

Montgomery County Memorial Library System

Patron Compliments & Comments

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Program Department

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Central Library

The library is amazing, great service, and an amazing selection of books to choose from. Though maybe create a section that's a bit larger than the graphic novel section and get more anime books.

Thank you for your comment! We will note your request for more graphic novels and anime and purchase items that fit our Collection Development Policy as funds are available.

We love the library! We would love to see more self-checkouts, if possible. Also, would the staff consider moving the hold books out in the common area so that patrons may pick up their hold items at their convenience instead of waiting in line?

Thank you for sharing your thoughts. We are happy to have our self-check machine working again, which provides convenience to our library patrons. The hold items were moved behind the front desk as a response to privacy issues and incidents where the materials left the building without being checked out.

Thank you, thank you, Debbie and Lindsay for helping me with my project and computer. You two rock!!

We will share your positive comments with Debbie and Lindsay!

"All for the Game" (trilogy) by Nora Sakavic. "The HIVE" series by Mark Walden. "The Boy Robot" by Simon Curtis.

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

"A Separate Peace" by John Knowles.

Thank you. We do own several copies of this book in multiple formats. If you are having trouble locating a copy, please let a staff member know so that we may help you.

I frequent smaller libraries in the Conroe, TX area. This is the LARGEST library. I love returning to the Montgomery County library! It makes me feel good to be serviced by friendly, knowledgeable, efficient staff. Thank you. I'll be back. 1/26/2017

I'm impressed every time I come with the excellent choices in the new books, the friendliness and helpfulness of the staff, and the fine quality of this library!

The library staff is always helpful and pleasant. Very professional. After visiting the Houston library, Montgomery [County] is a refreshing change.

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

Estoy muy agradecido y satisfecho por la ayuda que me dio la señorita Imelda en esta librería. Gracias de todo corazón.

(I am very grateful and satisfied by the help I received by the lady Melly in this library. Thank you from the bottom of my heart.)

Es un placer de servirle a Ud.

(It is a pleasure to serve you.)

It would be fabulous if you had a printed list of movie DVD's. You get a crick in your neck trying to read the fine print of the titles sideways! I gave up. Thanks.

We appreciate you taking the time to comment. Printed lists of DVDs are somewhat problematic due to the popularity of our DVD collection and the fact that many items are checked out at any given time. However, we can assist you with running searches on our computers to generate lists of DVDs that are checked in. Just ask a librarian for assistance next time you are in the building.

Genealogy Comments

Thank you so very much for the help today. I got goosebumps from the records you were able to help me find for my ancestors. 5 thumbs up for the Genealogy Department!

We would really like more funding for the library. It is a very useful tool!

The library needs more funding. Everyone enjoys using the genealogy room!

To: The Genealogy Dept. of Montgomery County Library:

I'm hoping you can request funding for more data bases /websites

Thank you for your comments and suggestions. The library budget is determined annually by library management and administration, and is approved by the County Commissioners court. We will take these suggestions into consideration as we plan for the next budget cycle.

R. B. Tullis Branch

I love this place. It's so fun to check out and read. Thank you for everything.

Every single year I come to this library cause it's the best.

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

This library should get more Fast n Furious movies and Guinness world record books.

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

South Regional Library

Make it so fines can be paid with credit cards.

I want to pay my bill, however, no debit or card pay. I very rarely carry cash, since 1990.

Additionally I cannot pay online or by mail. What the what. You make it very hard to pay.

I love the library. I hate to carry my card with me for occasional use. I plan my trips to the store, gym, library...I sometimes forget my card but always have my phone. We need the ability to digitize the library card as we can credit cards and loyalty cards.

Thank you! Library administration has received a copy of your comment for review and consideration.

You are awesome!

I love the South Regional Branch Library and all its people. The facility itself is always well maintained and equipment is generally very functional. Most important are the extremely helpful attitudes of all library staff, from volunteers and part timers to all full-time staff and administration, exemplified by Branch Manager, Catherine Pells, and her can-do I will do eagerness to meet patrons, requests. Thank you all for the privilege to be helped by each and every one of your staff. You would make Ben Franklin proud.

Thank you! We appreciate your compliments and are so happy you are pleased with the service you received from our staff!

We would like to work off our debt to you we work hard!

Thank you for your creative suggestion! Unfortunately, at this time library card fines may only be paid with cash or check.

Charging cords/charging stations.

Thank you for your comment. Although we do not currently offer charging cords or charging stations, we do have power strips located in each study carrel and at most tables. Library administration has received a copy of your comment for review and consideration.

