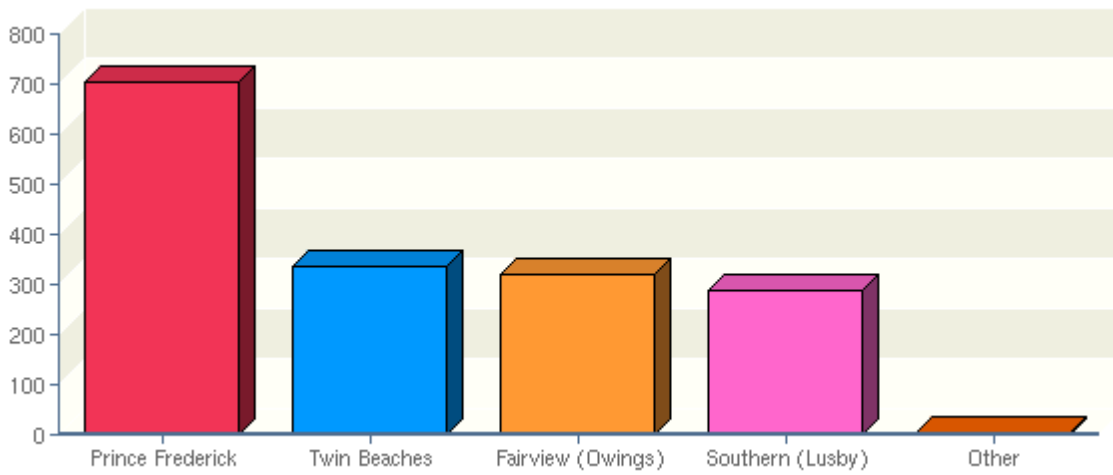


# All Surveys

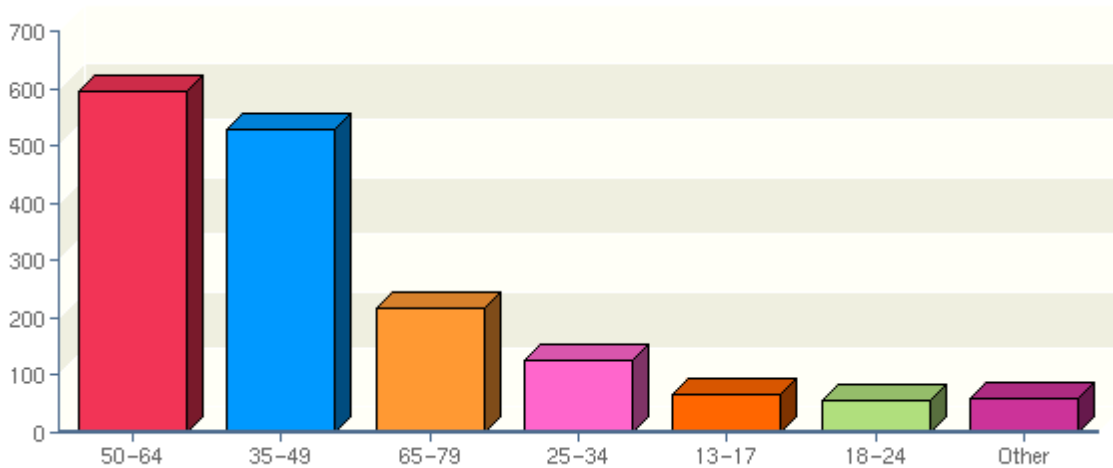
May 04, 2010

1. Which library branch do you use most frequently?



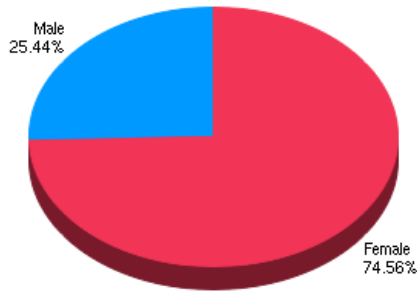
Item	Count	Percent %
Prince Frederick	703	42.63%
Twin Beaches	335	20.32%
Fairview (Owings)	319	19.35%
Southern (Lusby)	289	17.53%
Outreach	3	0.18%

2. Age



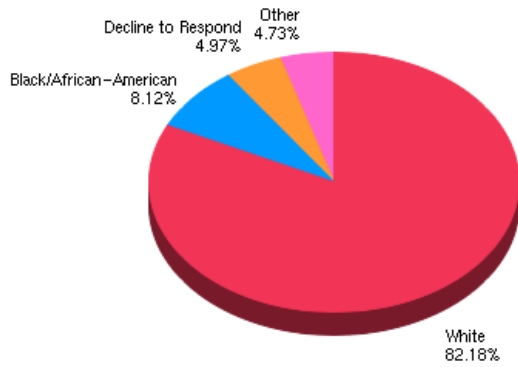
Item	Count	Percent %
50-64	595	36.10%
35-49	529	32.10%
65-79	217	13.17%
25-34	125	7.58%
13-17	66	4.00%
18-24	55	3.34%
12 or under	39	2.37%
80+	22	1.33%

### 3. Gender



Item	Count	Percent %
Female	1228	74.56%
Male	419	25.44%

### 4. Race

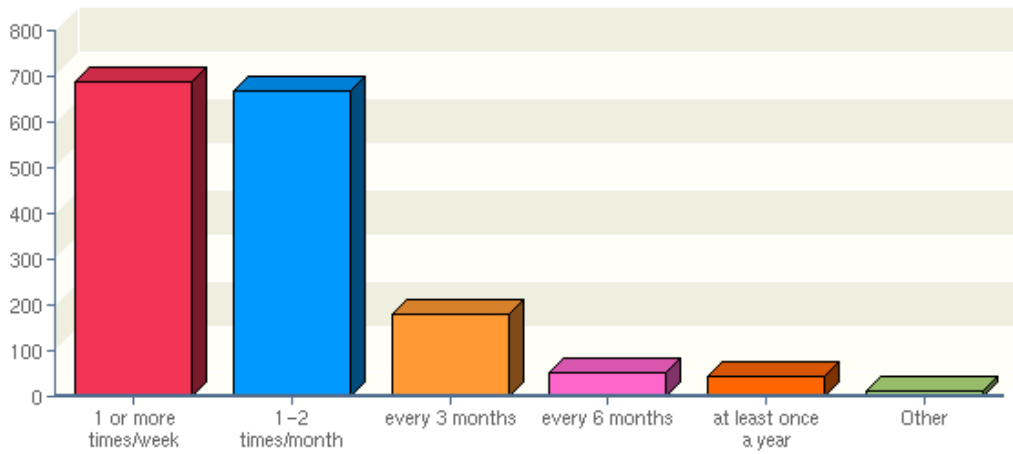


Item	Count	Percent %
White	1356	82.18%
Black/African-American	134	8.12%
Decline to Respond	82	4.97%
Other/Multi-Racial	25	1.52%
Hispanic/Latino	24	1.45%
Asian/Pacific Islander	22	1.33%
American Indian	7	0.42%

### 5. In your household, how many children are there aged:

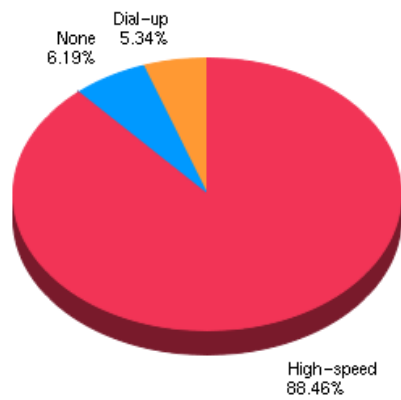
Item	0	1	2	3	4	5	6	7	8	9	10	Average	Total
5 years old & under	86.3% 1,428	9.6% 159	3.4% 56	0.6% 10	0.1% 1	0.1% 1						0.2	1,655
6-12 years old	76.4% 1,265	15.5% 256	6.8% 112	1.0% 17	0.2% 3	0.1% 1			0.1% 1			0.3	1,655
13-17 years old	77.7% 1,286	14.7% 243	6.2% 103	1.0% 16	0.4% 6						0.1% 1	0.3	1,655
18+	77.5% 1,282	12.6% 208	6.6% 110	2.4% 39	0.6% 10	0.2% 3	0.1% 2				0.1% 1	0.4	1,655
Average %	79.5%	13.1%	5.8%	1.2%	0.3%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3	6,620.0

6. Which best describes how frequently you use the library?



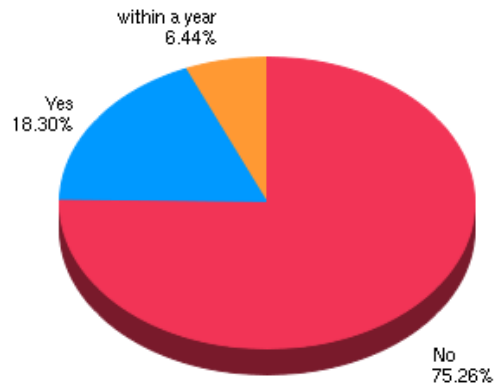
Item	Count	Percent %
1 or more times/week	686	41.73%
1-2 times/month	668	40.63%
every 3 months	182	11.07%
every 6 months	51	3.10%
at least once a year	45	2.74%
less than once a year	12	0.73%

7. What type of Internet access do you have at home?



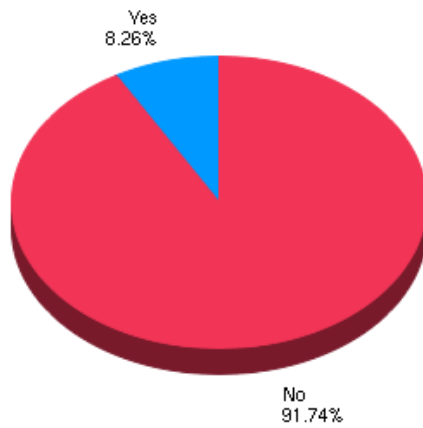
Item	Count	Percent %
High-speed	1457	88.46%
None	102	6.19%
Dial-up	88	5.34%

8. Do you have a Blu-ray player?



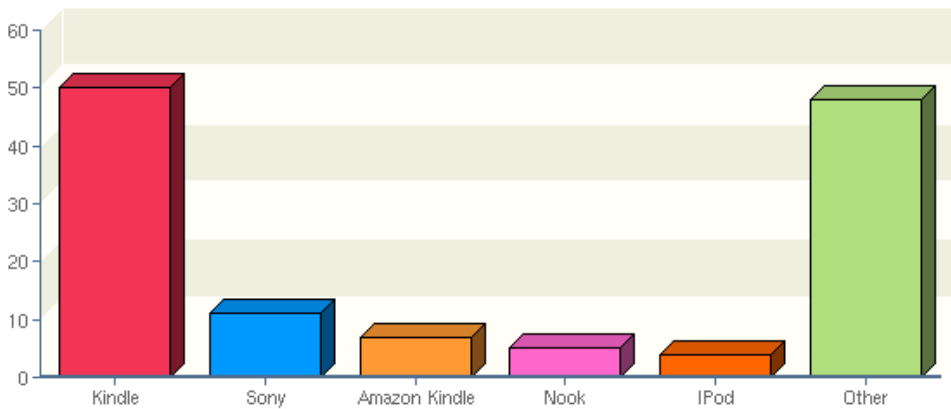
Item	Count	Percent %
No	1238	75.26%
Yes	301	18.30%
within a year	106	6.44%

9. Do you use an e-book reader?



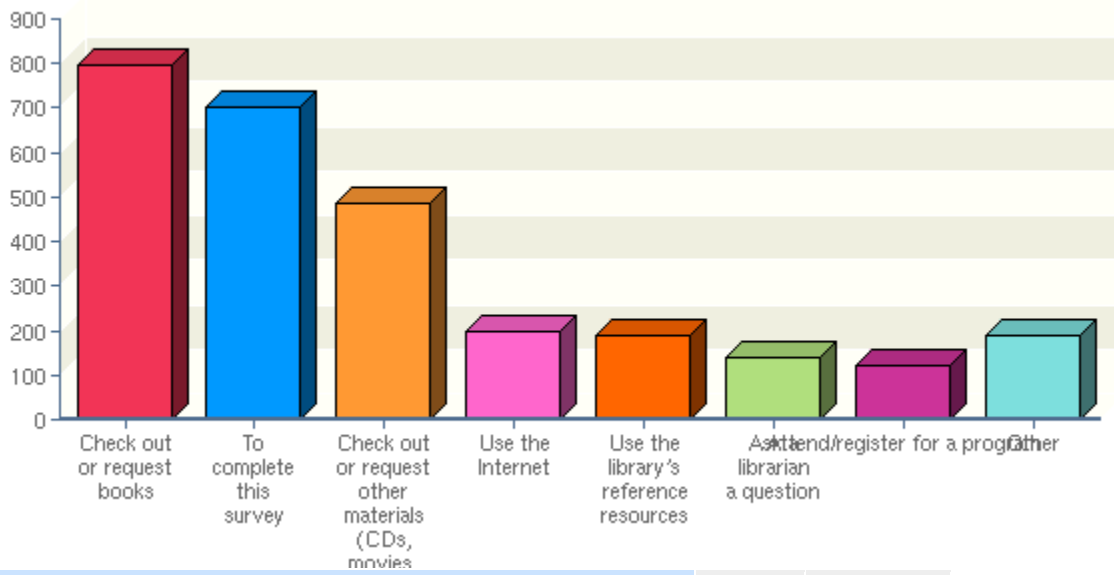
Item	Count	Percent %
No	1510	91.74%
Yes	136	8.26%

10. If you do use an e-book reader, which one?



Item	Count	Percent %
Kindle	50	40.00%
Sony	11	8.80%
Amazon Kindle	7	5.60%
Nook	5	4.00%
iPod	4	3.20%
Acrobat on the computer	2	1.60%
Ereader	2	1.60%
i-pad	2	1.60%
ipad	2	1.60%
iphone	2	1.60%
laptop	2	1.60%
Zune	2	1.60%
?	1	0.80%
acrobat	1	0.80%
Adobe	1	0.80%
android	1	0.80%
audible	1	0.80%
BOTH	1	0.80%
ereader and mobi pocket	1	0.80%
i pad	1	0.80%
iPod and computer	1	0.80%
ipod, computer	1	0.80%
Kindell	1	0.80%
Kindle 2	1	0.80%
Kindle and (shortly) iPad	1	0.80%
Kindle Dx	1	0.80%
Kindle for Blackberry	1	0.80%
kindle for i-phone	1	0.80%
Kindle for iPhone	1	0.80%
Kindle II	1	0.80%
Kindle on iPod Touch	1	0.80%
kindle, iPad kindle app	1	0.80%
kindle/kindle for iphone	1	0.80%
kingke	1	0.80%
Laptop computer	1	0.80%
MobiPocket	1	0.80%
mp3	1	0.80%
Overdrive Media Console	1	0.80%
Palm e-reader	1	0.80%
PRS-600BC	1	0.80%
sanso	1	0.80%
Sony eBook	1	0.80%
sony PRS-505	1	0.80%
thinking about kindle	1	0.80%
unsure	1	0.80%
yours	1	0.80%

11. Why did you and your family visit the library or library website today? (please check all that apply)



Item	Count	Percent %
Check out or request books	797	48.48%
To complete this survey	704	42.82%
Check out or request other materials (CDs, movies, audiobooks, etc.)	484	29.44%
Use the Internet	198	12.04%
Use the library's reference resources	188	11.44%
Ask a librarian a question	138	8.39%
Attend/register for a program	121	7.36%
Attend a community meeting	47	2.86%
Tutoring	3	0.18%
email from library	2	0.12%
story time	2	0.12%
volunteer	2	0.12%
to vist	1	0.06%
...	1	0.06%
Anime Club	1	0.06%
answering email request	1	0.06%
April Events Newsletter	1	0.06%
April special events email	1	0.06%
availability of some books	1	0.06%
blank	1	0.06%
book sale	1	0.06%
Browse	1	0.06%
browse ebooks and audiobooks	1	0.06%
came to my email address	1	0.06%
CERT meeting	1	0.06%
check availability of reserved books	1	0.06%
check hours of operation	1	0.06%
check month's activities	1	0.06%
check my account	1	0.06%
check new books	1	0.06%
check out activities	1	0.06%
check out upcoming programs	1	0.06%

