

Comment Cards

February 2026

Positives

There were 5 positive comments, with most focusing on customer service. Other positives were:

- Renovations
- Circuit Class
- Crafting

“I like the changes - good for parents, kids, book readers, computer people, etc!”

“Great CriCuit class today! I learned a lot as a new user. I will be signing up for a DIY class in the future.”

Staff Appreciation



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

- Kaitlin
- Jessica



Negatives

There were 3 negative comments about the following:

- Ran out of Yeti plushies for winter reading
- Xerox machine moved to the second floor
- Unhoused member

“Can you please hook up the xerox machine on the first floor... I was told no power to that wall and we must all go upstairs...can not do elevators (claustrophobia) and sadly stairs are gruesome”

Neutral

There were 3 neutral comments about the following:

- Request for a Violin in the Library of Things
- Request for chess events
- Request for hood vent in Makerspace

“Can you get another violin in the Library of Things please? Also a fan vent for the makerspace? A hood for projects that need spraying something or sanding fine objects?”

“These 1:1 meetings were just great! I was very fortunate to have Jessica sit with me. She is very knowledgeable and I walked away with so much information I didn't have before and what she explained to me has made my life so much better and I feel more confident. Jessica was very patient with me and I wanted you to know what a great employee she is. A special thanks for having this program. All of your computer people are so nice and helpful. They are so good at their job!”

“I've spent more than two days trying to get out of state documents signed and processed. I stopped yesterday when my patience ran out. Today Kaitlin got me taken care of in a remarkably short amount of time. As a retired engineer, I REALLY appreciate good troubleshooting skills. If I ran a library I would do whatever necessary to steal Kaitlin away from you. I feel bad for people who don't have access to a library this GREAT. Thanks “