

Suggestions & Questions from Our Library Users

March 2023

Building-related comments

1. The parking lot is very difficult to get into during the diaper giveaway, we spent 5 minutes on Oplaine waiting to turn onto the side street. We suggest a better flow of traffic as this was dangerous.

Thank you for your feedback. We've been very fortunate that the Keeping Families Covered events on the first Wednesday of each month have been well-attended, and we have been able to help a high volume of patrons during those events. We will discuss this with our community partner and try to find alternative solutions that can help with traffic flow during these events. Thank you for your patience.

Service-related comments

1. Thank You Emily for All the Help and understanding And patience. YOU ARE THE BEST.

Thank you for taking the time to recognize Emily. We agree that she is an awesome member of our team.

Miscellaneous-related comments

1. It would be nice if those behind check out would greet us when we come in. – at least look up 😞.

We're sorry to hear you were not greeted properly, we want everyone to feel welcome! Thanks for the feedback, it helps us improve.

2. Please bring back the neighborhood bookmobile!
3. Please reinstate the Bookmobile Stops in the Various Neighborhood. Do more Publication of the Schedules + actual Locations of the Bookmobile.

Mobile Services is in the process of updating our mobile fleet schedules, along with implementing many other terrific programs. New Community Stops will be starting in September 2023. Please look for the summer edition of the Inside Angle newsletter, coming in May, in addition to the library website, for additional updates.

Thank you for taking the time to help us improve our service to you. If suggested a title for purchase, we have passed it along to staff members who order materials.

Ryan Livergood, Executive Director

Patron comments appear here unabridged and unedited.