Check status of books on hold	1	0.06%
checked my email and had one from the library. opened it and took the survey right then and there.	1	0.06%
checking my e-mail	1	0.06%
complete survey for outreach van	1	0.06%
Cool people, nice, growth-promoting environment	1	0.06%
copy & fax	1	0.06%
cuz i work here	1	0.06%
Did not today	1	0.06%
did this survey online	1	0.06%
Didn't go today	1	0.06%
didn't use today	1	0.06%
didn't visit - you sent me this via email	1	0.06%
do office work in quiet room	1	0.06%
donate books	1	0.06%
donate books, tapes and prizes	1	0.06%
e-mail	1	0.06%
email msg sent to my computer	1	0.06%
email new letter	1	0.06%
email notifier	1	0.06%
email request	1	0.06%
email sent to me	1	0.06%
entertainment for child	1	0.06%
Family Ancestry	1	0.06%
for fun	1	0.06%
for my 7 year old	1	0.06%
gave Grandkids a ride	1	0.06%
get new card	1	0.06%
Got e-mail request	1	0.06%
got email about it	1	0.06%
got the email for survey	1	0.06%
Got this email	1	0.06%
I didn't visit today	1	0.06%
i didnt	1	0.06%
I got an email about the survey	1	0.06%
I got an email for the survey	1	0.06%
I love my job and show up often	1	0.06%
I no longer come "into" the library and only use downloadable eBooks	1	0.06%
I received an email from the library	1	0.06%
I'm home responding to an email	1	0.06%
Info about branch locations	1	0.06%
job shadowing	1	0.06%
link from e-mail	1	0.06%
listen to streaming music on the met	1	0.06%
look at event calendar	1	0.06%
Look at Magazines	1	0.06%
look over the April Calendar	1	0.06%
make copies	1	0.06%
Master Garden Series	1	0.06%
meet with friends	1	0.06%
Monthly activities newsletter	1	0.06%
Monthly e-news	1	0.06%
Online search for books/renew	1	0.06%

opened e-mail	1	0.06%
operating hours	1	0.06%
part of my job	1	0.06%
Pay fine- oops	1	0.06%
pay fines	1	0.06%
pick up current issue of BookPage	1	0.06%
play games	1	0.06%
poetry / creative workshop	1	0.06%
Read e-mail from Calvert Library	1	0.06%
read e-news sent	1	0.06%
Read Library Newslwttter	1	0.06%
read magazines, browse for-sale table	1	0.06%
read periodicals	1	0.06%
read the monthly e-letter	1	0.06%
Reading e-mail newsletter you sent	1	0.06%
Reading magazines	1	0.06%
reading,scavenging,scout	1	0.06%
Received an e-mail	1	0.06%
received an email	1	0.06%
received an email notice	1	0.06%
Received email for this survey	1	0.06%
received email newsletter	1	0.06%
received survey link in an email	1	0.06%
received the monthly newsletter	1	0.06%
Recieved email from the library	1	0.06%
research for college paper	1	0.06%
response to email from library	1	0.06%
Review Bulletin Boards	1	0.06%
Review library calendar/events	1	0.06%
Search catalog and put holds	1	0.06%
see if I could pay fine online	1	0.06%
see if our book is there that we put on hold	1	0.06%
See if you had a book I wanted	1	0.06%
see what is going on at the library	1	0.06%
storytime	1	0.06%
Survey	1	0.06%
survey came in my e-mail	1	0.06%
testing iPad	1	0.06%
to answer survey	1	0.06%
to bathe my dog	1	0.06%
to check audio books	1	0.06%
to check if a book is available.	1	0.06%
To check on due dates for materials I have	1	0.06%
to check out upcoming events	1	0.06%
to come to work!!	1	0.06%
to figure out how to access ebooks for my I pod	1	0.06%
To learn of library events	1	0.06%
to see the April schedule	1	0.06%
To sit and write in a quiet atmosphere	1	0.06%
to use ancestry.com	1	0.06%
to use the printer, to check the books that are for sale	1	0.06%
To View April Events	1	0.06%
tutor	1	0.06%



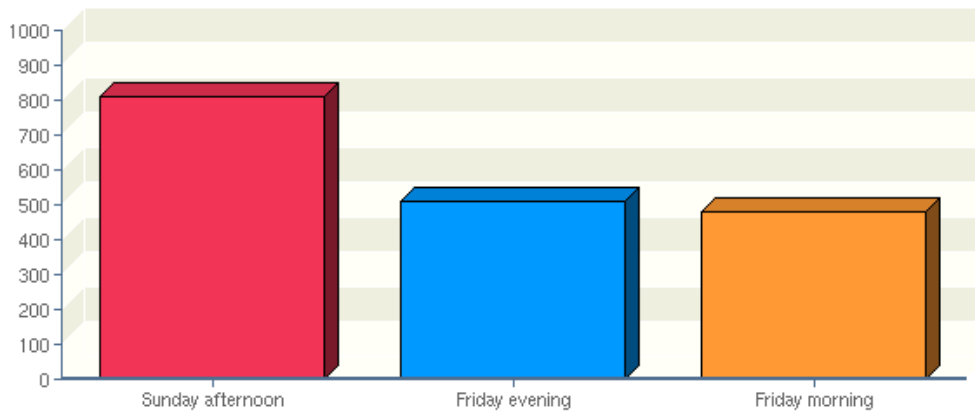
tweennights, game nights	1	0.06%
u sent me email to take survey	1	0.06%
use computer when my internet is down at home	1	0.06%
Use the meeting rooms	1	0.06%
use the quiet study room	1	0.06%
video tapes	1	0.06%
VISIT OUR ADULT ED. TEACHERS AND CLASSES	1	0.06%
you mailed me!	1	0.06%
You sent me an email	1	0.06%
your email re the survey	1	0.06%

12. Were your needs met?



Item	Count	Percent %
Yes	1611	98.11%
No	31	1.89%

13. If funding becomes available for additional hours, which hours would you use the library? (please check all that apply)



Item	Count	Percent %
Sunday afternoon	812	55.88%
Friday evening	512	35.24%
Friday morning	480	33.04%

14. Please check the box(es) if you are aware of the service described AND/OR if you or your household members are likely to use it in the next 2 years. Please check all that apply.

Item	Aware	Likely to use in next 2 years	Total
Staff to assist in finding information	62.6% 1430	37.4% 853	2,283
Staff to suggest/assist in finding pleasure reading	69.0% 1307	31.0% 588	1,895
Book Express: 1-week checkout of popular new titles with no holds allowed	64.6% 989	35.4% 541	1,530
Books on business, environment, health, personal finance, job search, do-it-yourself and other topics for life long learning	68.8% 1215	31.2% 550	1,765
Audiobooks on CD	69.0% 1296	31.0% 582	1,878
Downloadable audiobooks for your portable music device	64.7% 816	35.3% 445	1,261
Digital audiobooks that include the portable playing device (digiplayers)	68.0% 725	32.0% 341	1,066
Music CDs	73.6% 1175	26.4% 421	1,596
Entertainment DVDs	66.3% 1292	33.7% 656	1,948
Storytime for birth to five years old	84.7% 1058	15.3% 191	1,249
Summer reading events and performers	77.2% 1159	22.8% 343	1,502
Children's classes and events throughout the year	82.1% 1088	17.9% 238	1,326
Tween (5th-7th grade) events (movie nights, game nights, summer reading programs)	86.6% 1047	13.4% 162	1,209
Teen events (summer reading programs, anime/manga events, band nights, special events)	86.5% 1029	13.5% 161	1,190
Adult lifelong learning classes (book discussions, author events, writing workshops, finance seminars, gardening, technology, etc.)	70.1% 1043	29.9% 445	1,488
Adult and family entertainment events (concerts, gaming events, performances)	71.9% 961	28.1% 375	1,336
24/7 online reference help (Ask Us Now)	66.5% 919	33.5% 462	1,381
Computer training at the library (resumes, online catalog, mousercise, Word, email)	77.8% 832	22.2% 237	1,069
Library services online (request/renew books, search catalog, view library calendar, request meeting room use, register for library events)	61.4% 1231	38.6% 773	2,004
Library resources online 24/7 (online databases such as online practice tests, World Book online encyclopedia, full-text magazine & newspaper articles, and more)	61.6% 863	38.4% 538	1,401
The Community Information Database for finding services, support, clubs, organizations, and other community information	62.1% 646	37.9% 394	1,040
Notification by e-mail for your reserved books and overdue items	61.3% 1234	38.7% 780	2,014
Notification by e-mail of upcoming library events	64.2% 974	35.8% 542	1,516
Social Security Kiosk for video access to Social Security	59.8%	40.2%	672

services at Calvert Library Prince Frederick	402	270	
Calvert Library Social Networking sites (Facebook, Twitter, Flickr, Ning) for book discussions, recommendations, event notices and more	64.5% 461	35.5% 254	715
Readers' advisory services like NoveList, Ning, NextReads (a monthly e-newsletter)	62.0% 495	38.0% 304	799

## Appendix 2: Response to if whether your needs were met...If not, tell us more:

Open Text Responses:
bbb
Need more updated cds on tape and dvd movies; larger print books on fiction and nonfiction best sellers
the library was closed both times i wanted to drop off and checkout.
My needs weren't met because I did not go to the library today. You probably should add another box to both questions 11 and 12 such as "did not use" and "not applicable," respectively.
library was closed good friday. it is interesting when the calvert libraries close - the anne arundel do not.
All the programs etc seem to be in Prince Frederick.
You need to hook up to PayPal and let people pay their fines online.
The event I was going to register for was full with no waitlist option available.
I would use the library more except that it tends to be rather loud. I like to come in to sit in a comfortable chair and write (using my laptop). The sound level of the library can be very distracting. I come in during the day and the children upstairs can be very loud, along with people on cell phones, or just talking with library staff. I came in on a Saturday and there was a concert, I just left.
I love sci-fi and fantasy, but find the selection of late edition books limited.
Didn't have the books I was looking for.
Just didn't have the books I wanted on shelf. Will try again.
I didn't have any needs--you did--you wanted me to fill out this survey. Were YOUR needs met? :o)
again, I didn't visit, you sent this!
I've kept two books on hold but they are still not available to read yet, i'm getting quite impatient.
American Girl Doll Tea Party registration full
Had no needs of the survey.
some books were not available
I haven't visited the site today
I was trying to request a batch of books and I used the "keep" button. I wish I could either click on the book title in my keep list to get back to the record or batch request. The website has always been a bit clunky and could use some updating to make it more intuitive.
The book supply is very limited at this branch. I can always get the books I want using the library hold/exchange program; however, I must always wait for them to come in. It is the newest library facility in this county, yet it has the smallest volume of books based on the space it has. I am very flexible in my reading genre, so it isn't just that I am looking for one type of book, it is all fields.
was not allowed to use pc
allow to put games on hold
Books are taking too long to come in (over a month), so I end up borrowing from friends.
Internet site would not bring up my account page to renew materials

## Appendix 3: What do you like best about the Calvert Library?

Open Text Responses:
The awesome staff!
the vast amount of items to browse when I come in.
The staff are friendly, the branches are all comfortable, and the materials selection can't be beat.
The staff is very friendly.
The awesome staff! The beautiful new building in Prince Frederick! Great events for the entire community!

Available materials that can be checked out.
The friendly, helpful staff
The friendly, helpful staff
storytime
storytime
storytime
Friendly and caring staff along with accessibility to abundant, diverse information resources.
I can come in and I don't feel like I'm at a library!
Employees' smiling faces, helpful ways
I like having access to a world of information and entertainment resources. The staff is particularly fine, also.
Something for everyone It's FREE !!!
1) Ease of computer access. 2) Staff are extremely polite, knowledgeable, and helpful. 3) System of transferring books within Tri-County system and statewide is wonderful.
Staff are knowledgeable and friendly! We always feel welcomed and never hesitate to ask for assistance. If we can't find what we need staff will get it for us, and has taught us how to search for things on the library system as well as on the larger internet system.
Plenty of cheerful librarians, excellent "place a hold" system, good musical CD collection, the foreign language online resource (Mango), and a fantastic facility at Prince Frederick.
Storytime and the caring staff
current material available and being able to request online.
It is a wonderful system. I love being able to get books from other libraries at my own branch and the system is efficient and really fast - I am so impressed. There are many materials available and the staff is wonderful.
the friendly, knowledgeable librarians
Convenient, nearby, and usually has books that I request.
IT IS A FACILITY THAT WELL SERVES THE COMMUNITY IN A FRIENDLY ENVIRONMENT.
We own a summer home in Calvert County and I love the library in Prince Frederick. We are down every weekend in the summer and for two weeks vacation as well. I love being able to check my e-mail on the computers, take out books/magazines to enjoy while there.
I love the diverse learning opportunities and topics like Sustainable groups, black history month programs, etc.... I also like that programs are in the evening so commuters can attend.
the staff is VERY friendly and knowledgeable
The friendly staff and their willingness to help.
Librarians are extremely friendly and helpful. Lots of selection of books. Usually crafts available for kids to do.
The friendliness of staff, ability to access my account by computer, request material from other state libraries, and the Friends group.
convenience, friendliness
Friendly, helpful, programs
The ladies that work there are so helpful and nice
It is close to where I live and everyone there is so helpful.
Everyone is so helpful and friendly. I think this staff beats all the other Counties.
Location
Location
Location
Location
Location
Location
Location
Location
Location
Location
Computers for children Good condition of library
The staff, the building, and the programs.

I love the ability to search online for books I want to read, the ability to request them through the interlibrary loan system, and the notifications I receive via email when a request becomes available.
The staff is very nice and helpful. Always have smiles to give
The librarians! The selection is great and quickly available.
The librarians are the nicest people I have ever encountered in a business.
Large selection of current material, beautiful space!
the friendly people
I am most pleased that all Southern MD. libraries make their materials available to each other. The ability to place a hold online, pick up materials and return them to any branch is very convenient and gives me the ability to borrow a wide array of media. Thanks.
That there are places to sit and work at your own pace. The availability of computers. You can get a cup of coffee and sit down to a good book. The easy checkout proces.
Assistance to find CDs, movies, obscure books
All the extra programs available on a wide range of subjects.
Variety of books.
Proximity of the Southern Branch and the excellent customer service and friendliness of the librarians.
The availability of the Calvert Independent Newspaper on microfilm and the reference books on Calvert History.
Compared to other county libraries, Calvert has a vast selection of audiobooks that I love for my long commutes. I also love the nextreads newsletters of newly released books. I actually forward this to a non-resident since their library doesn't provide that information.
The friendliness of the librarians and quiet atmosphere.
The friendly people who help find things etc.
Large audiobook section and wonderful children's library.
convenient location (Fairview) and online renewal
The librarians at the Southern and Farview branches are always very friendly and helpful. The library really seems to try to stay in touch with what the community needs/wants. Playways and books on CD for commuters like me, anime related things my daughter enjoys, authors I really like to read, many online research sources, etc. Oh, and lots of fun community activities. It seems I discovers something else new and helpful or fun every week and I've lived in the county for the last 15 years so that's a pretty good record! The latest bit of fun was the Mango language lessons. Love them!
Have a good selection of books, good service, convenient
I will be moving this month and one branch with then be within walking distance.
Friendly, knowledable staff. Help getting material from other libraries.
The librarians go out of their way to help you. The online book search engines are great and very user friendly.
It's close, easy to use, and accessible online.
free books and movies!
current selection of books and recorded books
helpfulness
I love the friendly staff, they are very knowledgable and so sweet. That's why I particularly love the Fairview Branch. I feel like I'm not a stranger and they know me personally when I come in and I don't come in as frequently as I use to.
Friendly staff
Friendly staff
Friendly staff
Friendly staff
Friendly staff
Friendly staff
Friendly staff
Friendly staff
Friendly staff
Friendly staff
Friendly staff
Friendly staff
Friendly staff
Friendly staff
Friendly staff
Friendly staff
It proximity to my house
the staff

the staff
the staff
the staff
the staff
the staff
Quiet. Needs a larger selection of acquisition, technical and contracting books.
Willingness to accommodate requests. Excellent staff.
I like that I can hold books online and receive books from other libraries at the Owings location.
Pleasant staff who are dedicated to finding ways to meet the needs of patrons. The availability of computer and internet access
Helpful and friendly people
The helpfulness of the staff and the ability to search the catalog and reserve books online.
The Staff
The access by computer to order, download, renew material.
Friendly, competent Staff
Everything. The staff is very helpful and always take time for you.
The friendliness of the staff, and their knowledgeable advice.
audiobooks friendly staff
Books, genealogy, book discussion group, memoirs, electronic access, cosmos to get books from elsewhere, community activities
The people. Professional, friendly, knowledgeable.
The employees were very friendly and helpful.
The kids activities are fantastic and the quiet room is the best place to get things done when home is too loud.
1. Placing holds on materials 2. The librarians, especially at the Twin Beaches branch
Accessibility and vast resources and books
Great service - the staff is fabulous and such a joy to talk "books" with! I listen to a good deal of recorded books, so I appreciate the increased selection. However, I do find the "audio away" cassettes extremely annoying to use.
Lots of choices
All staff is friendly and helpful.
Easily accessible, friendly and helpful personnel, lots of resources
For 6 years now I have taken my young grandchildren to the Library for Storytime and to allow them browsing time. The staff in the children's section has been instrumental in the youngsters' love for books and "the library"; always ready to help them look up an item and answer questions. A visit to the Library is special.
Convenient & resources
online access and self check-out
staff
staff
staff
Helpful Librarians
Helpful Librarians
The way the overall system has responded to the internet age and changing interests, trying to find something for all demographics
The dedicated welcome when you enter. The folks at the desk always have a smile and warm greeting if they are not encumbered by other clients.
We are summertime residents on a boat in Solomons and appreciate the accessibility of the Lusby branch.
The friendly staff, especially Brian who is so helpful and kind.
Its openness and friendly atmosphere. The helpfulness of the staff
The proximity to where I live and the friendliness of the the staff there. Most of the staff know me when I walk in and tell me when I have something available if I have not been called.
I'm a recent transplant to Calvert County, but have used other library systems in Maryland. I've found the librarians and staff to be very friendly and ready to help if I have a question. While the system is smaller than the ones I'm used to, it seems like a lot of energy was put into making the system more usable and merging resources with the other

