

Montgomery County Memorial Library System

**Patron Compliments & Comments**

**September 2016**

Program Department

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**Central Library**

**Hello, we recently moved from Spring and we miss the book club. The book club was offered after school and provided a discussion opportunity based on the selection chosen by the librarian. They also provided a snack and kids ages 8-12 participated in a lively discussion. Thank you!**

Thank you for your interest in our After-School Book Group. Our book group was on summer break, however, it has now resumed its regular monthly schedule for the school year. We look forward to seeing you there! In addition, we recommend checking our event calendar on our website <http://www.countylibrary.org/calendar.htm> for any future programs and events.

**Please order “Iron Will” and “Hidalgo” DVDs for the Conroe library. Both movies are true stories and accurate history. Our children and adults need such to choose from.**

Thank you for your recommendations. We actually do own several copies of Iron Will on DVD that you could check out. Hidalgo is owned by a partnering library but would have to be requested on hold. We will consider adding that title to the collection as our funds and policy allow.

**This idea could make the library money and not waste the time of library staff: Create trusted member card for a fee. This would be like a tiered membership for adults which could free up library staff from robotically asking for ID when it is freaking obvious that I am not a minor, and have obviously produced ID previously within the same allotted override permission.**

We appreciate the feedback. Proof of age is required for Internet filter overrides, and at this time there are no plans for specially marked library cards that could avoid this process. A picture ID is the only way to ensure equitable implementation of this policy, so even if it is obvious that you are an adult, it is still standard procedure to ask for ID. Thank you for understanding.

**Please consider separating children’s movies from adult movies.**

Thank you for the suggestion. Several years ago the movies were combined, and there are no plans to separate them again in the future. Only adult account holders can check out videos and determine what is appropriate for their child to view.

**To librarian: This book (“The Curious Charms of Arthur Pepper” by Phaedra Patrick) was excellent. A must read. ☺**

Thank you for the comment. We are glad you have enjoyed the materials that you checked out from MCMLS.

## Genealogy Comments

### **Thank you for Carl – He's Great!**

Thank you for your kind words. We are proud of all of our wonderful staff, and strive to provide the best service to the community.

**I was seeking help for an hour at the library, and many employees working in the second floor would guide me to use the computer and did not HELP. In the Genealogy / Local History room Carl Smith helped me. He is[a] very professional person and good teacher and he offered to help. There are people who care and those people who need the library. His passion is helping people. The people who work here get paid to guide us. Carl = Good.**

Thank you for your kind words. We are glad Carl was able to assist you with your questions and help you during your visit. We look forward to assisting you as best we can when you come to visit again.

## South Regional Library

**Videos need to be rated G PG PG13 R TV13 etc. I've checked out series that have nudity and close to porn. It's too late after you've seen it. Library labels prevent you from seeing any ratings on the DVD cover.**

Thank you for your comments. The selection and purchases of DVDs are based upon the Montgomery County Memorial Library System's Collection Development Policy approved by the Commissioner's Court. In addition, per the same policy, the library does not rate movies and cannot act in loco parentis (in the position of or in place of a parent/guardian). Also, due to format space, we acknowledge library labels sometime cover pertinent information. This is unavoidable, and we apologize for the inconvenience. During your next visit, we would welcome the opportunity to either find the movie ratings for you within the catalog (ratings taken from the physical DVD container) or show you how to independently locate the ratings information within the library's catalog.

**9/24/16 parking here took me 20 minutes due to a festival at Town Green (Park). Extremely frustrating and inconsiderate to actual library patrons.**

**It was very difficult parking today (Saturday, Sep. 24<sup>th</sup> @ noon). Many people were parking for the wildflower festival. They would park and go to Town Green Park not the library. It took 10 minutes to find parking. You should enforce the parking for the library signed.**

**No parking because of function next door. People also illegally parked in handicap (parking spaces).**

**9:45am 9/31/2016 Again. No parking! People using your lot for the park.**

**Could not find parking on the day of an event that was occurring at the green park square (Town Green Park). Many people were going to the event instead of the library!**

**Every Saturday there always seemed to be an event in the park and there is never any parking. It is very frustrating when I have my children with me and we need to return our books so I can't park across the street and walk. When there is a police officer speaking to people when they come in it is much nicer!**

**Commissioner Noack stop using library parking for vendors and sightseers! 9/24/16**

**Ridiculous! For God's sake make a parking lot for people going to Scarborough Fair. Library patrons are put out!**

There was a festival going on at the Cynthia Woods Pavilion and everyone is parking there and taking all parking spots for library patrons. It says clearly Library Parking only. They need to be towed so people who are trying to go to the library can park. I'm very upset that the towing isn't being enforced. Thanks.

