

Montgomery County Memorial Library System
Patron Compliments & Comments
December 2016
Program Department
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Central Library

I think you could be the very best library in the whole world.

You are the very best.

Lisa Evans is a fantastic asset to the library. Her professional and friendly service is an exceptional quality that all employees should strive to attain. I highly recommend her efficiency. (name withheld) 12/10/2016

Thank you so much for your compliments! We are so glad that you are pleased with our customer service, and we strive to continue to provide you with quality services in the New Year.

R. B. Tullis Branch

All of your staff is extremely helpful & very kind. Thank you so much!

Just wanted to let you know what a wonderful, patient, helpful employee you have at this facility. Her name is Raye. She has helped me several times!

I love the service here!

I think this is a lovely place to check out books.

Thank you for your wonderful comments about our staff and facility! I will pass them along.

Please add new copy of “A Few Good Men” & “Jerry Maguire” video disc.

Filly Brown

The Bounce Back

Enter the Dangerous Mind

Please add to DVD collection. Also, the Black Nativity (2 copies would be nice).

We order movies as funding is available. I will pass on your comment to the ordering department.

South Regional Library

This library is ok but could be much better. This library needs to update self-check computers and not ancient times check out system. I have seen many libraries that have come to modern day times. This library is living 20 years back in time. Does not have enough videos to rent, movies, music, etc. Being in The Woodlands, this library needs a makeover inside and out. This library is outdated! (sad face)

Thank you for your feedback. To address each of your concerns:

1. *"This library needs to update self-check computers and not ancient times check out system - informing us of your parking concerns."* The Montgomery County Memorial Library System, of which the South Regional Library is a branch, recently acquired and implemented new system software November 13, 2015. In addition, by the end of the month, January 2017 new shelf check machines compatible with the new system will be available.
2. *"Does not have enough videos to rent, movies, music etc."* Available funding (the library's budget) determines the amount of items (physically and electronically) that can be purchased. In addition, remember what you see on the shelves is not the total collection. We can borrow items from other libraries. Also, the electronic platforms/resources Hoopla, Overdrive and Flipster are available. The next time you visit the library, please speak with a librarian. We will show you how to access all the library's resources!
3. *"Being in The Woodlands, this library needs a makeover inside and out."* The South Regional Library is a County library, one branch of seven of the Montgomery County Memorial Library System. As such the South Regional Library is a County department and not affiliated with The Woodlands Township. In addition, the County's maintenance department ensures both structural and cosmetic repairs are completed on a timely basis. Also, when funding is available renovation projects are scheduled, and planning is ongoing. Several years ago the circulation desk, gift store and lobby entrance were renovated. During the last two years, the furniture has either been reupholstered or replaced. In February 2017 the library's large meeting room is scheduled to be renovated. With regard to the exterior of the library, the walls are clean and the County's ground crew ensures the landscaping is maintained.

I love the library. We do our school work here sometimes. 5 stars *****

Thanks for being the best library.

We appreciate hearing from our young patrons. Thank you for your comments.

South – Thank you for the children's activities. They were amazing!!! My son said it was the best night ever. I love the book suggestions for ages love – love – love helped us find new favorites.

Thank you for your comment! Both the Children's Librarian and the Young Adult Librarian will be delighted to receive a copy of your comment. Your feedback is so helpful with program planning and helping us remain on target with both book selections as well as reading suggestions.

Ladies in audio book section were incredibly helpful and friendly. 12/22/16 4pm.

Thank you! I will forward your comment to the ladies scheduled on the service desk on that date/time.

I am not complaining but – I would LOVE it if the audiobooks had a sticker-on the back of each book. Perhaps a heart for a love story or a question mark for a mystery, perhaps a drama mask for a drama! It would make choosing a book so much quicker than reading the back cover. Thank you

Thank you. We will consider your suggestion!

R. F. Meador Branch

As a student at Lone Star College, it would be great if software needed to take online classes were allowed at local libraries. Software is free to download and part of the sign-on process to some online quizzes. This enables all other windows to be opened during the quiz and/or test being taken. Thank you.

