

## **2011 Ontario Public Library Week Comments**

In 2011, the public was asked the question, **What do you like best about your Library?**

Here are the comments of the responses at the different locations organized by general categories:

### **General and facility**

- Everything!
- Everything
- Beautiful place
- Brighter
- Location
- Spacious
- Cozy, friendly – Best Library in the world!
- Kid friendly
- Love the children's programs
- Friendliness
- Activity for the kids
- Love customer Service, it's a day out. I feel like reading books all the time I come here – very cozy
- It's big, nice and cozy. It's beautiful, my kids and my whole family love to come here.
- Close to my house
- Seems to be very well used. Good Selection – parking!
- I like to come here with my kids and they can play and I have some time for reading
- Location
- Kids section
- Space, friendly staff, automation, large collection
- The family friendly atmosphere. My daughter loves coming with me to pick out books and look at all the sensory items
- I like the main library. I find everything I like
- Kids classes and computers
- Beautiful...good staff.
- Kid friendly ie: (also group Thursday)
- It's new, clean and quiet and always somewhere to sit
- The new building and the variety
- Toys for the kids, kid friendly, new books
- Everything! My Kids love it here!
- Great service. Clean environment
- Open. Bright. Kind staff. Lots of choice.

- Ambiance. Assistance. Friendliness.
- We just moved in here and I love this library. Thanks
- Kid friendly
- I like playing on the computers
- My baby son always has fun going there!
- It is attached to the Arts Centre.
- Brightness and quick check out
- Quiet space to read and work.
- Children's section – computers with great software for kids.
- We can find movies (new movies) use internet to hold books or movies
- Enjoy time in the library. It is comfortable.
- Everything!!
- Nice kid's tables and fun books.
- Parking
- So kid friendly and easy for parents to bring them
- Overall cleanliness and organization
- Overall design of the library – it is modern
- Overall design of the library
- Children's sensory area
- Very spacious
- It is a great environment
- Very user friendly environment
- Clean facilities
- It's quiet, personable and the selection is perfect
- Nice library to visit
- Children's Area
- I like the overall design of the building
- Facilities. accessible and the staff of the library are so much friendly
- Great layout & design
- I like how spacious it is, there are public and private areas where you can read/study.
- Wide foyer, elevator, helpful staff
- Return your book machine – very cool
- Design on the outside and how the books are sorted and it's clean and tidy. I like the upstairs and downstairs
- Clean & spacious with many more choices
- The whole new look. I love it. It is calming & soothing. I don't want to leave the library once I'm here. Love it. Keep it up.
- How it is geared towards children and helps them want to learn.
- Windows
- Something for everyone
- Nice staff, and made think of families and future. Thank you!
- Location and staff
- Great environment

- Love the new library
- Its location and programs
- Size and location
- Friendly atmosphere
- Kid's section
- Everything!!!
- Friendly atmosphere, organized and spacious
- Beautiful atmosphere
- Big and bright, nice windows, comfortable, relaxing
- I like the interiors, it is pleasing to the eye
- The spacious layout
- The architecture of the building
- Self check -out and the teen section
- Clean and spacious building
- Size and newness
- Excellent layout and book collection
- Children's area (ie. Toys, tables, chairs in kids area)
- Parking is great too!
- Big and accessible by bus. Lots of books especially for kids.
- Lots of windows, to give it bright airy feel. Lots of natural materials, locally sourced rocks, etc.
- The adult section being upstairs and very quiet
- Great seating in the back for reading and lounging
- Great friendly atmosphere
- Everything [heart]
- Larger and more choice
- Spacious and wonderfully laid out
- It is bright and very modern, beautiful setting.
- Easy to find your way around it. Clean and bright.
- It is located in a general area; near schools, recreation centre, etc.
- I like how it is within walking distance of the school.
- Bright cheerful atmosphere

**Collections:**

- The selection!
- The new books. Thank you!
- Books
- Children's – so many books and computers
- Large variety of books
- Large variety of books
- Holocaust books
- Selection of Fantasy books
- Book selection
- Great selection of books for children

- Always good books
- DVD selection for kids and self check out and in
- Books and computer games
- The kids books especially the touch and feel and books with read aloud cds.
- I like that there is a variety of books
- Newspapers
- Great selection of books, I always find what I'm looking for
- The best thing I like about the MPL is the games are the best!!
- The best thing about the new library is the new books!
- Your awesome children's section & STAFF
- Selection of Video games
- Children's books – there are so many books to read
- I like all the cool books they're awesome
- Adult Fiction – I love reading
- More selection
- Wide selection of DVDs for children
- Wide selection of Music DVD's
- The wide selection of books, movies and video games.
- Like best- Video/DVD
- The variety of books!
- I like the electronic media and Hindi titles.
- I like the books and the shelves are sorted nicely.
- I like the graphic novels.
- Games!
- The growing collection and the beautiful windows / seating areas
- The children's section and areas to sit and read.
- Video games and books and the check out too.
- I love coming and reading for free. An unlimited amount of books.
- It has video games and movies.
- All the Spongebob DVDs.
- Books, Books, children computers.
- I like books, games and movies.
- Lots of selection for all ages.
- Books, the knowledge master
- Online searching and reserving. Great selection and friendly staff.
- All the new books! The use of e-mail.
- Wide variety of available T.V shows.
- Books, movies, cd's.
- Books, DVD, entertainment
- Renting out video games. Nice and new.
- I like graphic novels.

