

# August 2020: Staff Logged Compliments/Complaints

**Total Compliments**



**31**

**Total Complaints**



**2**

## Compliments

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**8/29/2020 4:20pm**

**Is this a permanent desk down here? this is a great idea!**

Compliment

Glencoe Public Library Reader's Advisory 0-3 minutes

**8/29/2020 11:50am**

**SCR finisher book prize "We love seeing you in storytime on zoom!"**

Compliment src

Glencoe Public Library Outreach/Book Bike 4-9 minutes

**08/29/2020 10:14am**

**Mother "in love with" the new Early Chapter collection and the Book Bundles**

Compliment kids-walk-in

Glencoe Public Library Children's 10+ minutes

**8/28/2020 10:02am**

**Register for Mark Anderson, Dog Man, and Page Turners Book Clubs "These are wonderful! I'm so glad there are live classes where kids can be together, even over the computer"**

Compliment

Glencoe Public Library | Children's | 10+ minutes

**08/28/2020 10:00am**

**Grab & Go Book Packs "These are great!" Also looking for missing magazine, info about programs**

Compliment kids-walk-in

Glencoe Public Library | Children's | 4-9 minutes

**08/25/2020 10:15am**

**making sure program reservations went through**

It did, however an email confirmation never went through. If patron doesn't receive the zoom link, they know they can contact us the day of to request it. Very appreciative for all the remote programming we are offering. Compliment

Glencoe Public Library Reader's Advisory 4-9 minutes

**8/21/2020 10:39am**

**Patron completed Summer Reading Program and enjoyed getting her final prize. "Hey, this is great!"**

Compliment

Glencoe Public Library Reference 0-3 minutes

**08/20/2020 10:51am**

**mini tour of first floor for new Glencoe card-holder who loved the look of the library (the wood, the charm) and was so happy to get her card.**

Compliment

Glencoe Public Library Reference 4-9 minutes

**8/19/2020 12:57pm**

**Patron called to say thank you for the book suggestions and that they enjoyed the titles suggested to them (particularly enjoyed Nothing to See Here and Such a Fun Age).**

Compliment

Glencoe Public Library Reader's Advisory 0-3 minutes

**08/17/2020 10:29am**

**Grab-n-go book bundle "This is so cool- what a great idea!"**

Compliment kids-walk-in

Glencoe Public Library Children's 0-3 minutes

**8/16/2020 3:18pm**

**winnetka patron requested Extremely Loud and Incredibly Close by Foer and I suggested Nicole Krauss's Great House and History of Love. She said she loves this library. I was doing RA with her as she drove here and she asked if I could continue doing that as she drove home? (-; sara**

Compliment

Glencoe Public Library Reader's Advisory 10+ minutes

**8/15/2020 11:11am**

**Patron called to indicate how much she enjoyed Judy Levin's book club discussion of Fifth Business by Robertson Davies (zoom event of August 12th). I encouraged her husband to join in because he had read the book previously (her husband was a university professor of Victorian literature). The literary nature of this book spurred conversation during and after the book club met. He now wishes to join the group. I have received many emails and calls praising the zoom book group and more men have been joining. sara**

Compliment

Glencoe Public Library Reader's Advisory 10+ minutes

**8/14/2020 11:51am**

**patron very concerned about safety practices in library. She has not been here since March. Told her about plexi, mask requirement, social distancing, sanitizing, etc. She was so happy. "I've been coming to Glencoe Library all my life, not just for the books, but for the caring people who work there."**

Compliment

Glencoe Public Library Reference 0-3 minutes

**8/14/2020 10:36am**

**Thank you very much for getting the computers back. I appreciate it."**

Compliment JTS

Glencoe Public Library Reference 0-3 minutes

**8/12/2020 4:29pm**

**Remote printing help. Patron had sent documents in via the remote printing desktop page. She was delighted by the ease of scanning her library card.**

