

Montgomery County Memorial Library System
Patron Compliments & Comments
February 2017
Program Department
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Central Library

Lindsay Spencer – For the awesome way she handled a man who was harassing and pushing her shoulders and getting him to move on. If I had seen it, the law would have been called...THANK YOU!!!

We are sorry to hear about the incident you mention, but are pleased that Lindsay was able to handle the situation with maturity and poise.

Larrie D. Ferreiro: Brothers of Arms 2016
Matthew Karp: The Vast Southern Empire
Wendy Warren: New England Bound
Robert G. Parkinson: The Common Cause

Alan Taylor: American Revolutions
Pierre Razoux: The Iran-Iraq War
Ben H. Shepherd: Hitler's Soldiers Yale University Press. 2016

**Could you please add "The Tethered World Chronicles" series to your inventory?
We love the Conroe library!!**

Thank you for your recommendations. We will pass those along to the Collection Development Coordinator for consideration, based on our policy and as our budget allows.

I really like the blind date with a book idea. It has gotten me to read different things than what I would normally read.

Thank you for your compliment! We were excited to offer this new service this year, based upon the success we had with the activity at other locations in our library system.

Melly is an asset to the library! Her humor and helpful attitude makes it a pleasure to check out books – or to renew – or even to pay a (small) fine. I am glad she is here!

Thank you for the compliment. We will pass along your kind words to Melly.

I like the new checkout system. The screensaver is beautiful! Thanks.

We appreciate your comment and agree that the new self-checkout station is wonderful!

The guy at the desk (Genealogy) was very informative and helpful. Thanks for having great staff.

Thank you for your compliment. We will let the Genealogy staff know you had a positive experience.

Genealogy Comments

Renee, Thank you again so much for scanning the pages today in the Arkansas book! You are a life saver.

You are welcome! Thank you for your kind words. We will pass them on to Renee.

Nothing is more frustrating than not having access to genealogy books. To travel is not always an option. The Genealogy Dept at the Conroe Library is the absolute best when needing information. Thank you so much for all of your help.

Thank you for the compliment. We are glad you find our department useful, and try our best to accommodate requests for people who can't come in person to visit the department.

Genealogy Dept. – Carl Smith – I really enjoy his monthly classes. Has helped with my research! He needs a projector screen, podium for these classes! Thank you!

I really enjoy the library and use it a lot. Carl Smith's classes are very informative. I try not to miss any of them! There needs to be more funding for the Genealogy department!

Would be great if the library could have more funding for the genealogy department. It is very useful for history & family search.

Thank you all for your wonderful comments. We are glad you find the monthly genealogy classes informative and useful. We will pass your comments along regarding funding and take them into consideration as we plan for the upcoming budget year.

Extremely helpful staff! Great Job!

Thank you for your kind words!

I brought a group of students to the genealogy library with me today. It was their first time visiting. Nelson was so informative and kind to the kids. He gave a brief presentation and introduction regarding how to use the library. Thank you for your help, we found some good information and the kids learn so much!

Thank you for your comment! We will pass the compliment along to Nelson. We are so glad you had a great day at the genealogy department and hope you'll come back soon to research again!

R. B. Tullis Branch

Need a movie! "Fun with Dick & Jane" 2006 Jim Carrey. Thanks!

We purchase movies as funding allows and if they meet the selection criteria. I will forward your request to the acquisitions department.

You should have the White Lion Chronicles by Christopher Hopper. Rise of the Dabor. Athena's Dawn.

I will pass on your request to the acquisitions department.

I would love to see the R. B. Tullis Library open 1:00 – 5:00 pm on Sundays. Not used to living anywhere where the library is not open on Sundays. Thank you.

I will pass on your suggestion to administration.

South Regional Library

Please get season 4 DVD of “A Place to Call Home.”

Please purchase “Wild Horse Springs.”

Thank you for your suggestions. We will forward your requests to our Collection Development Coordinator for consideration.

I appreciate you keeping tax forms. My computer “bombed” and I didn’t think it would be available in time. You saved my life. Thank you.

We are happy you were able to find the tax forms you needed at the library. You may also use the computers at the library to access and print any tax forms that we did not receive. In addition, AARP provides tax assistance at South Regional Library and other locations throughout the county during tax season.

You should have more activities.

We offer a variety of children’s, preteen, young adult and adult programs throughout the year. Programs are advertised in the library and also on our website. Please visit <http://www.countylibrary.org/calendar.htm> to learn about all the activities held at the library or speak with a staff member for more information.