9/24/16 Parking is pretty bad and this isn't the first time that this has happened. I don't have a computer or Internet at home and often the library is my only way of getting things done that I need to for jobs, etc. I also love reading since I can't afford TV either. Would be great if someone could monitor parking on the weekends. Thank you. I love my library and the employees are so helpful.

9/24/16: There is no parking. The slots are filled with people obviously only going to the park. For example, a truck labeled "Space Walk of Houston."

Thank you, your comments will be forwarded to Library Administration and the Precinct 3 Chief of Staff for review.

**I love this library. Every book that's here I love.**

Thank you. We appreciate comments from our young patrons.

#### **Pokémon Books**

Thank you for your suggestion. We will consider adding additional titles to the collection.

**I don't appreciate renewing my card and not getting a brand new card. And when I brought it to the attention of (the library circulation staff member) she did not care at all! I check out books constantly and expect respect in both instances.**

Thank you for your feedback. The staff member made the determination your library card was in good condition and renewed your account. Due to budget constraints, fiscal responsibility as well as policy, new library cards are not automatically distributed when an account is renewed. If a card is in bad condition a decision is made on a case-by-case basis during the renewal process to issue a new card free of charge. In addition, you were offered the option of paying \$2 for a replacement card and declined.

**Would love if you would add a book club or more activities for kids in 1<sup>st</sup>-3<sup>rd</sup> grade. There are activities for toddlers & Pre-K and tweens, this leaves out the kids in between these ages.**

Thank you for your inquiry. The library has two programs for that age group – Read with the Dogs, held the second Saturday of the month at 10:30AM, and Storybook Club, held again on October 19<sup>th</sup> at 4:00PM. The Read with the Dogs is designed to help children practice their reading skills by reading to trained therapy dogs and is available on a first-come, first-serve basis. Storybook Club is a cross between a book club and a story time for children in K-2<sup>nd</sup> grade. The program focuses on one book at a time, with associated activities related to the book. Storybook Club is limited to 15 children, so registration is required. Parents may register their children for the program through the online calendar at <http://www.countylibrary.org/calendar.htm>.

**I was wondering why it takes so long for items to go through cataloging. Some things seem to take months. It would seem that the bottleneck on receiving new books would be funding, but I think it is cataloging.**

Thank you for your patience and inquiry. Yes, due to the recent transition to a new software program we have experienced a backlog with cataloging. After the transition, it was not possible to resume cataloging immediately. We are hard at work processing new items and reducing the backlog of items. Please let a staff member know if you are waiting for a specific item and we will do our best to expedite the cataloging process.

**Noël and Amanda were AWESOME tonight! I had several issues with a group site and Noël was so patient with me all the time. I really appreciate her kind service. You have 2 real gems working for you!**

Thank you for your generous comment. I will also forward a copy to both ladies.

### R. F. Meador Branch

**I'm very thankful story times have started back up. My children love coming to the library on those days and we especially love the new designated story time room.**

**I'm glad you added more computers and spread them out a bit on bigger tables. I like a little extra space. Thank you.**

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.

**I'd like to recommend the following for purchase, please: The Power of When by Dr. Michael Breus, ISBN 9780316391269**

Thank you for your recommendation. I will pass it on to our Acquisitions Department for consideration and evaluation.

### George and Cynthia Woods Mitchell Library

**Lee Child has a new book out titled "Night School". Your web site only shows a regular print hard copy. Could you possibly order either a large print copy or an audio copy? I have trouble reading regular print. Thank you.**

This book has not yet been published, however, we do have a lease copy in large print on order and have placed a hold on the item for you. Additional large print and audio copies for the library system will certainly be ordered soon, since this title is sure to be in high demand.

**The presentation on Overdrive and other digital services held this morning in the computer lab was outstanding!**

We are glad that you enjoyed the introduction to the library's digital services presented during the Powered Libraries programming. Your appreciative comment will be shared with the presenter!

**I have really been enjoying the computer classes. The instructor is a fabulous teacher.**

We appreciate your feedback regarding the computer classes that are offered twice a week at our branch. Your comment will be passed along to the instructor.

**Please don't get rid of animal crackers with story time. The kids really enjoy it and the parents do too as it means less chasing of kids who can't sit still.**

**We've attended story time and story club with Ms. Laurie and Ms. Cheryl for 6 years and love both. The children's staff is fabulous, and both of my children have formed great relationships with all 3 ladies. My kids have looked forward to animal crackers at the library for years. I know there's concern about allergies and promoting an unhealthy snack; however, there aren't very many animal crackers in the bags (maybe 8-10) to cause an issue with being unhealthy. Also, we're a family that does have some allergy issues with gluten, and when my daughter needed to be gluten free for a while, we brought our own gluten free animal crackers. Our family hopes administration will reconsider and continue to allow animal crackers to be provided during story time and story club.**

Thank you for taking the time to provide your views regarding the usefulness of 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; however, this matter is still under consideration and your comment has been forwarded to administration. We have been told to continue distributing our remaining supply of animal crackers for the time being. While we await a final decision on snacks, please know that the stories, activities, and the dedicated staff you value will remain absolutely unchanged in any case.

