



April 2022: Staff Logged Compliments/Complaints

Total Compliments	Total Complaints
	
26	4*

*one mixed compliment/complaint

Compliments

Program	4/1/2022	A comment on the YouTube video of the Piet Oudolf program - "This is amazing! I've been looking for a breakdown like this for ages! So informative and well illustrating thank you!"
Children's	4/1/2022	"My grandson loved all the dinosaur books you picked out for him..He read them all the way from here to the airport (Midway). Tales for Tots grandmother who had a visiting grandson.
Children's	4/1/2022	patron (self published author) appreciated feedback that I shared regarding getting her book printed in hardcover format
Children's	4/1/2022	Patron thanked me for alerting husband to Hoopla - "he was singing your praises last night...it's a whole new world!"
Children's	4/5/2022	Mysterious benedict society #2 Offered an extra copy of the BCTG- mom was THRILLED! "This is so cool! He'll love it!"
Reference	4/5/2022 *mixed compliment/ complaint	Lots of comments about the new look of the library. Patron loves the Johnson Room leather chairs, floor lamps, and long table/chairs by the large window. Small round tables are worthless unless you need a place for your coffee. Green velvet chairs are too "Starbucky". Fireplaces are a wonderful feature. Inglenook is terribly special, but there should be a painting of some sort in the middle over the fireplace. The glass sculpture is beyond beautiful, but why doesn't it have a plaque stating its name and artist? Large blank wall by the check-out desk is wasted space.
Program	4/7/2022	Straat and the industrial environment in which it exists reflects a particular inclination I have about art in the world in which we live. I worked for years with community gardens throughout Chicago - where street art reflected the communities in which both the gardeners and the artists lived and worked. I can't wait to share this with the many generations of my family, all of whom love and do some kind of art. Thank you so very much.
Program	4/7/2022	(re 4/7/2022 STRAAT program) You have such a natural, inviting way to keep your viewers informed and involved with the library's various programs. Thank you for your curiosity and the variety of library programs.
Program	4/8/2022	Comment on YouTube on the Tallamy program video - "Interesting and hopeful in regards to tree diseases in oaks."
Program	4/8/2022	Comment on YouTube on the Ukrainian Art & Architecture program - "Thank you for sharing."
Program	4/8/2022	(re STRAAT pgm) Thanks so much for organizing this amazing exhibit. It was a joy to see.

Reader's Advisory	4/8/2022	I actually had 3 people today come in for some recommendations and reveal they were grieving a loss--1 dog, 1 close first cousin, 1 husband. they sat in the guest chair and tearfully explained. Everyone got books to help. 2 remarked that they loved the library
Reader's Advisory	4/9/2022	I love the smell of this library!
Reader's Advisory	4/10/2022	patron likes the world travel/time travel display. it's "very clever"
Program	4/11/2022	(re STRAAT pgm) Thank you again for organizing this, and for allowing us to jump on board. We received some great feedback about the event at our reference desk yesterday. I really appreciate all the work you put in to make the event a success.
Children's	4/14/2022	"These [new chairs in the JH section] are AWESOME!"
Reference	4/14/2022	"I haven't been here in a while, but the new furniture and setup are looking nice! I live in Highland Park but I like this library more!"
Program	4/14/2022	Thank you for making the STRAAT video available. I missed the originally scheduled presentation and appreciate that it was available at a later date. Just finished watching - AWESOME!
Reference	4/16/2022	I have been really enjoying the Italian movies you ordered for me, thank you!
Children's	4/18/2022	Lengthy conversation about ESL with adult nanny. We talked about resources, classes, audiobook apps. She was so happy. "This is the most wonderful library ever. Thank you! Can I come back again?" "Yes!!!"
Program	4/19/2022	Thank you again for a terrific Big Books selection and group leader. It is such a privilege to have a real expert like Katia to share her expertise with us. As always, the best part is the Glencoe participants and the insights they share. I look forward to any future Big Books that are via Zoom but appreciate very much the opportunity to have live, in person, discussions. I remember the pre-pandemic Big Books fondly and the early participants have a lasting connection, I think, because we did spend time in person. So, by all means, do that when you can. I'll plan to read Madame Bovary this summer just to keep up to date! Thanks again, for all your programs and hard work to make them a wonderful reality.
Circulation	4/22/2022	"That {the up-cycling flower program} was a lot of fun!"
Reader's Advisory	4/22/2022	patron called about critical materials for next week's Judy Levin book group (I haven't sent them out yet) and mentioned that she has tried other book groups and this one is most enjoyable and insightful. She loves the way people play off of each other--even on Zoom--and how well Judy moderates plus all the background materials sent.
Children's	4/27/2022	books for mystery reader mom for child's first grade class. "my children were in your Tales for Tots class when they were little. Such good times. We have so many great memories and videos of the kids in your story times. You are wonderful. My mom asked about you. You have such an amazing memory (I talked about kids and nanny.) Thank you so much."
Reference	4/28/2022	Part of "thank you" email from patron: "Central to the mission of (my work) project is to include a diverse range of writers and their experiences and so I'm reading broadly . . . I don't think I could do this without the help of the GPL."
Reader's Advisory	4/30/2022	Glencoe couple remarked that they love the new furniture and love the library
Reader's Advisory	4/30/2022	Therapist who lives elsewhere but whose practice is in Glencoe for 20 years told me that this is such a special library--different than all others.

Complaints

Circulation	4/20/2022	"What happened to the old chairs and why do you have these bookshelves? [the metal shelves in Johnson room] ..." Patron didn't think the new items "fit" with the style of the room and library.
Children's	4/25/2022	Service animals, equine therapy, guide dogs, etc. Wanted them today and was unwilling to place holds to have items sent here. Searched upstairs and downstairs. Patron unhappy we didn't have more books about these topics.
Program	4/25/2022	Will the Medicare program that is being run in the library be available on Zoom? I am not comfortable coming in to the library for a program with a lot of other people there.

It will be in-library only, we do not currently have the set-up in place to do streaming of our in-person events but we are looking into that. The patron seemed surprised and disappointed that we were not offering an online option.