

Montgomery County Memorial Library System

Patron Compliments & Comments

July 2016

Program Department

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Central Library

You are the best librarians ever.

Thank you! We are so happy to serve you!

It would be helpful to separate the children's movies from the adult movies.

Because younger borrowers under age 18 cannot check out videos on their own cards, all of the movies are shelved together in one section. Display titles are randomly chosen for face-out displays, in an effort to help customers browse more effectively. However, staff can assist you with identifying ratings and helping you choose appropriate titles for your children if you are having trouble browsing the collection.

Thank you for helping me with the computer and helping me find my books, Miss Debbie.

My report was great and I got an A.

We appreciate the compliment and will share your kind words with Debbie. She will be happy to know you got a good grade on your assignment!

Rude – [staff name omitted] – I was unaware of the place to talk on the phone. You could have been more courteous and kind. Very rude and I don't appreciate your attitude. I am almost 70 years old. Is it because I am BLACK??? YOU ARE FORGIVEN. Please don't do that to others. There is a way to approach people. And be courteous and kind as a Christian.

We are sorry that you had a negative experience at the library recently. We will address your complaint directly with the staff member you are referring to, and we hope that you will have a more positive experience in the future.

Please hold more evening classes for adults who work.

Thank you for your feedback. We do have many working individuals that enjoy the later evening classes. We offer some evening classes here, and some of the other libraries near Conroe offer them as well. Because evenings are also our busiest times for the public to use the computer lab, it is a balancing act fitting in more evening classes. Please do speak directly with the computer analyst who offers the computer training, to see if there is a workable solution for your situation.

Book suggestion for the library: "Your body's many cries for water" by Fereydoon Batmanghelidj, M.D.; "The out-of-sync child" by Carol Stock Kranowitz, M.A.; "The out-of-sync child has fun" (sensory processing disorder) by Carol Stock Kranowitz, M.A.; and "The body electric" by Robert O. Becker, M.D. and Gary Selden

Thank you for the book suggestions. We will pass these along to our Collection Development Coordinator for consideration to add to the collection. She will review our Collection Development Policy and available funds to determine if these purchases can be made.

On Thursday, 5/26/2016, I was at the Conroe library when a huge storm and tornados hit the area. I ended up stranded at the library, even after they closed up early. I was allowed to sit inside, out of the storm. Also, I am diabetic and was becoming hypoglycemic. Employees got me food and juice to stabilize my blood sugars. Everyone there was extremely nice and helpful to me – so I just want to say a big “Thank you” to everyone there!

Thank you for taking the time to share your story with us. We are pleased to hear that library staff went above and beyond to respond to your needs during your difficult situation.

Please add to your format drop down box the data choice MP3 disc. For catalogue search.

Thank you for your feedback. We have added mp3 CDs as an option on the search menu. When you search, it will be listed under “Collection” as a facet on the left side.

This is my first time coming to this reading program and my son liked it so much that I am going to bring him more often. Thank you all of you for doing this for our children. I really appreciate it.

We are so happy that you found our summer reading program and continue to enjoy the youth services at MCMLS!

We loved it. Thank you for everything you did for my children. We had a blast and will be back next year. You Ladies Rock!

Thank you for the compliment!

I appreciate that the library has the summer reading program. This program is a great addition to our in-home summer reading curriculum. My son has enjoyed it over the year. Thank you.

Thank you for signing up and participating in our summer reading program! We are happy to have such great participation among our young readers!

This program was a great incentive to get my 4-year-old reading and to allow my 10-year-old a good reason to read. Thank you for this wonderful program.

We love hearing new reader success stories! The youth staff work hard all year to prepare for the summer reading program, and we are happy to hear that you had such a positive experience participating this year!

Genealogy Comments

This is my first visit to the genealogy library and it is wonderful! I can't say enough wonderful things about my librarian Pat who spent so much time helping, teaching and guiding me. She was a delight and I am off to a wonderful start. Thank you! Wonderful resource!

We are so glad you have a wonderful first visit. We will pass your kind words on to Pat. We look forward to helping you again when you come to visit us next time!

Laura gave me the key to the world today!

We are so glad that our volunteer Laura was able to help you find what you were looking for! We hope to see you again soon!

R. B. Tullis Branch

I think a book club for adults would be fantastic!

We currently have 2 book clubs for adults. One is for fiction, and meets once a month on the 2nd Wednesday of the month. The other is a PBS book club that meets on the 4th Wednesday. This book club reads the book and then watches the PBS movie. For more information about either of these book clubs, ask one of the librarians on the second floor.

Please offer an area on your home page where you can request that the library obtain a particular book title.

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

More Marvel books in children's department.

We are always trying to add more children's materials as funding allows. I will pass along your suggestion to the children's department.

Karaoke night every Tuesday.

Thank you for your suggestion! I will pass along your suggestion to the librarians that create the monthly programs.

More movies (all ages) in Spanish.