Southern Maryland Counties -- your effort is appreciated!
The Fairview Library people are wonderful to work with. They go out of their way to find things.
Location, new items cycling into collection, reading areas, graphic novel section.
Customer service.
The atmosphere and design of the place. Also, helpfulness of personnel.
Most of the librarians are very very friendly and offer assistance. The story times and the Kids Just Want to Have Fun programs are always a big motivator for my little one to want to go to the library.
I have always received a prompt response to all of my questions and have always been greeted warmly!
I like the proximity to my home.
Free Books!
The pf branch is beautiful. Very welcoming and conducive to long visits. Southern is uncomfortable and crowded. Though I can usually find what I need.
The librarians are very friendly & willing to help.
Selection/availability of "Educational" DVDs
friendly staff and good resources
Friendly staff. Easy accessibility. Well stocked Children's section. Various branches are within easy driving distance. Good selection of new titles. Easy to use website. MARINA system allows check-out of books from other libraries.
I like being able to use the website to look for books, place holds, and I love the fact that I can get books transferred from other libraries if they are not available at my local branch.
The enthusiasm and helpfulness of the staff.
The staff asks at the desk if you found everything. If not, they ALWAYS assist until you find it.
It has almost everything I could want, and if there isn't a title, I can request it.
The friendly and helpful folks that work there.
Placing holds and renewing by internet.
current dvds, computer games, activities for kids, educational books
Access to books and recorded books from all over the state.
The staff is #1. They go out of their way to find information for you or help you to obtain material that is not available through the tri-county library system
No matter when I visit, the library is alive with activity and learning. I always feel welcome. and there isn't a question I can ask that doesn't get answered. The library is simply a wonderful place to be.
Friendly competent assistance from all who work there.
wonderful space; good study rooms with wireless connections; appreciate the "film movement" dvd/s; to be able to use the internet to access my account at home; audio books; value line & morngngstar publications ; foreign language online program (manga)
The friendly and welcoming staff.
Staff is very helpful whenever I need something. No questions seems to small.
The atmosphere, courtesy of the staff, programs available, authors available, Calvert Eats Local, book sales, special program (esp Joel Salatin)
newer DVDs and books.
I have been in Libraries all up and down the East Coast and I like yours the best. I get there when I visit my daughter in Huntingtown. I like the computer space the best - except the air is too cool in the summertime for me.
The ladies that work at the Fairview Branch are very helpful and offer enthusiastic support and help to our children.
The librarians are all wonderful, and I love being able to order books on line from all of the so md libraries!
The employees at the Fairview Library are absolutely amazing!!! Always willing to go out of their way to help a customer. I have visited the main library in Prince Frederick and was not that impressed. Seems like it has lost the 'personal' touch that the Fairview always has had and continues to have. I have been visiting that branch since 1995 and prefer to go there than anywhere else in the county.
The convenience, the kid library events, and how spacious the library is; I even like that the kids' section is far away from the adult area (easier to keep track of kids and their noise in one area).
flocation

I have always found what I was looking for, both in the library and on line.
pleasant staff
Friendly, helpful Librarians
Friendly, helpful Librarians
The container water tutorial.
The librarians are nice.
It satisfies my needs to have good books available within a short distance from my home.
the friendliness of the staff.
If they do not have a book, can search for it at other libraries. Enjoy looking at the magazines, but the choices are becoming fewer.
Library seems to obtain newly published books which are best sellers quickly. Also, I like being able to download audio books on my MP3 player.
customer service, wide selection, availability of recent books on cd, activities,
The helpfulness of the staff. The speed of which books requested from other libraries are transferred to the Prince Frederick branch and the notification by e-mail that the books are waiting for me
Easy access
Excellent programs
extremely helpful, friendly staff.
ease of use and helpful, courteous personnel
convenience
using their resources instead of my money.
location, and the people that work there
friendly staff
easy to use (can put a book on hold & just pick up if short on time)
The staff is the best!
The staff is friendly and efficient. They have helped me locate books through ILL from all over the country!
it's close to home, and the library people are the BEST!!!
The friendly librarians.
Staff is willing to help.
All the different types of books, DVDs, and reference materials that are available.
Helpfulness & kindness of the staff. Availability and speed of receiving books and other materials requested on-line.
the people
the people
the people
the people
the people
The quiet rooms, friendly staff.
Excellent materials, friendly, knowledgeable staff
Prince Frederick library is beautiful and functional.
knowledgeable friendly staff
The librarians at the Owings library are wonderful always helpful and informed.
Helpful, friendly staff
Ability to search for materials
Connection to materials from many other libraries
Interesting nature of programs
Outreach to community for programs
Use of library space for community events.
Sections of suggested books (a.g. "Staff Picks")
location, staff always helpful
It is very close to my home. They usually have anything I am looking for or can get it quickly. The staff is always pleasant and helpful.
Convenience, atmosphere, courteous helpfulness.
A comfortable place to relax, meeting people, working the puzzles.
Audiobook collection



The friendliness
Friendly, helpful staff
Friendly, helpful staff
Friendly, helpful staff
the friendly staff
the friendly staff
the friendly staff
The courteous and knowledgeable staff are always quick to respond to my questions, willingness to look up information I should be doing for myself - with no complaints or smirks. Even on very busy days they are always patient and helpful, no matter how frustrated they might be. This is especially true of the Fairview staff, although most librarians at Prince Frederick are also friendly and helpful.
It's all good!, The atmosphere, the helpful folks.
friendly and knowledgeable staff, quantity of materials
Friendly and helpful employees and volunteers!
The internet web site. With three children under 5 it is so helpful to be able to go online at home and check the status of books due. I can renew them at home without having to get all my children to the library on that day or find the time to make a phone call. Also the inter library loan from all the MD counties is tremendous! I have been able to search and find books on topics I am interested in (from adoption to Dr. Seuss) from home, have them sent to our library and then just pick them up. I LOVE COSMOS!! Again, with 3 little ones this is a valuable time saver and allows us to participate in use of the libraries without having to take the time and headache of researching specific books in the library while trying to keep 3 kids quiet and happy! Email notices are also very helpful.
Convenience.
Everything!
Everything!
The knowledgeable, friendly staff. The flexibility of picking up & dropping off materials where ever it is convenient for the user.
friendly and professional folks
The staff is very friendly and helpful. I also love the movie night. I would like to see it 2 times a month instead of just 1.
The storytimes/children's events are wonderful - interactive, research based, educational, and fun!
It has a large selection of graphic novels and music CD's. The librarians are great as well.
The staff friendliness is beyond helpful, and seeing them happy, brightens up my day
Great locations, friendly staff.
It is a very user friendly library. I love it!
Books arrive fast. Southern librarians are almost all cheerful, happy people.
The people. They are very informed and gracious.
Staff are very friendly and helpful
The staff is always friendly and willing to help you. They go out of their way to make sure your needs are met.
The wonderful staff and programs.
Convenience, their intra-library exchange throughout Maryland and their helpful, knowledgeable staff.
The people are always very helpful.
Helpful staff
Helpful staff
Helpful staff
Helpful staff
Nice people. Especially like buying the "used" donated books!!
Large, open area to read/study. Staff is very helpful and courteous. Book Express 7-day new release check-out system.
Being able to request books on-line and have a notice sent when they come in. I also like being able to access all libraries in the tri-county area.
The staff is helpful and pleasant. It is very spacious and open with all the windows. It is always quiet and you can browse for hours and no one disturb you.
The friendly staff and the ability to access books from other counties.
The staff are always wonderful.

At Lusby, all of the librarians are efficient, knowledgeable and friendly. The on- line system is an excellent way to renew, put in for new books and check my account.
friendly and courteous
Its close to our house
The warmth, friendliness, and helpfulness of the staff!
The best location and it is convenient
Ordering books on line and picking them up at the library.
The staff and the service that delivers materials between libraries.
Everyone who works there and I mean everyone is very nice and are always happy to answer and questions and help find items. They always smile and always seem to be happy to work there.
THE helpful staff
THE helpful staff
Staff are very helpful and find materials to suit my requests.
the librarians, all the things you can do online like renew/place items on hold, the movies and music offered, books on cds, book sale, the courses offered-the different activities for different age groups.
The variety, the friendly staff, and the location!
The librarians are very helpful.
Seems to serve the needs of the people
The audiobooks.
Availability of new materials, best sellers, paperbacks, audio books
Coffee machine, and the quiet times for reading or just thinking.
The librarians are very helpful and know me and what books I like.
The employees are very helpful and the library itself is always clean and inviting..
The quality & knowledge of all the personell working for the library.
everything
everything
everything
everything
everything
everything
everything
everything
everything
everything
The staff . They are always courteous, helpful and welcoming
friendliness and helpfulness of staff.
Friendliness and knowledge. Ready and willing to find books for me.
staff very helpful
Access to all the latest books, helpful and pleasant personnel
The Librarians are always a great big help.
Being able to request books and have them sent to my library
The staff is always helpful and kind.
The librarians, of course! And the audiobooks...they're a God-send for commuters. Also, inter-library loan makes getting a hold of material so much easier.
Everyone is friendly and helpful.
Convenient location, friendly staff, good resources.
librarian expertise, space to read and eat, friends of the library book store, book donations accepted, online book renewal, book express, self-check out
Best: That the library firmly stood with the First Amendment and did not waver in the face of the request to ban "And Tango Makes Three" by Richardson and Parnell
Next to best: The staff at Fairview and Prince Frederick are outstanding!
The ability to place a hold on books I'm interested in is important to me.
kids section
kids section

That you can download books online to listen to using mp3 player. That you can rent video games Staff is always friendly and helpful
Provided learning opportunities and fun activities for my kids.
Everyone is very helpful and always have a smile. I have never had a bad experience from any of the libraries in Calvert County.
I like the staff very personable, varied activities for children and adults, quick turnaround for books requested through marina.
Available new Computers
helpful staff and good availability of books
Staff are always friendly and helpful.
long check out spans (ex. 3 weeks for CDs)
wide array of materials & helpful employees
Computer and internet access. I am taking classes online and I have been to the library many times to do class work, when my access was disturbed.
It is not crowded and even though it is small, I can usually get anything I may need or want within a day or two from surrounding and busy libraries that are all out of my way to go to.
Friendly people!!
large selection
good selection of audio books on CD and friendly librarians.
It's new and well organized. My daughter loves going there.
Professionalism of staff.
storytime, dedicated area for the children's books, the helpfulness of the staff, being able to check out more than 1-2 books at a time.
Friendly service.
It is small, friendly, helpful and has what I need or gets it quickly.
the staff is so helpful - they always know which books I would like to read. I like the book club as well hopefully it will increase in attendance.
It is active
The wonderful customer service at the Lusby branch!
The staff and the ability to request things online.
Friendly and informative aids. Clean building
Books! Audio books! Discussion groups! Meeting place! Nerve-center for culture in Calvert Country--
I love the small town feel of the library. Everyone is helpful and kind. They seem to go the extra miles to help my kids find books of interest to them. My kids are so excited that they don't realize they are learning!
Lots of materials to use and checkout.
Anytime I have questions or need help your staff is always helpful and knowledgeable.
The staff are great.
willingness to help by staff & that books can be ordered & delivered to the library close to me in a fairly quick time. I also like that the library e-mails me with reminders of overdue books
Good book and DVD selections, easy to request books.
Its size gives a lot of selection for books.
I love your membership with Maryland's Digital eLibrary Consortium. I find it to be one of the easiest one ones to use. I download books for my mp3 player all the time.
It's close to home. The librarians are very friendly and helpful.
Usually when I go there I accomplish what I needed to do.
It's new and a very nice facility.
I moved to Maryland in the fall, and the library staff and resources have been very helpful in my transition here. They are all very helpful, kind, and a pleasure to see. I also really enjoy the new release books, and all of the great dvds available to check out!!!
Ease of use; available assistance; materials on hand; atmosphere
responsive to requests, staff are friendly, they are close to me. I get emails when my book requests are in.
Near to my house and staffs are accomodating and helpful.
resources, friendliness, computers, audiobooks, classes

The Librarians at the twin beach are so very helpful and friendly. It is like seeing an old friend. You can tell that they love working there and interacting with the public.
NEW BOOKS Books on CD Books on (new tape-type) reader
friendly staff - always eager to help
Hard to believe that you managed to get so many nice people to work in the same place. I love everything about the Fairview branch except that I keep stopping on Friday on the way home from work and can't get in!! It's a wonderful library.
the staff is outstanding and very accomodating
It meets all of my needs for my family.
able to reserve the current best seller books
They try really hard to provide services that are relevant to the community. The job counseling and social security kiosks are good examples of that.
The librarians are friendly and helpful.
Friendly help, and a good online system to reserve books.
Friendly people. A good selection of books, etc.
friendly and helpful staff at southern branch wireless internet access
I like the friendly staff at the Twin Beach Library (I have only been in in Calvert County for about a year and have not visited the other libraries).
Location and generally is able to get new release books quickly
Selection of print and audio books. Helpful staff.
EVERYTHING! We use the library to suplement our homeschooling books, get books on CD, and check out books constantly. I really love how all the librarians know my son by name and sight. It really makes hime feel like he belongs there...it helps that he is an advid reader too, like his parents.
Great selection of both movies and books!
Online account services. Friendly staff, clean facility.
The good, friendly, professional librarians.
Barbara Thorp is the best librarian! She's always patient and super-helpful.
Use of the Southern Maryland libraries book resources, instead of limiting just to Calvert County
The librarians are very knowledgeable and attentive.
Courteous, efficient and knowledgeable employees along with access to any desired book. I am unemployed and job searching; didn't know you had an employment program until I got this email and will now make use of it. Thanks.
The convenience, the inventory and the PEOPLE. The staff is always so nice, very helpful.
Most of the same people have worked their for more than 15 years. Very friendly and informative.
Ease in finding items; being able to request/renew online; self service checkout
The librarians and any everyone else who works at the Prince Frederick library. Always helpful, always smiling, and always knows the answer or knows how to find it for you. I especially like the summer programs where you have an entertainer come in once a week (i.e., magic, science, and REPTILES!). My nieces cannot get enough of the reptile show. We show up two hours early just to get in line to get a ticket so they can sit up front. We also participate in the summer reading programs and my nieces participate each year. We also like to buy each years' t-shirt. Some of the shirts are five years old and holding on strong. I like the new facility but sort of mix the "old school" feel of the library when it was on Main Street. The new space is much better suited for a growing community, but there was something special about that little house on Main Street. And last but not least, we also participate in the wii games. Too much fun. As for just me, I like to buy the used books. It's a great way to save money.
All of the staff at Twin Beaches, Prince Frederick, and Fairview Branches have been consistently friendly, helpful and professional in all of their interactions with with their clients and myself. I enjoy the camaraderie with all of them, especially the gang at the Twin Beaches. Joan Kilmon has always been a great friend and her management style percolates to all of the wonderful people that work there. You can tell when people love their jobs and the fine folks at the Beaches make the library a fun place to visit.
I am doing genealogy(about 30 years,now) and I use every reference place I can find. Thanks so much for letting me use your resources. I live in a small town in western NC and I use my computer constantly to do research.
excellent staff
The open space and windows.