R. F. Meador Branch

Please buy the DVD series Numbers.

Thank you for your suggestion. Numb3rs is not a DVD series we are currently carrying. Please speak to one of our reference librarians and we will use our Interlibrary Loan Service to try and locate this series from another library outside our system.

I tried to renew my library card at Mont. South and was told because I moved out of Montgomery Co. I could no longer have a library card. My neighbor was told the same thing so I thought it was just a rule (having to live in county). I came to the Willis library and was informed otherwise and was able to renew my card. The people at R F Meador were very helpful and apologetic.

Thank you for your comment. I'm sorry that you had trouble renewing your card and I'm glad we were able to get it taken care of for you. We have spoken with the Circulation Supervisor at the South Library about the misunderstanding and have gotten it straightened out for future patrons.

I (heart) the Willis library! (heart, heart)

Thank you, and we (heart) that you like our library. Come back and visit us often!

George and Cynthia Woods Mitchell Library

Is there any way you could separate the DVD's by audience or rating and then move the ones intended for children into the Children's department? That move would make more space available and allow adults to browse without children underfoot.

By policy, the library system does not label the DVD's or determine which are suitable for children, since a parent or guardian is the appropriate judge of the suitability of a particular movie for a particular child. The Montgomery County Memorial Library System also does not permit the borrowing of DVD's by patrons who are under 18. We appreciate your concern about crowding and have instructed the shelvers not to overload the bins. We will also explore options for adding additional bins to the entertainment DVD shelving unit. Please note that we often have many children in the building on Tuesdays and Wednesdays, when back-to-back Storytime and Story Club programs are presented. You may find it more convenient to browse our DVD collection on other days of the week.

When I open the Library site, it does not list a place to log in. It says "My Account", but no log in. Where do I go to log in? Thank you.

You can click on the tab labeled "My Account", then click on "Checked Out (Renew)" in order to reach the catalog page. You'll see "Log In" in bold at the very top of that page. When you click on "Log In", a pop-up window will appear where you can enter your library card number and pin. Or use this shortcut--just click on the "Catalog" icon (the colorful stack of books) at the top of the library's webpage [www.countylibrary.org]--that link will take you to the page with "Log In" at the top.

Do you have the current tax forms and publications available?

Unfortunately, the Internal Revenue Service stopped adding partners to the Tax Forms Outlet Program (TFOP) before our library opened, so we are not able to stock supplies of current tax forms and publications at the Mitchell Library. However, the South Regional Library in The Woodlands--as well as the Central Library in Conroe--receives the tax forms and publications made available through the TFOP. South Regional is located at 2101 Lake Robbins, The Woodlands 77380. You can call their reference desk (936-442-7727, x6365) for more information. You can also access tax forms and publications through the IRS website. Here's the link: <https://www.irs.gov/forms-pubs>

How do I get a pin?

Good news! You already have a pin! When you signed up for your library card, your pin was set to the last four digits of your phone number. If you need additional assistance, please let us know and we'd be glad to assist!

Is a library card free?

Yes, all qualified residents of Montgomery County and of the state of Texas can obtain a library card free of charge. In order to sign up and receive your card, stop by one of our library branches with photo identification showing your current Texas address or other acceptable proof of residency, such as a lease or utility bill.

I love that my library has the *Cloth, Paper, Scissors* magazine available. It's a great inspiration to me!

We're glad to know that you enjoy the craft ideas! The Mitchell Library subscribes to over 160 periodicals, including other crafting magazines. Our patrons also have access to online magazines through Flipster. In addition, you might find the Hobbies & Crafts Reference Center database to be a helpful source of ideas. The database includes a wide variety of articles from craft and hobby magazines, including articles about paper crafting projects.

Charles B. Stewart West Branch Library

No comments this month.

Malcolm Purvis Library

No comments this month.

E-NEWS Comments

No comments this month.

Facebook Comments

Goodreads.com provided the challenge of "Make a resolution you'll want to keep! What's your reading goal for 2017?"

Patron (name withheld): I didn't quite make my 90 books in 2016. Gotta get reading for 2017!

MCMLS welcomes everybody to use BookButler.

Patron (name withheld): How do I find out my library card number I mislaid card years ago.

MCMLS response: Hi! If it's been years since you've seen your card, you'll need to come to one of our branches and get a replacement card. All we need is your current photo ID (like a Texas Driver's License) with your current address. We hope to see you soon! We'd love to recommend some new books to you!

