

Montgomery County Memorial Library System

Patron Compliments & Comments

May 2017

Program Department

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Central Library

Security Officer Lauren is doing a wonderful job fulfilling her duties.

Thank you. We will share your positive comments with Security Officer Lauren.

Wow, what a difference a person can make. I asked for help with the computer, but was told they didn't have time to help me. But the sweet, blonde lady helped me for just a few minutes and quickly showed me what to do. I asked for her name and she said it was Debbie. She's in reference and she's awesome. She is kind and very knowledgeable. Please keep her around.

It is nice to hear that you enjoyed your visit at our library. Thank you for your kind words about Debbie. We will pass you message along to her.

Great display on Confederate history in glass cabinet!

Thank you for your comment. We try to provide educational and interesting material in our display cases. We also thank the United Daughters of the Confederacy chapters for their great efforts and support.

I would just like everyone to know how helpful Brandy in Children's dept. is, as well as every staff member I have encountered along the way. Thank you. I don't know what my family would do without you.

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

The library looks beautiful and more appealing to us all – the new book shelf ☺. All the staff members are very helpful, very attentive and friendly. Thank you. Continue your great work for the next generation of American leaders in our nation. God bless you all.

I love the new book display. Easy to see new audio books. The decorations are beautiful and eye catching. I think, I'll be spending a lot of time there.

I love your new book display!!

Love the new display!

Thank you for taking the time to let us know about your positive experience. Our goal was to make the library more appealing. We are happy to hear that we achieved that goal with our new book shelf.

Genealogy Comments

Carl Smith did an awesome job on Genealogy Wrangler: Ancestry.com; looking forward to future classes! Thank you!

Very Good presentation. Thanks for doing these!

Enjoyed Carl Smith's presentations – they are very enlightening.

Excellent Presentation! Very Helpful!

Very informative and you made it fun as well. Will attend more of your presentations

Even as a seasoned Ancestry.com user, Carl's program today was very informative & I now have a new research plan. Yeah Carl!

Thank you all for your wonderful comments. We are glad you found the Ancestry.com class beneficial and useful. We look forward to helping you with your research needs in the future.

Thank you for offering Genealogy classes. Today was my first time in class & it was very helpful.

You are welcome. We are glad you found the class today helpful and hope you can make it to some of our future programs and classes as well.

I love the workshops. I learn so much every time. I would like you to do another session of "Finding Immigrant Ancestors" during the day.

Thank you for your kind words regarding the workshops. We will try to schedule another session of "Finding Immigrant Ancestors" for this fall during the daytime to allow you and others an opportunity to hear this workshop too.

Great help from Carl and Laura!

Thank you for your kind words. We look forward to assisting you with any of your research needs in the future.

Great books on York County, VA! Have just scratched the surface! P.S. Very helpful staff!

We are very glad you found our staff helpful and our collection useful. We hope to see you again soon!

Carl Smith was so very helpful! We appreciated all he did!

Thank you for your kind words. We will pass them along to him.

Thank you again for all of your help and direction. I sincerely appreciate it!

You are welcome. We hope to see you again soon to help with any of your research needs.

Nelson, I really appreciate everything you have done for us. It's not just the book, but all the other information which will allow us to follow up on other members of the family. I went into the library hoping someone would be able to help us, not knowing we would run into a real friend who already had his hammer cocked, just waiting and willing to pour onto us all the information you had already thought about and had prepared.

Thank you for your kind words. We will pass them along to Nelson. We are grateful for the hardworking and knowledgeable staff members in our department, and look forward to helping you with any of your research needs in the future.

I've had so much fun in here today! You had [the book] Calhoun Co. Mississippi Pictorial that I've wanted to see for a long time! Thank you so much!

We are pleased to hear you had a wonderful time researching today, and that you found our collection fun and useful. We hope to see you again soon!

I brought my friend to see your wonderful display on the Confederacy you had upstairs by the Rebel Joan of Arc Chapter. But too bad it was already gone. So sorry to have missed it!

