

2010 Customer Survey: At Home Library Service

Customer Comments:

The AH service has been wonderful for me.

The staff who take my calls are very helpful with suggestions and very courteous.

The AH program has been a godsend. I can get materials for my building's book club, keep informed and ready for discussions with friends and family, obtain books after I hear authors interviewed on the radio, check out books before I buy them for gifts, etc. My life would be greatly diminished without the program.

Haven't received any new books for at least three weeks--don't have any way to request more books if I don't have something being returned.

I live at Summit Place in Eden Prairie. We have a library consisting of donated books. About once a month HCL brings in a few books, then picks them up and gives us new ones. A few large print, all very nice, but I read so much they seldom bring something I haven't read. Thank you so much for your services.

This is a wonderful program! My disability started in 1994 after an injury, and I had been using the library all my life before then. I tried browsing at the library (in person), but found it too painful. Sometimes I would check books out and be unable to return them due to pain. I learned about your program the last time I had surgery and have been an avid user since then. The people are all so kind and willing to search many other libraries to get me the books I want to see. They are endlessly patient when I call to double check what is due when. This last fall I discovered origami, and the librarians have kept me busy with many different beginning and intermediate books. I have since spent many enjoyable hours with this new hobby. I am tremendously grateful for your program and hope it continues for a long, long time. I am less depressed and more aware of what is happening (newspaper and such) in the world. If I read about a book in the newspaper, I know I can always request it through you . It's great!!

Best use of taxpayer money--helps people be readers or watch DVD's without paying money or going outside in bad weather or long distances. Thanks a lot! To help save costs, I turn my books in at the Hopkins Library. I order books online, and the librarians at the Hopkins Library help me if I have questions. Thanks a million!

At Park Shore Place, we have an excellent library, but so many books are not here I would like, so I enjoy choosing your books. I would join the bookclub, but I can't read fast enough.

Those who answer the phone are very nice and helpful!

This service has opened my world so much! Thank you. Thank you. Thank you!!!

I haven't gotten into books, but I love getting DVD's and the ease of returning them. The AH persons are very good at meeting my requests. Thank you for this service.

Martha and Sally are wonderful to bring me books every month!

AH service is superb. Lin Maki is great and my library volunteer, Nancy Davison, is wonderful. She brings me shopping bags of books so she gets lots of exercise!

I appreciate this very much. I have been happy with the ones you have sent me. I would like some of these new ones. I only like mysteries. I am 84 years old and my eyes are getting worse, but I can see the LP. Thanks.

It's a wonderful service and I am so grateful that I'm able to use it. Thank you for all your help.

It helps me keep in touch with the world!!

I used to have Readmobile when I had kids here. Now my vision has been bad for almost eight years, and they referred me and that has been my mainstay entertainment now. I sure miss having kids and the Readmobile staff, but I'm so grateful to you people now! Thank you, thank you!

Wonderful service! I really appreciate it! A special contact as an older person who always used the library a great deal in the past. Reading is so important to continue learning. I try to participate and have been a winner twice in the winter reading program (a bonus) with a review. Thank you for all you do!!

I started initially with a volunteer bringing me books but like using the mail better.

I am writing this on behalf of my 91 year old mother-in-law, who is wheelchair bound and disabled (congestive heart failure, spinal stenosis, diabetic, etc.). When Lucille's husband of 60+ years passed away in 2007, one of her primary mechanisms for dealing with her grief and loneliness was to read. She never read that much before her husband passed away he always teased her at liking fiction, but once she was alone, she found reading was one of the best avenues of escape from her lonely, wheelchair bound world. Once she discovered large print, there was no holding her back. In the past three years, Lucille has read well over 100 books. She loves animals, especially cats, and mysteries, especially cozy mysteries, so those are the areas I focus my selections on. I order approximately 2-3 books every three weeks for her. The AH Library Service is invaluable to my mother-in-law. Thank you from everyone in my family for helping our beloved Lucille escape the confines of her physical limitations and her small, comfortable, but lonely apartment on a regular basis. The AH service and HCL's have given her a tremendous boost in her quality of life that wouldn't have been available anywhere else. Those aren't just dark blue book bags--those are Lucille's tickets to fascinating, mysterious adventures that continually enrich her life.

I'm responding for the folks at Nurturing Care Residential Assisted Living Homes. We have been using the AH Service for close to, if not three years now. We have had two volunteer visitors, Charlie and Jane. We cannot say enough good about them and the program. The books Jane selects are always a hit. She does a fine job selecting nonfiction that is both interesting and appropriate in length for our dementia residents. Jane and Charlie themselves serve as "friends" and are a connection to the community for some of our residents with limited mobility. Thanks for a wonderful program.

I sincerely appreciate the AH Service. I find it one of my pleasures and it keeps me reading the books as it is one of my best pleasures. Thanks to all who do this for people like me.

Thank you so much for this service. It is a life saver to me. I love to read a good book. Thank you.

