

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

**I want to thank Mr. Greg Tramel for his kindness and help with using the computer and scanners on October 26<sup>th</sup>, 2016. He was a great blessing to me. He was patient and helpful beyond his duties. May God bless him. Wish I had enough to pay him what he is worth. He does not know how much it helped me get through a hard time.**

Thank you for your kind words. We are glad that you had such great experience in our library and will pass the message on to Greg.

**We love almost everything about this library!! Brandy, Laura, and the ladies are wonderful!! But it's impossible to see what is on the bottom and second to bottom shelves without laying down your stomach!! I wish I knew what was on those shelves ☹ !!!!**

We are so glad you enjoyed our library and that you found our children's staff helpful. We realize that having to put books on the bottom shelf does make it harder to see the titles. Certainly, we wish there were more room for more shelving to alleviate that issue, but there is not enough space to put all books on the top and middle shelves. If you need help finding something on shelves toward the floor, please ask one of our staff to help you. We would be happy to do so.

**Hello, I live in Willis, but had a very bad experience with the children's department, [employee name]. My children were there as well. I will drive to this one from now on because everyone here is VERY nice. Brandy helped us and I'd like to let a higher person know that she is awesome. Brandy has made this experience so much better and worth traveling out of the way.**

**However, I think someone should help the employee in the Willis children's department learn respect, how to address parents, how to smile, and to be nice and people friendly. Children at the library are good. We didn't do anything wrong to be treated so poorly. Please address your employee so others don't feel this way!**

Thank you for taking the time to comment on your recent experience. We are sorry to hear that your interaction was not what you anticipated. The situation has been reviewed with the individual and her supervisor. However, every effort is made to apply library guidelines consistently and following established age requirements for unattended youth is critical to ensuring the safety of all children using library facilities. Please know that you and your children are always welcome at any of the MCMLS locations and we are delighted that Brandy was able to enhance your family's experience at Central.

**Why are there no black people working at the library? You all treat the colored security guard like crap. Wow???**

Thank you for your comment. Through our interview and hiring process we work hard to find talented, exceptional people to join our staff. Every effort is made to have the Staff members in our 7 branches across the County reflect the cultural diversity of our growing communities.

We feel strongly that all staff members, including our Security Guard, should be treated in a fair and consistent manner. Please report any concerns regarding the treatment of our Security Guard to the Library Director or Assistant Library Director.

**On Overdrive - why do I always have to log in when on Hoopla comes up automatically?**

On Overdrive there is a box underneath the box for your library card number you can check that says "Remember my login information on this device."

**I think you should add some more tween books like Dork Diaries, Diary of a Wimpy Kid, or most of all Lotus Lane.**

Thank you for your book suggestions. All of our libraries carry the Dork Diaries and Diary of a Wimpy Kid series. In our library system we also have the four books of the Lotus Lane series. We will continue to replenish these and other great series as our budget allows. The three series you suggested are all very popular and, to ensure you will be able to read each one, you may want to put specific titles on reserve. If you need help with this, then please ask a librarian to help you.

**Genealogy Comments**

**Thank you Renee and Carl for your help and Carl for your outstanding knowledge of state and Federal Libraries.**

You are most certainly welcome. We are glad to assist you with your research needs and hope to see you again soon.

**To: Carl Smith. Thank You for your help. I really appreciate it.**

You are welcome. We hope that your day of research went well and are ready to assist you in the future with your research needs.

**R. B. Tullis Branch**

**Ms. Briana is outstanding. She helped me with a glad smile and very pleasant attitude. She made me feel so welcome. It was a pleasure doing business with you.**

Thank you for your comment! We are very glad to have Ms. Briana as part of our team!

**I really enjoy the peaceful atmosphere that the library provides.**

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

**Carol Nelson Douglas audiobooks.**

**Midnight Louie series.**

**More Boxcar books.**

If these items are not available at our branch, they can be requested from another location. Next time you are in, ask one of the librarians to request them for you. I will also pass on your suggestion to the selection committee.

**I do not like the current location of the non-fiction books. It is too far from any of the tables and makes one worry about the security of their personal belonging while they look for more research materials.**

Thank you for your input about the layout of the books. We do not recommend that you leave your personal items unattended at any time. There is a seating area with a table near the non-fiction items. We will look into other possibilities for seating as well.

**The employees need a raise and most of them are very polite and help you when every customer/patron needs assistance.**

Thank you. I will pass along your comment to administration.

