

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

Lindsay is so so awesome! Need more Lindsay's in our world. She can get a raise, right?
We are glad to hear that you had a good experience and will forward your message to Lindsay.

Loved the Conroe ISD Student Art Exhibit at the Conroe Library. Please copy this to producers! Great work by all ages. "Fighting Color" by B. Vera, "Vibrant Fall" by M. Campa, "Beautiful Sky" by V. Garcia, "Penny Peacock" by V. Gueno, and "Farm Life Harvest" by J. Robles. Thank you! 3-29-2017

It is wonderful that you were able to enjoy the artwork. We will forward your feedback to Conroe ISD. Thank you.

Susan was so helpful. Thank you for your assistance.

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

Upstairs women's restroom: When turning on water on sinks to wash hands, the water doesn't stay on like in the downstairs bathrooms.

Thank you for letting us know about this problem. We will let our Maintenance Department know that it needs to be fixed.

Can you get season 4 of "The House of Eliott?"

Thank you for your interest in our library collections. Unfortunately, the show "The House of Eliott" ran from 1991-1994 and only had three seasons.

More Spanish books please. All bilingual literature will be highly appreciated.

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

I absolutely love your Young Adult section! You have a great selection and some wonderful new books!

To quote Hemmingway's story "A clean, well-lighted place." Helpful, friendly, knowledgeable staff. I suspect, they are all lovers of literature.

Thank you. We appreciate the positive feedback and are glad you enjoy coming to our library.

Genealogy Comments

Thank you so much for your assistance with an obituary look-up. I really appreciate what you did for me. I had been looking on the internet and various newspapers on line looking and looking to no avail.

You are welcome! We are glad to be able to assist with helping find this obituary for you and hope that it helps you with your research.

Great Place – Great Staff- Nelson was a God-send, very helpful!

Thank you for the kind words, we will pass them onto Nelson. We are glad you had an enjoyable day researching with us!

Renee, Thank you for helping scan and send a marriage document I needed. You are an angel among angels.

Thank you for the kind words, we will let Renee know. We are glad to help assist you with your research needs as best we can.

Pat Nichols! We are SO grateful for the extremely quick response and the amount of data you sent. You and your library are such a blessing to anyone doing genealogy.

Thank you for the compliment! We will pass it along to Pat We are glad to help assist you with any future research needs as best we can.

Carl did a wonderful job helping us connect to one of my grandfathers that no one else has ever been able to connect to! Thank you so so much!

Carl was spectacular – we have been searching for a 1900 census forever and Carl found it for us, which was not an easy task. Yahoo!! – Mary Spencer Post

Thank you for your kind words; we will pass them on to Carl. We are so glad you were able to find this link. We are here to help with any future research needs you might have.

Charles B. Stewart West Branch Library

We love the Library! Children section is wonderful and the staff at the children's center is exceptional! Way to Go!

Thank you for your comment. Anne and Julie work hard to make the Children's programs such a positive and fun educational experience. Ms. Crystal assists at the desk and helps to offer positive customer service. We are pleased to hear of your positive experience.

R. B. Tullis Branch

Please put more tables with outlets for computer/laptops upstairs.

Thank you for your input. We have added additional outlets in the Young Adult room and tables with outlets.

Be really nice to kids/teens and adults and in kid section princess should have there one shelf so when I would like to read one I know where it is.

We do not separate items by subject, but we will be happy to help you find what you are looking for!

You should have a time where you read to kids because I am one and that would be fun.

We do have reading programs on Wednesdays for children.

Criminal minds TV series (please purchase).

I will forward your suggestion to the acquisitions department. We purchase DVDs as funding allows.

South Regional Library

We love the library!! We would also love it if festivals along the waterway did not park at the library. With two small children it makes it hard to come in – especially in the rain.

Margarita Festival was the problem. Thanks!

3/17/2017: People are parking in the library parking lot and walking over to St. Patrick's Day event at Town Green Park. So there are no parking spaces for people and families to park who specifically came to go into the library. **IT IS VERY AGGRAVATING** to have nowhere to park. The people walking over to that event **KNOW NOT TO PARK AT THE LIBRARY**. I had to keep circling the parking lot so we could come into the library.

3/18/17: Library parking is not available. I arrived at 10:10am and was unable to drive freely through parking in front of the library – cars were in line waiting to drive on “trolley” road next to the waterway. Parking in front of the community center was filling up. The number of people in library did not match cars in parking area. This situation is getting worse each weekend. The library is our most important community asset. It is a source of information as well as an education for the parents of our community as well as those of other economic levels.