Compliment printer

Glencoe Public Library Reference 0-3 minutes

**8/11/2020 3:53pm**

**i like that elephant and piggie have masks on me, too! Linda did a great job with them.**

Compliment

Glencoe Public Library Children's 0-3 minutes

**8/11/2020 3:52pm**

**"It smells good in here." it's that fresh disinfectant smell**

Compliment

Glencoe Public Library Children's 0-3 minutes

**08/11/2020 2:26pm**

**we're so glad the library's open again!**

Compliment

Glencoe Public Library Children's 0-3 minutes

**08/08/2020 4:30pm**

**"we stocked up right before you closed, and [the books] were our saving grace"**

Compliment

Glencoe Public Library Children's 0-3 minutes

**8/08/2020 10:36am**

**A patron who would rather not come into the library looking for information on how to log into Consumer Reports for cars, and Morningstar for stocks; library card # lookup patron is very pleased that we are here for her**

Compliment

Glencoe Public Library Reference 4-9 minutes

**08/07/2020 11:28am**

**"This is the first time I've been back. So very happy you are open. Show me where everything is!"**

Compliment

Glencoe Public Library Reference 4-9 minutes

**08/07/2020 10:11am**

**"Love the Grab & Go book bundles!"**

Compliment

Glencoe Public Library Children's 0-3 minutes

**8/06/2020 1:18pm**

**Audiobooks for upcoming road trip, book suggestions for 8 year old daughter. "We're so glad you're back. It's really great to have the library open again. The library closing hit me harder than the schools closing."**

Compliment kids-walk-in

Glencoe Public Library Children's 0-3 minutes

**8/06/2020 10:00am**

**"Thanks so much for being open."**

Compliment

Glencoe Public Library Reference 0-3 minutes

**08/04/2020 7:05pm**

**"whoa, you have Captain America!" yep, Ms. Michelle made us an awesome bulletin board!**

Compliment

**8/03/2020 2:20pm**

**Mom of 7yo boy looking for Ann; LOVED the books she picked out for her son!!! Just the right level. She was thrilled and relieved. Wanted more (all) of two series, and samples of other series at the same reading level**

Compliment polaris

Glencoe Public Library | Children's | 10+ minutes

**08/03/2020 9:45am**

**voter registration info "I've never been more grateful that you are here."**

Compliment

Glencoe Public Library Reference 4-9 minutes

**08/02/2020 2:53pm**

**I called a long-time patron to tell her about our zoom book clubs as well as books I placed on hold for her. She had written to me asking for more reading material. She is likewise excited about the zoom book clubs and plans to go to Apple tomorrow to fix a snag in her new Mac so she can take advantage of our many zoom events. Patron is a very young 91 year old. Says she misses the library and will come in on Tuesday. Sara**

Compliment

Glencoe Public Library Reference 10+ minutes

**08/01/2020 10:26am**

**patron looking for new books and thrilled to be in the library and catch up with the staff and thanked us for the set-up in marketplace and zoom programs**

Compliment

Glencoe Public Library Reference 10+ minutes

**08/01/2020 10:26am**

**HP resident with son who is a book-a-day reader happy we are open again, "You have an amazing children's section."**

Compliment

Glencoe Public Library Children's 0-3 minutes

**08/01/2020 10:11am**

**Frequent patron calling to report that a teacher recommended book (Fox series by James Marshall) had a questionable passage where character smokes cigars, said the takeaway from the book (published in 1984) was that cigars made you seem more mature; wanted library staff to be aware. (Patron noted that she isn't trying to get book removed/engage in censorship, just wanted to report.) Also asked what days I am in library to provide suggestions, complimented "You are the most helpful." (AF)**

Compliment

## **Complaints**

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**08/29/2020 3:00pm**

**Unhappy family arrived and was shocked to see that we are requesting that people make appointments to browse children's.**

There was only one other family so they were welcomed warmly, but the mother was upset because she reads "every piece of library communication" and there was "nothing about appointments." I pointed out the information on the front page of Excerpts as I showed her the children's programming. They left happy.

**08/08/2020 12:37pm**

**You don't have any chairs? When will there be chairs? Who decides this? Gave Andy's card to patron**

Complaint

Glencoe Public Library | Reference | 0-3 minutes