was released over six months ago - however, the audiobook is still not available through the Overdrive interface for FCPL, though it is in their system for recommendation. Again, understanding that it is not possible to offer every title in existence due to funding constraints, titles with this level of public notice should be readily available - even in advance, as in today's age it is known well beforehand that titles are being made into movies or are popular through purchase statistics and social media.

I stopped going to my library for two reasons: the website was hopelessly impossible to navigate and maddeningly unusable. No one who designed that site ever used it. That stopped me cold. I want to browse books online and pick them up at my local branch. The second reason is Amazon. I can look for books online by search categories (like historical romance fiction) and the books are on my doorstep the next day. That said, I would prefer to use my library. But we need a website designed by a user. That's user-friendly and accessible. Do some usability studies. Make the designer actually try navigating the site. I want to go back to my library! Good example of how out of touch the system is. This survey is almost impossible to take on my mobile device. Yikes. Get a clue!

We need more friendly customer service, once while returning a book in the ffx city library one Asian lady was very rude a customer. She was like "WHO KEPT THESE BOOKS HERE" at the book drop off section in the entrance. That customer did not know who left those
books. That’s not how u ask someone in that tone. The children’s books are so old that it
gives u allergies when you go to those sections. The friendly libraries are chantilly,
Centreville and oakton. Why there is some programs like chess club in only two libraries
why not arrange those clubs in all libraries. You can ask high school students or senior
citizens to run it in each library.Why most of the customer service people don’t smile. The
idea of adopt-a-shelf is good. Why there is no information on how to become a librarian. Is
that a secret and do we have to search only in the Internet for colleges and courses on the
librarian.Why not conduct sessions for students and parents about various professional
careers and how to achieve them instead of just reading books to smaller kids about
fireman and doctors why not call real professional people and make them talk by having a
community event like stalls. Librarians should mentor high school kids and show them
what they really do instead of just asking the teens to arrange the books in a shelf. There
has to be more transparency. Librarians act like secret service agents. Why do you need to
fine for books that are overdue, I understand that people will make sure to return in time
so others can take the books but if you are renewing it then the fine should be cancelled for
those books that are overdue. First, customer service is important, tell all the employees
that without customers they don’t have any work there. If people started accessing books
online you don’t need a physical library at all.Why all kids program start at 4.00 pm when
most of the kids reach home only at 4.30 in the schoolbus pls change it to 5.00 And send
program flyers to school.

It provides a valuable service to the community. I have never before seen a library so
occupied as the one in Reston. The staff and services there are awesome.

I would like my local branch to be open on Sundays. I would like a higher caliber of
author/speaker events offered. I don’t find the atmosphere of the library to be particularly
literary or intellectual. There are plenty of other places like shopping malls for people who
are not interested in books to hang out. I hate it that people use cell phones inside the
library facility. I hate it that people smoke in front of the library entrance. I have never
found a book of interest on the shelves; everything I’m interested in has to be requested as
a hold. It would be nice to be able to find something of unexpected interest on a well-
curated shelf of new or recommended books. I moved here from Arlington a few months
ago. The Arlington Central Library was much better in my view, with the exception of cell
phones and smoking, both of which were a big problem there too. Perhaps Fairfax could
look at that library as a model.

The library is absolutely worth every penny of tax dollars allocated to it. A community with
a strong library is a better place to live.

I appreciate and am grateful for the ability to read and learn about many things because the
staff and the libraries are very knowledgeable and the variety of books is outstanding.
Thank you so much

I would like expanded hours for the branch libraries. It’s sad to have to wait until 1 pm on
Thursdays to visit the library and no Sundays. Thank you!

I have been extremely satisfied with service at the Pohick Branch. Staff are very helpful.
I would recommend further expansions of the online resources: More audiobook licenses available to decrease wait times for popular items, Expansion of online video collection, Collection of links to other educational online resources at a high school or college level (e.g. YouTube links to HS calculus, HS algebra lectures, links to popular MIT, Stanford, Harvard science lectures) and links reviewed, updated periodically. Thank you for your service!

I was THRILLED to see that Oakton had pulled all of its juvenile non-fiction and shelved it separately from the adult NF. This makes for a much more pleasant and productive library experience for my boys. THANK YOU!

Thank you for the opportunity to participate in this survey. Although I am very happy with the services provided by FCPL in general, there have been times when I was on a wait list for particular books (i.e., Go Set a Watchman, A Full Life: Reflections at Ninety, etc.), and my wait-list number was in the hundreds. Perhaps a few more copies of very popular books would be a good idea. Almost all of my "library business" is handled at the Thomas Jefferson Branch in Falls Church, and the folks who work there are wonderful! It is near a school where I worked before retirement and the staff of the school always encouraged the children to go to the library because it was so convenient for them. Some of the items in the survey to which I responded "don't know" simply mean I never had occasion to use them. For example, I responded "don't know" regarding the expansion of the number of computers. The computers at TJ seem to always be in use but I have never used them so have no first hand knowledge if more computers are necessary. 99% of my "don't know" responses would fall into this category -- no first hand knowledge. Finally, I would like to have more authors come to the library to which citizens could go and hear them speak about their book. I believe this happens now, but I do not know how to find out about them. An E-Newsletter to which one could subscribe would be nice. Thank you.

Nothing to add. Not being an American citizen (permanent resident, German) I appreciate this generous service provided for free.

I really want to like and use FFC Library more often but I find the hours and availability of materials to be disappointing. Frequently I end up using Arlington County Library instead.

Libraries should have more late hours and weekend hours including Sundays when children and take better advantage of the library installations and services.

Make web site more user-centric Make easier to utilize / find resources, e.g. Consumer Reports Improve e-book / Kindle content and support Improve audiobook content and support

Libraries are a tremendous resource to our community and need to be funded to fully support our communities. Access to information and learning how to access via current technologies is a big piece of servicing the needs of the residents.

I believe that we have a very good library system. There is always room for improvement and I am sure that this survey will help the library administrators to do so.
I think libraries are a wonderful resource. While technology is great, it's not always necessary. Laptop or tablets would be nice if they served a great purpose, such as to help underserved residents to access internet resources for applying for jobs, or accessing training programs; but not just to have to loan out to anyone because it's "cool". I love the idea of the library as a meeting place for community organizations. Also, I fully support having more "live" librarians employed and paid :-) rather than automate everything. Love live people to help me.

The library staff are very helpful and very knowledgeable. They go out of their to help.

I wish we had more science fiction and fantasy in ebook format. Overdrive seems really slow to add science fiction. The audiobooks on overdrive are worthless to me. If I could put them on a flash drive and play them in my car they'd be worthwhile but I'm not going to burn a bunch of writable CDs to listen once.

Please allow for access to ancestry.com from home for library card holders

Excellent library system! Use it all the time. Very valuable. It always makes me happy to see kids leaving the library with arms full of books!

I think that Dolley Madison library is fantastic. The renovated library is a great space for this community to study, work and convene. We use the audiobook library whenever we go on roadtrips, and other resources from time to time. My son's calculus class meets there to study as a group. The only things I'd like to improve: 1. More hours - I like to work there sometimes, and my kids need homework time. 2. Maker space - there or at the community center - I think it would be widely used, and I'd join whatever committee to help make it happen. 3. Homework - I think that there is a large, unmet need for study hall. Ideally, I think the community center or firehouse could offer this - not sure dolley madison has space, but I think it would be a huge benefit to the community to get kids - especially middle and high school kids - to and from a study hall each school day. I have a number of ideas on this, if anyone’s interested. I can be reached at deb@narrativebuilders.com. The renovated library is a great space for this community to study, work and convene. We use the audiobook library whenever we go on roadtrips, and other resources from time to time. My son's calculus class meets there to study as a group.

Stop building new libraries, spend money in other areas such as roads

Thank you for your service. Staff at Dolley Madison are very helpful.

More ebooks purchased than hardcopies. A patron/group should be able to book a meeting room at least 6 months in advance. It is difficult to secure quality speakers with less than that notice. Our family finds the vast array of programs offered by the Great Falls Library attribute to the wonderful staff. Being able to attend such a variety of programs keeps us residence of this county..

I could go on an on....but basically...The library is an important community resource. For many, it's the only place to get access to free materials and technology. I use it primarily for printed book, and sometime ebooks. However, in recent years it seems like the fiction collection has dwindled. New/recent books by authors who are already in the library's...
collection either aren’t purchased or are purchased long after the books’ commercial release. So... Let's give the fiction readers some love too....

I would prefer that the library stay with its core function of being a lender of books and what now substitutes for a book, CDs, tapes etc. and provide a quiet space in which to read and do research. There exist social service agencies, community centers, day care centers, educational facilities for ESL and continuing education and shops which sell and rent all the electronic devices you reference, and very little need to duplicate their services. I notice that the library tax map extends far to the north-west. If you are interested in expanding your mission perhaps a remote kiosk at the Spring Hill Recreation Facility or some other location where books could be picked up/dropped off would be of help to the taxpayers living there. Please remember, you are not all things to all people. You are a library.

It provides an incredibly good service for book Loans. I have been able to save tons of money by borrowing books and e-books. I may have to wait long for some of the popular titles, but I can find another title that has not been reserved in the mean time.

Overall i m satisfied.if only you could add fax service besides printing would be great. Thanks

Inter-branch transfers are taking too long. The self check [latest version] stations are tough too use, scanning is a problem. Not enough copies of new books by established authors. number of books at my site and some others is too small.

I am extremely impressed with the community services that the libraries offer. Special Thanks to everyone connected with Thomas Jefferson library.

While I answered my demographic as 41-60, my visits to the library were actually for my 13-14 year old.

Would love too see more genealogy resources and classes on how to research family history

i’m xtremely grateful for the library which i use almost daily to place holds on books as i read multiple books at once--that is really all i use the library for. i’m also therefore xtremely grateful that w/ the closure of tysons-pimmit, a nearby temporary location was found wehre i can pick up my books. THANK YOU TO ALL THE LIBRARIANS AND STAFF WHO MAKE ALL THIS POSSIBLE!

n/a

Dear- Please continue to enhance our Library system, and take care of their employees. They are all valuable to our county and country. Regards

Modernize facilities, further engage with communities and offer adult education services

More outreach to elementary schools about summer programs and library services

Increase library time on all days. Thank you for the most important community service and your time.
I love the access to eBooks that I have through Fairfax County Library. I think it's a great service and almost always have access to books I want to read even if I have to wait for them.

I would like to see more e-books available - more of the newer fiction books

I have only been to the Rose Hill location. The staff is wonderful and my daughter enjoyed the story time, but compared to Shirlington and the Ballston locations for Arlington County, Rose Hill is very dated and not interesting.

Would like to see more humans helping and fewer machines. Example being new machine to pay for books on sale. Like people

The wait time for new books is excessive. I wish the board of supervisors would fund the library better so you could purchase more copies

I want to praise the Fairfax Library for its wonderful programs for young children, for its sincere effort to meet the needs of the community as a whole, and for the professional demeanor of the staff that serves the public. A job well done!

I love the library! Thank you for all you do to keep it up and running.

The FCPL, and our branch Dolley Madison in particular, does a wonderful job. We are very pleased with the library services in our neighborhood. Keep up the good work! Thank you.

Offer rentable space at the library for functions and events to help generate revenue. Compete with the Regus-type office spaces and charge for the service.

The Library is important to me although I do not make use of all its programs. But as I was growing up I remember what a trip to the Library -and it was a trip - meant to me. Please offer all of our residents of Fairfax County the same opportunities as I had. Not exactly the same, but what is available today considering the technological possibilities to help all the residents of the county. Thanks for all your dedicated work -

Would love to see expanded best seller and fiction novels available as soon as possible on overdrive. Would even be willing to pay like kindle unlimited for books that would never be available on that platform.

The holiday closing schedule for the libraries has expanded way too much. Holidays that are one day have resulted in two days of closure across the year. Super minor holidays result in closures. The closing announcements starts too soon and goes on too often. The staff has a clock-watching mentality.

You employ good staff.

I signed up with Arlington County libraries and use Arlington more. What I use at Arlington that I WISH Fairfax offered: Subscription to lynda.com Hoopla less or no wait time for audio books The OverDrive application for audio books is painful to use. Audible is so easy. Maybe a YouTube video showing the required steps to download a book to an iPhone and play. And then there seem to be two ways to return when done if finish early. One way is a
complete mystery and wish I could figure that out. I’m at IT professional with an undergrad in software engineering and a masters in IT... Also, I have given up reserving books online to read because the lending period is too short with no option to renew so I have not finished a couple of good books I was reading. I love the library and just offer this specific feedback in an effort to further improve.

Although there are many books offered, I would like to see an expanded e-reader selection. I often come to the library to read magazines. The Reston library’s music selection is pitiful. I moved from a town that values music and there was an entire room in our library devoted to CD’s and albums. I miss that.

I am very happy with the Fairfax County Public Library. The only recommendation is for the Library to offer more copies of popular books so the wait time is not so long (including e-books). Thanks.

More online services and more online books including audio

Keep up the good work, I am very grateful to have all these services so close by.

1. I went to the Tysons-Pimmit Hills Regional Library to obtain a review of humidifiers from a recent issue of "Consumer Reports." The Library’s online subscription, however, was not working correctly, so I was unable to get a copy of the article. I could only obtains parts of it from the Internet without paying for a hard copy or online subscription to the magazine (including a fee to download rights from the magazine for a month, or something like that). 2. For probably the third year running, the same Library was unable to provide me with hard (paper) copies of several common IRS forms (e.g. Form 1040, Schedules A and B) or, more importantly, the instruction books for such forms. I can print out a two-page form from the IRS website at home, but I do not want to print out a 50-plus page instruction book that contains worksheets that need to be filled out and retained. In addition, in Feb 2015 my uncle who lives in Rockville, MD, was able to get on my behalf common IRS forms and instruction books in hard copy at a branch of the Montgomery County Public Library. In Feb 2016, I obtained the forms and instruction books from a public library in Lackawanna County, in Northeastern Pennsylvania, near where my mother lives. Why can't the Fairfax County Public Library obtain these forms and instruction books in hard copy? 3. Thank you for asking!

I would love it if Woodrow Wilson could up the WiFi speed. 3p-5p is known by the library staff as the slow hours, when wifi speed is so slow as to be pretty much unusable. I suspect it is the speed of the broadband that the library has. But, it could just be configuration of the routers or location of the access points.

The FFx. Co. library offers a quality, friendly, convenient, and I think essential service to the citizens of FFx. Co. However, I don’t think it needs to get into the business of educating the children of the county, that should be left up to the educational/school system. I think that the citizens of FFx. Co., and the state and country in general should already have a working knowledge of the English language, and should be able to also have at least a basic and functioning knowledge in reading and writing of the English language. I don’t feel as a taxpayer I should have to pay for these services. If I were to make one request of the library system, it would be to allow each tax paying citizen the ability to make between 3-5 copies
of documents per month free of charge. Over all, I think the Fairfax County library system offers a superior service to the residents of FFx. CO., and I am satisfied with the quality of the service that the library provides.

Like WOWBRARY service and e-mail notification of HOLDS available. Staff very helpful in accessing all services. Only complaint is that BORROWERS do not return e-books promptly; maybe there could be a periodic reminder that as a courtesy to other borrowers they should return the book and not wait for Library to recover it.

Fairfax County is a county where diverse population lives. Most of them got even their certificates of naturalization but a few of them speak a broken English, they can read English but they don’t understand much about what they read due to their limited English. They can’t get access to thick books. there are people living for years in a state but they don’t know much, maybe nothing about their state. So, I propose they can find books, rather booklets about the USA states. In the booklet of each state they can find its geography, resources, history, population and characteristic points. These booklets should be easy to read.

I love the e-books and audio books and use that service daily. Expansion of selection, particularly completing availability of entire series of books, will be much appreciated. Thank you.

I mostly use the Fairfax library for ebooks and eaudio books because I work in a local library (that was not Fairfax) and most of my needs are met there. The Fairfax library website and catalog are awful - it is difficult to find what you need.

The Great Falls staff team is welcoming, helpful and friendly. Thank you for all that you do!

With the closing of many bookstores it is even more important than ever that the library remains a resource for books.

I enjoyed the monthly library book club when my kids were young and I needed an opportunity for adult conversation. They've grown and I'm about ready to find a book club again.

Police vagrants more aggressively. The parking garage in downtown Fairfax reeks of urine, one early morning near opening time I found vagrants asleep in their cars, after opening people who are clearly not regular patrons can be found sleeping the stacks, face-down at computer stations, very often exuding an unpleasant odor. I feel sorry for these people, and yes, it’s a public facility, but it was built to serve as a library, not a homeless shelter; the people who work there are librarians, not social workers.

My local branch was under renovation for a long period of time and I have gotten out of the habit of using it and have found other ways to get the books/information I want.

I need and prefer more Vietnamese language books and magazines (especially non-fiction & outside Viet Nam print) in Woodrow Wilson Library.
I would like movies to check out. Loudoun county has a wonderful selection of movies and tv shows and I would like Fairfax to have this as well.

Online book programs are very useful and can be accessed 24/7. Can we combine with surrounding counties rather than just getting their cards. That way we could make better use of the funds and could move away from the political focus. I use the audio book system the most. I can listen and learn during the day. It makes my daily routine more enjoyable.

I typically use the library for work meetings at various libraries throughout Fairfax County. I use the City of Fairfax, Sherwood, Byrd and Kingstowne libraries the most. I find the staff very helpful especially when a meeting has been arranged sooner than I can reserve a room, and staff is always willing to accommodate me. Reserving a room at libraries on the computer is not very straightforward--it’s quite confusing, actually. Can reserving rooms be simplified? I think it is interesting to explore lending laptops for some of my clients do not have their own computers, as well offering downloadable videos, music, etc is a worthwhile idea. Offering ESOL classes and/or joining forces with churches, etc who do offer such classes is a good idea since our area has a large immigrant population and learning English is essential. Personally, I use the library for borrowing books and ebooks. Of course, for the more popular titles, there is usually a long wait for books and I’m surprised when a book isn’t offered as an e-book. Having more titles available for kindle use would be terrific.

I request you to add Telugu language books and videos considering the high number of telugu population in fairfax county.

I find the self service check out machines very useful! I would like to see the children’s book area more clearly laid out to differentiate between incremental reading levels. As the parent of a five year old learning how to read, it is not easy to sort through books to find ones at her reading level.

I used freegal at a previous library and loved that service and would love to have access to it again. I love the easy online access to consumer reports on the website too.

I am a active user of library services but I also wants library to open on sundays too.

I have always highly valued the role of the public library in my life and in the life of the communities where I have lived. However, I have questions about what the role of the public library should be in today's world, particularly in view of our rapidly changing technologies. At a fundamental level, what is the role of the printed book or journal in our society? Many people no longer read "hard copy" books, but only read books on-line or (like my wife) listen to audiobooks. Yet, there are many people who still want the experience of reading a printed book. How do you balance this, particularly in a time of tight budgets? Is one way to reduce the number of printed volumes at each library, but to have a central facility that can send books where and when they are wanted? How much printed material should be preserved by public libraries for research and archival purposes? Another question is access to information. If everyone can access almost anything on-line, then what is the role of the public library? But, there are people in our society who do not have access to home computers. Does a public library provide a vital service for those people? Should it make special efforts to help those who are learning English as they integrate into our society? Are there other functions that the library should
be playing in the community? Programs for children that encourage reading and the
development of research skills have always been important and should still be so.
Programs that feature authors also provide a service to readers and encourage a sense of
community.

Keep up the good work.

Just that I'm a huge real-book lover and never want real books to disappear from our lives.
I understand how the web has taken over and libraries have to adapt, but please just do all
you can to advance the love of actual books!

I love our library! My one and only complaint is I really miss the library app that held my
library card barcode. So I could use my phone to checkout books!!!!! :) Thank you!

The library is critical. That said, like many programs, it wants to expand beyond its
foundational reason for being. Offering classes, technology services (such as computer
rental/loan), etc., distracts from the library ethos and -- as a result -- requires more and
more money. I'm all for paying for libraries; I'm very much less inclined for my library
dollars to be spent on ventures and programs better served by other sources. Stick to
library science (my mom is a librarian) and let other professions and functions do their
share.

I believe your mission is to be a library, not a social services agency. Many things I was
asked in this survey struck me as social service, not learning/library related matters. It is
not your job to be day care for children, or to teach non-english speakers English. it is to
provide excellent resource material, a good selection of books, and meeting places for
community activities.

I pretty much exclusively use the library online to take out e-books, but I have been very
pleased with that service. Thanks!

The library system does a very nice job with its limited resources. I wish there was more
money to devote to this part of our County's resources.

I depend on the Library to supply me with books all the time. When I hear about a book
that I am interested in, I do not order it from Amazon. I search for it in the Library, and put
in a request for it. Almost all the books I want I can get that way. I do not mind waiting. I
love going into the physical library and browsing around. I go about once a week. It is a
peaceful and contemplative space. The hours are convenient. It doesn't cost anything.
Parking is accessible and free. There are not many other activity options in the DC area that
can boast all those features. I also appreciate that the staff is professional and humane.
There have been a few cases where I requested, and received, special treatment. For
example, renewing a book more than 3 times; or checking out a book so that it would not
be due until after I got back from a long vacation.

Most needed in my opinion are additional private spaces for small meetings and tutoring.
These can be small, accommodation four people. Tutoring is a big activity and the library is
a great place to meet, but there are insufficient spaces where students and tutors can talk
without bothering others.
I think we have an excellent library system in Fairfax and that the emphasis should be on maintaining services without large expenditures on tangential programs and services.

Public libraries play a critical role in our communities. For our family, having a library that we can walk to/ride to/drive to is invaluable. Our son loves going to the library, selecting his books, and checking out. We are looking forward to having our new baby enjoy the same. The public library is a place that families can go together, parents of pre-school age children can gather, and adults appreciate. Focusing on children and young adults I think is where the public library is best positioned for success and impact.

I have lived in Arlington County and Falls Church City previously, and their library systems are significantly better than the Fairfax County Library. The search feature on the Fairfax County Library site seems like it does not work very well at all, and I am shocked at how limited the selection of books and dvds are. There are many books and dvds that I can find at the Arlington and Falls Church libraries that the Fairfax County Library does not have, which seems very strange considering how large the county is. I think Fairfax County needs to follow the example of the other county library systems, because it is really lagging behind. I also think that more Fairfax County libraries should have Sunday hours, because the weekend is one of the few times I actually have time to use the library.

The catalog is increasingly a disappointment and the FCPL web site is cumbersome, clunky and overall a big negative as compared to Arlington. Why does Arlington offer so many more new books earlier and in larger volume than FCPL? Why is the catalog anemic compared to Arlington’s catalog? What is the Fairfax web site so poorly done and so difficult to navigate compared to any other customer based business in the area?

It can take 4-6 months to receive a popular new book that I have put on hold. Perhaps the library should purchase 1 additional book or e-books for the libraries that constantly have a long hold list for a book. An example is any book by David Baldacci. I have been told other surrounding counties have currently released movies that can be checked out. This is a nice resource to have access to as well. Thanks.

Public libraries are a critical service for our community. I greatly respect the FCPL and am pleased with the services provided, especially for my family which is upper middle class. But I think Fairfax County should invest in improvements needed for underserved portions of our community.

Library catalog website is long overdue for a redesign to make it more user-friendly and accessible, and to improve the search function so people can actually find what they are looking for.

Great service. Please keep the good work in education.

Given my age group (61+) I am most interested in services to county 50+ citizens. Book discussion groups, and rooms/space for that is important to me, as is the access of such rooms for community groups, ESL offerings, and other events that do not have a natural "home". The community is dependent upon its public libraries to serve much like a "plaza"
or public square, open to all, welcoming, offering meeting space as well as quiet reading/studying/reflection space. Fairfax County excels in this, please keep it up and expand such opportunities where possible.

Thanks!

Dolly Madison does an outstanding job. Wish you had delivery service for people unable to drive, but doubt that is possible.

I have lived in other countries and states and I am impressed with the Fairfax system as a whole. The Public Library system is essential for a thriving community.

The librarians are wonderful at Great Falls library. They are an excellent resource and great advisors on books and resources. Do not cut library staff.

Add covered parking and walkways and capture the storm water for future slow release into the ground and use for irrigation systems. Create green spaces on roofs to off-set global warming and utilize PV cells to generate electricity that is sustainable and can provide enough electricity for the given library and perhaps a surplus to sell back to the grid as clean energy, that will help pay for the libraries.

While labor intensive, the facility allowing users to reserve and pick up requested books at a preferred branch library is extremely useful and convenient. Hopefully, budgetary constraints will not curtail this activity.

humans!!!!

Library hours need to be extended so more people WOULD use its services. For example, many students and working folks would come after the current closing hours and on Sunday. Also, the operating hours need more consistency. Studying for a certificate and I have to plan around the library hours. Thanks.

Too many branch libraries - waste of taxpayers money. Also Tysons library was fine, why tear it down and build a bigger nicer one? Again, waste of taxpayers money. And we don’t need a new library at Manchester lakes unless you like to spend tax dollars.

I have rediscovered my love of the library in the last few years and am pleased that the discussion is of expanding services instead of contracting them. I’ve used the library for meetings, studying, and simply sitting to read a book while my house was being shown to buyers! The library (mostly Fairfax branch) always seems quite full of activity when I visit, and my one request would be for additional comfy chairs to sit and read in quiet corners.

The Fairfax County Public Libraries have come a long way in the last 53 years since my family moved here, particularly Thomas Jefferson Library, which I typically still go to for my library needs (unless directed else-where from online searches). I went to kindergarten at the church across the street in the mid-60’s. First, I love the online interconnectivity of the libraries. It’s not at this branch, but it’s at these branches. Plus, everything else you can do online. Just wonderful. Keep it up. I do most of my reading through eBooks/audiobooks. I do most of library activities online. I like all the online resources and apps, particularly the
e-research features. This leads me to one unavoidable issue seems to relate to library reference materials—it is difficult to find what you need and when you do find something, it often outdated and or has little useful information. It seems to have always been that way. I would submit that a physical reference section not worth the investment. Another issue to consider is that since Fairfax County Public Schools (FCPS) direct all class studies to be centered around the Standards of Learned (SOL) and have more curriculum to that effect than you do (three links). Fairfax County Public Libraries should coordinate their online resources with FCPS’ as a repository of educational resources. My kids’ teachers, through FCPS, have given them access to a number of useful sites—those same sites should be available at the Library in case other teachers haven’t been as thoughtful. These could be subdivided by classes. Continuing this, FCPS provides significant information about researching the best college. This would also be useful. FCPS puts out this information, but much of it is school-specific. The library is a place where everyone could find it. Besides, if you’ve ever tried to do any-thing at the FCPS site, you’d understand how pointless it can be. Best of luck and keep up the good work!

I the Fairfax County Library does an excellent job at providing services and a welcome atmosphere to users.

When I go to the library the staff is very helpful helping me and answering my questions. The Fairfax County Library programs for school age children and people to learn English is important.

I find it difficult to wait for people - usually parents of small children - who have a book load of books to check out - could some arrangement be made so that people who have a handful of books (& children) have a separate place to go to check out multiple books - thus not holding adult customers up....

Libraries are a valuable and needed outlet; especially for children, teens, and for second language learners. Any and all upgrades or resources that you plan to offer will be greatly appreciated.

The library is a critical service for the community. The extensive resources of our library system are a reason in itself to live here in Fairfax.

The library does a great job with everything that they do. Children enjoy going to and talking about it. So keep a good work. Thank you for your services to the community.

Library should have more children development resources so that children develop the habit of reading and going to libraries early on.

Your selection of classic literature is very poor. I have lived in Arlington and Montgomery county and both systems had much better book collections. Nine times out of ten, when I find out about a book I want to read, I have to buy it because you don’t have it. The 10% is useful though. I suppose you have to cater to the lowest common denominator but you stoop much lower than the other systems I have patronized

Though it is not FCPL’s fault, I believe the libraries are underfunded and therefore unable to acquire books for patrons.
I am currently in college so I haven't been able to use FCPL’s libraries in person but I still check out ebooks and enjoy stopping by when I am home.

Fairfax county has a very competitive library system.

The Fairfax County Public Library is very valuable to me, my family and our community and I put great value upon the services it provides. I frequent the Fairfax and Alexandria libraries and find both systems are very good library systems. I would like to see more book clubs and other educational programs for children as I have two daughters who are avid readers (K and pre-K age). Also, I have my own business and occasionally work at the library so I very much appreciate the private study spaces at the Woodrow Wilson library.

Overall, the Fairfax County libraries are a valuable and well-run asset for the people of the county.

I am satisfied with the efforts of the system to make ongoing incremental improvements given the tight budget demands of the overall community. It is also greatly appreciated that the county is making this serious attempt to listen seriously and, hopefully, respond to the wishes of the user community.

I'm very happy with the e-book service; I would like to see much more of this in the future. I used to enjoy CDs and DVDs but I think these aren't handled well by other patrons so they might not be a good investment. I think all the librarians are excellent at every branch I've visited and want to thank you for an excellent public service.

I love being able to have access to Burke Centre Library which is only a half mile from my home. I can walk there, check out books and walk home. The parking there is never a problem. I still work and do a lot of research and when I need a book that is not available there is never a problem for me to reserve it online. The library is easy to use and so important. Love the idea of having a maker space there too! Keep the library’s open!!!!

I work at the Urban Libraries Council in DC. I see what the largest library systems across North america can accomplish - and then look at my own Fairfax Coun ty PL and get very sad. There is no innovation (how many times can you use the same sad coupon book for the summer reading program??? and have there been any studies that show that the FCPL summer reading helps to prevent the summer slide? What are the outcomes (not outputs) of the programs you rpivde) and especially at my local library (Woodrow Wilson) there is nothing that is special for the children/adults that live in Culmore. More libraries across the country have realized that they have to partner with the school systems - what about FCPS and FCPL? There is so much that the FCPL could accomplish - even with diminishing funding - but I feel that it has been the same - ole - same ole from days when libraries were another institution at FCPL. FCPL is not a community ANCHOR institution - it is just something that doesn't show value to the taxpayers when libraries are transforming. It is time for FCPL to transform itself into a 21st century library. I was happy to see that a young, excited library director was chosen to lead FCPL but she needs to see the library for what it is (20th century) and move it forward, not keep the status quo.

Thank you for all that you do. I have used FFX library resources myself since I was in preschool and now take my own children to the library. It is sad to see that the variety and
number of programs/materials for children has decreased. Having children look forward to
events and books at the library at a young age can set the foundation for intelligent and
well-informed and well-rounded adults! Also- I like the e-newsletter option too. I think if
we had that we could advertise it on social media also. And finally - how come the libraries
in the Falls Church area do not have as many programs as the ones further out in Fairfax
and Chantilly? Although I Am a FFX county resident, I sometimes venture into a nearby
Arlington county library, due to the lack of events in our local FFX library. The Arlington
library ends up being closer to me then the further away FFX libraries that do have more
events/programs/books.

I love the library and its services! I am lucky to live close to the Oakton Library and not far
from the Fairfax Regional Library. I wish there were more e-books available - and I wish
that downloading and reading e-books was more intuitive - I always make a mistake the
first time. On the screen about what demographic is important - I think they are all SUPER
important! I also understand that there are limited resources. THANKS!

I reside at Goodwin House and appreciate very much all the services Fairfax Library gives
to its residents, Thank you.

I live near and use the George Mason library and have lived in this area since the early
1970s and have used that library since that time. It is noticeable that there are fewer books
on the shelves as the years have gone by. I know the library systems faces budgetary issues
and that its resources are spread over areas like online books that were not issues in the
past. However, when I go to the library and do not find what I’m looking for, I am less likely
to return. I actually visit the library less now than I have ever done even though I can walk
to the library. Maybe it’s a function of my age but I find it as not as useful as in the past. And
thinking about it, I can easily get so much info on line, the library isn’t as important to me. I
do think it is important to provide as many services as reasonable to children, people with
lower income, computers for those who don’t have one, book groups, etc. I do like the idea
of online books being available. Things change........and we must change with them.

DP Libraries do the best they can given budget constraints serving many diverse
interests and groups. My wish list would only be for these: 1.SUnday branch hours 2.A
commitment to keep hardback fiction/non fiction a priority and not go overrboard with
electronic offerings. 3.That you do not become drop-in day care.

Our family loves the library. It's an essential part of our life. We love the work you do. Keep
it up.

Offer more volunteer jobs in libraries.

I would like classes on phone,computer,tablet use. Maybe Jr. High or high school students
could do this For their community service hours. Maybe one on one or small classes in the
safety of the library would be a win/win for everyone

In the library online service, I would like the ability to get recommendations based on all
rated books (not just ones currently downloaded), the ability to get notified when a
selected author has released a new book, the ability to have an indicator if it is a book I’ve
already read (because maybe I want to read it again), the ability for a rating to be
visible/applied from the search results (so I don’t have to click into a book record to rate it because I may have read it previously), and the ability to have a rating applied to an e-book automatically applied to the audio version.

The library does an excellent job at most services. The two areas that could be improved is where there needs to be more of a focus on purchasing either printed or ebooks that are histories, policy and/or economic analysis, the kinds of academic books such are found in university libraries. Secondly, the library needs to improve its ebook service. I have applied to read ebooks on two occasions, and it failed both times to work for me. In the first case, I didn’t read it in the three week time frame, and the learned that it was not renewable. I was prompted to purchase it from Amazon. The second linked me to an ebook, but it didn’t connect. I read in an article in the Wash Post last year that ebooks are an expensive purchase for libraries, using a big chunk of their budget. Please revise your ebook policy before spending any more tax dollars in obtaining this poorly managed resource at the library. I would prefer that the library continue doing what it does so well: providing new and best seller books, fiction and non fiction, while increasing access to more academic tomes. Please note that the wait time for new books is way too long. That said, the Fairfax public library is the best library network I have ever experienced. Kudos and thank you!

I appreciate the library staff and their willingness to help.

The library system does a a very good job with the resources it has. If more resources are available, it will be nice to have more hours (Dolley Madison) and more put into purchasing fiction and best sellers.

I would like to see Sunday hours at my branch--Dolly Madison.

Mary Washington Library is the library that is closest to my house. It has a large amount of parking spaces reserved for Hybrid parking and Carpool parking. I find this so unbelievable stupid and insulting. So, you’re going to force me to park in a certain spot because of the car that I drive or because I’m alone. I find this insulting and politically motivated. Why do we have to have politics in the library parking. It’s ridiculous. I avoid this library because of this. I go to Sherwood Library, which I love so much. I love it for several reasons. I love that there is a back room that has a piano in it. Sometimes, if i have a couple of hours between clients, I will go there and play the piano. It is such a blessing. I think that all the libraries should have such a room. Also, everyone at Sherwood is super nice, the selection is great. I also love the book sale upstairs and the Farmers Market. Also, it seems that it’s always open. I love this library so much. The library self check machines are too loud. It’s disruptive.

Longer check out times (e.g., one month), and more convenient check out and drop off would be a benefit.

I so enjoyed using my local branch. I really appreciate the expertise of the employees and volunteers at the library. It would be great to have the library open on Sundays. I would appreciate a room or quiet area of the library where computer education and assistance could be provided to the users of the library.
The website could be streamlined. For instance, login should be more prominent and quickly accessed. The Home page is jumbled and confusing.

Each Branch Library should specialize in some specific material, such as foreign language collection or perhaps scientific publications. The Fairfax Library should then publicize what each speciality is.

Please don’t reduce staff since the Kingstowne staff are always helpful and a treat to deal with each visit. Thank you.

None. I am generally very pleased with what the Library System offers, its staff and facilities. From some of the questions in this survey, it appears that the Library system may be attempting to take on new endeavors which will increase its operating expenses. Bad move at this time. The County is getting poorer by the day and additional funds are going to become increasingly difficult to obtain. Property taxes are becoming a real burden, as is the school board with its depressing litany for additional funds. It is time they look at improving services and dropping some of the nice to have but not necessary items. This required of all County functions.

The Springfield Richard Byrd library has odd hours and doesn’t seem to have the books available that I’m interested in borrowing. Also, they do not have the ability to borrow it from other branches -- that seems really behind the times. Lastly, they hardly host any of the free events for children, which won’t help younger generations have an exposure to the library and for them to grow up valuing it.

The libraries are great, but underfunded. I do not see why the County funds the schools at such high levels when there is so much documented waste. The libraries need more books (including keeping older books, books should be kept as long as possible) and longer hours. I have had the privilege of speaking to Mr. Clay about the library situation(s) and it all comes down to money. The libraries need to make their voice heard above the tumult from FCPS. After all, libraries play an important role in learning, much more so than turf fields or unqualified consultants. If there were to be a ballot issue for libraries, I would certainly vote in favor of it.

I am a retired teacher and support all literacy activities for our children and new citizens.

I believe libraries serve a great need to the public as a repository of knowledge, and it’s goals should be focused on providing the tools necessary to allow those seeking knowledge to help themselves. I believe that youth programs focused on instilling the value of reading, and programs to assist ESL students in literacy are important and can fall under the umbrella of the library, but I do not think the library should become a substitute for daycare (tutoring) or community college (adult training in non-literary topics). If the library can facilitate some of these programs by providing study space, that is great, but I do not believe that providing these services directly should be part of the library’s core mission or budget.

It seems like the Lorton library really gets shortchanged compared to the other libraries in terms of both facilities and the quality of its materials for borrowing.
For all my life, I used to be an at-least-once-a-week library visitor. It's interesting that I got used to not going so often when TJ was under construction and the temporary site was inconvenient...and I simply never returned to my former usage when the library re-opened. I would like to see more community involvement--bring people to the library for voting, for example, or hold county meetings in libraries. EReaders have definitely changed the way I read, and I need reasons (other than books) to visit the library these days. Thank you.

I love my local library (Chantilly) and every single time I go I feel so blessed to have all of this so close to me. The space is clean and well maintained, the librarians are very friendly and helpful, and I almost always find exactly what I am looking for. If it's not there, I take advantage of the hold system/inter library loan system and rarely do I have to wait long. I am a happy customer. Thank you!

The librarians at the information desk, both salaried and volunteer, have been always extremely helpful and courteous, and have gone "the extra mile" in making suggestions to help me with a problem. Never once have I been dissatisfied with their help or level of interest in assisting me.

The library system is awesome!!

Dolly Madison branch seems to do a great job for a large variety of users. I wish it had more hours and the WIFI worked.

FCPL to offer fiction and non-fiction e-books and audio books in other languages by authors writing in those languages, particularly in Spanish and French.

more community activities. more activities for infants and preschoolers as they are the ones that would probably bring in more people/parents to the facility. these activities seem to be always full. need to encourage childhood development so children learn value of library at a young age.

I think it is a wonderful service for Fairfax County and a great place for community members to meet, relax, read magazines, work on computers, increase their computer skills etc. I love the libraries.

I appreciate the Audio Book resources available to check out as MP3 downloads.

I use the library to keep up with current novels and mysteries. While I am happy to see young families with pre-schoolers, elementary age children, and teens using the library, I feel that the older population is underserved. Programs and discussion groups for retirees during the afternoon would be nice. Also, there are people in my neighborhood that, although they know English, do not have practice speaking it. A program for them, not ESL, but talks. Is that possible?

Link DL with library system

The Library does a good job with the resources it has; enhancing services would require additional resources.
Availability of Spanish language literature is very low compared to the number of Latino residents in Fairfax County. Last time I was at the library I found more books in Korean (3.8% of population as of 2010) than Spanish (15.58%). Numbers are from Wikipedia. It's true that not all Latinos regularly read in Spanish, but it's odd I can go to a private bookstore in Fairfax and find a larger selection of books in Spanish than the public library. And from a personal perspective, online books in Spanish are also a huge issue. Thank you and have a nice day : )

The libraries are a blessing!!

I would like longer hours at the Martha Washington Branch.

Please focus on your core services - providing reading and reference materials for county residences. I don't want to see the great services of the library pulled into so many different directions by trying to provide services for so many (often worthy) different needs that we lose what the purpose of the library even is. It is not the be-all end-all for county services. I don't mind if the county points people to the library because it happens to have lots of tools and resources there, but I don't feel that the library should be mandated to provide personnel and additional resources to handle things that are not within their core service.

The educational programs for kids after school are fantastic. Would love to see purpose built space for these. Would also love to see a larger children's area with books in many languages.

The preschool programs are invaluable and we fully support their expansion


The public library is important in opening doors to those who are inexperienced, poor, who struggle with literacy - as well as to the community at large. More funds should be devoted to libraries, not less.

I have found the iPads posted in the children's section to be very distracting to my children. I understand the desire to provide opportunities for tech literacy to the community, but I think it should be implemented in a way that does not detract from the mission of getting kids reading books.

FCPL's 'give 'em what they want' philosophy has diminished its standing as a cultural institution. A balance needs to be found between serving the public’s immediate and longer term needs. I note that there were no survey questions about how often a customer may have needed to purchase or ILL materials because FCPL decimated its collection. I do not use the library much right now, while I am working full time, as I would like to look forward to using it when I have more time. I am just not sure there will be enough of a collection left to actually use.

I think the library has done a great job despite the serious budget constraints of the past 20 years. I do wish music cds were available.
I would like to see our library better support independent researchers in academic fields. For example, I would like to see academic journals and access to Hathitrust and Gale databases. After all, Fairfax County is among the most advanced and educated places in the country.

I have recently switched to e-books and the FCPL system has become an outstanding resource. I hope that funding will continue to promote and expand its collection and servicing of the "on-line library."

I believe the FFX Count library system is excellent and a wonderful resource for all citizens. I wonder why the libraries are being renovated, using millions of dollars, when the everyday maintenance, salaries, book buys, etc., seem to be declining. Different pots of money, I presume?, but hard to watch the staffing decrease when libraries themselves are being upgraded.

I would appreciate more hard cover physical books in the literary fiction category

All I use is Ebooks. As our daughter gets old enough to not rip pages out of books we may value a physical space more.

We are lucky to have e-books at our library. I would love to see more e-books copies available for best sellers and new releases. Overall, I think our public libraries are impressive and we are very lucky. Thank you!

I appreciate the evening hours. If you must cut back on hours, please cut back during the time when the library is least used.

The public library is a valuable resource to all demographics and socio-economic backgrounds and should be generously funded for all services. A library is the heart of the community.

Open a library branch next to the Vienna Metro, there’s a new large community on the south-side and this would also allow folks to access the library via Metro.

I am visually impaired and benefit tremendously from the LOC BARD Talking Book option. I also find the 'Loud and Clear' newsletter that Ken Plummer puts out helpful. Similarly, the occasional programs on technology offered through program for the handicap (specific name not remembered right now--Access Services?) to be quite helpful (as was the ability to use CTRL-PLUS ability to enlarge the pages in this survey!)

FCPL is an invaluable resource to our community. I think the local branches do the best they can with their budget restraints. It is important to keep the library accessible for ALL our community members, via hours, materials and customer service. Meeting spaces and training are wonderful ways to support the community and keep it engaged. I cannot envision a life without our public libraries.

I am retired and rely on the FCPL mostly for downloadable audiobooks, CDs, and hardcopy books. The Library has made finding, holding, and picking up the CDs and books easy. Downloading audiobooks is difficult, and only sometimes successful. I particularly
appreciate the flexibility on return dates (when we’re out of town) as well as the on-line renewal capability.

I don't think the library needs to be a one-stop shop for government services. Offering assistance in completion of benefit applications opens the library up to all kinds of liabilities from individuals who might not like the outcome of their applications, and are looking for a scapegoat. The library needs to remain impartial to be effective.

I have tried to pay fees on the library several times and have had some problems with how the site works. I had to make unnecessary trips to the library to pay. Would be nice if the site was more user friendly.

I've had a lot of bad luck with the self-service machines. They never seem to work properly. I also get many items via interlibrary loan, so it would be helpful to have more ease with picking those up.

I really appreciate the Fairfax Library system. Thank you for always striving to improve.

I believe the Library should coordinate with the Fairfax Public Schools such that the offerings (book, on-line resources, computers, study areas, etc.) at libraries and their technology meet the requirement of the school children in the county (kindergarten through high school), if you are not doing so now.

As an education specialist, I am finding that the library is not focusing on the cultural aspects of the demographics. To be more specific, I did an informal survey concerning check-out of "required" reading for African Americans. A lot of the books were not located at the specific community library. Yet, other locations had numerous titles available. Just a concern.

I believe that we have a good library system in Fairfax County. However, there are ways that it could be improved and strengthened. Two small examples, 1. For my part I would like to see a collection of Spanish language books--current fiction translated into Spanish. 2. On holidays it would be convenient if the libraries or at least the regional libraries were open.

It possible, I would like to see the Library open on Sunday, even if for a limited number of hours. Thank you.

Current movies on loan

I particularly like the availability of newspapers, especially the NY Times.

The Rose Hill Branch has been there for me for at least 30 years. The staff always has been and continues to be most helpful in any and every area. Love those guys! Marge Bradley

Library IT resources should be overseen and part of the Fairfax county overall enterprise and not a stand alone cost area. Too much mission creep in the library mission without targeted user fees. Look at Fairfax public schools and their ACE programs to meet "perceived" library services needs for patrons. The library reference desk should be an free
version of the commercial Geek Squad for fixing, and enabling personal devices. The survey questions were biased in scope and manner of the questions. How can one make a judgement on "value" if no information is provided regarding the amount of tax dollars and private funding that is used to deliver services? Why do school librarians have separate credentialing requirements than public library librarians, yet after school and on weekends the public librarians have to work with students and their research assignments without the benefit of the school library resources and staffing. Why is the county paying at least 2x for library services, particularly for youth services? Why aren't school librarians part of the county library workforce and serve in school specific libraries as part of a career rotation. Why are county libraries stand alone buildings and organized in a stove piped fashion? Why are they not built into schools so that the community library is leveraging the same resources and workforce? Look at how Arlington built out their community centers into the school infrastructure. Why does the demand for specialized services have to be funded by the county without regard to other possible alternatives for meeting the need? The county school system re-uses their facilities in the evenings and weekends with the ACE fee for service program. Why doesn't the library refers "needed" services to the ACE program or host ACE program classes to meet "perceived" needs? There were no questions regarding research databases or capacity.

I believe that the Fairfax County Public Library System does provide great value and is an essential public service. I also applaud your efforts to find out what the public really wants and needs in its library services. Because I'm still working full-time and because I use the Internet as my primary source of information, I have not taken the time to really explore everything that FCPL can offer. I look forward to doing that in the future, once I have more time.

Public libraries are extremely important and need to be adequately funded.

please rein in the steadily increasing, overbearing false importance placed by the library and its IT specialists on concern for patrons' "privacy". The masking of names on the hold book shelf is only a recent example. It's off-putting and insulting to common sense.

Libraries are the backbone for communities. Everyone doesn't want to or can afford to download material from commercial sites, which then track everything you do. Libraries provide safe-havens for study, learning, and encouraging self development. Very knowledgeable Librarians and volunteers are always available to assist you. As Andrew Carnegie said: "A library outranks any other one thing a community can do to benefit its people. It is a never failing spring in the desert."

I am learning how to effectively use the process for checking out Kindle books. So far I am very pleased. On the down side, I think that allowing a user to check out a total of 10 e-books for 21 days is perhaps too generous. I wonder if this is why some popular books are not available. A simple data analysis of users who checkout more than 1 book at a time and the duration of the loans would help to optimize the process and prevent some users from grabbing up popular books and keeping them unnecessarily unavailable to the rest of the user community.
Love the reserve/pickup book program - easy to use and afterhours book drop online self service is very simple. Library does a great job.

Still reading newer books. Following University patterns of a Mathematical Understanding of Libraries” is a book I would recommend for those in the library planning stages. I also recommend "Knowledge Information Systems" These are books I read as a graduate when I work in different libraries. Find books/Work on the future satellites like James E. Webb, Spritzer and other earth and space observatories recently planned and launched. Furthering the reach of new Sciences and their practical applications both medically and in manufacturing. Thank you. Sincerely, Thomas J. O’Shea Sr.

We are most concerned, as a family, with how visible the computers are to children. Obviously, the library cannot ban a person from viewing porn or inappropriate material for children; however, we feel that just as any recreation department requires programs that are child appropriate and has age limits on programs that are not, there should be a children’s section of computers entirely separate from the adult section, and the adult section should not at all be in view of children. The unique and highly inappropriate frustration of families who frequent or who avoid frequenting the City of Fairfax Regional Library, as my family frequents, is that the children’s nonfiction is mixed among the adult nonfiction, and there are FAR too many resources that are in now way appropriate for children. And once they begin to read to learn, they can read those titles, and many families remain deeply concerned. Additionally, the adult and children’s nonfiction section requires a family to walk by the computers. This puts children's safety at risk. This particular location is too high risk for many families we know. They avoid the library completely. Additionally, the children’s section is too close to the doors. We understand the book shelves are preventing an easier escape, but it doesn't allow for much. Many of the resources the library trustees are exploring offering are not resources for which a library should engage its dollars. Providing application help for health insurance is not a library service, and it should not be. These dollars are better spent on second language learning. The city of course is free to offer the services at the library, but not as part of the library's monies. The library trustees need to ask the critical question of all these programs: should library-specific monies be dedicated to a service that libraries do not traditionally provide and which are outside the scope of "library?” If there’s a budget excess, partner with the whiny FCPS.

It would be great if the library has an on-line based scheduling system for its events, educational program (esl, storytelling, ect), and group study room reservation. It is hard for me as an English learner to talk on the phone and provide all my information including exotic name everytime when I try to use library. Thank you.

I have recently relocated to Fairfax County and establishing myself by visiting many branches of the library was crucial to me. one of the top priorities for me was to secure my library card. So many resources are available through my relationship with the library!!

Sorry to hear that Fairfax County may cut funds used for libraries.

Chantilly library which I have been using past 5 years may need renovation. Also, it needs more quiet study area and rooms. Stricter rules must be enforced to the public NOT to use
cell phones and the usage of cell phones inside library which I notice a lot. Other than that my family enjoys and benefits out of the library

Love the online access to audiobooks

The most important thing for me is a good and comfortable place to work and study. It is important to make sure there are plenty of seats for people to work and read. The only other option for studying is a Starbucks or cafe, but if you don’t want to go there, the library is the place to be.

Although I do not frequent the library very much, my daughter aged 10 loves to use it all the time.

Could the library open a section for books in Russian? We have a lot of Russian speakers living in the area (we could get a couple of thousands signatures to prove interest). We come not only from Russia, but from other countries as well (Ukraine, Belarus, Moldova, Kazakhstan, Tajikistan, Uzbekistan, and many more). We are happy to donate books. We can try to also raise money/time for setting up the catalogue. Please let me know if interested. 203-631-4077. Vera.

Libraries have always been one of my favorite and most valued resources, from my childhood, throughout school, university and in my senior years. In addition, all programs and books from the children section for my own children throughout their lives have been invaluable. Now, I look forward to taking my toddler grandchildren for borrowing books and participating in children’s programs. Is a certified and experienced teacher of English as a second language for adults, I am happy to volunteer several hours per month.

There is always scope for improvement. I love Kings park library.

My wife and I value the FCPL system which we think is one of the finest in the Country. We have lived in seven states and have family and close friends in more than half of the country. We can proudly state that none can boast as much about their system as we can. Our resources are abundant and outstanding. Keep up the fantastic job! Thank you.

I would like to see more magazines added - stereophile - as an example. The library should offer their closed room spaces to invite local Book Clubs hold their sessions. There are a lot in the area. This would let the community know they can get book and have meetings. A small minimum fee should be charged depending on room size, etc. Make space available for Audio/Video demos.

I am sure the quality of our libraries reflect the amount of monies allotted by the county, which is obviously not enough. It takes forever to get new material. At time there are 500 hundred readers ahead of me on some requests. The staff at Centreville is great. Always helpful and friendly. The hours during the week are good. I wish they were open more on the weekend, but I understand the demands of trying to staff within budget. Libraries should not try and address all the needs in the community. There are other resources for ESL, job training, etc. Get back to the core business of running a library as intended, providing reading material for the public.
The collection isn’t what it was compared even to when I was in high school. I understand budgets are tight everywhere, but the amount of borrowed money going into renovations is hard to accept when operating hours are cut and collections are getting smaller or going online. Of what little income libraries receive, doesn’t a significant amount come from user fees? As the population grows, why would it make sense to have fewer books? I like that the library is technologically up-to-date, providing internet, but it seems like libraries all over this area are putting more energy into online resources that go underutilized and neglecting the original basic function of a library. Even young people still handily prefer books to e-books, and picture books, reference and educational materials lose a lot in translation to full text. Every time a library around here is renovated or rebuilt, it feels like the collection gets smaller.

Love checking out books online for my kindle. ePub books are very frustrating and wish all were available on kindle. Wish more books were available online

Need more books on CD.

Block pornography and games on computers. Either that or get rid of computers. It is offensive and a waste of taxpayer money.

Librarians are the key to providing good service and I am in favor of any strategy that keeps librarians in libraries. I have no objection to self-checkout kiosks and other ways to empower the patron because that frees up the librarians to provide knowledge based services that only they can provide. I also truly hope that destruction of books "because they were old" is a thing of the past. The reference sections have been decimated without having new materials to fill the gap in history and other areas vital to the civic functions provided by libraries.

I would like longer library hours.

Libraries are essential to strengthening civilization; nothing less. It provides a healthy place for those who do not have homes conducive to studying and learning, and a place for others who just want to get out of the house or apartment, even to get warm in the winter or cool in the summer. Libraries are cheaper and healthier than Starbucks or McDonalds.

The Board of Supervisors should be ASHAMED for strangling the budget of the library system. More even than schools, libraries provide a continuing learning environment and resource for all residents. Also, the duty hours for the Oakton library should be expanded. Not open on Sunday? THAT is a crime, and should be fixed immediately. Yes, I am aware that more hours means more money. So read my first sentence again.

I love the self checkout stations. We are currently interested in books for books for ages 1-3.

Library may organize simple preschool activities for children like sorting, identification of animals , birds etc apart from the story telling

I think the new meeting rooms are a great service to the community
I don't think the library needs to re-invent itself. It should be available to provide access to information for people at a local, communal area. To try to expand the library's uses is nice, but as a government service, it should stick to it's main mission. Other places can be community centers and provide alternative services. Laura

Focus on being a library and not a general public service. Don't try to be everything to everyone, just be a library.