The staff is most friendly and helpful, the library is neat, organized and a thoroughly pleasant place to visit. Sometimes I go in just to wander around and say hello.
i LOVE THE CHILDRENS DVD'S AND ALL THE VARIETY OF BOOKS ON KNITING! I ALSO LIKE THE PEOPLE THAT WORK THERE ESPECIALLY ROBERT!
borrowing movies, can put books on "hold", friendly and helpful
Solid selection, extremely helpful librarians.
Audio tapes.
The ability to request items from many libraries. Also the fact that the movie selection is huge and movies can be borrowed for 7 days (instead of the 3 at Anne Arundel) and renewed online.
the reference staff and its willingness to do interlibrary loans
t Prince Frederick has many comuters with high speed internet and the quiet room is great!
The fact that I can order from other libraries if my branch doesn't have what I'd like. That I can order from the internet without having to drive to the library. When my child was younger, Story TIme. The pleasant people who work at the Lusby branch.
The Staff is great. The building is lovely. I think the Friends of the Library is wonderful so I can donate books I don't want cluttering my house. Couldn't ask for more.
The employees
Closer to home, parking. Prefer to go to Prince Frederick. It is cleaner and more light, staff is more pleasant.
Accessibility
The librarians have been so helpful and friendly and have gone out of their way to find what book I was looking for.
Open space
COSMOS, on-line ordering and e-mail notification, friendliness, ample hours
Being able to "order" books from other librairies within the southern MD area (and other counties, for that matter). The staff at the Southern Branch are extremely helpful when my daughter has a project and needs to find physical references (not just internet) for them). I like the reminder e-mails that "oops, you are overdue"!
Location & staff
Twin Beach Library is the perfect size for our current needs. When I was in Graduate School the book exchange system with other counties was very helpful. Our daughter loves the toddler computers and we are thankful to the Loveless family for their generosity to the community during their most painful time with the additional computer. The story time leaders (Jan and Sandy) are wonderful and have inspired my shy child to participate with a smile through their routines and kindness. They are polite when put in a position of discipline. Gracious and helpful people!!!
Easily accessible location, helpful & polite staff, current bulletin resources and Book week magazine to resource current lit.
accessibility and staff
Professionalism
Good selection of large print books
The way the librarians interact with their customers- librarians are always nice and are incredibly helpful.
staff is always friendly and helpful. i can access the library online and reserve books from other libraries. kid section is great, and so is the teen section. i love the different nights they have for different age groups.
being able to find the book or books I'm looking for, even if not available at my local branch - being able to make requests on-line.
Librarains are helpful.
The people are helpful. The computer catalog are effective and there are enough of them
ability to get books from entire MD system
Availability of audio and large print books, ability to order and renew books on-line; ability to order books from libraries outside of Southern Maryland.
You have books to read!! Our nieces and nephews come to our vacation place and they can use the library, and they love it.
the great librarians!!! All of them; I haven't met one that hasn't been pleasant and helpful.
It's helpful staff and its range of books and services.
How great the staff is, and they are always willing to help.
The friendliness of the staff.....they are always so familiar with their patrons and eager to assist.
Customer Service
availability of DVDs, newspapers and magazines.

Special order items arrive quickly. The Prince Frederick Branch is very nice.
Meeting rooms
Audio books...CAssette, CD
Staff if so helpful and nice!!
They have something for all people of all ages.
The new building is beautiful, and I love being able to track my checkouts online
I has books as well as other multi-media items
locations and variety of materials
computers, meeting rooms, movies to check out, helpful, friendly employees, community involvement.
I love the books on CD and to use the computer when mine is down
Location is only a mile's drive away. Nice online book reservation.
It is very clean and orderly.
hepfulness of the librarians
Nice space to work with my computer and the free wireless access.
Variety of information available
The staff's commitment to researching and finding either a) select plays for which I'm considering auditioning or b) old movies on DVD that have some particular family interest. Then, the staff is great at following up with either phone calls or emails alerting me that an item is now available.
choices and friendliness
Large Print Books and Books on CD for my commute to work.
The space. I can spread out my work. I am an adult college student. I like the atmosphere and the fact that the children are upstairs resulting in a quieter area to work.
Modern facility. Relatively easy to find things.
Ability to order books from home via Cosmos & get notified via email to pick up at library 5 minutes from home.
excellent assistance always available
on-line access for finding and reserving books is very valuable
Friendly, cheerful and helpful staff at the Lusby Branch Library. Selection of books, cds, book-on-tape or mp3.
AIKl employees appear to be knowledgeable and they are always helpful.
availability (or borrow interlibrary loan) of products
super friendly and helpful staff!
The kids programs are great and fun. The staff is helpful and friendly. The book selection is pretty good.
The large selection of books available and the pleasant demeanor of the staff. They actually volunteer to assist you.
Convenience- Close to Asbury Retirement Center
The wonderful people that are always so helpful and courteous.
The variety of programs that are offered.
Playstation 3 video games
not busy ,great help
That I can reserve movies online and pick them up at my nearest library!
Eclectic mix of materials and formats. I still use VHS instructional tapes and VHS movies, though I also have DVD players.
The staff are always friendly and helpful.
I just love libraries and the staff is always so helpful.
THE SERVICE IS GREAT
the friendliness of workers and availability to get on computers
The websites are set up very nicely and are very informative.
Not crowded in library.
good audio book selections.
large collection of ebooks.
friendly staff.
The helpfulness and courtesy shown by all employees.
Location and size
Being able to get books from libraries in other area.
Friendly, helpful staff!
Easy online management of my account (reserving items).

Free access to books, movies, etc, Being retired, this is important.
environment
like the web site and the ability to reserve and renew books on line. the friendly and helpful staff are a big plus.
well laid out
Friendly help, easy to get books from other branches, and great facility!
The people are great!
The location, the helpful and friendly staff, and you audiobook (cd) collection.
Everyone is incredibly friendly and it's well managed.
Children's programs-- My kids love to read and excel at it now that they're in elementary school. They both attended the library's storytime programs since they were infants... Thank you!!!
pleasant employees, always helpful, neatness of the newspapers, magazines, easy to find books on everything from sewing drapes to building a house.
courteous help,location,ease of parking
peaceful atmosphere, helpful staff, great selection of books
The staff at the Lusby branch is always pleasant and helpful. I use Cosmos frequently to find books and request them for pick up. Unless something is in great demand, I can always count on my selections being available quickly.
The warm and inviting atmosphere.
I like the homeschool classes offered during the day. I like that there is something available to all ages at the same time.
availability of books and being able to get books from the whole Maryland library system
Connection to other Southern Maryland libraries which allows me to take advantage of a large selection of books which I can have delivered to my local library.
Courteous staff and good locations
It is located close to my residence.
near to home
The service is great. All of the employees are very helpful.
friendly staff; efficient reservations ("holds") process; selection of movies
The librarians are very helpful and friendly. Their suggestions about books and resources are amazingly good.
It's maintained well, and it's a good place to study, research, etc.
Personnel are friendly and very helpful
Selection of books and librarians are wonderfully helpful.
Good selection of books and very friendly and helpful staff.
The book selection is good and the staff is wonderful
Ability to receive materials from other libraries
Great, smart, helpful people! Location.
Being able to request books online
the friendliness of the staff at each branch
collections, resources, inter-county collection exchange
The variety of services The variety of materials The building The pleasant workers
the selection of materials available - the architecture is wonderful - bright and airy - i've never seen a library used as much as PFPL
Internet access from home
Helpful and polite personnel in all of the Calvert Libraries. Very plentiful DVD's available and selection is good. Local papers and periodicals available, computers for reference and fun.  Local TB library needs to have more activities for seniors available. Like the Wii system and more copies of current and popular book releases. Offer classes for seniors with Computers and have a reasonable fee for seniors on fixed incomes too....
On-line catalogue and Marina availability
The many options and selections of material.

Convenience of the branches and friendliness of staff.
The friendly staff, the great DVD collection and the great looking PF library!!
New and up dated
I appreciate the library's ability to order materials from other locations and have them delivered in a timely manner. I am also impressed with the warm, professional treatment by he excellent staff.
Ease of access to internet
I love the fact that I can order best selling books and audio books online and just pick them up when they come in. I am an avid reader but have bought only a few special books in the eight years since I moved here because it is so easy to get whatever I want from the library. The librarians at Twin Beaches are efficient, helpful, and friendly. The library is definitely one of the best things about living in Chesapeake Beach.
Good selection generally. Pleasant personnel.
The helpfulness of the staff at Fairview, at PF, and especially at Southern. I like the efficiency of being able to have materials sent to my local branch. I like the availability of downloadable materials.
All the resources available to find almost any book a person could want or need.
Accessibility, tween nights, being able to put items on hold, and the staff is always very friendly and helpful.
The people that work there are GREAT! Its nice to see some of the same faces after over 10 years of using the library.
The friendly and helpful staff at Prince Frederick. The convenience of being able to find books online and reserve them to pick up at the library.
the staff and all of the help that they are able to give
Convenient location and very helpful staff.
Location, staff
Large, airy, lots of books, friendly check out people. Reserving books on line and picking them up.
Parking is weird. It's a long walk the front door.
All the services offered.
convenientt, very helpful employees
Librarians are helpful Able to find materials online - what I can't find, I'm usually able to obtain help finding at the branch.
friendly, easy to access everything
Great selection of materials, super customer service, grand facility
available resources and you try to engage young children into using the library
I work in Prince Frederick and can go there at lunchtime.
The atmosphere and size
Close by where I live and work
It is easily visited.
I can read new books without buying them.
It is a first class facility with a knowledgable and helpful staff.
If resources are not available, they can be requested/ordered from other libraries. Everyone is extremely friendly and helpful.
The Southern librarians are fantastic. There are not that many resources at this branch, but the librarians can't be beat!
in fairview they find you to see if you need help
The wonderful service, up to date books, internet, and offerings for grandkids. Librarians there are tops.
friendly, helpful staff ability to request books online and have them ready when I come in the next time
Has most everything I am looking for. Can return books to any of the system libraries, not just the one from which I checked out the item.
THE NEW LIBRARY IN PRINCE FREDERICK IS VERY NICE AND VERY MODERN FACILITY
Friendly and knowledgeable staff; clean and neat; so many things going on for people of all ages; always find what I want
I like being able to request books and videos from other branches in the tri-county area.
Long rentals on the movies.
Location and being able to use any branch and county
Expanding collection of audio books on CD



I think all the services they offer is awesome and the size an selection is awesome
The books.
fast, effecient and courteous service
The staff are friendly and eager to help whenever we stop to check items out. If a book is out, the staff can check other libraries or tell me when next book is available.
I really appreciate the helpful staff at Fairview. They are always VERY friendly and go out of their way to find an answer to any question or find a resource we (my family) might need.
Available evening hours on Monday - Thursday. Friendly staff.
Everything-- the people, the facility, the selection
The personnel. They are helpful, considerate, and knowledgeable.
Librarians are very friendly and helpful. Go above and beyond :-)
I enjoy the friendly atmosphere, and great librarians, they are very helpful and knowledgable.
I really use the online aspects of the library most often. I use Mango languages frequently and search the catalogue from home regularly.
friendly service, usually no problem finding books of interest
1. The librarians at Southern Branch are competent and friendly, and they even know me by name. 2. I can always get whatever book I'm looking for, even from another county if necessary. 3. Online search and hold, renew. 4. E-mail notifications. 5. Only 5 minutes away. 6. It's free. 7. Storytime (even though my kids are all to old for it now).
Being able to take out books and the ease with which borrowed books can be extended. Also, the very friendly and helpful staff.
How helpful and friendly the staff is and their wealth of knowledge.
They have a wide selection of movies and books. I like best that if a book is at another library, it can be shipped to a library closer to me.
I don't have all those books around my house after reading them
everything, your helpfulness, your willingness to take care of any request. Your friendly people. The Library itself is light, airy, comfortable. It's location.
Employees are exceptionally helpful and nice.
The electronic request system is my link to the printed word. i can request titles online, then given my limited time for gathering books, simply pick them up on the shelf with my name.I commute almost 4 hours per day via commuter bus and spend much of that time reading, about 4-5 books per week. I also listen to books on CD.
their commitment to the patrons
website - putting holds on books
The helpful staff.
the Prince Frederick location is very updated and inviting...nice size too!
Access, resources and staff
The staff at Fairview are extremely helpful and nice.
Speaking for the Fairview branch, the people are the best!! They recognize their patrons and are responsive to their needs. If they don't have it, they make every effort to get whatever you need.
Number of videos and recordings
Everyone is always so helpful and NICE!
The employees at the Owings branch are great. They all are so knowledgeable in there jobs whether helping our children or my husband and I.
I think the people are very helpful and knowledgeable.
The staff is amazing. I never understood all that was available at the library. I love the fact I can request a book/CD on line and pick it up at my favorite branch in Fairview. Calvert County Library is AMAZING.
Good librarians and excellent children's programs.
always ready to help you in any way
Easy access, friendly and helpful staff.
great availability of materials (and selections). If not at that library very easy to get it delivered to my branch to pick up. Staff is always great to ask questions to. I no longer have young kids but I still think the reading story times and all of the events and things the library has for kids is Wonderful! This is a GREAT county resource. from school agers to taking college classes to continuing personal

education and just enjoyment reading.
The staff is always very helpful,
The friendly people that work there.
Great staff; access to other library holdings; guest speakers.
the people that work there
Email system and online requests
friendly, helpful staff
on line book renewal and reservation
Location and friendly workers
very nice associates and very helpfull
The family programming is great. We have a 5 month old son and we love the story time programs. They have become and will continue to be part of our weekly routine as he gets older.
I like the convenient location and that you are able to reserve books on line and pick them up at the library.
Audio books
The opportunity to access just about any book I am looking for. Community information. A friendly and helpful staff.
I recently started putting a hold on books on line. I find this to be a very convenient method. I just choose the books I want and pick them up.
The personnel are so friendly, knowledgeable and helpful.
Love the new building in Prince Frederick --- we frequent Prince Frederick now - but for years we visited Lusby several times a week. THE people at both libraries are wonderful - friendly, call you by name -- always efficient and helpful!
layout; space; friendly staff; speed to get thru
The staff are always very pleasant and helpful.
web page link to library.
Being able to return books at any location. Helpful staff.
Near my home
Not much, I come from a large city. I find that often the Lusby branch simply doesn't have enough available for scholarly research. It is such a pain to have to wait, until they are able to receive the book then make an extra trip to pick it up. And it has limited renewals. Even if I want a book for simple reading enjoyment, they have to order it. Never had this problem in the city.
All employees are extremely friendly and helpful. The renewal process is very simple and user friendly.
The employees are very friendly. Can always find what I am looking for.
Convenience--location--inter-library service
Online reservations
The staff and the internet book search. The staff is always extremely friendly and helpful. I can't think of another business or service I work with that has such great customer service. Also, I've started reserving all my books on-line and find that service extremely convenient and easy to use.
The people who work there are so helpful
Personable staff, great selection....it's a wonderful asset to our community, thank you!
Very nice. Customer service was very good.
Location. Friendly and helpful staff and selection of materials.
The librarians are always ready to help and pleasant which makes for a nice environment.
The design, friendly environment, and location.
I remember when Ms. Duke rant the library on Main St. I am very glad to see the new library. It presently serves all my needs.
beautiful new building. more "stuff"
big open space, helpful people, easy to find what I'm looking for
The staff is always very helpful and library is always clean.
movies available on DVD. The ability to place holds and renew items on the internet.
The staff is always helpful. The ability to borrow books across counties is wonderful! Really enjoy the rating of books online.
ORDERING BOOKS ON LINE, BUT WISH THAT THE WEBSITE KEPT A RECORDS OF BOOKS CHECKED OUT BY CUSTOMER
The service is professional and always helpful. I would like to see more of the books on the shelf that are listed in the book pages pamphlet.I get excited to read a book I find intriguing and then I find out that the library doesn't have it on the shelf.

HELPFULL SUPPORT/FRIENDLYNESS.
The availability of books and the friendly staff. Also I like the community activities such as book clubs for tweens and story time for young kids.
The extensive music collection and the friendliness of the librarians.
location & size of selection
Great staff! Great facilities!
Friendly, helpful staff.
Large collection, rapid response to holds, excellent customer service.
What I like best about the Calvert Library is that; it is always clean, the people/employees are always very helpful and knowledgeable and there is a great amount of helpful material there.
FRIENDLY, VERY HELPFUL STAFF
I have always loved libraries. But I must say the reason I continue to use the library is due to the great people I have met who also happen to be librarians!! My favorite librarians have always been friendly, knowledgeable, and eager to help with any need I might have. I have used almost every resource the library offers except the computers (although I am thrilled that the community can access the world available through the computer if they are unable to afford it at home.) I was also amazed at how often they are community resources for every aspect of family living in Calvert. - I confess I eavesdrop on front desk conversations as I browse. (smile) Of course, I must say my most favorite librarian is Joan Kilmon who has welcomed me to the library for over 15 years.
Its close by ,when my computer is down I can use theirs,information needed or copy machine to use and faxes. Kids like going there.
Staff helpfulness
great customer service
It's very quiet and the librarians are always there to help you and provide you with information for research or just to have fun reading!
Sense of community, writers' groups
The Twin Beaches site is close to the shopping area and bank in Chesapeake Beach. making it convenient to get it all done at one time.
Staff is very helpful and activities are available all year round.
Friendly & inviting.
I really like the ability to request books from different libraries and get them delivered to my local branch
SEARCH BOOKS ONLINE
It is close to home. I can research books I want on my computer and order them from home. The personnel is very helpful.
Friendly helpful customer service.
convenience,friendliness of staff, good selection
availability of quiet workspace upstairs in PF
Ease if ILL and website use to see account, download audio books, etc. Love everything!
I like the friendliness and helpfulness of the staff. I like how easy it is to use the online catalog to look for items, place holds, and track my account. I like the wide variety of materials and services.
Location, friendliness of the staff and cleanliness. I especially appreciate the availability of books that are not in our library but are able to locate books in other libraries throughout the state.
The facility is nice. Parking stinks.
Ease with which materials inside and outside of the system can be obtained. Helpfulness and cordiality and personal interest of the library staff. We have been incredibly well served by the Fairview branch since its opening! Ease of access to the library catalog from home computers; ability to request and renew materials online. Attractive facilities of the Prince Frederick library serve as a functioning and welcoming community center, offering a variety of interesting programs and providing facilities for local group meetings.
This is past history, but I am still grateful for the times the Rolling Tomes stopped at our driveway after I had an operation and was unable to drive to the library! Also, when our children were young (a long time ago) we benefited from the children's story hours. We are glad they continue for today's youngsters.
Employees are very courteous, knowledgeable and helpful .
The exceptional staff at Fairview.
I love that the staff are so friendly. My 3 year old loves going to the library and the staff interact with him so well. He absolutely loves the library.
The wonderful Library staff who are all about customer service!

