

Montgomery County Memorial Library System
Patron Compliments & Comments
November 2016
Program Department
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Central Library

We live in Willis and we must say that your staff is 100% more polite!

Thank you for the compliment. We strive for excellent customer service at all of our locations.

11/8/2016. Security Officer James Smith is still putting his nose in everyone's business. He needs to keep his nose to himself. He even thinks that every homeless person begs for money and food. (name withheld)

11/8/2016. Security Officer James Smith is going around saying that I am asking people for food. I don't do that at all. (name withheld)

11/10/2016. Security Officer James Smith has been putting his nose in my business and keeps telling me that I need to drink water and not soda. For one, he ain't my mom or dad and two, he ain't my boss! He should really learn to keep his nose out of everyone's business, especially personal business. (name withheld)

11/10/2016. The Security Officer James Smith is telling me that I should not drink Dr. Pepper that much. Also, he is still telling people that I am bugging people for food. (name withheld)

We appreciate you taking the time to comment and will address your concerns with the security guard. The Library is meant to be a welcoming atmosphere for everyone who complies with our behavior policy, and we are sorry that you feel you were treated in a less than positive manner.

Your new books on the rack in the lobby are very heavily represented by female authors. I am a woman myself, but enjoy thrillers, espionage, war stories, etc. mostly written by men. I'd like to see far more male authors represented here. It seems your new books are chosen by women, for women, about 90%!

Thank you for your feedback. We will revisit our process for highlighting new books and make sure there is a more even gender distribution among the authors selected. However, many of our most popular authors never make it to the shelf immediately after publication because of high demand and holds placed on the items. That might be a factor in the availability of choices on our New Books display as well.

I think you should have another place to read for the kids, like the bus. I think you should have a worm, a book worm. Well, bye. Love (name withheld).

Thank you for sharing your thoughts. Space challenges are always an issue, but the youth staff has been brainstorming new ideas to make the department a more welcoming and educational atmosphere for young ones. Be looking for more positive changes in the coming year.

Just wanted to say, Miss Walthall is a very nice and good worker. Thanks.

Thank you for your kind words!

Genealogy Comments

For those of us that like to study and read in peace, the Genealogy Department is the best place in the library system. Would you please consider bringing one or two comfortable chairs into the room for our use? Thank you!

Thank you for your suggestion. While the main purpose of the Genealogy Department is to serve as a space for researchers, we are glad that it provides a quiet study space for all. We will take your suggestion into consideration.

The staff is really great and I was able to find a lot of information I was missing in all the books I found!

Thank you so much for your kind words. We are glad you had a successful day of research and are ready to help you with any future research needs. We hope to see you in again soon.

R. B. Tullis Branch

We loved your book sale!

I will pass on your comment to the Friends of the R. B. Tullis Library. They did all the hard work!

Thanks for making this place so cool. Rad man, rad.

We are glad you had a good experience at the library.

You can let us have more movies please.

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

South Regional Library

I wish people would not use the library parking for events at the pavilion. I get so tired of not finding parking when my son needs to come to the library to work on projects for school on Saturday. Very Frustrating!

No parking again, something going on at Pavilion – Need something done. (name and contact information withheld)

Please provide parking for library patrons. Every time there is an event at the Towne Green, there is absolutely no parking. It is so frustrating.

People are attending an event at Town Green Park and parking in the library only lot. I had to drive around for at least 10 minutes waiting for a spot. There should be an attendant to monitor and ensure only library patrons can park.

I love the South County Library, and I visit at least once a week, but the parking situation is Out of Control and DANGEROUS. Please add a parking garage or better designed lot with a security guard directing Town Park users to a different lot. Not fair to HEB either!

The parking lot was full with people going to the festival next door. We drove around the lot, with many other cars, for 10 to 15 minutes looking for a spot. We were about to leave when we finally got a spot.

Event parking should not be allowed in the library parking lot.

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

I would love if you had a location on the East side of I-45 in the Oak Ridge North/Grand Parkway area/Rayford area. Thanks.

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

It would be nice to have kids books in French for ages 1 and 2. Thanks! (contact information withheld)

Per the Children's Librarian E-mail: Thank you for taking the time to share your comment. The South Regional Library does not own very many children's French language books because demand for this type of material has traditionally been very low. As the demographics of the area change, children's staff will monitor the need for French language children's books and purchase materials based upon demand and available financial resources. In the interim, the Mitchell Library and Lone Star College library system have a few French language books for children. You can request these materials with your library card and arrange to pick them up at the South Regional Library. During your next visit to the library, a staff member would be happy to assist you in placing requests. Please let me know if I can be of further assistance.