My main library, Dolley Madison Library, is TEEMING with small children, which is wonderful but challenging. Sometimes the children's section is overcome with young kids and their caretakers, with the toddlers running around and yelling (and adults chasing and calling after them), so that it's difficult for others to use and enjoy. It would be great to have more organized activities--readings, songs, art projects, etc.--on an ongoing basis. I've been to a couple of children's book readings; one was WONDERFUL, with a librarian who clearly loved children and loved children's books. Another reading--an evening PJs event (which sounded very fun) was extremely strange and tedious, run by someone who didn't feel comfortable talking with, or dealing with, small children, who read from cue cards to sing songs and was just clearly NOT in her element. PLEASE continue to offer high-quality, expanded programming for toddlers and preschoolers. There's little more satisfying than seeing one's two year-old fall in love with books and finding it the height of excitement to go to the library every week.

This rush to self-service is very upsetting. It was bad enough when you went to hold pickup self service, there self service checkout. Now if I want to buy a book from the book sale, it takes at least three times longer to do it with the computer than it did to just give the money to a library employee. As a senior citizen, I enjoy going to the library not just to get books but to talk to the employees about what is going on in the neighborhood. Also, I notice that you are not buying as many "real" books especially buy some of favorite authors. Yes, I have requested books, but they are not always purchased. Thank you for listening. Since I am in a demographic no one cares about any more, I do not expect anything to come from this survey!

I find it difficult to understand and download ebooks onto my IPad. And the titles I would like in current bestsellers are never available. Very confusing to know what account and how to do all this.

There aren't enough story times offered for my son's age group (2), I would like to see a weekly offering for toddlers and preschoolers story time in each of the libraries.

We would love for the library to have more Sunday hours and weekend hours.

1. I would like for each library to have consistent, regular open hours. The same hours every day. I would like for them to be open earlier. 2. I would like for the computer search engine for library books to be improved. The current one is not good. Example, enter the name of an author and the system will give a list of authors with different names. 3. I would like for the library system to have a full compliment of Western books. 4. I would like for business and technical books to be organized by AUTHOR. 5. I would like for the County to have ONE Technical library for books used primarily for business and research, e.g., guns, airplanes. 6. I would like for each (my) library to have a larger reading room with a "pay by
the cup" coffee vending machine. 7. Is it possible for each library to have a full compliment of all the books written by the most popular authors? Question: Why did the library system install NEW automated checkout machines when the ones it had were perfectly good; and operated more efficiently? To me, as a user, it seems a waste of money. Was that the most important thing the system could find to spend money on? 8. I like the lighting in my library. 9. I like the temperature in my library. It is not freezing cold like at my local Starbucks. 10. I like the cleanliness of my library. 11. I like the calm atmosphere in my library. 12. Help! Can anyone be expected to remember their library password? I would like a simple system, maybe put the # on my library card. 13. I think the system is going overboard on CDs and DVDs. 14. I think the system needs a new, clear mission statement. A "library system" can not be all things to all people.

The Lorton branch has been closed for many months forcing me to use Kings Park which is far less convenient. The library provides a valuable service which should not be curtailed. While online and data services offer some value these should not be undertaken at the cost of eliminating print books.

I use the library often, mostly to borrow books, and think it is an asset for all users. Long waits for newer books can be frustrating but otherwise I am happy with the services provided. Being able to reserve and renew books online is particularly helpful. I normally do not need the computers or Wifi but am glad they are available for those who need them.

They're doing a great job. Thanks !!

Dolley Madison Library was always a very hospitable place to obtain information and reserve meeting rooms. However I have serious concerns about the new Assistant Library Manager, Cathy Richardson, who is insufferable and overbearing. She does not belong in a Community where the hallmark is neighborly conviviality. She is tends to say no before she even thinks of saying yes. Please transfer her to a library where the community needs her policing.

When will Pohick reopen?

It is important to meet current need of of the community. Let's make it better and keep it open. It means a lot to the community of any age.

I do not agree with those who say that libraries are not necessary to the community, or that they are superfluous because of the growth of technology (ebooks, social media, etc.). Some of their benefits are intangible, but taken for granted by the public.

I love being able to use the library's website to put books on reserve. It's a great time saver and service.

the meeting rooms are extremely useful. I also use the inter library loan quite often and the web site to renew loans. I also use the audio books for road trips quite extensively in the summer and during school breaks. Always looking for new books especially in the fantasy and science fiction area although this is balanced by a good biography every third book or so.
I would appreciate more copies of e-books, as the wait for some of them is ridiculously long. Books on CDs are great, but it's hard to find a good portable CD player these days; companies aren't making them anymore. Also, discs are frequently damaged or dirty. I absolutely love the two libraries I use -- Tysons Pimmit and Dolley Madison. Plus, the online catalog is awesome. I am so grateful to live in a place with such an excellent library system. Thank you!!

Please keep the library quiet.

I feel public library services are extremely important and a good use of my tax dollars. I'd like to see more parity in electronic/physical media options. Books are great in general but ebooks & other electronic media very convenient for commuting, etc. The library website response times seem a little slow but I still use it.

Never want to see it go away. Love our library.

This survey was only offered in English. If you would like a more representative sample of the community, you should offer it in more than one language. Thank you for all you do.

We are blessed to have such a WONDERFUL library system. I have really enjoyed and learned a lot during the Early Childhood educators classes... love them.... just wish they did not fill up so quickly. :-) I take advantage of the library for early education experiences that can benefit the preschool class that I teach. I also enjoy just looking at books and being able to explore different things without having to make a monetary investment... especially in this season of tight budgets. I recently visited the new Richard Byrd library... stunning and I am thrilled it was placed in such a "high need" area knowing that those residents need a library they can walk to. It really helps to create a sense of community. Every interaction I have ever had with the employees of the library has been pleasant and I find them to be very helpful. Thank you!

Would love if Korean language books were offered at Thomas Jefferson library. Would also love if there was a book drop at Mosaic (would love even more if the branch moved to Mosaic district, similar to how there is a library at Rockville town center.)

I usually go to pohick but it's closed. Appears other libraries are also renovating but wouldn't this survey be helpful before?

I should be open every day.

I appreciate the staff of our library here in Great Falls.

I am glad there is a public library in our community. The hours are limited but it is a very good resource. The staff is professional and courteous. Please continue the good service.

I think the focus of the library system should be about reading and literacy first (for all ages). If the library has limited resources, all the other programs should be secondary or not offered at all if the library system cannot meet the primary mission of offering reading materials.
All the additional feel good resources and services and materials that you are interested in querying the taxpayer about will result in additional hits to the already over-burdened Fairfax County taxpayer, so much of which is transferred to the School System. The most sophisticated state of the art goods and services are not always the best or easiest to use for the average user of library services.

I do a lot of driving and love "Books on Tape". Would love a class on how to download ebooks for my car. Or continue to add new C.D.'s and tapes to the audio book collection. Thanks.

Since fiction and mystery often cross, could they be shelved closer together?

None

I've used libraries across the country as a kid, young adult, adult job seeker, and parent. Functionally, Fairfax offers the basics to meet adult needs. It's sorely lacking in the preschool, young child department. The book selection is anemic, the designated areas aren't comfortable, not warm or very pleasant to spend time and could offer developmental toys and puzzles. MRS in Falls Church has a better book selection and some of the additional features that make bringing young children in worthwhile. It's crucial to build the library appreciation at a young age and offering parents a real option for their kids brings them opportunities to explore more the library has to offer. Focus on the basics, getting people of all ages to read. Then they can find and pursue help for whatever they want to accomplish in other areas of life.

The children's section is very limited. There are very few, if any, programs available- story time for toddlers.

Expand Online Resources to include access to legal/business programs, Ted series, maybe partnering with Nova to offer online courses......

I look to the library to provide books and programs for my grandchildren, ages 6 yrs, 4 yrs and 8 mos. I enroll them each summer in the Summer Reading Program which they and I really like, especially the "star" board where each child can put up their name when they have completed their reading logs. However, I find the children's section to be less than satisfactory, e.g., not enough books and variety, some books which my little ones like not found in the children's section (science books) and there has never been a children's librarian any time I have been there. As a result, I tend to do the Summer reading Program in Fairfax but get books out of the central library in Arlington which has an extensive children's section and children/s librarian. So I think this is an area that really needs to be improved in Fairfax.

When my children were living at home, we went to the old small library in Great Falls regularly. When my eldest grandson was small, I took him to the new larger library here. I have accumulated books from beloved elders who have passed on and am slowly but surely working my way through them. Personally, I prefer books to other reading devices, perhaps because I was a hand bookbinder for 17 years. I love turning pages. Being older, I realize my preferences are not the modern way of doing things and I do love coming to the library to find interesting books on tape to listen to on long drives. Without small children around I
find my reasons for coming to the library have been reduced but I am in favor of providing your excellent services to the general populace. I can’t imagine a world without well staffed and filled public libraries.

I think the Fairfax library uses its resources extremely well, and needs more support.

The library needs more funding to satisfy the diverse needs of its well-educated population. The library needs to boost its materials budget to afford buying more copies of popular books, in print and digital formats; a wider variety of titles (for example, more nonfiction books published by university press, art books); downloadable media (movies and music provided by Freegal, Hoopla, Overdrive, etc.), sheet music or online music score collection; Lynda.com training videos; Safari Books Online (collection of technology ebooks). Other suggestions: to increase the programming budget that will enable the library to do more programs for children and adults, and invite popular authors and speakers; redesign children’s areas into more inviting, colorful and exciting spaces; create 1 or 2 digital labs/maker spaces equipped with state-of-the-art technology: 3D printers, design, graphics, music recording software, etc.). Fairfax County residents deserve a better-funded library. The library needs to improve marketing: many residents still have no clue what their public library has to offer.

I believe that your main emphasis should be on expanding your book inventory, which is the basic function of a library.

Sunday hours would be helpful due to homework questions and school projects.

Longer hours and Sunday openings would be appreciated.

I am very pleased with Fairfax County’s investment in public libraries. This is a very valuable service---especially for residents who do not have funds to purchase books and/or do not have access to a computer/internet connection.

We appreciate library services. Would prefer to see Ffx Co govt services focusing on needs of those who are legal residents, since we are the ones paying taxes to support libraries. Those living here illegally have myriad other options for services. Thank you for supporting long-time, legal, tax-paying, upstanding Ffx Co citizens.

I have heard rumors that Fairfax County is looking at closing down some branches, including Oakton. That would be a travesty! Our public libraries are a vital part of our community, serving people of all socioeconomic levels and backgrounds. They are one of the great equalizers. A county as prosperous as Fairfax county is, should invest its money in its citizens. PLEASE do not close the libraries or shorten their hours or staffing any further. They are too important to our county’s future! I would suggest increasing the budget line item for libraries instead of reducing it. Ask the citizens for more money, or increase taxes on all the companies based in Fairfax, as well as the citizens. Education and libraries are too important. To paraphrase an adage...show my your budget and I’ll tell you what you value.

I enjoy and appreciate having the library so handy and accessible. We have an excellent group of people who staff Sherwood Hall Library in particular.
The website is simply awful. Clunky to log in, difficult to search. I usually go to the FFX lib site on Sundays as well as the Arlington lib site. Nine times out of ten, Arlington has the newer books listed in the NYTimes Book Review section whereas FFX often does not have the books in their system. You can't easily search the books on order, you have to scroll through page after page to search for a title. Also on Sunday's there is often a "records in use" message when trying to put a book on hold. Why can't the FFX site be as easy to use as the Arlington site? And why can't FFX make sure to order the books which will be reviewed in the NYTtimes?

The Kingstowne Library staff is great and does a good job with its allotted resources.

It's great to still have a place to check out actual books. I hope this never stops. E-books are NOT the same. Thank you for being a great resource for the actual thing.

Books on CDs are really important to me. It seems that the library is not investing in new titles on CDs. I would appreciate greater investments in this form of reading materials.

I've been a life-long user of our libraries and mostly use them for books and audio books (CD's for my car). I love that I can request something online then pick it up when it's available. I miss the personal interaction with library staff when checking out books now that we do everything electronically.

Having lived in several other countries I never expected taxpayers in those countries to spend their money making sure English-language books were supplied for myself and others who did not speak the native language of the country. Likewise, given the financial straits in which the library system finds itself, I don't think money should be spent on books for people who don't read English. I also find it unpleasant to be in the library surrounded by people who are speaking loudly on their cellphones -- to the distraction and annoyance of their fellow library patrons. Each time I have spoken to a member of the library staff about this I have been told that there's nothing they can do. And let's not even mention the parents who think that the children's section is some sort of playground....

I think the FCPL system is a truly valuable service to our community. Thank you to all who work there and all volunteers who help.

Make self-serve overdue fine machines operate by reading library card. Also, program fine payment machines to solicit donations w/fine payments such as rounding up to next dollar.

Video's such as other PBS broadcasts should be included, such as Ken Burn's series on the Roosevelt's, Cancer and the National Parks. Currently it seems limited.

Libraries need more funding, they get cut too often. I hope the meals tax will also support the library.

More story times for preschoolers. Mary Riley Styles has a great program that FFX can imitate.

I've enjoyed the FCPS system since I moved to the county in 1983, and have appreciated the growth and changes made in those decades. As a regular customer, and primarily a
pedestrian--my only wish is that although TJ is close by car, I would like a branch--perhaps just a mini-branch--accessible by foot.

Good services, Thank You.

I think public libraries are essential to the community.

The Embry Rucker Shelter is next to the Reston RL. I understand the need for people to keep warm/dry, I have been in the shelter donating items and overheard the receptionist telling guests that they can't check in until 5:00, so go wait in the Library. (for hours) I DO NOT return books during off hours because I feel unsafe with all of the homeless sleeping around the library and I do not appreciate the loitering of homeless in the chairs inside. They take up space waiting and are a little smelly. If they were doing something, it would be a different story. But, they don’t seem to be acquiring new skills to become employed and eventually homeless. I would like the County to review it’s options for these folks as the population is unfortunately growing.

The library needs to upgrade its computer operating system and software. Windows 7 on a slow connection just doesn’t cut it.

Storytime and other events for preschool children have helped my children develop a love for books and for the library environment. Woodrow Wilson library looks great after the renovations. Great job!

The county spends too much money rebuilding libraries. I only went back to the George Mason Library twice after it was rebuilt. The Thomas Jefferson rebuild was a waste of money. I have started using the Arlington Library.

None. I love the Centreville Branch!

I love digital books. Anything you can do to increase the ebook and audiobook library size is great.

More programs for adults. Makers paces arts and crafts.

I appreciate that public library services are still available! I especially love the online/download features for eBooks! :)

My local (W. Wilson) and Regional (Annandale) are spacious, welcoming, have lots of parking, are quick to respond to my needs and questions; I am very well-satisfied with our libraries. I frequent the Library Book Sales, and recently have used the Virginia room for genealogy. I use the Book reserve a lot, as there is a neighborhood Book Club where I live.

Do not dismiss my comments by assuming that my age makes me a technophobe or an old crank who wishes the world were as it was "back in the day." I am computer literate & supportive of providing a wide range of services to the community. HOWEVER, in your attempt to be all things to all people you have significantly & seriously adversely affected the basic library experience. Resources are insufficient to do it all so I strongly urge you to
focus on providing GOOD BASIC services first instead of diluting that experience by spreading resources too thinly, e.g., loaning computers, services in 84 languages, free downloadable music, more e-books, etc. There are inexpensive alternatives, especially for the latter two items. Staff at the City of Fairfax library is good but the experience is often unpleasant enough to drive me away before I finish what I came to do. Tutoring sessions (usually in open areas, not meeting rooms)) are usually loud enough to disrupt one’s concentration. Homeless persons camp out for hours, snoring or talking to themselves; people talk on cell phones; kids play computer games & laugh & talk; the "kiddie lit" area is allowed to be a raucous playground while oblivious parents stare at their phones. I cheer when children read or engage in other learning activities but yelling & squalling belong at home or at a park! The room for quiet study is woefully inadequate given the # of students & others who seek quiet; I often find no room for another user. Staff may be immune to the noise; all patrons are not. I'm sure employees don’t want to monitor & "police" patrons' activities but something has to be done. Post QUIET & NO CELL PHONES signs (employees can point to the signs). Require students & tutors to schedule meeting rooms. Put "kiddie lit" in a big conference room. Divert resources from the "nice to haves" (e-books, downloadable music, computers for loan) to solve these problems. You should heed the needs of TAXPAYERS!

I think the hours should be increased, to include weekday night hours and Sunday hours, or web access reference and downloadable ebooks, emags, music, audio books, etc., should be increased significantly. Otherwise, I think the county library system is quite good.

I love the Fairfax County Library, but the thing that they could change that would benefit me the most would be to provide a good capability on their website for getting recommendations on books based on my opinion of other books.

Thanks for the variety of audio books!

The used book donation and purchase function is useful.

I love FCPL. Of course I wish it could offer all things to all people, but that’s not how the real world works. I have lived in the area for about 10 years and am very happy with the programs and services available. My main area of interest is enhancing the collection in all areas: fiction, non-fiction, children’s, audio books, periodicals, ebooks, etc. The more the better. I used to wish the video and music selection was wider, but I think at this point people have so many other options to obtain this content (You Tube, Netflix, Pandora, etc.) that there’s no need to devote precious library resources in this area.

On one page, you used a lot of terminology, or names of programs, I was unfamiliar with. So I couldn't answer those questions. Expanding downloadables...books, reference...would be great. These things don't take up shelf space, so there's very little opportunity cost. I'd love more books downloadable to Nook or Kindle.

I would like to have a history of my book borrowing available as part of my library account. I think every library should have the regional library hours.

It is my opinion that, at this time, Fairfax Library is devaluing itself by reducing the core collections and reference service. The Fairfax Library seems like a dog chasing its own tail.
Instead of sticking with important library services the system tries to keep up with every new media to deliver services and in doing so reduces the effectiveness of what it already has. I also believe the Library needs to reinvest in its collection with materials that are geared to all levels of expertise. Not everyone wants to read a bestseller. I also believe floating collections are a bad idea. The system needs to pay attention to recruiting and keeping trained library staff, paying good wages to that staff and especially reducing administrative overhead. As the Library cuts staff and services in the Branches it continues to increase the budget for the Administrative Division. The Library Director should be a Director first, listen to the staff and public and not have an attitude of superiority. I hope that is what the future holds. I feel strongly that the Library Board members should be selected from a group of people who understand libraries and are committed to library services. I have been to Board meetings when board members asked questions that clearly revealed a lack of knowledge of libraries, Fairfax Library and library processes. It was surprising several lacked the most basic library knowledge. Front line Librarians work hard to deliver excellent library service and customer service. They should be acknowledged and rewarded.

No comments.

I believe the library holds the potential of being a hub of literacy and technology pursuits for the community and could be more vibrant with activities for community members.

Would appreciate services such as: applying for full-time/part-time work; applying for Medi-care, Obamacare, Medicaid; information about accessing sports events, fitness events, activities for adults.

Thank you for the services the library and its staff provide.

In visiting several branches in the area, but particularly George Mason, I have noticed that "Library Etiquette" seems to have been abandoned. Sure there are little notices taped everywhere, but no one seems to read them (particularly the many foreign, non-English speaking patrons), and rarely does a staff member come to remind those who break the rules that they are to follow them if they want to be in the library. Not only that, but staff are frequently the loudest people in the library. Especially on the tours of the library, where they neither mention the rule of whispering nor whisper when speaking themselves, to the point where patrons reading or working quietly near the tour are noticeably bothered by the noise. At GM, an employee was interacting with a patron, and both men were speaking very loudly. I asked that they whisper, as I could hear them over the audio I was listening to with headphones, and they said they would, but returned to their loud talking before I even returned to my seat. Another major issue is people not only having their phone ringer on, but taking and making calls in the library. These are not "Hi, are you outside?" calls, they are full conversations. Again, no staff do anything to curb that misbehavior, and it falls to patrons to address the issue. In that sense, I have been very disappointed in the Fairfax County Public Library system, and have had to "shop around" to find a branch (Patrick Henry) where the rules are followed and enforced. Aside from these issues, the library remains for me the rich resource it has always been, and will continue to receive my support. Thank you!
I love being able to check books out on my iPad -just wish not such a long wait for newer books!

I have serious concerns about the lack of funding for the library in the past five years. They should not be building new libraries at the expense of existing facilities. The library does not supply materials for our highly educated community; they do not seem to purchase books from university presses, books in most foreign languages, music materials or reference books. I am concerned that there is no central library with an in-depth reference collection and highly trained subject specialists. Whatever happened to the Business and Technology Collection, Art Collection and Music Collection? Only the Virginia Room (the gem of the system) remains and staffing cuts there have made it difficult to make all the materials easily accessible. I have visited the Virginia Room some days and found a sign on the desk telling me to go downstairs for assistance. It means people have to go up and down the elevator or stairs to get help. I know this is due to the fact that the Virginia Room has lost a full time librarian and half of an administrative assistant due to budget cuts. And who is overseeing the collection and the users of that large space when the desk is unmanned? I also have concerns about the floating collection. I would like to go to my regional branch and be able to browse the full breadth of an author’s works on the shelves. Having to place holds all the time to get a title I want because there are six copies at a branch on the other end of the county seems counterproductive. I also do not like that fact that you can’t speak to someone in the library on Sundays. I often need to check if a certain title is there and don’t want to drive over to find it isn’t. Lastly, I wonder about the policy of discarding books after two years of not being checked out. So many local history circulating books have disappeared as have older titles by popular authors. If there is space on the shelves why not keep these books for a longer period; say five years?

The number of new non-fiction books is too small relative to the number of new fiction goods. The number of new books in foreign languages seems excessive.

none

Focus on books and reading- not other services.

I previously lived in Arlington County before moving to Fairfax. The Arlington library website is light years more advanced than the Fairfax County website; I was particularly disappointed in the archaic features and felt it was not very user friendly. That aside, I have been very pleased overall with the Fairfax Country library system. Keep up the good work!

The library system is a gem!

I am proud of our public library system and am happy to see that we are considering how to make the library continue to be relevant.

I think our libraries do a good job. I wish they were open a few hours on Sunday afternoon but know that manpower is probably short.

Staff and volunteers at Dolley Madison have always been helpful and respectful to me. I am interested in computer training, class or private. But I haven’t been able to work out anything...partly because I don’t know what to ask for.
Would like to see more best sellers and larger selection of e-books. I usually use only the online services unless my grandchildren are visiting and then we go to the library so they can pick out their books.

The library is a great resource. I’m not convinced, however, that investing in so many copies of top 10 fiction best sellers is the best strategy for choosing new material. I’d like to see the library going a little deeper into the non-fiction best selling list and have a few shelves dedicated to the new non-fiction acquisitions. The shelving of non-fiction i.e., the ordering of the books on the shelves, is not very user friendly. Why are fiction anthologies in the non-fiction section?

It would be good if we can borrow magazines - India today, and weekly newspaper - Barron’s etc from libraries that have it. Faster availability - once reserved, would be great as well. Library has lots of resources which needs to be communicated to people so that they are aware.

No other comments at this time.

The most disappointing thing about my library in Great Falls is that it is not open a full day every weekday. I suspect the residents of Great Falls pay a lot of taxes to the state of Virginia and to Fairfax County. It is sad that we do not have a full day of services during the week. While it is admirable that the library system wants to expand services like teaching English or helping with employment, I think the primary goal needs to be access of books and other reference or learning materials and a quiet comfortable space to read or study. Once that basic need is met, then absolutely, let’s add other services. Thanks for listening.

Great location & facility.

I would like to see weekend hours of 9 a.m. to 6 p.m., at a minimum.

I wish the library opened earlier in the mornings.

I used to go to Tyson’s Pimmit Library but Dolley Madison is near my home and I love the new space! If I could add something, I would add footstools for the magazine reading room.

My husband complains that the technology books have been culled from the collection. He is interested in books on things like motorcycles, airplanes, cars, radios, guns, etc. He believes more new resources on these types of subjects is needed.

Have only just started using the library in the past year. Like the feel of a book in my hand vs audio or downloaded books. Has created a serious financial advantage since I no longer need to purchase books and then donate when finished.

I enjoy having a library (several branches) available to me. I have not had a single unpleasant encounter or event at either the Sherwood Hall branch or Kingstowne branch which I frequent the most.

None
More titles should be available for checking out, either in book or ebook versions. The wait time for popular books is very high and the stock for nonfiction is terrible. For school projects there is rarely books available at the library. This would be fine if the books were available online instead, but having to wait the week for the book to be transported makes it difficult to do school projects using the public library resources.

It would be nice if there was a check-in option for returning books, just like check-out. That way I would have the assurance that a book I returned is noted by the library. In one case, my teenager dropped off several books at book return, but one was noted as still checked out.

Love my Dolley Madison Branch -

The library is an excellent source for what it provides, however, it needs more computers as technology grows. Also, the computer should provide the customers with privacy, instead of seating side by side without privacy. People who do not have computers uses the library for paying bills and other personal effects. Privacy is very important. If there are children or teenagers who want to just play games, then the computers should be set up in an area for that. Sometimes there are more than one person on one computer, which does not give space to the individuals sitting next to them.

I think the renovation on Dolly Madison is wonderful and I hope that the Pimmit Branch renovation is just as good.

Ebooks should have more availability. There should be more spaces for people to work from the library

Really wish the hours would be extended to stay open later on Saturdays and Sundays !

It’s computer and printing services have been a lifesaver on several occasions. Thank you.

I adore the Dolly Madison library since the renovation. The seats by the back window and the tables always seem to have people in them. I truly enjoy going to the library as a place to relax now, thank you! I hope the new Tysons library will be just as nice.

Great service for the community residents.

I go to several branches, and the staff are always amazing and willing to help. I’m very happy with the selection of materials and believe it is a wonderful resource.

More popular videos, especially series. More story-times for preschoolers

I find that my satisfaction with the library and services provided is on a downward slope consistent with the fact that the Board of Supervisors continues to cut the budget for the Library. On my last visit to the Great Falls branch on May 20, 2016, I was dismayed to learn that the branch did not have a copy of the Kelly Book. This book is a basic research tool concerning automobile values, and I wanted to check it to make decisions for insurance renewal purposes. I was referred to the Loudoun County library. The subscriptions to a large number of periodicals have been cancelled over the past few years. In addition, the
number of new releases has greatly diminished and the branch is stretching what are characterized as new releases to include works that have been out for two or more years. I was very disappointed to find that a recently released work I enjoyed was the only novel by its author in the collection for the County. The author’s name is, Nicholas Guild, from Fredericksburg, MD. He has other works that are or have been best sellers, but I had to go out of County to borrow a volume. I was thoroughly disgusted particularly because apparently the libraries in other Virginia counties have better collections. I pay very high real property taxes in this County, and I expect a return for that money other than County government constantly caving into outrageous demands from the school system. Thank you for the opportunity to comment. W. Scott Railton

I think FCPL has a great many services to offer to county residents, but I’m not sure the county does enough to promote those services. For example, until I had a relative in an elder facility, I was unaware of Access Services. and I only became aware by contacting the library itself. Also, I was appalled to read a few years back about FCPL trashing several hundred books. I hope that is no longer part of your protocol. There are many poor regions in this country (and probably in this state) that could use discarded books.

I wish there were more programs for the pre-k/2-3 year olds!

Thank you!

It’s important to help residents who are living in poverty with computer and Internet access. Bilingual services in high ESL neighborhoods are also important.

I want to take this opportunity to thanks for your staff for their hard work and wonderful services.

I like the physical changes made to the Woodrow Wilson Library, as it makes it easier for students to set up study groups and to use computers if they do not have their own. The librarian was very helpful in directing me to low vision resources (at least the first step), which I find myself in need of. Along those lines, it would be helpful to have more online fiction in the lending library. The waiting list for popular fiction can be months or years. I do borrow large print books, but must use a magnifier to read them, so having them in epub or kindle format in larger quantities for popular authors would help people like me tremendously. I cannot afford to buy books except for specialized reference, and the public library digital collection is a lifeline for me.

My wife and I are both regular users of the Fx Co Library -- mostly Dolley Madison and Pimmit for her, and on-line for me. We both use electronic media almost exclusively: she gets audio DVDs and I get e-books (typically for my iPad Kindle app) or audio-books. I generally favor having the Library focus strongly on its core reading/literacy mission, particularly to encourage new readers (children, maybe adult literacy if that’s a significant need in the County) and to support K-12 students learning to do literature-based research. I do think the fact that Fx Co libraries are friendly, familiar and convenient venues makes them potentially valuable for other purposes mentioned in the survey (maker labs, government paperwork help, meeting space, etc.) but I would hope that these could be paid for (including perhaps payment of a fee to the libraries for use of Library facilities) by other
County, other government, non-profit, or community programs with mission responsibilities in those areas, vs. from the very limited Library budget.

The library hours must be expanded. Services should be returned to a 2008 level. This county and its residents deserve to have strong libraries.

I would like to see more lectures on interesting topics. A few years ago at Tysons Pimmit library I attended a lecture by a maker of crossword puzzles. Since I do crosswords, I found the lecture very interesting and, in fact, never forgot it and have often mentioned it to friends. Something like that more often would be nice.

I enjoy using the Fairfax County Public Library. I like ordering books online and being able to download audio books. Thanks for providing these services.

very satisfied with everything done for the community, would like Sunday services.

I know the Library well and have been active in the Friends group at my local branch. The staff does a valiant job in the face of draconian budget cuts. There has been a noticeable decline in the collection -- fewer books and long wait times for popular books. We need more budget dollars!

I grew up with a love of books and reading - thanks largely to a good local library - this is an essential service for the community and must be supported and maintained accordingly.

I hate the idea of dumping paper books. There are times an e-reader just isn't the way to go with a book.

I LIKE TO DOWNLOAD BESTSELLERS

Stop with the fascination with technology - kids need a chance to hold a real book! I love the book discussion groups - my son enjoys the Boys Book Group at Kings Park. Great opportunities over the summer to pull kids into the library.

I love, Love, LOVE my library!!! I am a millennial and I totally value the need for print materials and accessibility to a physical building. I love that I can search the catalog from my cell phone, place items on hold, receive email notification of availability, and pick up and check out in under 2 minutes. It’s the best system ever and I love that it is so easy and user friendly. Also, the library staff are some of the hardest working and caring people I know. I have met many of the staff in the community advocating for funding and services. Thank you so much for all you do!!!

Public library is great. More needs to be done and more monies need to be spent. Libraries have always been busy when I have been at the library. Wait time on new releases are way to long. Wait time to receive a book from another library is too long. Technology classes for seniors, ie: Kindle, tablets, I phone’s, basics on a computer would be outstanding. Basic classes to maneuver our way through Facebook and how to download pictures from tablets and phones to our computers an downloading music to phone or tablet would be great.
I really appreciate and use the audiovisual. Mostly downloaded, but sometimes on cd. Please expand the selection of books available. Often, only a few of a book series are offered. Just enough to hook me and then no more.

Add more second language magazine and newspaper.

All the libraries in this area are excellent...Fairfax County and Arlington County. Please stick to the business of being a library and don't over-extend into other social services. The social services are great but when you expand beyond your basic literary mission you will lose quality. If you expand, do so by extending hours. Market yourselves better to reach the audience. You are too modest. Go brag about how good the libraries in this area are. Also, your staff is excellent. I have ALWAYS received polite and professional assistance from the men and women who work and volunteer at the libraries. Thanks for allowing me to comment.

Do you know... (probably because of the internet) I sometimes actually forget that the library is there! I think receiving an E-Newsletter will help remind me about your services and availability.

The main branch I haven't been to since the remodel, but the local branches seem poorly stocked and the hours are awful.

I'm happy that Dolley Madison is temporarily filling in as a regional branch while Tysons-Pimmit gets renovated!

Actually, I don't make enough use of the Library, but have had excellent service when I've been there. I think the Fairfax Library is great!

It is difficult to answer if the library represents a good value or use of tax dollars as I do not know what portion of tax money is used for library services.

I would like to see Fairfax County expand library services, not cut them. I appreciate the opportunity to borrow books free of charge. I read mostly fiction (I'm an adult.). I also borrow books for my elementary school age stepson. I wish there were more books for children. They read books quickly and sometimes we've run out of books at my stepson's level that he likes. Also, I wish the children's books were clearly labeled with one consistent difficulty rating. I know different publishers offer different categorizations, but it would be helpful if the library tagged them with one system across publishers. That would make finding a book at your child's level a lot easier. I spend quite a lot of time flipping through books and reading through several pages before making a decision. Also, I wish the children's books in Spanish were expanded. There are even fewer choices there. Finally, I would support a tax increase to see the library open on Sundays. I usually only have time to go to the library on the weekends, so I'm currently limited to Saturdays only. It seems odd that the library would close on Sundays when people are typically home and have more time to visit the library. I'd also support closing one day during the workweek (whichever is the slowest) in exchange for opening on Sundays.

Nothing other than Cynthia Connelly a the George Mason branch has been very helpful to me and she's a real asset to your organization.
The library is essential to the community -- keep it going, keep it growing!

Keep them open to provide their services

as long as Fx County continues stocking the best sellers and are always available, my wife and I are content

I greatly appreciate being able to reserve books on-line. I have also used the library computers several times to pay bills and check email when my home system was out. What a life-saver!

Makerspace is a great idea. I would use this service if locally available.

Please, please, please remove tablets from the children’s area of the library. My kids used to read and browse for books and now they make a beeline for the tablets along with most of the other children there -- it’s really quite sad. Electronics devices are ubiquitous these days and I see no need to have them in the children's section even if it’s under the guise of "education" -- too many studies contradict this. In addition, the volume controls are disabled making for a very noisy, disruptive visit.

The library search engine is clunky and makes it cumbersome hard to find books, ebooks, etc.

We very much appreciate our public libraries. We enjoy bringing our children and grandchildren to various programs. It is very important that the inside and outside be a safe place, so we would like to see security guards on the property during open hours. Also, we strongly advise single-user/multi-sex bathrooms (European model).

A wider selection of newer non fiction books -- biographies, non fiction, history, etc. -- is needed. Most of these books that you have in these areas are old. Please, don't spend a lot of money on (i) the new age and self-help books, (ii) the pop fiction -- James Patterson, David Baldacci, Danielle Steele, Nora Roberts, Mary Higgins Clark, and the like. They’re not worth the county expenditures. Let people buy their own beach books. Can you really justify buying the latest Danielle Steele book, which is no different than her previous 47 novels? In addition, you should reduce your book selection that is targeted at groups served by the FCPS. I support the other county programs, including the increase in the property taxes this year. These groups should be and in large part are served with resources of our FCPS. At best your efforts are duplicative. Having said that, I do support your making computers available at the library for those who do not have access to the internet at home. Generally, however, you should commit your resources for services to the pre-school and the adults. In particularly, your population is aging, and you should be focused on them.

The library patrons would benefit greatly from expanding its electronic book selection. Many times I need access to a book and the library is closed, but having more books available online means that I can download it to my ereader. I believe that the library would benefit from more paid staff positions.
I live in a retirement community and would like to know how a book can be delivered to me without my having to go physically to the library to pick it up. I believe there is a way to have a book delivered to where I live, but at what cost? I imagine it’s too costly to do free home delivery for everyone who would like it. My experience has been that the staff at the library are always helpful and pleasant. And given the constraints of financing the library’s operations I feel that its hours are reasonable.

Focus more on having books available for loan, rather than internet and computer services.

Love it! Excellent selection of current fiction. I support FX public libraries through CFC every year--should let people know the CFC number through promoted posts in social media, posters in the lobby, etc.

I’d like to see the non-fiction materials section expand.

provide books, offer programs for Asian Indians and other culturers

I love the book buys. Great deals! I know libraries are not what they used to be with all that the internet has to offer. As a child growing up in a small town in the 80s I used to go to my school’s and city library weekly. Even in college, back in the late 90’s, it was required that the campus library be used for research. I do not know if that is still the case anymore. It is important for students and professionals alike to understand how to effectively research and reference scholarly works in their respective written documents. I have noticed a higher value being put on Science, Technology, Engineering and Math recently. With that said I would be remiss if I did not mention what I perceive as a weak understanding of proper grammar both spoken and especially written. (I am not perfect myself but strive towards excellence). I am not talking about individuals whom English is there second language. In fact they seem to grasp English more properly than those who have been speaking it their entire lives. If the library has something to do with that, kudos, keep it up. I believe that reading and writing workshops are key to polishing language arts skills. Whatever the Library can do to work with the local schools to keep focus on language arts will go hand in hand with STEM. Great ideas will fall short if they cannot be effectively communicated. Brandon Gotwalt - Greenbriar Civic Association

I also go to Tysons-Pimmit, in addition Vienna. My only complaint about the library system is from several years ago when FCPL decided to throw tens of thousands of books into the trash: Those books should have been donated to other library systems or sold (cheaply, or given) to the general public instead.

I do most of my reading through library ebooks and audio books- it’s a great service to the county and I appreciate the wide range of content available.

I love the Dolley Madison library since it’s been remodeled.

Please continue to make children’s books a priority. We are fortunate to have such an outstanding system of public libraries in Fairfax County. I love the book sales!

I am impressed with the speed at which my hold requests are processed and completed.
Longer hours in the evening for those with other commitments, that need to visit the library after dinner, putting kids to bed, doing research for my job or just getting out of the house to enjoy some private time away from work/family.

I believe a free public library is a necessity in our country and in our county. I do think that the library system should consider spending more on ebooks and improve the website and vehicle for delivering ebooks. At the same time I would not do away with the brick and mortar libraries.

None

I feel libraries are very important. We need to invest in them for the future.

I have been using the library very little over the past year or so. Taking this survey has reminded me how valuable a resource the library is. I have resolved to visit the library more often, and to use its marvelous and varied resources much more this year.

I would like to see funding increase so new books can be available for adults and children.

You ought to chase the homeless sleepers out the library and the bathrooms more often every day!

Be careful not to become a dinosaur. We are avid readers but today do it 100% electronically using library sources among others. I am pained at the prospect of losing libraries but I don’t know what your futures is except with those beginning to read or beginning to read in English.

really like ebook loans

I use the audiobooks and trying to get a current title book downloaded is very difficult. It would be nice if more copies were available. Clean, pleasant place that is used by lots of people that are varied ages. I love my library!

I wish Fairfax County libraries could find a way to recycle books instead of destroying them.

My home away from home. I don’t know what I would do without it. I definitely would like to see more copies of newly ordered books for circulation. My biggest complaint is the so-called hot picks/new releases shelves which are mostly filled with 1-2 year old books, certainly not new releases.

I would like to see more DVDs Books on CDs

Thanks for having so many branches, even though I only use one. Thanks for such a large collection. Keep up the good work.

Fairfax County is one of the richest in the country. Our priority should be on providing excellent services to residents rather than perks to businesses. I’d even be willing to pay higher taxes if I knew the money would go directly towards things like the libraries, schools, and other social services. It’s not enough to say we have more and better services
than other places do. We need to aim higher. What would an ideal library look like? Let’s aim for that instead of settling on just being better than those around us (or even the best). Come on folks! Let’s use our imaginations! Thanks for the opportunity to participate.

So thankful to have this library so close to where we live. The staff are unfailingly helpful and courteous--and knowledgeable. At times I’ll pop over to Kingstowne which has a slightly wider selection, or even go outside the system to Beatley. But John Marshall feels like home.

I feel strongly that offering downloadable music is not part of the library’s mandate. It is easily obtained in other settings and offers little educational value. I think renting laptops is a horrible idea. It is fraught with technical issues, and has great potential for monetary loss and damage. My personal experience with extensive accidental damage as well as deliberate damage (recipes and patterns, tables and charts sliced out of books, for example) The onsite computers are fine, and if they’re not enough, get laptops for use on site only. They will not be treated with care

I love the children’s section and selection of books at the great falls branch. It is cozy, secluded and very welcoming. The entire library has a lovely welcoming feeling. Our family loves this library. Our children are 4 and 2 years. I would like to see a greater selection of adult fiction however Thank you

I would like a more reliable library app where I could order/reserve books and check my account. The ones I have used in the past (and currently) seem to have a lot of glitches. Sometimes they work, sometimes they don’t and no one in the library is trained to help with them, which is fine, but maybe a customer service number would help?

I am a big fan of the library doing its traditional job of making as many books available for loan as possible within resources. Using Bookmyne is a really timely and convenient tool and should be maintained. Finding new and additional services or resources, or ways to use the library building or any other sideline that draws resources away from the task of obtaining and making books available for loan is not, to me, a good use of the library budget if those activities impact the budget needed to carry out the library basic business, obtain and maintain books, at least maintain current library hours, and pay salaries that encourage library staff to remain in the Fairfax Library system. The ones I come into contact on a regular basis are committed professionals, helpful, knowledgeable and should be treasured.

More funding is needed for custodial staff to keep the interior and exterior of the building looking good. It is not a good trend to keep reducing the required expertise of the people paid to work as librarians.

We love the Great Falls Library. The staff and the help they provide are excellent.

Library must not require a tax increase due to increasing expenses. Property taxes are already too high. I moved here from San Diego where the library system cut hours at the local library and had a few central locations open extended hours due to budget
constraints. Fairfax county library needs to consider costs and not just think of ways to make the library system even bigger. need to cut something if they want to increase in another area.

I'm very pleased with the Library!

THANK YOU!!!!!!

I would love it if the libraries had a bigger and more varied dvd collection.

I would love for there to be drive up drop offs for book returns like I have see in other parts of the country. It's really handy when the weather is bad and when it is late at night and a book needs dropped off.

I applaud getting community feedback. I do think services like these should be centralized like centers of excellence since it's very costly to be everything for everyone. I think the children's programs should be enhanced to encourage utilization and provided where the demographics indicate. What part of the county is seeing the most new births and target those areas with marketing plan. With iBooks so available looking at current supply and demand might assist in building those services. A centralized distribution center or regional within the county might help. I just think demographics and data from each library will help in decision making with regard to how to use each site. Or whether a site needs to be closed or integrated with another to reduce costs and improve tax dollar utilization. Bricks and mortar may not be the most cost efficient way to provide these services. Targeted marketing plans may also improve utilization. Rather than waiting for customer to come to you take your information out to the people as part of your marketing effort. In this era of online capability, libraries may become extinct unless they specialize, centralize their services and programs. Thank you for the opportunity to give input.

The library needs more funding to carry out traditional missions, like encouraging reading in pre-schoolers, without ignoring its newer missions. It needs a better nonfiction collection, one that is both more modern and deeper, in a variety of fields. It needs more seating (at every branch I have used -- Thomas Jefferson, Pimmit Regional, Fairfax City, Dolley Madison), which means more space. I grew up in Brooklyn, which as a county, had its own library system entirely separate from the "New York Public Library." The central branch was the equivalent of many college libraries, with a huge closed stack collection. I would support an extra half penny or even a penny in sales tax to for library funding or something equivalent. The library is about the only free resource left to carry out the mission of equal opportunity.

I love Fairfax County Public Library and appreciate it being available to the residents.

I think the library hours are insufficient to meet the needs of the community.

It would be great if Thomas Jefferson library opened on Sundays.

These are difficult times for libraries as the public's access to various media changes more rapidly than budgets generally permit. It requires astute leadership, willingness to change when it becomes clear that some service is better provided elsewhere or is no longer
needed, and the ability to move out when promising new services become practical. FCPL has done a good job of this without being overly conservative or liberal.

Simply need to expand your selection of titles—especially non-fiction.

In addition to our great parks and schools, the Fairfax County library system is one of the very best things about our county. The selection of books and media is outstanding, including the electronic books and audio books, which I've found to be terribly convenient and easy to use. The library staff offer exceptional customer service, both at the reference desk and the circulation desk. I'm always impressed by how friendly and helpful everyone is. I do think that Fairfax is falling behind the other libraries in our region in terms of our technology resources and spaces. Loudoun County has done an excellent job renovating and building new libraries and creating great spaces for teens. The DC public library has an amazing Fab Lab/Makerspace and a Memory Lab to convert analog media to digital formats. They even have media production studios! I don't believe any library in Fairfax offers any of these services, sadly. Even though Fairfax libraries are heavily used, I think we need to offer residents access to emerging technologies that enable residents of all ages to be active, engaged members of our community. The website needs a major overhaul. It looks so out of date. You should be telling stories about the wonderful things that residents are able to learn and do because of the resources the library has to offer. You've got a wonderful collection, but the site just doesn't do it justice. Thank you so much for this opportunity to give input. I've lived in Fairfax nearly my entire life and remember using the browsing the stacks of the George Mason library when I was in elementary school, using the microfilm at the Fx city library in high school, and checking out 50 books at a time for my small children just a decade ago. Now I routinely use Overdrive and have at least 2 books checked out at any time. I LOVE FAIRFAX LIBRARIES! Please contact me if you need someone on your advisory board. Beth Campolieto Marhanka

Fairfax County libraries are a TREASURE and a resource that MUST be fully funded year after year! PLEASE DO NOT, I REPEAT, NOT cut library services in Fairfax County.

Nice upgrade Woodson! Although I love libraries, most of the books I read are Christian books. I have never thought to look at the library for current materials; what is Fairfax's policy on stocking religious material?

Books and not electronic media is what I look for in a library

Keep real physical books!!

Better hours

I think some of the options (homework help, social security info, etc.) should be offered by the county, but not be the library's responsibility. If they occur in libraries, that's fine, but the library budget should focus on literacy for all. Dolley Madison and Great Falls libraries are always busy when I visit. Hooray! The upgrade to the Dolley Madison library is beautiful. Please find ways to help teens keep reading (graphic novels, anyone?). While I still can't understand the huge book purge several years ago (with so many books being put
in a dumpster, rather than recycled somewhere), I am impressed overall with the collection.

While libraries should be free to enable all to use, I would not object if the library had a voluntary annual fee perhaps equal to the cost of buying say 1/2 of an average best seller for adults, children should be completely free. The vast majority of patrons could afford such a fee and would be willing to pay I suspect if they saw an improvement in the library services. The fee should be completely voluntary. From observing how well the libraries are used I really believe it is one of the best uses of tax payer money.

You run a terrific library system for the county residents. Don’t let the temptation of "mission creep" get you into areas that are already the responsibility of other county agencies.

It would be nice to have more meeting room space.

One of the best and most important services to County residents.

I am concerned that the Reston Branch might be removed! I hope that is not true.

Vienna needs a new building for our local library! I often go to Oakton just because it is such a comfortable and lovely space. Vienna doesn’t have a bookstore in town, but a new library with comfortable meeting space would fill a real need for children, teens, and adults.

PLEASE expand ebook/audio book options and quantities, especially for newly released and popular books, at least temporarily. When you are in a book club, it’s next to impossible to obtain ANY form a new and recommended book (book, large print, CD, ebook, digital audio) from FCPL for many months. For someone like me, who can’t afford the luxury of buying a book every month, this means I can’t often participate in that month’s reading selection, as I usually end up 276th on the list! I try to steer my group to older releases, but those who can afford to buy the book/kindle version usually want to read the book when it’s hot. Also PLEASE make it EASIER to return ebooks and audio books, AND encourage people to do so when they have completed the book. This would speed up the waiting list! I find it frustrating when I’ve completed with a book two weeks before the expiration and I can’t "return" the ebook. I know people are waiting for it!

Library is very important in my life and others in the community

Love the library. Particularly love my home branch, Great Falls, mostly because of the terrific young children's area. I use the online resources more than the physical locations.

You are doing a great job with limited and diminished funding

Kings Park Library is dated and it should be upgraded to the standards of the Burke Center location on Fred’s Oak

Please do not cut hours or reduce services.
Because many Fairfax County school students lack quiet places to study and computer access at home, the library should change its hours for all branches and open them after school until 9 p.m. every day from Monday through Thursday. Morning openings benefit groups, like the the elderly, who have flexible schedules and can easily visit the library in the afternoon or evening. Library hours should always be set to allow students and people who work ordinary hours maximum benefit to those who have the most pressing need for its facilities and services. While it may be convenient for library staff to close two evenings a week, neither that nor the needs of the relatively few people who come to the library from ten a.m. to one p.m. justify not providing the valuable resources of the library to students and people who are at work from ten two. Hollis Summers

over all it's awesome

On the whole, the Herndon Fortnightly Library provides excellent service to users.

Was a great place to go for research, and for storybooks for my kids. I enjoyed finding fiction books as well as nonfiction books, and books on tapes were favorites, especially for trips. Like to see more Christian books and books on tape.

More resources including programs concerning understanding of the founding of our government (Colonial period) and the Constitution to include concepts of natural liberty and civil liberty and what all of this means to our current day.

More Ebooks and audiobooks downloadable online.

Public libraries are important even though I don't go very often. I read almost exclusively in the areas of theology, philosophy and religion. As as far as fiction is concerned my primary interest is in contemporary Latin American and Spanish literature in Spanish. I will not read a translation! Fairfax County Public Library does not carry these types of books because they cater to the mainstream. But that's OK. I can afford to buy books.

I wish that the fairfax county library brings more books in Arabic.

For the questions about newer technologies my answers were mostly "don't know" or "not interested." This does not mean that I am against these new technologies. I like to see library systems that provide programs and services that are of interest to all of the residents of the County, with the understanding that, with any given individual, he or she would be interested in some of the services but not all of them. In general, I am all for spending tax dollars for anything that helps people get a job, helps children and adults learn to read, helps to grow and educated citizenry, and provides options in the way or younger residents spend their time. So, I am all for a well-funded library with a lot of different programs and services. Also, I love the recorded books on CD (formerly on tape). More of these, please. The movies and TV shows on DVD are very nice, but are also kind of a luxury, when looking for how to spend limited resources. I like and use the website all the time, and I use the self-checkout kiosks. However, I hope there is still plenty of library staff available for assistance.
The financial benefits as well as the increase in accessibility of services that would be
provided by 24-7 online help and/or more self service (downloadable resources, etc.)
would be a great improvement in the Fairfax County Library offerings.

Library should focus on readers and not those who go to the library to watch movies on
Fairfax County computers or play games on county computers. If the library wants to be
involved in every facet of life it will never have proper funding. Stick to the mission
statement and review it frequently for update.

The children's story time could be improved.

A very valuable system which I am pleased and proud to use often.

I mostly use the library for browsing e-books and audiobooks, I like the amount of seating
and study areas that are provided for those interested in browsing the digital selections
rather than just the physical copies of books. I am also a fan of overdrive, as I have it on all
my devices.

I consider my local library to be a treasure.

Not sure this survey provides enough options to reply. You may need a choice between
"slightly agree" and "strongly agree", such as just "agree". More detail on the hours - I
would like to see later hours during some weekdays. Some libraries offer health education,
or health-related discussion groups. This is probably beyond your reach, but I believe that
all libraries should be public voting locations, and have a permanent desk to take voter
registrations. All public libraries should offer residents a service to take photos, and get an
official voter photo ID, if they do not have a drivers license. Such voters can take the bus or
senior transportation services to get to libraries.

I love the Reston library so much. The staffs are so kind and they have so much useful
resources. I hope other branches have same useful resources. Some library is not like the
Reston library.

Activities during the summer are very important for kids.

This survey needed more categories than the 4 given to answer most of the questions.

Our family has received excellent service from the FCPL.

While I am a frequent user of the library, I have attended very few of the events/programs
offered. I wish that there were talks with major authors (as I have attended at the Arlington
library). I also wish that there were more events for young children. Those that are offered
fill up too fast to be accessible, and story hour is not held frequently enough.

Stay open more hours.

Please keep offering the summer reading program--my kids love it! They also enjoy the
annual book sales. The self checkouts are very handy and the staff is generally helpful and
friendly at the Herndon and Reston branches.
I don't like the decrease in number of physical books available in the library. Electronic media should not be considered a good substitute for paper at a library.

I am completely satisfied with the fairfax county library services.

I do not know what I would do without our local library! My kids love books and I have saved thousands of dollars over the years by going every month to the library instead of buying books. I wish the TJ branch was open on Sunday. That is my biggest complaint. Otherwise we LOVE the Fairfax County library system!

Think about how to extend hours to evening and weekends. I would like to see Sunday service in particular. Thanks.

Please don't reduce hours of operation.

We regularly use the library's meeting rooms for our cultural exchange and we appreciate this service to reserve rooms in the county. I would also like to see more gathering places for kids to play board games, pokemon, chess or other things to get them more socially interacting with like-minded peers. Kids today spent way to much time on games and I think they need opportunities to interact in person.

Public library services are vital for all residents of the county and I love that you are looking at updating some of your services. I did not see much in the way of accessible services questions (i.e.: services for visually impaired residents) so I'm not sure if that means you already know what kinds of services are needed or if it's such a specialized segment of the population that you didn't include more than 1 question about persons with disabilities. Regardless, I am very concerned about making sure everyone has full access to as much as possible and I would like to see Fairfax County provide services for the blind and visually impaired so that residents don't have to go into DC to access services at MLK library. Providing e-books and online download loaners is a fantastic step forward for visually impaired residents in addition to the general population. But we also need services at branch and local libraries for our visually impaired residents. Thanks for all you do to support our community. We love our libraries!

I love the public libraries in my area. I have cards for Arlington, Fairfax and the City of Falls Church. I have found the staff to be always helpful and cheerful in all three locations. I can't imagine life without our library system. I borrow books for ages ranging from very young children to adult fiction and non fiction, classics, audio books, videos for adults and children...and you name it! I would feel lost without the library. I am especially impressed with the new Woodrow Wilson Branch. They did a beautiful remodel job and the staff is so helpful and accommodating.

Appreciate all your effort to these community residents, and thanks to you all.

N/a

N/A
The library is extremely important and it would be very short sighted to cut any services. Funding and services should be increased as an excellent way to provide opportunity to all County residents of every age and background.

Don’t expand your mission too much. Focus on a few things and do those really well.

Please keep them funded! They are a very important resource to our community.

Library is like having a friend

Thank you!

I find the choice of what is bought is not as good as it should be. I often visit Arlington Central to take out books as a result. This includes both older books and the very newest books. Also, I question the policies regarding the discard of books. Many of my favorite books are no longer part of the collection.

