

Suggestions & Questions from Our Library Users

August 2018

Service-related comments

1. Hello there, I love taking my children to coco cove but I've notice that the board book section is very tight with different sizes. It makes it hard for me and my kids to look through. Are you guys able to move the section to the other area by the windows: So it would be easier to see the spines of the books... Thank you!!

We're glad to hear you and your children enjoy spending time in Coco's Cove! But we're sorry to hear you've had trouble browsing our board book collection. We only recently moved our board book collection to new, face-out shelving from their prior home in bins on the floor. We hoped the new shelving would help highlight the collection and make the books more accessible. It also freed up floor space, allowing us to add more interactive play areas in the room, which is a request we've heard from patrons. We understand how difficult it can be to browse when the books are too tightly packed though. We'll definitely keep your feedback in mind as we continue to work to improve the space.

Miscellaneous-related comments

1. Put a stepstool for kids by the book return so they can be independent ☺

We love the sense of independence some of our youngest patrons get from checking out and returning their own library materials, and we're always happy to assist at the Checkout Desk. In the past, we did have a step stool for kids by the book return, but it greatly slowed down the book return process for our patrons. Thus, based on this experience, we currently do not have plans to add a step stool near the lobby book return.

2. PLEASE, can patrons put their phones on vibrate when using the computers? Thank you!

Thanks for your comment. Patrons may forget or may not realize how to switch their devices to vibrate mode to minimize ringtone sounds. This is a good reminder to all of us to be considerate of each other as we share our public spaces.

*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.