## South Regional Library

**Commissioner Noack! Parking Lot!!! 9:37am 10.26.16 I drove around the parking lot 5 times to wait for a parking spot! We are not allowed to park anywhere near the Community Center, yet patrons are all over the Library parking lot! There needs to be an alternative place to park. If the Community Center has an event then those patrons need to park somewhere else! Since the Community Center has more events than the Library, then the Community Center patrons need to be shuttled back to the Community Center.**

Thank you for your time with writing a complaint about the shared parking situation. Your comment has been forwarded to Matt Beasley, Precinct 3 Chief of Staff as well as Library Administration for review. Since both buildings share the lot, you can park anywhere – with the exception of several designated spaces for voters in front of the Community Center. I hope you were not told otherwise. During past elections campaigners have incorrectly told folks looking for a parking spot they could not park in a designated community center space.

**10/26/2016 It was very hard to get to park for the library. And there was a car in (a) Handicap (parking space) that shouldn't have been. Something needs to be done about this. Respectfully.**

**We couldn't park because of yet another event. Please give us our parking!**

**I LOVE the Library! It is very disappointing when parking is not available due to events at the Town Green Park. You need a patrol officer monitoring!**

**You need policing in parking lot.**

**No parking for the Library - So upsetting – I needed a handicap spot – none available. Please move voting to another location.**

**When there is an event in the Pavilion parking in the Library is a nightmare. Please check that people parking here are going to the library and not somewhere else. Thanks.**

**There is no parking due to events. Need someone to control parking lot.**

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

**Hello, I love the library.**

Thank you. We appreciate comments from our young patrons.

**It's very hard to navigate the website. The catalog gives me very little choices. I can't figure out how to get more choices. Very frustrating.**

Thank you for letting us know about your frustration. Please call us, or the next time you visit the library ask a librarian to give you some tips with increasing your search options when navigating the webpage and catalog.

**Please do a maintenance request to increase the pressure of water @ the water fountains. Something is restricting the flow. Thank you.**

Thank you for your feedback. A work order has been submitted.

**I just moved to Montgomery Co. + do not have internet @ home so I have to use these computers. I am not happy that I cannot access Facebook easily (someone has to login for me every 30 minutes – kind of makes me feel childish – I’m 69!). Also, some other “social media” sites are unavailable.**

Thank you for your comment. Commissioners’ Court has directed that filtering software be installed to deny access to Internet sites which contain sexually explicit materials deemed unsuitable for viewing by minors. Social media sites are included within this directive since anything can be posted. In compliance, the Montgomery County Memorial Library System’s Internet Use Library Policy [http://www.countylibrary.org/policies/mcmls\\_internet.pdf](http://www.countylibrary.org/policies/mcmls_internet.pdf) states:

- a. All Internet use will begin on a filtered computer.
- d. Individuals who are 18 years of age or older may request that a blocked site should be unfiltered for the duration of their session up to a 30 minute maximum. Proof of age is required....

**My name is (withheld), age 60. I asked a librarian staff member to unblock a stop watch video so I could view it. She refused stating it was the Judge’s and commissioner’s (Commissioner’s Court) decision not to allow me to view the video unless I had an I.D. verifying my age. I consider this silly and unfair to senior citizens of Montgomery County. Further, the staff member was unhappy explaining the process of the procedure making me feel very uncomfortable, making my good day a bad day. What is going on in Montgomery County’s Library (?). This rule needs to change immediately. Thank you.**

Thank you for your feedback. During our telephone conversation, I explained the reason behind the policy. I also understand your concern that staff members should be allowed to make decisions on a case-by-case basis regarding who needs to show proof ID. Meaning if someone looks older than 18 due to physical age characteristics (gray hair etc.) there would be no need for that person to show an ID proving they are at least 18 years of age. Thank you for your time, your concerns will be forwarded to Library Administration for review.

**Please consider updating your system to the electronic benefits: to allow reciprocal patrons that are approved to be able to store another persons’ state ID and a copy of their library card – to check out or pick up their library item. My husband with my approval should be able to show my stored info to pick-up my items. Do what’s “reasonable” in this electronic age – a hard copy card is so much more subject to theft or copying.**

Thank you. Your feedback has been sent to library administration for review.

**English fluency for kids. Katy, TX and Sugarland TX uses software Reading Fluency, stories, quiz vocabulary. This will be self-paced and generate a report card. Please add subscription to Woodlands Library for Kids to improve Reading and Vocabulary.**

Thank you. The Children’s Librarian will receive a copy of your request for review and consideration.

**Noël was so very wonderful helping me with downloading a book on my iPad! She was very sweet and kind! You are lucky to have her!!**

**To the super manager and staff from Austin, Texas. Thank you for the outstanding service of the volunteers and Noël. She went beyond her level of ... (the remainder of the note is mostly illegible).**

Thank you for your generous comments, yes Noël is a gem!