My sister and I used to drive to the closest library, which was Augsburg for many years and then in 2007, my sister died so I was homebound as my legs wore out early. The books were too heavy to carry anymore so when I heard of home library service in 2006, I joined and ever since I've read many, many books delivered by my mailman. I thank you all you nice people that sent me all that pleasure in reading!! May God bless you all!! Thank you all so much!! Especially Patrick and all the rest. P.S. I'm out of books right now, so keep them coming, please?

Home Library Service is wonderful! 1) Good choice of books for me. I read every one they send me. 2) Good service. On my last book--a new group arrives. 3) All the books received are contents I enjoy. 4) The books are in good condition. 5) I learn about new authors. Then request more of/by that author. This is a most helpful service for those of us with a handicap. In winter, I just don't drive much, so: Thank you.

I am so grateful to be able to use the wonderful library system! Thank you so much! You have deep appreciation from a former English teacher!

In answer to #2 question: I write requests when I return books and I am always delighted to receive books I request when they are available. Thankfully I have been well supplied. I am a new at home reader and hope I am doing things right. I'm so grateful.

I REALLY appreciate this service since I am handicapped. Thank you for the new Reader.

Thank you very much for your outstanding service staffed by very nice people who do their best to be helpful. You helped me finish graduate school at an age when most students could be my children or ?. I'm very grateful for this service. Thank you very much. I love you guys!

I enjoy receiving the valentines!

I am so very happy that you have this service. I love to read! There is so much more in a book than appears in a movie.

My volunteer is wonderful; she's just great. I am very grateful for this service. I read about it in the Camden News, our little neighborhood paper. Otherwise I had never heard of it before. I have lived in Camden all my life and I am 82 years old.

I began this service at my apartments. Now the reps come to the nursing home. The reps are wonderful as is the service!

I am 79 1/2 years old. Still go walking, but the distance to and from the library is getting longer each year. Especially during the winter months. I would be without the library books if not for you. Thank you so much for that. Reading is the love of my life--always has been.
The people I talk to are very nice. I am blind and really need your services. Thanks.
This service is just great! The staff is <u>always</u> most helpful in locating books and DVD's for me. Going out of my area to locate them for me. I so appreciate this service!
Now that I use AH service, I would be so lost without it. I have been a lifelong (3rd grade) reader so the service is wonderful for me. I like seeing about new books coming out. I used to go to the Wayzata Library and read through their copies of Publisher's Weekly. Is it possible that I could get it again as a home reader? Thanks to all for all you do!
Until this mailing, we have not received the AHR. An issue was enclosed with this mailing. This is a wonderful service. Thank you for making this home delivery available.
We have access to books at the library on first floor of my condo that arrive from the HCL only once every three months. Not often enough for me, an avid reader.
I am so grateful for the At Home Library Service. It has made my loss of vision much easier to bear.
I have been a resident of the Benedictine Health Center since January 23--in half a room with a roommate who listens to TV from 8:30am to 11pm. In the last two weeks I have been given an extension cord for my CD/tape player so now I can benefit from your EXCELLENT service. I look forward to being a customer once again. I spend my days and nights listening to books. Thank you!
I appreciate your services VERY MUCH. My two granddaughters work full time and have families to take care of on weekends! P.S. I do use Ginny Miller from the Westonka Library in Mound, so am well covered! Thank you!
I love your service and appreciate your kindness and great timing!!
I love everything about the AHR's. I use it a lot. I love having an online catalog, especially now it is combined with the Minneapolis one. I love MNLink and I use it. I <u>really</u> need at home; I'd be lost without it. (I only have someone to return, not pick up.) Keep up the good work. P.S. I order specific items and order online.
Linda and Steve Eliason deliver them to me. They are great!!
I'm very thankful for your help of providing me with books. Reading is a most important part of my life especially now at my old age.
Please do not discontinue this program. There are so many cuts that are happening to people with disabilities that the idea of At Home Service being discontinued is devastating.
This service is, simply put, "wonderful." Often, reading takes ones mind off illness and pain. I call it, "bio feedback."
Very pleased with their service. Patrick is very kind and helpful.
I love the At Home Service. With the books you send me, I am not alone. Thank you.
I am glad my taxes go to a worthy cause.
I really appreciate the HCL At Home Service. The volunteers are so helpful. The library provides so much enjoyment. We really thank you.
I love your service. The staff is so kind and accommodating. Patrick has been especially helpful to me. I have poor balance and extreme weakness in my arms and legs--nerve damage. I cannot carry even light items. Books are so difficult to carry anymore than a few yards. I so appreciate your service. Thank you so very much. You have been and are a Blessing!
Exceptionally knowledgeable and very willing to help look up information that is "general" in nature--and isn't necessarily related to books. This is particularly true of Patrick and Barb. I am extremely grateful for all the help.
How often--hard to say. When friends loan me books, I read those. And then when I get a mailing from you with sometimes two or three books, it's a while before I order again. I think it is a remarkable service--and an expensive one, too. Amazes me the county can afford it.
Unfailingly gracious, helpful staff! And all are fun to talk to as well. I'd be lost without you.
I wonder if there is a list of books (cd) I would like that you can pick from to send me. How long do I stay on a list for new books?
I mostly use the home service in the winter time. This year I have been ill and cannot walk that far. Next summer, if I am well, I will walk to the library.