I am a champion of libraries! I have been using Fairfax County Public Libraries for well over 50 years; since my Mom took us as children to the Fairfax CIty branch, then taking my own children and now my grandchildren. I have watched the libraries grow and change and adapt to newer technology. The online system is great! I love that I can access the catalog, place books on hold, and renew books from my laptop at home or from my phone. The Interlibrary Loan system is great for books that aren’t available from FCPL. I still enjoy visits to the library to pick up and return books, browse, use the catalog, or use the computers or my personal laptop for online access, or to just sit and relax in a comfy chair and read for awhile. I most often use the self-checkout, but the staff is always quite friendly and helpful. I admit, I thought the shelves for picking up holds oneself wasn’t the best idea, but it’s proven to work just fine. Being able to put a book on hold online and pick it up from my local library is one of the most helpful services. The holds for electronic books are usually very long as there don’t seem to be very many "copies" for each title and they can’t be renewed. I often check out audiobooks. I recently had a book on CD on hold in the first position, but in a couple of weeks it never came in. When I clicked on details, I got an error page. I canceled the hold and attempted to put it on hold again, but the catalog showed it no longer existed. It seems FCPL is moving more toward e-audiobooks and away from books on CD. In order to use an e-audiobook, I believe you must invest in a monthly service, which I do not care to do, therefore I rely on the CDs. I notice as new books are added to the catalog, they are no longer available on CD. Finally, I think the shelves containing newer-released books that can be checked out for maximum two weeks is a wonderful idea as it can be quite a wait sometimes for the new releases.

Fairfax County Public Library needs to have renovations and should be up to date with the existing technology. Laptops on loan is a good investment especially for kids who cannot afford to have one. There should be more reference books. Given the high tax paid by residents in Fairfax County, they should make the tax work for the residents.

The Dolley Madison renovation is wonderful Being close to nature and in the heart of the city was great
Great job with other libraries in Burke taking on the additional workload with the reconstruction of the Pohick Library.

more e-books

E book selection somewhat conservative. Help for non English speakers important. Library is a very important resource for our community.

None

My wife and I have used the Reston Library for many years. It is a valuable resource for knowledge of all kinds, and the staff are most helpful when we have questions. They are very helpful in reserving books and borrowing specific books from other libraries when they are not in the Fairfax Library system. I am a writer and do significant research on-line and through the library - primarily in foreign affairs. They have helped me with on-line search questions, showing me how to access certain publications. I rely on the library for its immediate resources and also to obtain for me specific books from other collections. We enjoy the periodic books sales at the library. And we also have donated books from our collection that we no longer need. We think that the library is vital to furthering the educational goals of many different groups in our community and we see many youngsters there constantly using its resources. I am retired from the Foreign Service, having served at seven different overseas posts as well as in Washington. I am multi-lingual with English as my native language. I rely on the library for access to limited-publication journals and special articles. I enjoy borrowing lecture series on VCR or disk to listen to and view at home. I think the Fairfax County library system could expand its collection of such educational series to reach a broader audience. I am not attuned to many of the new media; do not have a smart phone; and rely on my desktop computer and the internet from home for much of my research. I enjoy reading books rather than e-books. I like the feel and heft of real books and magazines and coming to the library occasionally to read periodicals I do not have or receive at home.

The library is an integral part of my life, it offers a lot of services that I use on often beside checking out books i.e. copiers, tax filing assistance

Fairfax County Library system is fantastic!!! My husband is military and we are relocating out of the state, I will certainly miss Fairfax library. This is by far the best library system we have been a part of in all of our moves. Thank you!!

I just say keep up this good services

Filters need to be on the computers!

I'm disappointed that after the renovation of Richard Byrd and lots of money spent there are too many times the books I'm looking for are not available.

The special events, such as the recent model train demo at the Chantilly library, really make visits to the library extra special for my kids and help keep them excited about going and getting new books every week. Every time I've had to deal with a library employee (which
isn't very often due to the awesome self-checkout kiosks) they have been very friendly and helpful.

Wonderful place to be in, wishing you all the success!!

I want to see BOS invest more money in the library system.

Libraries have been an important part of my life since I first learned to read. I think it's important to determine what the mission of the Fairfax libraries should be and to use the limited resources to focus on that mission. Some programs are good and interesting but are "extras" that we may not be able to afford. Also, libraries shouldn't have to take on responsibilities that belong to the schools or social services. I hope that you are getting lots of feedback from parents of grade school and high school students because they use media differently that I, a senior, do and since you are looking at the future of the library system, their perspective is different from mine. Having said that, at the recent meeting at Kings Park Library, one participant suggested that books are no longer important, and he was shouted down. I hope that books will continue to be the major medium. Reading to a child from a Kindle is not the same as reading from a book. Also, many books that interest me are not available digitally, but I can borrow the hardbacks and paperbacks at the library.

Please distribute survey results to survey participants. Please include technical details on sample size and procedures used to adjust for different response rates for different demographic categories. Thank you.

I do not like the fact that smaller branches had to cut back their hours a few years ago. But I did appreciate that they staggered their hours, opening early some days and closing late other days, so that residents had at least some days that fit their schedule.

very satisfied

If budget is limited, and I am sure it is, spend less on best sellers, (especially the trivial junky ones) and more on buying good histories, and more lasting books. Thank you. Not your fault, but trying to read the blurbs on cd's is nearly impossible. Print is too small.

FCPL should be more progressive & be more open mind to serve it population. I donated new children & other books to the library and did not know that they sale them instead of make it available to the public. Once I found out that they sale the donated books. I Stop donate book to the library.

Make it very easy and convenient for Friends groups to form and operate at/for each library. Provide them space, in each library and online. They can do things, and should do things, without the normal red tape County agencies must go through.

It would be nice to have a CDs for learning other languages (France, Spanish, Italian, etc.). I would also like DVDs, similar to the Loudoun County library in Leesburg (Ida Lee).

I've been going to Arlington County Public Libraries and Mary Riley in City of Falls Church. I mostly look for books for my child. I like the way it is organized and they have things available such as puppets and or manipulatives, and drawing provided for the children.
Also they have computers that the child is able to log on for no more than a certain amount of time per day. These activities are better at these libraries because they're not so close to the teens and adults that are browsing, getting tutored or studying and aren't bothered. I have enjoyed fx cty libraries as well and have been to 3 shows and was very happy and have enjoyed the Spanish language books at George Mason branch. Thank you

I would like when little kids come to the library that they don't make any noise because it disturbs the customers reading. I think the parents should have a hold on their kids. I think parents taking their young kids to the library early in the morning is very disturbing.

I have not been able to find any information regarding children story time other than the summer time stories in the park. I recently moved from a small town in Illinois and the library there has really amped up its appeal to children for the past twenty years (i.e. Small play area, story time, book related activities, books then a movie, music room for live performances, sign language and language classes and puppet shows). As you know children need this physical connection at an early age with books and the library itself so they can continue to need libraries in the future. I’m sad to see that Fairfax does not provide many events (free or paid) for the younger, more impressionable children. I

My only frustration with the FCPL has to do with the hours. It is hard for me to take my family to the library during the week when my children are busy with homework and extracurricular activities, so when the library has very limited hours on weekends, I feel challenged. I know the libraries are doing all they can, but that has been a growing frustration for me.

Keep expanding capabilities and availability of Kindle download services

Excellent library and staff

I generally use the ebook options most, for convenience and because my local branch often does not have the books I am looking for in stock. It would be nice to increase the variety of books available as ebooks or fiction at my location so the wait times decrease. I would also have interest in ILL services for nonfiction, academic and reference material.

The hours of Richard Byrd are just atrocious. If possible, remaining open from 9-9 every day would be most appealing. It could also use upgrades to look more updated and current. And offer more programs for children and infants.

Thank you for the services you provide!! Your audio books make my commute less painful!! THANK YOU!!

I love the online services. I would be interested in library offering other types of DVDs- non-fiction movies.

Good

Hello! The Martha Washington Library only has two tables in the big middle space right when you walk in. There’s plenty of space for more tables so sometimes I feel like people are just not wanted. Also, I really hate the self-service check out machines. Literally no one
talks to me when I'm in the library. No one says hi when I walk in and now no one actually
checks me out. There's always just one person behind the counter who doesn't interact
with people. I don't really like that the library is so impersonal but I guess that's just me.
Otherwise, it's a beautiful facility and I am always able to get the books I put on hold very
quickly. I feel lucky to have a cute library very close to my house.

There is a need for greater diversity in reading materials, i.e. International authors, diverse
subject matters, more intelligent choices. Selection is currently very narrow.

This is the worse survey I ever seen

Physical books are great. Don't go to ebooks alone.

The only negative that I have at all is concerning former jail prisoners that are literally
dropped off at the library. Some of these men would be speaking with former inmate
friends asking when they did they get out. Several are both men and women, who are
homeless and do not have any other place to go; therefore, they go to the Library. Only a
few times I have encountered a couple of homeless women washing up in the restroom to
include washing their hair, and sponge bathing wherever they could. Is there any facility
for the homeless here in Fairfax City area for them to be able to clean up properly and a
proper place to feel safe? The mentally impaired are dropped off in the computer section
and their caretakers seem to wander away and leave them unattended. They need to
remain responsible for taking care of them, and to have something of purpose for them to
do on the computers. If they are being paid or they are employed by some institution ...
there should be rules for them be responsible for these people. To dump them at the
computers is equal to dumping them in front of a TV. How are they enriching their lives?
The Library already requires adults to be responsible for young children attending the
Library's reading programs. However, many of the mentally impaired are equal in
comprehension to very young children. They shouldn't be left alone by themselves. Can
they be included in some the reading story programs as well? Mental age appropriate of
course. Perhaps there is not enough money to fund such programs, but it is wrong to just
dump them and leave them for long periods of time.

Fairfax County Library has been my local library for years, and I love all the new
enhancements and changes that Fairfax County has provided to my local library. When I
was younger, I would go to Woodrow Wilson library once in awhile, but now that I'm in
college, and I'm required to use more research material for essays or paperwork that is
required for assignments, I'm able to find enough material to use for my research at my
local library. I feel at peace, and I'm able to find what I need. Also, the staff is very nice, and
they are very helpful and patient. They embrace their job with a passion and calmness, and
they have great suggestions for books to read. With more programs (i.e. book clubs, 2nd
language, study groups, homework help, etc.) offered by the library would help bring in
other people who aren't avid readers or whom just need a nice, calm, and quiet place to do
work. To further add, loaning out laptops would be a great idea because there are many
students and others who are required to type essays or papers or use the internet for
school or work related activities. I love Woodrow Wilson library, and I can't wait to see
what other new programs will be offered and what changes will occur in the Fairfax County
Public Library.

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The downloadable audiobooks are really inconvenient. The program is very laggy. I’d like a way to be able to play it on my phone while I’m driving.

The on-line catalog needs an update. I don’t like that it signs me out after so many minutes of being idle. I get multiple pop up error messages that tend to freeze my browser. If I wasn’t such a fan of the library, I’d stop visiting the site because of this.

The libraries serve every constituency in Fairfax County. They create the way of life that is the very essence of this county and makes it a desirable place to live and an asset for our county and state governments to use to attract businesses to this area. After schools, the libraries are necessities to maintain this community. Words cannot express the importance of maintaining and supporting our libraries.

I’m always impressed by the exceptional customer service offered by library staff. They are friendly, courteous, & willing to go out of their way to be of assistance. It is a pleasure to visit the library & use its resources.

I miss having more volumes on the shelf. The library used to be filled with books

The largest libraries should be open 9 am to 9 pm daily. Thank you for the fine service you provide.

I would love it if the library was open on Sundays. I wish that the library had more programs for young children (0-3). I find that I can never sign up for a program with my child because all of the spots are filled as soon as they are listed online. It would be great if there was a weekly program for children 0-1, 1-2, 2-3, etc that you did not need to sign up for or just more programs so that there were more slots available. I would love to bring my child once a week to the library for storytime/a program there.

I highly prize all library services as they are currently administered, but I would encourage more efficient use of tax dollars and more widespread use of public volunteer services. I would not support any tax increases for additional or enhanced library services regardless of the value added.

I use the library often. Maybe more e-books. Never can find the ones I want or they are checked out.

Overall, I *love* the library! There’s a lot more services and resources offered on site or online that meet the eye. Where do you publicize any new resource?

Love love the library big reader

I drive a lot for my job and love listening to audio books. My favorites are science fiction. I would love to see that section of the audio books expanded, please!

None

Please expand online availability of ebooks and audiobooks. I love fcpl and the service provided at my Great Falls love library
I love ebooks. I wish the wait times were not as long and that there were more offerings.

N/A

Offer downloadable audio and video versions of college-level lectures such The Great Courses. Also offer downloadable audio books (classic and modern novels, non-fictions, etc).

Apologies if I'm repeating myself; there was a technical error - not sure first survey was accepted. I believe that FCPL has been inadequately funded for many years. It appears that many of its programs have been taken to bare bones and are unable to meet the expectations of Fairfax County citizens. Front line staff do everything in their power to provide as much service as possible; but, you cannot cut professional employees, material budgets, and library hours and expect that the system will not deteriorate. FCPL is an important resource for citizens of all ages; and as the County ages and becomes more diverse (culturally and economically) the need increases rather than decreases. Low income residents, ELLs, and seniors on fixed incomes benefit exponentially from access to FCPL’s resources. The County needs to make a paradigm shift towards understanding that there are many citizens who do not have access to technology and information resources and are no longer a relatively homogeneous middle to upper middle class county. I realize that the local economy was seriously impacted by the recent recession. However, the reality is that when the economy is hurting library services are in higher need; despite tax revenue losses. FCPL plays an important role in support of the education of the County’s children. I don’t believe the potential of that partnership with FCPS is being realized. (Though I do want to express appreciation for the sponsorship of the childrens’ librarians’ visits to elementary schools to promote the summer reading program. Thank you for reinstating those visits.) The availability of resources to pursue increased opportunities with the school system is not something that is in the control of library employees. They do their very best under difficult circumstances; like many public sector employees they believe in their mission and will do everything they can to deliver services despite a lack of financial and administrative support.

The library system is of great importance in our lives. We are "library goers" and use the library for book loans, dvd loans, book sales, reference materials, monthly news catalogues, seasonal County Parktake catalogues, as well as other interesting current magazines. We go to the library to "feel at home". I bring my grandchildren there and introduce them to the world of books and what a library has for them. They are always intrigued, and I am always happy to see that. Please keep up the good work and continue to offer your great contribution to the benefits of living in Fairfax County. Thank you!

longer library hours and off site pick up and drop off is important.

I wish the library stayed open later on Friday's and Saturdays it helps to have the quiet space for studying and coming in after work to check out books. Maybe just extend the hours by 30 min to an hour...It has been sad to see the government shut library hours. It would also be good to have a library app. And more ebooks and books on tape would be great.
Make library more kid/children friendly and hospitable so that children want and love to go to library. Encouraged to want and love to read. It’s starts of at young age to introduce children and cultivate them to form a passion for reading - which will extend to a lifelong of thirst to read, learn and grow. Thank you so much for providing the library services. I am truly greatful to the greatness of libraries and volunteers of the libraries.

The staff has always been helpful and nice and I appreciate them very much. Also the quiet spaces are super important and I love them.

Would like more classe on how to use iPhone and iPads and how to download books and music.

I have the privilege of growing up using the FCPL system, and it has shaped who I am today by making resources available to me, for which I am truly grateful. But more than the books, programs and technology, the libraries are a clean, safe and calm haven in the midst of the bustling metropolis. I appreciate the efforts of the librarians and other people who are responsible for keeping the libraries an orderly place. Though I see the need for new technologies, I find that they may actually be distracting and detract from the library’s purpose, for example a kids’ ereader device can never replace a live story time. I’d like to give special kudos to the particularly pleasant staff at the new Woodrow Wilson branch, who keep a good attitude even with the swarm of grade schoolers that daily crowd the computers, the occasional water outages and stopped toilets, and the random false fire alarm hijinks. The staff at Wilson are friendly, professional, yet firm about the rules, and break the stereotype of grumpy boring librarian. Also, it seems to me that no matter how littered the surrounding areas are, library properties are always clean and well-maintained. Although no place is completely safe (my husband overheard some preteen girls at the library preparing to meet with a stranger, possibly gang/trafficking-related ;()), ensuring that the library grounds are kept up will discourage people from abusing public property and provide a generally safe, open space for the community. Thank you for all you do, and keep up the good work!

Please keep and expand the OverDrive ebook service to include eDVD Videos as well. I rent most of my ebooks and audiobooks via OverDrive; OverDrive is currently 96% of my library usage so please fully fund this option.

Love the Virginia room at Fairfax Main Library.

The disposal of reference books like the Readers' Guide to Periodical Literature, Who's Who, etc, but, especially the volumes of annual book reviews was criminal. The head of the library system seems to have accepted the view that the information contained in these and other reference books was "all available on the internet" which is simply not true. Particularly the latter cited above was useful in finding in one place that was easily accessible a series of brief reviews by a wide range of reviewers that permitted a reader who was curious about the information contained in a particular volume to see how other more expert readers thought about the book. If the former head fancied himself as solving the problem of finding space for new books that might have been his motivation because the relatively small space occupied by references did not increase materially compared to the the stream of new books published each year. Relying on information obtainable from
the internet is both dangerous and avoids a student or other reader having to develop the
critical thinking needed in this world by having to compare and evaluate conflicting
sources of information. Frankly, a new library program to teach cursive writing to those
who may lack the opportunity to learn this skill in their public schools would almost
certainly be more beneficial for students who use the library than more technical computer
aided programs. The newer generations learn about computers, the internet on their own
more instinctively that earlier generations. Finally, to whom did the former head of the
County's Library system report? He or she (would it be the County Council?) failed
dismally in monitoring what the individual referred to was doing, including destroying
books that might have been given to groups offering charity to sell to raise funds. Some
one's head should have rolled and the library director forcibly retired years ago: the internet
is not synonymous with education!

The library is a wonderful and quite place to study for testing and other school related
things. I love going and taking my grand children's to library. They love going. The library is
a good place for them. I also can get my copying done and the people are very helpful and
nice. I thank you for giving me this opportunity to speak. Thank you,

Wish the hours were longer on weekends and on Sundays, and I wish there were more
study rooms with whiteboards

We are, overall, quite satisfied with the library services. I wish library hours were
consistent across all branches and included earlier hours on Sundays, perhaps 10 or 11 AM
as an opening. I hope that you will dedicate money to increasing e-book/Overdrive
download availability (in breadth of titles available). I also hope that increased self-service
options does not mean decreasing the staff available.

Online magazines would be great!

Our family visits Fairfax County Public Libraries a lot, especially on Saturdays and
weekdays in the summer. We have two very young children, who love visiting the libraries
and taking home lots of books to read. The more the library can do to help these very little
children the better. We love the libraries that have comfortable separate spaces for
children where parents can read them books and they can hear stories and pick out their
own books. The Beakley library in Alexandria even has a separate play space for very
young children that we love. It would be wonderful if libraries in Fairfax had such kid
friendly spaces for very young children under 5 years old.

While I am not able to use the library since I am away at school, it is an extremely valuable
resource. I would rather it focus its limited resources on getting people to read at an early
age and offering services to people so they can continue to access reading material
throughout their life.

The library is at the heart of the community. It's not just the books, but the open door,
space and people who you interact with and are exposed to while at the library. We tend to
be a transient area. The library has an opportunity to make our community feel welcoming
and "at home" for its citizens. This doesn't seem to be the approach, but it could be. Reading
helps to educate and allows us to explore ourselves and others - the library connects the
dots and gives us a place to "see" the world. Perhaps a "destination library" campaign could
work. I do like the newer things I saw the library mention in this survey. Perhaps having a meet the library workshop - exposing people to the new services. Heard on npr - a catalogue of people you could "check out," meet and interview. We're rich with people in fx co this people catalogue sounded cool. Thanks for all you do!

Stop the programs for the illegal aliens, e.g., teaching English. Cut expenses by halting the move toward more library personnel for social services. No computers should be on "loan." Don't trash valuable books; sell them.

Keep up the good work of literacy on all levels, keep growing.

I enjoy going to the library for books, CD's, and even classes. It's within a mile of the house and I sometimes walk.

All of the employees at the Kingstowne library are friendly and helpful. I really enjoy the new easy checkout and renewal options. I take full advantage of the Fairfax county loan program, also. Having library availability is an important consideration to my continued living in the Fairfax Kingstowne area, and one of my favorite activities.

Please do not discontinue actual books! I am so sorry that libraries feel they need to go toward electronic media. There's nothing but like reading a real book. Also love the library ladies / guys in Fx City 4th of July Parade. :)

I have been going to Dolley Madison Library since elementary school - over 50 years. It is a part of the McLean heritage and is always there when needed. Children need to know what it is like to pick up a book and feel the pages. Books provide a cultural experience that should not be discounted.

Need to become more of a multipurpose space. Small tutoring spaces. Group study spaces.

The Chantilly library could use a better children's area - more board books, more activities (like a train table or lego table), and more places to sit and read with your child. We would visit the library so much more often if it had those resources. The Gum Spring Library in Stone Ridge/Aldie has an amazing children's area, so we tend to go there more often. Also, in Fairfax County, you have to sign up for library story times, and it usually fills up very quickly. So, if you don't sign up a week or two in advance, you can't attend the story time. That's not the case in Loudon County, and it makes attending story times so much easier.

I think that the library does a great job providing books and research materials.

The Fairfax County Public Library meeting rooms at various branches are extremely useful to community groups. Needless to say there is a great deal of demand for use of these rooms. In my area of Fairfax County there is a dearth of inexpensive meeting places for smaller, less well-funded community groups. The current practice for groups to reserve a meeting room at the library only 2-3 months in advance is not helpful - community groups have to reserve speakers for events at least 6 months in advance, often earlier. I personally have been a speaker for some of these groups and my experience is that groups should be able to reserve these rooms at least 6 months in advance in order to plan their meeting.
schedules. The groups most desiring use of the rooms have the greatest incentive to book in advance and should be able to reserve ahead in order to plan their events.

The Library should concentrate more on e-books and publications, as opposed to hard-bound books. It is a different age, and this is what the younger generation use.

Thank you for the opportunity to participate in this survey and provide feedback. I love the FCPL system. I enjoy the mix of online services, and the ability to physically browse the shelves of my local branch. The librarians do a great job of highlighting interesting items. Many of the books I have read recently have been librarian picks. Also, thank you for the ability to access the library across a variety of online tools.

The Fairfax Cty. library system is one of the best uses of our tax dollars.

I like the online resources link on library website (regular user of Mango app) and the Overdrive ebook. The staff at the Oakton library are really not people friendly. The few times I have asked for help, I have made to feel like I am intruding. The more that you can automate the system as in self service check out the better.

Love it!!!

I find it difficult to access resources at other libraries. The library should expand it's inter library loan offerings so items can be accessed from across the nation. Also, when I do find a book at another Fairfax library and I put in a request, it takes about a week to get it which is very slow. The library hours should be expanded to make it more available for the public. I support additional funding for our libraries.

Expand e-book offerings

I am very happy with the library. My only real issue is that I think the hours have been cut back too much. As to additional services, I think that a larger selection of movies on DVD or downloadable might be appreciated.

Use money to expand evening hours and buy more hard copy reference materials and online subscriptions to magazines

Love, love, love the library! Great job and thanks for reaching out to see the ever changing needs of our community!

I have a serious problem with the 13 year old policy for our children to check out books and the parent has no right to know which books have been checked out without the child informing the parent. When the fines are due, how many 13 year olds have jobs to pay the fines? Then the responsibility falls on the parent to pay. Please consider revising this policy.

Great job! Thanks!

none

Overall, I think the Library does a good job meeting its challenges. I think the importance of keeping up to date with new books can be overlooked in the pursuit of more trendy things.
The library remains an important hub for the community to get resources for leisure and for more serious endeavors. Please invest in our public libraries.

Additional copies of books and ebooks and additional homework help are the most important ways to improve the library.

I could not love libraries more. I encourage everyone to use the public library; it is the best use (or one of the -very- best uses of our tax dollars! It is available to everyone! Anything anyone wants to know....it’s there! AND someone is there to help you find the answer if you need help! What more can you ask? It is AWESOME. I could not live without the library. Period. I personally know people who have come here from other countries and have gone to the library and learned to speak English. What other country provides that??? I LOVE our libraries. LOVE THEM. Our FREE public libraries.

A very well run library system. Thanks

The hours of operation should be extended. because I work, access to the library is somewhat limited. Adding some Sunday hours would help the most. I realize that there are financial restraints that have caused the reduction in hours; I believe that additional funding should be placed here. I know that this will not be easy. Otherwise, the library does very well with what it has.

- Please invest in the latest version of MS Office and Windows! - I notice that people use the "library" more for meeting space, quiet study, and computer use. Browsing the stacks is not as popular as it once used to be. Please consider dedicating more space for quiet study, meeting space, and computer use. Some reference books can be made available, however if anyone is looking for a particular book they should request it online and have it within a 24-hour period (all shelved books can be in a warehouse space). This will work for all book types except maybe children's books. - Your varied hours drive me crazy! I can never keep track which days you stay open late/close early. Consider having a non-staffed space accessible by a code to County residents (from like 7:00am - 12 midnight).

Overall, I’m pretty happy with the Fairfax library system. There are many libraries close by and they have a good selection of books. I wish my local library had longer hours every day and would really love Sunday hours, but I am grateful for some evening hours and I do understand budget constraints.

We find it difficult to sign up for library programs. They are often full or cannot be signed up for yet. Also find website to be a bit difficult to navigate.

I love the system, especially being able to put books on hold, and I love Patrick Henry. The staff and volunteers there are wonderful.

I am a new mom and I would love some afternoon and summer opportunities for my 9 month old at our local branch. Most things are either during the day or for ages 5 and up. I am a teacher and I would love to have some activities for my infant at the library during the day during the summer.

none
I would like to see more advanced (college level) Science, Technology, Engineering, and Mathematics ebooks or textbooks available to encourage young readers to pursue those areas. Right now there is a disproportionate collection of fiction and non-fiction books when comparing to STEM subjects.

Appreciate very much the all helpful staff, free ancestry.com etc at the genealogy section of Fairfax library. Like that I can return books at any branch and order them online. I read every day, largely biography/history/non fiction. I visit several libraries, not just one. Frequently Burke Centre and Richard Byrd, sometimes Kings Park, John Marshall, and Fairfax City for the genealogy resources.

I have one quibble with the survey itself - at least a couple of questions (about the most used branch and about the best way for the Library to communicate) would have been better answered if a multiple choice had been offered. For instance, I live very close to 2 branches and use them interchangeably, but my answer could not reflect that at all - I am sure I must not be the only person in this situation. I love the PCPL system, and I think it covers a lot of needs very well. But please, don't try to be too updated! I have especially experienced this with your children's section, that dear, older books have disappeared from the shelves to make room for the newest thing... It's sad. Please, don't be a bookstore :-) The job of a library is more that of making available a body of knowledge, regardless of its age. Some things do grow outdated, but not all.

Technology is the future (although I'm apprehensive towards human nature). Find a way to incorporate learning with technology in a fun manner. Give something to offer to the public that's free--laptop loans, tablets, or some type of rewards program.

the number of e-books (kindle especially) should be expanded to the same number of printed items

I'm disappointed that the libraries in Fairfax County contain vast quantities of the trashy "Fifty Shades" books, which are nothing more than cheap porn written so badly as to be laughable, but have increasingly dwindling numbers of classic books. I've started using the Arlington Library system, which allows Fairfax Co. residents library privileges. It has a much broader, and in my opinion far better, selection of books than Fairfax any day of the week.

A community library is a huge resource. Thomas Jefferson Library is always busy and provides a large number of services to its clients. I can't imagine where the large number of children, teenagers and adults that frequent the library would go for the many services it provides. I treasure the library and the wonderful staff that works there!

Less Patterson, more current and better books

I am most interested in expanding the ebook collection. Thank you!

In general we've always had great experiences at the Fairfax County Libraries. The staff has always been courteous and the selection of books has been good. But there are 3 things that would be great to change: My whole family are big readers, but there is an element missing at the Fairfax County Libraries. I get jealous when I visit my family in Indianapolis. Their...
library has new movies and music available to check out. We still use the Fairfax County Libraries, but if you were offering all sorts of media such as movies and music I think you would attract more residents to utilize all your services. And I don’t just mean educational media. If you only had Shakespeare and textbooks you wouldn’t get many through the door. I was excited to learn that you could "check out" books online, but when I tried a couple of years ago the interface was clunky and there was nothing available I wanted to read. So I haven’t tried again. I hope that has changed but if it hasn’t it seems like a waste of resources. If you are going to offer ebooks you need to make it easy to use and offer titles that are in demand. The Fairfax County Library website is very dated and not intuitive to use. I’m sure it is budgetary reasons that it hasn’t been updated recently but it really needs a new interface. Thanks, Deborah

Continue to maintain and upgrade the library system. As a "Senior Citizen" (65) it is one of the few County services from which I regularly benefit!

I find the library website and the overdrive website really clunky and not intuitive. My kid is dyslexic, and there is a serious lack of audio titles - I wish there was more variety for middle and high school level audio books. The wait time for more popular books is long. At Dolley Madison, the staff seem cranky, like whoever in charge is not a fun person. Seems like the library could do a better job. It’s also closed a lot.

I love the library and I supplement it with library cards at the Falls Church and Arlington libraries, as sometimes I can get my requests faster through those libraries. Sometimes I’m surprised that the library does not have certain books or that there are very limited copies of popular books. As for the Dolley Madison remodeling, it’s much noisier now that the children’s section is with the rest of the collection. There are many fewer quiet places, and the few study rooms are usually reserved. Also one librarian in particular is very noisy. He emits a guttural hum continuously. I find it very strange that a librarian can't be quiet. At any rate, I love the library and hope that it will continue to thrive.

I am very pleased with the operation of Fairfax Co Public Library. The resource collection is excellent. Although there have been some longer waits for new material, the library is very good about ordering new recommended books. The staff is always helpful and pleasant.

I think the Fairfax County Library does a very good job, and I do not support efforts to scale back its activities. The library system is a tangible benefit to living in Fairfax County. I am fortunate to use library services as a way to enhance my life by checking out books, but there are a lot of people who depend on the other services provided by the library to improve their lives in important ways. Keep up the good work.

The future of the library is about building collections with intellectual freedom in mind, collecting the past for posterity and developing increasing number of tools for privacy and anonymity while using library computer networks. Portals should use Tor, wipe all traces of patron use and collect ZERO information about usage. In tandem with this, collection development and outreach needs to be engaged in increasingly by human beings. People will always be the best ambassadors for libraries. Thank you.

Please make building the new Kingstowne library location (the plot of land beside the Riteaid where there are signs about a future location of the library) a priority.

FCPL Online Survey 2016, Open End Comments
Wish there were some Sunday hours. That is the day when I am most likely to use the library. Thanks for the friendly and helpful services.

Please continue to expand Overdrive audio subscriptions.

Kids/teens access to Internet should be protected/secured of pornography content. Thank you.

Please keep and do not cut back on your books-for-sale programs. This is an excellent way to move your old books without destroying them. There is a large section of library users who utilize this service.

As a family including children ages 7 and 5, we love the library. One is reading on his own and the other is just learning...and the library is a huge part of that experience. At any given time we have between 20 and 30 books checked out.

It is extremely important that your computers have filters on them so children are not viewing inappropriate things. There’s a lot of software out there to protect our children! Please put filters on your computers! Thank you.

In this survey, you don’t allow for multiple answers; for example in the question regarding which library is used the most, I actually needed to answer for use of several libraries: Centreville, George Mason, and Thomas Jefferson since they are all libraries I use depending on where I am during the day or night, whether going to work or home or running errands. I would appreciate you all giving the staff more credit and authority. The Library management doesn’t seem to appreciate its staff as much. Information staff are a great resource for all patron and as such should be rewarding by being paid as the Librarians they are and not having their pay or pay grade reduced to that of a Human Service Worker. Circulation staff are also very helpful and should be treated with the respect they deserve. Please get rid of the self-serve stations and get rid of the self-pay stations. We, as patrons, don’t want to deal with machines, we want to have interaction with the staff. Don’t add anything else that would be self-serve.

I love our local library, and it amazes me that I can get almost every book I’m interested in from the library. I love the way we can put books on hold for both me and the kids. I think the collections and resources of this county are amazing, and I can’t wait for Pohick to reopen!

I am glad that Dolley Madison Library in Mclean has extended hours because Pimmit is under renovation.

I am very impressed with the system for putting titles on hold for pick-up at a designated branch. I have used this service numerous times and find it very satisfactory. My one observation is that there doesn’t seem to be a coordinated effort to obtain a sufficient number of copies of "popular" titles (fiction or non-fiction) when they are first published. This results in as many as 30, 40, or 50 holds being placed on a title when there are usually few (less than 10) copies of the title being ordered. Interest in specific titles does eventually drop off but it seems sometimes that a reader/taxpayer has to resort to AMAZON or Barnes and Noble if they don’t want to wait an extended period of time to obtain a particular title.
I would also appreciate seeing partitions between individual public computer terminals. This would afford each user a bit more privacy while doing research on the internet. Thank you for all the effort being extended by library staff members.

I absolutely adore the FCPL system. However, I have been dismayed by the reductions in financial support that have affected things such as hours, library support, and expansion of resources. I do ALL of my reading and research through the library, and I take what I learn and teach it to my children and apply it at my job. There is no way I could afford to educate myself or set the model for my children of the importance of reading and learning throughout your lifespan if FCPL did not provide the level of services and access to resources that it does. That said, I have barely been able to use the e-books and children's chapter books/series because there just aren’t enough available. The selection of audio CDs are also limited, which makes my commute to work lost time in my opinion. I would love to see more research based health care material and many, many more books pertaining to mental health. Making the inter-library loan with GMU easier would be helpful, as I would like to be able to use the books on campus more freely and in a more timely manner. It would also be fantastic to have more author visits and book signings as I attend those, get books signed, and give them as presents to my friends, my children, and also donate them to local non-profits. I would also like FCPL to develop partnerships with non-profits in the area, such as hospitals, to help bring community members with limited access or regular contact with the library into the fold so our population can become more literate. I have so many ideas about this and would love to make this happen if FCPL is every interested. My email address is jenn.topscher@gmail.com if anyone would like to contact me further. I am not concerned about anonymity as I would be willing to say anything I have said in this survey to anyone in person.

I think the Library is a GOOD THING. I do however feel you are up against private sector competitors who offer similar services (i.e. Amazon). I think it’s most important for the library to focus on areas where it can excel. I think there is a huge services gap for young children (ages 0-4) and older adults (retired +). I think this is where library services offer real opportunity. The library's online presence is not good. So, in order to draw in the customers with the greatest need, a better website and social media presence is required. Beyond that, a need for services that excel where the "internet of things" can not is necessary to demonstrate value. The Library is not just about books anymore - it’s about contributing value to every aspect of your life. People need positive places for learning and activities. This is truly where the library can make a difference.

You only allowed me to choose ONE library location I frequent. As with many people who live in an area with several libraries, I use more than one.

Fairfax County is above average in their services. They also employ nice people. I have lived in San Francisco and Los Angeles prior and I am always impressed with Fairfax, not just for their libraries, but the parks, special events, all of it. Thank you for all you do.

The library hours in the evening need to be expanded as well as Sunday hours. The space to study, read, write is very limited in this library. The number of computers for the patrons in the library is very limited and the half hour allowance is a challenge when performing research and the like.
thank you for everything. If you can, please increase ESL classes for adults.

As a lifelong resident of Fairfax county, I have always valued the services provided by the library. I feel like they've done a good job balancing traditional library services like books and microfiche with newer technology. I'm not a big fan of Overdrive for lending books, and think some of the publisher restrictions around limiting digital copies don't help serve the community, but I understand that's not always up to FCPL to decide.

The only reason I don't often go to a Fairfax County library is that I live on the edge of Falls Church City and am much more likely to use the Mary Riley Styles library. It is only a mile away, a walking distance. My closest county library is about 3 miles away.

I love our libraries and think they provide lots of valuable services to the community. I don't think they are the most attractive or comfortable libraries that I have ever visited. (I visit libraries everywhere I go). One of the things we don't have that I have really loved in other libraries are really comfortable spaces to sit and read. Our libraries seem a little cold and utilitarian. The children's sections aren't even that welcoming though they tend to have more welcoming spaces than the rest of the library. On the plus side and even more important to me, there is a lot of selection as far as reading material and I love the e and e audiobooks which make availability 24/7 which I appreciate

I think the libraries should be open on Sunday. If it is a cost issue than close on whichever weekday has the least "traffic" and open On Sunday.

I have three elementary school kids who love going to the library. We've gotten book suggestions from librarians, though easy to hand out lists of suggested books for different ages/sexes would be great. My kids love the reading clubs they do monthly at Martha Washington library. And we often take part in summer activities. As an adult, I also get most of my books from the library.

Generally, I don't feel that the libraries that I frequent, and specifically the Oakton Branch, are very welcoming. While the librarians are helpful, it would be nice for them to be more friendly.

It's a tough spot for public libraries as we wade through the beginning of the 21st century. I believe FCPL as been executing well since I moved here in the 80’s. My concern is taking limited FCPL tax funds and competing with things that are better done in the public sector (streaming audio/video). It is annoying that many of the titles I see well reviewed in NYT and elsewhere that I would like to read not being available at FCPL. I am ok with electronic book lending so perhaps that is the way to go for the lower demand titles. Let's start with "The Edge of Empire" by Bronwen Riley.

I think the hours the libraries are open are very inconvenient for students. The limited weekend and evening hours make it difficult for them to research information needed for their schoolwork. Also the hours are inconvenient for working adults.

The library should allow online rentals of ebooks
Computers shouldn't be set so close together - it's bothersome when you're trying to get stuff done and the person next to you is constantly bumping into you or looking over your shoulder. Not to mention, there are many kids/teenagers who utilize the computers to play games and it's disruptive when they're being noisy. Also how to locate certain books/topics should be more user friendly. On top of that, it would be nice if the library provided printing in color as an option even if it would be an additional fee.

I love the convenience of Dolley Madison Library which is close to my home and the George Mason branch which is easily accessible on my lunch hour from work. I'm able to get in and out quickly and have always found the staff at both places to be helpful. I know one of the people who coordinated the book sale at George Mason for many years and it was always a great sale. Having your own library card is the most important gift you can give to a young child. It starts them off on a love of reading and a lifetime of adventure.

It's a treasure! We're a very grateful family to have our libraries have so many selections and now to offer audiobooks is wonderful. Would love to see expansion of audiobooks.

I wish that more library facilities were open on a Sunday.

You all need more tax support!

I would like there to be an option for seeing books on "hot list"-two week check out and what beaches have them so i could go there if i want to pick up a hot list book i also fell people should have a personal spot on their web page to take notes but especially to list books they would like to order/reserve in the future as i reserve overbook i am interested in when i read a review in oder to be sure to get it but often can not read it when it comes as i have too many and the i go to the bottom of the list again so i would like it if i could skip picking up the book at that time but yet not have to go to the bottom of the reserve list another thing is that you request a book to be ordered you should be told when and if it was ordered or not--you have our information on our request and obviously we want it so we should be informed and put automatically on the reserve list/hold list the librarry are allowing too many people to use and talk on phones in library

I would like to see more non-fiction books for school-aged children/teens.

They do the best they can with allotted money.

Love the book reserve program and use it frequently. Please bring back longer Sunday hours.

I would prefer the library hours be more consistent. Since they are different every day, I always have to check the hours online before going, and often find that the library will be closed before I get home from work. (These comments are about the Oakton branch.)

The internet speed need to be faster.

The limited process of having to use the library card to check out books requires carrying the card at all times. Often I do not have said card with me. Why can't I put in the library number from memory plus a pin to check out my books like I do at the Arlington County
library where I work? This business of having to identify the individual with a VA license if we do not have our library card is unnecessary, time consuming for the staff and a serious put off for Fairfax County residents. It is security overkill for checking out books. It creates a feeling of distrust that is totally unwarranted for the persons checking out books. Tell me: What is the need to be so cautious about my checking out a book without my library card and having to show my license? There has to be another way not to burden people with unwarranted suspicion and guilt and still provide the security county feels necessary. In 2014 my husband was subjected to an accusation for not returning a book when in fact he had but the male staff member at Martha Washington who smelled of liquor had not passed the book though the return system. It was later found during a shelf check. Another of my book club friends had the very same experience at the same library. This is very off putting and now when we insist the act is done while we watch, the staff gets prickly. In both library there is little security for the book being returned. The bins are very open and easily poached by passersby on the way out. The point I wish to make is people subjected to unwarranted suspicions based on mistaken distrust does not foster a good relationship between County and resident. Every time we are pushed into an accusatory environment there will be a push back due to the injustice. What justification does Fairfax County have to treat us this way? Maybe if this is analyzed and the target source of threatened security is identified then the rest of us will not have to be unduly subjected to blanket regulations.

I would like to see larger selections of books as I’ll occasionally buy books online. Otherwise I’m happy with the library.

I have lived in many states and a few foreign countries and the FCPL is one of the two top library systems I’ve ever encountered. I feel strongly that the library is the important means of allowing democracy to flourish by providing free access to information. The library also nourishes the soul in providing access to literature, art, music and classic films. It is important in promoting literacy among young people. I cannot say enough good things about FCPL system.

I love the online library, but I wish more books were available and that based on other books you have checked out, there were recommendations for what else to read. I also wish there was a way to see your history online of the books you have checked out in the past.

Fairfax County Public Libraries are the best! Keep up the good work!

Library handouts belong at the Information desk, not above the return book slot (Oakton Branch). Too little funding is provided for the library system. Books should not be removed from shelves just because they don’t have high checkout rates unless there is no shelf space left. If someone becomes interested in a series that started some years ago, the Fairfax system often does not have the books from the beginning of the series available. The now 20-year old who would not have been in the reader age group when the series started 8 or 10 years ago & can’t afford to buy the beginning volumes is forced to pick up the series in the middle.

Despite the predictions that brick and mortar buildings for libraries are becoming less and less relevant, I think libraries are still very important in our county. If you visit on a weekend day, you will see that the libraries are crowded. I am glad as a taxpayer to pay for
library renovations because I think the library has a lot to offer in their programming for children as well as adults. Keep our libraries vibrant and up-to-date.

I value the services of the Library!

I wish FCPL can enhance its collections. Also, the public library we used to live around has an automatic renewing service for the first and second renews. We had missed some due dates for just a few days and already paid more than $50 fines to the FCPL due to not being able to renew on time. Setting up the automatic renewing maybe just for one time for items not recalled will largely help busy parents, and will not be costly. All the other plans sound only remotely helpful and will cost more than what I suggested. We need to have a more "user-friendly" public library!

I would personally like to see an increased inventory of popular items, as it can be difficult to check out books with extensive hold lists. Conversely, I work a busy schedule so it can be difficult to complete a book within 3 weeks and not be able to renew it due to holds. I live in Herndon, but the Herndon Fortnightly inventory is usually very sparse, so I usually have to go to Reston or other larger locations. Also, I enjoyed the previous FCPL mobile phone app much more than the current one (BookMyne). The new one is more generic, prone to crashes, constantly requires updating, and is not as user-friendly. Many of the questions focused on English-language learners, and I agree the library is an excellent resource that non-English speakers should take advantage of. However, I would like to see more materials for learners/speakers of other languages, including both instructional materials (to include audio CDs) as well as native language fiction/non fiction. Some libraries have small sections to cater to local populations (i.e. Spanish fiction for Herndon and Korean for Centreville), but it would be nice to see these foreign language materials expanded. Thank you for soliciting feedback!

We should be investing in areas for kids, youth and young adults so they can be productive. I am concerned about putting resources towards downloading media (music videos, reality tv shows, etc.). The focus should be on getting people the tools that will help them in life.

The Reference section should be able to obtain: 1. copies of published papers from journals not in library. 2. Books on Inter-library loan 3. Other reference material for research

We're looking forward to the re-opening of our local library, Tysons/Pimmit.

I love the library!

The library has always been the "go to place" for information and reading leisure. I grew up in Fairfax County and attended Fairfax County Public Schools. The library and its knowledgeable staff are invaluable resources.

The Fairfax County Public Library is one of the best libraries in the country.

Fairfax County has the best, most responsive, most robust program-wise, helpful staff and resources in the world!! Keep it coming, please!!
At Dolley Madison audio books which are non-fiction should be organized with the fiction audio books, not mixed in with non-fiction books

better selection of audio books

When reading my answers please take into account that I have just moved to the area and I’m not yet a citizen so I am not able to vote - I would if I could! Also, I am not familiar with Fairfax County Public Library services, budget or funding yet, having only joined this week. I look forward to becoming a more active member of the community. The reason I have joined is that my wife and I are going on a road trip and I came to take out audio books on CD that we could listen to in the car during the hours we will spend in it. Unfortunately this is the only time we listen to audio books on CD. I suspect that over the next few years they will become less popular. However, if you reduce the stock of audiobooks on CD, perhaps at the same time you could increase the number of downloadable audiobooks. Right now we can only listen to CDs in the car, but I suspect our next car will allow us to connect our phones to listen to downloaded material. Thanks for all the services you provide!

My family are huge fans of the library. We visit on a weekly basis, if not more often. Thank you for helping me learn about diverse topics, raise two reading-lover kids, and spend countless hours in pure contentment with a book!

Thank you!

It would be nice to have "storytime" programs for young children that do not require a reservation.

I would like the library to expand it programs for younger children. I work and I wasn’t able to take my daughter to reading programs that were only offered in the middle of the work day. It would have been wonderful to have programs at 6 or 7 pm for working parents, or on a Saturday afternoon. Unfortunately, I never use the library anymore, preferring to do my research on the Internet or getting my books through Amazon. I’ve been trying to downsize my home and have been giving away boxes of books in favor of keeping my library digitally on my e-Reader. One good thing about the library: my daughter needed tutoring for her high school math class. The library provided a safe and quiet space where they could still meet publicly but work quietly. That has been invaluable. However, with my daughter attending college in the fall, I don’t anticipate visiting the library again. It would be wonderful to have programs geared toward seniors, or have authors come in to discuss their work. I would definitely be interested in that!

I am not sure FCPL needs to be offering so much educational support and other types of assistance--ESL classes, homework help, job support etc. They perhaps should be providing space for those activities, but the staffing should come from other parts of the County government. What metrics are being used to determine how successful these programs are. The library should be first and foremost a place to find books, in all formats. I have been very disappointed in the the ebook collections and how long it takes for new, not necessarily best selling, books to appear in the collection. I think it takes too long for a book I request from another branch to be delivered to my branch and InterLibrary Loan processing and handling is too slow as well.
I spend a lot of time in my car and I have an audio book going almost all the time. It would be nice to have complete series of books and not have book missing. I would also be nice to be able to set the default settings on my web account to look only for audio books. It would be nice to be able to suggest material for the county to purchase and it would be nice to be able to donate for that specific purpose. I save a lot of money and would be happy to make a yearly contribution to the audio book section.

It would be nice if more library branches had Sunday hours. Love being able to borrow ebooks, hope you can keep getting more of them. Thank you.

Access to online information sources has been extremely useful to me. For one, I use Morningstar a lot.

I am disappointed that so many of the books were discarded when Dolly Madison was renovated. I think it is important for children to learn how to use the library for research and to have available resources about the world and history. When my son had to do a research paper for school, the Fairfax County Public Library system was less than adequate. We found more books on his topic in the little Mary Riley Styles library than in the whole Fairfax County system. He had one week to do it, and that was not enough time to place holds and receive what few books were in the system. When I expressed dismay to the librarians that the only books under European History (940’s) were AP test prep and European History for dummies, they explained that: *That information was available from online databases (but we found mostly citations to books that were not available, not actual material) *They were not a research library (!) *Those kind of books were not serving the interests of the community (but youtube videos and websites abound on how to knit, cook asian, etc.) *Limited shelf space (I see lots of empty shelf space) I think that the library should be a repository of information so that people can have access to facts and knowledge if they seek it. I do not think it should be a center of free entertainment at taxpayers expense. I would rather see resources go to programs that encourage thinking, learning, stimulate a sense of wonder and depth of inquiry.

Provide an accessible to hearing impaired and deaf children such as captioned closed in message net, tv and computer for an educational resources. The importance of learning literacy for the children especially in the early ages. Thank you for taking into a consideration.

The cutback in open days and hours back in the recession changed (decreased) our usage, perhaps permanently. It’s just not as convenient as before.

none

Wish the Oakton Branch was open on Sundays.

We should have spaces dedicated specifically for 0-24 old children so they can explore and learn at the library with their parents. It is challenging to do that when there are no designated areas for that.

I like to be able to reserve a book and pick it up at the library but I think the change in identifying the books for pick up by number is just a waste of time and effort. If someone
objects to their name being on the book, request that your book be held behind the desk for you. Really, who cares what book you are checking our. It is all very silly. And I truly doubt that many people do care. And the new kiosk machine used to collect fines. Seems to me an awful lot of money was spent to collect small fines and payment for books purchased. Seems to me that money could have been put to better use. The library web site could be improved and tweaked a little to make it more user friendly. I went to the library one day to look through the books for sale. A library volunteer was taking books off the shelf without any rhyme or reason as to what books he chose and throwing them into one of those canvas carts. I asked why he was doing that and he replied that there were too many book and they were throwing some out to make room for others. This was totally unexceptionable to me. Certainly there is some use that could have been found for these books. Throwing out a book is sinful to me. It made me question if I really wanted to continue to donate books to the library any more. I realize that some books must be culled from donations but throwing out books indiscriminately seems to be going to far.

I am very impressed with the staff at Woodrow Wilson Library. I have lived in this neighborhood for over 30 years and year after year, the library provides vital services to the community. I appreciate the staff’s time, energy, and consistently high level of expertise at meeting the needs of this incredibly diverse community. In all these years, I've gone from "young working mom" to "senior" and at every stage, have been grateful for the library services. I appreciate the county's funding of this valuable community resource. Thank you.

The library does a very good job of obtaining new/current books. Thanks

I think the Fairfax County Public Library system needs more money to keep up the quality of material and to attract qualified staff. With all the educated retirees, I wonder why they are not attracted to volunteer more. Access to continued education is the key to a successful community and the libraries can provide the materials. Let's step it up to made all included in the opportunities. Thank you.

I've found the staff very helpful locating books for me and my children. I would appreciate having daily tutoring services, especially for kids with disabilities, that I can schedule (I'm willing to pay) for my daughter.

I love the library and think it's a critical piece of the community.

I love the library! I hope to volunteer at one if I ever retire.

Looking forward to using the newly renovated Pohick Library when it reopens.

I grew up in Centreville and love our local library. However, since I started going to school at George Mason four years ago I've used their libraries much more often. This is because of ease of access, availability of textbooks or supplemental class reading, and also my lack of free time to explore fun reading at Centreville's library.

Satisfied with library services. Would like longer hours and weekend hours

I think an active library system make a tremendous contribution to a literate and vibrant community. I would like to see more offerings of different programs.
I was bothered by the question about what technology you can add. Don’t you think this world offers an overload of that already? Let’s keep the library about books and play. Spend our tax dollars on more storytimes or a play area. Make the library a place people go on a rainy day with their kids. We have enough media in our lives. We need to love books and puzzles and teach our kids exploration without a screen.

Library staff could be more friendly and they could smile occasionally. It is extremely difficult to feel welcome enough in the library to ask about volunteering. I have an MSLS in Library Science from Catholic University and I would like to be of use to the library. However, all the Librarians are so serious, I don’t feel like I should disturb them to ask about volunteering. The volunteer application is also very intimidating even for someone who is used to government forms! Thanks for this opportunity to comment. Overall, the Fairfax Library System works for me.

Our family also used to enjoy the vast selection of books and magazines at Reston Regional. Children when young used to be able to meet friends and tutors for studying. I used to browse and read magazines—a very pleasant and informative library. Now one is often greeted by groups of homeless socializing and smoking on the front patio as well as those reclining/napping inside at the chairs and tables. Needles to say bathrooms are no longer something comfy to use or for parents to let their kids use. Reston regional doesn’t need a reno—it needs to be a LIBRARY not an extension of the homeless shelter. Now I’ll go to the library in Vienna, Mclean, or Great Falls and avoid it. The emphasis on audio and some purchases of the library are baffling. People still like books, books are expensive, therefore use of public funds should be for books.

I agree that Fairfax County Libraries are offering services and programs that fulfill a need in the community. However, some branches offer a wider variety of programs that other branches do not. It would be nice to see a wider variety of programs at the Great Falls branch.

Good service. Would like to ensure costs are kept in control and not expanded beyond reasonable control and investment. Keep scope within financial control and responsibility.

Overdrive is amazing! Great resource.

My number one interest in the library at this point is e-book availability.

Need more reservable meeting spaces. Longer hours at more would make materials more accessible. If Pohick library were not closed, that would be the library I would most use.

I am a lifelong reader and am using the library and its offerings to the fullest extent possible. I hope that more books become available via electronic means. I believe that the library has an important place in our community, and should be given all of the resources it needs to fill that place. IMHO, it’s a sad day when local government has to cut the library’s budget for any reason. I also firmly believe that schools should be fully funded, so that the love of learning (and reading) can be instilled in our children.

I would like tutorial classes with a LIVE person to walk through how to borrow books online, and other technology-based services offered by my local library. I do not want a
solely print tutorial, a YouTube or online tutorial, etc. I would want to sit with a live person and walk through it. I’m sure a lot of older adults who don’t have kids around to help them would as well. I would want it offered during the day as many older adults do not drive at night. There should be handouts to go with what the speaker is demonstrating so I could take notes on it while they talk, and a hands-on experience with participants to make sure they are set up correctly if they bring their IPad or laptop. You wouldn’t have to do this more than 2-4 times a year, with enough advance notice. Or, even better, you could set aside an hour or two one morning a month on a regular basis for those who wish to stop by. If there is already such a thing, I would like to receive emails about it. As a former teacher, I got whatever I wanted through my school library, but since retirement, I could go broke buying books! Another thought, how do you reach out to those in assisted living facilities or those who are shut-ins? I visited a relative in such a facility many times, and found that these folk are generally physically and mentally pretty capable but have very limited access to get out to a library. They have little but inane daytime TV shows and craft classes to enliven the long days, and are bored to death! How do you address their needs? (Big print books? Tutorials? Bookmobiles or DVD’s that the facility can rent?) My relative purchased books, so I never heard it mentioned if there were library services available. BTW, the ladies LOVE those romances and mysteries!

At the Woodrow Wilson location, they really need more of a children’s area. Maybe a train table or a small table and chairs - some puzzles, a few things that the kids can play with. Love the reading program - only wish it was offered more regularly! We love going to story time and then checking out new books! Maybe a kids room, dedicated to kids!!

We moved to Fairfax Co. last year from a much smaller county. We are very happy with the library branch we use (Richard Byrd), although I’d like to be able to use it Thursday mornings.