The Confederacy display by the Rebel Joan of Arc Chapter was a special display placed for Confederate History Month, which is celebrated in April each year. Each month features a different display as to give several groups an opportunity each year to place displays in the library. We are sorry you missed the display, but can put you in contact with the officers from the Rebel Joan of Arc Chapter if you want to learn more about the items that were on display in April. Please drop by the genealogy department in person or call us at 936-788-8363 x 6249 if you are interested.

R. B. Tullis Branch

Everything is great love this library very much. P. S. Love it so much.

Thank you for taking the time to let us know about your experiences. We are glad you had a nice visit at our library!

Monthly club idea – adult coloring time. Bullet journaling/journaling prompts.

Thanks for your suggestion. We are working on a way to hold these types of programs in the fall. Stay tuned!

Malcolm Purvis Library

I just wanted to say thank you!

Thank you for taking the time to comment. It is always rewarding to hear that you appreciate us as well as the services and resources offered in the library!

South Regional Library

My thanks to Mary D. I needed information on Angel Gowns and Mary went out of her way to get me all of the information I needed. God Bless You, Thank you.

Thank you! Mary will appreciate receiving a copy of your gracious comment.

Kathleen highest rating 10+.

Thank you for the high rating! Kathleen will appreciate receiving a copy of your generous comment.

Why is there NO PUZZLE? (name and contact information withheld)

Thank you for your inquiry! We are happy you enjoy working on the monthly library puzzle. As I explained in my telephone message our puzzles are donated and we had a small gap between donations. We currently have another puzzle on the table and hope you visit the library soon.

Girls and Boys Bathrooms, Read to the Dogs twice a month, the workers are nice.

I love your library.

I like the Dino books.

Thank you for your comments! We appreciate feedback from our young patrons and what they like about the library.

05-19-2017 Attn: "Noël"

"As a long-time patron of this library", I accidentally left some sensitive paperwork here.

***Noël immediately took it upon herself to call & notify me. It's much appreciated for the "fine job" she did.**

Thank you for letting us know! Noël will appreciate receiving a copy of your commendable comment.

I think you should be able to check out books with a Driver's license. This was never a problem when I lived in Harris County. I understand that it's more work but I have my number saved on my phone, I'm here in person, with a driver's license & can't check out a book, because I changed purses and don't have my larger wallet with me.

Thank you for your comment. Yes, you can use your driver's license at any Montgomery County Memorial Library location. However, per the library's circulation policy, a driver's license can only be used once; then a replacement card needs to be purchased. The policy reads: Patrons with a valid unblocked account, no card present with acceptable identification: Full Borrowing Privileges Proper Photo ID is needed to access the account. A customer may access a MCMLS account (1) time with a valid ID. The second consecutive time the patron must purchase a replacement card.

Another option for you is to use the self-checkout machine using your card number only. That way you may checkout items without your physical card or picture ID, and that would avoid the card replacement fee as well. Hope that helps!

We'd love to have more kids' activities in the evenings or weekends – book clubs, summer reading kick off. (name and contact information withheld)

Thank you very much for your feedback! Per our phone conversation, I understand you are a single working mom with two young children and only have access to programs scheduled in the evenings or Saturday. During program planning for the 2018 summer reading program we will look into scheduling some children's programs in the evenings and Saturdays, pending available staffing and resources. The Children's Librarian will follow up with you in case you have additional questions and to let you know the library has an open LEGO play program until 7pm on June 15th and July 6th. In addition, if you are interested, the George and Cynthia Woods Mitchell Library located at 8125 Ashlane Way occasionally has an early evening program for some of their most popular programs. Monday, June 19, 6pm – Lucas Miller the singing Zoologist. Thursday, June 22, 6pm – Magic Show

Nancy Drew Clue Book Series – we would love to see these books in our library!

Thank you very much for your suggestion! We will consider adding the series to the library's collection.