### **R. B. Tullis Branch**

**We LOVE Mrs. Megan in the children's department! All she does and the programs offered are so amazing! She rocks!**

**Wonderful children's program, thank you!**

Thank you for your comments! I will let Mrs. Megan and the children's staff know that you enjoy their programs.

**I like the librarian, internet service and people customer services in all. Maybe an emergency phone time allowed for 5 minutes, no more. Love Porter/New Caney library, is awesome. Keep the good work. Congrats!**

We are glad you had a good experience at the library. If you need to use the phone while using the computer, we do allow that, but ask that the volume be kept down. Otherwise, we ask that phone calls be taken in the front lobby to keep from disturbing other patrons.

**Diary of an Oxygen Thief by anonymous.**

While this item is not available at our branch, it can be requested from another location. Next time you are in, ask one of the librarians to request it for you.

**Keep the kids quiet upstairs.**

The library welcomes patrons of all ages. If there is a problem while you are in the library, please let one of the staff members know so they can address the issue.

**I have been living in East Montgomery County off and on for 25 years. First time to visit your library. What a shame! I love this library.**

We are glad that you found us, and hope that you continue to visit our library!

### Malcolm Purvis Library

No comments this month.

### Charles B. Stewart West Branch Library

No comments this month.

### Facebook Comments

*An obituary for the author Anna Dewdney by Publishers Weekly*

**Patron (name withheld):** We will be reading llama llama. Thank you for the gifts you have left with us.

**Patron (name withheld):** So, so sad.

*MCMLS posted that the library's website offers access to the ScienceFlix database.*

**Patron (name withheld):** Thanks for thinking of the homeschoolers!! That's nice of you.

*MCMLS asked "What book are you reading this fall to welcome the cooler weather, football games and pumpkin spiced lattes? Is there a book you love to read every fall?"*

**Patron (name withheld):** ABC Animals, Amazing Baby Feel & Learn, and My First Sounds Book... they're about all that my 5 month old gives me time to read and is interested in at this point lol

*MCMLS wanted to know "Do you rather read a hardback book, paper book, or ebook?"*

**Patron (name withheld):** Hardback.

**Patron (name withheld):** Doesn't matter as long as it is a book.

*MCMLS asked "Where has your most recent book taken you?"*

**Patron (name withheld):** Alaska in 1886.

**Patron (name withheld):** Sydney, Australia 2008, Alice lost her memory.

*MCMLS posted the question "Would you rather read inside or outside?"*

**Patron (name withheld):** Both! Duh

**Patron (name withheld):** Either or, depending on the day.

*MCMLS asked "Have you read any great books that take place in Houston?"*

**Patron (name withheld):** That's mostly Texas More but I love Texas History.

**Patron (name withheld):** The After Party was my last Texas book too.

MCMLS asked "Would you rather read to someone or have someone read to you?"

**Patron (name withheld):** I LOVE reading aloud and doing voices for my son!

*During Banned Books Week, MCMLS wondered if anybody had read something by the posted list of banned authors.*

**Patron (name withheld):** Gone with the Wind is my favorite book and I first read it when I saw it on a "banned book" display at a library. Those displays are one of my favorite places to find a new book.

**Patron (name withheld):** Well d\*\*\*. Ain't I bad. I've read 6 of these authors.

*MCMLS South Library mentioned all the fun during Banned Book Week and posted pictures.*

**Patron (name withheld):** What is the historical context of Banned Books Week? Please teach what it really stands for!

**MCMLS response:** Hi, great question. We do actually have a scavenger hunt and lists available at the South Regional Library that contain some of the banned books and why they were challenged. We do this so that people know where and why specific books are challenged to be banned and not necessarily banned here in the states or at this specific library.

### Email Comments

No comments this month.

### E-NEWS Comments

**Patron (name withheld):** Thank you! Great to hear from the library and to know what's happening - a welcome break from my usual emails! My dream is to sit in a comfortable chair with a book in hand.

**MCMLS:** That is every librarian's dream too! We are glad that you enjoyed the Library's email newsletter, and we look forward to your next visit!

**Patron (name withheld):** Fantastic opportunities offered through the library system. Thanks for posting.