

## How'd We Do? January 2020

### OLD TOWN LIBRARY

1. Please open 8 a.m. to 8 p.m. every day! ☺
2. Fantastic facility and staff – *non-resident visitor and guest*
3. Very nice, friendly, and safe.
4. Suggestion: Please provide locks for mobility device required for disabled person.
5. I wanted to thank Dominic for the big help today showing me how to print wireless from my cell phone. Thanks Dominic!
6. From OTL Manager McCluskey to staff: Hi everyone, one of our regulars, Mohammed, gifted us with some chocolates as thanks for using our study rooms for his studies. He's been a regular for a while here, bouncing around the study rooms. He just passed his examinations to become a licensed physician (radiologist) in this country. He's on to the University of Chicago. He shared his thanks with us and is super excited to move on the Chicago. He said to say goodbye to everyone. We're so happy for him.
7. Another outstanding course led by a competent/kind youngster – Kindra!
8. Good help appreciated. Xochil was very kind and helpful showing me how to make copies yesterday. I appreciated the big help!
9. Library is in serious need of more large print books – NOT romance – but biography, autobiography, historical fiction, etc. Also, storing those books on 2<sup>nd</sup> floor is a bad choice for people with significant issues to say nothing on having to crawl on the floor to see titles and authors. *RESPONSE: Manager McCluskey shared the first part with Collections Manager Aragon for a response to the customer. Related to the location of the large print collection, Ms. McCluskey agreed that it is a problem but a large scale collection reorganization is not in our work plan right now. In the meantime, however, the NEW large print materials were moved to the first floor for easy access.*
10. Monique had to think outside the box. Downstairs computer did not bring up an electronic website. She went upstairs and found the program there. 10+ give her a raise. YAY!
11. Graham is the best. Patient, knowledgeable, and goes out of his way to help. 10+ deserves a raise. Hire him full-time!
12. Graham in IT. Can't believe how much he knows – life saver. So patient – give him a raise or hire full-time. 10+
13. Consider putting the finished puzzle on display on the wall or a table.

### **HARMONY LIBRARY**

14. It is hard to figure out the opening times of Harmony branch because of THEIR website.
15. Graham and Ben are great. iPad seminar. Very patient, knowledgeable. 10+ deserve raises. I also think this box should be more visible ie @librarian.
16. Grayam and volunteer Ben did a great job! (iPad 101). I'm confident and ready to explore!

### **COUNCIL TREE LIBRARY**

17. I am a nanny and I bring the little girl I watch to storytime almost every week. She missed coming over Christmas. This morning while she was eating breakfast, I asked her if she wanted to come to storytime and she excitedly picked up her plate and said "all done" ready to go! She is 21 months old and LOVES the library!
18. Good job!
19. Please put up more 15-minute parking places. The one is always in use.

### **MISCELLANEOUS**

20. Hey, the calling system for holds that was not dependent on text or email was very important accessibility wise for disabled people and senior citizens. *RESPONSE: Manager McCluskey asked Circulation Supervisor Holly Bucks to call the customer to discuss.*
21. My husband and I attended last night's International Program presentation by Elizabeth Stanley. It was one of the best travel programs we've ever seen. The photos of the clothing and mosaics and children and women and gondola views and architecture were stunning, and we loved loved loved the clips of musical performances. We appreciated so much the maps and the way she was able to give us a grand taste of all five countries in a short amount of time. When we got home, I was ready to sign up for the 2020 tour. Please give Elizabeth our gratitude for her time and effort on this program.