I am constantly having to ask the staff to log me into Facebook. Isn't it possible to link my card to my age so that I can just log in? (name and contact information withheld)

Thank you! Per my telephone message, a copy of your inquiry will be sent to library administration for review and consideration.

It is TOO HOT in this library! I understand keeping costs low but this is RIDICULOUS!!!

We appreciate your comment. Yes, we are having ongoing problems with the temperature in the library. The Maintenance Department is working diligently to resolve the situation. Please note this temperature problem is not related to cost saving measures.

For the app: The ability to search all libraries, as well as specific ones.

Thank you for your inquiry. The library system has several apps. I did not know which app you were referring to so I have included a response for all apps. If my response does not answer your question, please let me (the Branch Manager) know during your next visit.

1. Both BookMyne and LibAnywhere features a catalog search including all Montgomery County Memorial Libraries as well as our consortium partners.
2. LibAnywhere can be used to search other library system catalogs. However, only one system's catalog can be searched at a time.
3. Hoopla and OverDrive are both e-platforms and only the Montgomery County Memorial Library catalog of e-items is searchable due to licensing.

R. F. Meador Branch

Fern Michaels new books.

Thank you for your request. After doing some research, copies of everything Fern Michaels has written in the last five years were found at various locations within our Library system. If you're not finding the title you're looking for at a particular location, we will be glad to request any of them for you or you can also go online and request them yourself at www.countylibrary.org. The owning library will then send a copy of the book you're looking for to whichever library you desire.

The decorations for summer reading really lightened up the space. All the staff members are very helpful and welcoming. Thank you all for making this library such a "hometown" place to visit.

Thank you for telling us and I will pass the kind words on to the entire staff.

I love the *Willis in the News* collection of newspaper articles. I was able to easily locate something from four years ago and it was very helpful. Thank you!

You're very welcome. The Library staff assembles that collection as a service to our patrons for just that reason. We're glad you were able to find what you were looking for.

Charles B. Stewart West Branch Library

Everyday people bring children to the adjacent garden and pond. Feeding the turtles and fish entralls the children. It would seem reasonable that visitors would gladly pay \$1 for a small bag of dried bread made by perhaps a volunteer using day old bread. It costs only the price for bags and could easily generate \$3,000 per year for the library. People would freely purchase the bags to help the library and save having to bring their own bread.

Thank you for your suggestion. I will forward this suggestion to our Friends group to see if they would be interested in selling fish food at the Book Nook.

It is my first time in your library. Very nice!! People helpful!! But you need more handicapped parking. How about a few on the other side of the door where you have 3? Thank you.

I will forward this suggestion to Library Administration to review logistics.

I would really like a reminder when your library card is about to expire. Thank you.

Thank you for your suggestion. I will forward this suggestion to Library Administration.

This is my first time at Montgomery Library. Loved the books under children's section. Very good place for kids. Awesome location. Thanks.

I am glad to hear you enjoyed our library. Yes, the location is superb, in the heart of Historic Montgomery and next to the beautifully-maintained Memory Park. We are glad you enjoyed your visit – please stop by anytime.

George and Cynthia Woods Mitchell Library

I see that Morningstar is no longer an option under databases-business online. Will it return?

Unfortunately, Montgomery County Memorial Library System no longer subscribes to the Morningstar Investment database because of financial restraints. Our Reference Coordinator tells me that you should be able to access Morningstar through the Harris County Public Library's webpage: <http://www.hcpl.net/ref/dbalpha.htm>. Scroll down to the letter “M” and click on the Morningstar link. A popup box will appear asking for your library card number and pin--just enter your MCMLS library card number and the pin associated with your library account as usual. It is possible that the HCPL verification server will stop allowing access with an MCMLS card at some point, however you can obtain a Harris County library card free of charge by stopping by one of the HCPL locations and presenting a valid Texas driver's license with your current address in order to access the database.

I got a message that I have hit the limit of recommendations. There are lots of books that I can see either are not going to be purchased or I have already acquired another way. How can I eliminate books so that I can continue recommending new books?

