

Montgomery County Memorial Library System

Patron Compliments & Comments

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Program Department

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Central Library

The central library reference section, Carole, went above and beyond for me and it was done in a pinch. I appreciate her help so much.

Thank you for the compliment. Carole will be delighted to hear that her work was appreciated.

We need more Playways. They are convenient, easy to use. Do not skip like CD's. No lost CD's.

Thanks for your feedback. We will let the Collection Development Coordinator know, for future purchasing decisions.

RE: Computer Blockage of International University. 08/08/2016: The Workforce Solutions allowed me to pull up detailed information on college majors available in selected universities in Lebanon, Chile and in the Philippines. The computers here blocked "by the network administrator" my efforts. I am very unhappy about this blockage. Persons who want to complete their education in a foreign country should not be treated as threats to computer safety. (name withheld). Thank you for reviewing this matter!

Thank you for your comment. Please notify a library staff member if you are unable to access a site that you feel should be accessible. The library offers internet access in a filtered environment and occasionally educational sites are blocked by the filter. If the site is blocked for other reasons, staff members can review the site to discover why it is blocked and if it is possible to fix the issue.

Every employee was extremely nice, helpful and knowable. Such a nice treat. Thank you!

Thank you for sharing your kind words!

The flags in front are very puny – could we get some BIG ones?!

We appreciate your feedback and will bring this to the attention of Library Administration for consideration.

The security guard is rude and disrespectful. There is no reason to yell at anyone for falling asleep or threatening to throw them out. This is a public library and the person who fell asleep wasn't causing any harm. He also used profanity saying "I will throw your ass out." Ridiculous! 8/10/2016 – a concerned parent –

Thank you for your comment. The Library's Patron Behavior Policy states that sleeping is prohibited in the library and that sleeping patrons will be awakened. Repeated violations of this policy would lead to a patron being asked to leave for the day. Our Security Guards are asked to enforce library policy throughout the building. The Assistant Library Director will review overall guidelines with all the Security Guard staff members to ensure that all patrons are being treated with respect and that profanity is not being used.

Can you please provide MS Excel and Access classes?

Thank you for the suggestion. We will pass it along to our Computer Analyst who prepares the classes. In the meantime, you can find a list of our computer classes at this link:
http://www.countylibrary.org/computer_classes.htm

Genealogy Comments

I had spent hours trying to locate proof on a lineage. I discovered that a possible baptism may be in the publications of Southwest Louisiana by Rev. Herbert that would give me the proof. Your genealogy department very quickly was able to find the record. Thank you!!!
You are certainly welcome, and thank you for the compliment. We would be glad to assist you with any future research needs if you have them.

R. F. Meador Branch

I love the book paintings at the entryway to the children's area – very clever and inviting!

Thank you for moving the computers into the new area. It's much quieter in the back area now where I study. I'm taking online classes on my laptop and appreciate it.

Thank you for the new children's section. The ladies there are so friendly and helpful.

Your reference guy went above and beyond for me today. Thank you.

Thank you for all your positive comments. The beautiful new children's area and other improvements are the result of the efforts of a large group of people (too numerous to list here) over a long period of time, and we are especially grateful to all those involved.

Please have computer class on the popular computer programs.

Thank you for your suggestion. We have had computer classes on popular computer programs in the past but after several months of little to no attendance, we changed those classes to "Open Labs" where anyone can come in and ask any questions they might have about any computer or technology-related issues or program. Those have seemed to work well, and we have seen an increase in attendance. Please feel free to come to one of those classes and receive some one-on-one instruction about your particular program. The two closest libraries to us, the one in Conroe and the one in Montgomery, both offer more traditional classes on popular computer programs. Please call us for specifics or see the Library's Website for complete schedules:
http://www.countylibrary.org/computer_classes.htm

South Regional Library

I like this library. It's very organized. But it's very green.

You are a great library.

Everyone who works here is wonderful.

Everyone here has been so awesome and wonderful. Thank you for your “Top Notch” service to us in the community.

Thank you so much for your comments!

If you can, can you add more superhero movies? P.S. We enjoy the library sooo much (smiley face)

Thank you for your patronage. Yes, we will consider adding additional titles to the collection.

There should be more books.

Thank you for your feedback. Books are purchased with available funds from the library’s book budget. If you have specific books you would like to read, please let us know. If they are not available in the collection we can request the books from other libraries within the consortium or through the interlibrary loan process.

We are so grateful for a library we can drive to but would love to have one closer to home near the Riley Fuzzel/Rayford area. Thank you.

We need a library east of the tracks in South Montgomery County Fox Run, Benders Landing, Imperial Oaks, and Creekside Village. It is 30 minutes to get here.

Thank you! Your comments will be forwarded to library administration for review.

The Librarians are wonderful! However, your software (Enterprise) is not user friendly. Whether at home or in the library there is a constant disconnection with your server (even with computers that have the latest update). Change your software!! It stinks!!

