

May 2022: Staff Logged Compliments/Complaints

Total Compliments



39

Total Complaints



2

Compliments

Reference	5/2/2022	We watched Live with Mr. Kelly's and really liked it!
Reference	5/2/2022	I loved those mystery books you recommended! Is there more in the series?
Children's	5/4/2022	"we would like more books like A Couch for Llama. She loved it and so did her father. You always find such special books for us. We love coming to the library." pulled more picture books with sweet humor for her.
Circulation	5/4/2022	Thank you for making the library so beautiful especially the Forte room.
Program	5/5/2022	(via mail, not email) I am so grateful for all the wonderful and varied Zoom offerings -- what a bounty during Covid and as I recover from a shoulder injury an absolute library lifeline. Thank you for being so good at your job.
Program	5/6/2022	Comment on a Family Storytimes social media post with a photo of Linda from a previous outdoor storytime - "Love this photo ☺ Glencoe's library staff is like family. The best!"
Reference	5/7/2022	patron like Nic Cage display
Children's	5/7/2022	"Oh, your new seating area -- I like it! It's so cute!"
Reader's Advisory	5/7/2022	"You know I don't live here, but this is my favorite library. I love the people here and the book selection."
Reader's Advisory	5/7/2022	"Comic Book Day? Oh my God! This is great! Comic Book Day!" (and her kids were happy too)
Reader's Advisory	5/7/2022	"Thank you for your help with the computer. And free comic book day? I can't remember the last time I read a comic. This is great."
Reader's Advisory	5/7/2022	"This is Comic Book Day? I love comics and graphic novels. Can I take one? Even as an adult? Oh wow."
Reference	5/9/2022	I like having the book club discussions on zoom because I moved away and that way I can attend. Also some people go away for six months at a time anyways. There's nothing like our book clubs where I am now.
Reader's Advisory	5/9/2022	Thank you for your help! You guys are always great!
Children's	5/11/2022	Thank you to Glencoe Library and Off Campus Writers' Workshop for bringing this program to us. To the panelists, we appreciate your sharing your experiences, and providing helpful information on the world of publishing. You've given us great input on how those interested in writing can better negotiate the publishing world.
Reference	5/12/2022	"This library is the best library in the whole wide world>"
Reader's Advisory	5/12/2022	we are from Israel and are visiting family here, It's great to know there is an Israeli employee here that we can talk to in Hebrew.
Reference	5/14/2022	I love the new magazine shelves. it's so nice with the older issues right underneath the new one.

Reference	5/14/2022	"this is my second time here. It's such a wonderful place"
Reference	5/14/2022	Follow-up on orchids native to Illinois (patron could not recall what kind of orchid she used to have in her garden). There are actually 17 types of orchids native to Illinois. After reading some descriptions to patron, she said the Lady Slipper Orchid was what she had. "You have made my day. I will be happy about getting this answer all weekend."
Reference	5/14/2022	" I work at the Northfield Library, which is nice, but this library is really something special because of its charm."
Children's	5/17/2022	"Do you have any more Discovery Packs? We loved our last one!" Patron was thrilled to check out the music making kit.
Children's	5/18/2022	2 scavenger hunts Mom: "This is brilliant for a rainy day"
Reader's Advisory	5/18/2022	This is the best library! You guys always are so helpful.
Program	5/18/2022	Comment on BookNews review of "She Gets the Girl" by Andrea - "Great review! I'm halfway through the book and loving it, and just found out it's loosely based on the co-author's love story!! So cute!!"
Children's	5/18/2022	new furniture looks nice!
Reference	5/19/2022	mini tour for someone who used to live here. ("I love the fireplaces and the charm of this place."
Program	5/19/2022	The You Tube channel has come a long way! Congratulations on that. I first looked at it during the pandemic for Book News but now there are taped programs, too. Really appreciate your efforts to make this a reality.
Children's	5/21/2022	"Storytime was fun!"
Program	5/23/2022	A comment on our Staff Picks social media post (5/21) with Andrea's review of "Love and Other Disasters" from the book's author - "Thank you Andrea! 🙏"
Reference	5/24/2022	Helped a patron on his laptop with the life-changing magic of copying and pasting (links into a document), then attaching that document to an email. "I'm happy to help!" I said. "You *are* always happy to help, and that's the best part!"
Reader's Advisory	5/24/2022	Patron surprised computers had been moved from where bestsellers currently are. I walked her around to show her redone Takiff Room. She liked the updates.
Circulation	5/25/2022	patron scheduling locker pick-up said how much she loves the lockers and how helpful they have been.
Reference	5/26/2022	New DVDs and showing off arrangement of Johnson Room for patron who has not been here since covid: "This looks fantastic. Really spacious."
Program	5/26/2022	Tornado warnings or not, you and the Glencoe Library carried on with the fantastic Louisa Mae Alcott dramatization. The program was a welcome relief from the battery of horrendous news that we have been bombarded with seemingly non-stop for over two years. Thank you for your dedication to the cultural enrichment of the community. I am grateful to you and to be part of the North Shore Community. Have a peaceful, fun Memorial Weekend.
Reader's Advisory	5/27/2022	two patrons admired the quote sign in the staff picks display and laughed
Program	5/31/2022	A comment on our Staff Picks social media post (5/28) with Maureen's review of "Intimacies" by the book's author - "Thank you, and thank you Maureen!"

Program	5/31/2022	A comment on our Staff Picks Facebook post (5/28) with Maureen's review of "Intimacies" - "Excellent recommendation Maureen, I heartily agree. It is also great for book discussion groups :-)"	
Reference	5/31/2022	Consumer Reports ("I know they are online, but I just like coming here.")	

Complaints

Reference	5/5/2022	patron complained about other patron on zoom call by computers. "I don't know why he couldn't have gone into a room. It's a library, there should be a place for [quiet]"	patron on zoom call could have been anywhere except Hamil room (out of district patron)
Reader's Advisory	5/23/2022	this copier is so complicated	I can help you with making copies