Would like to see a huge improvement in the ease and quantity of books on overdrive

Please extend library hours and invest more resources into, possibly, the community’s most valuable resource! Allow libraries to be an integral part of this and future generations’ upbringing and lifestyle. Thank you!

I am a big Public Library advocate. I travel a lot and make it a point to go to the public library wherever I visit. Comparing Fairfax County Public Library to other libraries I’ve visited in other cities; my take is that Fairfax is lagging behind. I would like to see that change for the better. Invariably whenever I want a book or even an ebook 9 out of 10 times I am placed on hold. Why are there not enough copies in such a large county? I’m not even talking about current bestsellers. I read predominately non-fiction and the selection and quantity available is terrible. Example my husband only read classic literature yet it took over one year to get The Brother Karamazov on cd. That is just ridiculous.

I believe a county library should have available services and technology to support/help those who do not. Although I do not have a need for checking out laptops/tablets, I recognize there are people within our community who might want to and benefit a great deal from it. As the roles/services of libraries evolve, it is important for it remain a hub of
intellectual resources (human included!), as well as a place to meet and learn from/with one another.

1. The Virginia Room is great. Any and all improvements there would be most welcome. My main interest is genealogy. 2. Increase the length of time library cards are valid or provide for telephone renewal. 3. Be more careful about spending on building construction. The Mary Washington library renovation was not an improvement and in my opinion was wasteful spending. I liked it better before. 4. Continue to make library facilities more ADA accessible. The Sherwood Hall library used to have an accessible entrance near the parking lot which is now gone. 5. Provide an accessible book return so that handicapped customers do not have to get out of their car to return a book.

I would like to have more tables with outlet available for laptop users in every library, if you can

Thanks for the great, courteous, professional staff at Dolley Madison and Pimmit libraries.

None - I am very satisfied with our library system.

I HAVE LIVED IN THE COUNTY AND HAVE USED THE PUBLIC LIBRARY ALMOST EVERY WEEK FOR MANY YEARS. KEEP UP THE GOOD WORKS, AND MY TAX $$ IS BEING USED IN THE RIGHT WAY FOR THE LIBRARY’S.

We had capital improvements made to my local library, but then slashed the hours. We have a beautiful building that is locked most of the times when the average person could use it.

To have a site for people who are seeking a job or to help people find a job.

The FFX County library system is a great benefit for all its residents! At times I was completely amazed at the effort to accommodate us, especially to find books that were not at my home library. Great job! I’m completely satisfied and feel fortunate to live in the FFX County library system. Thank you!

The staff at Chantilly Library are exceptional in their customer service!!!!

Please distribute more books to Centreville and Chantilly library as there is a long wait time for books at these branches

About a week ago I tried to access the new website. Although it looked great I had a lot of issues. I’ll try to access it again today, once the kinks are worked out I think it is going to be awesome! Great job!!

Very satisfied with the services provided by the Fairfax Library. The employees @ Dolley Madison are always helpful and considerate. I am concerned that libraries generally are moving away from books/hard copy to other modes of communication. It seems to be more about entertainment than learning. I also do not believe the Library system is there to baby sit.
Over the past year I have really liked that I was able to use the free language learning program subscriptions that are available through the library - thank you for offering that service! I would really be interested if you offered more DVDs, and if people could rent out certain types of electronic devices such as video cameras (although I know it might be difficult to ensure that someone wouldn’t just run away with them - I had this service available at my university, but they had the power to charge your student account or kick you out of school if need be). If you could figure out how to make it work, though, I would be excited to see that service offered!

LOVE the Dolley Madison Library- staff and librarians are extremely friendly and helpful. It is a great place for children to learn, read, and develop interest in books. It is also a great place to study and work quietly.

The library is great! I used to use it all the time however the shift in e-books has reduced my visits. I tried to use OverDrive but the titles I want aren’t usually available. A shift towards use of e-books and book sharing would be great.

A great public service to everyone.

I am an avid reader and great fan of libraries. Realistically, I read most of my material on Kindle these days. The serious material I read for my profession is usually available only at a specialized library (i.e., the Bishop Payne Library at Virginia Theological Seminary or its ILL partners). I do avail myself of the e-books from the Fairfax library and that service has improved vastly since the first time(s) I tried to use it. It is reliable and pretty quick. One suggestion I have is that if I request a number of backlogged books at the same time, and they all come in at the same time, I can’t finish them all in the loan period or renewals. Could there be a way to prioritize or to pass up a book without losing my place in the virtual line? I do enjoy bringing my grandchildren to the library and often buy them books as well as borrow, whenever they visit. I miss the social experience of my former way of using the library and hope that when I have more time (retirement?) I can take advantage of your book groups, meetings and lectures. Thank you for being there!

The Fairfax County Library is a valuable resource for our residents. It’s a great tool for using computers, meeting space and to get away for solitude. But it’s needs to focus more on digital media and offering laptops for loan to subscribers. Books, periodicals and magazines can all be read online and the Library system needs to start this platform. Similar to the Bexar County’s BiblioTech, Texas, the nation’s only bookless public library. Technology is the future and hardcover books are not part of the program.

My experience with the library has been excellent so far. I really like that you can renew your books online, and also that you get them for 3 weeks at a time instead of just 2 weeks. I’m not sure if it exists or not (I’m guessing it does), but it would be great if you could request a book to be sent from one library to the other for you to pick it up. I’ve been wanting to do this but am not sure how to do so. I find the website a little difficult to sift through to find the information. Perhaps revamping the website might help with this.

Thank you for your public service!

Would prefer longer hours at the libraries, especially Sunday hours.

FCPL Online Survey 2016, Open End Comments
Suggest to work with Overdrive to make it more apparent how to sign up for alerts when a newly added book (such as a best seller) is available to checkout or put on hold. Example- I often check the e-book website multiple times to see if the newly released book is available with no results, then one day I look and it's available and I sign up for it but now I'm #21 on the hold list.

The library system is great! It is excellent that one can order even very special books with the inter library loan. The staff is very knowledgeable and helpful. But I’d like the library halls to be more quiet. Often there is a lot of noise and even running around made by children and/or their nannies or parents. Hey, this is a library, not a day care facility! Also, I think that the private tutoring for middle and high school students, held by private persons for money, should not really take place in the public rooms of the library. Maybe they can be held in separate small rooms, and I think the "teachers" should be obliged to give part of their hourly pay to the library.

NA

Recently, I have been more of a fan of audio downloads than other services. The degree of difficulty in accessing downloads is archaic and frustrating. I have resorted to purchasing books instead of borrowing them to alleviate the frustration. It pains me to do so, since I "grew up" with my local library. I cannot use my current institution to its capacity. On that note, the staff is always helpful, but sometimes they are busy "babysitting", but are ALWAYS professional and kind. I also would not mind borrowing CD's -- although outdated -- but newer vehicles do not come with CD players anymore. My younger sister, also a Fairfax County resident with multiple degrees also has issues with downloads. It took her teenage son a while to figure everything out. Even then, it is not intuitive nor user friendly. The library is a very important institution. It should be easy to use -- both for education and entertainment -- especially the former.

Thank you for the awesome libraries we have in Fairfax County! Can’t wait for Pohick to reopen!

Don’t understand some of the technology terms so cannot answer to support or not to support.

Keep up with good works!

Like others libraries in Arlington, is going to be very helpful for public to install BOLETIN BOARD for people , so we can offer or find something we need, like job, rent, etc. very important, The machines for vent or air in the parking lot it is very anoying, to noisy, they can use only in very hot weather. Thank you so much for your attention. Anamaria

Interested in book clubs, but don’t even know if you have one. An E-Newsletter would be helpful in understanding what the library has to offer--at least in terms of the Great Falls library.

I believe in and want to have a traditional neighborhood library. Books! Lots of books and good lighting to look for books. I think my local library has plenty of computers, plenty of tables and chairs, more than plenty meeting rooms and assorted programs. My local library
is clean, safe and comfortable. Libraries are for books, research, learning and safe quiet time. I am so thankful to have my local library and I think people who complain about it are spoiled and ungrateful.

In this age of technology, I feel it is extremely important to keep exposing kids to books and have them readily available/accessible. Reading physical books offer essential life skills that computers don’t and e-readers don’t.

My only comment was to improve the website and the library account page. For example, the logout button should be top right of the screen as in most webpages for ease of use. Also, we should be able to change our user id so we do not have to enter a string of numbers for ease of use. Thank you!

the online services and e-books have been useful. looking for more foreign language learning material

I would like to see a better choice and supply of audio books. I rarely find current bestsellers.

Please do not continue downsizing audio books in CD form in lieu of the downloaded versions such as Kindle.

We need to expand the library in all communities - it’s the best way to allow all age groups to benefit from the joys of reading. Libraries need more closely located in communities.

Having lived outside the United States and in areas with less sophisticated library systems, I treasure the FCPL system. It’s a fantastic resource and I feed civic pride each time we take our children to the Library. Thank you!

the world and the U.S. has changed beyond recognition from when I was an avid user of the Enoch Pratt Free Library in Baltimore. Libraries and the government institutions that finance and run them have changed as well. We hardly support schools as well as they need, is it a wonder that libraries are no longer what they used to be. What do I think they used to be? First, a place where well trained, well read full time librarians knew you and helped you find books you’d like, information you needed and new fields to explore. Second, they were open every evening and Sunday, so that in high school and college, I could use all the time I had with the books and other resources I needed in the library. Of course, there was no internet so this is showing my age. But I’ll bet there are working people who would like to be able to take their children to the library on Sunday or be able to go themselves to scan the shelves for something to read. Just ramblings of a bibliophile who who holds the Pratt libraries and their wonderful librarians with gratitude in my mind and heart.

Thank you for all you do, I love FCPL and am thankful for all its services. I often borrow e-books and am pleased with the selection available.

I truly enjoy and appreciate the library. It is a great place to take my children.
Being able to check out/download digital media (books, audio books, videos, movies) from the comfort of your home is the way of the future. Expansion of e-material (and a better way to request e-book that are part of a multi book series) would be very much appreciated. While I understand that the library system only has so many licenses for e-material, it seems a bit silly that there is a (often extensive) wait list for digital content. More licenses for e-material would be appreciated. Civic/Community Centers partnered with Libraries are a fabulous community resource for things like meeting space and community assistance. When at all possible the library should focus on being a media repository (and provide assistance with locating the necessary media) and community/civic centers should provide other services (which might include library related outreach opportunities).

The self pay machines used to pay fines are horrible. You should be ashamed of their implementation. No money for librarians or hours and you are opening another branch? Gross mismanagement, even if it is from "another pot" of money.

Love the preschool program for my toddler. Please keep them coming. It’s his favorite part of the week since he is at home and not in day care

I wonder if the library system could go to a Netflix-like model where there would be no due dates and overdue fines, unless a book was requested by another library patron and placed on hold. Then a request could go out by email, phone, etc. (borrower’s preferred mode of communication) for the resource to be returned. Otherwise, the borrower could keep a certain number of resources as long as he or she liked. I find that the possibility of overdue fines discourages our family from visiting the library and checking out books. We do really like the digital options whereby nothing can be lost or overdue and simply checks itself back in when the due date arrives.

I appreciate the good online books for checking out books electronically. I also appreciate good hard copy books and a nice place to sit and read or study in the library. It is always nice to have hard copy travel guides from the local library. Thanks so much.

The children’s story time policies are ridiculous. We have found other story times at other libraries and stores as they are more accommodating. I don’t like that you have to sign-up so far in advance, can never get a spot, the times don’t make sense for the age group (during a toddler’s afternoon nap or in the evening), and the ages are so restricted so if there are multiple children in your household you are out of luck. Gum spring library has an awesome program that fairfax county should copy.

I like the fact that the different branches seem to have a focus. For example the Mason library has more for older teens and adults. Others have spaces for small children. I also like the quite reading rooms and carols.

People wake up! We are living in a digital world. Physical books should go away and we should have more modern facilities, equipment, hardware & software and self-service utilities. I used to check out a lot of audiobooks, but I stopped due to the poor quality of these (inside & out). The library should be a place to relax, enjoy a nice coffee or hot drink and not hear screaming or running children or people talking loud including staff. FCPL should be more modern, upgraded in many physical and digital areas.
Wished Kingstowne Library had Sunday hours. Wished they could do more to keep children quiet while in the library. Parents should take them out if they are crying, talking loud or running around.

I have been very impressed with how the library has adapted to new and emerging technologies and trends. Keep up the good work!!!

I don't like that I have to register for preschool programs - sometimes they fill up so quickly I don't have a chance to attend - can you open it up so that more people can attend and not have to register?

I am a big fan of the library, without any reservations. I can't say that about much else!

The Library System works well too many times, the books I want on e-book or audio are not available and there is a wait list - how do we improve that?

My closest library is the Woodrow Wilson. I sometimes feel as though the library is running a baby-sitting service, with young children running free and older ones hanging out. The staff (and I am not sure who are staff and who are volunteers) don't seem to enforce the rules and it's very difficult to spend any time there without disruption. Despite the fact the library has been redone, it is less pleasant to spend time there in the evenings. I only frequent the library after work and on Saturdays, so I'm not sure what goes on during the day.

The library should have more electronics and digital gadgets, because even at my age, I noticed that you need more!

There are not enough foreign language newspapers and magazines.

Keep up the good work!

Love the library! Life is enriched with the library system of Fairfax County.

I love, love, love that KingsPark has been open every weeknight until 9pm during the renovation of a nearby branch. It would be great to have all branches be open in the evening hours -- this is the time when working parents and kids out of school can best make use of the resources available. This is the population segment with the most time restrictions, and the greatest needs. A Makerspace is a fabulous idea, only not at the expense of public meeting rooms, which I see as one of the *best* benefits of residing in Fairfax County.

Thank you! Fairfax County Public Libraries are wonderful and an asset to the community.

Libraries are very important!

I was most impressed with Fairfax Co. Library personnel when my daughter took me, recently, to apply for membership. It was my first and only visit (thus far) to see, hear, and
read about the many services the Library offers to members and citizens. Keep up the good work!!

My local library serves Culmore -- an extremely deprived community in an affluent county. I am always heartened by the number of children/youth in there after school doing their homework. The children using the service need more help and if more outreach were offered -- with the sorts of new services mentioned in the survey, perhaps more vulnerable children and youth could be enticed into the library for life enriching experience and off the streets and temptations to crime in Culmore.

The library should also be a place for people of any age or disability to volunteer.

I would love to see French-language books for children. Fairfax County Public Schools offer immersion programs in a number of world languages, and it seems logical that the FC libraries would carry material to support this effort. In particular, my children are in the French immersion program at Kent Gardens Elementary School in McLean, and it would make sense for the public library in McLean (Dolley Madison) to stock French language materials for children. I would love for my children to be able to keep up with their French over the summer (when the school library is closed), but it appears that the Fairfax County Public Library does not stock books in French. It's a real shame to see this lack of coordination, and my kids really miss out.

I have found ebooks difficult to use and have given up. Catalogue is not helpful. Once when I tried to renew a book it said I did not have one so I never tried again. You also should be able to place a hold on an ebook at the same time as a paper copy and read whichever comes through first. Having said that I love the library and have several books out at any given time. The online catalogue is great.

My big complaint is hours. I realize there are limits, but the library is a safe space for many in the community and I think later hours Friday, Saturday, Sunday and earlier hours Sunday would be ideal. Also, keep more current in technology/programming/computer literature that can be checked out and studied at home.

FCPL is a vital component in the quality of life in Fairfax County. Services MUST be expanded to allow all members of the community to utilize its resources. An important part of those resources are books, and not just ebooks. Research is beginning to show that most people, including teens, prefer to hold a book in their hands when they choose to read. The library budget must be increased to allow for the purchase of materials for the reading and researching public. Updated technology is essential for the system to meet the needs of ALL its citizens not just the economically advantaged. MakerSpace would be a phenomenal asset. And it would require an 'on-demand' staff member to provide assistance and supervision. Please note that while I am happy to check out my own books that does NOT mean the library staff should be reduced. Indeed, adequate staffing is a major piece of the library puzzle. Lets have all the pieces in place with no empty spaces.

Stop throwing books away - send them to prisons, jails, esl or other sites. It makes me angry that I’ve donated many books that I could have taken elsewhere and they were possibly discarded.
I have attended many reading events with friends in Arlington, and I like that they have a standing day and time, that is walk in and open to the first specified number. Trying to remember to sign up on the exact day registration opens can be overwhelming.

More children storytimes! It would be nice if you had it every week at a specific time where we can just drop in and not have to register. We do not need handouts. Just read aloud stories would be fantastic!!

It is time the county funded more to libraries and other learning institutions.

I would love an AP on my phone that linked with the library for info - it’s Saturday, what events are being held at the library? Track my books and make recommendations (& where they are located). The FFC website not very user friendly. Efforts should be made to collocate libraries with rec areas, a playground, a tot lot, a grass area to kick a ball, a path to walk or bike on, etc. That way my 3 year old can play, or 1 year old twins can be walked, while my 7 year old attends the chess club. I would love to separate the 'kid area' with a glass wall. I wouldn’t be as embarrassed when I toddler starts to "read out loud" or stressed when my toddler disappears down an aisle while I'm trying to help my 7 year old pick out a book. And I could keep eyes on the little ones even if I need to step out to help my 7 year old with pronouncing a word. I love it when the Librarians get involved! I'm not familiar with the popular kid books, so when she makes recommendations, that really helps me out! And they've brought chess club and reading to dogs which is great. The Lorton library isn't the best facility, but the people & playground make it a better choice for me. Team up with schools and businesses, and get kids vested in the library: 1. Have a list/pic of the therapy dogs, so that a kid goal to read to each one (post it on a bulletin board) 2. Establish a point system - give the child an empty book that gets a stamp after each event attended. 5 stamps = 1 free ice-cream at a local shop. Capitalize on series, e.g. Magic Tree House, create a theme; passport books to fill with stickers from the corresponding countries, etc. 3. Build a book day - imagine a shelf filled with the little local authors that they can share.

Happy to be in a community that offers many locations for the opportunity for all to enjoy books!

Tyson's-Pimmit regional library is an exceptionally great library - competent, helpful staff. When the Fairfax County library system asks what to do in improving services, just interview the managers of this branch. They know what is needed and how to do it.

My family consists of three avid readers.. despite the fines we may accrue we save so much money by checking books out from the library rather than buying them not to mention the great benefit of all of the adventures we get to go on thru the numerous books we read and/or listen to.. My son has become a bibliophile in no small part to the books we checked out from Fairfax County Public Libraries.. (some of them, again and again and again!! :) ) Thank you for your vast collection of resources and all you provide!

Am particularly impressed with the courteous and friendly service I receive at the library and see others receiving, the staff is marvelous.
Self checkout is very convenient! Also we do like a library with actual hard copy books. Kids and adults can browse!

We love all the children’s story time, music times, Duplo, etc. Please keep these going! Oakton’s Playdate Cafe is also WONDERFUL. If every library had something similar throughout the month, that would be amazing.

I think our library system is fantastic. Lately, I've noted a fair amount of dysfunction in signing in to a computer in that the last signoff wasn’t completed. One website I use often doesn't function well but when I go to Arlington library it works fine. Not being techy I don’t know what might cause this.

I would hope that libraries are equipped to hold more private rooms for smaller group or individual for real quiet studying. Also if there are some major paper work to do that needed a quiet room equipped with long table, it should be available for that person NOT have to have a group to reserve the room. Most of the time the room was not even used. Sometimes the attendant who worked in the library is not even in her desk. Then another library I went to more often the kids of people who do not speak English using the library as if their childrens playground. Some they talk so loud they should be kicked out of the library. Then I noticed even a young man with his father looking at Chinese anime pornography my two teenagers son told me when we were studying. Of course nobody was policing these people. Quiet, Clean, more private room enclosed, for studying will be much better.

Have more branches opened on Sundays during school year.

I love and appreciate the Fairfax County libraries. Thank you for a great job!

Funding for the library is extremely important. It makes valuable resources available to people of all ages and income levels.

Great system. Thanks for all you do.

We need 2 person tables and more of them. Also security cameras inside. My wallet. Was. Stolen and there was no way to see what happened.

Thank you.

I feel very grateful for the library. My suggestion is for the library to continue focusing on core mission, books and not to lose focus to English as a second language and job seekers. Would like to see more quiet reading spaces for children at Patrick Henry like the Oakton Library.

Love, love, love the audiobooks I can download. I read many more books this way. Such a timesaver.

I miss weekend hours at Patrick Henry.

Very fond of the good people at the Dolly Madison branch.
Overall I am satisfied with the library system and feel it is an important part of our local government. I am bit saddened to see the library reduced its holdings of physical books. Many of us still read tangible books as opposed to ebooks or another online content. Sometimes I am unable to find the book I want through the system or at my local branch. I would like the system to continue its commitment to providing hand-held books to its subscribers.

I wish there were more hours and more copies of very popular books, but given their budget, I think they do an amazing job. I hope they never do away with books because some of us older readers still prefer a book over any of the digital formats.

More fiction small paperbacks and also more Ebooks.

As a mom of three and a lover of books and libraries I support any and all advances for our local libraries. They are truly worth every penny we can spend on them.

I like to reserve books. I almost always get the book I want relatively quickly. And the library usually has the book I want. I think overall that is a great system. Wish books could automatically renew if they are due but on the hold list if there are other copies available. Automatic fine pay machine should have been tested before purchase. I have never seen anyone who doesn't need help with it, including me. The machine is supposed to save human resources, but the confusing system and prompts (plus the credit card scan that is backwards from other systems) just eats up front desk resources. I don’t use the electronic services at all. I have a computer and laptop at home. I like good old-fashioned paper books! I sit in front of a computer screen all day long at work and don’t want to go home and be in front of the screen again to read. It’s nice that you can return books to whatever library now, and not just the branch where you checked it out. I know that can lead to holes in the shelves for people who come to the library to scan the shelves. I never do that, I always know what I want in advance, or I am picking up a hold book. I think the library is an absolute steal as far as saving me money. When I do have to pay an overdue fine, I consider it a donation to/investment in the library system. I don’t use the Virginia Room much, but I am certainly glad it’s there.

Thank you for what is available, now

This past weekend I went to two libraries looking for trade publications/journals. The first library (Burke) didn’t know what I was talking about, so I went to a regional library. At the Burke library, I tried to log onto the computer, but they were not working. At the George Mason regional library, the woman knew what I meant, however they didn’t have what I was looking for. I tried to research the online resources on the library computer, but still couldn’t find what I was looking for. The online resources on your website were very confusing and I gave up. The woman at the information desk said that the online databases are very specific and are sometimes not updated, so she referred me to the Internet. I think it’s a sad day when the library refers you to the Internet because they don’t have what you are looking for! I have noticed the Richard Byrd library often does not have the books I’m looking for, so I end up going to Pohick regional library, because their book selection is better. But now Pohick is closed due to renovation, so I have to go to George Mason. I know that a lot of people read books online now. I tried, but didn’t like it. I still love printed
books. I know that because more is being done online, that there will be fewer books around. I’ve also heard around the country that public libraries are closing due to lack of funds and support. I hope that never happens around here! I like the fact that libraries have books for sale too, it’s a good way to raise funds.

I’ve always loved using FCPL. It is where I get my leisure reading. If there is one improvement that I’d like to see, it would be that reference librarians provide better guidance in answering my reference questions, as opposed to sending me to broad sites where I have still dig for answers myself. There have been times when I’ve gotten reference help that was the same as "Googling" my question myself. Thank you.

None.

More online/digitals options are preferred for me, especially audio books for commuting.

Keep up with a good work

More non-fiction audiobooks. Not e-books but audiobooks. When I say non-fiction, I don’t mean biographies, I would like more non-fiction in regular books as well- more science, biology, chemistry, physics etc. You do have some of those books but the new releases have so few copies that you have to wait a long time to read them.

If budgets cannot keep up with demand, the choices to be made should prioritize collection depth and variety (including formats) AND adequate staffing at each branch. I would rather have fewer branches with richer collections, longer hours, more programs and staff than branches that proliferate without the appropriate resources and staff to make them viable. I also am wary of efforts to treat libraries as community meeting room space. Books/CDs/eBooks, staff service, and sponsored programs are the highest priorities of libraries -- not community center functions. I want to feel that Fairfax County recognizes the need for libraries to help immigrants, job seekers, others with low income, and those in need (like the homeless) with good safe places, computers and books, classes and assistance finding and using public resources. However wealthy some of us are, our libraries need to be places that serve and reach out to all. Since I no longer have school-age children, those services are not my priority, but I think those are also critical to the quality of life for most families here. I would like to see the library coordinate better with the schools than it did when my children were in FCPS. Too often, we just had to buy what was needed for reading and research assignments. We could afford to do this, but not all can do so.

Can something be done to help homeless so they do not have congregate at the Library entrance?

Love the library. Wish it had more ebooks (wait times and waiting lists are long), and wish it was open longer!

I value the services offered and overall have a very positive view of the library. I would love it if the website looked more modern and was a bit easier to navigate.

Everyone that works there is very knowledgable about the library and very friendly.
I primarily use the library to study for professional exams, and I thoroughly appreciate the quiet space Dolley Madison provides to study.

You’re search engine could be much more user friendly. :) I know that changing would be difficult, but for such a large & well-used system, the search options are horrendous!

We enjoy having the library system. I am sure it never gets the funding it requires. In the absence of physical bookstores, libraries are even more important as a place to read or study. I think I would use the e-reader books if I knew more about them. That is more my fault than yours. The online book search has been useful, although the interface could be improved. It would be nice to be able to search for a book and find the nearest library that has it in stock.

Fortnightly library should offer more story time for young children to get close to the offerings by other county libraries. It also should increase activities for school age children. Thank you.

can’t answer most question since we just moved into county. generally we think libraries should facilitate web access with interface device training and help for older adults and provide web subscriptions service to important consumer resources like Consumer Reports.

I have had a good experience at the Thomas Jefferson Branch and the Tysons Regional Library, the only two library locations that I use. The staff are courteous, friendly and helpful. I’ve noticed that some of the books my “Faith Outside the Box” group reads in the area of theology/religion are not available in the FCPL. I’d like to see that category of books increased.

Although I appreciate the services provided at the library, I am not in favor of increasing the budget or expanding services.

Would hate to see the paper book disappear. Have a Kindle, but somehow it’s not the same. Virginia Room needs full staffing and materials - big hobby for many.

The library is a wonderful resource.

FCPLS... thanks for all you do!

Where are the books? There are loads of computers and meeting rooms, but fewer books for adult readers than ever before. Bring on the books!

We adore our libraries! Such a valuable resource, education environment, community asset. It’s always troubling knowing that libraries staff and funds are cut. the ripple impact of a library may not be easy to identify for political and funding purposes, but libraries do matter. Thank you for taking the time to listen!

The library is a excellent source for those who love to read, research and need help. Thank you for providing this service through taxes to our community.
I’m old school and think a public library with real books is important. I don’t use my branch (Jefferson) enough, but that’s not the library’s fault. It’s a problem of personal commitments that don’t allow me the time I’d like to read! I also really like having horticulture books on the shelves. They are expensive to purchase, and I have a growing garden and lots of questions. It’s nice to have the reference materials available. I’m grateful for the library and all the staff that make it work!

Would love to have Sunday hours. Going to the library is a good weekend activity for my family and sometimes we can't make it on Saturdays.

I consider the library an extremely important resource and would hope to see it sustained or expanded, not cut. I’m an older adult and not so familiar with the children's programs but feel that they are necessary and can be a nurturing and enjoyable experience for children that is not totally web-based. It is also lovely in the Dolly Madison space to see older adults feeling very comfortable spending time in the reading spots. I have found the download process for Kindle very difficult at times, but it is still a great service for those of us who travel and for many who are not easily able to get out and about or who are not strong enough to hold a book.

I can not think of anything, at this time. I understand that money is an issue, but I would like to see more magazines offered. As it use to be.

Provide a better selection of classics in printed (paper) media. Best sellers are at best transitory. When I want a well written Bol I normally go to the Arlington County Library. They value the printed word more than e-drivel.

I would like for it to be easier to go directly to a particular library on the site and get a clear calendar of the rooms available for reservation. I find it not so easy to get access to that data the way the website is currently structured.

Try to keep our libraries open to all but not be used as quasi-shelters for loiterers or the homeless. I have noticed a distinct "odor" issue due to this trend.

Keep up the good work!

Please instead of timing the computer that anyone is using in the library. Keep the time out. So, person can have enough time to finish his/her work.

The Fairfax County is really incredible. I love going in there and seeing all the various people of different age groups and cultures that use the library. It is great that the library wants to continue to evolve and provide outstanding services to its residents. Thank you!

I tremendously appreciate being able to place a hold on material on-line, have it delivered by another library when necessary and being notified by email when it is ready to be picked up. Thank you so much!!! I have a Kindle and use it so as not to hurt the feelings of those who gave it to me but I much prefer to hold a book. I have used the library solely for books for the Kindle although I am a Prime member.
more daytime programs for adults. Many older adults are not able to go to the evening programs. More cultural programs and history programs - during the day and on weekends for those of us who work.

I enjoy the library as it is at the present time. I strongly recommend that the Fairfax County Public Library give good books its priority. Thank you and good luck with the survey.

I think the time allotted to use the public computers should be longer than just 30 minutes. If that means acquiring more computers, then I think it would be a great investment of tax dollars. Additionally, I think the library hours should be extended to midnight Monday - Thursday, to accommodate students, particularly the working adults. Libraries are great venues to use while studying but unfortunately, for those of us who have full-time jobs, it's hard to get adequate study time in by 9 PM. That is one of the main reasons I no longer visit the library, the operating hours are inconvenient for me.

None

I absolutely love the hold option. I don't know how long this service has been available but I only found out about it within the last 4-5 years. I suggest that mention of this service be included with your newsletter at least 2-3 times a year. I also would like for more e-books Kindle options for older books if that is doable. Great job so far!

Website is clunky, but I've gotten used to it. It's not very user friendly to login and check account/checked-out books.

I enjoy the financial subscriptions and magazines generally on hand to view. I also enjoy being able to buy a book for a buck. I also like the eBook to read on my Kindle or renting a book on tape while I drive long distance. It is nice to view your books before I decide to purchase a similar book. I also think secured Wi-Fi is important for this who do not have internet at home for whatever reason. This is a huge help to the elderly or low income or those whose internet is down. I know that people who travel really rely on the local library for internet and ability to print.

I would very much like to hear about volunteer opportunities at and with the library for literacy, learning, resume writing, etc. I have no idea where to find that information. I have had nothing but positive experiences with the library and its staff, and I appreciate their hard work. They all seem to love what they do.

I think it is great. I like to get books on tape and also the paper book, and I read the book at home, and pick up where I left off using the CDs during my commute. I hope the library does not give up on paper books. When my children were young we used the library ALL the time, my kids (teens) now use it less, but they see me and their dad using it and go occasionally, but they have school libraries they use a lot. I also really like the community meetings at the library. It is good to increase foot traffic. Evening and weekend hours are important, but so too are the mornings, I see people lined up to get in. I think it is good to have the farmers market in the parking lot, again to increase foot traffic and familiarity with the library. Keep up the good work!
The Dolley Madison branch needs an expanded children's area. One that accommodates elementary school children and not just preschoolers. We moved here from Rochester, Minnesota which had a fantastic public library with a room for drawing artwork (mostly scraps of paper provided/donated so it was nothing fancy but still a great space), some creative play space (similar to a small children's museum) and tons and tons of books. That library also had weekend story times and sometimes even concerts with kids' performers. I understand that a library can’t do it all, but more weekend activities and storytimes would be nice so that more than stay-at-home moms or young kids with nannies can take advantage of them. And longer hours on the weekends! I think it’s a shame that the libraries are closed on Sunday! I would prefer the library closed on a weekday and stayed open on Sunday.

Open on Sundays and I think my taxpayer dollars would be well spent.

Please start more teen programs also weekend free tutoring for all grades

I would just like to add that I find the library a wonderful place with extremely nice, helpful and informative assistants. Thank you for all you do.

I have a child in middle school who also attended a Fairfax County elementary school from K-6. I find the hours of the library to be ridiculous if you are a working parent with a school-aged child. If you want to serve the public, be open later on Saturday and at least 11-5 on Sunday. I appreciate that the library is open until 9 some nights of the week, but I don’t want to pick up my child at 5:30, go home, eat dinner, do homework, and go to the library. I want to go on a weekend. Similarly, as a working parent, there were very few child reading programs that we could take part in because they are normally held during the work day, not on a weekend. I would have brought my child to the library if there had been a weekend program. Finally, there has been a plot of land next to Lane Elementary that has been slated for construction of another library. I am hoping that the land has remained unused for so many years because someone understands that we do not need to spend money on yet another library when the Kingstowne branch is right down the road. Use the money to keep the library open on Saturday and Sunday! With respect to the Kingstowne branch in particular, I’ve always found the people who work there to be very, very helpful.

n/a

I hope the libraries are not taken away Is a great place to take the grand children for a day and teach them to read instead of having them play video games all day.

system does an excellent job serving members of the community

In general I consider this one of the greatest library systems I’ve ever had the pleasure of belonging to. Its services are magnificent, including its inter-library loan relationships with the many research libraries in the region and its ingenious circulation system that allows patrons to pick up and return books anywhere and to rapidly discover and obtain a book anywhere. I also love the way each branch has been allowed to develop its own unique character. And I can't wait to have my child read to a dog! However, I do have a bone to pick: since to me the most crucial purpose of a public library is its function as a civic institution devoted to making intellectual resources accessible to people who cannot
otherwise get hold of them, I wish FCPL would place more priority on foundation works of literature and less on what’s currently popular. It’s frustrating to see classics like Rosemary Sutcliffe’s young adult fiction withdrawn from circulation because they haven’t been checked out in two years. It’s aggravating to have the library decline to purchase even one book by Tom Sharpe, the great South African satirist -- none of whose works they have in their holdings -- and next purchase 37 copies of a hardcover knitting book I requested. Why not buy 36 copies of the knitting book and one Tom Sharpe? I once showed a torn copy of a Joan Aiken book to a librarian in Reston, and her response was to toss it into the trash can. I concede that FCPL’s holdings include a number of relatively unknown great authors, such as Dorothy Gilman and Diana Wynn-Jones. I have found some of my favorite authors merely by trolling down the aisles. Nevertheless, if the library’s decision-makers placed less emphasis on stocking dozens of copies of the most popular works, there would be some slack to keep more great, mind-expanding, life-altering books on the shelves, waiting for someone to discover them, and the library would grow in its power to fulfill its most critical mission.

We love the story times for babies/toddlers and preschoolers for my two boys. I have been disappointed, though, how quickly the registrations for these events can fill up and the relative infrequency they hold the toddler program (Small Wonders ages 12-23 months only once a month) at the Centreville branch closest to my home versus at other branches (once/twice a week at the Chantilly branch).

The library system is a critically important asset to the community. It’s a foremost feature making Fairfax County a superior place to live.

I think the library is great and offers so much! I don’t use a lot of what other people do, mainly want the books, but appreciate that so much is available for so many. Would be nice if noise level could be less, but understand this is the modern trend of making the place user-friendly; it’s only a small issue with me, no big deal. Would be lovely to have a small cafe where we could take library books to read, as I know some other places in the U.S. do, but again, small issue, not big. Mainly, keep providing books, books, and more books.

I have had a good experience over the past ten years that I have used FCPL. Thank you for serving the community so well.

Please consider subscriptions to popular Korean periodicals which we understand were stopped, or if too expensive, provide space where members can leave such materials (also in other languages) for onsite use.

It’s highly important that all age and cultural groups have access to learning as the makeup of the community AND technology changes.

On more than one occasion at more than one branch, returned books have mysteriously gone missing, or were not adequately checked in but returned to the shelf. As a long time and conscientious library patron this is frustrating. I understand and accept human error, but is there anyway to put a system in place to double-check that books are appropriately logged back into the catalogue? Thank you for your consideration.
Don't cut funding. Libraries are extremely important places for communities. Let's get more funding for more services, especially for immigrants and children.

Wish our branch (Kingstowne) offered more extensive selection of travel guides and free informational resources about activities/things to do and see in the immediate area.

I use the library all the time ... would not like to see it close any of the branches. Valuable asset to the community.

I am hard of hearing and am concerned there is a move to make more audio books available. I like to read printed hardcover and softcover books. I am not able to listen to audio-books. Please do not cut back the number of copies of books that are available in the library. Thank you.

One of the first things I did after we moved here from The Netherlands last year was to get a library card. I love reading English books but in my library in The Netherlands they do not have many any more. I was only reading E=books on my Kindle Fire the last couple of years. Now I can read real books again and choose from from a wide variety of writers. And all for free too.

I almost exclusively check out online books and am very pleased with how the FCPL has been expanding its selections and quantities. Keep on doing what you’re doing! Thank you for your good work.

I would love to see a more robust interlibrary loan service. There are items I find online at university and other libraries, but cannot access through our library system. This may not be within the power of FCPL to change, but it would be a great service if possible.

More special needs programming please (or make it clear we are wellcome to non special needs specific programming). It would help a lot with reading difficulties in the population.

I have lived in Fairfax County almost my entire life and the public libraries have been an integral part of my life at every stage so far. We have a great library system and I think it is important to remain focused on the core purpose of a public library system - access to books and reference materials, both in print and online, for Fairfax County residents. Trying to do too many different things under the library umbrella will take away from that core function. Thank you.

My daughter wants to know if you can expand the graphic novels section of the library?

I think that the public service ethics of staff is horrible. Several times I have even told, Sorry I can’t help you." Given the wealth in this county one would think services such as Hoopla and Playaway, not to speak of self checkout around the library not at the desk would have happened long ago.

I have noticed that waits for new audiobooks on hold has gotten longer - often exceed 30 days - and most new releases (in MP3 format) are not available, must be put on hold - it seems that more MP3 copies are needed.
Reservations for rooms is cumbersome. Please find a way to make this more user friendly. I love the library and I am big user and supporter.

Satisfied as I can do on line to browsed

The selections have become poor during last years. The time wait on a hold is long. You should improve your entertainment DVD selections. Arlington, Alexandria, Loudoun have a great movie selection that you do not offer. Thanks

More higher education materials should be available

Expand eBooks, eAudiobooks. Wait time is too long.

You are under great stress and yet you continue to serve the community with excellent help and service. I want to highlight the wonderful people manning the Information Desk. They are competent, computer literate and strive to answer even the most mundane queries. Their patience and good will reflects well on the library.

Appreciate the on line search features, being able to reserve books on line and being notified by email when my selections are ready for pickup. The pick up section Is efficient as is the self checkout.

We need more scheduled preschool programs on the weekends and week day nights for 2-5 year age. Robotics clubs and computer programming programs for all ages (e.g. Lego mindstorm, mine craft). I love having meeting spaces, quiet work stations. I would love a dedicated lounge to eat and buy coffee during work breaks and for conversations. The ability to rent lockers to keep personal items like laptops or purse while working at the library or attending a educational program.

Better education on how to use your website and download books. Can audible books be downloaded to a smartphone such as iPhone?

keep up the good work. the library is a pillar in the community.

FCPL’s Overdrive program which offer ebooks and audio books has changed how I use the library. It’s super convenient and the first place I check if I want to read a book. Granted the selection is limited but more than enough for my limited reading time. The other main thing I would use the library for is just as a meeting/studying space. I would love to see small, glass rooms for just 1 or 2 people to work in private that we can reserve for 2 hour intervals.

The on-line reserve system is great. Larger library buildings would be a great step up. A second floor or basement would give a lot of options for space. Shows for the kids once in a while is another great event. I have seen some libraries in other states have passes to museums for loan. This could be to museums that you normally have to pay for like the "Newseum", etc.

With limited funds the library cannot be an ESL and job seeking center unless Fairfax County provides adequate funding. Meanwhile book/cd/DVD selections seem to be more
and more limited and that is what I seek in a library, a friend in another state can access books on reserve much faster than I can, plus get current movies on DVD as well as a larger selection of audio CDs. Do not like the fact that to pay a small fine I must now use a credit card on line rather than pay a librarian!! Kingstowne library seems to be in temporary space for an indefinite time, what are the plans?

I, personally, would not object to a user fee of some type that would go completely toward library materials/programs.

I believe the library does a great job. Sometimes the wait is very long on new books, best sellers, so I sometimes have to buy for Book Club. Although I believe it it Very Important to have ESL programs and adult classes I’m not sure that the Library should be responsible and it come out of it's budget. I'm also not sure it is the Library's responsibility to help with unemployment and other help related. I believe the Library should be responsible to ALL handicapped persons, to have self checkouts they can use.

I appreciate the inventory for online reading. I find it much more efficient to use the online books then hard copy. This allows me to take many books with me to read but only having to carry a small device to read them all. I would appreciate if there were several ways to view or filter the books I have on my wish list. Currently, there is only one way to view the list which is by the date I added the books to the list. I have over a hundred books on my wish list so it would be nice to order them by author and chronological order.

Funding for the building renovations should be better monitored. In particular, Pohick Library is not very old at all but is going through a major renovation. The building design is not environmentally appropriate and the property never has had enough parking. The high ceilings are a complete waste of space and energy, and to see them replicated in other buildings is deplorable. More revenue needs to be applied to online materials, but physical materials should not be diminished. Libraries should not be in the business of lending computers; this will certainly only add to the costs incurred via lost or damaged items. Keep libraries in the business of providing reading materials in the most effective manner.

I think the Fairfax County Public Library system is a great system with lots to offer the residents of Fairfax County. Thank you!

A little slow on getting new fiction

I think that it is a good learning experience for kids and Adults too come and learn.

I would like to see the library have more current dvds available especially HBO and PBS series and classic movies. Arlington Co has great dvd checkouts; however you can only keep them a week.

Don’t limit electronic book copies

Not at all.

My husband is a retired foreign service officer. We spent many years overseas in third world nations. One of the things I missed the most was a LIBRARY!!!!! The US community
shared books among ourselves but there is absolutely nothing like walking into a well-
stocked library and picking up a book to enjoy. Now my husband and I go on a lot of car 
trips and we are never without a good book on CD to listen to. This is not only a good way 
to pass the time but it is a fantastic way that 2 people can experience and share a good 
book. We hope that you will continue to offer these audio books. Thanks!

Continuing library services is vital to a well integrated community.

This was a poorly constructed survey. The results should not be taken seriously. The flaws 
created a bias conclusion. A simple example: The questions with three possible responses 
of "Completely agree," "Somewhat agree," and "Completely disagree." There should have 
been an answer of "Somewhat disagree." Without this answer there is no way to disagree 
without being "completely." There are other problems in the survey. It should be seriously 
reviewed for these issues. Ralph Weitz, weitz8009@gmail.com

The dolly Madison staff is exceptional and very friendly. Kudos to Tina and the children’s 
staff who go, out of their way to help all the young patrons!

My only source of disappointment with the library has been the general lack of availability 
of popular books in e-book format for borrowing via Kindle. I always check the library first 
for book club choices, and about 85% of the time I end up buying the book from Amazon (in 
Kindle or paperback) or borrowing it from a friend if I can. The reason is that the waitlists 
at the library are usually months long for "book club" choices, even for books that are a few 
years old and not necessarily new releases or current picks. While I understand that the 
library can only stock so many physical copies of a book, I’m not sure why the e-book 
versions are so severely limited and why the wait lists are so long. Thanks for asking for 
feedback from the community. On the whole I think the library does a spectacular job, and I 
am proud to live in Fairfax County where we have such great resources for everyone.

Too many children on computers doing nothing but playing games. Also see plenty of 
adults playing games or watching movies. Computers for those purposes should be in 
another room in the library and kept quiet. Also, the computers are really for research and 
web surfing, not playing games or watching movies.

Need to expand hours, limit self service. Hire more staff.

The library should be a source of reference information not available online, and a safe 
place for underprivileged youth to study.

The local library is convenient to my home when I need library services.

I have use libraries for over 60 years and I think they are a very valuable part of our 
community. At this stage of my life I get the most value out of downloadable books.

I’m very satisfied with the book selection at the branches I usually visit: Byrd, Kingstowne 
and others. I’m not very interested in e-books or downloadable content.

I feel very fortunate to live in a community with such a well-run library system that offers 
so much to the community. My children and I have spent countless hours in Fairfax County
libraries over the past two decades, and I’m looking forward to introducing my grandchildren to the library soon.

I support a role for public libraries in providing or facilitating services for job search, access to the internet, English language learners, literacy, technology literacy, homework help, and children’s programs even though these are not services currently required by members of my household.

The self check-out at the library is amazing! I am there at least twice a week and it’s awesome to do my own check-out without bothering a FCPL employee. Let them use their skills for other things. I love my library!

The search function is quite clunky, particularly compared with that of Arlington County. I suggest providing more filters, for example searching for non-fiction books in x language. Currently you can only search for the physical condition of the book, which is odd. I also suggest having more Spanish language books at the smaller branch libraries. There are very few and of a small variety at my neighborhood library.

I appreciate the way librarian can connected with other libraries to obtain a book not available at the Kingstown site.

Is it possible to offer books in foreign languages?

I find the kiosk for paying for library sale books, etc. at the City of Fairfax Library very cumbersome and hard to use. Have been avoiding looking at the books for sale because I don’t want to deal with the kiosk. Also at the City of Fairfax library, would find it helpful if they marked on the copy machines where copies should be placed to be Xeroxed. Have spent 15 cents learning the hard way. Would like the library to continue investing in print books. Also would like the website to have a filter on it so that you could ask for only print books or e books and not have to weed through multiple copies present in multiple formats.

I would like to be able to check out books to read on my Nook. It is possible that the library offers this, but I do not know how to access it. So, either offering the service or providing more information on the service would be good.

I feel the library needs additional funding as it supports our community as a whole. In recent years, hours have been cut and services have been cut. The tax dollars we generate in this county should help go towards the libraries.

Buy more ebooks and more licenses to the ones you do buy. Shorter wait lists for popular materials. More and better children’s librarians.

I WOULD LIKE TO SEE MORE CHINESE BOOKS AVAILABLE TO GET MY CHILDREN INTERESTED IN LEARNING CHINESE

I’ve been pleased to see the variety of bilingual materials for preschoolers and young readers and hope the library will expand this collection for relevant populations (Korean, Spanish, Vietnamese, etc).
The homeless people have driven me away from using the reston library. The study rooms smell and are unclean.

Am very satisfied with the services I need - would like to see open until 9:00 pm all weeknights and have the branches open on Sundays.

Fairfax County has great libraries that I use regularly. I particularly enjoy the non-fiction books for reading at home and audio tapes for when I take long car trips. I am always disappointed when I visit the library and find it closed because I arrived too late or it is being remodeled. Fortunately there is often another one nearby that I can visit.

The dedicated staff at Oakton, particularly the Manager, are greatly appreciated.

I can't praise FCPL enough. I'm thrilled to have such a library available to me. If there is one area of expansion that I personally would use the most, it's the audiobook section. I would like to see more books on CD and/or e-audiobooks available. More titles, more available downloads of very popular titles. As it is, I'm happy being able to put myself on a waiting list, but it would be nice to have more availability anyway. Keep up the great work!

I think you all are doing a great job! Thank You =)

DCPS and Montgomery county libraries offer more online kindle books that FCPL. Seems like it would more economical to offer more of these books than to have the print versions.

The library should offer more programs for young children. There is very little available in the county for children 3 and under. The rare (once a month) that are offered at the library fill up too quickly.

There is a major opportunity for the Fairfax County Public Library to do a better job of serving the basic needs of the various local communities across the county. Both increased and smarter investments of county funds and resources are needed to increase the breadth of the collection (both physical and electronic), and to provide a broader menu of programs and learning experiences that can engage multiple target segments of the general public. The Library also needs to determine how best to raise the average caliber and capabilities of the working staff, in order to better execute whatever target strategic plan is developed and approved by the Library Board of Trustees. Lastly, the Library needs to learn how to market itself more effectively -- there are many wonderful events and opportunities that happen but not enough people ever learn about them.

You guys ROCK! I love the fcpl. Wonderful, just absolutely wonderful. I am so glad you are my library. You have no idea what a difference you have made for me, and for my family. Thanks so much to the volunteers, the whole staff, and the back-office team. Thank you, thank you, thank you.

I think a public library provides an invaluable service and set of resources for the community. I have found the Fairfax County library employees to be extremely helpful and knowledgeable. We frequent the library (mostly Woodrow Wilson, though sometimes George Mason), and my one son puts books on hold almost weekly. I do have a sense that the county has not made the library a priority. I would rather see money go toward a
greater selection of books and dvd's and support for continued quality staffing rather than technology that does not serve the purpose of expanding people's knowledge of the world around them. For example, the idea of a round the clock book vending machine seems frivolous. I'd rather see more books in the library. I have found books and dvd's in the Arlington County system that Fairfax does not carry. Also, I think providing access to the internet & computers provides important resources for those who are unable to do so from their homes. However, to see the majority of computers being used for playing online games, seems to be a waste of resources. I do hope that the county continues to fund the library and sees it as a resource for connecting people and educating the community.

I would like to see the library have more offerings via the online portal. Maybe if the library partnered up with other online libraries there would be more books available.

Please keep the libraries open, do not shut them down.

Love the library and visiting.

none

Let's be able to vote for elected offices at the library.

Love borrowing ebooks and audiobooks via overdrive :)

None

Question 9 was difficult because I feel that the library system does a good job of providing resources in many areas so I'm not sure how much it needs to expand rather than maintain. I was also not sure of the extent of some of the other services that are currently provided (literacy, second language programs, etc.) so I was not able to comment on needs for enhancement/expansion. Overall, it appears to me to be a good system although I wish my local branch had some Sunday hours.

It would be nice to be able to host community events including food there

Makerspaces are a fantastic idea. I've been following their implementation in other libraries around the country. They're a great way to come together with others to work and learn together, and would be a great addition to the library's services. Please consider this a top priority!

Use the money you are given and focus on the basics. The library does not need to be all things to all people.

I love the staff at Richard Byrd, they are always courteous and quick to help or answer questions I think a possible class to have is having An Esl / foreign language conversational class. For example have a Spanish/English conversation time where both first language speakers could help the other with conversation.

Really good service and the staff its so nice and so helping people
It would be wonderful to have additional drive-ups like the Burke Centre Drive-up. It’s so convenient with fast service.

As a long-time Fairfax City resident, I have loved using the library for many years. I love the re-design of the new Fairfax City Library (compared to the old library on Route 123).

I love the library and have no complaints about it :)

Get more publications in climate change and health related subjects. Also on critical thinking.

I have experienced a vast improvement in the services the libraries provide over the years, but it seems to be at the cost of people to staff the branches. The people are wonderful and friendly, but sometimes overworked or just answerless when some concerns arise.

Having used large library systems around the world, I can say with authority that the Fairfax system is providing poor library service for the size of the County population. The wait time for newly published material is total unacceptable. The monies spent per resident is not adequate. I have frequently mentioned this to elected county government officials. Good luck, I am extremely disappointed with the library system.

I like to think that 100% of my tax dollars could go to the library, since I think it offers a wide range of services to a large number of people. I’d like to see more DVDs and books on tape (CD), plus more music CDs. You seem to be phasing all of these out, and I’d instead like to see them all increased. You focus heavily on best sellers and get rid of (or never order) older classics and nonfiction books too quickly, in my opinion. While I like to read bestsellers and appreciate the waiting list system, I don’t want to see the library become just a flavor of the month quick stop. I’d like to see a broader range of classic books and many more nonfiction books. These will make the library valuable forever, rather than I would like to see many more travel books that the library currently carries. You have coverage of just the basics, like Europe, Mexico, a bit of Asia and other selected places. I’d like to see availability of travel books for INDIVIDUAL countries in South America, Africa, the Middle East, former Soviet Republics, and little known countries in Asia and the former Eastern Europe. The "collection" travel books (covering a region or all of Central America or all of Southeast Asia) offer little value or detail and have dated or obsolete information, making them pretty useless. The library could really improve its travel offerings. I am a fan of the Top Ten Guides by Eyewitness and DK Eyewitness Travel Guides. The writers of these guides give more specific and current information. Rough Guides and Lonely Planet Guides generally provide useful information. Fodor and Frommer-type guides are useless and a waste of money. I’d like to see cell phone usage banned entirely in the library. This is a real distraction to people trying to read or study. I am a fan of OverDrive and use it often. I also like FCPL website access to magazines and research information online.

The Fairfax County Public Library is the main source of my entertainment and pleasure. I love to read and would be lost without access to our wonderful library system. Thank you.

Having used most of the neighborhood libraries, each one seems to have its own 'flavor' and I go to different branches sometimes to get different ideas. The Librarians are helpful and among Fairfax County’s greater assets. When I had to quit work prematurely due to
spine dysfunction/pain it had been years since I had time 'on my hands' and was fairly lost. Simple suggestions from them were crucial to get me started and now I am just so grateful that I have found so many bios, historical novels, historians who bring to life events and topics of which I otherwise would be ignorant. Sitting for long is difficult for me and audiobooks are lifesavers - like someone reading to me whenever I choose to listen! (I hope the collection of audiobooks can be expanded.) Anyway, I think the libraries give me (and our community) the greatest return for each tax dollar. The system is forced to be efficient and rely on volunteers and I will state that I observe much waste in the police in how they function - I would appreciate a similar questionnaire re police in this county - it seems that always the libraries are threatened with budget cuts but not the police or some other agencies....I strongly support the Library system and know how much my life is enriched and improved by the services provided by the Fairfax County Library System. (I will add that the last year I have been active with the "Friends of Centreville Library" and so know that I am not alone in this.)

I used to go the library back at New York when I lived there. The library did events like spelling bees. In the summer they would have a theme a schedule for each day so Mondays would be movie day, Tuesdays would be arts and crafts day, and so on. Each library member would read and get prizes (for children) to encourage them to read and at the end of the summer the person who read the most books would get a grand prize.

Thank you for your work in serving the community.

I have no further comments, but I do appreciate and enjoying most of the libraries I have been too! I particularly enjoy Burke Library the best due to the relaxing atmosphere and plenty of windows for outdoor viewing!

Considering the tremendous cut in revenue over the past several years, the library continues a vital and vibrant entity of the community. I ALWAYS vote for library, school and park bonds. They are critical to the survival of the community of Fairfax County as we know it.

I think it would be great if there was a drive-thru book drop to return books and books on CD do not like the money vending machine for over due dues..