I also like the interlibrary loan. I typically know what I want to read and the books are at Fairview about 25% of the time...so I don't browse shelves, I just use the ILL.
The staff is very very pleasant and always helpful. It is close to home and on the way to school, so Fairview is convenient for me. I almost always can get a movie,(DVD) and it is a free service.
Being able to put holds on books.
The online renew and reserve options.
Non-fiction book selection, section highlighting new books
They are open.
Large meeting spaces
It's huge and beautiful. Have lots of computer and spacious.
Its rarely crowded and the staff are knowledgeable and helpful. Its home to me...I know where everything is and its a very comfortable environment.
can put books on hold.
The friendly support of the staff and the relaxing atmosphere.
It has a very friendly and welcoming atmosphere, and staff are very helpful.
It is very welcoming and friendly. All of the children's programs are wonderful.
Almost all of the Fairview Branch staff are very friendly and helpful. When we have needed resource material, they offer immediate assistance. Other branches have "pointed us to the right direction". When my internet at home is down, we use the library. We also use the library for my daughters Girl Scouts mtgs. We've used a room for tutoring when needed. We rent DVD's on a regular basis.
Ease of access, encouraging atmosphere, high level of activities
Location, cleanliness, and helpfulness of staff
librarians are very pleasant and helpful. They enjoy their job and it shows!
The library personnel are all helpful and well informed. The Southern branch is small enough to know and be known. If materials are not available on the shelves, they can be ordered.
Being able to search for books online, place them on hold, and pick them up at the closest library
Helpful librarians; full program
the staff and availability of books and movies
Accesibility, friendly and helpful librarians.
Ordering books on the computer. Being able to check out DVDs.
The new facility is beautiful and spacious
Computers
The wonderful help given in finding my selections and refering me to books of my interest. GREAT staff there.
All my "personal librarians". Always ready to respond to questions.
Small has everything we need. Love the children's area. It's a great place to take my son.
The online resources
Ease of access. The relationship with other libraries, allowing easy access to materials that might not be here. Also, its involvement with the community and youth is very important here.
The Quiet room.
Location, friendly knowledgeable staff,
Everyone there is pleasant and very professional. I'm fortunate to have such a high-caliber facility (like yours) close to my home.
Variety and options. I love the Calvert Library.
The librarian are very knowledgeable and friendly !!!!!!!!!!!!!!!
Good service and can get books from other librarys.
The friendly, helpful, knowledgable staff The staff has always been incredibly helpful to me and my family.
just like come to library give me some thing to do another seat around the house
Able to check out movies for free. Ability to renew online.
Good selection of new material. Plus like being able to request books on-line and pick them up at local library.
Friendly and professional staff!! The ability to order books and stop by to pick them up.
The wonderful librarians who are always pleasant, always helpful.

The Librarians have been here for years.
Community-based programs; Diversity of programs; sense of inclusion.
It's convenient location in Prince Frederick & easy access to the internet.
The selection of movies and books on tape
The staff - friendly, helpful and attentive.
Appreciate having books on CDs as I commute 100 miles a day.
Friendly service and the accessibility to current books and audio books
I love all the librarians, they're kind, always friendly, and very helpful.
1) Professional, friendly, knowledgeable and helpful staff 2) Proximity to home 3) Access to state-wide library resources
the story time staff on wednesdays... they are AWESOME and so caring about the kids
the people who work here are the best. it is always very clean and efficiently run. the ladies always have time to make a suggestion or lend a helping hand, even when they are very busy ,they should all get bonuses for having the patience to deal with a computard like me.
Helpful personnel, internet searching and renewal, access to Marina system.
location, clean
small, cozy atmosphere - community oriented. Staff is great!
I enjoy visiting with my grandkids. Also the staff is quite helpful.
Resource material, Archive microfilm
Helpful Staff Conducive learning environment Sun-filled rooms Easy Access to new DVDs
The location
Everything.
librarians are knowledgeable, helpful, and always polite.
friendly staff cleanliness of facility activities
Convenience... very cordial employees and good selection of audiobooks
Everything. It's also a beautiful building with a relaxing atmosphere.
Staff is always pleasant and professional.
My children love the overall atmosphere of the childrens section. My 4 year old daughter adores the fact that she has a library card and can get books that she likes.
accessibility and helpful staff
Friendliness of the staff; up to date current events & programs; seminars/workshops; special series, African American programs; provides a gathering place with a great safe and positive environment.
Friendly and helpful staff Movies available to borrow at no cost with a week to keep them Convenient location Ability to search and place holds online
Convenient
Videos and computers
The variety of resources, and the ability to check out newer books on the 7-day loan. Also, the partnership with the other libraries in southern MD.
Location and selection of materials
The ability to access materials from all MD libraries. I like being able to search for books on line and order them. When I get my e-mail notice that the materials are in, I pick them up. The librarians are always very friendly.
the staff are wonderful and very helpful!!
All the librarians are so pleasant and helpful.
the excellent service and availability of books I have requested in the past
convenience I ENJOY READING.
the helpful staff and variety of services

Easy accessibility, customer service
It is clean, neat and everyone seems to be quite willing to help if you need it.
The ability to put books on hold online, the friendly librarians
Being able to use the online system to renew and request materials, the very kind and helpful librarians, the kids computer programs, and storytime
The willingness of the the staff to do all they can to help you. The availabilty of library info on line.
Love the ability to request books online and have an e-mail when they're ready for pick-up. A HUGE timesaver and very convenient for busy households.
The tri-county system of booksharing. I can always get what i need even if i have to wait a few extra days
The personal attention that my family receives. We get phone calls when our books come in, as well as emails. If our items are late, we get a reminder email. If we want a book they the library is buying, the put us on a list to get it first. If someone donates a book and the library does not carry it, they let me borrow the donated book and I return it when I'm done. They just really go the extra mile to make sure my family's needs are met.
Very convenient, well stocked and friendly employees.
It was nice and clean,and the people who work there is nice and friendly and they help you look for books or if they couldn't they would call you or email you to see if you would like to fine a different topic.
Friendliness and selections
The great selection of books and other materials. After living in other more populated areas, this library is by far better then the others. !!
Children section - I bring my granddaughter in. Hailey just loves the library.
Friendly staff, attractive atmosphere, ease of getting materials
The location of Fairview; it's so convenient to my home.
I like that more books are available than just what's in the Twin Beaches branch. I can get books from all of Southern Maryland.
Friendly librarians, ability to find most books that I like. I love the "New Books" feature on the website! I also like being able to reserve books from other libraries.
I believe the staff is very friendly, and oh so helpful! The library is very clean and easily laid out. My only negative is the parking for the handicapped. It is really hard to navigate in finding a parking space closeby.
Nice facility, good staff, well organized
I love the library and feel it is a valuable source of reference material. The staff is always friendly and helpful. When my children were little we were regulares at storytime. I am happy to see that they now have teen programs --literacy is sooo important.
Convenient to shopping
Close to our home. Very friendly support staff. Welcoming environment.
Everyone is so helpful and I feel that I have so much independence with using the online options to renew and even place holds for materials.
Ability to get books from other libraries Ability to reserve books Friendly staff (all branches!) Adult programs (movie discussions, music performances, etc.
The cheerfulness of the people who serve in the library. Always helpful.
Lots of books. Just kidding. The staff is knowledgeable and helpful, and I have never come away unhappy. I love seeing all of the patrons using your resources to reach their goals. Many of them are current or former students, or they are those who would be lost without the resources you make available to them.
How they are apart of the community!
The librarians at Fairview are fantastic! They are not only helpful, but quite friendly.
Reference guides and the research material
many programs offered at the Prince Frederick Library. Free movies available.
I can get almost anything I want to read or listen to either from Cosmos or from Marina.
It is there as a resource if needed, particularly if reference material needed is not available on line. My granddaughters use the story time resource as did my kids when they were young. This is a great program.
The library is very spacious. The breakout room was perfect for our meeting with elementary school children working on a joint project. The staff is also very helpful.
The staff, the new building, easy access to materials needed
the staff is always willing to help you.
Everything! I love the way if the book isn't in the library but is in the system we can have it delivered. I also utilize the

online resources all of the time. I download and listen to the audio books constantly. My kids constantly check out books and videos. I also use the "quiet" room on occasion do accomplish some work.
CD's, DVD's, books on CD's, Maryland history, American history, ordering books on line, writing program, program for the young children
great service by the employees
Its involvement, concern and dedication towards making available events and activities that would interest and benefit the community.
The staff is very friendly and the layout of the library makes it very easy for everyone to find what they are looking for.
Helpful librarians, children's section, ongoing activities & events for all age groups
Friendly help.
Helpful personnel, convenient locations and hours.
The magnificent staff at Fairview. They are kind, courteous, and knowledgeable. I also like the inter-library lending system. It provides access to a lot of materials that I enjoy.
reference librarian help with variety of questions and use of magazines and newspapers
Well stocked, employees are very helpful, all the activites that are offered, story time
Space is great. Internet access is terrific.
The Staff.
The Staff.
convenience, library ability to have resources sent to the branch from other locations
Very friendly and helpful librarians, abundant community resources, and the beautiful new branch in Prince Frederick.
I love have the resources of 3 different counties libraries at my disposal. If I want a book, all I have to do is request it.
Friendly staff.
Friendly staff.
Friendly staff.
Friendly and helpful staff. Beautiful building with convenient location. Ability to reserve books online and get email notifications when they are available. Also love Book Express.
the kind, friendly personnel; the nice facility, the clean bathrooms, the fast computers, the convenient locations
Easy access to computers Puzzles to work on Friendliness of staff
The librarians are so patient, kind and helpful. They seem happy to be working in the library and helping customers of every age.
The people there are always so friendly and helpful.
Books on CD / Audio books
The staff is very helpful and friendly
The staff is very helpful and friendly
The Book Express display - it allows me to run in, grab some books for the week without much searching. Always have at least one or two of my favorite authors on these shelves.
Your staff could not be more helpful or pleasant. They are always smiling, address you by name and quick to recommend good reads. They are your most valuable asset!
Staff is great, very helpful, friendly and accommodating. Like the ability to place holds on books online and search for books in other library systems.
location; kids story time
Friendly and knowledgable staff. the ability to have UMUC online classes proctored near my home. Online notification of books and CD's that have been requested.
It always have the book(s) I need.
Friendly staff and pleasant atmosphere
It is very clean and quiet The employees are very helpful
The employees are great and very helpful. For such a small library as Twin Beach they have a wide variety of material. I have not yet been in the Prince Frederick library but it looks beautiful from the outside. I'm really intrigued that you're having a poetry reading - I think that's great.
I like the variety of fiction the library carries. Also like renewing materials online. I do plan to use e-books in the future, so I'd like to see the library carry more materials like this online.

Friendly and well stocked
every thing01!
Beautiful Spaces!
The friendly and helpful staff.
I very rarely have any trouble getting the books/cds that I request.
Easy access ,very ,very kind staff ,I have always walked away satisfied that everything was done to get the need I had at the time met or at least an answer.
I love that I can request my items online, place them on hold, and receive an email when they are in! Thank you!
The librarians are the best! Thank you for all your efforts. They are always nice and helpful!
The convenience and being up to date.
Personnel.
I appreciate the helpfulness of the staff!
The employees are the best! The employees are always helpful, kind, and willing to go out of their way to assist patrons. Their knowledge saves valuable time for families like mine who always seem to be in a hurry.
User Friendly. Excellent customer service. Design.
access to books including transfers from other locations.
The extra programs you offer like reading with a dog especially for kids that have reading problems/
The friendly staff, and that there is an adequate amount of materials available.
I like best is that i get to check out movies and read really great books and use the internet.
The friendly and helpful librarians! Also the online accessibility. I use Cosmos daily to search, renew and place holds on material for my family and myself.
the employees are very helpful, efficient and friendly
Great staff
The level of professionalism is unmatched. Librarians always go ten miles out of their way to do research, answer questions, and get me what I need. (I usually like older history books that are very rare) Every aspect of the library seems organized and well managed administratively. It is clear there is a good flow of information from top to bottom and from bottom to top.
Friendly, helpful staff Wonderful array of events for all ages Online library resources Story time Summer Reading Programs
The ability to order books from other branches and have them sent to my local branch.
Location & people.
Reserving books and having them ready for pick up.
Location and friendliness of staff.
books,movies
Availability of current books, especially non-fiction. I hear about it in the media and I can find it at the library.
I like that I can check out some cd's
I like that the librarians are always helpful and nice to the patrons. i also like that they actually talk to you and sort of make a relationship with you to better understand what types of books you read.
Courteous, staff is happy to assist patrons, cordial, and nice atmosphere, enjoyable to visit. thank you
VERY COMFORTABLE AND INVITING
Holds and transfer from tri-county libraries and COSMOS- allowing me to search from home. Downloadable audiobooks. Notification of overdue books and reserves by email LOVE THESE!
convenience, location
The ladies at the desk are always so friendly and helpful.
Helpful, friendly staff.
the workers at Owings are the nicest I've ever met. I move a lot and have been a patron at many, many libraries over the years. The staff at Fairview are the most helpful, sweetest and caring of any I've ever met.
All the librarians are nice and they treat all their customers with respect even when the customers are rude. I also like the computer access and all the books and how they have storytime because i work in a child care program and i love kids. EVERYTHING about this library is amazing and i love all the librarians!!!!!!
The ability to request, renew and research books on-line. I also like "What to Read Next". I like to read the books in a



series in the proper order and am disappointed when I realize that I have read a book in the wrong order!
The ability to search the library and 'place a hold on materials and the subsequent notification by the system'...AND MOST APPRECIATED IS THE COURTESY AND FRIENDLINESS OF THE STAFF AT FAIRVIEW / OWINGS.
friendly people who help me find what I want
inter library loan service website services
Storytime teachers are so great with the children, especially Ms Cynthia & Ms Judy
cd books
Availability of new books Friendliness and expertise of library employees
The desks are well managed and information is given for all questions. The areas are clean and well lighted. It is easily to go from one area to another area without problems.
lots of books and good ones too.
I live in Washington, DC. I visit my niece in Port Republic one or two times a week. We take the children to Story Time, which is how I learned about the Library -- a wonderful discovery. I think it is one of the best I've ever used; better than any in DC. The Calvert Library offers so many services. I would use many of them if I lived in the county. The staff are helpful and polite and knowledgeable. The selection is good and covers many media. I also like the historical displays, as I grew up in Southern Maryland and am familiar with many of the spots covered, like Chesapeake Beach. The Library is just delightful to me!
great staff -- very helpful and knowledgeable -- I like the email notifications that a book I reserved is in.
Librarians are very friendly
The librarians! They're the best!
The children's part of the library is great, it is totally seperate from the rest of the library, so we can enjoy ourselves when visiting.
student study areas
Use it for my grandchildren most of the time. Staff is very helpful. Good programs associated with Health Families
The librarians (very instructive)
Professional staff, book club in PF, lots of programs to participate in. Always something new and interesting going on.
Great access to books and research material. Friendly and helpful staff @ both Twin Beach and Fairview (which I also use sometimes.) Love the fact that rooms are available to "use" w/o cost.
The attendants are so nice!
Friendly People
The People Are Very Nice To You & Helpfull.
Extra planned activities
great selection, kind and informed staff
Their capability to get books they don't own, the wide variety of programs they offer, the wonderful service/always helpful; Nextreads
They are polite.
Storytime!
meets my needs
everybody is so friendly. I have no problem getting books that I want to read. It is my favorite place to visit. I love to check out the book store too.
Staff! :}
I love the people at the Twin Beaches Branch. They are so helpful and friendly. My family also loves the children's programs. The library has so much to offer and it's free which is very important in this economy.
borrowing DVD's
The people who work there are VERY helpful and A clean safe place for the family.
The librarians recognize people and are friendly. Being able to go outside the county to request books. Able to use the internet to request, check out, hunt for etc. books,cds
The very friendly staff! They have been very helpful to me! They have made our family feel very welcome and thats the main reason why we have gotten into spending so much time in the library :-) We also love attending storytime and summer reading programs.
Convenience and availability of resources
It has many resources, so I almost always can find there what I need

Willingness of staff to help, frequently research titles and request materials from other branches
Not having to pay for a book at a mega bookseller. Number of items I can check out. It's the one place that offers a great activity that I can do with my child (for free!).
The staff is all very helpful
Variety of materials; fantastic website; convenient locations with excellent hours; helpful and friendly staff
the people that work there are very friendly, and very helpful.
Convenient
friendly
Quaint, friendly. Kids are comfortable here.
The selection offered and if an item is not at a particular library you can have it sent within a reasonable amount of time. The staff is incredibly helpful and cordial too!
The librarians are always very friendly and so nice. They are very helpful and always ask if I found everything that I was looking for. There's a wide variety of material available - books, music, and movies and material can be delivered to the library that I visit. I also like that I can return materials at any library not just the one that I borrowed them from.
Convenience, good book variety
how helpful and knowledgeable the staff is. They are kind and creative.
The staff and the selection.
Librarians have been very helpful and friendly
Friendly Service ... Excellent Location ...
If I can't find a book it can be ordered. Everyone is helpful.
The new library is great. I also use the southern branch as an alternate.
Clean facility; friendly, courteous staff; wireless Internet available.
The librarians are always very pleasant and my kids LOVE storytime!
easy access, prompt and helpful services, perfect hour of operation, and a vital source of information for community activities etc. etc.
the big open space
the variety of ways you enrich county (and nearby county) life with your programs as well as ever expanding library services
I love everything about it - the friendly, helpful staff, the convenient location and being able to access materials from other libraries.
people who work there are so friendly and helpful.
a very spacious library, bright with an airy feeling, quiet. The people who work there are very friendly and helpful, Mostly it's convenient to where I live.
I like the simplistic way of looking for different genres of books.
Good resource Some community seminars Audio books and movies
Professional, courteous staff - ALWAYS(-:
you can go on to practically any website you want and it's fun because to me it feels like im at home because everyone is just so nice!!!!
the fact that every time I go up to the counter multiple times I can chat with the librarians.
I like best is that the people that work here are very nice.
The space and the number of meeting rooms and computers.
The wide selection of products and the expert staff!
Three things: Lots of audio book resources, interconnectedness to other libraries in SoMD and easy accessibility to home , work etc
Oh, and your employees are super!
The activities it provides to the community
children's programs
staff is very helpful
I like being able to request books from all of the local libraries and have them available for pick up at the library of my choice. It saves a lot of time after work. Also, the self check out was a wonderful addition.