- A good selection of audio books
- Lots of books
- I like the books because they are very interesting.
- All the new books. So new and bright. All the people are so nice.
- Selection of books
- A lot of resources and choices
- Computer games to play
- Easy checking in and out books and selection of books
- I like to look for books and go on the Internet
- It is very big. I love it! Has lots of books
- Large selection of children's books and programs, and Great friendly staff!
- The children love the books and computers
- A lot of library resources and convenient for everybody in all ages.
- I love the library because it's the home of wonderful books.
- Computers and books

**Services:**

- Teen Computers
- Wi Fi
- Self check -out
- Love self check -out/check in
- Newcomer's corner
- The self check out station
- E-books
- Self check -out system
- Self serve
- The check out machines, they are convenient and easy to use
- The check -out!
- Children's area computers
- Self check -out
- Hold systems rocks!

**Programs:**

- Book Buddies
- Circle time on Thursdays with Jessica
- Programs for kids
- ... programs for kids. Thank you
- Book Club
- Good story times
- Great kids programs
- Facilities and programs for babies and toddlers
- The events
- Children's drop in programs

- Children's play area
- Kids programs
- Baby programs
- Great programs for kids – staff is so enthusiastic!
- Jessica at the children's program, she's really great!
- I love the books here and the programs
- The children's programs that you offer, I wish there would be more drop-ins available.
- Jessica is great!
- Jessica is wonderful!!
- Teddy Bear time.
- We love "One is wonderful" The staff is extremely friendly & helpful
- I like the activities for children & of course literacy centre.
- Children's programs and facilities
- Drop in programs

### **Staff**

- The ladies at circulation desks are very nice which just brighten your day
- Nice staff
- The books and nice staff
- Friendly staff, beautiful place.
- Polite Staff! Always helpful. Thank you!
- The "Amazing" Library Staff!
- Friendly staff.
- Friendly employees
- Friendly & helpful staff. Atmosphere
- Staff is helpful
- Besides all the books. It's the people with the smiles and willingness to help.
- I love the friendly staff and the large selection
- I like the employees
- I enjoy the book club and the Dewey Divas night. The women that run both programs have such enthusiasm for books.
- The service, staff is very friendly, helpful and smiles a lot.
- The friendly service
- Librarians are pleasant. I'm able to lose myself for hours here.
- Employees
- I like the helpful staff
- Staff are great! Very helpful!
- Very helpful staff!
- The staff are friendly and helpful!
- Everything ...\_Information lady!! Pauline L.
- Amazing staff
- Very friendly staff

- My favourite is visiting Jami, Kate and Bryan (Beaty Branch)
- Nice staff, they always help me find books
- The warm and friendly personnel. The services that it provides. It is warm and comfortable.
- Staff is very helpful and friendly
- This is my first visit and the happy environment and pleasant welcome from staff members is very refreshing.
- Staff is always super friendly and helpful.
- Great staff!

**Anecdotal comments written in response to, “What do you like best about your Library:”**

- When I come home from school on the weekend, I find the library peaceful and calming. It is very resourceful for people like myself who are studying (Bachelor or Education). Everyone is very helpful and I love all the space to do work!
- It is warm and comfortable. The friendly personnel. The warm services that have been offered. Thanks for your help.
- My baby soon loves the library and listens to stories. I'm deaf, and if I can get him hearing stories, FABULOUS!
- The programs for my little one (16 months) he is learning songs and rhymes, see books and enjoy the reading (good skills for later on)
- The layout and ease of finding what I am looking for. That is equal to the friendliness of the staff.
- Well done! Superb! Incredible selection of books! Especially impressed with the number of cookbooks and variety. Easy access to all areas especially the children's area.
- It is so close to home we can walk here anytime. Thanks for all the great programs.
- Everything, I love the library because it's a peaceful place full of information about mostly everything you need.
- I love everything about the library. I was so surprised to see changes – looks beautiful. Staff is great helping me. Love, love it!!
- I like the MPL because it's a cool place to get books and to read there if you can read the book fast.

- I love the layout, with the children downstairs with so many children's computers. I like the quiet rooms upstairs for students.
- When I come to the library I feel like I'm my own adventurous world.
- All the different books and movies. The video games were a nice addition to the group. Organizing the movies in kids and adult sections would be good too.
- I like the wide selection and number of books in the library not to mention the books pristine condition and size of the library.
- We just moved here and this is the first best library in my life. I just love your arrangements. (Thanks).
- Close to home, lots of choices for children and child friendly. 2<sup>nd</sup> floor adult quiet area.
- I take out about 20 books a week, granted, I shouldn't even come in here or I spend 24/7 reading! Keep up the great work MPL!