

Montgomery County Memorial Library System

Patron Compliments & Comments

June 2016

Program Department

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Central Library

I love the knit blanket that says “on your mark, get set, read”

Thanks for letting us know! A staff member worked hard on those knitted creations, and we will pass along your compliment to her.

Your big glass cabinet upstairs on the Confederate History TX was wonderful – I brought friends to come see it but it was gone! Too bad – but thank you for supporting our TX history.

We appreciate you taking the time to comment on our recent exhibit, and we are sorry that your friend missed seeing it. Hopefully we can have this repeat exhibit again next year!

A Complaint: Speaking into cellular telephone in another language. We speak English in America. Thank you. (June 25, 2016)

Patron behaviors that disrupt library services are prohibited, including speaking loudly on a cell phone in any language. With that said, the library supports diversity and recognizes our citizens' cultural rights to communicate in their native language, whatever language that may be. Our library system is not an English-only establishment, and we continue to buy books and other resources in a variety of languages to suit the needs of the community.

Get better books

Thank you for your comment. We strive to buy quality books and materials on a variety of topics, and everything we buy has been positively reviewed in professional journals. If there is something specific you would like to see in our collection, please let a librarian know so that we may consider the title for selection.

Genealogy Comments

Thanks so much for finding the obituary. I will pass this on to the class of '67!

You are welcome. We are glad we were able to assist you with locating this information.

This is the best place to find your ancestors! So helpful and knowledgeable! The area is very organized! (Name withheld)

Thank you for your kind words. We are glad you found our space organized and useful and our staff helpful! We hope to see you again soon!

Carl is very informative and good at helping at genealogy research. I appreciate the classes held at the library.

Thank you for the nice comment. We will pass it along to Carl. We are glad you find the classes he does useful and informative, and that you appreciate them. We hope to see you at our future workshops!

Carl Smith was extremely helpful, courteous, polite and generous with his time. It is wonderful to see young people with the passion and helpfulness of Carl: an outstanding Employee!

Thank you for your very kind words. We will pass them on to Carl. All of our genealogy department staff strive their best to provide the very best service to the public. We are here to assist you with any of your future needs!

OMG! Volunteer Laura was totally awesome. I am an infant in the genealogy search. It is confusing, frustrating, aggravating, etc. etc. Laura saw a different name on my search list, took it and found 2 1/2 pages of information in a matter of minutes! Minutes!! She gave me incentives to keep at it and not give up on my searches so easily! Thank you!

Thank you for your compliment! We are pleased and fortunate enough to have wonderful and knowledgeable volunteers for our department, and we are glad Laura was able to help you find the information you needed so quickly! We will forward your kind word to Laura. We hope to see you again soon to help you again with your research needs!

You all were very helpful in helping me! -6/28/2016

Our pleasure! We look forward to seeing you again soon!

Carl was very nice and was very patient in helping me

Thank you! We will forward this comment on to Carl. All our staff try their best to help each and everyone one of our visitors. We look forward to seeing you again soon!

The librarian (Carl) in the genealogy department is so very helpful and knowledgeable. He was very patient with our group. I was so impressed with the library that I decided to get a library card and plan to return!

We are thrilled that you had a wonderful research trip with your group. Thank you for your compliment, we will forward your words on to Carl. And we are so glad you decided to get a library card! We look forward to assisting you soon!

Always willing to help! They are very good with computers! I am so impressed with this library and staff! Thank You!

Thank you for your kind words! Our staff try their hardest to stay up to date on resources and technology, and to help our visitors in any way they can.

R. F. Meador Branch

Our family so much enjoyed the kickoff party. My child had such a great time tossing the pizza dough. When she learned that she had won the "Skate for 8" party donated by Rainbow, she immediately started planning. Thanks so much for your continued dedication to the youngest patrons of the Meador Branch Library. You have meant so much to my child and to us. We look forward to the summer reading program and the opening of the new children's addition.

Y'all are doing an awesome job. I ♥ the new kids section. ***** 5 stars Keep up the good work!

The new addition to the library is awesome, is more open and vibrant. The employees are very helpful and they make your visit enjoyable.

The library looks amazing. They did such a wonderful job and so fast. They made it so enjoyable to come to the library.

I love your new children's area and was especially glad to hear you're getting another children's librarian to help out.

I love the computers in the new area. More room to spread out. I always felt too cramped in the old area and like everyone was watching my screen.

Love what y'all have done to the place. The new paving looks great though I wish you'd expand it even more. I had to park at Taco Bell today.

One word: WOW!

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.

It would be helpful if you identified on book/book on tape what number in the series each is.

Thank you for your suggestion. With some 600,000+ items in our system's collection, many part of a series, that would be difficult to implement. Please ask a staff member to look that up for you. Also, many books list the series titles inside the front cover. If you have access to the Internet, in many cases, our library's catalog also contains the series information.

South Regional Library

Your books are amazing

Thanks for letting us know. We appreciate comments from our gracious patrons!

We would really appreciate if materials could be checked out 3 weeks instead of 2 – really makes a difference. Additionally it would be awesome if books could be renewed from original check out date for up to two more weeks.

Thank you for your comments they will be forwarded to library administration for review.