The staff is personable and always willing to help. My family and I have come here for years and the staff knows us all by face and name, asks about the family and tells what is new in our area of interests. I appreciate their "home town" dedication.
The employees are always really kind....
supportive staff
Location, hours open.
Staff is helpful and friendly.
Books on Tape, Audiobooks, DVDs if I feel like a movie or tv show
Employees are always very nice, and will gladly assist you.
Awesome employees, ease of use, location
I love the children's storytime. I take my 17 month old every week and we have a great time together.
Financial resources (Value Line). Meeting rooms. Books donated by Concerned Black men.
The employee's are very friendly and helpful
The people who work there!!! They are always informative, kind, and patient!
The staff and how quickly requested books are delivered.
the books, the people providing assistance, the automatic check-out, the availability of computers, the airiness/openness of the architecture, the changing display cases, the puzzle on the table, the bricks, the tree of knowledge
Helpful, knowledgeable, responsive staff in providing timely service and answering reference questions.
Service is exceptional.
its location next to the senior center
The librarians are so very helpful and friendly. Always a pleasure to see their smiling faces.
The smallness of our wonderful (Lusby) Library. They get me every book I ever ask for and are very helpful and at 10:00 we go and exercise right here in the library center
it has answers for all the questions I have
Storytime, gardening classes
Quiet
the staff and availability of books
it is easy to get books and moves
the friendly staff
location, location, location. Staff, staff, staff. building
Everything...the internet, the whole library is great
convenient locations
Able to read more books with no cost involved and no books to store. Research for my kids.
The support staff.
Location and atmosphere of the PF library. Internet access is great.
Online services - hold, renew, etc.
I quiet, pleasant place to read source material not available at home.
Book transfer request and usage.
friendly and expert staff; located near enough to home; able to request books from other locations and receive at Southern br.
Available computers
It is so convenient. The staff is very friendly and helpful.
Friendly, Professional staff, always ready to help, make you feel welcome always. Thanks.
Staff and Audio Books
The Staff- Especially Tues. Afternoon Twin Beach Staff Rocks!!!
I like how many books it has! I like how everyone works together. I love how everyone is so helpful.
So many things, including the helpful desk crew; the policy that allows me to return a book at any other Calvert library branch; having access to books beyond this county (I once requested and received an out of print Civil War era novel that I'd read about in the WP Book World) and the telephone prompt service alerting me that a book I'd requested will be waiting (up to a week!) for me.

Friendly & helpful staff and the beautiful facility
Excellent service
Everyone is very nice and they always answer whatever questions I have.
books on cd's
The very helpful and friendly staff. Movie selection that you get to borrow for 7 days.
its close and the librarians are friendly
friendly and knowledgeable staff
convenience, quick response and willing help to questions
nice staff
The variety of book authors and book genres.
Convenient locations, able to get materials quickly even from other libraries, staff is always helpful.
Location in Lusby is convenient.
It is not crowded.
The staff are outstanding. I enjoy the facilities in Prince Frederick and wish Southern had more space.
The staff is very helpful
everyone is very helpfull
The internet access to the library is awesome! I LOVE that I can request books and just come in and grab them and go!
I shouldn't leave out that all of the folks I've talked to in the library have been super helpful and pleasant. Some libraries kind of have a DMV feel, but NEVER here!
Ability to request books online and email notification when requested books are available for pick up.
Central location, and its openess
Large well lit space, friendly staff, comfortable meeting rooms.
very quite and everyone is helpful..
Friendly service at Twin Beaches. The people there are usually able to recommend a book or an author if I tell them what I like. For instance, I was interested in the War of 1812 and she was able to suggest in which order I should read the available books. It maintained my interest and I wasn't overwhelmed. Great advice!.
The convenience and space.
Courteous, responsive and helpfull staff.
Friendly staff, Book Express, DVDs, Special programs for all ages
Very well stocked and staff is very efficient and a pleasure to deal with
Good selections of large print
Friendly staff
Wealth of academic resources
It's a great community place that meets the varios needs of individuals, families, and businesses for free! No one feels left out at this library.
book hold system is outstanding including marina
Ability to use computer. The Southern (Lusby) personel are nice and helpful, unlike some of the personel in Prince Frederick. Lusby personell go above and beyond to help when assistance is needed or desired. Ability to check out DVDs.
Staff always very helpful, pleasant, and informative. Very helpful with specifici information on recommended readings for certain ages.
friendly service, suggested books upright on the shelves and at the end of the shelves, classes for little ones, atmosphere is relaxed, inviting area around the fireplace
The friendliness of the staff. Also, the up todate selection of books (best sellers).
The very nice People in there.. Helpful funny and down to earth ... Lusby Library
I am not one to use the Library. I have been in the bldg. on four different days, most for my Grandkids.
The friendly and knowledgeable librarians.
I love the wide variety of information that you have available. I like that you can request items from any of the libraries and get them within a couple days of there availabilty.
The staff is always helpful and pleasent.
Friendly, helpful staff Selection of new books available. Online resources - antiques, genealogy etc

It is the best library we've ever been in.
The personnel
Staff is great - very helpful
Librarians
Friendly librarians, most of the books I want are available. Don't particularly like the new building - too big and too cold. Lost the warm, personal feeling of the old small library. Logistically I know it's far better but that "feeling" is gone.
Friendly atmosphere, good customer service and convenient location!
The personnel are friendly and very helpful.
close to home and staff is awesome
the workers are very helpful and friendly
The books and the friendly staff
being able to go online
the staff are knowledgeable and friendly the variety of services available
Computerized Search and ordering up materials for later pickup
personal, attentive, friendly, a very enjoyable place to come
The staff. They are ALWAYS helpful, responsive, and knowledgeable. It's refreshing to be at a place where Customer Service is obviously a priority.
close to where I live
close to where I live
I like the friendly service and how it's not big and all it kind of comfortable to be in. Also, I like how it's not hard to find a section or a book.
Great selection of the latest books, DVDs and CDs.
The access of the computer, and if you need any help with anything, staff are always there to assist.
The fact that I can order new books that I want to read from all over the tri-county region instead of buying them at a book store.
Helpful library personnel.
Every single employee is helpful beyond the call of duty, friendly and knowledgeable. And I like being able to return materials to any branch. I like being able to update things online without having to go to a branch at all. I've always been able to get any material I've requested within one week of the request.
the variety available
That I can return books in 2 counties at my library
friendly, a wide range of non-fiction, great meetings in loccevore (?)
Staff is super friendly and helpful. We have had several military moves and have had met some very unfriendly library staff in other states. Keep up the good work, Calvert Library!!
great location and space
Friendliness of staff, willingness to help with questions or problems.
The facility is top-notch!
accessibility
The librarians at Fairview are outstanding! They are very knowledgeable and friendly and can help you with everything from doing research, finding a great book to read for fun, or using Marina to locate books outside our library system. I also love the internet library site to renew or request books from home or work.
Convenience
close to home
n/a
Conveniently located, friendly, helpful personnel.
It's an inviting and comfortable place to read and/or use reference materials.
The people are great and I almost always find what I'm looking for.
ease of use.
Rooms available for tutoring
Able to get books sent here from any library and also drop them off at any Maryland library. Can also renew online!
self checkout, books on cd's, customer service, renewing books online
Resources are plentiful (movies, books, gardening series), the staff, the computers, the loan period, the ability to renew 4 times, ability to renew online, request hold online, the staff informing me of upcoming due dates, the availability to

purchase used books at a reasonable price, the possibility of donating books anytime.
Everyone who works at the library is very nice and helpful.
the people who work there are very friendly!
Online Book source throughout Maryland using Cosmos and Marina websites
The story time for my children... they go to lex park branch and the lusby branch.
I love the new facility and how easy everything is to use and understand. I also like the self check out.
The librarians are very helpful and knowledgeable.
Childrens programs
I love the librarians. At Fairview they are the best, helpful, friendly always kind. I have been to twin beach and Prince Frederick and while they are helpful they are not as personable as Fairview.
I love the new cut through to the parking lot so you can go out to the light. We use the library much more now that it is safer to get out of the parking lot.
friendly helpful people, my child likes it there, and they are knowledgeable in pointing you in the right direction for information to expand your horizons as you see fit.
I usually find everything that I need.
I am a Child Care Provider and Parent: I like having the book mobile come to the house to deliver books to the children, the summer programs that is offered ( summer reading and children shows).
It's a very friendly place, whenever I walk into this library I feel like its my second home. I've always loved libraries, but there are few that really grab my heart, this one happens to be my second favorite, my first one is in Virginia, so it doesn't count.
Also, wide selection of materials available through SMRLA
The librarians, Wii games, and great books and music.
Pleasant personnel - always willing to help find what I'm looking for.
Courteous and helpful staff.
reserving and picking up books
That the people there are so nice!
Very helpful for obtaining research articles.
All the staff I've come in contact with are very friendly and helpful. The building itself is beautiful and conducive to reading either by myself or with my kids.
The email system to let you know when items arrive or are overdue.
The keep current with Electronic Media (DVD, Wii Games, Audio Books)
The programming for families and youth.
Hard to say you have many interesting things going on all of the time. I enjoy getting books and information .
Helpful
How readily accessible program information is; as well as emailed communication.
Close to my home, helpful staff, internet access when I need it, books on tape, always has what I'm looking for (or can get the material.)
the sources that are available
selection of books on tape/ CD , creative memories
Service - friendly personnel
The friendly, knowledgeable and helpful library staff. Convenient location and hours.
Friendly librarians, quick special orders, good kids' programs
The friendly, knowledgeable, helpful librarians.
Close to my home, hours of operation
free books and movies
The new PF Library building is wonderful. The librarians are extremely knowledgeable & courteous. The on-line access has met my needs without exception. The ability to reserve/hold books on-line, receive messages via e-mail, and the speed in which books become available exceeds my expectations. My children have benefited from reserving rooms at the PF Library to conduct study sessions - a service much appreciated. I have attended the every-other-week Gardening series of classes - a wonderful opportunity.

Our community benefits from the wonderful job that has been done designing the beautiful PF building (truly an asset to PF) and from the benefits (list above) that the Library continues to offer. THANKS - so much!!
Like ordering books online from SMD Libraries Friendly staff
They have or can request most everything I need/use. They are so helpful at all of the Calvert Libray's.
Everyone is so helpful and always available for assistance when needed.
The staff is very helpful and most of the time I find what I want.
books
Very friendly, efficient staff!
Access to holds from other branches and counties.
the nice people
ability to order books online.
Prompt, courteous service
friendly, knowledgable staff
The services and the friendliness of librarians The "rummage sales"
Kids area for my toddler (2 yrs old) to interact w/other toddlers. He loves the kids computers! Storytime has become a favorite activity of the week.
Spacious, and my kids love thet face that they have their own section of the library.
Close and convient to my home. Staff is very friendly and always willing to help me.
Activities for young children
friendly, helpful service and convenient location
The Staff and the free books and audios to check out!
access to many sources of data
The staff is very friendly and helpful. Also, the selection is good, considering the size of the facility.
the building, the librarians, and the locations
Everyone is so nice and helpful and I like the location.
small, convenient
The way the librarian's are so helpful, friendly, and so knowledgeable when I ask a question!
The computers
Material selections, personnel, hours
Everything - especially STAFF
I like the friendly, efficient service. they put order in for me and let me know when they've arrived.
The employees asistance is great, locating material, politness and prompt.
The librarians athe Southern Library
ThE Staff does a great job in helping people.
The accessibility of all materials and the very nice people that take care of our needs.
The accessibility of getting anything I need.
Staff is very pleasant and knowledgeable.
The friendly and helpful service provided along with a great selection of books, DVD's, and good information. The new Library is wonderful, comfortable, and has everything needed to relax, find information, and a great staff.
Friendly, helpful, lots of information.
Twin Beaches has the most helpful staff!
It has a very courteous staff and a good selection of books.
the people at the library are very nice to me and everyone else that they help . and they handle the situation very well when they have problems arise.
the people at the library are very nice to me and everyone else that they help . and they handle the situation very well when they have problems arise.
friendly staff, many resources (books, movies, tapes, internet)
Everything! It's so comfortable and the staff is so nice and helpful!
I like that I can access my account online, order items and place holds.

customer service and location
ample reading material and movies
the staff and selection of books tapes and dvd's
All the staff so far seems to be very friendly. But I can only speak for theSouthern (Lusby) library, because that's the one I attend. The make their selves available to you.
Increased size and separate Children's Book area from adults where there is less distraction and noise.
I appreciate the courteous and knowledgeable personnel and the spacious design of the building interior.
The librarians are very nice at Twin Beaches; they are very helpful and supportive.
Extremly friendly liberians
the librarins and the internet access, the new library in PF.
computers are always available and the staff is very helpful and polite
Whats there not to like they have everthing you need or can get it for you.
The people who work here!
Clean & Bright- helpful staff-children's library including books, dvds, computer, puzzles etc. good selection of movies- variety of activities
Access, selection and assistance when required.
staff is friendly/helpful
I like the way it is organized. New books are on display. I like the theme sections, the stickers/labels on books are helpful. The librarians are always friendly and eager to help. It's a pleasant place to be.
The staff is great. Good selection of books.
Everyone at the library is friendly and helpful. Great job!!
Children's section away from adults & wide variet of books & placing dvd's on hold that haven't come out yet.
Helpful staff.
The librarians are friendly and very helpful.
Location Courteous friendly staff Selection
It's contents and it's availability
How they offer so many computers for people that don"t have the internet at home. Also how well the associates do story time.
The lovely, helpful people who work there.
Th people are pleasant and very knowledgeable. The library is a very vibrant environment and engaging place to learn.
Friendly, informative, helpful staff. Easy access; nice layout.
I have also enjoyed seminars in the building.
computer catalog
size
Easy access to branches inter-library relationship with other neighboring counties
technology, very open atmosphere, children area seperate by noise level (upstairs perfect), convinient location
Everything- computers, internet, books, movies, printer
Friendly helpers.
The design and the ease of the online catalog.
I really like the staff at the Lusby branch, they are always friendly & helpful.
That they have a foundation resource center for researching grants and they have wii games, etc. and lots of activities for families.
The large collection of books both fiction and non-fiction.
Love that I can check out new release books (Express Books).
I am an avid reader and could never afford to purchase all the books I read. I like that I can try out a new (to me) author and if I like the book, I can read others by that author since they too are available at the library.
The librarians are nice and helpful.
I am impressed by the variety of subjects that our small library has to offer. I also like the fact that there is a branch with 5 miles and I can order anything in the catalog and have it hear with days.