I am really happy that FCL makes audio books available through Overdrive. I hope the library can expand its offerings in the future.

More common tax form products Longer evening hours Longer expiration time for the library card Access to the county supervisor office in the evening

The library is an extremely important element of society and every effort should be made by our government to ensure its proper function and maintenance.

The library is wonderful in terms of new books and e-books, but needs more foreign language resources. There’s Spanish and Vietnamese, but nothing else--no French or German, which, as a French-speaker learning German, it would be nice to have.
great keep up the good work

We love our library and Would like to see if maintain its hours

Doing well, keep getting better!

The county does not need more Esl programs, we have schools and separate programs for that. I am paying plenty of taxes for schools as out property tax rate just increased again. It is not the responsibility of the library system to assist ESL if that is what this survey is about.

I would like the library to be a quiet zone. If toddlers or others are speaking loudly the staff should ask them to be quiet.

I use the library ALL the time. I have been using it since the 1960’s when I was a young girl. I don't want to see a large chunk of our tax library dollars go to help ESOL. Some, but I feel people like me are deserving of the services offered. I always have books on hold and would like to see more book groups, author talks, lectures and other academic offerings for citizens like me. FC has a highly educated population and the library should offer free/low cost activities that reflect that population.

We love the library. Please don’t stop buying books on CD and eaudio books!

We are disheartened by screens in the kids area. Our kids do not need any more exposure to media and screens. The library should be a safe haven from this. When touchscreens, licensed character books, and DVDs are prominent in the kids section it is not helpful to the kind of readers we want our kids to be. Also, the amount of empty space in the kids’ sections can be disheartening. This is especially obvious during summer break.

I think it is important for Fairfax County Public Library to have books and ebooks available to Fairfax County residents.

I love the library, I grew up in Fairfax County and did a lot of the childrens programs in the summer at John Marshall. I LOVE that you can loan ebooks now!!! I tell everyone and they never know!

Great use of Overdrive. Please continue to add new bestsellers of all genre's to Audiobook :-)

overdrive is HORRIBLE!!!!!!!!!!!!!!!

I would love to see displays and expanded catalogs of diverse literature - featuring characters (that are well written and don’t rely on stereotypes) with disabilities, different national origins, religions, races, etc. I think the We Need Diverse Books movement is incredibly important, especially in Fairfax where the population is incredibly diverse and the libraries should be doing more (visibly) to ensure that all readers can find themselves in books. I know that www.diversebooks.com has resources for libraries and teachers, plus its CEO and Executive Director, Ellen Oh, is a local to the DMV area. I would love to see
more happening in this area at ALL the libraries (and, if it’s happening in some of them, to see that called out in e-newsletters).

I’m glad it is available

It would be nice if the library increased the availability of recent theatrical movies on DVD.

Improve service quality

It would be nice if I could access newspapers online such as the New York Times or Wall Street Journal through the library’s subscription.

None

I am not a frequent user of the system but when I do it is very easy to use and helpful. The staff is friendly and helpful. I do not think the system should spend money providing services that are being provided other places, like public schools, NOVA, churches, other Ffx County agencies.

none

Training for Early Childhood Educators is great. It is extremely helpful that it is free. Love the emails on new children’s books as well. The "kits" that preschool teachers can check out are not that helpful because of the limited supply it is difficult to get what you need when you need it. I wish the Children’s books on CD could be checked out with several copies of the book as a set. I wish the children’s foreign language picture books had the title in English as well as the other language on the website so that I could more easily find the books I need for my preschool class. I appreciate Access Services for my blind mother in law. She received a special machine that she can operate to listen to books on special tape.

Suggestion: The library should have a Pre-school program with downtown development and activities. I would think that a parent (mostly moms) would like to spend a 2-4 hour period in downtown Fairfax if there were activities that were links to support a trip to downtown Fairfax. Examples: Pre-K activities at the library, child friendly restaurants with a child area within, link library activity with water park activity so the parent and child can stay downtown for a couple of hours. It is an opportunity to make the library one of the center attractions to coming to downtown Fairfax. A typical day may be a library activity for the children, with a water park activity, and restaurant visit by the family. Parents are looking for a place to go once a week that would support their child’s interest. Destination Fairfax should include a destination for the child and mom.

I appreciate the Fairfax County Public Libraries and your excellent service. Thank you and keep up the good work. Nancy Wright

Change entering FULL library card number at login. Maybe last 4 numbers. It’s too long to remember! Thanks.

None, it’s doing a good job.

Library needs to extend opening hours especially on Sunday's
I would like to see an orientation/informational type program for library patrons every few months. A session for anyone to come in and see what the library has to offer and how to access/use the different sections. I think for some, going to a library is daunting these days. Especially for those who have been away from the library scene for a few years.

I visited Dolly Madison branch and got a card (and once also got books from Pimmit branch though it is too far for regular use). But there just were not enough books to go to Dolly Madison instead of Arlington Central which we started using before we moved to Mclean.

Libraries are very important to our community, along with schools and human services for people with disabilities. The county must balance resources.

It is one of the top library systems in the country.

I would like to see more books on CD and downloadable books in the future - but- I hope the library does not move to quickly to all new technology leaving those of us with CD capability behind. I would like to see more evening hours. I really like the new website services (renewals, title searches, reserve options)

I really appreciate the library and the inter-library loan services.

I am extremely satisfied with Fairfax County Public Libraries and use different branches. I would like to have access to more downloadable ebooks and audio books. Thank you.

More eBooks please!

I am satisfied with my experiences with library, but am open to new ideas on how to enhance this value community resource. The key is enhancing literacy for everyone.

As we all know anyone can post anything online! With the onslaught of individuals, particularly school students, gathering information from websites; the library should focus on a transition from hardcopy sources to providing validated e-resources with legitimate educational material to use both in and out of school environments. Additionally, the library should provide instruction on how to search for e-resources and vetted materials. Having a progressive transition, the library can continue to serve the longstanding customers who are used to turning pages in a book as well and bring in the next generation who are accustomed to instant e-information.

The library is a great resource for our community. It should be a high priority.

To offer additional technology is very timely but many of the services would lead to using the library as a business office. I strongly object to tutoring for a fee in the library study areas it is not a place for tutoring business. Offering services should be done in a private area set aside in the library and should be a voluntary service. I love the library, our sons had to write their names to get their library cards at 4 yrs old and have continued the love of books and reading as adults and parents. Technology should be available with instruction as necessary for all but again I strongly object using the library as a business office. Thank you, Pat Grace
I greatly enjoy and appreciate the first Saturday of the month book sale at the Sherwood Hall Library.

I would like to see Richard Byrd branch open on Thursday mornings

Make the Children's non-fiction section as appealing as the fiction/storytime area.

I believe that the programs for children are THE MOST IMPORTANT programs offered. My children enjoyed them, and became stellar students with one attending TJHSST. I would like to see the focus of financial resources going to the young in this county, especially up to 12 years of age. I am a MS teacher in FCPS, Civics, and the MS and HS libraries are already addressing much of the MS and HS students' needs. I would like to see more outreach by the FC Public Library in the way of programs for the younger students (ages 2 - 5) and K-age 12. I would like to see more times for read a-louds, movies, games, workshops for connecting reading to writing for ages 5 - 12. Bringing in more authors for the little ones and focusing the little ones on reading books from many different genres. One of the most wonderful summer reading programs, when my son was around 4th or 5th grade was a wheel that listed all of the different genres. The children were to read a book from each genre and color in the part of the wheel, once the book was read. By had a certain number or weeks to complete the wheel. When children presented their completed wheel there was a big party to celebrate the children's accomplishment at the Library. It was a wonderful experience, and my son remembers it today. He felt such a feeling of accomplishment! My son enjoyed that summer reading program like no other he ever experienced. Having activities after reading books would help children at K-6th grade reading level. There is so much more that can be done. Thank you for the opportunity to weigh in with my opinions!

-I don't have children locally, so those questions do not apply to me. In a general sense, I am in favor of all kids programs..but they can be noisy. LOL -I love the book sales; please keep them! I read & then return mine for you to sell again. But if I happen to leave a book somewhere, I don't have to worry about fines. -I miss Tysons Pimmit. -DC libraries were written about in the Wash Post: They have 3-D printers and I would love to see one operate. Although I have no current need for such technology, others might. Libraries should hold more technology how-to/application classes. It is hard to keep up and/or afford to be cutting edge. I loved the computer classes and how-to download ebooks when I got my Kindle, for instance. -Your staying-in-touch question should include calendar & newsletter together with the email option. Its all one in my mind. -Bookstores have mostly gone away, so libraries are more important than ever for browsing purposes!!! Hands-on opportunities should always be paramount.

I would love to see programs for young children (2-6) on weekends or even early evenings for those parents who work during the week and are unable to attend typical daytime story times and playgroups and such.

I see the library as a critical asset to all citizens, and therefore should be maintained with that in mind. It adds so much to our lives, a safe place to study, learn and enjoy other things offered there. I almost exclusively use the library for accessing my favorite/recommended books, and even though the wait can be long sometimes it is worth it. The employees at the TJ branch are friendly and helpful.
Thank you!

I have tried to use the overdrive app and download audio books. I can never get it to work. I seem to reserve the book but never get notification it is available for download. What about offering a Saturday class how to get it to work?

I think it is a fabulous feature that I can pickup and return books from any library in the Fairfax County Library system. I also think it is great that I can put on hold a book, be notified when it is available and have it waiting at my local library. They library is great and saves me a lot of money rather then buying books. Keep up the good work!

An organization that the county can be proud of

Would like to see more information on how to set up/use devices for audio books I had difficulty each time I tried to get one started and a search of library information was not very helpful. Finally got things working by dinking around but a lot of people might have difficulty and just give up.

While I understand the budget challenges, I feel the library has cut way too much staff over the last few years. All the wonderful technology available does not take the place of the customer service provided by the library aides and the librarians. Agencies like the library and parks are the first to be cut when they are the smallest in the County. Hopefully, this survey and consultant is the beginning of the County's understanding and appreciation of how vital these services are and how hard these employees work.

The library provides an important community service. I hope it continues to improve and serve the needs of the community.

I really enjoy our library system and the only improvement would be to keep adding more ebooks and audio books. Thank you!

I support tax funding for FCPL.

Reading contributes to comprehension- and understanding. Democracy cannot survive without it. Libraries were, and perhaps still are, the centers to promote both.

The staff at the Chantilly and Herndon libraries have all always been very helpful and courteous! I have been a resident since 1987 and I enjoy the use of the library. I like the feel of a book in my hand over an ebook. Thank you to all county staff in all areas for what you do each day for all of us!

Accessing the library and finding the book return are not easy. Irregular hours make planning a visit difficult.

The library system is great! I’m not sure if it would be economically feasible to increase the amount of digital titles, but that would be great. I enjoy books in all forms, so if something is not available on Kindle or audio book, I will put a hold on the physical copy and pick it up. There are plenty of options. Sherwood hall library is always busy on weekends, it’s
great to see people using all the available services (computers, meeting rooms, study corrals). The staff are always pleasant, and there's almost never a line for checkout. Thank you for your hard work!

FCPL should pivot to library services aligned with the community's and 21st century needs. Being storehouses for hardcover books is not now and probably never again will be the sole or core mission of a library system. Access to technology, services that support non-English speaking people, support for literacy and flexible services are far more relevant in today's ideas marketplace.

The Fairfax County Library serves an increasingly diverse population and should be commended for its efforts thus far. The County needs to fully fund the Library to support the Virginia Plan for Higher Education as well as continued support of the 1,2,3 GO! initiative put out by the Commonwealth.

I think the website needs real work. I check out many e-books and how to get to the check out and see what my account looks like is not easy. The website menu includes ebooks, but when you choose that option it sends you to a site that tells you what ebooks are. It is difficult and confusing as how to get to the site that lets you look for books and then check them out.

FCPL is a great resource! I've recently started using RB Digital for accessing magazines electronically and it's a great experience (even though I subscribe to paper editions I prefer the electronic editions). Only comment here would be to have "Consumer Reports" added. Thank you for continuing to push the envelope and striving for improvement!

I'm so glad to still have a brick and mortar place to go for books. And being able to download books for Kindle is wonderful.

I would like someone to explain to me the exact way in which meeting rooms are reserved. It seems like some organizations are able to book a room more than three months prior to the meeting date but most of us cannot. What is the criteria by which one can book the room more than 3 months in advance.

Please don't throw away books. Donate to charitable organizations instead.

FCPL is a tremendous resource. would like to see the library focus on what it does well - book and other resource lending, and not attempt to be all things to all people. Focus on your strengths.

I fully support the Fairfax County Public Libraries. My only request would be that you try to bring in an even larger selection of books (i.e., international authors). For example, my children go to school with kids from more than 100 different countries - and it would be nice to be able to read works of an author that those kids (or for me, their parents) may refer to from time-to-time. For example, one Mommy was telling me about the works of the poet, Rumi - I went to find a book in the library, but couldn't. I read a beautiful book by a German author named Nina George that I picked up in the UK. I would love to see the library collection expanded, if possible. And I value the work that you do to support students, in particular - and the elderly and those in our community who do not have the
financial means to have laptops/internet, etc. at home. The library is a treasure. Keep up the good work!

We very much appreciate having available meeting space for our annual Homeowner Association meetings. The Library is convenient, homeowners know where it is, and no one feels obligated to host it at their own residence, which can get awkward in terms of having adequate space and seating. THANK YOU! SUGGESTION: If there is no meeting space available at our neighborhood library on dates HOA members can meet, enhance Library software/linkages so people can check other libraries nearby to see if a meeting room is available on those dates (and not make the Library user check meeting room availability for each individual library). Also, I took Microsoft Excel and Access training classes a while ago (2005-2007?) at one of the Libraries. Although class participants did not have individual PCs to work on (that would have been ideal), attending classes and having the instructor go step-by-step to show us how to maneuver through Excel really helped me feel less intimidated about the software. I learned that Excel can be applied in so many ways. I think the instructor’s name was Mr. Ed Kramer -- I hope he hasn’t retired!! He is very knowledgeable and made class interesting. I’d love to see more classes like that offered in person or even VIRTUALLY, where participants wouldn’t have to drive around the beltway during the work week. I work in Bethesda and found it difficult to get to class held of of Little Turnpike Road by 7 pm. The best thing? Classes were FREE, the instructor was great at explaining (not all instructors are good at that), and he was patient and kind to the class. Some of the best training I took! The Library is more relevant today than ever. Fairfax County is very lucky to have some of the best library staff and resources around. Just because lots of things are on the Internet and Web-based these days, people still want to go to a neighborhood community center, see or meet people, ask Qs, and get the "personal touch." That is SO IMPORTANT.

I we regularly use about a dozen of your libraries - not just one location. We regularly use the meeting rooms and quiet study rooms. We have been using the County Libraries and resources in over 16 years and have been very satisfied in all aspects. Thank you!

You do a great job and are a vital resource in our community serving needs which are different today they a generation ago or even 10 years ago. More resources need to be devoted to the library system and I would support such a move.

In general, the people who work at the library are extremely helpful and polite. In one instance I felt the person I dealt with was not sufficiently acquainted with traditional concepts of manners and made me feel extremely uncomfortable and even a sense of hostility, which ruined the experience for me that day. I don’t want to go into further detail about this, but it’s something you may want to add to your quality control list.

This was kind of an odd survey, since it didn’t ask us to make tradeoff decisions. Every service sounds good! But, when it’s time to prioritize, decisions need to be made against competing priorities. Your input may not be particularly useful on some questions, since it wasn’t clear what the service actually means. For example, "Makerspaces with hardware and software." Hmmn, what’s a makerspace? The phrase "Playaway for children" doesn’t sound like a technology. Last, has FCPL considered branding libraries "RecCenters for the mind?" This is a mission easily understood, aligns the branding with another FxCo Gov’t
department, and moves the mission away from printed books. Perhaps libraries can use their physical sites for the delivery of more human service (tax preparation, etc.), but the primary mission ought to be on advancing human potential, though media and programs. Thanks for listening!

I love the library

The Fairfax library system is a terrific resource that I have always made extensive use of my entire life. Cuts in the amounts allocated by government are ALWAYS noticeable and sorely missed. I’ve also visited libraries in other cities and ours is consistently among the best. Keep it up!

I wouldn't mind a small rental fee, less than $5, to be able to read current best sellers and popular titles. The wait times are horrendously long.

I'm satisfied with Fairfax County Public Library at this time.

Please remember channel 12 when you think of channel 16; ensure that library services are not duplicated in other County venues by other County departments: perhaps partner with other County venues without duplicating.

More fiction, more copies of best sellers. Would like to see more author discussions and book club discussions. I am in favor of helping in job services, job counseling etc. Just don't feel it is Library’s job to do that. There are many other social service agencies that are better qualified to help the client.

Keep the Tai Chi program going at the Burke Centre Library. Expand it to other libraries if you can.

I would love to volunteer for computer training (I have a PhD in technology). And to help with those needing help with ESL or reading learning. Dolly Mastrangelo
dollymastrangelo@gmail.com

I feel Public Libraries Are extremely Important.

thanks for the outstanding services that I have been receiving from the Thomas Jefferson Library.

Libraries are critical resources despite the current trend of seeing them as archaic. The only thing changing in terms of information is the variety and type of format, so maybe the marketing focus is on information and community. It’s worth remembering that many people 1) don't have any or strong internet access; 2) schools don't or can't put the time and resources into supporting non-English speakers and the learning disabled (including those who are not intellectually disabled but struggle with other obstacles). Q9: If you can’t meet all your requests financially, focus on core services, and create partnerships with service providers of adult literacy, English language learning, etc. Q10: Helping LD students, as noted, is extremely important as public schools don’t value the tools needed to support them; same goes for makerspaces except in gifted programs. It’s ironic that creativity and idea generation is highlighted as the foundation of many of our biggest corporate entities.
(Google, etc.) but not in our schools, so libraries can provide that time and space, again perhaps partnering with teacher or public-private partnerships with local companies. Self-service is nice but librarians play a critical role in curating, advising, general expertise and imparting the fun and love of learning. Finally, the Financial Times has an article on preserving our digital life which reviews the history of how we’ve preserved memories as well as important data for 3000 years. A Harvard study demonstrated that 50% of the links to Supreme Court decisions were broken. Where will we all go if our servers, groaning with data large and small, go down? Libraries!! Thank you.

Woodward Wilson library is far underused and far too much money was spent on its renovation.

FOR MY USAGE, I AM WELL SERVED BY THE EXISTING SYSTEM @ WOODROW WILSON (LOCAL) & GEORGE MASON (REGIONAL), & THOMAS JEFFERSON (2ND LOCAL) IS A NEARBY ALTERNATIVE. WW PROVIDES USEFUL SPACES FOR THE NEARBY ELEMENTARY & HIGH SCHOOL STUDENTS, & THE RECENT RENOVATIONS AREA POSITIVE IMPROVEMENT TO THAT FACILITY. THE ON-GOING RECONSTRUCTION OF THE VARIOUS BRANCHES IS A VERY WORTHWHILE UNDERTAKING (ALONG WITH RECONSTRUCTION OF VARIOUS FIRE & RESCUE STATIONS) & I HAVE SO VOICED MY OPINIONS TO MASON DISTRICT SUPERVISOR PENNY GROSS. AS A SIDE ISSUE, I ALSO AVAIL MYSELF OF THE INTER-COUNTY COOPERATION BY ALSO UTILIZING THE WESTOVER BRANCH OF ARLINGTON COUNTY WHEN BOOKS ARE AVAILABLE SOONER IN THE BRANCH & ON THE WAITING LIST ~ ALL BOOKS IN ARLINGTON ARE AVAILABLE TO RESERVE, WHILE FAIRFAX APPARENTLY HAS BRANCH COPIES & A SEPARATE SET OF COPIES FOR RESERVATION ~ THE ARLINGTON MODEL GETS THE BOOKS TO THOSE REQUESTING A BIT SOONER, RATHER THAN HAVING SOME SIT UNREAD ON THE BRANCH SHELVES. I IMAGINE THAT THEIR METHOD MAY ALSO ALLOW THEM TO KEEP A SMALLER NUMBER OF BOOKS IN STOCK & CIRCULATION. I AM A LIBRARY SUPPORTER & BELIEVE IT TO BE A VALUABLE USE OF PUBLIC $$$. $$${$$

I like to borrow books for my Kindle. It would be helpful if the process was more user friendly, ie like Amazon. Thanks for all you do!

It's a great system that must be maintained.

I think you do a great job overall. I gave high marks for all areas except one because there is at least one really grumpy librarian at the Kings Park library so I couldn’t honestly say excellent customer service. Most of the librarians are very nice and helpful.

Keep up the great work, and make some more e-books available!

We are blessed with the services we have in the Fairfax County Library!

I've never been able to get the downloadable e-books to work. Only part of the book seems to download and even then I have trouble getting it on my mobile device. (I like to listen to books as I exercise or drive.) CDs work but too frequently have some damage and I miss part of the book.)
As a foreigner residing in Fairfax, I am amazed of the wonderful facilities and services the Oakton library has to offer. It is one of my family’s favorite places to go to and it certainly a monthly activity in our household. Thank you!

The library gets too involved in things that should not be a governmental function, like teaching adults (especially illegal and/or legal aliens) English and/or general literacy. If they don’t already know it, they should pay for it and not all taxpayers. The same goes for music and other "frivolities" that people should have to pay for if they want it. The best uses of the libraries that all taxpayers should support is books, especially reference materials/information that may not be readily available to them otherwise without significant cost to the individual (i.e. Moody’s Bond Ratings and the like) that can be better leveraged by community use. The second best use is to have a safe and quiet place to have meetings of community interest and a place to study outside the home. Other services should be either discontinued or offered only by charging specific fees to the users and not the entire tax-paying community members. Take the libraries back to what they were originally created for.

Thank You for your Fairfax County Public Library Services at the present time! Thank You for your Farmer’s Market every Wednesday from May until November every year! Thank You for being an Active part of our Community where we can become better educated when we are able to use your Meeting Rooms to Share: " For Your Information "!

I believe that the library’s emphasis should be the traditional focus on a wide supply of books in the English language (including recorded books on CD). I do not think that the function of the library is to serve as an overall entertainment center or as a school. The library should not be wasting money on dvd television shows or stocking books in foreign languages. The money spent on these latter items would be better spent on keeping the library open longer hours or on staff salaries.

Thank you for all your hard work! It’s a fantastic library system and I am grateful to live in a county that has a strong library system.

Awesome job. Please increase the ebook collection. And more kiosks for checkout.

Virginia Room is valuable resource; expanded resources are always welcome.

I love the library and am so thankful to have this free resource in Fairfax County! I always look forward to going to the library because there are so many books to choose from and so many branches available. I also very much appreciate being able to renew most books up to three times and that I’m able to do that online. Thanks for all you do!

Often new-ish books are donated that may have cost $20.00 but instead of being placed on the shelf, where much older books are located, they are re-sold for a few dollars. That seems a waste of great resources; why not review the donations to supplement the genres that may be lacking in the stacks so the latest i.e., computer books are not from 2010. There are a wide variety of cultures that visit and donate dvds, books, etc. Also, perhaps have a "tinker" area for those with the skill to fix items that have been donated (i.e., sewing machines, laptops, dvd players). other may enjoy learning how to fix the items if those in the know donate their time- which may play into have a "Maker" space to create items.
Perhaps investing on DVDs or downloadable presentations on the FAQ's of Microsoft Word (how to have it Not be possessed) or the Best Tips and Tricks for PowerPoint and Excel. Some may appreciate classes on basic cooking or how to use an Android or iPhone (or Snapchat for the younger set). I enjoy the library in my community very much and appreciate the opportunity for learning and exploring of new ideas that it provides. These are suggestions for improvement but I am quite happy with the service from the personnel and services provided (although a best hikes in the area list would be cool too). Thanks.

I typically go to a FCPL at least three times a month and every time the libraries I visit are full of people, be they children, teenagers, adults, and seniors! This is a great indication of how valuable libraries are to the citizens of the county. In addition, I have used the service of borrowing books through FCPL where the books come from outside the system, sometimes from across the country. This is an amazing service! I also attend monthly meetings of nonprofit organizations that use meeting rooms. Another wonderful service! I also use the services of the Virginia Room and only wish it had a wider breadth of genealogical materials and access to more genealogical online databases! I generally use three libraries in particular: Sherwood, Burke Lake, and City of Fairfax. Please keep up the good work at all the branches!

Most of the times I have been to the library in the last 5 years, the book I wanted to check out has not been available. Sometimes, there are no books for the author of the book I came in to check out. It’s frustrating to me that I have to ‘order’ or reserve the book online first and wait for a week or more for the book to be available at the branch closest to me. It’s also frustrating that the library is open so few hours on the weekends, holidays, and summer months. Those times are when I have time to go to the library and time to read. Between the library not having convenient hours and not having books available, I rarely go to the library anymore. I get my books from Amazon as Kindle books and from other free e-book sites. I buy some books, but not many.

There is little point in trying to compete with the internet in terms of providing wide ranging reference services. The FCPL should be focused on maintaining and expanding the availability of books (including e books in some cases) and audio books to the citizens. Sacrificing books to meeting spaces goes against the purpose of a library.

I truly hope the library expands the books available to all ages. Also, I would love to see more resources available for home educated families.

Thank you. Libraries offer important services to the community.

The Fairfax Library System needs to hire good staff with broader, more up-to-date skills that go beyond simple knowledge of "fiction versus non-fiction" books. In order to meet today's public needs, library staff characteristics and skills should include: (1) solid computer knowledge, (2) knowledge about a wide variety of resources from important fields, such as health, business, technology, ecology, and governance, (3) an intellectual curiosity and eagerness to help library patrons locate resources and better educate themselves. In truth, our local librarians seem worn-out and tired -- there is no "sparkle" in their eyes. No energy or excitement for learning and new programs, nor any drive to support the unmet needs of the public.
I find it difficult to answer whether the library "does all it can" to offer services or if it provides a good service for the dollars spent. I am sure the information is available but I do not know off the top of my head the dollar amount that is allocated to the library system, how many people it serves, number of books or computers offered, etc. My experience is that the Library does a good job and offers a variety of services to the residents through the different branches. We can always do more. It is difficult maintaining the traditional books and library services and offering all of the new (mostly electronic) services. With shrinking budget dollars, we can’t do it all but must find a balance which serves the most people. Which, I suppose, is the purpose of this survey. My only (minor) complaint is that though at times I appreciate the self service enhancements, I miss interacting with the all-knowledgeable librarians and the service they provided.

I'm frequently confused as to why the library purges the audiobook sections so often. There seems to be plenty of shelf space.

I am very concerned about the seeming emphasis on the acquisition of best sellers (mainly by James Patterson and his ghost writers) because these don't hold anyone’s interest for very long and then they are tossed. I’d rather see more balanced acquisitions. At all the branches, I’ve seen a lot of empty shelf space where books were tossed unnecessarily. A big pleasure in the library is to browse for treasures I didn’t know existed. In the past four to five years, that's been harder to do in FCPL libraries and now I do not visit as much as I have before the aggressive culling. I have been disappointed in the cut to hours. I believe very strongly that Fairfax County does not support its libraries and staff sufficiently. Finally, I do not believe that the brick and mortar libraries should be transformed into a venue for social services or technical training. Fairfax County already has those, and people can go there; or the library rooms can be "checked out" for occasional government or charitable services. On a very positive note, the librarians' themed displays of books have widened my horizons enormously. Libraries should be about books that you can see, touch and read. Alternatives such as e-books have their place, but I probably don't need a library for that.

For years, I have said that there is one thing I will miss if/when I move from Fairfax County, and that is the library system. For the past several years, though, Fairfax County seems to have been less mindful of the very high value of our libraries. I know that there have been staff who have left the system because of various budget-related issues. I know (first-hand) that budgets are tight, yet I believe that well staffed libraries (with knowledgeable and properly trained and educated personnel) are essential to the well being of our community. Education of our population is vital, and libraries are a critical supplement to our school system. Libraries can provide so much value by providing assistance to those who are striving to learn the English language, and to children in developing a strong ethic about studying and learning. I wish that Fairfax County would provide considerably more support (most of it money, I guess) to FCPL. We need properly staffed libraries. Acting otherwise is acting shortsightedly.

I would like too applaud the many helpful volunteers who man the libraries - couldn't offer all these books and services w/o them!
I wish the library was open every day (with the exception of Sunday) from 9:00 am to 9:00 pm. I never remember which day it’s opening isn’t until 1:00 and have found myself in the parking lot saying "OH Shucks! It’s not open yet". Would also see the removal of the Dewey Decimal System. Books should be filed by author’s name only. It’s too difficult to determine whether a book falls into a certain category to figure out where it’s on the shelve.

1. More programs for children to encourage reading. E.g Story time, book club for older kids, 2. Move the computers away from the reading areas. Computers should be in a separate room, as kids are discouraged from reading when they see computers and other kids playing games.

The website is difficult to use.

After school and after pre-school activities Evening lectures

Thank you for having a great library system.

I think the library does the best it can with increasing cutbacks. We have lost staff that have been valuable resources to the community. I think the library is especially important in high poverty communities and high non-English communities like my neighborhood of Annandale. I wish there were a better way of letting high school kids in particular know about and utilize the library resources.

Build the new Kinstowne Library!!!! Please!!!!

I believe that Fairfax County Library offers as many surfaces as it can, however programs targeting Millennials and New Adults are sorely lacking. Unless a patron is a child, a parent, or a retiree there are rarely programs of interest. There is a huge demographic being overlooked that is a disservice to the community.

Please build auto drive-by drop-off locations like Falls Church -

Library - a place in which books, manuscripts and other literary collections are kept for use but not for sale. Community Centers provide rooms for meetings. The library is not responsible to lend computers. A library is not responsible to find people jobs. I read to my own children and introduced them to the library. (My son's doctorate is in Artificial Intelligence and my daughters masters is in linguistics.) they made it without armies of library personnel to participate in their pursuits. Funds available to the library should be used to buy books. Library personnel should set a good example by speaking quietly.

== I live in an area where there is no library "on the way" to most of what I do in the community. It’s about 20 minutes (with ever-present traffic) to the 3 closest libraries, and since they are not really close to things I do (like on my work, near stores I shop at, etc.) it’s definitely something I have to plan to do, and it makes it more complicated to get there and to borrow and return books. I’d be very interested if FCPL were able to create some designated drop off centers that were in/ very near to grocery stores, the malls or larger shopping centers like Fair Lakes, Fairfax Corner, etc. == I also wish FCPL would remove or change the way their website alerts a user that their session is about to expire. That note always pops up on top of whatever else I’m doing, often interrupting my typing on another
site, and requires me to click out of it. I don’t think that warning is even necessary and
would welcome a way to either stay logged in permanently (of course an option I would
select only on my private home PC, phone or tablet), or to suppress the time out warning
permanently. == I have more than once bumped into the "maintenance" window for the
catalog that seems to occur every eve at 11pm. Not sure if that is still happening but it
would be nice if catalog browsing/activities were offered on a closer to 24/7 schedule. == I
would also like to see longer hours on Sundays, particularly in the winter months.

Our public library system is one of the jewels of this country and Fairfax County. I like that
the library is alive and vibrant and offers all sorts of programs to promote learning,
reading, and entertainment. Marketing is one of the bigger library issues. People don’t
know all that can be done at a modern library and how much of it can now reach locally and
into their home. The hours are kinda funky. More consistent hours might make it easier for
people to know when their local library will be available to them. The library might want to
team with other county offices or schools to offer closer to or actually a 24x7
learning/study/computing center for public use.

Public libraries are an extremely valuable community resource. We are blessed with a
county that provides this important service to its citizens.

County needs to better support libraries with additional funding and staffing.

Love storytime and the music and learning programs for younger kids.

Wish Patrick Henry was open earlier on Thursday and also on Sunday. It is a very busy
library.

I find it very useful!

I love Fairfax County libraries. They serve my needs very well. I have never had less than a
pleasant experience with any librarian---they are always cheerfully ready to help. I am a
heavy user, visiting a branch a couple of times each week. Lately it seems that recent
popular books are harder to obtain than earlier. The Holds list is often 100+ , sometimes
200+ , when I join the queue. I know Fairfax has had less revenue in recent years, and I
suppose the longer waiting list for books is one manifestation. Fairfax citizens take their
libraries very seriously, so I hope that the libraries budget can be increased substantially.

I am thrilled that we are allowed to bring in covered drinks. That really helps. I know that
some renovated libraries have study carrels. It would be nice if this were available in all of
the locations or some variation of it. Study halls for groups would be great. Sometimes it is
distracting when a large group is studying near you and in their excitement they get a little
loud and causes distractions. Overall, I am thrilled with the services offered by the different
branches. Wish the Board of Supervisors would consider lowering the cost of children's
fines. Makes parents shy away from borrowing a number of books. We WANT books in the
hands of children. Thank you for this survey. Hope it helps in guiding the library’s direction.

Don’t use taxpayer money to help with english speaking instructions. Most immigrants will
use our money (it isn’t their money) to learn English BUT THEY WON’T SPEAK IT. THEY
WILL CONTINUE TO SPEAK THEIR LANGUAGE. This is a waste or taxpayer money. The
workers at the Oakton Library main desk are NOT AT ALL HELPFUL. When lines are backed up to check out books they won't help you check out. They usually aren't doing anything but sitting there grinning and talking to each other. WHY NOT HELP? They direct you to a self check-out. I DO NOT LIKE self check out. It is taking away from people presence. A library needs people presence and be available to help everyone. I am trying to save jobs and volunteer positions instead of using a machine. These front desk people and all stations need to help EVERYONE. THESE desk people at Oakton have an attitude and think they are better than the other workers. I have very bad legs and knees and don't want to wait in a line. These workers would not check me out. CAN YOU BELIEVE IT!!! I CAN'T BELIEVE THIS ATTITUDE. THEY SHOULD BE GOTTEN RID OF. There are many people who I am sure would help anyone who approaches this desk for help. I can't tell you how aggravating this is to watch. I have had plenty experiences with them. You can call me at 703-821-6655 (Nancy) if you would like to talk about this further.

1. The former self-checkout system worked much better than the new current system, which is an utter WASTE OF MONEY!! 2. The current machines to pay library fines and copying/printing costs are AWKWARD, and is a complete WASTE OF MONEY!! WE WANT TO BE ABLE TO PAY FEES, ETC. IN CASH AT THE CHECKOUT DESK!! 3. The person or persons who had the idea to install the new checkout system and the fee machines SHOULD BE FIRED IMMEDIATELY, AND THE FORMER SYSTEMS RESTORED!!! The former systems worked better, were easier to use, and were not such an obstructive visual impression in the checkout areas. The new machines are just plain ugly!! 4. The magazine subscriptions which were stopped during the Great Recession must be restored. It is unbelievable that in addition to stopping the subscriptions, you also THREW AWAY THE ARCHIVED ISSUES!!! WHAT A STUPID DECISION!!! 5. The top people running the library system must be replaced ASAP: THEY MAKE MANY BAD DECISIONS AND WASTE OUR TAXPAYER MONEY!!! 6. The purging of older books must cease: it is becoming impossible to do research as a result of your purges. 7. THERE IS TOO MUCH EMPHASIS ON COMPUTERS: and LIBRARY QUIET IS NOT ENFORCED, it is sometimes almost impossible to think due to the noise the computer users are making!! 8. THERE IS ENTIRELY TOO MUCH TALKING IN THE LIBRARIES!!! ENFORCE QUIET IN ALL THE LIBRARIES!!! 9. YOU HAVE BEEN ENGAGED IN DUMBING DOWN OUR LIBRARY RESOURCES: STOP DOING THAT!!! 10. THERE SHOULD BE LONGER AND LATER OPENING HOURS ON WEEKENDS, WHEN MOST PEOPLE WANT TO USE THE LIBRARY.

Offer more books by African writers for children and adults. Most children in the US don't know much about Africa or they think its one country. However, offering story books would be an easy way for children to learn about Africa. There’s an assumption made that immigrants don’t use libraries. That could be true, because most of the materials offered don’t relate to them. The library could be a good place to have multicultural events to engage people from other cultures. Partnering with places like the Smithsonian Museums who have vast national and international programs would be a good start. Engaging the youth is very important to me since I have a teenage daughter. The library could focus on having programs that engage the youth. For example, events on careers that would interest them e.g. STEM, the arts, dance, etc would be helpful. The library could also help older adults interested in travel around the world but don’t have the resources to plan a trip on their own. Partnering with local radio stations like WAMU or TV stations like WETA to do programs at the library would be welcome. Thanks.
I find the noisiness of the library to be very distracting. There is no effort at all to keep voices down anymore and kids are allowed to scream and yell. I no longer like to stay at the library. I used to spend time there reading but no more because of the noisiness. Also, the changeover to having to pay our fines online and having to check out everything ourselves is a great inconvenience. Both self service and regular service options should be made available. In addition, the selection of fiction titles in the Patrick Henry branch is pathetic. A lot of space is given to reserved section and special titles. Beef up the fiction titles! Finally, I find most of the staff at Patrick Henry to be uninformed and unwilling to help me. No one is willing to get up and help people anymore!

Arlington library system has much better e-book and audio book inventories. Fairfax needs to increase the number of titles and copies of e-books. And Overdrive is a combersome, non-intuitive application. Aren’t any other apps available for libraries to use? Thank you!

I’m concerned that Fairfax County invests too little in its libraries and too much in things like high school sports/sports facilities. My sense is that the libraries operate on a shoestring. I’m glad that some have been renovated or are being renovated. At the same time, however, the branch nearest my house seems--despite a very nice renovation--to have just as limited a selection of books and other materials as it did before its renovation. And, of course, hours at smaller branches have been cut over the years. I do strongly support the literacy and English language programs offered (though aren’t a lot of them done by volunteers?), and I think it’s important to try to get small children interested in reading. Anyway, I worry about the libraries and the apparent lack of funding priority they receive.

The children’s reading and art program is wonderful at the Oakton Branch. The staff is outstanding and always helpful and supportive of us and our four grandchildren. I love the cooperative relationship with all the branches in getting and returning books.

The public library is a good resource for information and it should be funded for all of its needs, not cut funding, but increased.

The library has been a tremendous asset to me. When I was unemployed, I went to the library several days a week to use the computer. I have enjoyed the programs at Tysons-Pimmet, especially the movies and the programs on foreign countries. The staff have been very helpful at Tysons-Pimmet. I read a lot and find the reserve book program very helpful. Also, a resource librarian was very helpful recently in gathering some books on birds for my brother’s grandchild. I have to report though that my sister-in-law went recently to a children’s program at Dolley Madison which she found crowded and noisy. Someone at the program told her though that she’d never seen it like that before. Perhaps the overcrowding was due to the Tysons-Pimmet users coming to Dolley Marison. Thank you.

Yes I would. This library has a large number of homeless people that comes in here on a daily bases. they are only here because they don’t have any where else to go. There are people who sit in here sleeping. Right now I have to listen to someone soring. Kids run around unsupervised. Kids play games on the computers, loudly, spitting and cursing. I told a couple of kids to lower the noise, they looked at me and start laughing. People bring food in. I have seen some lock the computer and go to McDonalds. I’m sick of this and thinking
about going to another branch. I moved here from Prince William county and in their libraries sleeping and eating are not tolerated. You get caught sleeping or eating twice you are not aloud to come back. I want be coming here any more.

There appears to be a preponderance of new purchases for romance novels and crime fiction. I would like to see a higher dollar spend on more quality.

N/a

I still think people, at least older people, still like physical books to hold and read. Please don’t slight the Large Type books. Those are easy on my old eyes.

The Thomas Jefferson site is very comfortable but upon occasion some of the elementary students are a bit unruly, shattering the cozy environment -- otherwise I truly enjoy the usage of the library!

We have pretty good libraries, but the hours are too short and the selection of nonfiction materials (especially on audiobooks) can be improved.

We really don’t understand why the Pohick renovation is taking so long. Over a year is silly-you could build an entire building in that time. Also, there’s too much function on social services, and when I see that it undermines my support for the library.

Our branch, Fairfax City, is overstaffed - seldom have I observed people waiting in line to be served. There should be a space provided in the foyer at the main entrance for free books (donated books that have been designated as free by the Friends of the Library). Current space by the elevator is crowded, has inadequate shelving for the large number of free books. Garage on level G 1 near the elevator needs a thorough cleaning. It’s obviously used as a bathroom at times.

I support additional funding for our county libraries as well as INCREASING services rather than going to more self-serve/technical services.

A Library is a Library. If we demand the library to supply its users with entertainment programs we are putting burdens on its staff and Library Board of Trustees for something they are not equipped for and their specialties are thus not rightly utilized. We should look for entertainments somewhere else. Like the Kennedy Center, etc. The main-stream services of the Library is supposed to provide just educational, literary, Research and academic services to its local citizens. With the onslaught of the Electronic era the Library should also avail itself to be in line with the change of time and needs of the new generation of computer users. The Library has also done just that too, in the near past. Public funds (tax payer’s money) that the Library subsisted upon should be carefully utilized to serve the public without scarifying its quality of service. That’s all I asked of a good local library. Not to stress on providing entertainment for any age group. But to provide a nice, quiet environment and a rich resource for people who can come to further or seek knowledge.

The website needs serious help. Very difficult to navigate.
Too many parking spaces allocation for special interest groups. Need to stop reorganizing libraries. Too confusing to find books moved all around. New system for identifying reserved books is confusing. Old system was easier to use.

My comments both pertain to dissemination of information. I would like to know what classes are offered. I have been to chair yoga and Facebook 101, but only learned about them through a friend. I would like to know if there is a book club at my local library and what are the chosen selections.

I REALLY appreciate the Inter-Library Loan services offered by FCPL. A GREAT way to expand the offerings of the library. I also appreciate the new borrowing arrangement that FCPL has with George Mason Library. Keep up the great work!!!!!

do not have any at this time.Thank-you.

I think the library does a fine job with such a large community with all the interests of people in this community. My book club ladies all love the digital books although I prefer to check out real books. I was at a meeting once where someone tried to argue that the library should keep books on the shelf even though no one had checked them out in many years.......I don’t agree. The library is a living breathing part of the community and I know space is limited - so you may have to move things on if there is no interest in them.

Do not cut back on library services. I cannot say this enough. Everyone in the county government is screaming budget shortages....but they have been for the past twenty years. There is no reason that services cannot blend in support of other services; with the library as the core center, with stronger outreach into schools, after-school, teen programs, even NVCC and GMU interaction and more senior programs. I’ve watched the library system be built up over the past seven or eight years and now watch it being disassembled. It’s never easy in FxCounty, Administration is so bloated and so afraid to find solutions by blending programs because they are trying to keep their jobs. I say cut 30% of staff at the government center and put the resources into the library. Libraries are the key to a civilized society. Fairfax County has become so big, so competitive, and so suburban wasteland, the libraries are the sole oasis’s in the region. I would like to say everything is great but it’s not. My daughter actually had a personal relationship with the research librarians at Thomas Jefferson. She went back after Mantua ES, Frost MS, WT Woodson, then graduated PhiBeta Kappa from UVA. If not for these wonderful librarians, who introduced her to the process of following intellectual curiosity, she might not have achieved her present success. Where can these stories be captured? I say highlight (showcase) the staff, make them famous in the schools, in the community. Celebrate these staff who are so humble, introverted and deep. Bring the philosophy of learning to the forefront of the libraries identity. The libraries are a tool and are not yet appreciated for their crucial level of importance in rebuilding the social, human and intellectual capital in Fairfax County. And we really need it.

The Reston library seems to be used very heavily and does not provide a "library" environment for reading, browsing collection. Too many other activities always going on with tutors, job-seekers, socializing, etc. Would be nice to have a designated
study/reading/CLOSED QUIET AREA for those desiring a more traditional library atmosphere.

I love the Reston Library and the ability to put books on hold. I appreciate the system whereby I can pick up my held books and go through the self-checkout. Such a time-saver! But when I need help, I appreciate the smiling, helpful staff.

It’s a good library and it serves the needs of the people well.

Please improve wifi services. Offer cheaper copier alternatives. Have a wider variety of good children’s literature.

I think the future library should be a gathering place like Starbucks where people can gather and work amongst other people. There should be additional tables for people that want a place to go to do so in the public forum of a library.

Recently, FCPL has de-emphasized hard-copy books. This is a grave mistake.

Website is still clumsy but functional. Recently waited months for an ebook, then only had three weeks to read it without renewal opportunities. I did have a great experience with the inter library loan program, thanks.

Public libraries are one of the important things provided by our tax dollars. I’m grateful to be living in such an excellent urban area with access to a Fx library branch virtually everywhere I look.

I think the dvd collection needs to be updated and copies secured of all recently released movies.

Please expand the on-line selection of books!

As difficult as it for libraries in the techno times, they can not afford to compete with the areas the internet does well. [Music, video...] Education and primary resources are its strong suit. Social media such as Facebook and email are methods of contact.

You don’t have enough inviting lounge/reading spaces, if you put a tv in them, people could watch movies together. I’d rather go somewhere where I can order a snack and coffee. You could use nice rooms for having a party. All you have are conference rooms. Playgrounds and outdoor exercise equipment would be nice too.

I enjoy my library and would like to see the services continue to be offered. My only comment is that if someone recommends a book and they are the first one to recommend it, they should be the first on the reserve list if the library decides to get the book.

I really enjoy the library. Only rarely am I not able to find books I am looking for. I am very proud of my counties’ libraries and people who work there.

Getting a book using the online service can be tiresome and even annoying at times. I wish there were an option for reserving books quickly. BUT kudos for doing so many things well.
I realize how hard all those who are a part of this library system work -- bravo for all their patience and kindness!

Be a library first. All the other services - help with insurance etc should be provided by other parts of the government.

Thanks for the. Ones eho help seniors with new "devices", especially at. Pohick..they have been sooo patient!!

Don't forget printed material

At this time, when every dime must be stretched to full value, libraries give the county the best bang for the bucks.

The library is an essential resource for all ages, educational, and economic levels of the population. The library system should always be a priority in any budget plan.

Maybe change the website so that when you search for a book, and choices come up, and you click on one of the choices, after you read about that choice you are taken back to the page with list of books instead of having to re-search again and again.

Staff are great!

I don't like the idea of librarians losing their jobs because of the self-serve options. If I am researching a subject, I like to do what I can on my own, but have been really happy to have the personal interaction and help from a librarian. I selected my favorite branch, but I like going to Richard Byrd and Lorton, too. My kids have grown up participating in the Summer Reading Program - I would hate for that to go totally electronic. I wouldn't want them to only listen to books and not read a book themselves. There are perks to digital books, but it doesn't beat holding a book and flipping the pages!

Available materials and resources are astounding.

Please keep the library going. It is an invaluable source of knowledge, education and entertainment.

Overall time allocated to use a computer is very short and most of residents they want to use computer on weekend Friday and Saturday evening and as well as Sunday after noon, and I recommend to see the option to extend services on those days.

The libraries are among my favorite places to go in Fairfax County!

I am a FCPS teacher and value the public library and its services. I like knowing I can relay on good service and locate the books I need.

the library is a wonderful resource. I would love to see additional meeting spaces, and have more presentations that expand beyond reading to learning in general: about wellness, parenting, entrepreneur, living your best life (self-help type), creativity, spirituality, investing, etc. I would also love to see resources for hobbyists/makers, such as 3D printing machines, design software/hardware, etc.
Love the FC Libraries. Just an incredible resource and go to source for information both for pleasure and work related knowledge.

Not enough selection of Audiobooks on CD. I haven’t taken the time to figure out how to download the ebooks.

I feel the library is Usually closed when I desire to visit.

The library has wonderful selection of Ebooks and audio books. I use the Ebook services and am thrilled with it Reston Librarry offers numerous community activities such as an intensive ESL program, kids’ activities and book sales, all are very much appreciated. The staff at Reston library absolutely Rock! They are extremely helpful and friendly and help make the library experience a truely remarkable one. THANK YOU

I like most of the ideas that were asked in the questionnaire except for two. I am not a fan of the loaner computer offering. I do not think the library staff will be able to provide the proper maintenance to maintain the computer loaner program and prefer to see more computers in the library and not being checked out. People in general will not take good care of the computers and it will become a waste of tax payer dollars. I also think the library needs to stayed focused on its core mission. If you are thinking of changing direction by being a "social service" institution to provide other resources to people, I don’t think the library is the place for that (tax preparation or some of the other services mentioned). Please stay focused on education, learning, and literacy. Don’t become a meeting facility or a gathering place. There are other venues for that purpose not at the library. Thank you.

We enjoy the new book section.

I am impressed with the professionalism of the staff and the value the libraries offer. The library offers exceptional value for the limited resources provided.

When I want to get a book either bound or electronic, there is always too long a wait and the technology is too difficult, even though I am tech savvy. It’s very frustrating to go to the library or use the electronic systems, and then not be able to find something to read. It’s not easy like it is in a bookstore or on Amazon. It would be nice if the librarian could recommend books, or categorize them in some easy way, not the Dewey decimal system but by fiction, historical, fiction, biography, and whether they are on any lists, etc. maybe it’s already like that but it’s not obvious to me. I don’t want to have to use a card catalog or similar. In other words, please make it easier to find things like they do in bookstores.

None

Some of these questions were somewhat difficult to answer. I am a senior citizen and not very familiar with some of terms used, especially some of the technological. Some questions concerned things of which I have limited if any knowledge and thus no opinion, e.g. services for small children or limited-English speakers. Should I put "don't know" or put an answer based on second-hand information and general impressions? I live in a retirement home. Our residents get excellent service from the outreach department (I'm
not sure if that is the exact name), services such as audio books for the visually impaired, books for book clubs, and videos. Thank you for your service!

Love the book sales that are held twice a year.

waste of taxpayer dollars, obsolete, not necessary, I used to use a lot and found that the library was a great resource and need but things have changed and libraries are a waste of our taxpayer money,

Question 10 of this survey: I don’t know enough about the items to determine my interest. The library needs to keep pace with technology. It should be a comfortable place with a combination of group meeting rooms and places for individuals. They need to be resourced and staffed with other than volunteers, but still allow volunteers to help. I don’t know if some of the services mentioned in the survey are appropriate for libraries. For example, unemployment applications? If they are able to offer the services mentioned, and there is a need for these services, then the library is a good, accessible place. Otherwise, the library could refer people to the appropriate agency that should provide the service in question. Libraries need to meet the needs of the population it serves, which can vary demographically. I think many of the programs they offer, especially for children, are great. I have found the staff very helpful, knowledgeable, and friendly. If given the resources, they could do even more. Staff training needs to be included in the resources provided.

We love the library and try to go once a week.

None at this time.

would be great if libraries could offer more communal space, an "excuse to read." This could be inside the library or adjacent. Also offering a coffee shop or vendor outside would help contribute to this. Right now the library seems to be a bit of an island.. The librarians are very courteous, but may help for them to smile more, appear more welcoming.. Or have name tags.. Overall though I love the library!

Magazine selection both digital & physical is minimal compared to other libraries. I travel and have the opportunity to compare Fairfax to other county libraries. Most notably King County in Washington state. Their magazine selection is several orders of magnitude greater. We are a wealthy county with a paltry magazine selection. Parking at Martha Washington should be rethought. Between hybrid, handicap, staff and rec center parking there is limited access for actual library patrons. Eliminate or reduce hybrid parking it is underutilized.

Would love to see hours extended on those days libraries close early

I think the Fairfax County Public Library does an excellent job! Of course I would like to see the hours extended but understand the expense and hence the limitations. The public library system is absolutely the best way for our tax dollars to be spent.

It is vital for society to continue to offer hard copy books, not just computerized reading.

Please keep up the good work of our library system.
I am thankful to live in Fairfax County and have access to our wonderful library service. While I enjoy the self-service options available, I also value the expertise and community-building that the on-site librarians offer. Good luck with keep budget cuts at bay!

Love the children’s programming, could always use more of it! The children’s section at Oakton is amazing, wish we could see more of that. We miss Tyson’s Pimmet terribly, can’t wait for it to reopen. We need more playgroups next to libraries. Love the sections where the bestsellers are put out, facing out, so it’s easy to pick one up while wrangling a toddler. Would love more parking at Patrick Henry, or at least if the parking across the street was expanded to include more than two hours so you can comfortably park there while using the meeting rooms (could exceptions be made for library users?).

Thank you for providing a wonderful service. I use the library frequently. Reston needs more private work spaces and better computers. The software is outdated. I know this is a sensitive subject but too many people eat and sleep during the day at the private tables. I appreciate the attempt to keep smokers from the front--thank you. I wish the library was open longer on Sunday!

In addition to adding more current/modern book selections, I think just the right marketing strategy to let people know different activities going on at the library, what all they offer, and what you can get out of it. In today’s world, we can do almost everything online, so remember, you have to spread the word and go to people and let them know what FFX County Library has to offer, or else they’ll just do everything online.

As a retired school librarian I would like to see more communication between the school libraries and the public libraries. This can include expanded use of e-sites as well as shared information on needed materials and perhaps even budgets. I know there is a cross committee working on some aspects of this but not sure of how it is set up or if it is working. Certainly some communication could proceed about curriculum needs. For instance when the third grade is studying ancient civilizations, perhaps public library books could be lent to school libraries, especially in those areas where students cannot get to the public library to obtain material. Likewise, if there were regular meetings between public and school librarians each could learn more about curriculum needs as well as reading habits. Also, I know the state provides some on-line resources through the public library, but I am not sure about the sharing of this information to both students and adults. Outreach to schools can be expanded with the use of volunteers. My grand daughter in the Centreville area has a favorite time. That is when the librarian comes to visit and read books. I am not sure if libraries have the time to provide this service all over but feel that some of my fellow retired librarians could be called upon to help in this. Likewise I have been volunteering for at least five years in book talking titles for the summer reading program for several of my local libraries. I love it and feel others might too. I know some former librarians also lead book discussion groups. There is one problem with this, and that is the hours involved, but some flexibility or sharing of hours might work with this. When I first came to this county public and school librarians met early in the year. I believe this was facilitated by the fact that a public librarian was on the school board. More of this cross representation might be helpful.
Continues to be a lack of hard science such as chemistry, math, biology, physics, engineering, etc. documents at the library both hard copy and electronic. Do not like the fact the library seems to be turning to entertainment and not education.

Completely satisfied with the Fairfax county public library services. Expecting more programs and craft time for kids age of 8 - 12. Expecting more good movies DVD for kids and adults. There are very less movie collections for both kids and adults. Free magazines and newspapers are very useful to know what is happening around us. Need more programs to attract kids.