Would appreciate if Wi-Fi was accessible downstairs. Thank you

Please allow South Montgomery County Library to install a router downstairs. Parents are unable to supervise children & use their personal computers downstairs. If the Wi-Fi was available to patrons, children would be able to browse @ their leisure.

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.

Please pkg TV seasons together. Very confusing. Thank you (name and phone number withheld)

Thank you for your feedback. Per our phone conversation, I explained DVD series/seasons (episodes) are not packaged together for checkout as we want everyone to have the opportunity to access the items. Even though I added we can request a specific title, I understand the frustration with obtaining items so they can be viewed in sequential order. Thank you for letting me know that there is a wait and hold period with checking out library items (having an incomplete set of episodes at home and having to wait for the next episode on request before continuing to watch the DVD's currently checked out in sequential order). Thank you for also letting me know a two week check out time frame (if all episodes could be checked out at the same time) would be sufficient. I will forward your comment to library administration for review.

More Magic Tree House please.

Thank you we will consider your suggestion to add more titles to the collection.

Natalie poster.

Thank you for your comment. The next time you visit the library please ask to speak with the Branch Manager as I need additional information before I can respond.

R. B. Tullis Branch

We love the Playaway launchpad. But we need the 4th grade level. If you can help with this it would be much appreciated.

I will forward your request to the purchasing department so they may look at adding this if funding is available.

Thanks for numbering the books in a series. We should be able to check out for 1 month at a time instead of 2 weeks. Thanks for always being so helpful and pleasant!

We are glad you find the series labels helpful. If you need more than 2 weeks for an item, please ask when checking out. They may be able to give you additional time depending on the number of requests for that item. You may also renew your items in person, online, or over the phone.

It is a good place to get a book. They are filled with wonder. Best library!

It is the best because we have a lot to choose from and they always have respect.

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

Get good books like Wonder and movies like me.

Wonder is in our system. If you do not find a copy on the shelf, the librarian can request a copy for you.

Classes on how to obtain American citizenship.

We are working with other community resources to try to provide classes in the future. Until then, you can check out a Citizenship Toolkit on the 2nd floor. Ask at the information desk upstairs and they will help you find it.

HCPL has new titles of not just books but also movies, music and digital items.

hcpl.net/read/new-titles. Might want to look into offering a page like this. Also, I don't like the way my account is blocked when I have just \$6 in fines. Please consider updating this.

I will pass along your suggestion about a new titles page to our webmaster. If you are having issues with your account being blocked, please speak to our circulation staff. There may be other issues on the account other than fines that is causing your account to be blocked.

Malcolm Purvis Library

Dinosaur George -6/15/16

This is our 2nd program this summer, we also came to the Texas snake program. Both were interesting and entertaining. I'm so glad we discovered these wonderful programs offered by the library. Awesome!!!

This was an awesome program! He did a great job teaching the kids in a very entertaining way. Thank you.

Enjoyed it very much, educational and entertaining. Keep it up.

Really entertaining for the children and adults. The kids were laughing, surprised and learning about dinosaurs.

Dinosaur George was very funny and engaging. The children loved learning

Loved Dino George's energy and great sense of humor.

Very educational and entertaining. Excellent opportunity to learn about fossils.

My 2 year old sat through the whole program. He was very entertaining and educational. Would love to see him come back.

Excellent Program. His presentation was great, very engaging, lots of information.

(From my six year old) my favorite part - I liked the joke about the dinosaur and about the dragon. I liked all the jokes but that was my favorite. Thank you for this day.

I liked the jokes about mom, "if you two don't stop fighting, I'm going to eat you."

Love being able to bring my kids so they can learn about the different programs.

Awesome. He kept the kids attention and very good with them.

Funny and informational. All my kids were entertained! (Ages 9, 7, 3) Thank you for providing this program and at such good time in the day!

The kids really enjoyed it. It was very informative and funny and I think they learned a lot about dinosaurs.

The kids and I enjoyed the show. He is very entertaining and informative. The kids learned even more about dinosaurs and other animals. We love the summer programs!!

Loved the program! Very informative and kept us laughing

The kids really enjoyed coming to learned things at the library.

Nutty Scientist -6/23/16

My children loved it! They were so excited and said, "It was so fun!" Thank you!

Excellent Program. Very enthusiastic presenter. Got lots of children involved. Great rules. Wonderful

Thank you for all your positive responses. We greatly appreciate the feedback!

Charles B. Stewart West Branch Library

No comments this month.

George and Cynthia Woods Mitchell Library

No comments this month.

E-NEWS Comments

No comments this month.

Facebook Comments

MCMLS posted article about road closures

Patron (name withheld): Thank you for recommending my Rayford Road page and my friends Spring Happenings page!

MCMLS asked under "Eat Sleep Read:" "Which was the last book that gave you a book hangover?"

Patron (name withheld): Last one that I read like this is Joy. I can't remember the author's name but it's a biography of CS Lewis' wife, Joy.

MCMLS posted 23 title about Texas that "ya'll should read!"

Patron (name withheld): Great list! I am reading The After Party now and I never want to stop.

MCMLS posted article how "Libraries boost children's learning with summer reading programs"

Patron (name withheld): YA!!

Patron (name withheld): A non-food air conditioned place to visit with my child in this summer heat. They have lots of programs.