Overdrive limits the number of recommendations that can be submitted each day to three—the limit resets automatically. Please check to see if you are able to make a recommendation today, since it is likely that your account has now been reset. If you are still unable to place recommendations after twenty-four hours has passed, try dismissing older recommendations from your list. To do this, sign in to the Houston Area Digital Media Collection through Overdrive, select the icon that looks like books on a shelf to go to your Loans page, click or tap “Recommendations”, then click or tap “Dismiss” to remove a title from your Recommendations list.

I have a library card with MCMLS. Can I get a book from either the Houston Community College or University of Houston Downtown libraries?

MCMLS cardholders can place interlibrary loan (ILL) requests for materials that are available from libraries outside our system/consortium. You can place an ILL request through the library's webpage--here's the direct link: <http://www.countylibrary.org/ill.htm>. Just click on the ILL Form button on the right side of the page, then complete and submit the form. Please be aware that ILL items typically take a few weeks to arrive. You will be notified by email when the item is available for pick up.

I love this Library and the books.

I like you.

We appreciate receiving comments from our younger patrons. We like you, too!

Facebook Comments

MCMLS announced the start of the annual Summer Reading Program on May 30th.

Patron (name withheld): Yeayyyyyyy

Patron (name withheld): Yippee! Coming to sign up today!!

MCMLS posted the article by ABC13.com reporting that "Conroe is America's fastest growing city."

Patron (name withheld): I can believe it!

Patron (name withheld): I believe it! Build us a library in another growing area... Rayford @ 99.

Patron (name withheld): Love it! Bigger.

Patron (name withheld): As long as it gets bigger in a good way. Wish there was some limits on over building. Sometimes I swear it's too much, like Katy, I hardly recognize it driving thru it vs. 15 yrs ago. But I'm sure the mighty dollar and people wanting to make a buck will succeed in over building Conroe too.

MCMLS reminded everybody with a video that the library offers free e-books through Overdrive and Hoopla.

Patron (name withheld): Somebody buy her an ereader.

Patron (name withheld): A lot of the time when I try to download an audiobook on hoopla it says the moco library's lending limit has already been met for the day. And this will be like 6:15 am 😞

☹️ what's up with that? My mom never gets that message from Harris county library.

MCMLS response: I apologize for the issue in accessing titles on Hoopla. Hoopla charges libraries for individual checkouts and we have a daily spending limit in place. Once that limit has been met, it no longer allows the checkouts for that day. 7pm is the best time to download titles, as that is the time that Hoopla resets their daily limit.

Patron (name withheld): Understandable! Thanks for the timing tip!

Email and Online Comments

Very helpful staff, large selection. Love this library! [Central Library]

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

Honestly to the only lady that gave this place a bad review and did nothing but complain, suck it up! Am I right everybody?? Everybody has problems. [R.B. Tullis Branch]

We appreciate your support of the library and we will continue to provide great customer service to avoid negative reviews in the future.

Very helpful staff...loved it. [Central Library]

Thank you! We are glad that you enjoy visiting MCMLS and our branch in Conroe.

Friendly & helpful staff, easy to navigate for what you're looking for books, audio, etc. Nice location, easy access from US-59. [R.B. Tullis Branch]

Thank you for taking the time to let us know about your experiences. We are glad you had a nice visit at our library!

This is a beautiful library, but what is the point of a public library when I cannot even access YouTube! How can someone even do a research project without YouTube! What year is this? 1995, I thought it was 2017! [R.B. Tullis Branch]

The social media policy was set by the County Commissioner's Court. If you are over 18 and have a valid ID, you can gain access if you ask the library to unblock it.

E-NEWS Comments

Comment in reference to George and Cynthia Woods Mitchell Library's IMLS award:

Congratulations! Montgomery County Libraries are great and continue serving our public to a high degree of care, management sensitivity, innovation and service. As with public schools and our military, public libraries contribute greatly to our Democracy. Bless your good works!

Thank you so much for your kind words!