Thank you for your feedback. I am sorry to hear you have not had positive computer experiences both at home and when visiting the library. During your next visit, if we can provide assistance with navigating the catalog (Enterprise) please let us know. Also, on occasion we have experienced technical issues onsite with server disconnections. If you continue to experience server disconnection problems on your home computer, please let us know. We can then report the issue and work towards resolving the problem.

I was upstairs using the computers. I asked one of the ladies for help with the computer. She was rude and said was going to lunch to ask the other ladies at the desk for help. I didn’t get her name but she was older with short hair and a white lady. She was so rude she could say it in a nicer manner. Better attitude.

Thank you for your comment. I am sorry to hear you did not have a positive library experience with a staff member. On multiple occasions patrons have remarked they appreciate library staff and how helpful everyone is. On behalf of the four staff members that meet your description (including myself) I apologize for the way you were treated. If you have the same experience during a future visit, please ask to speak with either the Branch Manager or the Assistant Branch Manager.

R. B. Tullis Branch

More Louis L’Amour and western audiobooks.

I will pass along your suggestion to the ordering department. We add audiobooks as funds are available. We do have many audiobooks available through our online resources – Overdrive and Hoopla. For more information on these services, ask any librarian or visit our website, <http://countylibrary.org/digital.htm>.

It would be nice if the movies downstairs were separated by ratings (easier to access G ratings). Also, some movies are difficult to see the rating due to it being covered up by the library information.

Thank you for your input. I will pass along your suggestion to the processing department.

A good series is the Lightning Thief series. I highly recommend it. Also The Fault in Our Stars the movie.

The "Lightning Thief" book series is located in the Young Adult section on the second floor. "The Fault in Our Stars" movie is also in our collection. If you do not find it on the shelf, we can request a copy for you.

The large print books should not be at the very back of the library.

Thank you for your input. We moved the large print fiction to be close to regular print fiction. As the collection grows, we continue to find the best ways to give patrons access.

Sell supplies: folders, pens, pencils, etc., in case someone forgets to bring something.

We are not allowed to sell items to the public. However, I will pass on your suggestion to the Friends of the Library group for consideration.

Add Silversun Pickups to music selection.

There are some CDs available in the system. Speak to any of the librarians - we can request them for you from another branch.

Awesome and cool!

Amazing library. Thank you for your service.

Thank you for your comments! We are glad that you enjoy the library services!

George and Cynthia Woods Mitchell Library

No comments this month.

Malcolm Purvis Library

No comments this month.

Charles B. Stewart West Branch Library

No comments this month.

Facebook Comments

An article by "The Guardian" discussing that German readers are now allowed additional baggage weight for books during the holidays

Patron (name withheld): How about my e-reader and an additional kilograms of shoes :)

MCMLS Tullis branch invited all Pokémon Trainers for a Pokébunt

Patron (name withheld): Great idea!!!

MCMLS called for all Pokémon Trainers to meet for Pokémon Olympics at the Stewart - West Library in Montgomery

Patron (name withheld): Da** can't go cause of work!! This should have been on a weekend!!

MCMLS response: We're sorry you can't make it, but we are a 24/7 Pokestop!

Patron (name withheld): Free pizza ?

MCMLS response: Yes!

Elvis Presley died on August 16th, 1977. On August 16th, 2016, MCMLS asked "How are you going to remember Elvis today?"

Patron (name withheld): A voice to swoon for. Which song? I never remember titles. Not demented, just voluntarily forget names. Love his love songs.

MCMLS asked "What was your favorite Robert Redford movie?"

Patron (name withheld): Jeremia Johnson

Patron (name withheld): "Barefoot in the Park"

MCMLS asked "What you rather read a New Best Seller or a Classic book?"

Patron (name withheld): Classic.

Patron (name withheld): Usually I'd be inclined to say classic, but there are so many really good authors now, more than I believe had existed until this point. So, with variety in mind, new.

MCMLS commenting that The Wizard of Oz premiered 77 years ago

Patron (name withheld): When I was little I would be in stitches laughing at the lion's shaking voice as he cried out, "if I were king of the foooooorrrrrrrreeesssssst!"

MCMLS asked "Is there a Villain that you love to hate?"

Patron (name withheld): Hands down - Professor Dolores Umbridge.

Article reporting the news of Gene Wilder's death

Patron (name withheld): I'm sure Gilda was there with open arms!!!! Together again.

Patron (name withheld): Sherlock Holmes' Smarter Brother.

Cartoon stating that "there is two kinds of people – people who use bookmarks – and monsters (depicting a dog eared page)."

Patron (name withheld): Anything can be used as a bookmark, but when nothing is available becoming a monster is necessary lol.

Email Comments

The running banner is distracting and not informative. At most, it is "cute." Did someone suggest this retro idea?

Thank you for your feedback. The running banner is something we have had on the website for a long time now. We use it as a visually engaging way to provide links to newly added or featured content on the website for easy access for our patrons.

E-NEWS Comments

No comments this month.