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■ **Patron • Reference/Research • In-Person**

Answered by: [gckref@glencoeilibrary.org](mailto:gckref@glencoeilibrary.org)

I love the paperback collection!

Compliment

■ **Patron • Reader's Advisory • In-Person**

Answered by: [gckref@glencoeilibrary.org](mailto:gckref@glencoeilibrary.org)

patron happy to find very new fiction on shelf, not at her home library which is why she likes ours better :)

Compliment

■ **Patron • Directional/Other • In-Person**

Answered by: [gckref@glencoeilibrary.org](mailto:gckref@glencoeilibrary.org)

from former Glencoe person: "you don't realize what a wonderful library you have here. Love the quiet room, all the business publications. You and all the other people who work here are just great. I miss it here."

Compliment

■ **Patron • Program Info/Registration • In-Person**

Answered by: [childrens@glencoeilibrary.org](mailto:childrens@glencoeilibrary.org)

where can we put our art projects while we play here? patrons who participated in Ann's Creative Station program. great creative projects! kids and adults very proud of their work

Compliment

■ **Patron • Directional/Other • In-Person**

Answered by: [gckref@glencoeilibrary.org](mailto:gckref@glencoeilibrary.org)

"Creation Station was wonderful!"

Compliment

■ **Patron • Program Info/Registration • In-Person**

Answered by: [childrens@glencoeilibrary.org](mailto:childrens@glencoeilibrary.org)

This is so much fun. Families loving the Ann F.'s Creative Station art program. snow globes to paintings to 3d structures to clay mermaids!

■ **Patron • Directional/Other • In-Person**

Answered by: [gokref@glencoeilibrary.org](mailto:gokref@glencoeilibrary.org)

handed out Excerpts ("You have a lot of fun things here.")

Compliment

■ **Patron • Directional/Other • In-Person**

Answered by: [childrens@glencoeilibrary.org](mailto:childrens@glencoeilibrary.org)

"I like these wooden carvings. They're beautiful" (Display case compliment )

Compliment

■ **Patron • Reader's Advisory • In-Person**

Answered by: [gokref@glencoeilibrary.org](mailto:gokref@glencoeilibrary.org)

compliment for athens from a very happy patron

Compliment

■ **Patron • Reader's Advisory • In-Person**

Answered by: [gokref@glencoeilibrary.org](mailto:gokref@glencoeilibrary.org)

assistance with printing and highlighting driving directions patron says "you library people are the best!"

Compliment

■ **Patron • Reader's Advisory • In-Person**

Answered by: [gokref@glencoeilibrary.org](mailto:gokref@glencoeilibrary.org)

RA with loyal patron and adult daughter so complimentary about our library!"we don't get help like this anywhere else"

Compliment

■ **Patron • Reader's Advisory • Phone**

Answered by: [childrens@glencoeilibrary.org](mailto:childrens@glencoeilibrary.org)

A teacher from Sacred Heart asked me if I was the Linda who came to Sacred Heart. She thanked me for sending a copy of the Beehive Finger Play words and story titles that I used in the storytime visit with the preschoolers.

Compliment

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The concert was wonderful. So much fun. I love music. We should have more concerts, especially in the summer. This mom came with twin K boys and her husband. They were part of the line dance!

Compliment

#### Patron • Directional/Other • In-Person

Answered by: [gokref@glencolibrary.org](mailto:gokref@glencolibrary.org)

"This was great!" Said an adult patron who stopped by the Children's program.

Compliment

#### Patron • Reference/Research • Phone

Answered by: [gokref@glencolibrary.org](mailto:gokref@glencolibrary.org)

Walking patron through databases. Thrilled to see LexisNexis. " Oh this is great!"

Compliment

#### Patron • Program Info/Registration • In-Person

Answered by: [gokref@glencolibrary.org](mailto:gokref@glencolibrary.org)

What is going on with the music? They are really good! Mariachi Band.

Compliment

#### Patron • Directional/Other • In-Person

Answered by: [childrens@glencolibrary.org](mailto:childrens@glencolibrary.org)

Child & mom both 'compliment' "the big mustache"

Compliment

#### Patron • Reader's Advisory • In-Person

Answered by: [gokref@glencolibrary.org](mailto:gokref@glencolibrary.org)

thanks to athens for computer help for patron who may need to book a librarian

Compliment

#### Patron • Reader's Advisory • In-Person

Answered by: [gokref@glencolibrary.org](mailto:gokref@glencolibrary.org)

patron from another library area saying she would much rather come here because we are so helpful, and her home library isn't.

Compliment

Books and songs for toddlers about Mailmen and Construction Workers "Wow! This is so great! Can I come by another time for more songs? I really love this library."

