

How'd We Do?

January 2015

COUNCIL TREE LIBRARY

None this month.

HARMONY LIBRARY

1. Although at the Harmony Library, I suspect it's true at all the branches. Seems like the Classical music CD selection has been steadily whittled down to about 2 shelves. This is from a larger selection of about 6 or 8 shelves. It would be great to have that section back please. **RESPONSE: Tova responded to patron via email. Let us know if you would like a copy.**

OLD TOWN LIBRARY

2. I want to commend Crystal, your ILL Librarian. She has been extremely helpful in obtaining books and documents needed for my current research. She is always pleasant, very communicative, extremely efficient and happy to explain any problems or difficulties. She has also shared appropriate URLs, both saving time and cost as well as providing me with additional resources for future use. **(No response needed box checked.)**
3. Please, please, ban cell phone use in small "quiet" cubes on 2nd floor. Although these are enclosed from outside, sound travels between adjacent cubes very well. Having someone in next cube on the cell phone is almost like being in same room and defeats purpose of these for quiet study. Thanks! (Actually, I can now also hear every word of cell phone conversation from two cubes away.) **(No contact information provided.)**
4. A beautiful library but:
 - This shouldn't be a homeless shelter
 - People should be advised to be quieter here so others can research and studyAt some point these problems will have to be seriously addressed or it will get much worse. Thanks for considering. **(No contact information provided.)**
5. Sven is awesome! Found a document I had been working on for more than an hour and closed my application. I was in a total panic – but! He was able to retrieve it for me. Thank you for having such a knowledgeable and personable employee! He is so nice! **(No response needed box checked.)**