

SPL User Survey 2017--Comments Analysis

Any specific customer service feedback?	Paraphrase	Positive/ Negative
I am rarely able to physically visit the library as we serve in missions overseas. But I am Very thankful for the wide selection of services and online books you have available!	Collection	Positive
I appreciate the help given on searching for books available at other libraries when not available at Sherwood library.	Collection	Positive
I find the selection good and the staff very helpful.	Collection, Staffing	Positive
I love the automated process of requesting a book online, receiving an email notification that it's in, and walking in and checking it out at the kiosk with no lines and no human interaction. :)	Collection, Technology	Positive
I don't ask for much help because I mainly just use a table to quietly do school work but I love the welcoming environment	Facility	Positive
all good	Other	Positive
I get the service I need	Other	Positive
It is a pleasure to use Sherwood's library!	Other	Positive
Love the library in Sherwood!	Other	Positive
The kids stuffed animal sleepover was way more than I expected. My daughter picked up her doll and was so excited about the pictures and letter she wrote.	Programming, Youth	Positive
Love the kids programs and the quick check-out	Programming, Youth, Checkout	Positive
I get through quickly to someone who helps me	Staffing	Positive
always get great help	Staffing	Positive
Always kind and helpful	Staffing	Positive
Always pleasant and offers suggestions for any problem or question.	Staffing	Positive
always very helpful and friendly	Staffing	Positive
best public service in Sherwood.	Staffing	Positive
Each librarian I have worked with is very helpful and welcoming. I love going to the library	Staffing	Positive
Everyone is very helpful!	Staffing	Positive
Everyone at the library is extremely nice and courteous	Staffing	Positive
Everyone I come in contact with is sincerely warm and friendly and very professional. Always willing to help.	Staffing	Positive
Everyone is so helpful. If they don't know the answer they find it. They know their patrons well enough to make suggestions for new authors.	Staffing	Positive
Everyone is very helpful and you always receive excellent service.	Staffing	Positive
Everyone is very kind and helpful!	Staffing	Positive
Everyone there is always exceptionally pleasant and helpful.	Staffing	Positive
Excellent service	Staffing	Positive

Excellent telephone service.	Staffing	Postive
Great people! Always very helpful.	Staffing	Postive
Great service	Staffing	Postive
I feel the staff is like friends. Always happy to see them and can't wait to see what they have to share.	Staffing	Postive
I love our long-time librarians!	Staffing	Postive
I love the library staff! :)	Staffing	Postive
I LOVE this library and librarians!	Staffing	Postive
In the 10+ years I have been using the library, I cannot think of a single issue with customer service.	Staffing	Postive
Jaime at Babytime is amazing.	Staffing	Postive
Lib. staff friendly and offer help and new books I might like.	Staffing	Postive
Librarians are always helpful with any questions/issues I've had.	Staffing	Postive
Library employees are very kind and helpful. They are always making sure the library is a good environment for all users.	Staffing	Postive
Library Manager, Adrienne Doman Calkins, took time from her busy schedule to help me look for alternatives to a resource which was non-circulating. Her help truly made a difference and I was able to find very useful information online, thanks to her guidance.	Staffing	Postive
Love Sherwood Library and it's staff!	Staffing	Postive
Many times I ask for the un-ordinary item and they at least listen and try to find the item. They watch what is going on and inform me if something is not going right. That is way beyond helping.	Staffing	Postive
Our library staff are super friendly!	Staffing	Postive
Sherwood's library is a well run library and is staffed by excellent, friendly professionals.	Staffing	Postive
Staff and volunteers are amazing....helpful and friendly.	Staffing	Postive
Staff is always helpful and pleasant	Staffing	Postive
Staff is always very friendly and helpful.	Staffing	Postive
Staff is outstanding. Programs are terrific.	Staffing	Postive
The desk staff has always gone above and beyond with recommendations.	Staffing	Postive
The librarians are always helpful, friendly, and eager to help with anything and everything asked of them.	Staffing	Postive
The Librarians are always very knowledgeable, helpful, and friendly.	Staffing	Postive
The people at the desk always help and even sometimes remember my name!	Staffing	Postive
The people who work here are exceptionally pleasant. I am an interlibrary guest & as such, appreciate being able to utilize & enjoy your library when in Sherwood.	Staffing	Postive

The service is by far the BEST and is the standard for me. I have lived in Sherwood for 14 years and the people who work here are like a second family to me and my family. The staff recognizes who I am when I even call!	Staffing	Postive
The staff is wonderful!	Staffing	Postive
This is by far the best customer service I've had at all the libraries since I was 10 years old!	Staffing	Postive
Very positive staff with great customer service!	Staffing	Postive
Very professional staff	Staffing	Postive
When I come in and ask help of the librarian at the desk, she always exceeds my expectations of help to find books on my subject.	Staffing	Postive
When I saw an overdue charged on my library card that wasn't me, she said that the book was already turned in and she was very nice about it.	Staffing	Postive
A very few times, there's not enough people to help the line of people on a busy day, but otherwise, very helpful.	Staffing	Postive
All of the library staff is very helpful and welcoming.	Staffing	Postive
All the ladies behind the counter are super friendly and helpful!	Staffing	Postive
All the personnel at the library are so kind they feel like friends.	Staffing	Postive
All the staff is awesome. Even talking about personal favorite books.	Staffing	Postive
All the staffs has always been very helpful and go above and beyond to help	Staffing	Postive
Always a friendly greeting from the staff Attitude is no question or problem too difficult to resolve, and we get to the bottom	Staffing	Postive
Always friendly library staff are very helpful.	Staffing	Postive
Always friendly and helpful	Staffing	Postive
Always friendly people at the checkout counter. Many good conversations have come up due to books being sought.	Staffing	Postive
Any time I go in to the library with a question, everyone is really nice & helpful	Staffing	Postive
Awesome and friendly staff! LOVE the self checkout.	Staffing	Postive
Courteous help when needed!!	Staffing	Postive
Customer service Rep is always aware if there is a long line and mostly there are others that can be called to come assist us patrons	Staffing	Postive
Employees are friendly, helpful & knowledgeable!	Staffing	Postive
Every person I have interacted with has been friendly and helpful!	Staffing	Postive
Every staff member working at this library is so great. I really enjoy coming to the library and seeing familiar faces.	Staffing	Postive
Everyone has been very helpful to me. I also use the online system a lot.	Staffing	Postive

Everyone I have encountered has been extremely knowledgeable, kind and helpful	Staffing	Postive
Everyone I have talked with in the library have been gracious, helpful, A plus.	Staffing	Postive
Everyone is always so encouraging for my young readers.	Staffing	Postive
Everyone is always super helpful and friendly!	Staffing	Postive
Everyone is so friendly and helpful.	Staffing	Postive
Everyone's usually pretty nice!	Staffing	Postive
Excellent bunch of wonderful people. They remember my child when she goes in and she loves that.	Staffing	Postive
Excellent Work!!	Staffing	Postive
I appreciate the knowledge of the library system that the staff always seems to have. I have learned about many new resources the library offers thanks to them.	Staffing	Postive
I routinely get service that exceeds my expectations	Staffing	Postive
Love all the staff!	Staffing	Postive
Sherwood Library gives excellent customer service every time I go there.	Staffing	Postive
Specifically, there was a time when I came in with a stack of books that I wanted to renew (or put new holds on if someone else was waiting for them), and the lady at the front desk was extremely helpful in looking through each book and renewing the ones that could be renewed and going through the process of putting new holds on the ones that I couldn't check out again- definitely appreciated the help! :)	Staffing	Postive
Staff is ALWAYS friendly!	Staffing	Postive
The "Ladies" (as I have never seen a male at the counter) do an excellent job of being kind and patient to the children and very helpful to the adults as well!	Staffing	Postive
The desk gals are terrific! Their spirit reminds me every time why I donâ€™t want to go all digital :) People make a difference!	Staffing	Postive
The librarians are very friendly and knowledgeable.	Staffing	Postive
The library staff is great and helpful.	Staffing	Postive
The staff are always warm, helpful, & a pleasure to interact with.	Staffing	Postive
Very friendly and helpful staff members	Staffing	Postive
Very friendly, helpful library personnel.	Staffing	Postive
We enjoy seeing the same kind folks at checkout! It is nice to have a connection with them.	Staffing	Postive
The library is a great place to do just about anything- There are great places to read, talk, do homework, e.t.c and also a bordering donut shop :). The librarians are friendly, I love all the contests and there are a great variety of books.	Staffing, Facility, Programming, Collection	Postive
They are great at making suggestions for books my kids might enjoy, and always help us locate something if we are having trouble.	Staffing, Readers Advisory	Postive