Compliment

#### Patron • Reader's Advisory • In-Person

Answered by: [gokref@glencoeilibrary.org](mailto:gokref@glencoeilibrary.org)

fun to do ra with someone who says "you always give me the best books!" 3 more!

Compliment

#### Patron • Directional/Other • In-Person

Answered by: [childrens@glencoeilibrary.org](mailto:childrens@glencoeilibrary.org)

Patron showing me an adorable picture of her son sitting on the bench seats in the picture book area: "We've been here all morning, and we just love it. Look at how happy he is." c:

Compliment

#### Patron • Reader's Advisory • In-Person

Answered by: [gokref@glencoeilibrary.org](mailto:gokref@glencoeilibrary.org)

"this is the best library ever, especially for the size, you always have the books I want!" :)

Compliment

#### Patron • Retrieval/Ready Reference • In-Person

Answered by: [gokref@glencoeilibrary.org](mailto:gokref@glencoeilibrary.org)

long, long compliment on how I picked out just the right DVD (the one on Mr.

Compliment

#### Patron • Program Info/Registration • In-Person

Answered by: [gokref@glencoeilibrary.org](mailto:gokref@glencoeilibrary.org)

loved the bird lecture

Compliment

■ **Patron • Program Info/Registration • In-Person**

Answered by: [gokref@glenoelibrary.org](mailto:gokref@glenoelibrary.org)

"Oh that was such a good program (the bird program). Very nicely done."

Compliment

■ **Patron • Program Info/Registration • In-Person**

Answered by: [gokref@glenoelibrary.org](mailto:gokref@glenoelibrary.org)

"Fabulous program on birds. I wish I didn't have to leave early. Room is full."

Compliment

■ **Patron • Directional/Other • In-Person**

Answered by: [gokref@glenoelibrary.org](mailto:gokref@glenoelibrary.org)

"What a beautiful library. And such great service."

Compliment

■ **Patron • Reader's Advisory • In-Person**

Answered by: [childrens@glenoelibrary.org](mailto:childrens@glenoelibrary.org)

Miss Linda I always love your recommendations. They are great.

Compliment

■ **Patron • Program Info/Registration • In-Person**

Answered by: [childrens@glenoelibrary.org](mailto:childrens@glenoelibrary.org)

"I love how you all have organized the games. This is unique to the libraries I have been in. It makes it so easy for the adults to monitor. You also have great games."

Compliment

■ **Patron • Retrieval/Ready Reference • In-Person**

Answered by: [gokref@glenoelibrary.org](mailto:gokref@glenoelibrary.org)

Cub scouts picking up food donations. Got the bags from Andy's office. Leader was very grateful and said his troop would be happy to volunteer at the library if there...

Compliment

■ **Patron • Retrieval/Ready Reference • In-Person**

Answered by: [childrens@glencoeilibrary.org](mailto:childrens@glencoeilibrary.org)

Patron thrilled with the recent collection addition of the Adi and Gabi coding storybooks (J 005.1 KAR by Karanja). Well done, Emily!

Compliment

■ **Patron • Reader's Advisory • In-Person**

Answered by: [childrens@glencoeilibrary.org](mailto:childrens@glencoeilibrary.org)

Mom and daughter came back to tell me how much they loved the recommendations I made for the daughter on Sunday. "She can't put the book down- thank you!!!"

Compliment

■ **Patron • Reader's Advisory • In-Person**

Answered by: [childrens@glencoeilibrary.org](mailto:childrens@glencoeilibrary.org)

Dad picked up books that Miss Ann had put aside for him for his Mystery Reader Day in first grade class. He was so excited to get them. He had asked for new and very funny. He got them. "You all are the best. Thank you so much."

Compliment

■ **Patron • Directional/Other • Phone**

Answered by: [gokref@glencoeilibrary.org](mailto:gokref@glencoeilibrary.org)

"You've been super helpful. Thanks for showing me how to use a PC and ChromeBook. Decided that I'm sticking with my Mac."

Compliment

■ **Patron • Program Info/Registration • In-Person**

Answered by: [childrens@glencoeilibrary.org](mailto:childrens@glencoeilibrary.org)

helping a woman with a walker navigate the elevator to get to the movie "Oh, aren't you sweet! This is so nice of you! I'm really looking forward to this movie."

Compliment

■ **Patron • Program Info/Registration • Phone**

Answered by: [gokref@glencoeilibrary.org](mailto:gokref@glencoeilibrary.org)

Patron who has never been to a BookNews program called to ask when the next one is (it's Friday). "I've never been to one, but I hear from so many people that they are wonderful."