Close to my home, convenient.
very happy with all of the services we have used
Everyone is very friendly and well informed.
Convenient.
Librarians.
The time staff puts into there work
They are very helpful.
convenient locations; variety of materials; polite and helpful staff;
The activities for children and adults.
the pece and quiet.
yhe pece and quiet.
Very friendly librarians
seeing the books that they have.
1) Convenient
2) Helpful personnel
They have great movies, books, computer games, fun things to do, and great librarians!
I like the wii.
It has research and books for school projects.
Friendly and helpful librarians.
Storytime for children of various ages.
Great place for me to study without interruption, and it has wireless. I also really like the convenient, central location that provides me with stores etc in walking distance, where I can quickly take a break.
I can place holds online for the items I want and I get a call when they arrive. Great service!
COSMOS, inter-library loan in Southern Maryland
Very clean. Nice people very helpful
service
staff is so helpful and very good with the children. Very very convenient to home and notification when info, books etc come in or are due is great.
they r so friendly
the librarians are fantastic
Everything! It's big and bright and has plenty of places you can hide and read. I've only attended the last Harry Potter party, but would love to be able to attend more of the classes and events. I want to live there.
Really nice people work there and they order me a lot of things that I like
the variety of materials, the friendly staff at Southern, the follow through on requests for new materials
The people who work there are so willing to help. I had a project for a class and was having issues finding materials. One of the librarians sat with me and helped me find what was needed. She was a life saver.
Very friendly, helpful Librarians.
I like that I can get books from many counties. I like that I can renew or hold books online. The librarians are friendly.
The staff are very wonderful.
The face that it doubles as a community center, potential networking tool, and is a very nice, peaceful atmosphere.
Resources; friendliness.
It always has the books that I want.
Librarians are so helpful. Nice atmosphere.
The librarians are extremely helpful.
Classes- gardening, computer
Low Fines :-)
The incredibly friendly staff:)
1. Ability to get materials delivered quckly from other libraries. 2. Wonderful monthly programs and summer series for children. 3. Summer reading program for children - great! 4. Love the email alerts for overdue books.
Friendly, knowledgeable staff
The personnel and the service that is given with a smile and the sincere wish to help the patron.
The staff is very courteous and helpful.
I am the director of a childcare center and the outreach library comes to us. The outreach librarians are wonderful and

they work with our staff to get all types of materials to enhance our curriculum. I can't tell you enough how much we appreciate the service.
Free movie rental
I LOVE the new library and am very proud to be a patron. I find it to be very open, airy, bright, and a positive environment. The staff are wonderful and always helpful if needed. I believe they go above and beyond to offer the public opportunities to get the most out of our library. Keep up the great work!
Everyone is friendly and helpful. Its easy to reserve material if its not in. I like the evening activities for children
Librarians are always friendly and helpful.
I like their books.
All of the people are very friendly.
The Owings' library has the most pleasant and helpful staff that I have ever witnessed. They are very knowledgeable and help you research and find answers to your questions. I am always pleased with the service when I go there!!! I like being able to access my account online.
Everyone is always very helpful. I visit the library to look for books to share with my students and the staff is helpful. I have just learned out to stay home and check out books, this works great for me. I am so tired after school. Thank you for having a great library for all to use.
The wonderful storytime tellers and the ability to draw upon the entire count's resources without having to travel by putting items on hold.
How friendly, helpful and knowledgeable the employees are.
Selection and staff
Being so close to home.
good books and audio that are free and internet services before i was online.....good people that work there
The Outreach program is a huge help. I teach preschool. Each month I give them a list of books I will need for my next theme and they bring them to me.
I love story time on Wednesday. Mr. Donnie & Miss Barbara are wonderful. I also really like being able to place books on hold via the internet and using self check out when in a hurry. Finally, I really enjoy the Master Gardener series. They are really informative!
Wide range of audio books.
All of the librarians are always friendly and professional.
knowledgeable librarians, preprinting book lists, checking out book from one and being able to return to another
Everyone is so friendly and helpful and they have everything, it is such a great resource-even for the newest books and my kids love the computer games all the libraries offer. I just love that you can track books and renew and request books and items from other libraries from home-just fantastic!
novels by James Patterson, Walter Mosley, J. California Cooper, Debbie McComber, community meetings/discussions and events, the competent employees, Scrabble, Wii, book discussions
The staff--extremely helpful, efficient and welcoming.
Friendly librarians, helpful, courteous
We LOVE the new building, ALL of our librarians, ALL of the programs---we think our library is the BEST & we're very grateful!
Access to lots of books and media.
Large inventory of books, beautiful buildings and layout
The staff is always friendly and very helpful
Excellent service at Prince Frederick and Twin Beaches. Twin Beaches librarians all are friendly and go out of their way to get what you want-they are very knowledgeable about books, authors and various subjects. Instead of going on line, I just ask the librarians!
The library is a great place to learn.
clean, comfy
The books that you have.
Friendly, helpful staff. Children's programs
Friendly service. Knowledgeable librarians. Quick service.

Accessibility.
1) Quiet Room 2) 3rd grade after school program 3) 3-5 grade book club 4) Library Staff are a wealth of information 5) study and reading areas 6) scheduled events for the community 7) Paws to Read 8) summer reading program and events for kids
Everyone very helpful and quite friendly
wireless / clean / quiet room / activities and contests
Being able to request books over the computer.
Staff is always friendly.
I have a 1-1/2 hour commute to and from work. I use this time to catch up on my reading with the audio books. I love the audio books!
The ability to find books anywhere in the Southern MD Library system and have them delivered to a convenient branch. The children's computers.
Good selections usually of audiobooks. Free DVDs. And very helpful and friendly staff at the Southern (Lusby) branch
Its bigger, brighter, cleaner and it has nicer people working here :-)
Kid friendly
Staff always helpful
Wonderful, helpful staff, current titles, online hold/e-mail feature, community events
BOOKS ON TAPE
great place to come for free
things fro kids to do.
Free internet-no card required. Seems to be accepting of conversational meetings.
Movies/children's books
Great staff, wonderful storytime, the library is kept very clean(I love the always clean bathrooms!), an dfacility.
iy has avery nice atmosphere,the people that work here are friendly and very helpful.and the building itself is beautiful
kids programs, convenience.
The excellence of the librarians
the friendly staff and variety of resources
Great job with Thursday morning storytime. Ms Leslie and Mr. Donny are great.
Ms. Judy and Ms Cynthia storytime rocks. They do a great job every time!
Friendly and helpful librarians
- Availability of books through the regional network - Availability of digital materials through eLibrary Digital Consortium - Internet access
The Librarians. They have been so very helpful and just plain nice!
Friendliness of staff and wide scope of materials and types of materials.
Relaxing atmosphere, educational, very helpful staff.
Very friendly and helpful staff, great children's book selection, easy access.
great selection of books, ability to request and I guess most of all the variety of books on tape.
It is so easy to visit. I have used all of the locations at one time or another.
The people that work there are very friendly and helpful.
How helpful everyone working at the library is and how many new CD's, DVD's and books are available.
THE STAFF!!!(KATE)
I have taken my children to story time and am now bringing my grandchildren. My grandson, is in kindergarten at Sunderland Elementary, is the class calendar person, Every day he tells the class the month day and year. His teacher said he was the only person that knew this at the beginning of the year. Thanks you Fairview Storytime staff!!!
Friendly and knowledgeable staff!
Very helpful, clean
I love storytime on Wednesday mornings. I bring my granddaughter. Miss Bard and Mr. Donny are great.
Storytime, staffs willingness to help with items you're looking for.
being able to check out as many books as I like
Convenience FRIendliness Helpfulness Patience willingness to search for my needs
Convenient location.
The staff are great. They have gret programs for kids.

Storytime - would love a summer program.
Friendly helpful staff.
close to home and children's activities.
friendly staff and great selections of materials
The friendly, efficient, knowledgeable staff.
librarians are very friendly and helpful
Book selection and ability to get books from other libraries.
friendly, knowledgeable librarians Easy to get materials from other libraries
The knowledge of the staff and the ease to reach the library
Southern branches personal "cozy" feeling. Like that adult books are right next to children section not on a second floor.
Group and Book discussions, Scrabble, Novels, Movies
The librarians are great! They are friendly, courteous and great at suggesting books, etc.
absolutely terrific and dedicated children's librarians. a great mix of personalities. all pleasant and fun to work with the staff
The conveniece
quiet working room at Prince Frederick & easy internet access (wifi) at both Southern & PF locations
It's a wonderful place to get my books, work on the computer, do map quest, and ck. my mail. do research on the computer. Also bring my 5yr old neighbor to story hour.
The librarians, and a good selection of books.
friendly and helpful staff easy to use interlibrary loans/holds
New, clean, friendly staff, & lots of stuff to do
Friendly, helpful staff and a beautiful building. The ability to access books throughout the state on Marina system
Always get the help we need
The amount of great resources that it provides to anyone who has a Calvert Library card.
All the wonderful programs that they offer for FREE!
quiet room and location
The Large Print section and Books on CD.
close to home a great staff - very helpful
The head librarians and all her co-workers are very helpful, articulate, precise and provide excellent service.
comfortable to use- access
range of books
The southern branch librarians, the variety of materials(dvds, books, playaways, video games.
There are so many activities for children to have fun at the library while still learning.....my kids love it here :O)
There is a large variety of different books.
Wonderful Staff, friendly, knowledgeable, and efficient.,
there are lots of computers
Large selection of materials
Acces to materials from Tr-county area libraries, and being able to reserve online and pick up at library.
very quick to get the books that I want to read
WE UTILIZE THE OUTREACH VAN AND I JUST WANT TO SAY IT'S TERRIFIC. THE LADIES THAT RUN THE PROGRAM ARE GREAT, THEY WORK HARD AND TRY TO LISTEN TO THE NEEDS OF WHAT WE ARE LOOKING FOR. IF NOT AVAILABLE THEY WILL GO THE EXTRA MILE TO GET IT. I JUST THINK THEY'RE GREAT!!!!
Knowledgable and helpful librarians. Love the selection of materials and the ability to order items from other libraries. Use Marina to find books not in Southern Maryland.

#### Appendix 4: How else can we serve you better?

Open Text Responses:

a few more areas to study.
Can't think of anything except get rid of the boat at the Prince Frederick Branch. That thing is a nuisance, it causes the children to be too loud, and it puts unnecessary stress on the staff, who shouldn't have to referee a play structure in the library.
Consistently dealing with customers' behavior, i.e., disruptive, bad language, etc. I think some customers get away with these things without any real consequence.
More books on Christian living
Coffee at Twin!
I would hope that older materials could be maintained across the system-- in other words, at least one copy of an item (book, cd, or dvd) that has seen a lot of use over the decade would be available at one of the branches. For example, there is no print copy of Erich Segal's Love Story available in COSMOS. Good films from 15 years ago are not in the system, while the dvd racks are inundated with last year's mediocre television shows.
I would like to look up movies by genre (e.g., comedy, foreign language, etc.) as in DVD rental outlets like Blockbuster.
Continue to be an active member of our community and offer an even broader selection of classes, workshops and the like.
I's like to see more educational CD packages, such as the Teaching Company series. These are terrific.
having better info on dvds--cast and storyline.
increase the size of the Southern Branch
I am aware of the many features and services of the Library primarily through your April newsletter. I currently would be using only a small portion of the available options.
NO SUGGESTIONS
Open on Sunday afternoons.
Friday morning opening would be great.
Build a new Lusby branch that would have more space and materiel!
great the way it is
Keep smiling
More books!
The new library was clearly built at great expense, and it is a wonderful piece of architecture. I would have loved to see some portion of those funds devoted to the purchase of art, the beginning of a permanent collection to be housed in the library. This is done throughout the nation in the Percent for Arts Program. Since it wasn't done here, perhaps it would be possible at some point for the library to begin collecting art.  Artists could be notified via the website, and could submit work for consideration. Although an occasional show of the work of school children and a few local artists is enjoyable, I am speaking of the work of serious full-time artists. There are many in Southern Maryland and throughout the state and the region. This would be a great enhancement of the already wonderful experience of going to the library.
It would be great if the account management section of the website wouldn't log you out after you renew materials. Sometimes I want to do other things like review holds, etc. before logging out.
N/A
N/A
N/A
N/A
N/A
N/A
N/A
N/A
N/A
N/A
N/A
N/A
N/A
N/A
N/A
N/A
N/A
N/A
N/A
N/A
N/A
Being open Sundays would serve our student population.

Nothing I can think of. Staff are wonderful.
Send SIRSI messages out BEFORE a book is about to be overdue, not a week AFTER. Send messages/calendar out of events at libraries.
A better way of printing articles from the microfilm. As it is now it is so complicated. The Library branch in Lexington Park (St. Mary's County) is a good example. So easy to work.
Hours on Friday night or Sunday to help get school projects done.
You are doing a fine job!
More operating hours.
ebooks for Mac users
Keep up the good work. Any thoughts of expanding the Southern branch. It's kind of small for such a large portion of the county population to share.
Maintain DVDs a little better. I fully realize that with the high turnover, they are bound to get scratched. But too many times I've taken a movie home to find it unplayable because of the scratches. Maybe one of your high school helpers could regularly go through batches and check for scratches; a \$10 Disc Doctor will buff out many scratches.
Carry more fiber related books -- instructional and reading (weaving, spinning, felting, knitting)
Have the web site tell me where I am on the waiting list fot items on hold.
More science fiction/fantasy books on CD
self checkout at Lusby branch
keep current books available
MORE ACTIVITIES FOR AND ABOUT SENIORS.
try and expand your video game collection if possible
Will be an ebook reader in near future.
I travel a distance to work and enjoy listing to audio books on CD. It would be nice to have the latest books and more christian fiction.
Get more Ameilia Peabody books
more books
more books
more books
more books
longer hours
longer hours
Better ability to search from other library systems to obtain books from those systems through the SoMD library systems when they are not available directly in the SoMD library systems.
I am very satisfied with the entire system. I can't think of anything.
Continue with what you are doing: staying up with technology ( wireless service, e-books, DVDs, WII, etc) and developing/trying new activities (Books and Bubbly, local Authors, Gardening, Digital cameras.
I'm satisfied.
When sending an email, send it to me. Please be more specific when you send emails. For example sending them to the right person. I am not Taryn. It made me feel like a number.
I would also love to see something for kids over 5yo, and under 5th grade. The library has reading and other programs for older and younger but seems to have forgotten this group of children. This is such a vital group of children, as they now know how to read and are learning to enjoy reading. Encourage it!
more audiobooks
You're already doing a terrific job.
Sunday hours like Lexington Park at the Prince Frederick branch.
Gentle reminders to parents to keep their little ones near them. Thanks for "nailing down" the wheel on the boat upstairs.
BE There
sunday hours
sunday hours
sunday hours
sunday hours
sunday hours

Nothing at this time.
More events at the Lusby branch.
Bring back the Victorian Classic book discussion group! Brian & Emily did such a good job facilitating the group and we had wonderful discussions and large turn-outs.
I just recently checked out one of the books that are self contained audio books. It would be nice if they could get more of them.
1) I'd love a larger selection (and more copies in circulation) of e-books (I don't use a reader but open them on my computer). I like e-books because sometimes I don't have time to get to the library when it's open, and the online system is very convenient. Also, the ebook searching system could use an advanced search (by two or more categories at once)
2) Also, if there's a specific computer within the library designated for card catalog searches, I haven't seen it. I haven't had a need to use it quite yet (so it may be there already!) but it's been a very helpful resource at other libraries I've been to.
3) Several libraries I've patronized had their computer systems set up to remind you 3 days before a book was due instead of (or possibly in addition to) when the book is overdue. I'd really appreciate that feature - not that I begrudge the library for my poor planning!
Send overdue reminders before the book is overdue. Increase collection size. Provide adult graphic novel collection instead of strictly "juvenile". More card catalog stations.
The most important thing to me in a library is BOOKS. You need to have a better selection and more copies of new books. It would also be nice if you had all of the books that an author has written, as opposed to a few at 1 library and a few at another. The library looks nice and is spacious. I understand the need for computers, but I would rather you spend the money on BOOKS instead of decoration, special rooms, computers etc.
Have a few hours open on Sunday.
I have requested a few resource study guides. Is there any way to make the request process more efficient? Can there be a quicker turnover on receiving the books in the library?
More access to new fiction books that come out.
Better hours on weekends. Open later. Stay open later. Most people work. The majority of open hours are when we are unable to be there.
Hate the audio quality of digi-books. Don't invest too much \$\$ in that technology. Every time I've checked one out I've had problems.
A larger library would be great.
Making available DVDs of more PBS programs such as Front Line.
I think you do a great job
More weekend hours.
Please enforce the no eating rule at the computers. Rattling bags and chewing is distracting.
A class for setting up a Facebook page and using it would be most helpful for older adults. It's how grandchildren communicate these days.
Keep being awesome!
Consider longer term checkouts for summer months.
sunday hours, more daytime activities for homeschooled children
Please change your computerized book overdue system to warn us BEFORE the book becomes overdue. Anne Arundel does this and it saves a lot of money.
I don't have any specific suggestions at this moment
Expand books on CD. Cassette players are vanishing from new cars (mine doesn't have one). Yet, it seems to me, that there are far fewer titles available on CD than tape.
Phone call if no answer to an email. Leave a message if no answer as this past November, December I had requested some books not at Twin Beaches. However I was on vacation at this time and did not access my email til we arrived home. Also, a close friend was dying of cancer and she finally passed away mid December. Those are the reasons I did not get into the library on a timely basis to pick up the requests and I do apologize. I'm usually there right away as I love to read and especially enjoy the same author and like to read everything they write.
more library hours
More computer classes
I'm happy
open day and night everyday.
For me your just fine. Keep up the good work!