Minnie Mouse books for preschoolers and early readers, please.

Thank you, your suggestions have been forwarded to the Children's Librarian for consideration.

I love the library and I love reading. I've read 100's if not 1000's of books and one suggestion I have is the account page should show a history of books I have checked out!! So often I get home start reading and find I've read the book already so frustrating! Thank you for letting me vent!

Thank you for your patronage! Protecting patron privacy and confidentiality is very important. So much so that the only records of reading materials kept are those linked to fines and fees owed. Once fines and fees are paid the item titles are then deleted. Instead, consider keeping a journal or list of titles read. Other patrons have shared with me that a journal with title entries and a brief blurb about the book is very helpful with keeping track of books read. In addition, the information is helpful especially when recommending books to friends.

You guy(s) are amazing!

You should have more activities.

You have amazing books! You should have more Bluebonnet Books.

Bring food - Like pizza or chicken.

We appreciate hearing from our young patrons. Your comments will be forwarded to the Children's Librarian for consideration.

You should be open more.

Thank you. It is nice to know our young patrons value library services as well as take the time to suggest the library remains open for a longer duration of time. Your comment will be forwarded to Library Administration for review. However, please note Commissioner's Court determines the library hours of operation.

I would love to be able to pay fines online! Or in person with a card. Thank you.

Thank you. Your comment will be forwarded to Library Administration for review and consideration.

R. F. Meador Branch

I visited the Willis library for the first time on 11/4/16. I really like it. I love the children's section. Everyone is so nice and the place is very clean and organized.

I haven't been to the library in several years and wow what a nice change! The checkout desk used to be really small by the front door and the new children's area is huge and beautiful! And so many computers in a separate room. Thank you! I'll be coming back and telling my friends about it too.

Thank you for your comments and we are pleased that you like our library and our children's area. Welcome to the area and our library and thanks for helping spread the word!

Charles B. Stewart West Branch Library

I have found your website hard to navigate. It was hard to find the details on the Children's Story Time. It used to be with the calendar page, but no longer.

Thank you for your comment. Our webmaster has added an additional tab on the branch page to include an events/story times listing. These listings can be narrowed by age category as well. The programs are still listed on our main calendar page as well, but once the day has passed, the events are no longer listed.

Jenn was wonderful!!! Spent over an hour getting me on eBooks. Thanks.

We are happy Jenn was able to work with you to help provide you access to our library's resources. We will pass along your positive feedback and commend Jenn for her great work.

Malcolm Purvis Library

No comments this month.

George and Cynthia Woods Mitchell Library

No comments this month.

Facebook Comments

MCMLS asked "What's your favorite library from a movie?"

Patron (name withheld): Toss-up between Indiana Jones and Beauty & the Beast

Patron (name withheld): These are great! My favorite will always be The Breakfast Club!

MCMLS asked "Would you rather see a movie based on a book before or after you have read it?"

Patron (name withheld): Before

MCMLS shared that PBS is making another rendition of the classic *Anne of Green Gables*.

Patron (name withheld): Amanda might like this.

Patron (name withheld): YAS!

Patron (name withheld): Loved these books growing up. Can't wait.

Patron (name withheld): I am looking forward to this.

MCMLS invited patrons to participate in the Hip-to-Stitch library program at the Central branch on Tuesday, November 8th from 5:00-8:00 pm.

Patron (name withheld): Too late in the day for me. ☹

MCMLS response: ☹

Patron (name withheld): Very creative scarf, Devery!

On November 2nd was kick-off day for Toys for Tots.

Patron (name withheld): Today is the 241st birthday of the US MARINES!!

Patron (name withheld): Toys for Tots is my #1 organization that I donate to!! The money you donate goes to/for the kids...and if you don't trust that...then buy a toy or two to donate!!

Email Comments

Patron: Feedback submitted by Crafty Patron, Flipster is such a great service that you offer! I love seeing new magazines added. The crochet and beading magazines are awesome. It would be great if some cross-stitching/needlepoint magazines were added too! Thanks for all you do!

MCMLS response: *We are so glad you are enjoying our new digital magazines on Flipster! Thank you for your suggestion of cross-stitching/needlepoint magazines. I will let the collection development department know.*

E-NEWS Comments

No comments this month.