### R. F. Meador Branch

**I'm not sure what you're doing to the front of the building, but I'm liking it already. Can't wait to see it when it's all done. The tall bushes hid most of the building. Maybe you should consider cutting back some of the shrubbery between the parking lots too as the building is still hard to see from the street. I hope you're getting back your sign soon.**

Thank you for your feedback. The County's Building Maintenance crew is doing a complete overhaul of the landscaping in the front of the building. We agree, it looks very nice and we are very pleased with the results. It's finished now, so please come back and see it soon. I will pass on your suggestion about the other shrubbery to administration. Our sign is in storage pending the construction and widening of FM 1097 and will be put back up soon.

**The children's area is lovely and inviting. I am new to Willis and have been here three times already with my children and plan to come back often. The two ladies there (sorry, can't remember their names) are very helpful. Love the story times. The new display looks nice too.**

Thank you for your comment and we are pleased that you like the children's area and our services. Welcome to the area and our library!

### George and Cynthia Woods Mitchell Library

**I really need to get in the next Quick Books group. Is there an easier way besides checking the websites every week?**

Our computer class instructor plans the monthly class schedule and posts it to the library system website just before the first of each month. I've given her your email address so that she can alert you to the next Quick Books class.

**Do you have *One Hundred Years of Solitude*, by Gabriel Garcia Marquez in Spanish?**

The library system owns three Spanish language copies of *One Hundred Years of Solitude*, by Gabriel Garcia Marquez. Unfortunately, Mitchell Library's copy is currently checked out, but the catalog shows copies on the shelf at the Malcolm Purvis branch in Magnolia and at the Tullis branch in New Caney. You can place a hold through our online catalog at [www.countylibrary.org](http://www.countylibrary.org) for pickup at your preferred location.

**I currently receive my hold alerts via email. Is there an option to get a text? If so, how can I select it?**

Unfortunately, there not an option to receive your hold notifications via text message at this time. Sorry about that! We will pass along this suggestion.

**Please check the catalog search function. It returns over 680,000 results, not matter what I search. The classic search works alright. Just the normal search seems broken.**

Thanks for taking the time to bring this matter to our attention! This problem occurred over the weekend and has now been corrected. The catalog search function is now working properly.

**How many times can I vote for a president?**

Each registered voter can cast one vote for their chosen candidate in the presidential election. For more information about your rights as a voter, see the website of the Texas Secretary of State: <http://www.votetexas.gov/>

**Many libraries in the U.S. make coffee available for patrons—often for purchase from dispensing machines with a variety of flavors. This service would be very popular for your patrons.**

Thank you for your suggestion. There is not currently a plan to add this service, but you are welcome to bring your own cup of coffee with you to enjoy at the library as long as the cup has a secure lid and is kept away from the computer area.

**I am the father of a daughter that I bring each week to storytime at Mitchell. I love that my daughter is given animal crackers to munch on while she listens to books. I approve of them and so do the many parents who attend this wonderful event. Please do not take them away. Do not. Do not. Do not!**

**We love storytime at Mitchell. We have been going since my child was 6 months old. In addition to the great books and crafts, animal crackers are revered by my child and all of the children. They are delicious and combined with a regular balanced diet are perfect for a snack during storytime. These need to be kept. We approve of them as a snack. Do not take them away.**

Thank you for taking the time to provide your views regarding animal crackers at storytime. Library administrators are concerned about the risk presented to children with known or unknown allergies and other sensitivities who are attending library programs. This matter is still under consideration and your comment has been forwarded to administration. While we await a final decision on snacks, please know that the stories, activities, and the dedicated staff you value will continue just as usual.

#### Charles B. Stewart West Branch Library

**What can be better these is for all libraries in Montgomery County. You don't know people situation. You should have a place you can put coins into the machine to get a copy card. Just like the copy machine. Since print machine is set up to use print card. Thank you!**

Thank you for your suggestion. If you do not have dollar bills to use in the card machine but have coins for printing, please talk to one of the staff at the Reference Desk. We will be happy to assist you printing your items and paying in coins at the front desk.

#### Malcolm Purvis Library

No comments this month.

#### Facebook Comments

*Happy Halloween from the team at the Tullis branch*

**Patron (name withheld):** I was there. They really dressed like this. Awesome. But the kids were even cuter. The staff always gets into the mood of things. The coffee barista made you want a cuppa.

**Patron (name withheld):** Had such a great time thank you.

*Happy Halloween from the team at the Central branch*

**MCMLS:** We all dressed up as different crayons from the books *The Day the Crayons Quit* (and *Came Back*), and *Harold and the Purple Crayon*!

