

Comment Cards

May 2025

Positives

There were 13 positive comments and of those 7 mention the customer service provided by staff. I have included staff who were praised by name in this report. Other compliments:

- Workshop
- New Furniture
- Programs and Services for Kids

“Thank you so very much for this Library’s workshop! Every time I stop in, I’m so grateful to use the computers, printers, copy machine, etc. The staff are always helpful and friendly.”

“I love the new seating upstairs! The four pods and the curved couch that now has a table and chair with it! Also, just discovered the magazine section - I didn’t know it was there! I am always so excited when using the Library. Thank you!”

Staff Appreciation

- Erin Theiss
- Janelle Thorek
- Maria Cordova
- Kaitlin Mathers
- Amy Lindquest



“My hats off to Kaitlin in the Adult Reference Department!! She went more out of her way to help me with a computer problem! She is so well versed at her occupation. I realize that there are many other great workers here doing a GREAT JOB! But, today, my compliment goes to her!! Another asset to our great Library! “

Negatives

There were 10 negative comments and most varied in the subject. Some of the topics:

- Inappropriate Children's Content
- Studio C. Equipment
- Adult Book Discussions
- Location of Art

The only theme that came across was in two Comments about members who appear unhoused and two about the cleanliness of facilities.

(a member) “upstairs in the back who smells so badly that I had to leave. Please consider everyone who uses this library. There are other facilities that may help better.”

We have seen and other libraries have reported as well a rise in negative comments from other members about unhoused members of the public. We do our best to offer these members assistance finding resources and have personal care items available. Our main homeless shelters are Pads shelters and they are mostly closed for the season. I am including some information about the Cook County Human Rights Ordinance which prohibits discrimination based on housing. Our code of conduct is designed to fit all of our members and does not discriminate based on housing status.

Craft Classes

There were 7 emails about changes to craft classes. We will still be offering craft classes and have moved their oversight to the Workshop. Susan was able to respond to all of the comments and reassure members that these classes will continue.