

Montgomery County Memorial Library System

**Patron Compliments & Comments**

**April 2017**

Program Department

Melissa Baker

(936) 788-8377 ex. 6243

**Central Library**

**Soda fountains, coffee, and donuts, please.**

Thank you for your suggestions. We have a snack area with soda machines near the library entrance. You are welcome to bring dry snack food and covered drinks. They may be consumed in Library buildings, except in computer areas or labs and in the Genealogy Department.

**Melly, gracias por toda su ayuda. Gracias a personas com usted los latinos seguimos adelante. Espero poder hacerme ciudadana. Usted va a ser la primera en saber. Gracias por los lentes.**

Gracias por sus comentarios, se los haremos saber a Melly. Nos da gusto saber que haya tenido una muy buena visita en nuestra biblioteca.

**Thank you, Kathy (Circulation) and John (Security) for helping me today. It is so nice when people care.**

Thank you! We appreciate your compliment and are so happy you had a great experience with the help you received from our staff!

**My suggestion is to put white crosses on all Christian non-fiction books for easy identification. For more info, check with the Great Falls Library in Great Falls, Montana. It's a dark green sticker with a white cross.**

Thank you for your comment. The Library System's Collection Development policy prevents us from labeling books. Staff members can help you choose appropriate titles if you are having trouble browsing the collection.

**Suggestions by (name withheld):**

1. **Matthew Karp: The Vast Southern Empire. 2016**
2. **David J. Silverman: Thundersticks.**
3. **George Reid Andrews: Afro-Latin America. 2016**
4. **Paulin Ismard: Democracy's Slaves**
5. **Ian Shapiro: Politics Against Domination. 2016**
6. **Walter Johnson: River of Dark Dreams.2017**
7. **Siep Stuurman: The Invention of Humanity. 2017**
8. **Ben H. Shepherd: Hitler's Soldiers. 2016**
9. **Gerald Horne: The Counter Revolution of 1776. 2014**
10. **Charles R. Morris: The Dawn of Innovation. 2012**
11. **Peter N. Stearns: The Industrial Revolution in World History**
12. **Gavin Weightman: The Industrial Revolutionaries.**

Thank you for your recommendations. Some of your suggestions are already part of our collection. Please check with a librarian to assist you during your next visit. In regard to the remaining suggestions, we will pass those along to the Collection Development Coordinator for consideration, based on our policy and as our budget allows.

**The Confederate display upstairs is GREAT.**

**I love the Confederate display on the 2<sup>nd</sup> floor. Since April is Confederate Month, this is appropriate.**

**Fabulous Confederate display upstairs in glass cabinets. April is Confederate History Month. Thank you.**

**I love the April Confederate History Month. Upstairs double glass cabinets. Thank whoever did this display!**

**Appreciated the 2<sup>nd</sup> floor Confederate history display.**

**I love the UDC cabinet upstairs. Thank you for not forgetting the Confederate history!**

**Very interesting and historical display about the United Daughters of the Confederacy.**

We have had an overwhelmingly positive response to the Confederate history display, and we are so pleased that everyone found the exhibit enjoyable. Thank you all for taking the time to share your compliments.

#### **R. F. Meador Branch**

**Library looks great! Please order a copy of all Rush Revere books by Rush Limbaugh.** Thank you for the compliment. We have copies of all five books in that series at various locations within our library system. We will be glad to request those for you or you can also go online and request them yourself at [www.countylibrary.org](http://www.countylibrary.org).

**Thank you to Patty and Mona who were both particularly helpful to me today.** Thank you for telling us and I pass the kind words on to them.

#### **South Regional Library**

**The parking at the library is inadequate. Today I parked at the HEB lot. I am able bodied, but there were no spots for me or a handicapped person. People were parking in the fire lanes. If the building were to catch fire, the fire trucks could not get through and the library would burn to the ground!**

Thank you for informing us of the parking situation and the potential safety issue. A copy of your comment has been sent to the Precinct 3 Chief of Staff as well as Library Administration for review.

**An Act of Murder by Mary Angela a good read! Please add more books by the author to your collection of mysteries.**

Thank you very much for your suggestion! We will consider adding additional books written by the author to the collection. Per Mary Angela's website, An Act of Murder is her debut book. Book 1 in a new cozy mystery featuring amateur sleuth Professor Prather.

**The library is too hot to enjoy. Why? Please fix it. Summer is coming and it needs to be cooler.** Thank you for your comment. There was an issue with the system and the problem is now fixed!

