



December 2021: Staff Logged Compliments/Complaints

Total Compliments	Total Complaints
	
23	3

Compliments

Reference	12/1/2021	thank you for your help! I love your library!
Program	12/2/2021	(re Big Books/Vanity Fair) Sorry it took me so long to send my appreciation for your giving us the opportunity to read and discuss Vanity Fair. I really enjoyed the book and the lively discussions. It is amazing that I am still thinking about the characters, about what was said and what we could have missed. Holly did a remarkable job leading the discussion and more importantly taking us into Vanity Fair. The characters became real human beings. We were not readers, but spectators. I wish we could meet in-person. Alas, it doesn't look like it will be possible for a while. It is a challenge for the discussion leader to simultaneously see all the raised hands, especially with a group that is so engaged. Nevertheless, I am grateful that we are able to meet through Zoom. Again many thanks for introducing us to the great classic Big Books. They surely enlighten my life in this unfortunate time.
Reference	12/4/2021	"So glad you are taking book donations again. Next time you see me, I'll be bringing in a haul!"
Reference	12/4/2021	patron loving the school display of mosaics. "I haven't been here in so long, this is fabulous! I'll be back soon."
Reader's Advisory	12/4/2021	Patron who attended the nonfiction book club discussion of The Doctors Blackwell came in to pick up the January fiction and nonfiction titles and remarked how impressed she was with the moderator, Judy Levin, the members of the group, and the in-depth background materials that were sent days prior to the meeting. She has now signed up for both the fiction and the nonfiction groups and has told a friend about the groups, too. The book club choices are also great.
Children's	12/6/2021	showed them the Wonder book audio section after Ann talked to them about Yoto; they were thrilled to learn about Wonder books. "When we come to visit my mom in Glencoe from Boston, we always want to come her first. This is a wonderful library. Very special and I visit a lot of libraries." I asked her what makes this stand out and she said, "I only have ten minutes usually with the kids to find books before the little one gets restless. You have done such a wonderful job of curating with the face out books. I always find books I need. It is very well stocked and so easy to find the books."
Children's	12/8/2021	"Love this display case. It is so clever. What a great idea." referring to Michelle's Spot the Difference display
Circulation	12/9/2021	Love that it is so easy to get a book here
Program	12/9/2021	Cryptocurrency program interesting. Now, I will have a little awareness of the subject when my grandchildren, ages 18 to 29, discuss it.
Children's	12/11/2021	listening to a grandma reminisce about her childhood as a GPL patron <i>"so many wonderful memories here.. you've come a long way!"</i>

Reference Program	12/14/2021	patron called to say how much she enjoyed the Susan Benjamin program.	
Program	12/14/2021	(re Cryptocurrency program) Thanks for book info. I will get a copy for a grandson who is most interested! He hates to read but this might open a whole new world for him!	
Program	12/17/2021	(Writers Theatre/Dishwasher Dreams pgm) I saw the play last night. it was ever more enjoyable having watched the interview.	
Reader's Advisory	12/17/2021	literary fiction suggestions; also, "I really like the new displays	
Children's Reference	12/18/2021	Ace of Diamond; "did YOU buy all this new manga?? THANK YOU I AM SO EXCITED."	
Reference Program	12/19/2021	a mom and her son were admiring the displays: "wow, look at the cozy cookbooks!"	
Program	12/21/2021	(Big Books/Vanity Fair) As always the _____s love the book groups. Holly is always prepared and able to guide the discussion. See you soon for the next book. Thanks for your hard work in making this all happen. We have learned so much.	
Reader's Advisory	12/26/2021	book club inquiry plus WRC signup from a Chicago resident	<i>She has clients in Glenview and stops at our library. She was first attracted to it some years ago when she would take the train and see our banner when the train stopped at the Glencoe station. Ever since then, she has come to our library when she is up north—</i>
Reader's Advisory	12/27/2021	patron came in to say he and his wife loved Booknews and especially were excited to see Percy and Zelda and checked out the books	
Children's	12/28/2021	compliments about the books we recommended to her son who is learning to read: "he's so excited to read now! it's amazing!"	
Program	12/28/2021	I enjoyed Michael's CryptoCurrency presentation and wondering if Glencoe will sponsor his NFT program as well. Thanking Glencoe for their virtual programs, as I cannot enter a building for at least another year due to medical conditions.	
Reader's Advisory	12/28/2021	"The problem with coming here is leaving with more books than you started with!" It's a good problem!	
Children's	12/30/2021	WRC signup; "The Henry Heckelbeck book club? AMAZING. We're here to get more of them."	

Complaints

Reference	12/12/2021	look up many, many business titles. We only owned one. 1 in World Cat the others no one owns.	<i>"Why do I even pay taxes?" I offered to place purchase requests but he is going out of town and wants them today.</i>
Reader's Advisory	12/13/2021	I did the scan myself and it went through (LMc)	<i>Patron wasn't pleased with the quality of the results in his email.</i>
Reader's Advisory	12/14/2021	When I scan it only sends the document to my email on the second trial. It is very frustrating (user error?)	