The library system in our county is fabulous despite the financial setbacks it has faced in recent years. I am thankful for your services and hope that others appreciate the library as much as I do!

Customer service at Martha Washington is fantastic -- everyone is so helpful and courteous.

The county library system has been invaluable to me and my family. I grew up using the public library and it has always been a part of my life. When our children were tiny, the library became part of their world too, through programs and materials. Summer reading has helped me to encourage my children to stay engaged with literature and learning of all kinds when they want to slip into laziness. During the school year when we all feel drained a trip to the library can spark the imagination. Weekly library visits are central to many families, not just my own. It is a community hub that offers so much, through materials, programs, and extraordinarily helpful staff. I am a teacher, as well as a mother, and I know that the library is important to my colleagues and to my students, too. Quiet study rooms are often a saving space for adults and kids with no quiet spaces at home. We can visit, get work done, and pick up something fun to read, watch or listen to on the way out. And the reference sources have been essential for many of my students when they are working on research projects. Essential! These days I am working with homebound students after school and for some of them meeting up at the local library is the best. We have work space, without family interruptions, and resources are handy. I LOVE the public library and see it as one of the best uses of my tax dollars. Fairfax County Public libraries are jewels!

So thankful to be within walking distance of the library! It’s part of the community and we use it frequently.

I love the library. I am deeply distressed by funding cuts. Libraries are essential to the community. They are particularly important for young people and for people of limited income. We should be strengthening them not cutting them back. I think the Fairfax Library system should explore working with the US State Department, Bureau of Consular Affairs to become a Passport Acceptance Facility. The Alexandria Library System and many other libraries across the country gain considerable income from participation in the program as well providing a valuable community service. The Passport Services Directorate can be reached by calling 202-647-5366 or 202-485-6378

Make more meeting rooms available

I think the library system offers wonderful services at wonderful facilities. I would like to have greater access to ebooks. Expanding the catalog would be helpful, but I would like to
see more licenses individual titles. I stopped accessing ebooks because the wait times were prohibitive and I rarely finished a book in the allotted time and then I was unable to recheck out the book without being on the wait list.

Concerned that the funding cuts are affecting the volume and quality of library materials.

Having a book drop in Great Falls where one can drive up to it would be nice when you have a car full of children and wanting to return some items.

I remain upset that FCPL over-weeded its CD / recorded books collection. This collection is currently inadequate. I also remain unhappy at the older books weeded as I enjoy re-reading books that I first read years ago. Overall, FCPL is a good library system.

The library system has done a good job of responding to the financial challenges by continuing to evolve and change. I appreciate the library system coming up with options for hours and continuing to order new books despite the challenges I appreciate the hold system that allows materials to be transferred throughout the county. I appreciate the county continuing to update the libraries and adding new libraries. I would appreciate more online content being available and it would be great if that online system was able to better sort materials as it takes a long time to search all the pages of a large category to find something to read. I hope the libraries continue to flourish as it is important for people to have access to both actual books and online content.

Research support completely lacking! No community specific information such proposed developments, in depth analyses of ballot issues etc. NP support shifted to OP3 with limited hours, irregular support and bad location. Big loss.

I love having a public library right down the street from my house!

Overall I love my local library but there’s always room for improvement. I didn’t even consider the idea of a ‘makerspace’ until it was mention in this survey, I think that would be a fabulous resource for the community!

1. Regarding spending money on technology--remember that technology is a tool, and not an end in itself. I’m an FCPS teacher, and we’ve thrown some money away by buying tech tools that didn’t really meet the end needs of our students. Playaways are a good example. Yes, the kids love them, but they are expensive to replace. Students have delighted in checking them out, and then have lost them, and are responsible for paying for them. Audio books on CD, or downloadable audio books, are a more sensible choice. And Makerspaces are all the rage right now, but is that truly how Fairfax County taxpayers want their libraries to be used? You asked about them in the survey, but before you ask, you should explain what they are. 2. I’m still frustrated at the quantity of books that were tossed out several years ago. Many classics and traditional book choices were disposed of, and not replaced. I’m finding fewer of the older books I want at FCPL, and instead have to order them from Amazon or used book vendors online. It would have been nice to survey FCPL users before throwing out hundreds of thousands of books.

I love the Herndon Library. I have been using its great services since it was operating in the little house on Spring Street. The library has great amenities, ambiance and staff. My only
issue is the times. it is open. I understand it is a "fortnightly" library, but sometimes it is
difficult to visit on the few nights it is open. Saturday is an option, but sometimes a hectic
weekend precludes a visit. Otherwise, I love the Fairfax County Library!

I love the library. I hope to see more DVDs offered, and potentially videogames in order to
draw teens inside the library.

Thank you. I really appreciate the library being open for me.

I would be interested on programs aimed at ex-offenders and persons with felonies.
Specifically job training, skills and resources for employers who hire ex-offenders. I think it
is very important.

I would like to see shorter wait times for ebooks (and for all holds as a matter of fact). I do
appreciate the library & the services provided. Thank you.

Woodrow Wilson Library has a real problem with noisy children.

The Great Falls branch is a lovely, welcoming, and quiet library to visit.

Often I see non-fiction books that receive good reviews in the Post, NYT, etc, but the library
does not buy them. I assume it is because the library feels that they are not of widespread
interest. In this case could not the library buy at least one copy and keep it at some central
location where people could reserve it?

I think the libraries do am very good job, given tight resources. Personally, I would like the
libraries to continue to buy DVD and CD lecture series (such as the Great Courses). For
those that are ill and bed-ridden for extended periods (such as I was), these resources are a
great godsend.

I read both e books and print books and don't understand why there can be such a long
wait for e books sometimes. I know you won't be able to answer on this forum but just
thought to mention it.

none

The library website that Alexandria has is superb; please change Fairfax county library
website to this. It's easy to use, easy to find books, and it offers suggestions.

The library is thin on staff and hours have been cut over the years. According to the Fairfax
County budget the library system is starving. This system is needed by all sectors of our
community, especially the financially disadvantaged. It needs to be given the respect it
deserves and be made more of a priority by the county officials.

I think technology has advanced beyond the point of maintaining physical copies of books,
etc. The FCPL should be evolving toward 100% electronics and helping those individuals
that otherwise cannot afford the ability to purchase reading materials and the like.
Truthfully, the FCPL may already be doing this and I am not aware.
With the ubiquitous nature of books and information in this age of Amazon.com, public libraries stand at a crossroads. They can go the way of the dinosaur, they can become virtual entities, or they can become the new forums for the twenty first century. It would be very easy to close all the physical structures and make all information available online. Then the problem becomes giving access to all material to all citizens of the county. There is a lack of meeting space in this world that is available and accessible to all citizens equally, a forum. This should not be confused with office space, which is available to those that must have frequent access (and can afford to pay rent) to workspace. Further down the spectrum, Starbucks (and restaurants) offer a much cheaper substitute for meeting space. However, these locations come with drawbacks. They have a small number of available seating, there are frequent interruptions with patron traffic and music or noise. Coffee shops are considerably cheaper than office space. I believe the next evolutionary step for libraries is make them places where large numbers of people can meet, work, and research. Students, jobseekers, independent researchers, self employed, some small businesses, community groups, and others would benefit from a simple building with cubicles, small meeting rooms, wifi, and computers with access to library/research material. People just need a quiet place to sit and do their work.

I have visited university libraries that are more oriented to discussion groups. This might be something to explore at more of the local libraries, so that the library is not only a place to get books, but a community center to discuss and learn. I also use the DC Library’s ebook service, and I have noticed that they tend to have more new books and to receive them more quickly than Fairfax. I use the Fairfax County library system a lot and really appreciate it.

The library’s web site seems somewhat complex

Funding for the public libraries needs to be increased. When I go to the library - which is often - there are ALWAYS people there doing a variety of things - browsing for books, reading, computers, tutoring, etc. it is a hub of activity. It is great to see all these people there - all ages, families, students, readers etc.

I think the library provides great service for the dollars it receives. Quite frankly, I believe that the library is underfunded. It is a vital community resource, not an optional service.

The county's library system is an invaluable asset to its population.

Add more movie DVD.

You are doing a great job! We are lucky to have such a great library!

Increase online kindle content...it is the single most important thing right now. Secondly, website can use an overhaul - current version is complete waste of money

I feel like the main purpose of the public library is to provide information, and as budgets continue to be cut, if the library wants to stay current with technology and updated computers they will need to fund it with partnership and grant monies, not from the taxpayer dollars.
I suggest the library (e.g., John Marshall Library) put a shelf in the restrooms so that you have someplace to put your books. Right now, I use the baby change station as the shelf.

It would be a very valuable contribution if the library would provide access to online academic journals (that are available at universities). Once an individual graduates from college (or postgraduate degree work), it is very difficult to be granted access to academic materials unless one is willing to physically visit a campus library. While it's probably not something that the general public might be interested in, it could be a service that is provided to patrons on a fee-basis. I would gladly pay a fee to the library if I could access the social science journal database online.

We are especially appreciative of the summer programs for children throughout the library system.

More evening hours would be much appreciated.

Hours need to reasonable for a working community. Recent cutbacks in evening hours due to budgets impacted the community adversely.

I don't use the Library as much as I used to due to time constraints. It was very important to me when my kids were young - at that time we came to the Library multiple times per week. It is always enjoyable to me to be surrounded by shelves and shelves of books on all sorts of topics. I find stuff by wandering around and scanning titles and flipping through pages. That's much harder to do on-line. I hope physical Libraries survive.

FCPL MUST INCREASE THEIR HOURS..... Some days the library only opens at 1:00 PM..... Crazy!!! Could have a few days that opens super early and a few days that closes super late. I love the library, come often, use the services, love them. However, I have a 5th grader at home... I work. Not every day but when I do it is an all day event, then I pick him up and we do homework and stuff... How about my needs. When can I come to sit and read whatever I want in those comfy seats? How come some days it opens so late? Closes so early or does not open at all? Get other people... How come the Rec. Centers are stuffed with volunteers.... You can't pay? use volunteers. Pay less.... Use substitute teachers... are already screened... went through the system.. win win situation.... I’ll do it immediately. Love the Wi-Fi and the comfy seats.... Martha Washington has 2 meeting rooms.... + a huge one... I love the fact one of them with markers and a board and a large table and chairs requires just 2 to be able to reserve it... while the study areas of Sherwood Hall are tiny.... How about a room where no sound escapes and people could seat and talk, read, listen to music... select music... that will be heard right then... why not? I like the idea of entertaining the kids if parents are receiving a service. HOW ABOUT COMPUTER TRAINING... THEY CALL IT THAT AT SHERWOOD \HALL\ BUT USUALLY IS FOR THE SUPER SUPER BASICS... LIKE INTRO TO MS WORD... EXCELL, ETC... I AM NO ILITERATE... BUT WHEN I SWICHED TO WINDOWS 10 I WISHED I WOULD HAVE HAD THE TRAINING.... HOW ABOUT HOW TO MAKE WEB SITES... HOW TO IMPROVE THAT... JOB SEARCH STUFF... BUSINESS OWNERS?> WHAT A JOKE.. NOTHING MUCH READING FOR EXECUTIVES.. NOT MUCH... MY HUSBAND... A CFO FOR 11 YEARS AT A COMPANY IN RESTON... HIS JOB ENDED.... NO LIBRARY INFO WAS GOOD FOR HIM TO AVAIL OF A NEW COMPARABLE JOB! INCREASE YOUR HOURS... NOT EVERYONE IS SUPER NICE... EFFICIENT MOST.. .BUT NOT SMILEY
Love the book sale items available. Kings Park usually has a great selection. Sometimes one doesn't want to worry about due dates & buying books makes it easier. Please try to keep the prices low so everyone can afford to use this service.

Generally, I find the ability to renew books and to put books on hold using the online catalog to be effective. I find the ebook borrowing to be less-than-ideal, however. Some ebooks I’ve waited months for, but when 21 days goes by, I cannot renew and will have to wait for months again (presumably) to get another turn. I am reading a 2000-page ebook right now that I know I won’t finish in the time allotted--I reserved it more than 8 months ago; will I have to wait again for 8 months to get a change to read the next 500 pages and then again? Maybe there is a way to renew an ebook that I don’t know about. With that said, I am a fairly happy client.

I love the library but have been disappointed that previous books by authors have been removed from the database for circulation.

An expanded audio library (CDs, both popular and classical to check out, and access to streaming audio/video through the library) would be nice ...

Studies have shown that people of all ages continue to read actual physical copies of books. Do not eliminate them!

The Fairfax co. libraries are a great resource for individuals/families. My children enjoyed the library from an early age and are now avid readers.

I don't know what I'd do without your online Audiobook streaming. Thank you so much.

The library should be open longer hours and should have more books. It is terrible that the number of books has declined so dramatically. The shelves should be full and not half empty. This is particularly critical for non-fiction items.

The library has become a dumping ground for unsupervised free-range children with no manners. No effort is made to control the running and shrieking. The library was never intended as a delivery mechanism for welfare services.

Public libraries services are essential for the public to have access.

I am blessed that I live close to the library. Every time I enter, I appreciate how wonderful it is to have the serene environment to gain access to books. I’m always surprised how current the collection of fiction/nonfiction is. I use the online service often and find it user friendly. Thank you for all you do!

I admire the work done at the Chantilly Library. I always feel welcome. all age levels need their attention and seem to be getting it, Thank You one and all.

There is a shortage of library events for infants, toddlers and preschoolers. There is always a rush to sign up and not enough events to accommodate all the people interested in
attending! The quality of these programs needs to be assessed and some new events should be periodically introduced! Thanks!

The library needs to focus on serving the disabled community with more books on cd and stocking the books on CD that the teachers need for the classroom enrichment.

Provide more email communication. Have more copies (electronic) of popular books. Have seminars and author discussions.

Poor survey done by contractors which seeks to make it easy to tabulate the results. I almost think this survey was constructed by non-library users or perhaps non-readers. For example, fiction and best sellers are lumped together; one is a sub-category of the other and were the two separate, my answer would be different for each. The categories for answers are too limited. There is a big jump between "extremely important," "somewhat important," and "not at all important." Forced to choose, I feel like my answer is often skewed. There is a difference between don't know, don't care, and don't use but only one possible category to use.

Thank you for being there.

I've lived in the county for 38 years and my family has used the library extensively and still do. I loved the children's programs. I enjoy the e-books and wish there were more. Thanks for everything you do!!

I used to buy books online fairly cheaply, but it seems like I can find almost anything I'm looking for within the Library system. Good stuff!! Placing Holds online and picking up in the library with self-checkout is very convenient!!

The library system offers an extremely valuable resource for teaching and informing all segments of the population. Resources should be devoted to its endeavors even if some other areas of the budget may have to be curtailed.

I do not think the Library gets enough funding from the county. Seems to be a very low priority to those in charge. Other counties spend quite a bit more of the tax revenue on their library systems. Everyone uses the library. Do not understand why such an emphasis is place on the schools when it comes to education, yet the library is ignored.

I love libraries. Thank you for all you do!

I would like better transition between the main library website and Overdrive. I could also use more instruction on using Overdrive for audio books and ebooks.

If the library offers more videos as suggested, that would definitely bring in more young people. However, does the public library need to provide a service which steers people away from the value of actually picking up a book and reading? Always watching videos and television can literally diminish the brain's capacity for higher learning. Note one chapter summary from "Amusing Ourselves to Death" by Neil Postman. "In Chapter 2, "Media as Epistemology," Postman examines how any civilization's media will determine the way in which it defines truth. He believes that there is no universal way to know truth,
but rather that a civilization will identify truth largely based on its forms of communication.... What concerns him is that it has limited our discourse to where all of our serious forms of discussion have turned into entertainment. Television has influenced the way we live off the screen." (source- Internet) Videos from sources like MTV (the American basic cable and satellite television channel)- while popular- do indeed "limit our discourse to where all of our serious forms of discussion have turned into entertainment". Only via serious indepth thinking and discourse is "truth...passed on through such stories [discourse, thinking]". === === Consider this review of The Closing of the American Mind by Allan Bloom: "Bloom...constantly refers to Plato’s Republic and to the teachings of Socrates. He feels that by studying and learning to ask the questions the greats struggled with students today can open their minds. By learning simply what we need to know for our future careers we are closing our minds. Students today do not struggle with the philosophical questions of life but rather accept scientific answers as truth." (Source- Internet) Dr. John C. Maxwell: "thinking precedes achievement". Vidoes, however, can be a great way to engage deeper questions. The library could provide small groups of discussions about a variety of these ideas.

We residents are most fortunate to have such an excellent public library system!

Need to have more bestsellers and quicker access. The library should be closed on holidays but not the day before. Too many days closed. Book drops at Kings Park seem full when dropping books off. Don’t like how the personal service of paying a fine is gone-everything is now up to a machine...

great location, could use a freshening up though... staff is stellar.. helpful and kind

Fairfax County has a great selection of books and I love that we can easily get books from any branch. I wish the search features were better. If I don’t write a title just right it doesn’t find it and I can’t reliably find available books within a topic. I’d really like to see the library get a more robust system like the anazon system because what good is so many books if we can’t find them. I also wish the staff was more consistantly friendly, helpful and knowledgable.

I am very unhappy about the downsizing of the number of actual books at the library. In addition to not always being able to find fairly standard books on any type of media, I feel that this is a great disservice to people who don’t have some electro can means of downloading books. Isn’t the whole purpose of libraries to make books available to those who otherwise could not afford them?

The homeless population who now take shelter in the Reston Regional Library have turned the library into a threatening environment. My children are now afraid to come to the library as we have had people confrontations at or near the library entrance by mostly men, who appear mentally unstable. Sometimes there are incidents in the library as well.

The library keeps adding more programs for school age kids, but school age kids are already being served by our public schools and have a lot of other options for recreation. Old people and preschool children don’t have the FCPS resources and need the library more. The library is like "school" for seniors. Maintain programs for preschoolers and increase them for older people, but have fewer for school age kids. My wife works for the
library and it's amazing how dedicated the branch staff is and yet how poorly treated they are by FCPL and the County. My wife has been in her position for ten years with only positive performance reviews and is only at the 15th percentile for the pay scale. After ten years, shouldn't she be at least close to the 50th percentile? And yet the work load increases every year as more and more and more programs are added on the backs of a few employees. Also, give library staff a break and let them have some holiday weekends off. Let them do lateral transfers like they did in the past and like other FC agencies do. I work in the private sector and I can't imagine treating employees this way and expecting them to stick around.

I consider my local library (Chantilly) to be an excellent and well managed service to citizens. Whenever, I have needed service, it has been provided in a timely and professional manner. I believe it is an excellent use of taxpayer revenue and would be aggressively opposed to funding reductions. I do not use it a great deal, but every time, since its construction, I have needed services there, it has been excellent. I think it is well utilized. I have been in Chantilly 42 years raised two daughters here, one is a University professor and the other is an executive with a data management corporation. The Fairfax library system supported their education and various political activities I have been involved with over the decades. I used the Centerville facility before the Chantilly facility was constructed.

Frank Clark 13229 Memory Lane 703-378-7718

The Fairfax Country Public Library provides a very necessary service to all of the people in the Country.

I am very unhappy with the continuing series of library budget and personnel cuts. The Patrick Henry staff is being pushed pretty hard. Hour and personnel cuts make it more difficult for them to service the users.

More attention on sanitation and bathroom inspection

Highly value our public library system personally and community-wise and fret every time there is an attack on resources and availability!

I love the library and use it frequently. Thank you. The people working there could be a bit more enthusiastic though.

I think more teen type activities could be an asset to the library and the community in general.

I think the library staff do a GREAT JOB !!!

n/a

YOU NEED TO SEE YOURSELF , AS A LIBRARY , AS " MEDIA " DISTRIBUTION SERVICE , Not just a , paper and ink based " media," >> Book << distribution service . Printed books are a bit expensive so you , the library , buys them for all of us , as county residents , to access as and when we need them and then return for other card holders to access in like manner . MOVIES , OF RECENT DATE , ARE ALSO SOMEWHAT " EXPENSIVE " , WHEN VIEWED IN THEATERS . THEREFORE , AS WITH , AFTER ALL , FOR PROFIT , BOOKS , SO ALSO WITH ,
FOR PROFIT, MOVIES. You see, the PUBLIC library is very much a part of what is now being called the "Sharing Economy". Fort Lauderdale, Florida library, as an example, has plenty of movies, as does the library system of Champaign/Urbana, Illinois and many others. With this the library system of one of the highest per capita income counties in the country however, on this matter, there is, at best, a certain "reluctance". Please - that old idea of "media" is fast becoming - outdated. I see millions spent on new buildings here, but what's inside them lags, as to interest, to all to many of the rest of county residents. If they want to see movies - get them! Nevertheless, for all the good you, in fact, are doing in Fairfax County, THANK YOU.

To have a play room inside/outside for emementary age children and more engaging activities during the weekend. To involve communities to use facilities to create classes for such an age group.

Love the library.

As a school teacher, I have observed that reading has declined significantly in the last 15 years. This leads to lower cultural literacy and poor writing skills. Programs to encourage young people to read, especially to read challenging material, are a good way for the county to spend tax revenues. For the same reason, also I hope the library will focus on its traditional book collection, not on ebooks, music, video. I think the library is a suitable organization through which the county could provide ESL and job search assistance. Helping business owners seems to me to be outside the library's mission; if the county wants to promote business development, there are better vehicles to accomplish this than the library. Similarly, country spending on programs for special needs persons, important as this is, would be more effectively used by schools and specialized institutions than by the library. One thing I would personally appreciate is more evenings when the library is open late. I presume staffing the library for extra hours is expensive, but there might be quite a few working people for whom it would be helpful. Thank you.

A bigger budget is needed for more books and books on tape and to receive new releases sooner. It seems there are fewer books on the shelves. Information should go out to library patrons if local discussions are held about the future of the library. The library should be the hub of the community. It is the perfect place to encourage learning of all sorts for all ages.

Love the library. I think you do a great job.

WE NEED MORE AND MORE ACTUAL BOOKS, especially history books and other nonfiction books. Also more audiobooks. I am not able to be on the computer much due to a neurological illness so actual, physical books are essential. I could not survive the days I have to be home resting without books. I think the Library system does the best they can with limited resources. I do not understand why the Board of Supervisors keeps cutting library funds. Many people in Fairfax County feel the same way. The County needs to find more revenue sources to fund the library. I live near 7 Corners and the Culmore area. I have my own computer but many people in the area cannot afford a computer. People with low incomes like myself or people with limited resources desperately need public libraries. I often wind up going to Arlington county libraries because they have more resources than
Fairfax does. It is nice that you are fixing up all the library buildings, but what good are new buildings if there aren’t really any books in them for people to read?

The nature of library services presently offered works for me as a highly educated well-off patron. However, I think the FCPS system should explore more outreach programs into more underserved communities, such as visits and programs in community centers, retirement communities, boys and girls type programs etc. There needs to be a balance maintained between online and print resources to make materials accessible to all kinds of patrons. I am a power user of online databases and tools (former director of library and information services for a large multi-office law firm), but I still prefer to access a lot of materials in print. Overdrive is not a user friendly interface and many fiction titles are not easily accessible on Overdrive. Librarianship is a PROFESSION! I was very distressed to hear of plans to use “librarians” without MLS degrees. Do not let this happen! Reference and certain higher level admin positions should be filled with professional MLS degree holders. Finally, when disposing of excess books or reasonably current reference materials, please consider donating them to library systems in poorer counties in the US or to libraries in 3rd world countries. Please forgive any typos. I am filling out the survey on my iPhone.

Some libraries are in better shape than others, but overall I like the access to them. Hours could be improved on Sundays

I would love for the Oakton Branch to be open on Sundays, maybe only 12-5. That would make things not such a scrum on Saturdays.

I would hope that with the few tax dollars the library gets they would not duplicate the efforts of other organizations, i.e. English as a second language. I feel the library’s job is to inspire the young reader and to serve the old reader. To do that communication is needed and willing volunteers, not necessarily more money. For example along with the tutoring for youth there could be technology groups to share information about computers and tablets among the older population. Again volunteers, and not every library has to have everything. Perhaps I am missing something but it seems that there are different librarians every time I go in. I would like to get to know my local librarian better.

My use of the library is severely limited as a function of business pressures, but when I have needed access to the library, it was there; and useful/helpful too. We donate books to the library every year

The library staff is excellent. I have no complaints.

it is important to keep kids reading

Compared to other library programs I’ve known, Fairfax County is one of the best. I rarely have a problem finding a book I’m looking for, and the selection of recorded books as well as the tie-in to Overdrive is a wonderful bonus. All the services I typically use (search, book checkout, book holds, etc.) are very easy to use, and access to the website is wonderful for checking the status of my account, renewing and reserving books.
- I would love to see more audio books available - I have happy memories of spending extended time at the library as a kid in child-sized seating, checking out lower-shelved books, and learning about/watching the library’s bunny. I wish that environment could be replicated for today’s kids - I love the sculptures and artwork being a part of the design for exterior architecture and interior display

- difficult process to volunteer - transit of books is very slow - computer technology books are outdated - only English training classes not other languages

I love my library and am grateful for all it offers! Thank you.

I find that brand new books, especially non-fiction, take a very long time to appear in your catalog. Many of these are highly recommended especially in finance and economics. I was spoiled by Mary Riley Styles in Falls Church of how much quicker they were able to get the new books. I realize they serve 10,00 and you about 1,000,000. Your selection of non-fiction DVDs, especially travel logs, is woeful.

I love public libraries. I think the Fairfax County system is in the top tier. I am so pleased that the branch closest to my residence is open on Sundays! I find the website to be quite user-friendly. I use it often to check availability of books and audio books, and to reserve or request books of interest to me. This is truly a wonderful library system.

No other comments. Thanks

It’s a library, we need books. Large collection of books, including classics and non-best-sellers!

encourage preschool teachers to bring their classes to the library extend hours put libraries in the malls

I would really like to see an investment in the FCPL as the cutting, innovated edge of what a library can be. Coffee shops? Music and video offerings? Meeting spaces and teleworking space? Why let Barnes and noble and Starbucks have all the fun? Additionally, there are vast swathes of our community without the resources to access information. In the 21st century, that is the root of incom inequality and I envision the library system could play a vital role in closing the opportunity gap in our culture!

I’m not aware of the tax dollars allocated so hard to answer some of those questions about efforts per dollar. Personally I would love to have more digital options, including audio books and kindle books. Thanks for all that you do!

Overall, very high marks. 1. Books for software engineers and programmers are completely lacking. The library has books that nobody with an Internet connection at home would ever use like how to use Windows or a smart phone, but does not have books on how to program in languages that are critical to businesses. 2. There is a major inconsistency between branches when it comes to children’s sections. Vienna and Pimmit do an outstanding job. Clean does a terrible job. There should be more consideration given to early readers. There should also be a lot more programming for early parents and early readers including pre-preschool. Check out Bethesda’s library for how they do this. 3.
ebooks are bad for the most part. an ebooks investment should only happen if there is a deep and wide selection, not just a handful of books that people probably won't read. Safari ebooks is great - it covers the above mentioned programming and technology category. 4.

Libraries should open at 9am or potentially 8:30am. 10am is not practical. 10pm would be a better closing time. Also, why close half the day on Thursday and close early on Friday. People need the library all the time, not just when it is convenient Friday is a family event night and the library should be available to them. 5. A lot of people use the library instead of using a cowing space or office or coffee shop. Take this into account. Putting 3D printers and maker stuff is a novelty, but Fairfax is a high tech county that should start with the roots (people who work in tech) first. Bring the tech people into the libraries with better options like good hours. Check out the Enoch Pratt library in Baltimore for some best practices on this. They have a coffee vending machine in the building and other amenities. You don’t have the same challenges that they do, but you should make it possible for people to get what they need without leaving or stopping on the way to the library.

I find the Sherwood Library to be the best small library in Fairfax. The people who work there are always happy to help. I usually find something that I want to read. I like receiving emails telling me when books are due & when books that are on hold are ready to be picked up. I like the system they have for books on hold...so easy to find my books and wonderful to be able to check the book out myself. The parking is convenient.

Children’s library area in Chantilly is not very welcoming. We just moved here from a smaller area in North Carolina and were stunned. No children’s librarian, dim, poorly decorated, decrepit puzzles, no music, or foreign language CDs that we can find. Feels old, crammed, not well picked up, and not very inviting. Needs a librarian and a makeover.

Please provide books,DVDs, CDs in Chinese language, especially those that interests young children or seniors.

The children’s book sections are dwindling and in rougher shape each year. Please start buying new children’s print materials as well as replacing those that get damaged.

Please take a look at the Allen County Public Library system as a model to consider (Allen County, Indiana). The entire system is fantastic, but the downtown Fort Wayne branch in particular is one you need to visit and emulate. The Children’s Services area is amazing and is what I was expecting when we moved to Fairfax County. Compared to the ACPL, the Fairfax County Libraries have been a bit of a let down.

The internet has largely eliminated the need for libraries, so I think the library system should gradually be closed. Older folks who grew up before the internet became a public utility still value libraries. But, younger folks don’t need libraries. They can get everything they need from the internet. So, as older folks die off, the customer base for libraries will disappear. Therefore, I think the library system should plan to shut itself down by 2050.

The children’s area at dolly Madison needs new carpets and sofa. It needs to be maintained - cleaned and sanitized daily. Children lay all over the carpet and put things in their mouth - if it can’t be maintained properly - don’t have it.
I would really like to see more training for staff members on interpersonal skills and dealing with the public they serve. Few, very few, smile; most seem to act like they are doing a favor to check out books or answer questions. A more welcoming attitude would go a long way, and it would not cost much. Too often, a trip to the library is like a trip to the DMV.

I LOVE the Library, particularly the City of Fairfax Regional. I believe the Library provides EXCELLENT service to the citizens of Fairfax, both City and County. I simply don’t understand why people spent money on books when the Library is free, convenient and WELL STOCKED.

What an amazing gift to the American public, the public library, where every person no matter the income, has access to knowledge and literacy.

It would be helpful if we could recommend books and CDs that the library could consider adding to its collection. I love the library, the services that it offers, the terrific staff, and location of my nearest library. The library is by far one of the best services that we have in Fairfax County.

The online website, catalogue could use an update. It has an awkward user interface. Also need a mobile app. I had the FFX lib app at one time but it stopped working. Need to increase number of copies of digital books so customers don’t gave to wait months to get "hot" items. I really like audio books I can download. I really like that I can go online and put Holds on books via the Internet.

Consider how you prioritize resources when making these decisions- I believe the underserved populations deserve greater assistance as well as youth. While offsite book drop-off, loaner laptops, etc would be great they don’t seem to offer good ROI. I used to volunteer and I found many patrons abuse hold system… basically using it like a ”Peapod" service where I order and just pick-up (or not). I think a small fee per book shelving/re-shelving fee for books not coming from an external branch is entirely in order to deter this abuse… just .50-1.00 convenience fee.

I adore the library--you do a great job of making sure that I can access the materials I need or want! Thank you!!!!

I think reframing what a library is, is an important consideration. To me this means training and access on the internet, and various online resources. Another key function is helping English language learners, and providing a good section on references--particularly references pertinent to our local community. Finally services for children, homework help, etc., seem good. How can our library system become a benchmark for the nation? What should we become in the digital age?

I love the library and appreciate the service

I think the biggest challenge is not the new services or projects you are looking at, it’s how to get people into the library so they find out about them
I like the progress the library has made with self check outs. I like having personnel available to help when needed for searching or location of books. I like the addition of some libraries of having rooms for activities, such as book clubs, knitting groups, or others purposes. The idea of a community usage is important. Of course getting books is still my priority!

It would be nice if you could have the option to enter your Library Card # in your self-checkout machines or scan the bar code if it is saved on a Smart Phone rather than have to use the actual card. It forces you to carry the card and other library services (i.e. Arlington, VA) allow you the option to enter your card number. Arlington appears to have a broader, fresher inventory of new fiction than Fairfax. Really like the updated Dolley Madison library building and meeting spaces. Thank you.

I'm very proud of the Fairfax County Public Library. I appreciated it support years ago for making available copies of the Washington Blade when many objected. It is progressive, forward-thinking, and makes excellent use of technology. Our library system is a gem and deserves all the support it can get.

The school system supports the students with loaner laptops but for many in the county the library is the only place to which they can go to gain high-speed internet access. For those doing job searches and with medical questions, this access is critical. If anything, the library should track computer usage and adjust their number of computers to meet the need. This service to the community should not be cut back.

please buy books- not videos, not cds, not the various computer devices I see proposed here. Fairfax used to be a leader in making new fiction (my primary interest) available and that’s no longer the case.

I think all of the public libraries inside the beltway (especially in VA) should operate essentially on a regional basis -- switch one card/registration process and the ability to drop items at any branch. While I think it is vital for the libraries to serve youth teens and those learning English and seeking employment, but there is a problem. This youth audience can make it less comfortable for adults and seniors to use the library. Maybe there needs to be o be a way to have the periodicals reading rooms made quieter and more comfortable (view them as comparable to how Borders bookstores used to be. Finally, there needs to be more and better training in using media and software

I find the historical and genealogical resources in the Fairfax room very important.

I think that the library could be open more hours (e.g., extend the hours earlier into the morning). I also think that there needs to be additional working space/more tables.

I love reading and the library, both visiting in person locations and borrowing books online. I think the library is greatly improving it’s ebooks collection and would like to see that online presence expand. My only additional comment is that as a working parent, it would be nice to have a reading group for smaller children (preschool age and below) on a Saturday, so that those parents can benefit as well as the weekday groups.
We think the Overdue fees are exorbitant. Also, please make the ability to make partial payments on past due fees less cumbersome. A drive-up book drop would be fabulous.

I have a new baby, and I recently tried to do an internet search for which of the Fairfax County libraries were the best for small children (ie had play areas specifically designed for kids), and I didn’t come up with anything. A listing on the website, or a way to search for something like that, would be helpful. Thanks!

Libraries are the single most important service we receive in our county - thank you for your hard work, and I hope that the libraries will continue to be a priority.

I want a library with books and computers that allow the people in Fairfax County that don’t have access to internet to have Internet access. This means that the library also need to be accessible via public transportation. I also want to see more talks by authors and if possible bring science to the library have something similar to Ted talks.

I believe that libraries provide an invaluable community service. While technology has its place, libraries offer a physical gathering place for communities where people can come for a variety of services and interact with others face to face. Most importantly for me, the existence of libraries emphasizes the importance of keeping books relevant for new generations.

Too many special needs clients feel disenfranchised and aren't aware of services offered through Fairfax County libraries Access Services branch. More needs to be done to reach and serve these patrons. Also, more focus needs to be on providing assistive technology to this population through their local library branches. Access Services is too difficult to access for many of these patrons.

I appreciate the storytime events during the week when I was working part-time and had more flexibility in my schedule. My daughter was 2 to 3 years old at the time. My daughter is five now and I would still attend them with her, but either there is a conflict in the late afternoon during the week or Saturday mornings, or the evening events are not at our local library. I would also like to add that we also use Mango the language tutor app. Not as often as I'd like, but we listen to every once in a while. Another service I appreciate is putting books on hold from the library website. It makes it convenient to borrow books, and it’s an opportunity to stop by. We visit the library at least once in every one or two months to borrow books.

As indicated, the hours should be extended - all day, everyday!

Makers space would be great for people that are now embracing the idea of technology and creating things from ideas - having that space would be great! The library is an important resource for all ages.

It is important to keep our libraries open so I hope this survey can help that happen!

I have noticed that there is much more talking, discussing, joking, unnecessary noise. Often there are loud conversations and arguments between parents and their children. Parents need to reign in their children when they walk into the library. It isn’t a playground. It’s
where people come to find books, sit down and read a bit, but not to socialize and play. And
it is not a Fairfax government playground for their kids to come in and take over. This place
should be honored with calmness and silence. Wouldn’t that be nice?

Overall, Fairfax County Libraries do a terrific job of providing books and research
materials. As an avid reader, I depend on the library to provide what I want to read -- and it
does! I also make extensive use of the electronic catalog of magazines and would love to see
more available there. I believe it is essential for the library to be central to the community
in creating an early love of reading and learning. I don’t know what technology and services
will drive that but I fully support what will work in the technology-driven age in which we
live.

None.

I don’t currently use the library and don’t anticipate doing so, but might be interested in
accessing anything that might be offered online, i.e., e-books, music, videos, etc. I believe
providing virtual, online library services in addition to the bricks and mortar facility is
essential to maintaining long term viability and relevance to an increasingly digital
population.

It is a great resource, with very courteous staff, and excellent products. Every time I visit I
end up checking out more books than I plan to/can read! I greatly appreciate the possibility
of ILL through the Fairfax County library system, it multiplies the options one has. I love
learning foreign languages. Consequently, I would appreciate more books and study
materials in a variety of languages, maybe online to websites like Mango, books in foreign
languages (fiction and non-fiction). How about holding book clubs discussing books in
foreign languages - maybe partnering with local (high) schools to help young people in
their foreign languages learning process too?

I hope that in better budget times, funds can be restored to the library system for more and
varied materials and other offerings. Thank you.

It has been four months since the Tysons-Pimmit Library closed. Have not seen any start
up. Also the grounds need to be attended to. Grass needs cut to keep insects at a minimum
in the tall grass. Personnel courteous and considerate. [Hardcopy response]

Instead of building more libraries -- which aren’t adequately staffed, have shortened hours,
and lack books/materials -- expand and staff the libraries you do have. I don’t mind driving
a few more minutes to use a higher-quality facility. The few libraries open on Sundays are
jam-packed with people and are noisy. Earlier on in the survey it would have been more
accurate to have had an answer-option between "extremely satisfied" and "dissatisfied."

I love the Fairfax library, I just wish it could have more budget for more opening hours and
better technology with better computer, laptop and advance technology.

I primarily use online resources from the library, but have been very impressed with what
is available.
I have 6 children in my home, and Fairfax County libraries have been an invaluable resource for them from books on tape to an unlimited selection of books for summer reading to resources for school projects.

Some held books take an extremely long time to get, this is for both hard copy and ebooks.

Assuming budget constraints continue I would prefer the library to concentrate on it’s core mission of providing hard copy books, periodicals, reference materials etc. rather than spending money on other media. Also prefer money spent on essential vs "nice to have" but non-essential services now that the County does not have unlimited resources.

I love the Library.

I like the Farmers Market in the summer. Could use more books on CD. I suspect that when I retire I will rely more heavily on the library for books and CDs, etc. because being on a fixed income will change how I spend my money. The library is a great resource and the County should invest in it.

Would love to see the Fairfax County Public Library App return. Having my library card on the App was a huge time saver as I didn’t have to find my card when there was an item I wanted to check out. It was so much easier to keep track of books on my phone as well as place holds and renewals. The current app for the library system is no where near the level the old one was at.

Less electronics, not more.

We LOVE the summer reading program and the special events that go along with it! Thank you for the opportunity to see so many varied performances.

I very much support our excellent libraries. They are so important to me that they will factor into whether I decide to remain in the county after retirement. Our libraries have evolved into community centers offering not just a wide variety of information but also assistance with using information technology. This is extremely important because it helps mitigate the digital divide and, thereby, contributes to an informed public. I am particularly appreciative that libraries serve as public spaces for speakers on a range of important issues. The county needs to support our librarians and the important work they are doing to transform this large, unwieldy, and sometimes alienating county into warm, supportive neighborhoods.

I think the Fairfax County Public Library is doing the absolute best they can with the funding it receives. If it had more resources, more programs to offer more of the diverse population in Fairfax County, it would benefit all of us, but we know that takes personnel and that takes funding. I was particularly upset when it was decided to downsize the staff. Although there are more self help aids available, real people cannot be replaced. It’s hard to “talk” to a machine, especially if there is some computer error occurring. I know from personal experience these happen all the times and it isn’t always easy to re-boot which seems to be the universal fix. I do participate in elections and I do pay attention to the bonds that are introduced. Rest assured my vote goes to maintaining the Fairfax County Public library to be more things to everybody.
It is an extremely important resource

THE LOCAL BRANCH IS VITAL AS A COMMUNITY HUB AND SOURCE OF INFORMATION AND RECREATIONAL READING

Please consider an alternate way to sign up for your children's programs (story time) as they get filled up too quickly. Consider an email response to any titles that are suggested to the library (yes or no). Thanks!

You are wonderful and a very important part of the community!

My family loves the library!

I love FFX County public libraries!

I support more funding for the Library. Some of the possible expanded services mentioned in the survey might be better handled by the Fairfax County Public Schools Adult Education.

That utilization of Fairfax County libraries is declining, while the utilization of other library systems is increasing, suggests that the services and facilities available from the Fairfax system are failing. This is all the more concerning because, at the same time, the demographics and therefore the needs of the community are changing fundamentally and rapidly. One important obvious misallocation of resources is predominant utilization of space for shelves of books - relatively rarely utilized - compared to intense utilization of chairs, tables, and other work spaces. The relevant cliche may be, "What is wrong with this picture." The Fairfax library system used to be nationally known and respected but not as much any more. The critical questions include what are library BEST PRACTICES in the United States and abroad, with special emphasis on systems with similar demographics or other cultural characteristics. This is in addition to the question you are trying to answer of what do members of the community perceive their needs to be.

Please add more children's books in Chinese (for Fairfax City library preferred), for native English speaker to learn and explore a new language. Thanks!

Thanks for being a positive impact on the community of Fairfax and beyond. And helping me to become a better person by allowing me to utilize the resources that you have.

For the book discussion groups, it would be nice to have a listing, e.g. alphabetical by author, of all the books to be discussed that month. As it is, I scroll through all the listings to see what book is being discussed in each group.

I've been enjoying the Great Courses CDs available at the library. Terrific resource!!

Not enough copies of best sellers. I am 500 on the list for a book. This is ridiculous for a county this size.

I particularly like the library's website search feature and the system to place a hold on a book and have it sent to my local branch. The children programs are extremely valuable to families and the community. The library staff and volunteers are just amazing with their
knowledge of the library and the databases. The library system is a gem and the county should be proud of it.

Having heard comments from customers about the lack of certain book types in a specific library ["no math books!"]], and having learned that the floating collection may be responsible, perhaps the collection should no longer be allowed to float. Each branch, in my opinion, should have a reliable number of copies of specific books. Having also heard much sadness about alleged in appropriate discarding of books, I would like to see more public info on the topic, with specific policy statements made available to the public. The Library website can be a bit obtuse. I would like to see it cleaned up to make downloading of books a bit easier to do. Finally, I would like to see the Library publicly recognized for the many services it provides to the community. The library should always be a safe place to be for customers of all ages. And when the "customers" are young children [brought in by parents], and later pre-teens and teens coming after school or on weekends for any legitimate activity, the basis for a stronger and more educated community follows. The same principle applies to patrons who do not yet have English Language capabilities, or who may be in an ESL class, or studying for citizenship examination. If our library does not welcome these customers, who will? A corollary to the foregoing is budget. I urge the Board [and have talked to my own supervisor] to consider increasing the Library’s budget allocation. The portion of the county budget now received by the library is minuscule. Fairfax County can, and should, do better. Thanks.

Reading skills are vital for success. English language skills are vital for success. I strongly support library programs for children and youth and ESL improvement programming. Tax money for libraries is an investment. Tax money for trained librarians is an investment. Both are less costly than incarceration.

I am a big fan of audiobooks. I really enjoy downloading with Overdrive titles that I can listen to on my daily commute. I would like having more audiobooks to select from.

I appreciate the meeting space available at the library. It has been awesome to hold our cub scout meetings there:)

I realize the need to keep up with the times, but I hope that you do not reduce or eliminate printed books from the shelves. A few years ago, I read the few (I believe it was three) books you had by an Icelandic author, Yrsa Sigurdardottir. I appreciate that you have books by this author. I enjoyed them so much, I went on line and bought the next book in the series, which you did not have. After I read it, I had no further use for it. Since the book was in pristine condition, I thought to give it to the library. I gave it to one of the staff and suggested that it be added to the library’s collection, since you already had the first books in the series. The book never appeared on the shelves. I assume that it was thrown in with books for one of your sales or it was thrown away. I recall reading a few years ago about how books were found in a dumpster behind a library. I will NEVER again donate a book to the library.

Sunday hours would be great as I can usually only bring my kids on the weekend. There are several times we would have gone to the library but there are no Sunday hours.
Your service is amazing! Your staff are tops. I feel so fortunate to live near a library. Thank you, thank you!

As co-working becomes more and more popular, it would be a great option to be able to rent a tiny private office or rent coworking space on an hourly basis. An option to make phone calls (a phone 'booth?), and/or use voice to text recognition. Private tiny cubicles could be used for entrepreneurs, writers, or other workers that would not need to work in silence, and would prefer a more focused area over a coffee shop. Good way to generate additional income for the library, especially if it's priced below other co-working or private office options.

Just more ebook options and online database access (which you may already have - unsure). Not sure what these were in the previous questions: Playaway for children ?? Makerspaces ??

I love the library and always have. It promotes reading for all. So many things must be read to be understood, eg directions, consumers reports.

Invest in more e-book and offer a kindle link to return books when finished before the 3 week due date. Waiting for holds is way too long!

If you could invest in a tutoring service for students/people learning English, that’d be a great investment.

We are very happy with the library system. It would be nice to have more current DVD's.

I love the Burke Center library drive thru window. It has been a blessing for our family. We have 3 little ones and there are times that it is hard to get everyone out of the car and back in the car in a timely manner to check out books that are on hold, renew books or return books. I wish there would be more like options at other libraries.

First of all, thank you for improvements to the system/policy at FCPL: no charge for interlibrary loans (ILL), the new reservation system w/ spine stickers, & self-checkout services. in addition, the staff &/or volunteers who answer the phone when I call w/ an account problem are wonderful. I also appreciate that often a suggestion will be offered if I misspell my search when in the online catalogue. I have problems searching the catalogue search system. For ex., I wanted to look for a book or movie on CD but I could not seem to find the correct "media" category. There are so many formats for media, it's confusing. I've learned to use the "go back" arrow on the FCPL web site, but sometimes I forget & use the browser left arrow; this often messes up my search. is there any way the library's "go back" button could be enhanced to make it more obvious? As I went to take this survey, I looked around at the website, the board of trustees info, etc. Even read a few past minutes! I'm amazed at all the services the library offers. I've a child in FCPS and was totally unaware of the NOVA Teen Night earlier in the spring. I was unaware of the Virginia Room late night program. I'm a researcher, too, & would have loved to have attended that yearly event. It would be wonderful if there was a way to sign up to receive customized email distribution of information categories that would be of special interest in me (something like the school does). You may already offer this but I'm unaware. The county offers fabulous online databases as well. I often forget they are available for me to use. I feel like the library is a
gold mine that is overlooked. Parents seem to think of the library as a place to bring young children to encourage them to read, but really it is a place for the entire community. When my daughter was younger, albeit 10 years ago) and I tried to attend programs for her, especially in the summer, I could NEVER get a reservation. The classes filled up so fast.

The Dolley Madison Library is a clean, well-stocked, well-staffed, well-lit facility. My family and I enjoy it a great deal and find it a true asset to the community. When my son was 4 and we lived overseas in a country without a public library, the part of the US that he missed the most was the library. He wanted to vacation in McLean so that we could go to the library. This is a true testament to this facility and its staff. The book sales are terrific too. They were a terrific way for me to get reasonably priced books in large quantities. Thank you

I would like to see the new Director advocate for additional funding for the library system. I would also like to see Customer Feedback Forms in EVERY branch to comment on great service and those occasional unpleasantries. Adding high quality Children's Librarians is extremely important as Youth Services was seriously neglected during the last decade at FCPL. PH needs more parking and a remodel to bring it up to the newer, fresher Vienna Virginia town look. Maybe more floors?

Computers are great, but there are problems such as : 1. constant (every couple of minutes) the PC manager comes on and at times mistakenly logs you out without any warning resulting in deletion of part or all of the document that you have worked on. 2. Computer logs you out when there are several computers are free for use - and when this happens you loose everything you typed; even if you have saved it. It has happened to me so many times, that I feel there may be a hacker. And so far, each and every time the librarians tell me " I do not know why that happened", and I have sent e-mails to the so called "command center of the FFC Public libraries. 3. There is not much elbow space between one computer and the next one. Perhaps you find space by archiving some the old material that take up much space and accumulate dust, and give more space between computers. 4. There is no computer at any of the Fairfax Public libraries that is designed for individuals with disabilities. My legs accumulate fluid, and it is worse when they are hanging, and somewhat better when I can put my legs or feet resting, and once when library was with only less than handful, and the station next to me was ? Microfilm set up (and I have never ever seen it used), the manager and without warning came from the back and pulled the chair out. This happened at the Pimmit library (presently closed for renovations), and I have not seen that manager for a while at other branches. 5. I wish there were more small rooms and at times even single individual is allowed to use . Additional comments: 1. to ask which one I go most or like most is very difficult choice; because e.g. I almost go equally to Dolly Madison and Great Falls. When I need to do things that require concentration, Great Falls branch is the choice. And each one has its own pluses., 2. I love especially in Great Falls Branch, and Dolly Madison the programs for the children. OUT OF CHARACTERS, BUT THANK YOU.

I am uncomfortable with the apparent shift in emphasis away from books-, particularly the best of contemporary literature, to new technologies. We need a balance.

Please consider foreign language books (fiction and non fiction), such as Arabic
I truly believe Fairfax County Public Libraries are doing wonderful job and serving with heart

I would like you to increase your DVD collection. Also why can't I search for DVD and find an alphabetical catalogue of all DVDs in the library's collection? As it stands now I have to search for a title or author and see if you have a DVD of that movie or by that author. A lot of work and strange to me. Please increase the open hours of the branch libraries.

I believe the public library is essential to the community. I would like more staffing at the library for answering questions and helping to use equipment there. I really enjoy my trips to the Reston Library. I would really like expanded computer services, such as more classes on Microsoft Office and Quickbooks. Thank you for serving the public everyday.

Technology is important--but so are books! Especially for children, having physical books available is essential. I do read e-books sometimes but prefer "real" books. Please don't let them fade away!

Believe that all branch libraries, not just the regional ones, should be open on Sunday afternoons.

Thank you for this survey

I am about to move back to Fairfax County in the Kings Park West community of Mason District. It does not appear that we have any Fairfax County libraries within walking or public transit distance of this neighborhood. Given all the kids and families in this area -- plus all the traffic around GMU, it would be great if we did not have to get into cars in order to check out books, media, etc. from the libraries. My kids and I would greatly appreciate this!

I am most interested in having an addition on the Great Falls Library for more space to have meetings for groups of 100+. We have no space in Great Falls at this time to meet other than the GF Library, churches and the Grange. I'm working with both the GF Senior Center and the Great Falls Area Ministries (previously, Great Falls Ecumenical Council). Most of the events, workshops, study groups, etc. require space to have events. The current use of the GF Library rooms is overflowing. Ms. Daniela Dixon has been a wonderful asset to our GFSC group as she tries to help us hold events, meetings, IT, writing classes, etc. But others need the space (only two rooms) to share with all groups in Great Falls. Please add to your planning rooms to accommodate events groups (over 100+) and those with 50+, etc. to the future GF Library. Thank you for your time and consideration. Please contact me for more information. Joyce Trickett joygoodshepherd@Verizon.net 703.404.8412

I enjoy historical engsub. Asian movies and dramas as well as books, however, the library doesn't carry any. I would also like to see more e-book on arts and craft, such as jewelry making. It would be a good idea to have someone give lectures about the Asian Dynasties , and class how to make jewelry. Thank you.

I live in McLean but I MUCH prefer the Arlington library in Westover. In fact, we go to Westover about 1x a week and pretty much ignore Fairfax libraries. Why? Because I have elementary age children and the book and DVD selection at Dolley Madison is the pits!! I
also HATE having to pay fines using a machine. Arlington still takes money which is so much more professional. I also feel like the people at Dolley Madison are too lazy to check out books for you. They pretty much direct you to the self-checkouts which is annoying!

I am a big fan of FCPL, but do think that there is room for improvement. It would make sense to me to move away from the "one size fits all" approach that seems to exist regarding the use of public meeting spaces in the libraries and staff allocation among branches. I'm in favor of branches having more autonomy and being responsive to the particular needs of their specific community. At the branch that I frequent (Chantilly), there are 3 schools within walking distance. It would make sense to beef up the Youth Services Department and provide more table space for tutors and students who are involved in group work. Furthermore, the presence of many preschools in the Chantilly area would seem to argue for programming outreach to that population.

Library carpool parking spaces should be eliminated. They are seldomly used.

Fairfax Co. Residents are aging and the Fairfax Co Public Libraries should provide more programs for senior citizens.

I recently noticed Chantilly library has many more special events and activities for children than any libraries closer to my home (Town of Vienna). Not sure why this is the case but it makes me jealous! I have attended a couple of children’s programs at Patrick Henry library and found them to be a bit lacking, but I have not attended any at other libraries so I cannot compare them.

None

I would like to see more African American books on your shelves.

As per your question about which demographic groups should the library try to engage/off er programs for, I think the library should offer a wide range of programs to engage the widest audience possible. Expand your DVD collection. Not everyone can stream things online. You're now about the only way to get DVDs. Expand your collection of fiction that are not "current best sellers". These two different categories were grouped together in your survey, although they are vastly different. I've been disappointed in trying to find older novels at the library. Rather than building new libraries or renovating them, more library money should be spent on increasing the selection of titles available in physical collections - books both fiction and non-fiction, DVDs, research materials of all media but particularly nondigital varieties, etc. Research services: As what should be one of the premier public library systems in the country, I am underwhelmed by the hard copy books available for real research given the number of libraries in the Fairfax County system. Also, please continue to invest in your non-digital research collections. For example, I am finding that increasingly research takes way longer than it used to. For example, completely digital sources usually only load scanned pages one at a time, which can make it hard if not impossible to get the info you want, with digital sources there is no more skimming through a book or magazine to find the page you want fairly quickly. Also old microfilm readers are good because you can set it as a given speed and skim for what you want, this can’t be done with digital sources that load only a page at a time. Also, the digital microfilm readers are a step back from the older ones, I spent as much time attempting to get it to
focus as I did doing actual research the last time I visited the Virginia Room. If I remember you also can’t let it just scroll and skim the text like you used to, again making research slower.