Thank you for your question. In order to protect our public computers from viruses and getting attacked from outside sources, they are set up such that nothing can be downloaded to them that would change their configuration. However, if you will let us know specifically which software is needed, I will check with our IT Dept to see if it is something we can install permanently.

Is it possible to send an e-mail reminder to renew membership before expiration? Love the 2 years, but it's hard to remember date. Thanks!

Thank you for your suggestion. It sounds like a good one. I'll check and see if that is something that can be set up to do.

The couches are nice but the fabric is not. It smells. They really need recovering.

Thank you for your suggestion. The red couches are older, have seen a lot of use over the years, and need some attention. I will check with Administration to see what can be done about them.

My children and I love the new children's area. It's so big and clean and the people are so friendly. Thank you.

Thank you for your comment, and we are pleased that you like our library and our children's area.

George and Cynthia Woods Mitchell Library

Do you have any plans to add Zinio as a format by which I can digitally read magazines on my device? Do you have any plans to add *The Economist* magazine to your digital offerings?

The library system does not plan to add Zinio at this time, primarily because of funding limitations. We currently offer digital magazines through Flipster, including *Money*, *Forbes*, *Entrepreneur*, and *Kiplinger's Personal Finance*. Unfortunately, *The Economist* is not one of the titles available through Flipster. Mitchell Library subscribes to the print edition of *The Economist*, if that would be helpful. The current issue is restricted to use within the library, but the back issues can be checked out—up to five issues at a time.

Hi, we have moved to Canada and accidentally packed two library books. I have received overdue notices for both and was wondering if I could please have the notices put on hold for another three weeks until our furniture/container arrives so that I may find the books and return them to you with a check for overdue fees. I do apologize for this error, they were packed by mistake and I do intend to return them.

Moving and packing can be a very busy time! We appreciate your contacting us and letting us know about the situation. We were able to renew the two items you have checked out, which should stop the notices. Our circulation supervisor is pursuing the possibility of a further renewal. Please keep us informed about the arrival of the books and when we can expect them to be returned to us.

Thank you for being so responsible regarding your borrowed library books!

My 15-year-old daughter will be travelling to The Woodlands from Argentina to visit my sister during the month of February. She would be very interested in volunteering at the library if you would give her the chance. Would that be possible?

We would be happy to include your daughter in our teen volunteer program during her visit. Please complete, sign, and return the Volunteer Application form that has been sent to you electronically. Please note that we must have YOUR signature as her guardian on the application in order for her to volunteer. In addition, your daughter will need to arrange to meet with our Young Adult Librarian after her arrival to interview, receive training, and work out a schedule for her volunteer time. Your daughter may also be interested in participating in our teen programs during her visit. Teen programming is offered both at our branch library and at the South Regional Library, also in The Woodlands. You can view upcoming events on our website: www.countylibrary.org/calendar.htm.

Would it be possible for you to order this book? *Nonstop Metropolis: A New York City Atlas*, by Rebecca Solnit. I see that you carry her New Orleans atlas, and I was very much hoping to get another title from that trilogy.

Thank you for your recommendation! Books published by university presses can be costly, but we have referred your suggestion to the subject selector for that area of the collection for consideration. This recent publication may also be ordered by one of the Lone Star College libraries. If so, MCMLS borrowers would be able to place a hold on the item. By the way, Rebecca Solnit's *Unfathomable City: a New Orleans Atlas* is actually not owned by any of the MCMLS libraries, although a copy is available to MCMLS patrons through the Lone Star College Library System. We do own a number of other works by this author, however. You can search the library catalog by author for the full list of titles.

Does the library have Wi-Fi?

Yes, the library does have free Wi-Fi available on both the first and second floors! The public Wi-Fi is an open network and does not require a password.

Great job with Crafternoons, very fun!

We really appreciate your positive comment regarding the crafts program offered twice each month. Your comment will be passed along to the librarians who plan and host the program.

Don't change!

