

Comment Cards

June 2025

Positives

There were 11 positive comments and of those 3 mention the customer service provided by staff in the workshop. I have included staff who were praised by name in this report. Other compliments:

- Rand Road Branch
- Craft programming
- General customer service

"I love the environment, I love the peace and quiet, I can get here, I love the community, I love the warm and friendly staff! Thank you!"

"This was our first time visiting the Rand Road Branch. Though small, it had everything my 2 granddaughters needed to have a great time! We did 2 crafts, a scavenger hunt, kitchen play, etc. The Librarian was very helpful. She provided all the necessary things we needed... and it was so nice. Thank you!"

Negatives

There were 8 negative comments and most varied in the subject. Some of the topics:

- classification of a movie as sci-fi
- not enough information on rabbit care
- unhoused
- Notary services
- Pride programming

There were seemingly no themes to these comments.

Cyber Threat

We received about 6 comments about our cyber threat. Most were neutral or positive. The ones I rated negatively were members who were concerned about their personal information and wanted updates about that.

"Thank you for this explanation. I was there yesterday, and it was unnerving to see the Out Of Order signs on all the screens. I immediately wondered if it was related to a malign attack. What a sad shame that we live in this time. I know you don't keep records of what we check out. That was a courageous and much appreciated decision those years ago when the FBI was threatening to use library records to arrest people for reading things they didn't approve of."

As always, I appreciate the library very much."

Staff Appreciation

- Sarahi
- Elisa
- Erin



"I just want to say that Elisa and Sarahi are very excellent employees at the Library here! I have come in here so many times and they keep the Library very organized and clean. Many times I need help with the computers and would not be able to do stuff without their help. They are very good and friendly to everyone."

AARP Tax Prep

After our tax preparation services came to a close the AARP tax prep volunteers shared photos of the comments they got from happy members:

