

How'd We Do? December 2018

OLD TOWN LIBRARY

1. Karla is the best. Raise a must. Love her.
2. TY ☺ I cannot say enough great things about Ty. His knowledge and ability to explain anything is amazing. Such a pleasant positive person to deal with. You're lucky to have Ty as an employee. 10+ deserves a raise.
3. Linda. She is the best. Gave me positive, informative advice and service 10+ Deserves a raise.
4. Great!
5. Comment: more library access on Sat/Sun (time consideration). I am wondering why the library closes early on Sat/Sun? More people come on weekends than weekday (depending on events). It would be nice and considerate of all if we had access Sat from 11 a.m. – 7 p.m. instead of 9A – 5P. Sun 10 AM – 5 P instead of 12 – 5. P.s. families would or might agree only hoping for consideration. *RESPONSE: Manager McCluskey responded to customer saying that library hours are based on many factors including budget and staffing and community needs and that she would save her comments for future discussions regarding library hours. She also let her know that Council Tree Library is open more hours per week and has extended hours on Friday.*
6. Great job! ☺ I like the décor and colors of the library. Also, staff is nice.
7. Please get puzzles. Thanks.
8. We would love the Minecraft workshops to reappear. My son really enjoyed them.
9. Your computer staff went out of their way to find an email that did not require a phone # to set up. Now I have a job because of your skills on the Internet. Thank you – Merry Christmas – God bless.
10. Ty at help desk was most helpful in getting my docs scanned and printed. Good job. Thank!
11. Greg. Quality employee. Very helpful.
12. Al sticks to enforcing the rules! Thank you.
13. Mel, the enforcer w/a brilliant and caring ♥
14. Matt, very smart and always helpful! Thanks Matt.
15. Good place to learn. Happy Holidays.
16. Y'all are fantastic! I drove 8.5 hours across state lines to visit family. My mom dropped me here and I fell in love (I've grown up working with books). Thank you!
17. Thanx for the library card and a place to sit out of the cold. Please get a quarter kotex dispenser for the ladies restroom. Thanx.

COUNCIL TREE LIBRARY

18. Fabulous! Thank you so much!!
19. This library is great! I often pick up books that were transferred from other sites. Today Denise helped me order a book through "Prospector". ☺ So glad this library is close to home!
20. The card crafting event was fantastic. The women hosting were the epitome of hospitable and created a warm welcoming event. Thanks for bringing families together! NOTE: There were six more very similar HWD forms that people filled out expressing their appreciation for this event.
21. I truly value & appreciate the librarians from PRPL. An observation: young parents should be made to understand they are not personal babysitters.

22. Thank you for all the calls you've made to let me know my requests are in, the help you offered in finding things & dealing with the copier and for being so hospitable. Merry Christmas and Happy 2019! (This note to staff was accompanied by chocolates and a recipe for Christmas Sugar Cookies.)
23. Dear Council Tree Library Staff, thank you for your work for our community. Helping launch us to other new worlds, old worlds, future worlds, better understanding of our world through the Internet, newspapers, and magazines. We are all so fortunate to have public libraries such as yours. Libraries are holy places for free speech and thought.

HARMONY LIBRARY

24. Y'all are awesome. I love this library. It's quiet, it doesn't smell funny, it's clean, and there aren't any overzealous rent-a-cops looking over my shoulder what I'm doing. You are very friendly and doing an awesome job. God bless you guys!
25. Homeless Resource Help a) gather information and local resources for help for homeless, b) Have 2 spots where this information (flyers, addresses, etc.) are easily seen in library and free to take, c) Have a little give and take for homeless who have found a warm, safe place in library to discreetly catch a break, d) Homeless teens are especially vulnerable and try to get a snooze before heading out again for a scary night alone. It's too bad libraries have to take up the slack while most ignore the desperate situation nationwide. It's all so sad and frustrating. *No contact information provided.*

MISCELLANEOUS

26. French Story Time – very interactive and fun for the kids. Could tell they put a lot of work into their presentation and my kids loved it.
27. Tres Bon!
28. Can we get more checkouts on Hoopla?
29. I was looking for beading magazines which I think the library carried at one time but there are none now. And I realize there are no craft magazines at all e.g. knitting. I did notice threads but that's the only one I noticed. And also, what about gun magazines? *No contact information provided.*