I think it’s silly to put a cap on the number of times a book can be checked out. If there’s no hold on it, why not let us check it out indefinitely (well, many months, anyway?). If you need to make sure it physically exits, make patrons bring it in every five checkouts or something. It also drives me crazy when a branch has books #2 and #4 in a series, but #1 and #3 are in two other branches. How does this make any sense? Keep them together!

Truly appreciative of the libraries in Fairfax and everything they have to offer. I’m quite fond of libraries as I grew up frequenting them and plan on passing the joy of finding refuge in the library surrounded by books and the wisdom they have to impart, for my child. Enjoy the clean and attractive atmosphere Fairfax libraries have to offer, in particular. Grateful to the libraries and staff members who welcome my family with smiles, open arms and a world of possibilities. The world truly is a better place for those who have spend their childhood and adolescence to adulthood perusing books, growing and learning at the libraries. One additional comment/suggestion: Would love to see the library become a sanctuary for those searching for wellness and stress management. Not just by offering reading material but actual courses on yoga, meditation and fitness--an all-rounded education on the mental, physical, emotional and spiritual level.

The public library is part of the fabric of a healthy, vibrant community. There are many people who rely on the library for computers, guidance, or a quiet place to read or study. The shorter hours at some smaller libraries are a dis-service to those who have limited incomes/resources. I believe that taxes need to be increased so that required services are provided. A meals tax would be helpful.

The Dolley Madison library is physically very comfortable and accommodating. I’m generally very satisfied with it in all respects.

Wish classes on how to utilize e-books would be offered more frequently at Patrick Henry Library. I have no idea how to utilize this function & would find it helpful, also how to use an electronic device, like a Kindle. I think the PH Library needs an updated overhaul, but I realize that money is tight. The service is good though and the staff friendly and helpful. Love picking up the monthly Newsletter at the Library. I fear for the day when they won’t be available anymore & everything will be on line. Would appreciate having reminders sent out via e-mail re upcoming book sales. If I haven’t been to the Library to pick up the newsletter, I may miss a book sale weekend.

Sherwood Hall Regional has inadequate parking especially Wednesday AM during Farmer’s Market.

Do not make the Library into more than it needs to be. Keep providing books, magazines, study areas, as is typical for a library. Increase number of non-fiction books offered. Increase number and quality of non-fiction books on dvd. Maybe add in coffee/snack shops if it increases revenue.

Libraries are vital to society.
Library staff needs to work on customer service. At Kings Park, they are not at all friendly. There is rarely a smile or greeting. The way to get on-line books is very cumbersome. I have tried multiple times and have not been able to succeed. Directions are sparse.

I like the libraries, they are set to my needs, at this time I do not have much time to go there to seat and read, but always help me to relax from stress. Thank you.

I was a customer of Tyson's Pimmit branch and while I’m grateful for the temporary space, the hours are not ideal. It would be nice if the temporary library could stay open later a few days per week.

The librarians at FC public libraries work very hard. They are always friendly and helpful. On many visits to the library they have done much more to help me than I ever expected them to do. To cut back on library spending would be an injustice to the children and people of Fairfax County. In precarious financial times the library is the one source of true learning that people have available to them. I am not a member of the library staff or even a Friend of the Libraries, but I do recognize the importance of free and objective sources of learning in a democratic society.

Going to the library is a real pleasure for me. I find the branches to be well stocked with books and resources and to have helpful and friendly staff. The ability to reserve books is wonderful.

I was homeless for several years, during which I was very much dependent upon the services the library provided. Just being able to be inside somewhere with an electrical outlet and an internet connection was a lifesaver. The employees were always friendly and helpful. The only complaint I ever had was with the overzealous website blocking program used; obviously I understand blocking things like pornography and illegal services, but when all I wanted was to look up something about my D&D game and I couldn't, that's kind of silly. Other than that, I love the library and believe that with some better PR it could be a solid hub of community everyone could respect and enjoy. It kind of already is for those already going, but at the same time if you aren't already using it then you assume nobody uses it because nobody's talking about it.

I would like it if it were easier to request/recommend book purchases. I frequently find that a book I want isn't owned by any library in the Fairfax County system.

It would be nice to be able to drop into children's programs without having to pre register

So impressed by the library system

Growth and quality of the library system over the past 30 years has been amazing. One of the top perks of living in Fairfax County.

Not a current Library user; but would be interested in seeing current usage data, etc. this determines a lot of factors, that drive future decisions: locations needed, library size - materials needed, etc. Survey is fine, but these are opinions, maybe not reflective of those who may be actual users, etc.
An extensive streaming/downloadable eclectic music collection would be a great service for the library. My understanding of the Freegal product is that it offers millions of songs in every genre which would appeal to a broad spectrum of users (Engage teens).

I not only use the library system for personal reasons, I also use it for work-related reasons. My main issue is wanting local branches to have longer hours in line with regional branches. The library is and should be a community meeting place to bring together people in a place that doesn’t require them to spend money.

Couple of things: a) I’d like to see greater stress on, and resources applied to books, and less on technology and other non-traditional library services. For many of us, the point of libraries is to promote and advance literacy; we don’t necessarily appreciate the amount of money spent by the county to support kids who come to the library to play computer games (or, worse, publicly downloading pornography). b) Could the librarians please enforce the noise regulations? It’s extremely irritating to have customers speaking in loud voices in the library. It’s even more irritating to find that it’s the librarians or librarian assistants who are doing so. c) Libraries should resist the urge to be all things to all people. Their role is to provide free books to county residents. Ancillary services, such as free Internet access, movies, etc. are distractions that consume resources better spent on renewing the book collections.

I know the library is not well funded in comparison to its peers. That is a shame. I guess that’s why there are no CDs and DVDs? I think you should bypass them and go to streaming. I moved from DC and they had music streaming which was great.

Library hours are a concern. In King County (Washington State) they didn’t cut hours in response to the economic downturn. Their thinking was that people were using the library to look for jobs, and shorter hours would simply contribute to the downturn. Wish we’d done likewise instead of cutting hours. My girlfriend, also a library user, grouses about poor selection of eBooks.

need rollators for seniors who cannot stand for long periods of time.

Often it is difficult to find a place to study. It’s nice that there is a quiet room, but I generally don’t need that. A larger study area would be great and possibly a place where you can study and have food with you. Like a wet area, where you can have a snack and drinks. Of course, it would be somewhere away from the books to prevent damage. I often pass on studying at the library because I end up getting hungry, I have to leave, and then lose my study space. FCPL provides a great service to our community and I am thankful we have the means to access it.

Libraries are always the first place I go when I move to a new community.

I absolutely love the library! I’ve lived in many places and used many different library systems - Fairfax County is the best and there’s not even a close second. I use the website all the time to browse and reserve books and the Burke Centre drive-up window is extremely convenient. I’m there at least once a week to drop off or pick up something and I’m online several times a week. I sense a trend away from books on CD that concerns me. I spend a lot of time in my car and I always have a book in the CD player. I know that I can
I enjoy the access to a wonderful library system.

I believe the libraries are an extraordinary and crucial asset to the county. I own many books and have resources to pursue information. Still I enjoy downloading audio books on a regular basis. Many families in the county are not as fortunate as I am and can thrive in their personal growth and education by using the resources of the libraries. That growth and education among the county's residents is crucial to the growth and quality of the county. The libraries should not only remain vital in its current state but grown in its abilities to serve the county citizens through various media.

I am very happy with my library, depend on it, and visit at least weekly.

I had let my library account lapse after my children went to college. I was buying the books I wanted to read and didn’t use the library for probably almost 5+ years. I recently got a new card to check out Spanish language materials and guide books for an upcoming overseas trip. I’ve also used the library as a tutoring place for a person I’m helping study for
Citizenship exam. It was nice to be back. Previously, the Reston library was our primary library.

I think libraries provide an important service. With the increasing use of smart phones and tablets, the Library should increase the availability of materials to "borrow" using these media.

The collection is outdated we need more books and newer book. Book are outdated, we have to place a lot of holds. I started going to other libraries (not FFX) because their collection of books is better. Programs offered to teens are less frequent. Summer reading program lost it's appeal once it moved to online sign ups. Please less self service we need more interaction with staff. Thanks!

I think the library does very well with the amount of tax dollars that they receive. Everyone wants the county libraries to be the best and to have everything, but when there is a tax or budget problem they are always the firsts ones to have to cut back or to get rid of people. When that happens you can’t expect service and materials to stay at such a high level. I have found most of the library staff to be great, very helpful in good budget times and in bad.

I think out reach is important I like signs in the library but also would like to have e-mail or a e-newsletter so I know what is going on and do not miss it.

I love the library. I grew up in Fairfax county and when I was in school was at the library at least twice a month. I remember maxing out the amount of books that are allowed on a library card, and how fun it was to look at the book pile at home and decide what to read next. I loved library events - there is a sense of calm and home about the library, and I think a love of reading is most easily fostered in this setting. Over time, I feel like the libraries have mostly changed for the better. However, I remember having wonderful conversations with the librarians. They would provide excellent recommendations. These days, I feel like there are fewer and fewer staff members due to budget cuts, and those who are still there are so busy, they can’t offer the same service. They’re basically overworked clerks and I feel bad for them. There are lots of library events for children and older adults, but what about young adults in their early 20s? I would LOVE events geared towards people my age. Book discussions for singles? Travel groups for young adults? Keep being awesome!

library is great! Enjoy the Adult Coloring series very much!! Much thanks!

The Public Library is an invaluable community resource. I appreciate the effort to keep its services up-to-date and responsive to people’s needs. My one complaint: I’m a commuter who likes to listen to recorded books. The selection available at my branch (Great Falls) is pretty lightweight when it comes to content (e.g., more mystery series than non-fiction or literary fiction). Having access through the library to OverDrive has been my salvation.

All libraries should allow covered drinks. Nice to have to sit, sip, and read

Yesterday’s experience simply HAS 2 be documented in this survey: I stopped by the Dolly Madison branch about a half hour AFTER opening time (to let any potential initial queue-up demands 2 dissipate) to do but 1 simple (I thought) quick (I was expecting) thing that I had
previously done (in under 5 minutes on 2 separate occasions), namely 2 print out but 1 15-cent-costing page from my flash drive on which I brought the (this time JPEG) file. As in my prior experiences, I had no problem getting signed-in on a workstation & getting the file to 'print' (which means 1 next must go 2 the copier/printer area & provide payment for my Library-ID-associated job in order for that 1 page to be produced by the copier/printer). On both of my prior occasions, the way to initiate said payment provision was to log-in at the next-to-copier-located workstation (which had in my earlier experiences been dedicated to workflow-management of all workstation-to-printer/copier jobs). I was surprised 2 find that next-2-copier workstation now dedicated 2 computer-workstation signup registration with no other indication of how 2 attend 2 print-job-&-payment methodology. Befuddled, I asked at the 'Help' desk where the woman insisted that said workstation had in-her-previous-2-years-experience NEVER been doing anything else than its present signup task, & that now I had no recourse than 2 wait til the man who was 'servicing' the payment-station (directly to the right of the printer/copier) was finished with his attentions. (He had been making non-stop NOISE since I set foot in the building by having that device first empty-out all of its stored coins, disassembling it, 'fiddling' with it for a couple minutes, and then start 2 unsuccessfully try to reassemble it.) Stymied, I stated "Why can't those machines be serviced BEFORE the library opens, so as to not obstruct patrons from using them?" Bottom line, the guy'd LOST a part (I ultimately found it 4 him), & it took 30 mins. 4 me 2 print 1 page!

Foreign language classes, especially Spanish, would be helpful too. I solely speak English but I feel like I need to learn Spanish since so few immigrants are learning English.

The Oakton library is incredibly noisy. It’s hard as an adult to do serious work at the Internet computer on a regular basis. Quiet times here are almost events of the past. Tutors can sit anywhere (instead of a designated area) and be as loud as they want to be. Children are often very noisy with their crying, screaming, running, and more. Yet, the staff does little to improve the noisy environment. These children are (a) young ones with relatives & family friends or (b) they are the nearby school groups that are not well monitored in the library by the teachers. The staff management should give instruction to these teachers about what is considered appropriate behavior inside the building. Here’s a different kind of noise in the environment...A band played at Christmastime here on a day that I was taking (and had a deadline to take) a complicated FEMA course. The instruction & test-taking for the course was not set up for stopping my participation, changing library locations, and resuming the test. So, I had to continue with the difficult course in this objectionable community-rec-hall-and-playground-center setting rather than in what a library should really be. I’ve complained in written form about the illegal use of handicap parking spaces here. Nothing improved as a direct result of that complaint. I was once in the parking lot on a Summer evening about 6:10 pm, which was 10 min. after closing. There were several cars around and, I was merely having a snack after being inside the library for several hours. The branch director came to the car and thrust a flyer about my not being there in the lot after closing; this flyer included the threat of calling the police. Staff was still here; patrons were still here. The manager’s action was strange, to say the least, especially for a patron who has used the services here across many years. There’s much more I could write but, the "# Characters Remaining" does not permit additional comment.
The library has always a place for me to speak with another human, a librarian. With more and more technology, there is less and less human contact, i.e. check out, book purchase and fine pay. We are rapidly becoming an extension of technology rather the other way around. I pads, etc.? You can't press a wedding keepsake rose in an I pad.

I've repeatedly asked about volunteering and been told "We don't need any right now. Try another library." The library personnel seem threatened by volunteers. What a shame! Volunteers could be used to stretch library funding, and even expand the services that that library could offer.

I think this system has a lot of good things going for it, but I also feel that there is a vast expanse of improvement awaiting it. When visiting family in my hometown, I see a lot of innovative things happening in a much smaller system with a much smaller budget that I think would be great to have here. It is important to embrace what is new while still respecting tradition. I would love to see more maker space opportunities, as well as classes for young adults that focus around the arts and creativity. I think updating the computers in the branches would be useful, as well as providing more technology--such as ipads, laptops, and a wider variety of e-materials. It would be great to see popular movies available, as well as audio CDs. Utilizing social media more readily would also be helpful. I follow FCPL on facebook, yet rarely see posts pertaining to the many branches and their programs throughout the system. While fun articles are great, it would also be nice to know more about events that are happening for me in my community that I could take advantage of. Being a new mom, I am always excited to find places I can enjoy with my daughter when I am not working. I am aware that there is a print calendar, and also an online calendar on the website, but sometimes Facebook is all I am able to browse before having to move on to the next item in my day. Thank you for taking the time to ask for the opinions of those in the community, it is a great opportunity.

Please continue to improve the selection and availability of ebooks. I rarely read paper books anymore due to the convenience and added features of ebooks.

Library provides a VALUABLE service to the community. I have not seen them on the website (maybe I don't have the correct URL), but I think it would be helpful to have separate short videos on using the different library services.

I would like to see the hours extended. Weekend and holidays are good times for the libraries to be open. I wish more funding went to the libraries.

Please continue to offer books. I would rather read a book with a cover than downloaded book on an electronic device. Please continue to staff the library with staff to help patrons use the resources there. Knowledgeable staff is very essential. Please continue to offer a variety of programs for children.

I think the library system ought to be better funded. Also, perhaps make the libraries more multi-use like facilities in Arlington County. The library I usually go ti, Tysons-Pimmit is a stand alone library, not located near any other government or community services.

Safe, comfortable facilities with convenient hours, i.e. late and weekends are most important to me.
The library is doing the best it can within its budget. They need to expand and advertise their volunteer programs. The library system as a whole needs to look at and expand and modernize their facilities east of I-95, i.e., when is the library scheduled for the corner of Beulah and Manchester Lakes Blvd going to be built?

For a large library system, Fairfax County is behind the times. Look at Carnegie in Pittsburgh or DC Metro. They have new things going on all the time. They have stuff that's cool and gets people into the library for reasons that aren't books. We should keep the books since people (including me) are using them, but they should be used to go with bigger ideas. I want to see the future in my library. Right now I can't even experience the present. The current bestsellers are on hold for sometimes 6 months or more. Not good service. Neither is having to pay my fines to a machine when I'd rather give a quarter to the nice lady at the desk. Better services, better customer experience, better resources. Fairfax County can be better. It should be top in the state if not among the top in the country.

My wife, 8 yr old child and I LOVE the Kingstowne Library! We visit ALMOST EVERYDAY - REALLY! Please keep up the great work - it's a wonderful library staffed by super nice people! Thank you for all you do! Best regards!

Great library, great people, great service - but can always improve

I would like to see FCPL subscribe to more professional, archival and reference databases like Proquest and make those services available to patrons off-site.

More programs for preschool children especially on Tues and Thursday but not too early because Mom's are already rushed. 10, 10:30, 11 would be best.

Anything that helps children love books and learn to read is a great benefit to them and us.

I'm very interested in author talks, lectures, or other discussion groups.

I highly value the library system. But the way it gets rid of seldom-read books bothers me. For one thing, all record of the book ever being in the system is deleted from the catalog, so the librarians themselves don't know what book you are asking about that used to be in their collection. Also, there are repeated news reports with photographs of the eliminated books simply being thrown in the dumpster. This is wrong and a waste of taxpayers' money. I am sure there are libraries in the poorer parts of Virginia or West Virginia who would be willing to drive up here and pick up these discards.

FCPL is a great resource for residents, particularly for senior citizens like myself; however, I feel that they are too often the target of budget cuts for more popular (in a political sense) social programs.

I love the Library and look to it for many reasons. But primarily I look for books of fiction, old and new. I belong to several book clubs, subscribe to literary journals and take my reading seriously. When the budget was cut, fiction suffered. Empty shelves with a smattering of old, worn out titles were all I found, and find even today. Creative non-fiction has come into its own. The library must keep up with this trend and offer browsing of new titles. If not, the community is left with Amazon and Barnes & Noble. A real positive is the
reserve system, It works! The library serves the community in an unique way. Therefore, each branch must respond to its residents, its patrons. One size does not fit all. Providing materials and programs that tap into resident’s interests will pull patrons to the library. I believe FCPL does this but the public just doesn’t know it. People need to know how their tax dollar is being used and that these free services exist. We need to market, reach out to the community. Make the library an exciting place, one of the stops on the daily circuit. Farmers markets, coffee shops, spas, gourmet grocery stores pull people in weekly. Why not add the Library to the loop? And lastly, customer service must improve. Even though there are many wonderful, dedicated staff, there are too many staff who seem to be hiding behind commputer screens. In one branch I noticed the person at the desk was surfing a movie site, with George Clooney up on the srcreen. She never looked up at me. I have found the same attitude when needing to use self-checkout or to pay a fine. Merley pointing to a machine is lazy and says, "We don’t care." Thank you for the opportunity to express my concerns and hopefully to resurrect our wondeful public Library.

Overall I am satisfied with the services I get from the Fairfax County library even with the abbreviated hours. There are times when I am looking for a new book and it is not available at the library but I am willing to wait.

I would love to see libraries be more of cultural center - with music events, special collections from time to time, speaker series with authors, family events, movie nights, and host events outdoors when the whether is permissible and the space around the library allows for it.

Staff at Burke Centre and Richard Byrd are wonderful. I love the Friends book sales and the prices and choices offered. One problem- I have trouble finding programs on the website when I want to sign up for something. If I click a link directly from the library enewsletter, no problem. But if I go back to it later, it is difficult to find. I might mention that, when I hear of a book I want to read, I usually check the public library first. If it’s not a holding or the wait is too long, I might buy a copy or look for it at one of the Friends book sales. We have a wonderful library and I enjoy using it.

I enjoyed raising my children in Fairfax County. My girls really liked the summer reading program and the booklet of rewards. I don't know how much info. the library has for finding all sorts of handicapped services in Virginia, including mental health resources, but, that is one thing I would appreciate because resources are hard to find in general.

None at this time

I am very happy with the catalogue of books you carry and would hope you contine to carry books as that is what I prefer.

We walk to Woodrow Wilson on the evenings when it's open after work on a weekly basis (started recently). It's been a great experience, minus trying to plan the days (with two young children, it can be difficult) and attempting the self-check-out, which we haven’t successfully done.
Thank you

My library experience is enjoyable. I'm a patron of five libraries sites, though favoring one of them more so. However, a few years ago, books were retired from some libraries. It isn't clear where they ended up. And in a highly publicized situation, even many popular books in perfect condition were discarded. That was beyond comprehension. Fortunately, an alert citizen retrieved some of them. Readers and taxpayers deserve excellent service and well-thought-out action. Moreover, library hours for the branches had been scaled down and then eventually increased a bit. To limit service hours would be quite disappointing and unbecoming for a well-informed community.

It is important to reach out in many different ways to make clear the services and outreach of the library. I would recommend that co-operation with the schools and school libraries be increased, both for services available, and for presentations and programs. Perhaps for sure over the summer, but all year also. Low income and new residents need special attention to learn and use the library, and other county services. On the whole a good set of libraries and services, that deserve better support from the county. And the county needs to have a more diverse source of resources than property taxes, to reduce the squeeze between schools and other county services.

Fairfax Library provides excellent materials and services. The staff -- professional and paraprofessional provides excellent services and respond to the patrons needs, young, middle-age and older. I LOVE to see my local branch filled with patrons of all ages and needs -- from people who depend on the library computers and Internet, to English language learners, to young children excited about the books they’ve checked out. I like to see more cooperation with the public schools and public school libraries. Authors visiting the area could be shared among public and school libraries. I like the interaction of the public librarians visiting the schools to encourage participation in the summer reading program -- as we need to keep children reading ALL summer EVERY summer. Perhaps their could be more advertising of the wealth of electronic reference materials to patrons of all ages -- children, teens and adults -- and cooperation between the high schools and public libraries in this area. Library Skills learned in schools and school libraries can be easily transferred to patrons’ use of their local public libraries. We need to encourage this mutual cooperation with MORE funding, LONGER hours, and ADDITIONAL library staff & programs. School libraries also need to stay fully funded for material collections and staff, both professional staff and library assistants. The better informed the children are, the better they and their families can navigate the public libraries and be lifelong learners and lifelong library users. Thanks for the opportunity to share.

I consider the public library a community space. I believe public libraries should be protected as places were all people -- ALL -- from every conceivable demographic/label -- should be welcome, enlightened, educated, and included as part of the United States democracy. Public libraries and national parks -- to me, two of the best human endeavors! Please do not replace people, human beings, with more automation and more tech. Keep up the good work and fight the good fight; once libraries are gone, all they do and stand for cannot be re-established: the will, creativity, and vision appears to be fading fast.
I use ebooks for fiction, memoirs, and hobby/craft books. Any increase in selection of titles and improvement of check-out sequence/flow would be welcome. Also, if More magazine was included in the serials selections. Otherwise, I think Fairfax County library services are among the nation's best. Thanks!!

It is my belief that Fairfax County should continue to invest tax dollars into the library system. I believe that the residents of the County receive full value for their tax dollars from the libraries.

I love Reston Regional. The employees are exceptionally helpful. Wish there was a shorter line for ebooks. And more non-fiction offerings in the books on CD.

I love the library!! What a great equalizer. A place where everyone is welcome. An outstanding community service. So much to offer and all for FREE. Good use of tax dollars.

Daytime computer instruction would be most helpful.

I would like to see the library open late (until 9 or 10 pm) on more evenings to accommodate individuals who work full-time during the day.

Considering the low amount of funding that the Public Library receives, I think you are doing a fantastic job. I would have no problem with paying more taxes, if I new that the money was going to help the public library's. For what you are receiving now, you all are doing a great job, keep up the good work. Know that you have a friend in your corner.

I would like to see the so-called Farmer's Market removed from the library parking lot. Vendors at these "markets" are too often distant wholesale produce sellers hauling the same items to the Farmer's Market that they take to large retail stores. These "markets" simply rip off local citizens with claims of fresh, locally grown produce, but in reality are selling in this market the same produce that they sell in stores. Consequently, these markets are providing no real service to the community, but simply reaping huge profits on the same quality of goods that we can buy in a local grocery store at a lower price. I'm an old country boy and I know good produce when I see it. Their claim that their produce is "locally grown" is probably wrong and at any rate irrelevant. Where vegetables are grown is not what makes them superior; it the variety and care of the vegetable that controls their quality. We too often fail to appreciate that produce marketers claims of selling superior produce implies that the quality of the plant and its fruit is determined by the locality in which it is grown. To repeat: the quality of produce is determined by the variety of the plant, not the location where it is grown.

Please have earlier opening times at the library branches!!!! I would visit far more frequently if your branches opened at 9am instead of 10.

I have heard some library systems are hiring social workers to work in the branches to assist with connecting library patrons with resources. I think this would be an AMAZING program. I am really interested in FCPL piloting a program like this and would love to be involved. http://www.ala.org/offices/extending-our-reach-reducing-homelessness-through-library-engagement-6 http://www.socialworker.com/feature-articles/practice/public-libraries-add-social-workers-and-social-programs/
My family, families in my community, as well as families that I work with (children with disabilities) rely on the public libraries. They provide an invaluable service to the community.

I am frustrated that current research is available to people with academic appointments, or people who have $30 to spend on downloading one article. I would like you to have a subscription service to academic databases available at some reasonable charge to library patrons in good standing. If I had access to academic databases (for medical research and the like), I would download a LOT of articles (electronically, no cost for paper or printing for me). In the spirit of being part of an educated populace at all levels having public access at reasonable cost to current research is important. And if you as a library system can get this and charge a reasonable fee for users (by the article, by the month?) it can be a new revenue stream for the library system. I think there is a price point for this that would make sense to folks, if you (the library system) can get your own access at a reasonable cost. We do have a VERY well educated populace around here who are not satisfied with the misleading and sensationalistic media synopses of current research.

We love the library and are glad that we have a close regional branch that is open on Sundays-- except this year as Tysons is closed. We don't have the money to buy books. It is very helpful to have the books transferred between branches.

My family loves the library. Thank you.

More books! Especially, more recent best sellers.

Has the staff in the Government Center been reduced in a somewhat parallel manner as the staff cuts at the local library level? Do the local library staff have the authority to waive or reduce fines? Are volunteers being aggressively recruited to offset staff cuts? Are the local "Friends of the Library" being approached to help maintain or somehow offset cuts in funding and services? What is the primary and secondary purposes of the county's library system?

I enjoy the audiobooks and would like to see more of them. I would also like to be able use the audiobooks in the car in the future.

The Fairfax County Public Library is one of the best library systems I've ever encountered. The "hold" system is one of the best aspects of the library. I believe that the future is going to be difficult for brick and mortar libraries (just like colleges). So much is available on-line. I'm not sure in what direction the library system should go -- but you are smart to run a survey. Please retain the electronic books on hold system.

It's a great library system as it is. I do wish you would return to keeping books at their labeled branches, rather than putting the books on the shelves at the branches to which they were returned. But I see that new books no longer even have a branch designation, so having random collections at each branch must be working for you. It was nice to always be able to find business books at Tysons-Pimmit, for example; and to use the online catalog at home to find titles at branches and go to a particular branch to borrow an armful at a time.

FCL are extremely valued in my neighborhood.
I appreciate the technological updated equipment and check out system too! I appreciate that there is still an old fashioned library with physical books to check out! I think that the library is particularly important for the lower income households, to have access to free computers, for students with homework, as well as free access to KNOWLEDGE -- BOOKS are still SO valuable! Especially for young children, with pictures, in a physical real book they can see and FEEL, and turn the pages! Keep Books Alive - - - :) You could have more variety of classical music on CD's, and also Broadway Musical Scores.

When my children were young, we were at the library every week. It is such a valuable resource. I love the FCPL system.

Thank you for your new books on hold privacy policy

It concerns me that the library has reduced services and resources over the last six years. I believe it is detrimental to the interests of Fairfax residents.

Would love to see more ILL with University research library access, maybe even LOC since they are in the area. Would love to see more access to research and periodical databases such as JSTOR.

Invest in library staff. More materials in print and online and more programs.

Staff have been helpful on every visit.

Your library system perplexes me. This is one of the highest-earning (income) and highest cost-of-living (taxes, etc.) areas in the country, and yet the library system fails to impress. Compared to the two large systems in FL and one large system in MI that I have previous experience with, you guys are weirdly out of date and weirdly lacking: -you don't have music (CDs) that can be borrowed -your catalog search engine (OPAC?) is ineffective to the point of being infuriating; -your e-book selection (especially for adults, you have plenty of YA material) is lacking; is there not a regional equivalent of the Midwest Collaborative for Library Services that you could join to expand access? You often have 1-2 titles from a popular author, but not the rest. -the e-book search engine is also atrocious, and it would be nice to have more search parameters as options (e.g., "exclude children's and YA titles"). -many of the "new" books on your shelves have copyrights dating back multiple years. Do you not actually order "new" books? -I don't make it a habit of returning books late, but I'm surprised that you find it worthwhile to charge fines. With that said, -though I prefer not to interact with staff, I have found staff to be well-informed and friendly. -I really like the Wowbrary emails, given how lousy your search engine is and that I use a branch library (less selection?). -I appreciate not being forced to print a receipt at book checkout. Good luck and thank you.

Excellent library system .

I would like to see more options and less wait for audiobooks and ebooks on the OverDrive account.

FCPL Online Survey 2016, Open End Comments 787
The library is an extremely important part of our community. I have come to realize it is even more important for those members of our community who have fewer resources than the majority of our residents. Our libraries and librarians can truly be lifesavers for them.

Not enough books.

1. I have been to the libraries in Palm Beach County, FL and the services they offer are fantastic compared to our libraries. They offer a full array of videos for children as well as children's books, current videos to rent for adults, lots of music CDs to borrow, toys for little ones to play with at the library and most importantly big meeting room spaces, which our libraries are lacking. 2. Meeting room space in our libraries is very small. 3. I would like to see a wider selection of non-fiction books in art and natural and alternative medicine. 4. Popular books need more copies so you don't have to wait months to read it. 5. There needs to be a better system with books placed on hold. The notification email is often received a day or two after the book is actually on the hold shelf. I have missed picking up a book I had on hold when I arrived at the library on a Saturday just as it was closing and wished there was a better way to check it out so I didn't have to wait two more days to get it.

The librarians are fantastic: helpful, friendly and keep the library running smoothly. I wish the branches had the same open hours daily during the week. I have many times gone to the Herndon Library in the morning or evening and found the library closed. It's very frustrating but it's a small thing and I'd rather have more books if was an either/or choice.

I work as a volunteer with homeless people. The library is the number one place I can safely meet my clients and help them expand their job skills, find employment and ultimately find housing. One thing I'd like to see is small conference rooms, ideal for groups of 4 or more, available for client meetings where we can discuss private information pertaining to their case. most of the time, the help I provide can be done in the open, quietly, but sometimes I want to discuss particular financial needs and the client finds it difficult to discuss where he or she could be overheard. I want to stress that the library is SO USEFUL to the low income and homeless communities, and I sincerely appreciate the free ESOL classes you provide - my clients have benefitted from these a number of times. If we could add in a job-finding course now and again, that would be great as well. Maybe through a partnership with one of the organizations like Cornerstones or NVFS in the area? Anyway thanks for all you do for the public.

I mainly use the library for downloadable media but when I have visited Reston Regional I have found the staff outstanding in customer service. Goes for Herndon Fortnightly as well.

I think that too much money is being spent on infrastructure renovation that is unnecessary. The physical structures of buildings is secondary to the need for librarians and the creative rethinking of library accessibility and services.

1. My library card is one of my most cherished possessions. 2. Free public libraries are vital to the education and sharing of information in a free democratic society. 3. Increased funding and staffing are vital to the future vitality and use of our libraries. 4. Librarians play a critical role in the success of libraries and their users. Please consider increasing the number of librarian in Fairfax County. 5. It is important that libraries be spread throughout...
our communities so that individuals can get to them with ease. Please do not reduce the numbers of libraries in Fairfax County. 6. When I first visited my local library, I was disappointed at the number of empty shelves. Funding should be increased to expand what is available to lend in both print and other format. Fairfax County Should Increase Its Support Of County Libraries and Librarians.

I would like to see the library carry more audio books of popular nonfiction and fiction titles, especially biography, history, sports, and science fiction.

Self Service: Do like the self check out option, but do not like paying fines by the machine. The inter-library loan program is excellent. Loved the Patrick Henry adult book contests, which were not popular. Now I see that the branch will not have the adult summer reading program. Am sorry about this. With the popularity of this particular branch, I am stymied why this program failed.

It would be nice to have an easy way to request audio books to be available in overdrive.

The books that the library has no way match the currency and breadth of available books. I understand this is due to budget issues. I recognize the role of libraries is changing, but I think the library should continue on its primary focus: providing information. That’s not to say they can’t expand the breadth of information available. I would like to see less emphasis on training and homework help, and more on information responding to public needs. For example, how about having a part-time person who can provide information on 1) available transportation options (not just to the library, but in the county)?, 2) available social supports, 3) information on doing job searches, etc.

I think more county tax dollars should be invested in the library. I don’t like to see news reports or hear stories of books being discarded from FCPL unless the books are in very bad condition. I think more books should be in the system. I don’t think it should take as long as it does for a book donation (of 4 copies of the same book) to be processed and handled. It should be easier to donate a book to the library if it is currently a book not in the system. Every time I go into the library, there are many people of all ages there; this is awesome to see and an indicator that the library system is worth investing in for the amount of use from county residents.

Adding info about the library to the monthly Cityscene would be valuable

I have heard that there is a plan to have reference materials at only 2 libraries. If this is true, it is a bad idea. There should be some reference materials at every library. I believe that the library has an educational mission, not a recreational one. Please maintain a good collection of fiction and non-fiction and don’t discard books unless they have not been checked out in 5 years.

I hope Pohick library being closed for two years is worth it

Great job! Must be tough moving into this electronic age in figuring out the role of the traditional library. I would think expanding its focus as a community resource center with all sorts of services that fit the needs of citizens -- language skills, job search, technical training classes, internet courses, etc.
e-mail or post online events scheduled for children, teens, seniors, etc. publish criteria for book selections, accept recommendations

Hoopla availability like Loudoun would be great. Also more copies of best sellers from overdrive e books and Audio would be greatly appreciated

The libraries in this county are awesome. I even have a friend who comes in every Saturday just to use FAIRFAX City’s public library because he says he enjoys the service he gets from the librarians and the resources available to him. I know that some libraries have various language groups that get together so people could learn other languages. I think if there were more opportunities and more language options, people would be interested in attending. I know I would.

I am very pleased with the library overall. Everyone there (I go to the Fairfax City branch only) is very helpful. I am always pleased with how quickly my items on hold are made available. The web site is very helpful.

I value FCPL and its services. As an avid, lifelong reader and library patron, I appreciate what a library means to a community. Like it or not, our population is changing and the needs of the community becomes more and more diverse. Sometimes it feels like going to the library is like visiting a social service agency and I’m concerned about the distribution of limited resources to welfare type programs.

Appreciate the good environment, resources and staff at the DM Library

The library meets my recreational and information needs very well. (My only change request would be for better access to specialized non-fiction, but I recognize this may not be an easy thing to provide to our diverse community. The selection of popular non-fiction is quite good.) I have less knowledge about the full diversity of our community and what Fairfax Library is trying to do for other types of library users. I also have very little insight into whether the library’s resources make it easy or hard for our library to serve some or all of us the way we would like. I defer to the people working on this planning effort to put my responses in context...I certainly hope that all users either are or soon can be as pleased with their library as I am. Overall, I’m VERY pleased with my library experience and thank everyone involved.

I like my library system. Keep up the good work.

I would like to see more programs aimed at attracting teens to visit the library - especially minority teens. The programs that are being offered for pre-school and elementary kids are great! But let’s work to make this an even better environment for teens as well. As a kid, I LOVED going to the library. With the advancement of technology, teens would prefer would to just download books and read at home. However, let’s get them away from their phones for a short period of time and into the library. There’s so much more to explore and learn. Thanks for the opportunity to provide this feedback.

I object to the self-serve kiosks, both checking out and buying used books, because I feel that you are trying to get rid of the librarians. I love the librarians!

FCPL Online Survey 2016, Open End Comments
It is time to invest in the FCPS Library system in order to begin to repair the damage caused by cutbacks during the recession. It is time to begin spending money on hiring professional MLS librarians, especially children’s librarians, in order to provide current and future management. FCPS and the rest of Fairfax County can grow their own management with basic succession planning county-wide to identify candidates for future executive positions and professional HR services to help those individuals arrange career paths with include experience in other jurisdictions including DC & Maryland. This ensures strong leadership and continuity when appropriate outside hires occur.

The county should fully find library needs. It is vitally important to the standard of life Fairfax County should provide and a lifeline to many in need.

None. All my concerns and feedback were reflected in the questions.

I keep seeing books I want to read at Arlington County, Loudoun Country, DC Public libraries. I feel that collection development has gone for entertainment and not educational. Bread and circuses! I would like see a more in depth collection for people who want to learn their whole life long. It can be only one book for the whole system but I end up waiting one to two years for books I want to read to request them on interlibrary loan. I shake my head every time I heard Fairfax County boast how good their library is and compare it to great libraries.

There is considerable variation among the various libraries in the materials and programs available. I wonder why. In the last several months, the Reston library has removed a lot of books which is disturbing to me. I’m also concerned about the possible closure while the new or expanded facility is constructed. The library is an important and valuable resource for many people, certainly for me. My sister lived in Puerto Rico where there was no library, so I have some understanding of the consequences of poor or no library services. Don’t let that happen here, even for a limited time. Linda Britt

The library is a wonderful resource. I often use the librarian at the beginning before I start to search for something. The information desk is most helpful. It is important to have comfortable places to sit down. The ability to buy used books is also important. Programs for seniors to help children with homework are useful. Good copying services are very important. Tax information is useful. A place to buy coffee and food would be good and perhaps welcoming. You will note all the book stores have such spaces. There must be a reason. One thing is that it facilitates human interaction.

We need to have good professional librarians at all the libraries. Special collections like the Virginia Room are an important feature of the library system.

I’d like to see book mobiles to homeless shelters (maybe the county already does this, I don’t know). Also many children don’t go into the library, let alone get a library card, because they have one or more parents who are undocumented, or a single parent, or both parents who work two jobs and can’t take them. Therefore they can not participate in the summer reading programs which are not only valuable educationally, but would help fill the many empty hours while parents work and they are alone or closed in with baby sitters. The FCP Library system could work in tandem with the elementary schools in devising a way for elementary age children to get cards and feel safe using the library.
perhaps once again using a book mobile. The book mobile could visit the schools and let children check out books in their classrooms and then go to neighborhoods at designated times so children could return them and check out new ones.

Although it is important to keep abreast of expanding electronic media, printed books must remain the backbone of library resources. For over 25 years my spouse and I have voted in favor of all millage increases, bond issuances or other ballot issues proposing increased funding for the Library, and we will continue to do so in the future.

I have been pleased with the updating of various libraries. The Virginia Room is THE BEST.

Thank you for resources available in the Virginia room and for the very helpful staff there.

Love our library. Sometimes unable to park because of meeting being held. But mostly satisfied with everything.

Please don't close the Reston Library.

I am disappointed to see that the benches have been removed outside the Sherwood library. It was nice to read out there and provided a place for people to wait for a ride or for the library to open.

The needs of our community are changing. We are much more diverse ethnically and economically than we were 15 years ago. It is essential that we provide services to all our residents....this might include ESL classes, computer/laptop loans, children's programs, parent/child programs in several languages, etc. As the Fairfax County citizenry grows and evolves, I believe the public libraries must contribute to the education of our populace which is the strength of our democracy!

Extended hours of service are greatly appreciated and I would like to see that maintained. Also, it would be helpful to raise awareness of what librarians do and all the ways they can be utilized. My guess is that they're under utilized, but if that's an incorrect assumption it would be nice to read about some notable highlights. Self-service options are great, but I would imagine there is always a need to bridge the gap to obtain meaningful connection and understanding in a subject domain. Thank you for your wonderful service.

I appreciate the library! I do not use it very much, but it is reliable when needed. I do use it for grandchildren and for genealogy research. I will miss it very much if it was not available.

I find it a crime that I read that the library was destroying books because they had too many!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!

I love our local libraries and find that it is very helpful. I have enjoyed the summer program for my children and now grandson. I love the summer reading rec pack for the kids, they look forward the their pack of freebies offered. Thank you for making our libraries a fun place to visit!
Until the Board of Supervisors funds the library reasonably, I don’t see the prospect for improvement. I hope that the new Director will have their support as she has a huge task in front of her.

The Virginia Room is an asset for both the County, the State and the Capital Region. The genealogy collection is one of the best in the region for a public county library. It works very closely with the Fairfax Genealogy Society and the Friends of the Virginia Room. Both these organizations raise money for the Room and either buy or donate books.

I was very distressed to learn that Fairfax County discarded in the TRASH books that could have been given away. I am unhappy to hear that the county wants to replace librarians with "clerks." I have been used libraries my entire life and think they are important to the community. My mother was lay representative for the Fort Worth libraries for 30+ years. The last time I was at the Thomas Jefferson library there were 3 children (age approximately 4 or 5) running all around the library and the staff did nothing to stop them. I was sitting in a chair trying to read and when I got up put a magazine back one of them almost knocked me down. I looked for a "parent" and saw them approach a woman sitting in the children's section staring at the wall. The staff should insure that patrons behave appropriately in the library.

I particularly value the resources of the Virginia Room and the staff there. They are knowledgeable and very helpful. I value the fact that I can access certain databases from home and that I can utilize databases in the Arlington County Library that Fairfax doesn't have. I also value being able to reserve books (hard copy and e resources) in Fairfax but also in Arlington which sometimes has a better selection of titles and often a shorter wait time.

The Fairfax County Libraries are crucial to the well being of our community. The repeated cuts in funding have hurt the libraries and there by hurt our community. The leadership at the top need to be improved!!!!

My 10 year old son is an avid reader, loves his library and is very comfortable with obtaining his own material. Thank you library for contributing to his love of books.

The online catalog search function is terrible. It is surprisingly slow, whether I use it from my home or at a library. It is also disappointing and unpredictable because when I type in the name of a book (using the "key words" choice, since that is the default and I forget to switch to "title"), often the book is not found. What could be more of a "key word" than the title of the book? Also, sometimes the word "the" seems important and sometimes it seems irrelevant. I have been disappointed with the online catalog search since it became available. I’ve kept thinking that surely the library administration knows about the problems and will upgrade the system, but that has yet to happen.

On which branch do I use most, should be able to select more than one because it depends on what I need. I use the VA room a lot so go to the Regional Branch in Fairfax but for getting books to read I use Martha Washington. For the answers I put Don't Know is because there is no explanation as to what they are so can't answer. Somewhat satisfied with the library does all it can to help because often in the VA Room there is a librarian who isn't familiar with a lot of the specialized materials there and while they try, they can't
always help. Also a few years ago apparently some governmental people were thinking librarians aren’t needed because so much is online. This is definitely not true. Librarians are needed as they have the right skills and knowledge. Everything isn’t online and a lot of what is, isn’t correct. Never stop using qualified librarians. It can only hurt the librarian system.

I think the library system does the best it can with the funding it receives. There are, however, libraries in underserved areas that need better resources such as Woodrow Wilson library. The libraries in more suburban areas seem to have quite a bit more offered than WW.

Don’t know what any of the items in the technology question are!

The staff at the Virginia Room is always extremely helpful. The Kingstowne Branch is also a very nice branch with excellent staff.

very disappointed that Kingstowne regional library is no longer being planned. The Franconia area is the most underserved by FCPL.

My sole use of the libraries has been in the field of Genealogy, i.e., the Virginia Room or the meeting rooms where classes are held by members of the Fairfax Genealogy Society.

It think libraries ar extremely important and I used to check out books all the time, but when The Byrd branch moved for the renovations I got out of the habit of going to, the library. However I have supported the funding initiatives. I would, appreciate great communication on the services and programs through means other than social network programs. An e newsletter for residents with library cards sent to email addresses would be wonderful and I would be more likely to start using the Services. I would also like to know about volunteer opportunities with the library.

I believe that the library system is shortchanged in the county budget.

I would like to see a more productive connection between the public library and the Fairfax County school libraries.

The Oakton Library certainly is more welcoming with its variety of study, group rooms

Overall Fairfax County Library provides a great service. Some additional services I would like to see include increasing the audiobook and DVD selections, more book sales, and more activities like author talks, book clubs, or writing groups. At least one location has a drive-by window for book returns. I think incorporating features like that or a 24-hr book vending machine should be considered. Access to genealogical resources at more locations than Fairfax library would also be nice to have.

Love the libraries throughout Fairfax County. Keep up the good work and excellent customer service.

I love the library. Thanks for all you do.
I still love the feel of books and turning pages, but my kids don’t. Their world is all electronic, so the library is seen as too out of touch. Is there a way to coordinate projects with the schools, especially in elementary school, so that kids can learn about the variety of resources at the library? Otherwise, the users are going to continue to dwindle. Parents of nearly-tweens and tweens also are always looking for good part-day camps in the summer. A sleuths program would be fabulous, where kids must use library resources to solve various questions. They also can learn what education it takes to be a librarian, what kinds of questions librarians receive, how materials are selected and made available, etc. Kids are more likely to come back to the building if they know what is inside of it.

Good work

This library system is doing a very good job providing services to the community. Although there might be many ways to provide additional services, materials, and opportunities, the availability of the resources to pay for such programs has to be considered as well. It’s important not to be “Empire Builders” and thereby wasting what has been entrusted to you.

more choices in e-books, science fiction and international materials

I would like the library to have a complete catalog of eBooks by the following authors/series. Charles Todd - Ian Rutledge and Bess Crawford series Laurie King - Mary Russell/Sherlock Holmes series Ella Griffiths - Ruth Galloway series Mary Higgins Clark

N/A

It would be nice if there could be a room set aside for all of the after school children who wait for a pick-up. They come over to Woodrow Wilson from the elementary school next door. I find them to be noisy, distracting and some are full of foul words. It would also be safer than hanging out in the parking lot. Thank you and sincerely, A resident of Lake Barcroft who pays very high taxes.

I think you guys do a great job with the public funds available. I’d love to see more money invested in Fairfax County’s public library and educational services, and less in development, golf courses and restaurants.

Please keep the libraries free from those who sped most of the day’s inside. I worry about the sanitation of both the restrooms and library tables

Generally, FCPL does an excellent job. I would suggest sticking to core services--books and book related services--be the fundamental driver of making the library most useful for all residents. Specialty programs directed at underserved populations are great but NOT at the expense of the core services. Government should be held accountable to other venues for helping people file tax returns or file for unemployment benefits (for example). The library should stand up for its mission and not be spread so thin that it is doing nothing really well. Given that resources are always limited, please maintain focus on information and information technology to keep the library relevant for the 21st Century. Thank you for seeking comments and please continue to think and re-think the place of the library.
Please provide home delivery for check out material same as return. It is extremely good for old people.

I fully support investment in qualified librarians, and in the Virginia Room collection.

The Library does a great job. I would like to see more books available for e-readers... but I have no complaints. Well, I do have one complaint. The Fairfax City Library was built to be a homeless shelter or a wash-up point for homeless people -- especially considering Fairfax provides these services for free down the hill at the Lamb Center. I think people who are not using the Library, either reading or researching or whatever, should be asked to leave the premises. They are potentially dangerous -- and when they hang around the front door of the Library, or lurk in the bathroom, they scare legitimate customers away.

need most of all longer weekend hours

The library is an important resource of information and academic environment, which can help build communities and inspire involvement within the communities it serves. It is one of the last vestiges of community, and it must continue as the foundation of those goals and public efforts. It is an institution whose future must endure the social and historical trends which threaten its perceived purposes. It must neither ignore technology, nor surrender the historical virtues of its original methodologies and printed format. I am hopeful for its' strength and endurance...

I believe that co employees need time off during holiday weekends especially those that work on Sunday's throughout the year; I.e., 4th of July, Memorial Dsy Weekend, Christmas Holiday

I use the library for downloading ebooks to my kindle and getting children's books for my son. Would like more ebooks b/c I never seem to get ones put on hold. Also, please keep up the free wifi for people who need it at library. Thanks!

I think that having a functioning library with real people and reference librarians is key. REAL BOOKS must always be available. I also check out books on tape because I travel on business and listen to them. BUT I always always always love real books. Paper and ink! Books and librarians are what a library is all about!

I love the Fairfax City Library. It is a lovely facility and I use it to borrow wonderful books to read. I like to have someone check out my books for me and appreciate the library providing that service. Thank you.

I am incredibly angry at your destruction of more than 440,000 books. series that I enjoyed are no longer available.. What a waste of our money

Since I received a new library card, it will not work at self serve checkout. I mention it almost every time I check out books, but no one ever offers to figure out the problem.

I think it is a wonderful library system. Love the ability to put selections on Hold. A great place for our tax dollars. Thank you.
I feel that the Fairfax County Public Library is doing a lot for the people who already use the library, but it needs to reach out to people who are not using the library. Maybe having a small booth at community events to sign people up for a library card. We have a lot of new people moving into Fairfax County, and the Public Library could do more outreach, especially to speakers of other languages. The Public Library should do more to make its library branches gathering places for the communities where they are located. Also more programs for adults, teens and English language learners. I think the Fairfax County Public Library has been hampered in recent years by budget cuts, which have affected its programs and services.

library tis awesome- I love how so many free services are offered :)

I appreciate the convenience of computers and the many available databases in the library. I want to applaud the expertise of the Virginia Room staff and the excellence of its collection. The staff has been extremely helpful answering questions on how to use the different programs on the computers. I'm disappointed in the culling of important books. I would appreciate a no cell phone usage policy in the library except in designated areas away from study areas and computers. It would be more pleasant if children were not allowed to run around unattended and disturb those studying. The Dolley Madison Library is too cold when the AC is on. I don’t believe that sleeping should be allowed in any library.

The county's library service is and will hopefully continue doing a commendable and excellent job serving members of the community.

I’m concerned about the possibility of decreasing space and services for the library and its supporting Friends sales. The library provides services that are measurable for our tax dollars! And serves all ages and economic groups, as well as support for new residents, whether English-speaking or those who need/want to learn English! It helps people improve their job capabilities, helps children to do better in school, and is an essential in-person gathering place for all members of the community. Its programs enrich any and all.

Libraries need to be available for use through its hours of operation to the maximum extent possible rather than building additional libraries. An exception would be for underserved areas of the county that may not have a community library. Does the county offer library services to special needs residents who may not have the capability to physically go to a library? I hope library resources are available to homebound residents or institutional residents who may appreciate a book shipped to them with a return postage paid envelope.

As a tax payer and citizen of Fairfax County and local community, I am very satisfied with our local FC library services. My comment is in regarding to the increasing number of "homeless" people who also uses the library services. In a large scale of humanities, that is fair that they can use the library as a public place. However, questions always remain in my mind: These homeless people don’t have an address, they are not paying taxes. They don't take showers and smell, when they are sitting around the library shelves and tables we have to be careful with our belongs because items can be stolen. They sit on the computers for hours and they know how to bit the system and be on the internet for hours. These "homeless individuals" keep an eye on everybody who walks in and out of the library, since the parking lot and elevators, hard to understand why they star so much into normal
people who rushes in and out of libraries to read books and advance their lives and not to use the library facilities as their private home spaces. Suggestions: Maybe more cameras in different locations of the library (ies) would be helpful to have around with signs informing that everybody is been televised and watched. If shelters are a place for homeless to be, maybe shelters should also provide a library-extension in the shelters with appropriate technology, so the homeless could be more comfortable and use their own computers and books in the shelter facilities.

Most important to me is better selection of audiobooks.

Please continue to have libraries in which you can visit & browse the shelves LOOK at the book titles you might want to read. Sometimes one doesn’t have a specific title in mind & browsing is the best way to select a book.

I do not like the changes to kiosk for fines and used books.

I think the Fairfax County Board of Supervisors needs to increase the funding for libraries. It is a public good that benefits all of the citizens. The Beta plan was a disaster and I hate hearing that the Library administration is continuing to discard huge amounts of books. Shelves should be fully stocked and books should not be discarded unless they are replaced by updated editions or become un-usable. It is very important to have an extremely comprehensive collection. I appreciate the trained Library staff and like that they are required to have degrees in Library areas. I like the library a lot and would like to see the audiobook section expanded a little more. I also don’t want to hear of excessive or even much of any book discards.

I was glad that a librarian told me about the overdrive option to check out a popular book. I am loving it and didn’t have such a long wait time. I never would have done it if she hadn’t taken the time to tell me about it and how to use it. Kudos to the Burke Library Staff as they are always helpful and welcoming.

I am very pleased with the services provided by the George Mason Regional Library. I especially appreciate the semi-annual library sale where I can purchase 1/2 price paperbacks on the Sunday of the sale weekend and then recycle them back afterwards.

The library is a community hub. I see it growing in this regard - at least that should be the goal. I would like to see longer hours. I am only able to get there around 8:30 on weeknights which is not enough time. I realize the hours are related to taxes. I would support that.

I noticed that since few years ago, there are some members of homeless who go to the Library just to sleep, sometimes eat or take some space for all of their belongings. Of course, is distracting and the Library is completely clean and these people smell bad. I do not know if there is some way to tried to fix this issue. (Maybe requiring the ID at the entrance?). Thanks for the opportunity to express myself about this subject. Betty Barr

In the move to more technology, don’t loose sight of the importance of real books! There is no substitute for the joy of going to a well-stocked library and being able to look at and choose from a wide selection of materials.
Keep up the good work! Don’t decrease the support for the libraries. I think avid readers who use e-books would be surprised to learn that they can check out e-books through the library. This is one service that you don’t publicize enough, and ought to get the word out better. Maybe public service announcements on TV?

I quit using Centreville library six months ago. They have unhelpful employees including the managers. There are a few nice employees, but most have no business working with the public. Plus there are many new, young hires (age discrimination?) who have no clue about the latest books. You may want them to read current book reviews so they are knowledgeable. It’s ridiculous the long wait to get new books. I was a long term user of the library for years, but finally became exasperated and gave up. If I want to go to an Internet cafe, I’ll go to Starbucks. And, yes, by the way, I’m proficient on computers and technology, but libraries should not go overboard on ebooks, & all tech, etc. Buy more books and have more interesting programs and you may be surprised at the number of people who would use the library more. A library has many important functions, but good management, customer service and a warm comfortable atmosphere for READERS clearly currently are not priorities. Get back to the basics and Fairfax County libraries could shine again servicing both children and adults. Thank you for taking a survey. I do hope positive changes are made because I did use to love going to the library.

I appreciate the libraries services. Given limited budgets and resources, we don’t support enlarging the number of services the library provides.