We are glad to know that you appreciate the resources, services, and welcoming atmosphere made available at our library.

Charles B. Stewart - West Branch Library

We love our story time for toddlers.

We also love our tablets. We wish you had more available to choose from or if we could renew for longer. Please keep these going. I tell all my mom friends about them.

Thank you for your comment. Anne and Julie do a great job keeping the Children's Department running and putting on successful programming like the Story Times.

We are currently monitoring the tablets, unfortunately, due to their limited durability, we are reluctant to purchase additional titles. We are continuing to offer the 19 titles we currently own at this branch. Due to the popularity, there are few available at any given time.

Genealogy Comments

No comments this month.

Malcolm Purvis Library

No comments this month.

Facebook Comments

MCMLS posted an image asking the question "How out of control is your to-be-read pile?"

Patron (name withheld): Definitely All is lost!

Patron (name withheld): It could take a while!

Patron (name withheld): Mine is BLE = beyond life expectancy!

MCMLS asked for a classic Christmas movie favorite scene or quote?

Patron (name withheld): Zuzu's petals, there they are!!! My favorite movie of all time!

MCMLS reported on the Iceland Christmas tradition of exchanging books on Christmas Eve and invited to join Iceland with this tradition.

Patron (name withheld): I know what I am getting y'all on Christmas Eve!

Patron (name withheld): We will have to carry on with the Icelandic tradition while we are there. ;-)

Patron (name withheld): Sounds like a great tradition!

MCMLS asked what would your favorite Book Character want for Christmas?

Patron (name withheld): I think Cormoran Strike would like an Uber pass.

John Glenn died at age 95.

Patron (name withheld): He was my Senator when I lived in Ohio. I actually met him a couple of times. He was a good person, which is something I can't say about many politicians.

Patron (name withheld): He got his wings at NAS Corpus Christi, too.

Patron (name withheld): A hero. A really brave American!

Email Comments

Patron: Could you please update your magazines. Thanks!

MCMLS response: I am glad you are interested in using our periodical resources. For the physical and electronic magazines we subscribe to, we have the most current issues available. If you do not see the most recent physical issue at a branch, it may be in use by another patron, or we may not have received it in the mail yet. If by "update" you mean you would like us to update our collection with new titles, please send us a comment with the titles you recommend for purchase and we will consider adding them to our collection.

Patron (name withheld): Again I write to affirm that the [Charles B. Stewart] library in Montgomery is our family's favorite place! The staff has been diligent to make the library inviting to all kinds of learners and meet so many needs selflessly as they seek to find ways to assist anyone with servant hearts! The children's librarians are kind, professional, but also warm and welcoming!! They receive 5 stars in our book review!! God bless MCMLS this New Year. You are priceless to us in MoCo.

MCMLS response: Thank you for your delightful compliment!

E-NEWS Comments

Patron (name withheld): My husband and I want to do the Tues/Thurs computer classes. Do we need to register? We want to start Jan 5 and go thru windows 10. I noticed the South branch is doing MS Excel. Will u be doing Excel in Feb.?

MCMLS response: Happy New Year! I am not sure if registration is necessary, but I would encourage you to get in touch directly with the computer instructor. Here is the link for the computer classes http://www.countylibrary.org/computer_classes.htm – the emails for the instructors are on the calendars so you can get in touch with the right person.

Patron (name withheld): Please put links to the actual library events in the newsletter - sometimes they aren't easy to find. This month, in particular, I'd love to have a link direct to the Kora event at the south library on Jan 5 - but the only link you have in the newsletter is to the artist site. And when I go to your site, I have to navigate, navigate, navigate to get to the event page. While I can, many many can't or won't bother. Might help. Thanks for being my wonderful library system! Happy New Year!

MCMLS response: Thanks so much for your feedback, and Happy New Year! I will look into adding hyperlinks for our events - especially the highlighted ones like the Kora program you mentioned. We use a third party online calendar and I think it is possible to get specific links direct to the events. If not, we could at least link to the calendar in order to minimize the navigation on your end.