We try to add movies that are of interest to all patrons, and are working on adding materials as funding allows.

The ability to pay fines online.

I will pass along your suggestion to administration.

Get tablets that we can do anything with.

At this time, we do offer tablets in the children's area, called Launchpads.

Me gustaria que nos dieran la oportunidad de aprender a usar las computadoras. No se mucho ingles y me gustaria hacerlo en español.

(I would like the opportunity to learn how to use the computers. I don't know a lot of English, and would like to do it in Spanish.)

En este momento, sólo tenemos clases en Inglés. Estamos trabajando en la adición de clases de español en el futuro.

(At this time, we only have classes in English. We are working on adding classes in Spanish in the future.)

South Regional Library

You have a wonderful library!

What is good? Everything

What can be better? Nothing

We loved Dinosaur George! He inspired my kids – now they want to check out dinosaur books in addition to racecars + fairies + Thomas the Train! Thank you!

Thank you so much for your comments!

Internet downstairs please (smiley face)

Thank you for your feedback and I apologize for the inconvenience. Yes, it would be beneficial to have Wi-Fi access on the first floor. Library Administration is aware of the situation, and we are working towards a solution.

DVD List by Director, DVD List by Subject

Thank you for your suggestions. The same information is available electronically in the library's catalog and we will be happy to show you how to search the DVD collection by author (director) and subject. Replicating and maintaining a paper list for such a large collection would not be time efficient, especially when we can print, text, e-mail or add to your account 'list' the DVD lists from the catalog.

Let people rent video games

Thank you for your suggestion. Per the library system's Materials Selection Policy, video games are not purchased for our collection. In addition, audio-visual funding is limited. However, we do circulate educational tablets called Launchpads that contain pre-loaded games for children. You may enjoy those.

A bench near the check out for disabled people during long lines. Thanks.

It was so nice to talk with you on the phone. Per our conversation, I mentioned the several comfortable chairs placed in front of and to the side of the circulation desk. Also, I thought it would be a good idea the next time you visit the library to please let a staff member know you will wait in a chair for your turn in line. Hopefully this will help make your future visits more comfortable. Thank you for your patronage for the last 22 years!

R. F. Meador Branch

What a grand new children's area! Long overdue, but well worth the wait.

I love the new computer area with more computers. Much nicer and not so cramped.

Wow, what a nice difference! I did a double-take. It's so bright and open.

So glad to have the fire truck back! My kids have been asking about it every time we come in.

Thank you so much for another great summer reading program. The events were so entertaining. My daughter was able to see so many neat shows that would not have been possible without the library. The celebration was a perfect ending to the summer reading season. Meador Branch means so much to us. My daughter starts school in August, we are planning to set aside time for the library each week. She is trying to get used to the idea that we can no longer participate in public story time. It has been a staple in our weekly calendar since she can remember. Thank you also for the unique way that each of you have served us and become such a part of my child's life.

I am so pleased with the large selection of recorded books at the Willis library – far better than the Woodlands branch.

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.

The newly paved parking lot looks great but it's been over a month now and still needs some handicapped spots reserved please.

Thank you and you're right; we will have the parking marked and striped very soon.

The copy machine puts lots of shadow streaks on each copy.

Thank you. We have notified the company that maintains our copy machines.

Please put the child labels back on the DVDs. It is so much easier to find the kid friendly DVDs when they are labeled and marked differently. Thanks.

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

Malcolm Purvis Library

Summer Reading Program - Marsha's Petting Zoo - 7/13/16

Great for the kids! So educational.

So cool!

Wonderful that you had a good time. Thank you very much for your feedback.

George and Cynthia Woods Mitchell Library

I would really like to see a participation certificate for the adult summer reading program. The certificate could show how many books you read and be emailed to participants to encourage participation and the setting of reading goals.

Thank you for sharing this idea! The Collaborative Summer Library Program (CSLP) plans the themes and the artwork that are used by MCMLS and many other library systems for our summer reading programming. While the CSLP provides a design for participation certificates for children in the program, no adult certificate has been offered. However, we will bring your suggestion to the attention of the Adult Summer Reading coordinator for MCMLS so that we can consider whether there is any way to offer a generic participation certificate to our adult readers during future adult summer reading programs.

How can I request acquisition of a title? Y'all have the *New Hope* and *Return of the Jedi Star Wars* read along book/CDs but not the one in the middle - *Empire Strikes Back*. I would love for my kids not to miss what happens in the middle of the two.

You are always welcome to make an acquisitions request online through the library's website at www.countylibrary.org or at the reference desk, whether in person or by phone. We'll be consulting

the librarians who select juvenile materials to see if it would be possible to add items in this Star Wars read-along series. However, in the meantime, there are copies of the read-along book/CD version of The Empire Strikes Back available at Lone Star College--CyFair and Lone Star College--Tomball, which means that this item should be easily available to you as an MCMLS cardholder through our consortia arrangement with Lone Star College. You can place a hold through our library catalog just as you would place a hold on any item owned by MCMLS. Just phone our reference desk if you need further assistance.