I like it a lot.
Thank you so much for your service. Everyone on your staff has been so helpful! Thank you!!
Aren't we fortunate to have this service and have such knowledgeable and friendly librarians to make suggestions. Angels. Thank you.
This service is wonderful! I have always gone to the library frequently and miss being able to do that now that I can't see well enough to drive. I am very appreciative of the people who work to provide at home books. Thank you.
This is a wonderful service for me.
Thanks very much!! Your telephone staff are quite/most helpful.
Very happy with library and service offered. Thank you.
Am basically homebound, whatever would I do without At Home Service audio books? The library's AH newsletter has introduced me to several new favorite mystery writers. Guess you could say I'm just a big kid who still loves being read to.
I love your At Home Service!! It enriches my life sooo much! Thanks so much!!
I'm <u>very, very</u> pleased with the service. Whenever I call them, they are so willing to help.
The home program is a great service and much appreciated.
I love to read books that are very well done. I once, some years ago, took writing lessons and then soon wrote my own papers and enjoyed it very much! I am very grateful for all the Home Library Service has done for me.
Your service is invaluable. I am 90 years and I do so appreciate how gracious you all are and so very helpful. Thank you.
Your service is outstanding and helpful beyond what one would expect in today's society. You have helped me so many times so that I could receive books of my choice. Your kind, upbeat, and generous staff brighten my day. I celebrate you all!!!
I greatly appreciate this service. The less I'm able to get out, the more I enjoy reading. Many thanks!
It was and is a real boon for me. When our grandson and husband went on hospice, it helped me tremendously. Please continue.
I really appreciate the home service.
The AH library service is wonderful. I read a lot--in fact it is my most favorite thing to do. Without this service, I don't know what I'd do. Patrick, Becky, and all the staff are so friendly and helpful. Thank you very much for this service! Soon I'll have to have more surgery and I am counting on tapes/cd from the library to see me through my recovery.
I can only say I love the service. For a time my son would get books for me, but his life has gotten very hectic. So thank God for At Home Library Service.
Florence is now using the new DB format almost exclusively and only occasionally the CD format. The issue is one of difficulty in manipulating the controls due to neuropathy in her hands and arthritis, in addition to her visual impairment. We will be inquiring of the HCL in regard to books available in the DB format and have very much appreciated your service.
I love the At Home Service. They are so kind to answer my questions. They help me find out the answers to so many of my questions, like how to spell. The lists of my favorite author's new titles and about their info on books. You help me learn about new titles. I have been a lifelong reader and I am grateful for new authors.
I am 98 years old so I do appreciate more than words can express this wonderful service. I <u>live</u> vicariously through books!! I am grateful.
I hope to do more reading now that I have a reading machine and my husband is in memory care for Alzheimer's. Thank you for the service you provided for my husband and me.
Thank <u>you</u> for this service. It matters!
I <u>greatly</u> appreciate it.
The service is important to me. Thank you so much for your assistance.
I have used your service since moving here. You guys are great. I really enjoy the service. Keep up the good work.
I have the most wonderful volunteer, Heidi Geutzkow. I'm an avid reader. I don't know what I'd do without this service. It's my lifeline to the world.
I love the service and the books.

I love your home reader and read all of it. I am 93 years old and my dear faithful Rita has been bringing my talking books for 15 years.
This has been a wonderful service for me!
Thank you very much for this AH service. I am truly grateful for all who make this service possible.
I also use the library catalog on the web to find titles. Fantastic service!
It's my lifeline!
The OR program makes my life more enjoyable and less boring!
It's the best use of my tax money.
The home service is a <u>wonderful service</u> for people who have liabilities and still want to read good books.
I've always used the library. A beautiful service to raise my children in. We always went as a family. When I hear budget cuts, I cry and pray.
I'm very happy with these people.
I love your service!!
The services is a "mind saver."
Thank you all very much.
You give me wonderful service. I appreciate the program so very much. It is a most wonderful service. I love it. I love to read. Thank you.
Marvelous opportunity.
Really appreciate the wonderful service your At Home staff gives me. They are always so patient and helpful. Thank you.
Just a quick THANK YOU! to all your volunteers and this great program. Much appreciation.
I love this service.
Love At Home Service.
Thank you for this service.
It is a wonderful service.
I appreciate your services so much.
I really enjoy and appreciate this service! Thank you.
Very satisfied with service.
Enjoy and appreciate the service.
I found out about this program from a friend who uses it. I don't know how other people learn about it. It is a <u>great</u> program!
The people at the library who sent the best books over the years were so gracious.
Very good, very friendly, helpful.
I love the AHR. Thank you so much.
At Home Service is fantastic! I am so appreciative.
Edendale Residence is the only place I've lived that had this <u>great</u> service and I read all the time.
I am extremely pleased that At Home Library Service is available. Thank you.
At Home Service makes my life more livable.
I am very grateful that this service exists!
We appreciate your service. Your service reps are friendly and easy to talk with.
This is a wonderful service and Patrick is a pleasure to work with. Thank you.
Excellent service -- much needed.
The AH Service is a great idea. Keep up the good work! Thanks.