

# Comment Cards

## December 2025

### Positives

There were 15 positive comments, with most focusing on customer service. Other positives were:

- General love
- Help with iPhone
- Summer Reading T-shirt and tote
- Donation box
- History program

**"Great for the community and honestly really fun. Thank you to the kind staff and happy holidays <3"**

## Staff Appreciation

A number of staff members were called out for their exceptional service:

- Erin
- Justyna
- Ann
- Jackie
- Azlin
- Ethan
- Amy
- Sarah



### Negatives

There were 6 negative comments about the following:

- Noise
- Adult collections being on the 2<sup>nd</sup> floor
- Hot spot availability
- Hold cancellation
- Customer service
- Registration emails
- People sleeping outside the library
- Towel dispenser
- Elevator upgrade signs

**"Of course stairs impossible!!! Why do the oldest people have things upstairs when walking and handling wheelchair, walkers, etc. are more of a problem on elevators."**

### Suggestions

Below are the suggestions offered by members:

- Provide a way for us to donate cash
- Offer more Jim Gibbons programs
- Additional seating outside of meeting rooms
- Jam sessions

**"Please have Jim Gibbons, Historian back to do programs. He is fantastic and he does zoom. Thank you"**

**"I want to share my sincere appreciation for the wonderful assistance I received from Ethan & Justyna in the makerspace. They helped us resolve a technical issue with my daughter's kindle that no one had been able to figure out for many months. They never once appeared frustrated or discouraged. They were patient, determined, and genuinely committed to helping us. We are truly grateful for their support and their positive attitude. Ethan and Justyna are the kind of employees anyone would be fortunate to work with."**