I came in today + many people who were **NOT** library patrons were parking + it was difficult to park. You **NEED** the parking lot patrolled if there is an event!!

Parking for the library needs to be enforced. 3/18/17 – Parking is ridiculous – no security.

Thank you for informing us of your parking concerns. A copy of your comments have been sent to the Precinct 3 Chief of Staff as well as Library Administration for review.

Your service is great!

I like all the friendly people here. They are always willing to help.

Thank you very much for your comments.

A classics section would be helpful

Thank you, your suggestion will be considered.

If there are no holds on a book to waive the 48 hours hold.

Thank you for your comment. If there are no holds on an item, then yes after the initial check out the item can be renewed twice. However, after two renewals meaning the item has been checked out to the same person for 6 weeks, then the 48 hour hold is implemented so that someone else has the opportunity to check out the item.

Teachers need a higher item limit – please. My class of 12 will do country reports soon – it is rough! Thank you.

Thank you, your comment will be forwarded to Library Administration for review. As an alternate solution for your consideration; we can temporarily hold items you select for your students or their parents to check out. The library has a finite collection and a maximum check out of 30 items per person was determined the best way to share limited resources.

It would be awesome if library customers could pay online and also pay with a credit card at the library. In addition, some libraries have the technology to swipe at self-checkout. This update would most likely provide better compliance with library fines.

Thank you, your suggestions pertaining to credit card use to pay library fines online, on site and at self-checkout will be forwarded to Library Administration for review.

Please stop dividing DVD series into separate boxes. It's almost impossible to view them in the right order. Requests almost always cause delays and confusion. I would prefer to watch a series without long delays between discs. Thank you!

Thank you, your suggestion will be forwarded to Library Administration for review. Please note, DVD series are divided to ensure everyone has equitable access to the collection.

Love the library! Suggestion: When I get a hold notice for the e-mail to say WHICH book. Thank you for your suggestion. I am happy to say, yes when e-mailed hold notices are sent, the title of the item is included.

Your computer catalog continues to become more confusing & less user friendly. Your IT people are making your catalog impossible to use unless your offer classes... I guess its job security for them!

Thank you for your comment. The catalog is a software program purchased by the library consortium and operating separately from our IT department. The next time you visit the library, please let us know and a library staff member will gladly show you how to navigate the software.

Please order in book form: Blanche Wiesen Cook's book Eleanor Roosevelt Vol. 3 (only now in MP3). (name withheld)

Thank you, your title suggestion will be considered for the library's collection. Per our phone conversation a copy of the title had been requested for you via Interlibrary Loan.

Malcolm Purvis Library

I love your books!!!

Best library ever!

Love it so much!

Thank you for all your favorable comments. We are happy you enjoy the library, the staff and the books.

George and Cynthia Woods Mitchell Library

I was writing to inquire about the Microsoft Excel 2013 Part 1-6 classes at the Mitchell Branch. I did not see that we had to register for these but didn't want to miss out on a spot for all 6 classes. My employer is allowing time for myself and one other to attend so I want to ensure we will be able to participate.

Our computer classes are usually offered on a first-come/first-served basis without a registration requirement. There are sixteen stations in the Computer Lab and there are usually seats available. However, we understand your concern about being sure that space is available for you and your colleague at all six sessions. I have contacted the class instructor to see if she can arrange to reserve seats for you and your co-worker for the first class and to add a registration requirement to the following class sessions.

What are the days and times that I can get help with filing my income tax?

Unfortunately, tax assistance is not available at the Mitchell Library; however, the South Regional Library, located at 2101 Lake Robbins in The Woodlands (77380) will be hosting the AARP Tax-Aide volunteers to assist local community members. Tax preparation assistance is also available at other local libraries. Here's a link to the list of local locations and dates:

http://www.countylibrary.org/tax_assistance.htm

Do you offer a list of books available on tapes?