I love the idea of a library. Unfortunately, in trying to expand the scope, something has been lost. Older books, now out of print, have been tossed for "current" or "popular" books. As a resource, the library has become the last resort, instead of the first stop. I’ve lived in Fairfax County my entire life and I miss going to the library and although I want to support it, it is hard to when everything is geared toward technology advances. I hope you will take people who just want a library with lots of books to explore into account when making plans.

I really enjoy the Overdrive service for ebooks and audiobook download that Fairfax County provides. I’d like to see that solution expanded even more to include more current nonfiction and especially even more relevant business and self improvement titles.

I hate the self service checkout, fine paying, reserve pick-up etc. the library staff are right there- why aren’t they doing these jobs anymore? You scare people away and people who need help just don’t ask anymore. I heard from s friend there is a fairfax county library that has a drive through book pick up and drop off. That’s awesome. With my baby, getting out of the car just to drop off books is a pain so I am instantly overdue. When I get calls that reserved books are in it would be helpful if the machine told me what date its calling. I just got back from vacation and to the library but my book wasn’t there. If I had known what date the call was received I would have known not o go there.

I love reading, but I don’t typically re-read books, so I love the library as a resource to get the latest books. It can take a while for them to come into the system after their release, but the online catalog, online reservations, email reminders and online renewals of books are things that I use all the time. I also love the ongoing book sale and self-checkouts. I’ve also utilized the library in the past as a meeting space. While I don’t use the services, I fully
support the library as a resource to the community with computers, wifi and various programs to the community. I have not used it, but I’m interested in the e-book services that are starting to be used more by the library as well. I love libraries and would love to see them evolve and continue to serve the community.

Some years ago we heard that at least one Fairfax County library had thrown away many of its classics because few people were checking them out. I hope that was not true because I cannot imagine any library trashing a classic.

ALL BRANCHES SHOULD BE OPEN ON SUNDAY

Please, more books and people, less technology and fewer machines. The books and people are the heart of the library. Staff, events, groups and presentations make the library alive and welcoming. Places to sit and read/study or read to children make the library cozy. Too much automation and technology tends to isolate people. It is not in keeping with the mission and atmosphere of the library. There is plenty of such isolating technology elsewhere. Let the library be a welcoming and people oriented place.

Good idea that you are doing this survey. Keep up the good work.

provide self-opening doors

I would like to see more research services accessible from home via the internet, specifically genealogical services currently available only on library computers.

The Great Falls location is wonderful and convenient. It is a community center and easy to use for parents with children. We are grateful for this community resource!

I love my library. it is a wonderful space to spend time in, the staff is knowledgeable and helpful, the adult programs are interesting and relevant. I check out a lot of books on CD to listen to while I work in my jewelry studio. It is my link to both popular culture and to lifetime education.

- Keep improving e-book offerings in Kindle format. - Focus on core services. - Burke Centre library is too small. It’s a shame it was built so small. - Burke Centre library needs more magazine offerings.

I used the "don't know" column for items that were "not applicable." Please, please, please don’t ever convert from real books to modern technology. Those are O.K. for temporary use, such as vacation or a trip, but there is nothing like curling up with a real book in your hands.

I think libraries should focus on their core activities - offering books/dvds/music and activities related to reading (literacy, homework). Trying to use the library as a larger social service center takes away from the library being an excellent *library*. It can’t do everything.

A way for home-bound seniors to obtain library books, such as books that are held or inter-library loans, and return books without having to go to the library. I live in Greenspring, a
retirement community near the Richard Byrd library. Could a twice-weekly pick-up and delivery service be established? Most of us are lifetime learners who are seriously interested in reading.

The Virginia Room is awesome -- I use it, on average, several times a month to do genealogy research.

Mylife is greatly enhanced by the FCPL. Inveterate user of talking books, and source of print books and local publications. I strongly support this strong public service for information, entertainment, and reference.

I use Oakton Library also. I hope in the future that all libraries have their Sunday hours restored.

Library needs more professional librarians rather than just clerks. More funds (higher taxes) for the library are needed. Wait times for reserved books are too long. Considering the amount of funds alloted to the libraries, they are doing the best they can.

I recently downloaded the app Overdrive. It’s a great idea but none of the books have so far been available. It’s been a week and I’m still waiting for the first book. You need to have more copies.

When I travel on the road past any library (mostly northwestern parts of the county) I see full parking lots when libraries are open. The library system is used by taxpayers and residents to a very high degree. I have lived in other places and states and have not found this level of usage and dependence on the library system anywhere else. I believe that in Fairfax County, the library is a lifeline to most people of average or lower income. The online resources (ebooks, audio) are especially useful to those of us affluent enough to be able to use them. I DO NOT WANT TO LOSE ANY OF THE LIBRARY RESOURCES OR BUILDINGS AVAILABLE AT THIS TIME--- NOT EVEN FOR A TEMPORARY PERIOD. PLEASE UNDERSTAND THAT THE LIBRARY SYSTEM IS ESSENTIAL TO THE LIVES OF CITIZENS. Thank you for asking our opinion, BUT I have found that these surveys, open hearings, etc are more of a way to allow the public to voice opinions and less about actually allowing our opinions to influence infrastructure. I hope this survey has meaning.

My husband and I use the library all the time to check out books and audio materials, donate and buy books at the book sales, participate in book discussions and generally use the library as an information resource. The website is usable but it seems somewhat outdated in style and functionality. There is a lot of useful information on the site but it isn't always obvious how to find it. I would like to see greater support for the Library in the Fairfax County budget. In the meantime we make yearly contributions to the Fairfax County Library Foundation.

FCPL should offer some mentoring capability for all age groups, and allocate some space for it. Most of the mentoring can be provided by volunteers. Fairfax County is blessed with a highly educated and a willing to serve public. With adequate planning and advertising, I am confident that a successful program can be developed.
Wish I knew if someone on staff (at reston or Herndon fortnightly knew sign language. I’m deaf -- otherwise it’s all hunky dory.

I expect in the Library the latest version of computer software should be available. When we learn 2013 and not available in the Library no use of going in the liabray. One major problem of downloading the courses need help.

n/a

Thank you to all the staff associated with the Fairfax County Public Library system. We have become to rely on you more and more as new technology is introduced to keep us abreast of the times. I would like to see an increase in the category of new biography and history.

The website is awesome. The ability to read reviews, reserve, renew, etc., is invaluable. Thank you. It’d be great if hours of neighborhood libraries could be extended.

I believe a vibrant public library system is extremely important to a community. I do wish Fairfax County would offer inter-county loans with other Virginia counties.

I love the library and it’s close proximity to our home. While I have to drive to go to work and to shop, it is a pleasure to walk to the local library. The library provides a sense of community in this very busy bustling world we all have to function in.

I especially appreciate the Virginia Room and its genealogical resources. More e-book availability would be good.

It would be great if the library “can visit” needy communities, bringing all the possible services on a truck; also having summer reading and crafts activities for children (at the libraries and the trucks), to encourage reading through activities. It would be great if the crafts can be based on reusing or recycling materials and promoting creativity. Thank you for all your services and for working hard on improving them.

Thank you for your service!

PLEASE do not make your librarians start helping people with social security and health insurance. For most of them it is not why they went to grad school to get a masters in library science. I work for a different county in a completely different capacity but I have seen a trend in government to try to be all things to all people. It’s a library guys. I love the fact that we have libraries and I visit often. I would hate to lose our libraries--especially if they try to expand so far that we can’t afford them. Kids get their start in reading by visiting in person and looking at actual books. I have a kindle and I use it often but that does not take away from the magic of physical books in a physical location. Your librarians, I am sure, love to read. Please respect their chosen profession. P.S. I have not spoken with any librarians about this. I have learned that across the board in government jobs that deal with direct services, we have all been discouraged by both the proliferation of absurd documentation/paperwork (think teachers) as well as being expected to do things that have nothing to do with our profession--like expecting librarians to help people apply for health insurance.
Thank you for requesting this response. While not in the purview of this survey, my greatest concern is the unequal allocation of the County budget to schools, which reduces the funds available for libraries, which are also educational and cultural resources. Although more than 50% of the County budget goes to schools, classrooms are often short of resources; teachers contribute to classroom supplies, and parents and students themselves conduct bake sales, solicitation, and other citizen-funded activities to supplement what was formerly included in the normal educational experience. Although not asked about in this survey, please note that the County was considering staffing libraries with volunteers and individuals without librarian experience in the manner of information kiosks in airports and train stations. It was abandoned, but the fact of its serious consideration is a unsettling portent.

Too much waste in terms of technology that is changing and needs to be updated at quite an expense. Books last! They don't require anything but the ability to read. It makes me sad to see so much spent on electronics. Also the library should be available to help patrons love to learn but giving homework and tutoring lessons is not in the interest of all patrons. I can't go in a school to borrow books! The wait time for books is incredibly long. One other thing is the lighting makes it difficult for those of us with glasses that reflect to see the titles on books because of the glare!

The library system is seriously underfunded in relation to the number of people in the County that need its services. Better funding equates to more trained staff which then translates to more and better services.

I would like the library to expand its range of e-books that can be downloaded to my kindle for checkout. I also appreciate the magazine/newspaper subscriptions and travel book section.

I go to the Library at King's Park because it is close to my house. I miss out interesting programs because they are held at other locations and in the evening hours so I cannot take advantage. Please arrange more programs at King's Park Library also. Thank You.

keep up the good work! but provide more resources -- and improve the website -- it looks like it's stuck in 1999!

I've been visiting the Richard Byrd library while Pohick is undergoing renovations, but can't wait to get Pohick back! I always feel that I get the help I need at the library! Thank you for a great community resource!

Services should be available to legal residents only

I really am not liking the idea of floating books after visiting several library branches. One big problem is that there are multiple copies of one book sitting on the shelves at one branch while at another branch there is not a single copy of the book available and this specially true when the county purchases 22 copies (one copy of the book for each branch before the floating book system got started in 2013). This means that county resident don't have equal access to the materials when they visit their local library branch. Beside of visiting Woodrow Wilson Library and do visit George Mason Regional Library the problem with floating books is really noticeable. George Mason used carry unique technical
nonfiction books that I went there for and those material got spread out to different branches and they are not centrally located. Instead those books got replaced many duplicate books for many book titles that is causing shelves at George Mason to get really crowded for certain subject area and other subject areas shelves that are almost empty. I decided to take a peek at the duplicate titles and there were different branch codes on the back of each of the books. It is probably a good idea to go back to the old system before the floating book got started. It will resolve lot of these problems. If need a need a book that Woodrow Wilson don’t have I will place a hold for a copy and once I return the book back to Woodrow Wilson it will be sent back to the branch where it came from. If a book does not do circulate at one branch transfer the book to another branch to give the book a second chance. For the older books with branch codes on the back should be return back to the branch that it corresponds to give the county residents equal access to the books. If a book title did not do well at owning branch it should not sent back since the book is not going to circulate that much.

Love the library. Great library system

Wonderful Library. Keep up the Good Work.

I really enjoy getting the book kits for our book club. However, I would recommend a better way to search through just the kits. There are in alphabetical order and there is no way to search only the kits for a topic or author etc.

The Read to the Dogs program during the summer held at John Marshall Library was a wonderful way for kids & dogs alike to learn respective lessons. So sorry to see it nixed.

Sherwood Hall facility seems to be in need of repair and update. For example, it appears to have chronic leaks in the ceiling. The carpet and furniture, etc., could use an update. The space upstairs for the Book Sale is also an important feature.

The Virginia Room is excellent. With more help from the top it could be me one of the best in the state where researchers from all over the Country would come

I think the computers should go back to having the plunk dong sound on the self serve checkout computers rather then the ding ping sound!! You should also get more animal books (non-fiction) and more comic books, preferably the "For better or For worse" books and "Amulet" Book 7 (graphic novel)!!!!!!!

It’s a good place to meet people and get to know about the neighborhood.

I believe in the importance of the library as a community resource and fully support the continued presence of libraries in our community!

The Library has done a great job as it struggles with its limited budget. Americans are strange inthat they want lots of services and they do not want to pay for those services through their personal taxes.
The library system is an extremely important community resource and is invaluable to our family. We would be interested in more advanced technological options and services, as long as it does not compromise the integrity of the resources currently offered.

I use the library system every week and think it is one of Fairfax County's best resources for residents. Extremely well run.

Some of public library need to get some building renovation to look more modern and need more space for kids to read, play, more computer or more kids activities, such as reading together, do the homework, etc.

I would like to see rooms where people can study and chat (like study groups) that are apart from the main reading area of the library. I find it distracting when I am trying to preview a book and people are chatting (such as tutoring). It seems as if providing a separate space for those who need to converse would meet the needs of everyone better.

I think the library should focus on being a haven for reading and a place where exploring books is the focus. I do NOT want it to become a space that is crowded with people using the computers to check Facebook, gamble, watch videos, etc. I have already seen that taking place far too often. Sometimes, it is not appropriate for just any aged child to be walking by any given computer used by a library patron.

Fairfax County Public Librarys should have a larger selection of books.

While Pohick is closed I use R. Byrd, but even when Pohick is open, I go to that library often, as well.

The FCPL system has been an extremely valuable resource for me and my 4 children as they have been growing up. We used to be there at several times a month sometimes once a week.

They provide wonderful services for all ages.

Would like more availability of ebooks. Many titles not available although this has improved somewhat.

The mission of public libraries is to provide books, magazines, newspapers, dvd's, cd's for use by the public. It is not supposed to provide daycare, training, entertainment, etc. The public needs to respect the materials that the library system offers and return them in good condition and in a timely manner.

for the question about helping unemployed, I believe the county as a whole and the State Economic Employment has the main responsibility. Hence I would not wonder if it would be a better use of over all tax dollars to have one primary area of the county government responsible. If that area of the government were to elect to use the Library as a location for their outreach, yes I support it. In that case they transfer their budget and their resources to fund, rather than also expanding the Library budget to also include.
The DVD selection (online catalog) seems to be a bit sparse, especially for such a large community. Have found very few titles I’ve sought after.

Of all the public libraries I’ve ever been to, FCPL is by far the most comprehensive and well-run library system I’ve ever used. Keep up the good work! :)

Thank you!

Keep our libraries!

This is an excellent library system. I would hate to see it spread itself too thin by adding extras of questionable value. It does what it does very well and I think that is where it should concentrate--books, including ebooks, downloadable audiobooks, etc., are what it does. I don’t see the need for staff to have to offer homework help, and I don’t see what it should offer music.

I would like to see the FCPL resored to the position of prominence it once held among other library systems, both in Virginia and in the surrounding area.

I feel blessed to have Byrd public library close to my house and accessible for books and books on tape to check out. I think the room to use for meetings is a great service, as well as a quiet place to study and use the computer in a bind. I did not know wifi was available. I like being able to get help to hold a book or book on tape.

-making more books available online (e books) should be a priority -perhaps investing in more online media reference services, such as worldcat, lexis nexas, and/or subscriptions to online newspapers and magazines

The Fairfax County Public Library should continue to focus on literature primarily and providing work and study spaces. While digital media is important, this area is mostly affluent and would find little use in provided content by the library.

Downloadable videos, etc. are great. If there is a need for them to expire, then offer them to people and tell them the video download will expire on x date. Have never run across an unfriendly Librarian & really appreciate their help! Maybe develop - maybe it already exists - a volunteer group of people who offer to help teach people how to use MS Office products, Video editing programs, etc.

The new self-checkout stations are noisier than the old ones; this seems like a mistake. The library should be a quiet space to allow people to study & read; the noise from the check-out stations is not helpful.

Thank you for your services.

I find the current hours confusing. I would like to see the hours the same at all libraries on Monday - Thursday. I have arrived at the library too early on a weekday (1PM is a ridiculous opening time on a weekday) and I have arrived too late to pick up books on a different weekday. This is frustrating. I appreciate being able to return books at any time day or night. I like that I am able to find books online and put them on hold. Overall, I feel
very fortunate to have high quality libraries available. My child is an avid reader and I am so glad that it is so easy to check out materials for him. Thank you.

The choice of books offered could be improved. The selection tends to favor popular fictions in romance, Science Fiction, Crime, and best sellers. There should be more literary and high quality literature available. One should be able to learn about new literary writers who are not the run of the mill best sellers.

The physical library space and its upkeep is very important.

I think the library should be open more hours. Specifically, I think the library should open the same time every day and be open late at least two days. Thank you.

We speak URDU IN our household other than English. I would love to have Important Urdu books added to library. There is a considerable population in Fairfax county who are immigrants from Indio- pak subcontinent who want to have access to Urdu books locally.

Provide exam review and practice material for licensing exams purposes such as medical USMLE. You had no material in the herndon branch and outdated material was obtained from another branch when requested. When people are thinking any license, first place that pops to mind is the library and its deficient at least in what i was looking for Thank u

The need for additional meeting space is critical. The library has become the ad hoc community center for many communities. There are numerous community groups, such as senior citizen groups, writing groups, homeowner associations, etc. that need to meet and most often the requirement is for space in excess of 20 people. Just for my interests alone, I am in the meeting room in the Great Falls library 3-4 times a month. The competition for use of the single over 20 people occupancy room grows each year.

I appreciate you seeking resident feedback. Keep up the good work.

We moved to Reston 3 years ago and I enjoy the library system. The library provides a great community service.

Frequently it looks like my local library branch (Great Falls) is overstaffed with paid employees. For example, the Information Desk usually has 2 employees sitting there with a lot of conversation among those 2 and other library employees and very little need for customer interaction.

Our family loves the library. As a homeschooling family, the library helps us keep our costs down. As a family that loves to read, a trip to the library is always a treat. For us, what would improve our experience the most are easily downloadable materials, such as library book loans and music loans. I also wish that the library had more materials geared towards helping English speakers learn a foreign language.

Hoping that the library continues to focus on the core library mission of knowledge and document (books, eBooks, reference materials, etc) information and does not invest too many resources in training programs that do not focus on how to use those resources (i.e., reading, using library tools, etc are key, using tax dollars for personnel to develop curricula
and/or teach content is beyond the core mission although it is reasonable to allow those who do teach to reserve/use the space and resources to those activities.

I am interested in the e-books provided via Overdrive, but find it frustrating that the series offerings are spotty. No point in having some books in a mystery series available as e-books while others are not.

Current trends seem to be heading toward ebooks and it seems all learning now requires electricity. This is silly because these trends increase our need for electricity and owning a device to display our reading material. This is not a sustainable future. Holding a book in one’s hand and turning the pages is the energy efficient and sustainable way to learn.

Love having the branch in Great Falls. Wonderful anchor for the community.

I admit I don’t use our libraries as much as I should. I really enjoy historical novels and doing crafts. These are my areas of interest

I very much enjoy the audio books, especially the new releases. I’ve listened to hundreds of books and enjoyed 99% of them. I’m grateful for the great variety of books available.

1. It will be great if libraries can open on federal Holidays and more hours on Sunday when people/schools are off. It does not matter if we can only have limited services. 2. Could we please have more Children’s activity after school and weekend? We have been going to Loudoun county libraries a lot for their children’s programs. Thanks.

I would like to make sure that any books the library discards have the option to be sold or given away to anyone interested. Shelters, jails, Community centers etc would be great places to donate books. My family loves checking out physical books and we also use the online option as well. E-books are great to have for travel with children as you can download several to keep them busy on plane and car rides. No extra weight to carry. We typically use the Great Falls or Reston branches and I love their summer activities for kids. They also look forward to the coupon books for summer reading. Coupon books for adults would also be a fun addition. We always receive wonderful service from the staff at both locations as well.

Please fix the Bookmyne app which used to work fine. Very useful for checking holdings and one's account.

Libraries are a wonderful and important resource to any community. Having lived in Rochester NY & Seattle WA I find the Fairfax CO library system to be antiquated and insufficient when compared to the population and tax base in our county. We should have a much more comprehensive selection of books and resources than exist today.

The closure of Tysons-Pimmit has put a significant stress on the other Library meeting spaces in the area.

I almost exclusively use the computers at the library. I would like to see more advanced software such as Adobe Photoshop Elements and Adobe Acrobat, AutoCAD, and Solidworks on some computers. I think it would be good to charge for such software because it is
expensive. For example you could have a certain class of library card which had an annual subscription fee which would enable you to use advanced software. Just an idea.

I do not like the policy of a book being retained at the library to which it is returned rather than where it originated. Numerous copies of a particular book are at one library and no copies of other books by the same author or in a series are there. Since this policy has been in effect, I have had to request numerous books. I did not have to do this before. I've been spoiled in the past with finding books there when I wanted them. Why buy new copies of old books when the old copies are still on the shelf, new copies of Helen McInnes’ books? Why are books being constantly moved within the library. It makes it difficult to locate books, and it must cost time and money to move so frequently. I believe disposal of books should be done more discriminately. Do all copies of a particular book, or or those from a particular author have to be removed? Older books sometimes regain popularity as the result of a television series, movie, etc. I have found in recent months that the system does not have the books I’m trying to locate. Some of my more recent experiences were no mystery books by Steve Allen, a multi-talented television personality of admittedly several years ago, and books by Emma Jameson, a NY Times best seller. I have always found the staff very helpful. Please do not lower their educational standards. I also find the Virginia Room very helpful and interesting.

They need to purchase more new popular fiction and non fiction books so wait time isn’t so long.

Libraries are an important community resource. They should be fully funded and fully staffed. Hours that were cut back need to be restored.

I’m really disappointed with the decreased hours of operation. I understand they were necessary due to budget cuts, but I would really like to see the library stay open on Sundays for longer. I find that I can't always get to the library when it is open and I would use it a lot more if the hours went back to the way they were.

Support additional funding for the library. Am very interested in downloadable materials and non-educational type movies including documentaries.

In my opinion, the hours should be expanded -- for example on Sundays and some days when hours are truncated. I think more staff should be hired rather than rely on volunteers. The county should have enough money to support paid library staff, which would help create jobs.

The library is very important to the community and is an asset that will help attract residents and businesses.

We need to invest more. Library provide the underpinning for our democracy. People need to access information that is unbiased. Spend money for information that all can access. [Hardcopy response]

Think Fairfax County should spend more money on its libraries. [Hardcopy response]

i would like to see more e-books. I really think the library is an incredible resource.
My husband uses the Access Services resources exclusively because he is blind. My husband would tell you that his experience has been some library employees have limited English language ability to adequately serve my needs. We both feel there is danger in providing such comprehensive service to the public that it becomes economically impractical. [Hardcopy response]

Thanks for all you do to make resources available for all county residents! Keep up the good work. [Hardcopy response]

I'm very interested in expanded children's spaces and activities. (A comfy space for them to read) I also grew up with "Jammie Time" where toddlers would go to the library in their pajamas for stories. It really made me fall in love with the library at a young age. This would also allow working parents to take advantage of some programming as well. I'm also interested in a great kid book selection. For me, I very rarely have to wait as long as the projected hold time for my books. Hold process is easy and quick. Please note: my answers reflect the old Tysons library and not the tiny Tysons.

A smaller matter, but an annoyance that comes up in conversation: the copy machine and paying for the copies. It's impossible to use without staff help. More room for community events (meeting space) would be grand!

A good place for community focus and building a sense of 'community' with group activities community inclusion. [Hardcopy response]

I have had an opportunity to observe library representatives visit Greenspring. The services offered residents are outstanding! I specifically refer to the Talking Books offered. Very important segment of some lives here. [Hardcopy response]

Access library is a god send! [Hardcopy response]

Over the past decade, Fairfax County has cut back on staffing in libraries and your collection -- especially your reference and non-fiction collection -- has been ignored and/or decimated. It's time to get back to investing in BOOKS and in librarians, who are your core asset as a community resource. Please don't over-invest in electronic resources and ignore the vast wealth of information contained in NON-electronic resources and collections.

Find paying machines are pain in the neck. Change return slot too low, difficult to use. [Hardcopy response]

Staff at Richard Byrd very helpful and friendly. [Hardcopy response]
I am a new resident so am really not able to answer in some sections. [Hardcopy response]

[Hardcopy response]

[Hardcopy response]

[Hardcopy response]

[Hardcopy response]

Hate the new payment kiosks! hard to use, don’t work. Change falls onto the floor, hard for elderly to pick up, etc. More Sunday hours would be appreciated. Think the emphasis should be books! [Hardcopy response]

[Hardcopy response]

Don’t go away, we need libraries!! [Hardcopy response]

Lot of story books for the kids are less.

The reference librarians have been very helpful to this grandmother over the years finding appropriate children's books for my grandkids. Also- I SO appreciate being able to obtain books by placing holds on popular books - often frequented requested by various book groups.

it would be nice to have access to current or old textbooks so that we’re able to stay on top of math, for example, to provide help to our children.

I utilize more than one Fairfax County library branch. The one nearest to my home is Patrick Henry. However, I also utilize Kingstowne and Richard Byrd as my daily work takes me in those areas. I would like to see options for renewing materials for longer periods of time and also options for paying for fees online.

You are still suffering from the horrible impression made when you decided to throw out books. I hope you learned some lessons about consulting your clients, giving things away instead of throwing them out, and preserving breadth in your collection. My only other immediate concern is that you are sometimes short-staffed. Especially given the size of your facilities and their popularity with people who are new to this country, I don’t see how you can use them effectively without investing in enough staff to help everyone who needs it. Finally, I note your inclusion of job-seekers as one group that might need special attention. A friend of mine developed software for this purpose that was adopted by the statewide library system in California. It was tailored to returning veterans, but the point is the same for all job-seekers: they need help not just in finding opportunities, but also in preparing themselves and their materials for the modern world of work. This is an important function and libraries are one good place (among others) in which to address the need. Edward Levine

I miss the library hours on weekends. I always forget the day with the extended hours....wish there were more night hours.
I believe that the library must be at the epicenter of community personal and social endeavors, and that where that is achieved the community is the beneficiary. Coordinated efforts in the area would be local schools and booksellers, although the latter are now gone from Reston. Educational efforts or support may now be offered by local businesses who extend educational support to employees through training programs and tuition reimbursements. Online social services should complement the library resources. I am grateful for the help of employees and volunteers at my Reston branch of FCPL.

In the self checkout lines the machines make a sound if you have any overdue books-I would prefer if they did not because it is quite loud and different from the normal sounds and can be embarrassing.

DID ANY OF THE BRANCH MANAGERS HAVE INPUT IN THIS SURVEY AND/OR REVIEW THE FINAL SURVEY. DID THE BOARD OF TRUSTEES HAVE INPUT IN THE FINAL SURVEY? ARE RESPONSES FROM NON-FAIRFAX COUNTY RESIDENTS GOING TO BE USED IN THE SURVEY? ARE DATA FROM THE SURVEY GOING TO BE AVAILABLE TO OTHER WASHINGTON AREA SYSTEMS? MANY CATEGORIES UNDER THE QUESTIONS SEEMED VERY VAGUE, TOO BROAD, OR EVEN NON-SENSICAL, e.g. "Non-fiction, such as biographies or hobbies". THERE WAS NO ROOM TO QUALIFY ANSWERS, e.g. hours were somewhat acceptable, but not if one believes that Sunday hours should be a very important goal for the system. QUESTION 10 WAS TOO BROAD AND NO EXPLANATION OF SEVERAL OF THE PROPOSED PROGRAMS. MORE SERVICE OPTIONS? WHAT WOULD THE IMPACT OF THESE SERVICES BE ON THE STAFF AND ON THE BUDGET? QUESTION 12 REQUIRES THE ANSWER THAT FCPL IS DOING THE BEST IT CAN CRIPPLED WITH A LACK OF FUNDING FROM BOTH STATE AND COUNTY. QUESTION 16! WHAT DOES THIS HAVE TO DO WITH THE LIBRARY? THERE IS NO CITIZENSHIP REQUIREMENT OR PHOTO ID REQUIREMENT FOR SIGNING UP FOR A LIBRARY CARD.

I'd like to see the e-books expanded. Most people have phones or tablets or computers that can use the Overdrive app. I'd much rather use the Overdrive app and return the books as soon as I'm finished instead of driving to the library with a stack of books to return. Some times for the new releases, the waiting period for the electronic version of a book is ridiculous. I've been 48th for some e-books. Surely, if a book is that popular, I think FCPL can get another electronic copy and cut the waiting time at least in half. Especially for the popular authors and best sellers. I'm sure the statistics are available to the library as to which books those are.

Kingstown to be open until 9:00 PM in lieu of 6:00 PM. BRgds

I really value the ebooks and audio books. I would use the website more if it were user friendly. I think more of the web page should be on a more user-friendly platform, like WordPress. I find out about events from social media - I would like to see a social media Facebook and Twitter for just my branch (Chantilly).

We love the Great Falls branch and use it many times a week.

I love this library--the staff and the services they provide are top notch. While working on my first Master's I used this library. If anything to improve services--instructions on how to download e resources.

FCPL Online Survey 2016, Open End Comments
The library satisfies all my needs and the staff has always been very helpful.

I use the library chiefly to review microfilm borrowed via Inter-Library Loan. The Tysons-Pimmit Branch has just one reader-printer, which has been placed next to an air intake vent and a window, making for a loud and overly bright experience. Hopefully the renovations currently underway will include a more appropriate site for this one reader-printer. Newer reader-printers offer the option of downloading to a flash drive, but those units are more costly. However, service bills and staff time wasted on trying to fix problems with the existing reader-printer might make the newer type of reader-printer work out to be more cost effective in the long run.

I am very pleased with my library :)

I am so thankful for the public library system in the U.S., and particularly in Fairfax County.

Money is limited and as a tax payer I think that we should not make everyone happy because it costs money. As a tax payer, suggest to make the majority happy. We do not need books in every language. Suggest to continue requesting book donations from citizens and make it tax deductible so you could fill the shelves with popular books. eBooks are the way to go. The trend is your friend so look where the market is going with ebooks and periodicals. Be creative in providing services smartly, cheaper, faster and just in time. I value the library and leverage information from it. Unfortunately the county does not have many subjects that I need such as "how to reduce your city real estate tax assessment". Other subjects were not available. But like, I said, you cannot please everyone. Romance books take up space but they really do not help the population compared to "how to books".

I think you are doing a great job given the financial constraints placed upon the system!!

The website definitely needs to be updated! The Evanced system is very clunky and sometimes difficult to search for events. Also the online catalog is very clunky and isn't the most user-friendly. Please update it whenever the opportunity presents itself to do so! I've lived in various cities throughout the United States and FCPL is the only library system that doesn't have a makerspace for kids and doesn't have non-educational current DVDs of recent films you can check out. Seems strange for such an affluent county. The Virginia Room is also the gold mine of the whole system, and their website is very outdated. Please find some sort of funding for more staff for the Virginia Room and some initiative to digitize important photographs or documents in their collection.

It seems to me that you need to make a decision about the function of the library. Is it a book receptacle, ebook source or community center. I think you are all over the place and need to decide.

I'm an avid reader and the Fairfax library is my main source for reading material. I prefer real books to e-books. Thank you!!

I believe that the library is critical to our community for all residents and age groups. Its current services are useful - quite useful - no doubt about it. I'm glad that this work is underway to analyze what we are doing and what we should be doing. Some "new"
improvements may work better than others or be adopted more readily than others. What works, we keep. It is so important for our community’s health and growth. A library is a window on the world. I think getting kids in libraries early and often is one of the best things that we can do.

The library is a focal point for community gatherings and should be expanded as necessary.

Thank you for allowing the homeless to come in and find shelter and a little peace, Patrick Henry Branch!!! Way to show humanity and kindness!!

I do not see anyone ever use the Carpool for Library parking spaces ever used at the Burke Center Library. I would consider changing the usage of these prime parking spots to something else. Not too many people in this area carpool to the library and use these spaces. Perhaps mothers with young children, seniors over 60, or just no signs and have more available parking for all. The drive up window for library book returns and other services is very helpful. The Burke Library book sales are terrific, and hope that they are a good fundraiser for the library. What are the proceeds used for? Enjoy going to the Burke Center Library, it is in a great location.

MOST important issue to me: the offering of books/materials you own on women executives, women leadership, women learning, ect. is hideous. 2nd most important issue to me: library hours seven days a week, need to be extended extended extended 3rd invest in training Fairfax staff at libraries to be friendly happy on their jobs smile 4th spend a few bucks and grab a feng shui for all libraries to make them inviting. 5th ADD some "do space" to each library 6th GET BOOK DROPS AROUND THE CITY 7TH run the survey once a year

Libraries are wonderful. They are one of the most important places we can visit. I consider myself so fortunate to be living in an area that is filled with so many terrific libraries and with a literate public who supports them. I respect the work that you do and do not take it for granted. Our ability to read and to teach ourselves and our children through the written word is a blessing. Fairfax County is thankfully funded well enough to share its revenues with its library system. This too is a blessing. I will always support the library system wherever I live and I am very thankful for the hard work and dedication of all the people associated with the FCPL system.

-Please also consider utilizing environmentally friendly and energy efficient technologies in your buildings and services. -Mobile library can be a good idea for communities with higher senior and young children population. -I would love to see the library as the centerpiece of the communities we live in. -Keep up the good work and continue investing in libraries. :) 

The library does a great job in striving to meet the needs of a large and diverse community. The only suggestion I have is more books on CDs (and the like). Not the downloadable books, which are not convenient for me as I travel extensively and can nearly always find a place to listen to books on CD, whereas other electronic resources often download to only one device, which doesn’t work for me if I am staying at different places on a trip. Heck, it doesn’t even work particularly well around the house - I listen to books while doing all manner of household tasks, but most of my devices are installed in only one room and moving them is a pain. .... Thanks for doing this survey!
We love the library! Go nearly every week. The books are great, although there are long hold times for new and popular books. Keep updating the collection of books. Also, it would be good to have more up to date resources for applying to college and taking AP classes. We love the travel books also. Good idea to think about loaning laptops, perhaps the small tablet type.

Please improve the usability of the website and consolidate the ebooks and downloadable audiobooks into the main website. Thank you. Very glad to have a great library system in the county.

Surprised and disappointed at the dearth of books (and I expect also for DVDs) about China (us’ most important bilateral relationship) and about India and Korea (look at Census data for places of origin for foreign-born residents of Northern Virginia. Earnestly recommend FCPL get much more nonfiction about China/Taiwan/Hong Kong such as works by Arthur Kroeber, Jonathan Spence, David Shambaugh, Thomas Christensen, Orville Schell, Evan Osnos, James Fallows, Susan Shirk, Richard Bush, Shelly Rigger; translated fiction of Nobel laureate MO Yan, Lu Xun,, YAN Lianke; diaspora fiction by the likes of QIU Xiaolong. DVDs of movies directed by ZHANG Yimou, CHEN Kaige, Hou Hsiao-Hsiang, early works of Ang Lee, "The Mermaid," "The Nightingale," "Cape No. 7."

I am happy that here in Fairfax County we have such a good library system. I hope it stays that way. Those in charge should make every effort to retain the traditional offerings of a public library system, in particular a good collection of books. Like many other patrons, I was shocked to learn a few years ago that so many books were being thrown out in an ill-conceived effort on the part of some administrators to make way in the branches for other, less worthwhile things. A final note: I would like to mention how appreciative I am of the good service I always receive when I go into various branches. I am also glad that most branches have evening and weekend hours. I know the library system does not have an unlimited budget and thus it needs to find cost savings somewhere but I hope it is not at the expense of staff or branch hours.

Would love to see the hours expand - more specifically Sunday hours.

None at this time The Fairfax library is a wonderful part of living here

My boys are ages 9 and 5, every summer they look forward to the reading program. We read our books and then enjoy exploring Fairfax County as we use our coupons! It’s always a special way to spend the summer. I’m so grateful for the all the children’s programs at the library! My only complaint .... sometimes younger kids who are reading long chapter books like Harry Potter, could use a little more time to have the books checked out.

It is nice when there is space for young readers to read aloud or be read to without other library patrons being affected. If there is no division of space between young readers/children’s area and other library users, it makes everyone’s experience a bit less pleasant. Child are as quiet as possible but complete silence is usually very challenging. Thank you for creating children’s space for reading and quiet chatter at libraries.

1. Children’s programs (e.g. reading stories, activities) should not have a limit. The library should host those events in a space that’s large enough to accommodate more than just 20-
I want space in the library for quiet. It can be very noisy sometimes. I think you need to make sure people have a choice and access to computers.

The search engine for the catalog online is horrible. Many times the book I want is not in the system but even when it is there, it is difficult to find it and takes a lot of time. I often have to go to another website like Amazon.com to find info I need and then come back to the library website with more specific info.

1. Fairfax County, sometimes referred to as the richest county in the nation, needs to increase funding for its public libraries. Other poorer counties allocate a higher percentage of tax dollars to their libraries.
2. Computer systems and electronic services by their very nature require constant, expensive updating.
3. Librarians and administrators need continuing education and training opportunities to encourage innovative practices and programs.
4. Fairfax County Public Library needs to make every effort enhance partnerships with Fairfax County's underfunded public schools to enrich students' educational experience.

I have missed the Pohick library where it feels like I'm cheating if I go to Burke Center or Kingspark libraries. I can't wait for Pohick to be open again. I would pay $2 an audio book check out, which could be used for that particular library. I had to pay more than that when we lived in England to check out the audio books. Fairfax county does a wonderful job with managing the libraries. I always point out the libraries and schools when I'm showing houses to home buyers too. :)

I have found the Fairfax County library system to be considerate, consistent and thorough. Keep up the great work.

Thank you for all that you do. I support fully funding the library system to increase resources, meeting spaces, add staff and especially increase hours.

The sign up for activities on the library website is terrible. Instead of checking the library you're interested in, you have to uncheck all the libraries you're NOT interested in. For moms looking for story times, the schedule is very convoluted and the number of spots is very, very small. It doesn't make it worth it to even try when there are other free options in the area that require no sign ups.

Fairfax County, one of the, if not the richest counties in the US has always been behind other public libraries such as Arlington County as just one of many instances in technology and other forms of organization to find books and resources for library goers. This has been true since the 1960s. Today we have great athletic facilities for children, teens and
adults but very poor library resources. It is a constant shame for a very rich and very high education county.

None

The Library in Fairfax City is a wonderful concept. Having a library above a parking garage is great use of space along with having the library of several floor. The patrons during research are upstairs on another level from the general patrons coming to the information desk. With the bank of patron computers downstairs, the library tends to be quiet. Generally, that library is quiet.

The presence of a quiet room does not absolve parents from policing their children from being disruptive to other readers in the library. Same goes for staff and other customers. Would appreciate people using inside voices rather than behaving as if they were on a street corner. Have never seen anyone besides myself ever ask individuals to quiet down as it is a library. I am underwhelmed by the lack of manners displayed by customers and staff in the library. Not looking to be able to hear a pin drop, but would appreciate people at least making some effort to keep their voices low.

I'm very pleased with the services offered by the library. Library staff works well with technology challenged adults as well as with rambunctious school kids (mine included). Book procurement is very good. Many times I have read a book review in NY Times or Wall St. Journal and then searched the Library website and found that the book is already in circulation or on order. While there may be a waiting list, it never seems to take an inordinate amount of time for one's turn to come up.

Great work that you all do. Thank you. In plans for future, please don't lose site of 800 years of book history and embedded technology bases. What I mean by that is, regular paper books are still the most important way people read, and CD players are still the most flexible way to get "electronic" book material.

FCPL is wonderful and our family really appreciates the services provided. We use the ebook and eaudio services quite a bit -- absolutely love the convenience of those services!!! We use the Reston branch and the staff there have been amazing -- we've lived in Reston for 20 years and have enjoyed using the library the entire time. I cannot think of a better use of my tax dollars than the FCPL!!

Please don't sacrifice history books for more popular items.

Thanks for the great services!

I was irritated when I heard FCPL was thinking of cutting back on child reading specialists. Services for children through and including 8th grade is the CRITICAL period when kids need to learn to love and use the library. The proposal to reduce shelf space and increase digital was AWFUL. I had the feeling during that period of proposed changes a year or two ago that the Library administration was completely out of touch with patrons and with childrens' needs. You could have included a question about kids volunteering at the library - once our three were a little older, these were important and satisfying. They helped younger kids improve their reading skills. Same with reading dogs especially for kids who
seem to be having some difficulty learning to read. It is a fact that the dogs help some kids - that's a good program. Once our kids hit high school, their library use dropped dramatically. But during school years 1-8 they used the library every week - one of them literally read 200 real library books each year, the others less but still considerable. Now they're too busy to be at the library but their heads are full of knowledge and ideas. We need REAL printed books, not more electronics, which we always tried to steer our kids away from!

the homeless shelter next door leads to unpredictable and sometimes unpleasant situations in which I feel unsafe using the library. Also, you could catch something from the mess left behind in the bathrooms.

Keep up the good work. My wife uses your services, particularly audio books far more than I do.

I think Fairfax County Public Libraries are great locations to focus on providing resources for education or research material. They are also great places to build a sense of community if people are more willing to participate in programs offered by the libraries.

The library's value to the community is apparent to anyone who uses it regularly. Those of us who do are baffled by the funding questions that perpetually hang over library services. We wonder if the folks in charge of such decisions actually use the library themselves.

Online Interlibrary Loan (ILL) Service is fantastic! The weekly online e-mail service that lists FCPL new acquisitions is my goto library tool!

Great staff at Herndon Library branch.

One area that I think the library can improve is monitoring and enforcing what can be accessed on the libraries' computers. More than one time I have had my child in the library near the computer area and witnessed a patron viewing sexual images. I certainly minimize the length of time we spend inside the library as a result. I also don't allow my daughter to spend time in the library alone as a result of these experiences.

Library staff are very important part of using the library and deserve more attention when it comes to the county budget.

While I personally don't use Fairfax County libraries much anymore, I think that it is very important that resources continue to be available for those who may otherwise not have access to resources and the internet.

Stop cutting the library budget.

The hours are terrible. No Sunday hours means there is only one day (Saturday) for family outings to the library.

The staff at the FCPL branches are doing a heroic job in providing services to the community while the County government continues to provide them with less money every year. The adult programs are amazing, especially at Kings Park, my local branch. They are
the jewel in the crown of the FCPL system and something the County can truly be proud of. The Friends groups do excellent work supporting the branches, but libraries are an essential government service - just like police or fire - and should be funded far better than they currently are. They should not have to depend on volunteers or "passing-the-hat" to maintain operations. Programs - especially adult programs - should be expanded, there should be far more e-books available, and staff should be paid much more (on par with neighboring jurisdictions, at the very least). The library staff continue to "do more with less" while the County government refuses to fund FCPL properly. I understand that it is politically expedient for the Board of Supervisors to keep tax rates artificially low and to steer more and more money to the schools, but a robust library system - especially with programs and e-books and a vibrant collection of books - should be the pride of the County and part of the fabric of a great community. Please, please, please take better care of this wonderful system - fight for every dollar you can from the Board and support what can and should be an amazing resource for our County and our communities. Thank you

None

Would like to see hours expanded.

I attended the Community Forum at the Reston branch on April 12 and it was very informative. One thing discussed was the need to reach out and serve people who can’t always get to the library (small children, the elderly, and so on). Another issue mentioned was the problem of getting books back to a branch or having too many copies at one location and not enough at another. I’d like to suggest a solution to both problems - an old fashioned Bookmobile. This could bring materials closer to where people live or work and also transport items between branches. Other creative ideas are possible, like maybe adding books and a librarian to a Fairfax Connector bus route a few times a month.

I would like to see the library hours increased to AM/PM seven days per week, but know that this would be expensive.

Improve interlibrary loans.

I am very satisfied with the John Marshall Library.

The only negative is that recently my wife took our 4 year old daughter to Lego day. My daughter has gone multiple times and was always accepted. In May, she was turned away. The librarian was quite rude to my wife. My wife talked to the manager who was nice but still refused entrance. She did not appreciate the rudeness and the sudden change in entrance.

Keep up the good work!

My family and I love the ability to download E books to the Kindle!

The library is a fundamental support to our society.

Have enjoyed the children’s programs, wish different branches offered different things (eg, love chess club at TJ, Lego builds at TY, story times); TJ used to have best children’s
programs, but has diminished in variety & number the past few years. TY has an unfriendly atmosphere: uninviting for children- "shushing" them; blast music just before closing; unreceptive to feedback; push their social agenda by displaying materials up front that may be inappropriate to young guests.

The waiting time to download Ebook could be shortened, sometimes there is a waiting period of up to 2 to 3 months. Ebooks are usually returned once they are finished. Please do advertise new ebooks in the system as well. Most of the time advanced search is made to locate new ebooks. If new ebooks are shown to be available, a daily habit of checking the online library will be gladly made, and this will link the reader to the local library more often. Please make more ebooks available to be downloaded by Kindle

I'm a big fan of any digital content esp books and movies. There is often a long wait for ebooks - i feel like it has to do with the fact that people can put a book on hold and set it to automatically check out (even if they've forgotten about it by the time it's available and never open it, it is still checked out to them and unusable to others for 3 weeks). Perhaps it could be 'held' for one week but still require the user to actively log in and check it out. I was surprised to see questions at the end of the survey asking about my voting record. Is my opinion only relevant if I vote? Makes me wonder if the main goal of this survey is to really improve the library or to get someone re-elected.

I love borrowing e-books, but almost always the ones I am interested in are not available. Also, I think the FCPL main website page could be way more attractive. I love the easy to use self-checkout machines. I find the parking at the Burke Center branch a bit frustrating - a ton of the spaces are reserved for various purposes and I don't think it is necessary.

Loudon county public library offers more services

More eBook options please!

The biggest problem that I have is books that I return and they are not checked back into the system. I have to make sure that I check the account before leaving the library because I have to track down the book to make sure it is checked in so that I am not charged. It is very difficult to continually manage that and the full service people seem to be confused when I try to return books with them to avoid the check in problem.

Other local library systems have better collections, especially electronic and DVD materials. Wait time for popular materials is often very long. Would like to have the option to return digital titles before they're due. Also would like the option to be able to renew digital materials. Question: what is the library system doing to preserve classic titles? Seems the focus is on popular/new titles.

The website is not very user friendly and hard to navigate.

I would like to request that you consider making checkout times longer, especially for non-popular books. People are busier now and don't have as much time to finish books. I'd also like see you increase your reference coverage. I was stunned the last time I walked into the library for a reference lookup, it looked like the reference section was much smaller.
The availability of the Internet for most residents of Fairfax County has reduced or eliminated the need for certain library functions. However, children need to be able to find and handle actual reference materials. Programming for children and people who do not have home Internet access are vital needs of the public library. The Internet can never replace a children’s story hour, or the excitement of being surrounded by books, all available to borrow. The last time I "borrowed" an audio book, I could not finish listening to it in the allowed time frame and access ended. That discouraged me from borrowing any other audio books. I now get them from "Audible," and can take as long as I need. This is something to consider.

I am always impressed at kingstowne how many children and teens are in the library when I go in. I think the workers are always helpful. I also like how they display various books of same subjects each month, how tax forms etc are displayed. very impressed with this library.

At the Woodrow Wilson Library, the children from the nearby school use all the computers to collectively play games and in so doing generate much noise and upset. This then limits the number of available computers to others and limits one’s ability to concentrate in using the computer and doing one’s thing. There should be a clear and enforced policy regarding and restricting such usage. Whereas by contrast at GM, the scenario is peaceful, calm, and collected because that institution is not overrun with unruly and undisciplined youngsters.

I enjoy the Library very much, and so glad it close to where I live. The people working there are always helpful and kind.

Please carry more commercial DVDs as many cannot afford internet at home. Like Arlington County Library, please consider carrying popular and classical music CDs.

The public library is one of the most important services offered in this county. I appreciate all of the great work achieved by the dedicated library staff. Thank you for this opportunity provided to me to give you feedback. Keep up the good work!

Your hours are not good for working people. They seem to be very short on evenings and weekends. I realize it costs more to employ people during those hours, but the populations that need community libraries most - working people who work during your open hours and who could really use your resources for further education, reference or English learning - find your doors closed when they are free.

Keep up the good work!

I have been very please with the services provided, especially to reserve the book CD’s. Thank you.

We now live in an age where physical libraries are becoming obsolete and must evolve to maintain relevancy and value added. The best way to do this is to adapt in ways to serve the population demographic deserving the most focus: middle-class to poor children. Let me say this again: libraries should focus solely on underprivileged children. You can’t change adults with bad habits. You CAN give children opportunities to get out of bad childhoods. We need libraries to have homework tutors and after-school programs to keep
kids out of trouble. We need to offer study groups and advertising should be posted everywhere saying things like, "if you study hard, you can get yourself out of poverty." We don’t need libraries to offer services for adults and upper class children as the limited budget can be most effective on serving those I mention above.

We are really looking forward to a larger, more interactive library for our family.

I would like to know more what is going on in library. I do not know any unless I go to library.

When creating your survey, you may want to include the ability to check more than one option. I love my library! both the brick and mortar as well as the online portal.

Thanks for great library services!! I answered "somewhat satisfied" on the hours because Sat/Sun are the days it’s easiest for me to come, but those are the days with short hours. (However, I do understand that weekend hours are a hardship on staff.) Thanks for staying open until 9 pm on weekdays!

I would like to see expansion of the classics offered through FCPL. I prefer to get classical literature for my children and myself but often find that things are on hold, particularly in audiobooks. This is also true e-audiobooks as I utilize both. I am concerned about a class being offered at the Dolley Madison Library about psychic readings and tarot cards. I find the topic very dangerous, particularly because it was advertised on large signage at the entryway and because many children (including my own) use this library. When a friend of mine brought her concerns to the library manager, he dismissed her concerns on the grounds that the library tries to offer a variety of courses. But when she asked if he would allow her to coordinate a speaker on the dangers of psychic readings and tarot cards, he did not respond. I am extremely concerned about the unfiltered internet access available at the libraries. To the best of my knowledge, no filters are present on the computers. Is this correct? It is so dangerous to our children to be allowed to surf the internet without filters. It only takes a few taps on a computer for a curious young child to find an endless supply of deviant, hard-core, and addicting pornography--all for free. Unfortunately, many young kids are being exposed to pornography accidentally and without the slightest clue that it can damage their developing minds. The public library should be a safe place for our children, and it is not appropriate for them to be exposed to pornographic images on library computers. This could happen during self-use or by walking by a computer being used by someone else. Just as the FCPS do not allow children free and total reign on the internet and seek to protect them from pornography, so should our Fairfax County Public Libraries. I have more comments that do not fit. Could you please offer additional space on subsequent surveys? Thank you!

It should partner with the Fairfax county school system 1)a reading specialist should be at the Library in the evening once a week in the summer. 2) The library should know what books are on the summer reading list. 3) Have resource material available for parents- ask the parents and the librarians - what resource material should be available 4) each LIBRARY - should have a computer available to check out and download e-books 5) at least one librarian should know how to download and remove e books from androids laptops and tablets.
I would like to see on-line filtering of the FCPL website for all minors. I believe that even high school age kids are exposed to so much 'adult' material every day, that perhaps the library would be a place to give them relief. Some time ago, I renewed a book online for my 10 year old, using her library account. I was STUNNED at what I saw advertised in the "new e-books" section of the webpage, right below information regarding her account, when I checked to see if she had any e-books that needed to be renewed! It was a book entitled Succubus Dreams by Richelle Mead (ironically advertised right next to "The Berenstain Bears and the In-Crowd"). The description of the book began with this: "First, Georgina Kincaid, a shape-shifting succubus who gets her energy from seducing men, can't have sex with her gorgeous bestselling author boyfriend Seth Mortensen—in case she inadvertently kills him. Second, Georgina’s under demonic orders to mentor the new (and surprisingly inept) succubus on the block... ". Are there no filtering tools for minors, particularly where e-books are concerned? Are there no tools to tailor suggested books to a reader's age or reading level? Surely website technology is such that advertisements can be filtered to make recommendations based on previously borrowed books. Our daughter has had a library card since she was 5; it was a reward for learning to read. Her birthdate is part of her library card application. Last year, we enabled her account to allow e-books. Our daughter is an avid reader. It is hard enough to find appropriate books for her that are interesting and challenging without navigating a sea of adult books popping up on the "new" list when she searches for something new to read. If there are no tools available to filter materials for minors, please consider adding these. Our children need to be protected from access to inappropriate materials and the library should be a safe place for them to explore.

Thank you.

The library has almost a zero collection of the current ADULT DVDs and CDs. It is terrible. Alexandria City has the best and latest ADULT DVDs...it is amazing. I also have lived in Chicago, Seattle, and St Louis and they all had the latest and greatest DVDs and CDs out there for adults. Can't believe a County this big does not have such a selection. All the other towns or cities I have lived in with smaller budgets had an outstanding selection of these items. I hope you can change this.

I'm very excited for Pohick to finish renovations and reopen! I have a young baby, and I'm hoping there are children storytelling we can use at the library. I also think the library could encourage more community events. I lived somewhere that had days where food trucks cola located with the library on certain days, and people would come out to learn about the library, check out books, and support local food vendors. It was a really well attended event I enjoyed a lot.

Although we get lots of information via web sites, etc. Public libraries add great deal of value to the community - young and old.

I think the library is a vital part of our community and should be supported. I appreciate the services that I receive from the library.

The library is one of the reasons we live in the County. We prefer to borrow books than to buy them. The librarians are very helpful and patient. I often call the Information Desk for
help in finding books and putting my name on the wait list when books are not immediately available. When we first moved to the County our library was a storefront in the Belleview Shopping Center. How fortunate we are now with Martha Washington and Sherwood Regional!

The Library needs more funding from the County to keep up the quality of the collection. There are fewer books and fewer people who are trying very hard to keep up but they are extremely nice and helpful always. I love the Martha Washington branch and its people.

In the future, the ability to upload or download material

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Comment received July 6, 2016, via email from a respondent who wished to supplement her submission:

I think I took the survey but i want to add this. The libraries do not have enough 'core' books of authors - the core books are those so people have a sample of different authors. These should always be in each individual library’s collection. When they are checked out and returned they should be sent back to the original library by the library system so every library has its own copies of these books. We have people from all over the world in this area. They do NOT know many of the great writers because the books aren’t translated into their language or their libraries and book stores aren’t big enough, etc. To me the library is about learning and enjoyment of reading materials and a place for research. The Fairfax library system seems to have lost sight of a lot of that. They are spending money on new scanning machines, new money handling machines, changing the IDs on hold books and redoing buildings that aren’t in bad shape - and have employees who I have spoken to and I know cringe at the thought of having to SORT books and send them out. Part of this is spending money on FLUFF in my mind. We need more books in individual libraries. I just returned from England and had discussions with some people I met about how their systems work. It’s not like this.