**Re: Parking** Very inconvenient when Pavilion event attendees occupy spaces meant for library patrons. This has been the case again today! Why can't the Pavilion provide sufficient parking for the number of attendees expected? Let them know where they're allowed to park and provide tags to identify them. Thoughtless people make it difficult for library patrons as well as HEB shoppers. Provide Trolleys for those who have to park at distant lots and don't want to walk.

Thank you for informing us of your parking concerns. I think you are referring to Town Green Park instead of the Pavilion. The Pavilion provides people to monitor the lot during their events. A copy of your comments have been sent to the Precinct 3 Chief of Staff as well as Library Administration for review.

**4/28/17 Having hours of operation on Sundays would be great for students. Please consider asking for necessary funding. Best, (name withheld)**

Thank you for your suggestion. A copy of your suggestion has been sent to Library Administration for review.

**Amanda best adult librarian: creative, hospitable, inclusive**

Thank you for your comment! Amanda will be happy to receive a copy of your gracious feedback.

**I would like to say how helpful and kind Mary was. Her knowledge and genuine kindness made my day!**

Thank you! Mary will appreciate receiving a copy of your thoughtful feedback.

**Will we be getting the new DVD "Trolls?"**

Thank you for inquiring. Yes, we are in the process of purchasing the DVD Trolls for the collection.

**4/26/17 I am definitely a Happy Camper! Catherine Pells has placed electrical outlets on most of the tables for laptops! Jackie at Mitchell helped me with some grammar corrections on a word doc! Denise taught me many, many tips + tricks in Excel, Word + PowerPoint and Noël helps out a lot with ILL requests! My thanks for being able to use this Great Library System!!**

Thank you very much for your comments! I will forward a copy to the George and Cynthia Woods Mitchell Library, Branch Manager as well as to Library Administration.

### R. B. Tullis Branch

**Your staff is so helpful and very nice to work with. Keep up the great attitude.**

Thank you for taking the time to let us know about your experience. We are glad you had a nice visit today!

### George and Cynthia Woods Mitchell Library

**How do I place a book or DVD series on hold to pick up later?**

You can place items on hold through the library catalog. Here are the steps for placing a hold:

1. You can access the catalog from our homepage at [www.countylibrary.org](http://www.countylibrary.org) by clicking on the catalog icon at the top of the page.
2. Enter the item you're looking for in the search box.
3. If you click on the title of the item you're interested in, it will show you the library locations that own a copy. .

4. There are two ways to place a hold on an item.
  - The first way is to click the *Place Hold* link in the blue box next to the title information. This places a hold on the first available copy of an item. You would want to do this for single books, DVDs and CDs.
  - The second way is to click the *Reserve This Copy* link next to the library location that owns a copy. This places a hold on that specific copy of the item. You would want to do this for items in a series or volume set. This allows you to place a request on each disc in a DVD season/series or each volume in a set.
5. Once you click *Place Hold* or *Reserve This Copy* you will be prompted to enter your library card number and 4-digit pin number.
6. Next, you are able to choose the library location where you'd like to pick up your held item. The location will automatically default to your home library, but you can change the location if you'd like.
7. Click *Place Hold* to complete the process.

You can check the status of your holds by clicking *My Account* at the top of the catalog page and then clicking the *Holds* tab. You will be contacted by either phone or email when your hold arrives. We will keep the item on the hold shelf for you for seven days to give you a chance to come in and check it out. Please let me know if you have any additional questions. Thank you!

**Hi, quick question about Flipster. I see how to log in via the web, using my patron ID, but when I download the app to my iPad, it's different. It lets me choose my library, but then requests a User ID and password. No combination of my library card # and last 4 digits of my phone work. Do I need to set up an account?**

You can use your library card to access our library's digital magazines through the Flipster app on your iPad. When you choose your library within the app, be sure to select Montgomery Co Mem Library (Conroe, Texas) as your library. A search for "Montgomery Co Mem" should pull it up in the results. Click Log In. You should see a link that says "Please enter the 14-digit barcode number:" This link can be found below the User ID, Password, and Login boxes. When you click on the link, you will be prompted to enter your library card number in order to access our digital magazines.

**Are any newspapers available electronically? If so, how does one see the list and access?**

At present, the library system does not make individual newspapers available electronically. However, the library does offer access to databases that contain the full text of articles from a variety of news sources. For example, Newspaper Source, one of the Ebsco databases, contains selected full text for national and international newspapers, including USA Today, The Christian Science Monitor, The Washington Post, The Times (London). To access the news databases from home, go to the library's webpage--[www.countylibrary.org](http://www.countylibrary.org)--and click on the "Databases" tab on the blue tool bar. Then scroll down and click on "News" under the "Databases by Subject" heading. You will see a list of all the databases that contain newspaper articles, and can select among them. You will be asked for your library card number and pin.