The library no longer acquires audiobooks in tape format; however, we do make audiobooks available in other formats. A wide selection of audiobooks on cd is available from the library, and we also offer downloadable audiobooks in electronic formats, such as mp3 versions. We don't have a list of just the audiobooks available, but you can use the library catalog to find out what audiobooks can be borrowed from the library. Go to www.countylibrary.org and click on the catalog icon—the colorful stack of books—at the top of the page. You can access the Advanced Search page by clicking on “Advanced Search” to the right of the Search box—and then use the little arrow by “Any Format” to select just the AudioBooks. Note that a hold request can be placed on an item to have it delivered to the library nearest you. Downloadable audio materials are also available for free from the library through the Overdrive and Hoopla apps. Here's the link to the library's webpage for more information: <http://www.countylibrary.org/digital.htm>

I have been trying to place items on hold, and it says, "privilege has expired." I have no outstanding checked out books or unpaid fines, so I am wondering what might be going on. Please help. Thank you. (name withheld)

Library cards expire every two years. I just checked your account and your privilege expired on 2/21/17. When a card has expired, you will receive the message you describe when trying to place a hold. Not to worry, though! We have now extended your privilege for two weeks--until 4/12/17--so that you can access your account right away and place holds on the items you're wanting. In order to extend your privilege further, just stop by any of the Montgomery County Memorial Library System locations with your library card and your current photo id and we would be glad to renew your card for the full two-year term.

My husband picked up my Beverly Lewis books on HOLD earlier today and I found that a mistake was made in the books set aside for me. I received "The Preachers Daughter" written by Cheryl St. John, instead of the book written by Beverly Lewis. I've requested the one written by Beverly Lewis again and hope that you will set it aside in spite of my having 6 books at the present time. Thank you. (name withheld)

You do have a current hold on the large print version of "The Preacher's Daughter" by Beverly Lewis. It should arrive soon for you to pick up at the South Regional Library (2101 Lake Robbins). You'll be glad to know that library patrons can have 10 pending hold requests at any time, and can check out up to 30 total items at the same time.

R. F. Meador Branch

No comments this month.

Facebook Comments

MCMLS noted that this year marks the 50th anniversary of The Outsiders!

Patron (name withheld): My favorite book as a teenager!!!

MCMLS posted the following Epic Reads comment: "That moment at 3AM when you whisper to yourself "I need to stop..." as you turn the page."

Patron (name withheld): Every night!!! Story of my life

Patron (name withheld): If I had a nickel for every time that happened--I'd be a millionaire by now.

Email and Online Comments

I was recently in the library and saw that some of the local students had artwork displayed. As, I was viewing the different drawings and photographs, I saw one item which I found disturbing. The art in question was found on the first floor by the meeting rooms. It was an article in Spanish about President Donald Trump. It has a photo of President Trump and the First Lady. Their heads have been torn off and the word "Trash" was painted on the article. I found this offensive and could not believe this artwork was allowed to be displayed in the library.

Thank you for visiting the Central Library and for sharing your thoughts about the CISD student artwork display. Montgomery County Memorial Library System supports the Arts during Youth Art Month in March with numerous art displays throughout our seven library locations. We have given the art teachers freedom in choosing the displays currently on exhibit and have chosen not to censor the work being shown. With respect to our educational partnership, one of our aligning values is our mutual defense of the first amendment and freedom of expression. Art, like literature, can inspire, provoke, and even offend, and the library has always been a place where differing viewpoints are valued. We thank you for your understanding.

Great library and a very helpful staff. [Central library]

Thank you for your comment. We are glad that you had a good experience and you enjoy coming to our library.

Walked in and everyone was very helpful. This was my first time here and I felt very welcome. My kids loved it and we will be back soon and often. [South Regional Library]

Thank you very much for visiting the library. We appreciate your comment!!

I assume you are aware of this book and plan to acquire a copy? *Free Women, Free Men: Sex, Gender, Feminism* by Camille Paglia, Hardcover: 352 pages, publisher: Pantheon (March 14, 2017), Language: English, ISBN-10: 0375424776 [Central Library]

Thank you for your purchase suggestion. The title information has been forwarded to our selectors for review.

I'm a big fan of libraries and I adore having a local branch with helpful librarians and staff. Thank you! [George and Cynthia Woods Mitchell Library]

We really appreciate such warm support from our patrons. Thank you for sharing your comment with us!

E-NEWS Comments

No comments this month.

Comments received through the social media campaign associated with Mitchell Library's recognition as a 2017 Finalist for the National Medal for Museum and Library Service

Thank you Congressman Brady, for nominating the Mitchell Library for this national award! One of only fifteen libraries to be recognized as finalists this year. The Mitchell library has been a second home for our family for over ten years now. The staff is friendly and helpful. Some have even become friends over the years! We used to attend story times every week, and now that our children are older, we visit this library regularly and participate in their awesome summer reading program. Congratulations!!

