

October 2022: Staff Logged Compliments/Complaints

Total Compliments



18

Total Complaints



4

Compliments

Reference	10/1/2022	I'm getting a lot of spam in my email all of a sudden. What's the best way to deal with that? Found instructions for turning on email client's spam filter (in case it was turned off/never turned on), a list of free email spam filters, and a list of paid filters in case the free ones don't cut it. "Of all the services the library offers, I think reference is the best, because I can learn so much!"
Reference	10/1/2022	"I just love coming here. Everyone is so warm and welcoming and helpful. And the book selection is marvelous."
Reference	10/1/2022	"You have so many great new books . Almost as good as having so many great new shoes."
Children's	10/3/2022	"My 7yo daughter and husband came to the STEAM expo and LOVED it! They came home and she spent the next hour showing me and my younger daughter everything she had made and explaining everything she had learned. When are you going to do another STEAM expo?"
Reader's Advisory	10/5/2022	I love our little library! Everyone who works there is so nice!
Children's	10/11/2022	"She loves her dinosaurs (Sept 9. Time for Twos craft) so much. She plays with them all the time. I work with other children and the parents ask where I get my ideas for activities. I tell them from Miss Linda at the library. Thank you so much."
Circulation	10/12/2022	Love the library- feels like home
Reader's Advisory	10/12/2022	patron said she loved the pet-your-pet program and the make-a-pumpkin program. She said she loves coming here because everyone is so nice, and that coming here makes her forget about the outside world.
Reader's Advisory	10/12/2022	"You guys are all human, right? So how do you deal with goofy people and still have a smile on your face?. I want to take a class in "how to get along with people like the staff of Glencoe Public Library does."
Children's	10/15/2022	"This program was fantastic! Exciting time! My kids loved it." Dad commenting on Mr. Freeze program this afternoon.
Reference	10/18/2022	We love it here. We come every week.
Circulation	10/19/2022	evanston patron "I just love your library, it's so cozy.. I prefer to come there when I can. It's so nice to get a cup of coffee and read by the fire."
Children's	10/20/2022	Tales for Tots Nanny commented on how beautifully the children share the exciting new toys we purchased for storytime.
Reader's Advisory	10/22/2022	This is a great library! The perfect size!
Children's	10/24/2022	Asked a third grader what she was going to be for Halloween - she said Cleopatra - found books for her on Cleopatra - she said," this is why I love the library. You can

sit down with four or five books and find one or more to check out. I love to come here and do activities too."

Reference	10/27/2022	Wilmette library called to have us place a hold on a book for one of their patrons. Librarian said that both Evanston--her home library--and Glencoe had the book, and she suggested patron come here because "it is the loveliest library on the North Shore."
Children's	10/27/2022	Grandparents/caretakers of two young children: "We love what you did with the picture book area! The new Lego table is wonderful and we prefer it to what you had before Covid. It feels bright and open."
Children's	10/27/2022	December Time for Twos registration

"This is the most wonderful class, so high quality. Way better than his 2-year-old preschool class! He learns so much every week with Linda and Susan."

Complaints

Program	10/7/2022	comments from two patrons that the date of the "Wendy Doniger on Sex and Jewelry" Zoom program conflicted with Yom Kippur. Responded to them apologizing for insensitive timing and explaining that we have since modified our online scheduling system to forestall such problems in the future. (Program was recorded, so both patrons are still able to view it.)
Reader's Advisory	10/12/2022	patron complained that other patron in the Johnson room was talking too loud on his phone
Circulation	10/20/2022	asked patron if she needed help finding something (she looked like she was searching), she was looking for a quiet place to work. Downstairs /hamil was filled with post-school teenagers, the forte room unavailable due to a program, there was no where else for her to go.
Circulation	10/20/2022	patron looking for new england journal of medicine but it's in the forte room where there is currently a program and she is unable to go in.