Compliment

BookNews

■ **Patron • Retrieval/Ready Reference • In-Person**

Answered by: [gokref@glencoeilibrary.org](mailto:gokref@glencoeilibrary.org)

releasing a printing job sent from home patron was very impressed with the ease and convenience

Compliment

■ **Patron • Reader's Advisory • In-Person**

Answered by: [gokref@glencoeilibrary.org](mailto:gokref@glencoeilibrary.org)

Patron very complimentary about our friendly helpful service, and her husband grateful for help downloading to his kindle. They were with friends this weekend who agreed that this is by far the best library on the north shore. One can only agree! :)

Compliment

■ **Patron • Program Info/Registration • In-Person**

Answered by: [childrens@glencoeilibrary.org](mailto:childrens@glencoeilibrary.org)

Registered 2 kids for Bernadette; 2 kids for Mindfulness; 1 kid for Escape Room Behind the Scenes "[The Behind the Scenes Escape Room] is the coolest thing I've ever heard of!" says the 9yo girl

Compliment

■ **Patron • Reference/Research • In-Person**

Answered by: [gokref@glencoeilibrary.org](mailto:gokref@glencoeilibrary.org)

Patron picking up 3D prints. Very pleased with how they turned out. She said her kids are excited to experiment with the software some more.

3DPrinting Compliment

■ **Patron • Reference/Research • In-Person**

Answered by: [gokref@glencoeilibrary.org](mailto:gokref@glencoeilibrary.org)

several compliments on the new t- shirt, patron wonders if they are for sale - interesting thought!

Compliment

■ **Patron • Program Info/Registration • In-Person**

Answered by: [childrens@glencoeilibrary.org](mailto:childrens@glencoeilibrary.org)

"Thank you for giving me an excuse to get out of the house! This program is a godsend." - Mother of 8wo baby at Inchworms

Compliment

■ **Patron • Reader's Advisory • In-Person**

Answered by: [gokref@glencolibrary.org](mailto:gokref@glencolibrary.org)

patron loves our new T-Shirt with jeans look!

Compliment

■ **Patron • Reader's Advisory • In-Person**

Answered by: [childrens@glencolibrary.org](mailto:childrens@glencolibrary.org)

Lengthy discussion (30+ min) with mother and 9yo daughter about audiobooks. Daughter has severe migranes so we discussed headphones, cds and downloads. Mother and daughter took home several playaways (Night Divided, War That Saved My Life, Bridge to Terabithia) and several books...

Compliment

■ **Patron • Retrieval/Ready Reference • In-Person**

Answered by: [childrens@glencolibrary.org](mailto:childrens@glencolibrary.org)

Info on STEM kits "You really should have more STEM kits for toddlers, especially kids that don't use an iPad."

Complaint

■ **Patron • Program Info/Registration • In-Person**

Answered by: [gokref@glencolibrary.org](mailto:gokref@glencolibrary.org)

Patron said Classic DVDs are a mess in terms of correct alpha order. I found patron's desired DVD (Harold and Maude), and re-alphaed several others, but the section should be reviewed in terms of...

Complaint



■ **Patron • Retrieval/Ready Reference • In-Person**

Answered by: [gokref@glenoelibrary.org](mailto:gokref@glenoelibrary.org)

Someone tore the Hitori (number) puzzle out of today's Tribune!  
Looked for the puzzle online, but patron said it wasn't worth it - the puzzle usually takes him about 30 seconds.

Complaint

■ **Patron • Reader's Advisory • In-Person**

Answered by: [gokref@glenoelibrary.org](mailto:gokref@glenoelibrary.org)

patron needs old new york times,another patron needs audio, another patron needed something else and was unhappy that we did not have more staff available divide and conquer, it all got done.

Complaint

■ **Patron • Reference/Research • In-Person**

Answered by: [gokref@glenoelibrary.org](mailto:gokref@glenoelibrary.org)

**Complaint:** "That lady who comes in here and leaves her stuff and hogs the computer." Patron did qualify that he finds the kids in the Forte room a greater annoyance than he does the lady in question, but he did...

Complaint

■ **Patron • Reference/Research • In-Person**

Answered by: [gokref@glenoelibrary.org](mailto:gokref@glenoelibrary.org)

patron came by with misfiled Value Lines. He said he fixes them all the time. They are always misfiled.

Complaint

■ **Patron • Program Info/Registration • In-Person**

Answered by: [gokref@glenoelibrary.org](mailto:gokref@glenoelibrary.org)

That room up there (Hammond Room) is too hot. I can't stay in there for the program.

Complaint

■ **Patron • Directional/Other • In-Person**

Answered by: [childrens@glenoelibrary.org](mailto:childrens@glenoelibrary.org)

The bathroom doesn't have ANY seat covers AT ALL, and the toilet won't flush! I explained that we've left the seat cover off on purpose, how to flush the toilet, and that we're going to be getting our...

Complaint

■ **Patron • Retrieval/Ready Reference • In-Person**

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Complaint