The Mitchell library is a special place. I started visiting shortly after I moved to the area to do research for my dissertation. When my oldest daughter was born, I had her in the library at story time as soon as she could sit up. I brought my second daughter in as soon as she was born. The staff at this library care a great deal about the people who visit but none care more than the children's library. My girls have enjoyed all of the visits, story times and summer programs that have been offered over the years. We have been visiting the library for over 12 years and my kids have built strong relationships with the librarians. This program has helped turn my girls in avid readers. They are now in 1st and 5th grade and both read well above grade level and read all the time. We still visit the library on weekends as well as attend the summer programs. There just aren't enough words to express how wonderful this library is. I could share dozens of happy photos as well. I chose the one from this past summer at their favorite summer reading program, Dinosaur George! We love our library!

The George and Cynthia Mitchell Library in The Woodlands is so much more than a lending library. It is always a pleasant place to visit and the personnel are all friendly and helpful. There are numerous programs promoting community involvement, including book clubs, children's story time, and Crafternoons, a program initiated at this library allowing the public to come together and make fun and useful items. It is a real bonding experience with members of the community. We are very grateful to have this library in our neighborhood!

Both our kids from 6 months old attended story time at the George and Cynthia Woods Library in The Woodlands. Best story time ever and the best kids librarians ever. As a family we always enjoyed our time at the library and loved the friendship and support we received from the librarians. Since leaving the area we still talk about story time there and how much we loved it and miss it. We haven't found anything that comes close or people who were so kind and helpful.

I cannot say enough good things about our community library (George and Cynthia Woods Library) My 2 year old son loves to visit the children's library. From the story hour to the computer stations, he enjoys every second. The staff are amazing - so friendly and always greet my son by name. This library helps to create memories that will last a lifetime.

As an adult moving to The Woodlands Texas in 200 (Montgomery County, TX) there was a bond issue for a 2nd library in TW....My husband and I dug our heels in and helped get the bond issue passed...it was a squeaker of an election since it was a county wide election. Once the new library opened (George and Cynthia Woods Mitchell Library) my husband and I joined the Friends of the Library and have been volunteering ever since.

Our very own, and very special, Mitchell Library has been a part of our weekly routine and the source of many happy moments and memories for the past five years. My children have grown up knowing Mrs. Laurie LoBello Nudo and Mrs. Cheryl James - the librarians in the children's department. They always welcome us with a smile, they always take the time to greet us by name, and they always are full of inspiration for our next literary adventure. What would my children's childhood have been without them and our library?! Thank you to these lovely ladies and to the Mitchell Library for all you do!

As a children's author published with Beach Lane/Simon & Schuster, I have enjoyed visiting terrific libraries from coast to coast. The George and Cynthia Woods Mitchell Library is in my hometown and I can't speak highly enough about the vibrancy of their programs for story-timers to senior citizens. The Friends of the Library programs add a great layer and the summer reading programs are fantastic, to name only a few of the offerings that have become an integral part of community life. I have interacted with the staff as both presenter and patron, and their knowledge, enthusiasm and support is unsurpassed. They always go that extra mile. It is exciting and well-deserved that Mitchell Library is a finalist for this prestigious honor.

Mitchell Library ROCKS! I've had the honor of being there for multiple reasons. I'm booked every summer by Shelly Lane, the children's librarian, to be the professional storyteller promoting literacy for the SRO summer reading program. I volunteer as librarian at a non-profit entity and have found exceptionally affordable "finds" to purchase at the fantastic Friends of the Library bookshop. And as a patron, I love the audible book collection that makes traveling around the Houston area and out-of-town trips far more pleasurable. Mitchell's services have a profound impact on the community: children, teens, and adults.

I would like to share how wonderful the George Mitchell library is in the Woodlands, TX. I belong to two terrific book clubs, nonfiction and fiction, run by the staff. I really love the FRIENDS ROOM GIFT SHOP which helps fund library needs and depends on wonderful donations of books, DVD's, CD's, audio tapes etc. from our community. The library will get you a desired book somewhere in their system and they run many programs to meet the needs and desires of their patrons. We are so fortunate to have this library!!

Our family loves the Mitchell Library located in The Woodlands, Texas. After our relocation, the children's department employees became our first friends. We frequent #MCMLS almost daily to check in and use all of their equipment.

I cannot express how grateful we are for George and Cynthia Woods Mitchell Library. My children and I have visited weekly for over 7 years. The much anticipated milestone of a first library card, regularly updated displays to check out, cozy places to read, and phenomenal librarians throughout. We especially love the wonderful children's librarians Cheryl James and Laurie LoBello Nudo, who greet us all by name and always have time for a smile, a story, and of course to help finding books.

George and Cynthia Woods Mitchell Library is the quintessential community library. It is more part of the community than any other I have ever visited or worked for. No matter where I go, it will always be my library home.