Patron (name withheld): Thank you, I will.

MCMLS says "Everyone, Stretch!" with the Yoga for Book Lovers.

Patron (name withheld): This needs to be a branch-wide program 😄

Email Comments

Patron: Do you have doc martin movie series?

MCMLS response: We do have Doc Martin DVDs available in our system. You can view them in our catalog by going to www.countylibrary.org, clicking "Catalog" and searching "Doc Martin."

Patron: Hi! I am [name withheld], a freelance writer and content creator. I created an online Windows 10 troubleshooting guide that covers the OS in and out for beginners, average and advanced users. I would be happy to send it over so you can have a look and maybe consider adding it to your website resources. It might be a bit intimidating due to its size, but that is also part of its appeal. Let me know if you are interested. Thanks.

MCMLS response: Thank you for offering the library your resource. However, the library has purchased materials on Windows 10, and we have computer analysts on staff who are available to help patrons and teach classes on that operating system.

Patron: Came in today to get help for my taxes as I have done for the last 5 years. The tax folks were late to set up, and the IRS system was down for a while...I understand this and made no complaints. After waiting patiently with my number for over 5 hours, it was obvious that they were taking in people out of order as 3 people who came in hours after my friend and I were allowed to go in first. When my friend was called, she and the man before her for finished and no one else was called...again. When I asked about it the volunteer Rita became extremely rude and claimed that her friend "had appointments" which is the exact opposite of what is listed and it clearly states on all forms for assistance. "First come first serve." Apparently my being "white" was beneath her and "her friends" time was more valuable than mine. It is shameful this is what is happening to people just trying to get assistance.

MCMLS response: Hello, I was forwarded your comment regarding the tax assistance program, and I want to say that I am very sorry to hear about your negative experience. I will speak to the outside organization that runs the program and address your concerns. We certainly want the free tax help to be a positive interaction for the community, and we will do everything we can to make sure that it is so in the future.

Patron: Only 1 person knew answers to my questions & that person was not there so I left & sought help elsewhere. This location is quite small & doesn't seem to provide many community/family services etc.

MCMLS response: Malcolm Purvis Library is a small branch with a very knowledgeable staff. If you have questions on your next visit, please come to the Information Desk where there is always a reference librarian who is happy to assist you in finding answers. We can also provide you with a monthly calendar as a reminder about upcoming programs, storytimes, and activities at this branch.

Patron: From looking at the county budget the library and related services consume nearly \$9.4 million, which is over 2.7% of the budget. This also doesn't include donations, gifts and volunteer time. Unbelievable! Especially since nearly every citizen owns a smart phone and access to most everything published. A large part of the library should be converted to a museum.

MCMLS response: Thank you for your comment.

As you pointed out, the current library budget is more than \$9 million. However, as a customer-service based department, the majority of the amount is for employees' salaries and benefits. Just 18 % of the library budget is used to cover operating expenses, including utilities, supplies, and the costs for print and electronic resources. The library is a value-based organization that significantly contributes to the quality of life for Montgomery County residents.

Locally, 52% of all Montgomery County residents have a library card and use it regularly. Over a million user visits were recorded during Fiscal Year 2016. During that same period, MCMLS locations hosted 9,904 programs with 134,163 people in attendance. Nearly 2.1 million items were borrowed. This number includes the 158,369 items that were electronically downloaded and checked out from Hoopla and Overdrive. Our library locations are not quiet and static but are busy, thriving locations where staff members work diligently to fill the information needs for our patrons.

In reference to your comment about every citizen owning a smart phone and not needing additional information access, our statistics show something different. During the 2016 calendar year, MCMLS public computers were used for 7.6 million minutes. Library staff conducted 651 computer classes with 3,846 people in attendance. Many of our library users do have smart phones but they are unable to use their phones to print documents, type resumes, or complete job applications. There is a definite technology gap in Montgomery County that we see daily. We are committed to helping bridge that digital divide by providing computers, internet access and instruction to help Montgomery County citizens find jobs, complete their education and be productive citizens.

A recently-released study, prepared by the Bureau of Business Research IC2 Institute at the University of Texas at Austin for the Texas State Library and Archives Commission, concluded that public libraries in the state of Texas provide considerable benefits for their communities. "For every one dollar invested in Texas public libraries, communities see a return of \$4.64 in access to resources, programming, services and technology," the report noted. By this measure, Montgomery County residents receive a return of nearly \$45.5 million for the \$9.8 million committed for Library services. You can see the full report at www.tsl.texas.gov/roi.