

How'd We Do?

June/July 2014

COUNCIL TREE LIBRARY

1. You do great.
2. Great – everyone is VERY helpful. My suggestion is to put a sign over the computer use sign up list. Have seen many people standing around waiting for a computer, not realizing there is a list. Also, a notation that you get 1 hr use when all are busy and may get 2 hours if not. Thanks! *(No response box checked and no contact information provided.)*
3. You have an incredibly mature, professional young woman on your staff. Her name is Jordan. I want to compliment her gushingly kind persona and upbeat personality. I've never had someone make me feel as welcome at the library as Jordan does. She has consistently goes out of her way to be kind and helpful and I love coming to this branch just because I might run into her. Great job!!
4. Would you please create a drive-up drop box for returning books so one can quickly return books/DVDs without having to spend a significant amount of time searching for a parking space? **RESPONSE: Currie responded to patron. Let Cynthia know if you would like a copy.**

HARMONY LIBRARY

5. Much appreciate the work of the Prospector system. It's amazing and a huge help. Very grateful for it.
6. Do not care for religious organizations in front of libraries. Are they permitted to do this? Can anyone do this if they please? *(Patron checked the "no response needed" box added "just action". No contact information provided.)*
7. I've never been to a library where books are not filed alphabetically. Your paperback section is very difficult to use. I always have to get help. Nobody working here knows why it is this way. Please file paperbacks correctly!! I am requesting a call back from Ken Draves. **RESPONSE: Ken called and discussed with patron. Tova reports that the Collection Advisory Team discussed and gave Holly/Ken a report and recommendation.**

OLD TOWN LIBRARY

8. Thank you everyone. . . I apologize I thought my player wasn't working because of the elevator construction. It was my adaptor it was broken. Thank you for humoring me. Thanks!
9. I don't like this library. I love it. Thanks to all the nice people.
10. OK.
11. A shredding machine would be useful.
12. Patron believes we hand out too many "R" rated movies. Believes they should be rated "X" like Beyoncé and Don Jon.
13. Turn up the AC!! It is so hot in there I had to leave. No fun, not inviting NOT comfortable. Yech ☹

14. Please clean the chairs!!!! They are all filthy with food and greese spots. They can be cleaned – please do it or I quit coming to events. I won't sit on a filthy chair!!!! Thank you!!! (Note: same patron submitted 3 total forms with this same message.)
15. Love the new trash containers BUT the signs for recycle vs trash aren't obvious enough. I am a champion and vigilant recycler but I put my gum in the wrong container. Now that I know I won't make the mistake again, but I'll bet other people will also not notice the sign the first time around. Love the library!
16. Your selection of DVDs is poor. It must be the most popular section. Make it larger. All should be cc especially the IK ones because of accents. Just a suggestion. P.s. have computer classes here in Old Town. (No response needed box checked.)
17. Why on earth did you separate the movies – foreign, TV and leave the comedies in all the serious and violent? What very few comedy you have. (Note: there was a second form similar to this.)

OTHER

24. More audio CD books please. ***RESPONSE: Becky Sheller responded to patron.***
25. We love the format of the reading logs this summer with the added STREAM element. ☺