

Comment Cards

July 2025

Positives

There were 18 positive comments, with most focusing on the general pleasure with the library and customer service. Other positives were:

- Workshop
- Pride
- Branches
- Programs
- Care Cabinet

"You are doing a wonderful job, friendly and helpful staff. I enjoy your crafts and lectures and impersonators. I try to make most of them. I learn something new each time."

Staff Appreciation

Many staff members were called out for their exceptional customer service.

- Eric
- Hanna
- Megan
- Erin
- Justyna
- Monique
- Selicia

Negatives

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

- Flags
- Unhoused
- Internet Connectivity (North Hoffman)
- Puppet Show
- Garage

"Please fix grate so we can use "drive-up" drop off box!! Thanks"



"Super thankful for Erin and Megan, who went the extra mile to help me take a remote proctored LSAT in one of the study rooms."

"My first visit and I'm very glad I'm here. Eric and Justyna were more than courteous and accommodating. Look forward to future visits and program participation. Thank you all!"