We really need a parking garage! Now that that there are events at the park and early voting times there is no parking at the library or community center. People also use the spots and walk elsewhere.

Thank you for your suggestion and for informing us of your parking concerns. A copy of your comment has been sent to library administration for review.

Make alerts/hold notice available by text message delivery.

Hey! It would be wonderful if we were able to pay our fines with a credit card; at the library or online. Many libraries now offer this....

Thank you for your suggestions. Your comments will be forwarded to library administration for review and consideration.

Categorize videos-movies/TV shows. Get children’s selections out of the main choices. Movie titles are difficult to read. Travel section is no good: No Hong (Asia). Only a few books on Spain—over 10 on Antarctica.

Thank you for your recommendation to acquire more travel books. Your suggestion will be forwarded to our collection development staff. All of our DVDs are shelved by the title or Dewey Classification as they appear in our catalog. If you would like assistance locating a DVD, one of our staff members would be happy to help.

I’d like to get the policy of 48 hour shelf reserve after renewal limit is reached. Especially if there are no holds on the book.

Thank you for your comment. This policy was instituted to provide better access to our materials by more patrons. We appreciate your suggestion to change this policy and will share your comments with library administration.

I like the library because there are so many enjoyable books in there!

I love the library because the ladies are so sweet.

To the best librarians in Texas. Have a blessed 2017 and don't forget that life can be a beach if you let it, so go to Galveston some sunny day.

Thank you for your compliments. We are happy you enjoy the library and find the staff helpful.

It appears as though your IT people have tinkered with the catalog software again--- specifically access to the "holds" page that allows renewals and access fines---changed! Took me 15 minutes to locate---was not an improvement. Access a distinct downgrade. Change can be a good thing, but only if it results in improvement---not just change for change sake.

I'm sorry you are having difficulties locating information using our new software. We are always happy to help, so please call or ask at the reference desk if you need assistance navigating the webpage and catalog.

We wish to recommend Elaine for a raise or an extra fine vacation. She went above and beyond the call of duty to help us find a book we were looking for!

Thank you for your kind words. We are glad that you had such great experience in our library and will pass the message on to Elaine, who was recently promoted!

South Branch staff is Wonderful!! Friendly, Helpful, Polite. Mitchel Branch after several visits both to main part and book nook (after attending yoga class at Y) staff was distant, cool, reserved---I shan't visit it again!

We are happy you had a great experience at South Regional library and appreciate your kind words. If you have a specific problem when visiting another branch, please speak with a supervisor so your concerns can be addressed.

R. F. Meador Branch

Please get some "Romance" paperbacks. Too many "Mystery" on the new rack.

Thank you for your suggestion. We try to order a variety of books from all genres for the best selection of items, within the constraints of our budget. There are some new romances on order, but until they arrive, be sure and check out our honor books section where we have a large selection of paperback romances for your reading enjoyment. If you're not sure where they're located, please ask a staff member and we'll walk you back there to them. We can also request specific romance books that you might like from one of our other libraries and have them brought here for you.

Will you have to close the library for a while when they pave 1097 in front of your building? Are you going to have a sign by the road? It's hard to find the right turnoff driveway sometimes.

Thank you for your question. No, the library should not have to close while FM 1097 is under construction. Fortunately we have two entrances to the parking lot, and the one on the east side doesn't connect directly to FM 1097 but to a side street which can then be used to go around 1097 if needed. And yes, we should have a sign back up by the road soon, depending on the status of the construction.

Sophie and Mona are the best! My children and I just love the new area. So open and friendly. Thank you for the new addition.

Thank you for your compliment! We too are pleased with the new area and are glad to see it is getting so much use.

George and Cynthia Woods Mitchell Library

I was wondering how old you have to be in order to apply for a job at your library.

While we don't state a precise age requirement in our job postings, we do have educational requirements for jobs in the library. The job of shelver requires two years of high school, so applicants are usually 16 or older. Other library jobs require high school diplomas or college degrees. The postings for available jobs in the Montgomery County Memorial Library System are listed on Montgomery County's employment website. The postings always include the education, experience and skill requirements for the particular job.

When I use my list it now gives me an error message. Can you reset my list so I can use it, or is it lost and I need to create another one?

This issue may occur if items in your list are no longer available in our catalog. We have requested that the system administrators delete these titles and then reactivate the list for you. We are not sure how long this process may take, but will keep checking your account and let you know when the list is available to you. We apologize for the inconvenience.

I need to update my email address; however, I am unable to locate the appropriate link to do so. Is it possible to do so online, or can it only be done in person or phone?

To change your email address you can stop by any of our 7 locations and we would be happy to update your account. Or you can call the Circulation department and we can change your email address over the phone once we confirm your account information.

Thank you for participating and responding to "Why do you love Mitchell Library?" Here are the comments that we received:

- **Because there are so many books. Cool epic library!**
- **Friendly staff, great choices, and help in all areas beyond books.**
- **I love all the videos and books. It's such a treat to have brand new material to watch or read each week. Feeling blessed to have the library in our lives.**
- **I love how you have books for everyone in the family!**
- **I love the wide assortment of magazines upstairs!!**
- **Because the librarians are nice.**
- **It's easy to pick up books which I've placed on hold.**
- **We love the books and movies.**
- **So ALL of the people have access, even those that cannot afford to buy books.**

Charles B. Stewart West Branch Library

Give Jeff a raise!

Thank you for your comment. We will pass the positive praise to Jeff.

Malcolm Purvis Library

No comments this month.

Facebook Comments

The Stewart - West Library received a plaque for our patrons' donations sent to Toys For Tots! Thank you so much to our community for working together to bring some extra joy during the holiday season!

Patron (name withheld): That is a marvelous charity and I commend your community for such magnificent support.

MCMLS celebrated Laura Ingalls Wilder on her 150th birthday.

Patron (name withheld): My grandmother gave me the book series when I was 9 and I cherished the collection, reading them over and over until the covers were worn and faded. Little house in the Big Woods and The Long Winter were my favorites. Good memories.

MCMLS suggested using SELF-e for Valentine's Day.

Patron (name withheld): I've never been able to figure out Hoopla. Can you tell me if audio books are on there? If so I may have to give it another try. 😊

MCMLS response: Hi. Yes, Hoopla has music, movies, TV shows, eBooks, and audiobooks! If you want to access this service on a mobile device, you can download the app and create an account using your library card number. If you are using it on a computer, you can visit www.hoopladigital.com. Audiobooks can be streamed from a computer and if you have a mobile device, they can be downloaded and listened to without internet access. Let me know if you have any other questions and I would be happy to provide more information. If you stop in at any of our branches, we also have staff members that could help get you started. Hoopla is one of my favorite services! 😊

MCMLS posted pictures of the South Regional Library decorations themed "Read to Red Carpet."

Patron (name withheld): Every branch of this system has the most creative and amazing employees! Those people who ask why we need libraries when there are computers have just missed the point!

MCMLS announced that there is going to be a debut of "The Immortal Life of Henrietta Lacks" on HBO on April 22nd.

Patron (name withheld): Several years ago, I read the book on this amazing woman and how her unknown contribution (HeLa cells) were used for medical research. It is an excellent read. I'm looking forward to this HBO presentation.

Patron (name withheld): This book was mandatory reading for all incoming freshmen at SHSU a few years ago (2013 maybe?). It was fantastic! I'm delighted that it's an HBO film! Good job #RebeccaSkloot

Email and Online Comments

I love your new website and catalog database. It feels so much more user-friendly! Thanks for all you do to promote libraries and support Montgomery County!

Thank you so much for your positive feedback! We appreciate you sharing your feedback and are glad that the website and catalog have become more useful for our patrons.

Love it there! [George and Cynthia Woods Mitchell Library]

Thank you for the compliment! We are so happy that you enjoy your visits to the Mitchell Library!

I can find everything I need right here and if they don't have it here I can get help ordering materials from other Montgomery county library. [Malcolm Purvis Library]

Thank you for the nice compliment. We are very happy that you are able to find most everything you need here and are pleased with the help you receive when requesting items from other branches.

Homeless central. Sad. Conroe, sad. [Central Library]

Thank you for sharing your thoughts. We welcome everyone to the public library, no matter their personal circumstances. Also, having access to a strong public library can help people get out of tough situations.

Would you please update the magazines. [Central Library]

The magazines on the first floor are managed by our Library Friends of Conroe. The supply we have available for sale is entirely dependent on items donated to the library. However, if you are referring to the magazines upstairs, then those are purchased for the collection with library funds. If there is a particular issue you would like for us to consider ordering, then please let a staff member know.

I have studied here many times. I really like this library. In addition to being a good place to study, it has a very large collection of books. [South Regional Library]

Thank you. We are glad to hear that you enjoy coming to our branch and appreciate the positive comment.

E-NEWS Comments

No comments this month.