

August 2023: Staff Logged Compliments/Complaints

Compliments

Children's	8/1/2023	"We've never been to this library before, this is amazing!" (kids are having a great time doing the scavenger hunt)
Children's	8/2/2023	Mom shared how fabulous the Green Bay Trail Day was. "We stayed for hours. My kids loved it. So many interesting things to see. We came home with many wonderful things to enjoy which included native plants and your Nature Kits. My daughter is very proud of the pine cone creatures she made. With the rest of the natural objects she made a pretend terrarium."
Reader's Advisory	8/2/2023	You guys are just perfect!
Children's	8/3/2023	"I loved seeing all the families at the Teddy Bear Picnic with their brown bags. They kids were so excited about the project." Parent email about the Nature Kits given out at Green Bay Trail Day.
Reference	8/5/2023	(referring to Maureen's "Swiftie" display) "you guys do such a good job with these, so funny!"
Circulation	8/9/2023	"The Swift display gave me my first laugh of the day—I appreciate the sense of humor!"
Reference	8/10/2023	"It's so great you are collecting these bread tags."
Circulation	8/10/2023	Swift display gave patron her first laugh of the day- very clever.
Reference	8/11/2023	Called a patron to tell her she won the grand prize for summer reading and she said it was because of Sara's recommendations! Thank you for making my day!
Reference	8/12/2023	On a phone call for a summer reading club participant: "This is the best news! You made my day!"
Reader's Advisory	8/14/2023	Patron stopped by office to tell me how wonderful Evan was in helping him.
Children's	8/15/2023	Family Game Week info; "This is such a great idea!"
Reference	8/16/2023	we were just in the quiet room (Forte). We have never been in there before, it's beautiful!
Reference	8/17/2023	"Such a pretty library! We've never been in here before."
Reference	8/23/2023	zoom link ["I think you guys do a great job, thank you!" No, thank *you*!]

Children's	8/23/2023	My child has been asking everyday when your storytime starts.
Reference	8/24/2023	"So great that you are collecting the bread tags."
Children's	8/25/2023	Wonderbooks for older kids: "I love that you have these now, and not just the picture books! My son loves to read and listen at the same time."
Reader's Advisory	8/25/2023	Two people commented (at different times) on the display in the foyer on back to school, but especially those books on relating to children. Great display, Maureen!
Reference	8/31/2023	"I'd like to put a book on Hold that is in the Back to School display." "Are you kidding? I'll get it for you now." "Oh, that is so nice. I love the display and hated to mess it up."

Complaints

Reference	8/22/2023	Libby isn't working? This is the second time in six months I've had to verify my card!
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Program Survey Responses

Program	8/4/2023	Survey response for 8/4 Adult Craft Class: Summer Lanterns: "[The craft] is so beautiful and I can use it outdoors and indoors. Natalie is always so great teaching us the crafts. Thank you to her and the library :)"
Program	8/4/2023	Survey response for 8/4 Adult Craft Class: Summer Lanterns: "Yes [I enjoyed the class], nice to make something I can use at home."
Program	8/4/2023	Survey response for 8/4 Adult Craft Class: Summer Lanterns: "Yes [I enjoyed the class]! Thanks!"
Program	8/4/2023	Survey response for 8/4 Adult Craft Class: Summer Lanterns: "I really liked this one - super relaxing and useful. I love the variety of adult art classes. Thank you!"
Program	8/4/2023	Survey response for 8/4 Adult Craft Class: Summer Lanterns: "Yes [I enjoyed the class], it is nice to use inexpensive items for home décor."
Program	8/4/2023	Feedback about 8/4 Adult Craft Class: Summer Lanterns: "It was very enjoyable. I have always thought about trying something like this but didn't think I'd be able to do it. It would be great to do this at home with kids."
Program	8/8/2023	Written survey response about 8/7 Adult Craft Class: Summer Lanterns: "Yes [I enjoyed the class]! Fun project with cute useful lantern."

Program	8/8/2023	Feedback about 8/7 Adult Craft Class: Summer Lanterns: "This was very fun! We are going to put these in [my daughter's] dorm room with some colorful fairy lights when she goes off to college next month. Thank you!"
Program	8/8/2023	Written survey response about 8/7 Adult Craft Class: Summer Lanterns: "Natalie has good ideas about new crafts that are challenging but not too hard to complete in 90 minutes, with great written and demonstrated instructions. Looking forward to the next one."
Program	8/14/2023	(re Touring the Battlefields of Europe pgm) My wife and I watched this video last night. (We weren't able to watch it "live," and didn't want to run afoul of the Aug 14 deadline.) Another fascinating GPL video program! Many thanks for bringing such edifying and enjoyable fare to us.
Program	8/2/2023	Are you no longer going to have presentations in hybrid mode. I would have loved to see the August 14 program on Musical Theater Legends: Ira Gershwin. In my mid 70's with copd i do not go out as often as I used to. The zoom presentations have been life savers. I am sure I speak also for other people. So if you would reconsider it would be greatly appreciated. Thank you.
Program	8/7/2023	Patron who objected previously to the unavailability of Susan Benjamin programs this summer in hybrid format sent a second email expressing her unhappiness, including how "it seems you really just do not want to give that extra maybe 1% it would take to make everyone happy." Patron is not a Glencoe resident.