**I wanted to find a particular short story and had been searching for it for some time. Laci Martinez offered to help and was wonderful about locating the story, and arranging to email me a copy. She made me very happy!**

We are glad that you have been able to enjoy the story! We will pass on your appreciation to Laci.

**Hello! I am being told that my library card is invalid while trying to download an audiobook. Can you help me understand why?**

Your library card hasn't expired and we can't see anything about your account that would prevent you from downloading an audiobook. Are you trying to download the audiobook through Overdrive? If so, are you accessing the item through the library catalog or through the app? Or are you using the Hoopla app?

**I'm so sorry, I just figured out what I was doing. I didn't realize there was a Montgomery County Library in Alabama as well as Texas...so I was clicking on Alabama! Thank you for all your help!**

### **Charles B. Stewart West Branch Library**

**Please notify me a week before library card is due for renewal rather than my trying to download an eBook and find I am locked out.**

I am sorry to hear you were locked out of downloading an eBook. If this happens, you can call us and we will give you a 2-week grace period where you can access your download and have a chance to come in to update your account without losing your hold.

**Thank you, Ladies of the Thomas Jefferson Stubbs Chapter of UDC, for the April 2017 Confederacy Month display. It's always important to display with pride and honor our ancestors that played an important role in our country's history. As a member of the Kappa Alpha Order fraternity, I especially relate to your display.**

**It is nice to see a display of history like this on Confederate History.**

**I just loved the display of the civil war! You should do more history displays.**

**I think the display is lovely. The War between the States is part of our history and should be so recognized.**

**Fine display of Confederate history. Thanks for having it on display.**

Thank you for your comments. We try to provide a variety of display types throughout the year, some on history, and some on special collections. We are glad you were able to enjoy this display.

### **Malcolm Purvis Library**

No comments this month.

### **Genealogy Comments**

No comments this month.

## Facebook Comments

*On April 10<sup>th</sup>, the Mitchell Library unveiled the new Play | Learn | Grow Early Literacy Space as part of the Family Place Libraries™ initiative.*

**Patron (name withheld):** Looks like a really cool place for the children to play/learn.

*On National Pet Day, MCMLS asked to “Tell us your favorite literary pets!”*

**Patron (name withheld):** I love Dewey, the library cat.

**Patron (name withheld):** Dog Monday from Rilla of Ingleside!

*MCMLS posted the comment “The end. Admit it. This is the saddest part of any book you love.”*

**Patron (name withheld):** Ready Player One, Harry Potter, Wool....SO many I wish never ended!

*MCMLS posted a statement printed by Fair Play in Sainte Genevieve, Missouri on January 7<sup>th</sup>, 1905. “Free Libraries a Curse. Free libraries are becoming a curse to the nation. They are making women lazy by novel-reading; by novel-reading women all become, in imagination, persecuted heroines – and the cooking goes wrong! – London Express.”*

**Patron (name withheld):** Yep! 😊

**Patron (name withheld):** LOL

**Patron (name withheld):** OMGosh, hilarious!!! My cooking didn't go wrong last night, but I did make Rob wash the dishes so I could finish The Woman in Cabin 10. 😂😂😂

*MCMLS announced that Adam Rubin, author of “Dragons Love Tacos” made a sequel.*

**Patron (name withheld):** The taco drop at the end 😊

## Email and Online Comments

**Normal library experience. Nice people, clean environment.** [Malcolm Purvis Library]

Thank you for the nice compliment! We are happy that you have had a positive experience here at MCMLS!

**I've only been here a few times and the first few times was ok. I went there the other day and there was a different lady there with long brown hair. I get there and she's back there talking the gentleman. They both look at me and see me standing there and ignored me. Finally after about 5 min of chatting in the back the lady comes to the front and without looking at me says what do you need. I handed her my stuff to be checked in. Without looking at me she snatches my stuff and checks it in. I asked about looking for a DVD. She replied if you want a DVD then go look for it. Uuum ok..... What I wanted to know was did I need my library card to use the computer or could I look for it without my library card. But since she was being so rude I just left. Sorry to say I will never step foot in there again. So glad I didn't donate my old books there. I just took my old books and donated them to the local thrift store instead.** [R.B. Tullis Branch Library]

We are sorry that you had an unpleasant experience while at the library. If you ever have concerns, please ask for the manager or a supervisor.