**Patron (name withheld):** You ladies are awesome! We love and appreciate all you do!

**Patron (name withheld):** Great time today ladies! Thank you for all you do!

**Patron (name withheld):** Thank you all for a morning full of fun! My son had a great time!

*MCMLS updated the cover photo and a patron used to the opportunity to post comments*

**Patron (name withheld):** This is the most incredible library system ever. My local branch, Tullis, constantly amazes me with their programs and the availability of materials. I think everyone in the county should get a library card!

**MCMLS response:** Thank you for your kind words! We also would love to see everyone in the county get a library card!

**Patron (name withheld):** I failed to mention that the staff at Tullis is incredible, as well. What a group of creative people. Someone does a really spectacular job of hiring!

**MCMLS response:** Thank you! We'll make sure that the Branch Manager at Tullis gets your message.

*MCMLS South Regional Library posted pictures of their favorite staff decorated pumpkins.*

**Patron (name withheld):** Love these!!!! Who did Silence of the Lambs?!?!?!?

**MCMLS response:** Natalie Collins had the winning pumpkin the past couple years.

**Patron (name withheld):** So creeeeepy!!

**Patron (name withheld):** Great job everyone!

*MCMLS posted a link from the Today Show about the 65<sup>th</sup> anniversary of "I love Lucy" and asked "What's your favorite Lucy moment?"*

**Patron (name withheld):** For sure the candy factory.

*MCMLS posted an article about 13 library apartments left in the New York Public Library system and asked "Would you want to live in one? Or spend the night in one?"*

**Patron (name withheld):** Live there in a heartbeat.

*MCMLS asked "If you could pick a book just based off the look of the cover, would you rather pick the one with gorgeous images or just plain text?"*

**Patron (name withheld):** Vintage covers

**Patron (name withheld):** I'm notorious for walking through the stacks and picking up books because the covers are pretty. My book club laughs at me but it works for me!

**Patron (name withheld):** Beautiful covers attract me, but the content is more important and I'll base my purchase on that.

**Patron (name withheld):** Can I judge based on the inside flap of the cover?

*The Friends of the Library had their Fall book sale during the first week of October 2016.*

**Patron (name withheld):** 10/7/2016. LOVE the library and LOVE the annual book sale, but was so disappointed yesterday. The volunteers were friendly and helpful, and the layout was great but it was near impossible to find anything due to resellers either blindly grabbing books by the handful or blocking entire sections with their rolling carts, while they used their phone scanners to scan every single title for Amazon ranking. By 4:45 the children's section was all but wiped out. I know this isn't the fault of the volunteers, but it was just so disappointing. I have always loved quietly browsing titles and mingling with fellow book lovers, not becoming engaged in some Black Friday stampede scene. It really broke my heart. :(

**MCMLS response:** We are so sorry you had a negative experience last night at our book sale opening at the Central Library in Conroe. We will pass along your feedback to the Library Friends of Conroe who manage the sale. Thank you for being a loyal library supporter, and we hope that your next experience is a positive one.

**Patron (name withheld):** Thank you. I really do hate to complain, because I know it is no fault of the organizers. I guess I was just shocked at the behavior of the resellers. I haven't encountered that before.

**MCMLS response:** I hadn't heard of this happening either - so your comment was surprising. We definitely appreciate the feedback, since I know the hard working group of volunteers tries to continually improve the book sale each year.

### Email Comments

**Patron:** Would you please update magazines on line.

**MCMLS response:** If you are referring to our digital magazines offered through Flipster, we recently added several new titles, which became available October 1. All of the issues shown on the page [www.countylibrary.org/digital.htm](http://www.countylibrary.org/digital.htm) under "Magazines" are the most current issues of our updated list of digital magazine subscriptions. You can also click on the "Flipster" image to view the full list of our subscriptions.

If you are referring to the listings of our physical magazines at each branch that appear in our catalog, while the current subscription titles are all reflected in our catalog, not all of the branches record each issue in our system. If you would like to know which magazine issues are available at a certain branch, you may have to contact them directly. All branches and contact numbers are listed on the following webpage: [www.countylibrary.org/locations.htm](http://www.countylibrary.org/locations.htm).

**Patron wrote to West branch:** I wanted to take a moment today and extend my appreciation and thanks to the staff of the Montgomery County Library.

While I never visited the library prior to these last several months, the staff there (both past & present) were always courteous and patient with me. They even displayed signs of concern, when my presence at the library changed from what was a normal routine.

It was no secret that I was in pursuit of a job due to a recent layoff that affected me. As of yesterday that pursuit has ended. With good news comes change, and that change involves me relocating.

So today, in addition to my appreciation, I want to share this moment with the staff of the Montgomery County Library for helping me accomplish my goal.

Respectfully yours.

### E-NEWS Comments

No comments this month.