I love the atmosphere of Crafternoons, it is inspiring when doing crafts.

Crafternoons is amazing and super relaxing!

We really appreciate the positive feedback regarding the crafts programs offered twice monthly at our branch. Your comments will be passed along to the librarians who plan and host our super popular crafts programming!

I needed help with checking out books on my new Kindle Fire. Amber was very nice and so helpful with teaching me how to check out Kindle format books through the Overdrive app.

Very patient and a super listener. She's good!!!

We're so glad that you were able to come in to the library and get off to a good start using Overdrive on your new device. Amber was pleased to be able to help you learn to use the app. Your appreciative comments will be shared with her.

Charles B. Stewart West Branch Library

No comments this month.

Facebook Comments

The question of the posting was "Would you rather read only the first page of a book or read only the last page of a book?"

Patron (name withheld): I regularly read the last page first!

Patron (name withheld): I would have to choose the last page too! I do that if I am too anxious about the book.

The posting says: "I was the kid that was actually excited when the teacher told us to read silently."

Patron (name withheld): Me too! One of the best times of my life was when I started learning how to read.

The question of the posting was "Would you rather read a book series or a stand-alone novel?"

Patron (name withheld): Depends on series

Patron (name withheld): Depends on my mood. Sometimes I get burnt on one or the other.

Email Comments

My children signed up for the summer reading program. We were very disappointed when we went to the library today, Saturday, July 16th, only to find the final day for the reading program was yesterday, July 15th. My kids were extremely sad because they worked so hard to complete their 10 dots. I understand that you have to have an end date at some point, and it is my mistake for not double checking the final date. However, school does not start for another month. There is still quite a bit of summer left for the "summer reading program" to already be over. I am just asking for, in the future, you to please extend the summer reading program, at least until the end of July. This gives kids (and moms) more time to read and turn in their chart. Thank you for your consideration.

We are sorry for your disappointment that materials had run out and only certificates were available for completion of their reading logs. The Summer Reading Program usually begins immediately after school ends and proceeds for six weeks of programming with a seventh week for ending parties. This year the system started Summer Reading on May 31, during the last week of school to allow those who wanted to sign up early to do so, which gave youngsters an extra week of reading. Six weeks is the amount of time we present Summer Reading due to several factors. Budget for our library program is not massive and we stretch as best we can for the six week period. In the past we have tried going a bit longer, but found that we had a tremendous drop off of participation due to people readying for the new school year and taking final vacations. Also, as the schools take a hiatus to prepare themselves for the year to come, so must the libraries. We have activities that we execute during the year and need a bit of time before the school year begins to prepare. With that said, our Youth Services Committee from our 7 libraries decide on the Summer Reading dates as a system by consensus, and we will take your feedback into consideration when we are planning dates for next year's program.

You have cataloguing practice that causes much confusion, disappointment, and frustration. Neither Harris County does this nor Houston Public. It is this. When you have a multi-disc or multi-volume item it is catalogued as single item then gets circulated in its slivers. So you might get disc one, disc two gets lost or there is a long wait, disc three comes your way before disc two appears etc. EITHER circulate the sets together (as Harris County does) OR catalogue the discs as separate titles for which individual hold can be put. This is especially problematic for incoming new items that have only one catalogue reference (hence one hold possibility) but then come in and get scattered among different patrons as different titles. A recent example is the latest set from Acorn for the series "Vera". I placed a hold when I saw it in the catalogue but that hold only fetched a single disc. True, I could now go back and place a hold on the individual titles since you have cracked open the set and sent it flying. These are only somewhat sequential so aside from a largely (3 out of 4) worthless reserve, no great harm done. For a tightly sequential (and very popular) set like Game of Thrones, this practice is worse than annoying, since your hold can fetch the separate cases out of order (which is worse than worthless) or stretched out with weeks or months in between. You do not need to be a binge watcher to find that unsatisfying. So I wish you would circulate sets AS sets or at least give each disc a separate catalogue entry from the get go. I picked Conroe only because it is shown as the Central Library. My point goes to a cataloguing peculiarity of the system as a whole. Thanks.

The reason we divide up the discs is that we have had trouble with patrons hanging onto the entire season, and as a result wait times became longer and the library lost more items. We have found that dividing up the series generally shortens wait times, as many patrons were complaining about their wait. It is also helpful for the patrons who only want to view certain episodes.

In regards to your suggestion that they be separate records, there is already a way to place a hold on a particular disc. When you are viewing a record for a particular season, you can click the "Reserve This Copy" button to the right of the disc you are wanting. Of course, there is unfortunately no way to control the order that the items may come in if you request discs 1 through 3 at the same time, but you will be able to request each disc individually to ensure that you get them all. Thank you for your feedback.

E-NEWS Comments

No comments this month.