Librarians are frequently willing to step out and help my children locate books, assists with overdrive and recommend books as well as filter through multiple linked accounts	Staffing, Readers Advisory, Technology	Positive
When I chose exceptional service it selected all the stars above. I recently discovered that I can make an appointment for one on one help with my personal computer. I am very excited about using this service again. The library personnel are always kind, patient and helpful.	Staffing, Technology	Positive
love self check out	Technology	Positive
Would like to see feature enabled which allows payment of fines at self checkout (similar to Tualatin library).	Technology	Negative (but we do allow this)
A new book was ordered back in June and has been on a shelf at the library for five months and not placed into circulation. That does not reflect well on the efficiency of the library.	Collection	Negative
I do not care for where the requested books are shelved while waiting to be picked up. It's narrow and hard to get to if people are standing in that area. Plus, the books are so low to the ground, it's hard to read all the tags while searching for your specific book, especially if they have fallen over. It's just a crowded area in general...	Facility	Negative
My only concern is how loud it gets in the afternoons. I see why the library becomes a babysitter until parents can pick up their children...but the children are loud, running around, etc, which is distracting in a library. I do not use the library due to this reason. The library was my babysitter after school as well...but my friends and I were reminded constantly to be quiet.	Noise	Negative
Children ages 10 & older with their own library card in hand should be able to checkout books on their own without an adult present.	Policies	Negative
I love that the kids come after school but we are doing a disservice to them by letting them behave poorly in the library. Respect ought to be taught not waved off. No one seems to want to tell the misbehaving youth that they aren't acting appropriate. THIS is not the park! Nor a coffee shop. It is the Library. People come to THINK, Read, Work here not just Hang out and 'Chill' after school.	Policies	Negative
The DVD fine is too steep. A couple of movies + a couple of days leads to a bunch of money. The penalty is too high for people who use the "free" public library.	Policies	Negative
I tried to get an ebook but the staff I worked with did not know how to do it	Staffing	Negative

It seems like employees chose not to engage or interact with the public. It feels unwelcoming in the space.	Staffing	Negative
One librarian was unwilling to check to see if a requested book had arrived but was not yet on the shelf. It had arrived and I had to make another trip the next day to pick it up. It wasn't as though she was especially busy. Just too lazy to get up and go look for the book.	Staffing	Negative
The computers' keyboards are in the way of the USB ports. Turn them 90 degrees. Also the monitors are tied down so they can't be adjusted upward. I have to bend my neck down all the time. They are designed to adjust to each individual.	Technology	Negative
computer tech on the weekends if possible	Technology	Negative
redo your website. Patron accounts should be prominent, not obscure	Technology	Negative
Right now I am mostly using digital materials, so my answers may reflect what I would want if I was spending more time IN the library.	Other	N/A
that old lady that works their, the one with the glasses? yeah. she's the perfect example of a stereotype librarian;)	Other	N/A
no	Other	N/A
no	Other	N/A
Excellent service but I would like more books for second graders in Spanish	Spanish, Youth	Mixed