More DVD's and CD's
I'd like to see a collection of Shakespeare's plays on video. Time/Life/BBC did the entire works years ago. It would be useful for viewing the more obscure plays - Titus Andronicus, Henry VIII, Cymbaline, that have not been made into popular/modern versions, which ARE available.
Since this is a public library made with tax payers' money, the librarians could be a little bit more friendlier, genuine, and more tolerant of parents and their children. (At times, before I could even say anything to my children, a librarian has already reprimanded them. In addition, without proof, have lectured me about how my kids MIGHT have bit one cardboard baby book that was checked out, which I don't believe that my children, are the ones who did it and to be more aware of my kids with their books. If they did it, I would have reprimanded them and paid the consequence but I don't appreciate being accused and especially with out proof.)
become accessible to the full community - you know be open after I get home from work and/or on Friday or the weekend.
open during hours that people can actually access the library. for those of us who work full time, there's not enough flexibility in the hours to access in the evening or weekends.
More Music CDs - and better organization of the music CDs
Better selection of kids fiction at Fairview.
Sunday Afternoon.
build a better Owings library. It is really smal and outdated!
Have more copies of the new releases so the wait time is not so long (sometimes for up to six months or longer.
I am happy with the service
doing a great job already!
You're doing a good job.
when reserving books on the internet we should have a default library so we don't have to keep entering it in; have an email reminder 3 days before books are due; be able to search for new books by category - a fic on order gr; a fic on order sf; etc
keep up the good work
keep up the good work
keep up the good work
label or move books about alternative lifestyles out of children's areas
Expand and upgrade Southern Library branch.
Need some new audiobooks on CD
It would be nice if I could request books from outside the state of MD. Marina is a great resource, but some books I have to come into the library to submit a search request (which 98% of the time, the librarian finds what I'm looking for!)
open on friday night later then 5pm. Our idea of a fun time on a friday night is to go to the library!!
e-books
My preference for library if Southern Branch, however PF offers more programs because of its size.
More Genealogy research materials
More info on stocks and bonds maybe another on-line subscription to Value Line? Expansion of current subscription to cover more areas.
Would love to see a better space for the Lusby branch of the Library.
more pizza!
Don't wait for additional funding for Sunday hours. Reduce other hours during the week to allow at least 4 hours on Sunday in Prince Frederick. Also, send out e-mails in advance of due dates as reminders.
I would like to see a better selection of new reading materials (fiction). There seems to be a lot of "fluff" type of new literature, religious based fiction and historical bodice busters which I am sure appeal to many readers but I would appreciate a wider selection of current fiction.
Keep it up!!
great so far.
Expanded hours especially on Friday mornings. A better facility at Southern
Maybe have more microfilm readers or get the microfilmed digitized
Establish a system whereby the various branches occasionally trade their shelves of books on cd with other branches. Each has limited titles and I'm sure many other users would be grateful for the additional variety. It would cause some administrative time and labor, but would enhance interest in users of books on cd everywhere.
Just by being what you are now!



hvae email remind of books becoming due like anne arundel does
Either online or at the library where suggestions can be made as to what books /authors are ordered. Notify, by email, a few days prior to the due date, when something is due. Several other library systems have this practice available to their members.
Receiving an email a few days or the day before saying that upcoming items are due would be nice, but a luxury to be sure!
It would be great if emails were sent out right before something is due, not after the item is already overdue.
It would be nice if I could get an email saying my stuff's overdue sooner than a week later.
Build a bigger safer library in the Southern area. Our current library is very small, has no real meeting space and share a building with drug, alcohol and other low life's who are in for counseling and group sessions. It does not feel like a safe environment for children or the rest of us at night. Our parking lot is to small. I would like to see the library open all day on Fridays and from 1-5 on Sundays.
Send money
I would like to receive email notices informing me of upcoming due dates on materials. I think there are too many books on the Book Express. If a book is over 3 months old, then it should no longer meet that criteria.
Instead of sending a reminder email on books that are over due AFTER they are overdue, please send a reminder email out a day or two BEFORE the due date. That would be very helpful!
I find the website a little confusing to use when booking a room a study room, feeling like it should not require so many screens and answers. When I book, I,m usually booking for multiple dates and wish I could just do it by entering all the dates at the same time.
Additional hours if possible.
Expand Twin Beaches branch. Offer more DVD movies and books on CD (not tape). Also offer wider array of music CDs particularly jazz.
It would be a wonderful added feature to my account if the "library" kept track of all the books that I have read so I don't keep bringing home books that I have already read and have to immediately return!!
Extend hours, as suggested in Question #3.
Get control of some of the young people who use the computers. Often they are very loud and disruptive to others using the library.
Make it possible to pay fines on-line,
I am very satisfied!!!!
You're doing great, hope it continues
Get a greater selection of books
To be able to use the same reader the library has for my computer on my iPhone.
More classical music CD's
You have provide more than I needed . Thanks all the workers there may God bless
Keep DVDs longer.
Would like to receive email notification that books are due a few days before they are due. We'd like more concerts like Acoustic Eidolon. Would like to be able to request ILL books/materials online.
Your staff is horrendously snooty. I would suggest you all receive some 'customer service" training.
I can't think of anything that would improve on.
Keep up the books on CD and add movies on DVDs
Maybe have the library open on Friday evenings a few times per month.
More meeting rooms
If you all get the money longer hours the afternoon for people who work past 5:30.
I think the library system is super the way it is!
Enlarge the area where books are sold...so many of us books we would like to donate and they aren't accepted by the library itself...
By expanding on sight DVD/CD collections
Make Southern Branch bigger. Everything is so squished in there.
You are doing a great job.
You are doing a great job.
update movie dvd selections
?
?

?
Would enjoy the library being open all day on Friday.
Provide e-mail notifications before AudioBooks are 7 days overdue. The fine is \$1.00/day. An e-mail on the date due would help very much to avoid large fines!
I think everyone is doing a great job. Love that I can get notifications on holds through my email. I have no complaints. Tax dollars well spent.
I would like quicker notification by email of an overdue book. I do miss having the books stamped with the due date on them. If you misplace the receipt, it's easy to have an overdue book.
I have no needs which are not currently met by the library.
newer books, more audiobooks downloadable to iPod
Not applicable as I'm moving to Houston, Texas at the end of April. I'm keeping an open mind but something tells me I'm going to miss my Calvert Library.
bigger library in Lusby so you can get more books, I have to order my books from other libraries.
Offer holds on/requests for specific video games
There has been multiple occasions when I returned checked out material to a different location than the one I checked it out from and it seemed that the material was never located. I have had to pay for materials that I know I have turned in because the items were never located by the library personnel.
None
None
None
None
None
None
None
None
Offer more selection of African American Books at this location, although I obtain rarely quickly through Marina. Possible hours on Sundays part of the year, whichever is the busier season.
You are doing a fabulous job for my family.
Have Friday evening hours
Automated system to remind patrons via email about due dates, similar to the one used by Anne Arundel County.
I would like to see a greater selection of recorded CD mystery books.
would love for Twin Beaches to be open Friday AM hours.
Have longer hours and hours on the weekend. If you are an online student every Sunday there is a paper due of somekind, Students need access to the internet.
Opening a few hours on Sunday's would be great!
have activities at the southern branch and not just in prince frederick
Offer Rosetta Stone via the internet for members, free of charge.
Increase amount of books on tape/cd
We would like to see a larger selection of audio books for CD's.
Books in Spanish language
Very weak collection.
Hang paintings by local artists on those bare walls. Stay open Friday am and Sunday pm.
I would love to have more items available online. We listen to a lot of audio books and it seems every time I've tried to get one I've had a difficult time in that it was already checked out etc. It's deterred me from going back to try again.
1) Need more meeting rooms for the public to use. I understand the library tries to have lots of activities but it makes it very hard for outside groups to get a room.
2) Need to have hours extended on Sunday. Extra hours during the week is not as good as having the library open on Sunday.
More books on certification.
longer hours, because I like to stop in after work and I'm usually rushing to catch it before it closes and I'd love to go on Sundays because Saturday is a busy day for house chores and Sundays are for errands. TMI?
Offer more selection of movies.
I wish there were more audiobooks (wma) offered online, especially if a book is part of a series. I would like to see the whole series offered rather than a book or two.
Other than being open on Friday mornings, you serve me just fine.

New Movies!
Improve the Library in Lusby like the one in Prince Frederick.
Can't think of a thing
continue as operating now
Would like to see the Twin Beach Library get a bigger location. It is real small.
I would like to be able to down load books to my ereader.
See above
Give us online access to the titles of the books we have checked out over time.
I would like to be able to write a personal check for overdue fees.
Keep it up!
Adding more periodicals.
it would be nice if I could download e-books for my kindle
More computers at the library. More selection of magazines. But really, you are doing a great job!
Get new release books faster
Figure out how we can pay our library fines online. Your survey seems to have missed the new Mango Language training.
I really can't think of anything else besides being open 24/7. But I guess that isn't possible!
Allowing me to renew a item, be it movie or book, even if there is a hold on it by someone else. It is a real expense to me to not be able to renew a item because of a hold, even though I still have 1-3 renews left. Even allowing an item to be renewed for a day or two would be better than not being allowed to the item at all.
Continue to increase selections in non traditional media, like niche/independent music CDs and PC games/media.
At Lusby, the book selection is limited and quite old. My idea of a great library would be to buy a big Border's book + music store, and move it, lock, stock, and barrel, down to Lusby. Of course, this would be way too expensive, so it's just a pipe dream.
I would love it if I could check out library books on my Kindle.
Not much for me being retired, but expanded Sunday coverage will make the library resources available to people who work five or six days a week.
By being open on Friday afternoons and on weekends
Parking is horrendous, totally pitiful - the designer, not the library personnel, is to blame.
More books for the Kindle would be nice
Can't think of one thing.
Honestly, I can't think of a thing except it would be nice to have some comfortable chairs or sofas to sit on at the Beaches and especially at the Fairview branch for those of us who like to read magazines or newspapers.
No way that I can think of
not aware of a need for improvement
Back in the day, libraries were quiet. I'm not sure when or why that changed.
I would like it if the library was open more extended hours in the wintertime.
JUST KEEP UP THE KIDS DVD'S AND KNITTING BOOKS!!
Make sure that the online renewal process works 100 percent of the time. I had renewed movies/books online several times with no problem. But one time, when I renewed a number of movies online and was given a new due date, the Library was not aware of the renewal and new due dates and I was charged and paid late fees as a result, because I had not printed out the page where I renewed online.
I love the small portable audiobooks (I dont have a CD player in my car) and would love to see more selection. Otherwise I generally find everything I want--fiction, non-fiction, music, etc.
The new audio books that you can plug earphones into are the best. I would like to see more of them--they are easier to use than downloading from the library's internet.
I feel that the Calvert Library is meeting all of my needs completely.
more computers at the Fairview location
Longer Friday hours. Host homeschool events. Add homeschool books. Add Lacrosse videos. (I have requested two items over the years and niether have been ordered.)
Entrance to the side of the building thru the cafe area. The end of the building is the furthest from all the parking. I love

the standing lane for books drops.
more current audio books on cd
Be more pleasant and less condescending to people when checking out books. Remove books that are extremely dirty with food stains in them and those that are becoming unglued due to age. Most books stored in the library are in very bad shape.
Don't wait 7 days to send out late notices. Especially on cds and video items. At \$1.00 a day with a reminder in 7 days the fee is then already \$7.00.
Could you change borrowing times from 3 weeks to 4 weeks?
For gosh sake, please, Please, PLEASE "get over" the ridiculous and outdated notion of an adult (not to mention REGULAR) customer who has their last name and PIN needing to have their plastic card with them just to pick an order up!!!
Think about it! How would anyone else know an order was waiting for them AND even if some such diabolical master-mind "book-monger" did exist, how would you explain them having the customer's PIN?
This is 2010 for gosh sake --- we all have enough cards to carry around!
please, Please, PLEASE communicate the concept of reasonable adherence to "the rules" to the few Type A managers you have to, "Let It Go!", especially when you have a preponderance of employees intelligent enough to accept a customer who walks in and has their name and PIN but, are loking over their shoulder because they have the brains to show some initiative !!!
Ooooooooooooooh, my blood pressure over this ridiculousness!
Is there a way to send out reminder e-mails that you are about to be over due?
See question 12 answer.
We are very happy with the library.
No idea
More audiobooks. :)
i can't think of anything that isn't available that would help. the library is fantastic.
Calvert County Family Day Care Association has been using the library for our monthly meetings for several years. The inability to reserve a meeting facility more than 2 months ahead of time and the fact that when the dates are released all the prime meeting times are reserved for the library has forced us to find an alternative meeting facility. We are very disappointed that the many years of our relationship with the library has come to an end. In the past the Calvert County Family Day Care Association has been honored to donate funds to support the library. However, now that we must pay a facility to hold our meetings we no longer have the funds to donate to the library.
I would like more non-fiction books.
Your hours are my biggest issue, you are almost never open when I can get to the library. Also if you offered email alerts that folks could sign up for if interested for events and activities.
1. search engine for titles and authors seems less accurate than most web applications--get undesired extra items. 2. It would also be better if when a search comes up with nothing, it offers to search MARINA for other locations rather than requiring you to log into a separate database. That could also eliminate the question when using MARINA about "did you check Southern MD first?"
More current titles
I wiah the Maryland library system as a whole had a wider selection of books.
Nobody in our building can have a postal mailing address--we'd have to get a PO box. I have another place to get mail, so I don't want the expense of a PO box. I wish I didn't have to have a lower level of membership at the library because I don't have a mailing address. I do have an e-mail address, and I have an address in Calvert Co.
doing great, KEEP UP THE GOOD WORK.
Increase books on CDs and ebooks. Notify by e-mail before book on CD is overdue.
Perhaps make an effort to maintain in your catalog a collection of the 150 or 200 best U.S. and foreign films of all time.
Have a more extensive DVD?Blu-Ray collection of newer material
Return the CAssette audio books.
You do a great job.
I think they are doing a great job with what they have.
no way, it is my favorite library
Open a branch in Saint Leonard
No me personally, but the teens always need more to do.

More books and authors on books on CD
More adult/college level non-fiction books. Your collection is not as comprehensive as Anne Arundel or Prince George's Counties' Libraries. Now, of course they are larger counties and may have more money, but frequently I am disappointed by the lack of available books in Southern Maryland and have to go to the other counties to satisfy my quest for books that interest me. Also, once I do get a book sometimes I have to return it before I'm finished, because someone else has placed a hold on it.
More helpers walking around.
Get higher quality books. Very few books I read are stocked in the PF library - most come from other libraries; e.g., Charles County
Having the job counselor come in is a truly wonderful idea. Any further ideas that reach out to the community seems the best way to go. Maybe a resume writing assisted course ( a couple of hours or so).
Get better street lighting for after-dark hours. I will no longer come to the Lusby library at night. There are people walking on that two-lane road with no street lighting. I almost hit one pedestrian because he was in the road itself. I will now only come during daylight hours.
Strongly desire quicker turn around on acquiring new books titles in large print and on CD and duplicate copies.
More DVDs. The selection is very small. More classes. There are not very many. I take day and evening classes and the classes offered at the library are only once a year.
No suggestions at present.
Would love to see some Sunday hours that would be great for the kids in my family.
I would love to see a larger selection of audio books on CD in the branch, I frequent Prince Frederick and Fairview the most. I drive a lot and they are the best.
I have no suggestions. Meets my needs nicely.
New Southern Branch.
Get more PS3 games
I'm very satisfied with the present system.
You could have more books available.
auto send emails as soon as book(s) are late.
More storytime
I think you do a great job meeting all my needs at this time.
Reduce the overdue fee for books on cd. It is much too high!!
i'm happy with the present set up.
obtain more fiction novels, biographies (historical US figures)
Sunday afternoon hours would be a real boon, I would like to see an expansion of the audiobooks on cd to include more SciFi and mystery selections. The computer technology selection seems to be most lacking in th etri-county library system.
Being open on Sunday :D
more partnerships with public schools/inter-library loan with schools; more subscription databases for research projects
Newer Movies, purge older ones
this is the first email i have received,nothing more,are emails being sent (how often)
It would be nice if the Lusby branch had more of a selection of current or recent best sellers.
I think Calvert County libraries & librarians do a GREAT job.
Wider selection of audio books.
Have your songstress sing while she is working.
Staff always helpful.
Thank you for what you do!
I'd love to see some Kindle compatible materials.
More country music
I would like to see the Prince Frederick library host a classic literature monthly book club.
Organize catagories of books to be easier to find. The system seems a bit hit or miss on catagories.
increased hours, more events at the Southern branch
Be ready for lots of people to get Kindles.
more cd and mp3 books
See other remarks please.
As always, more books (and books on CD) are always welcome.

Expand Friday hours to include AM.
Better parking near the PF library for all patrons.
nothing
nothing
nothing
????
Once an overdue account (for past due book fees) is sent to collection agency, it is impossible to remove from credit record. My 19 yr old son has only one thing on his credit report, and it is a negative rating from the library's collection goons. This is a most unfriendly way to do business. Also, the item was returned, the library acknowledges as much, but the collection agency will not reduce amount, because then they don't make as much money. Very, very bad business practice: are you now managed by Citicorp or Bank of America?
I don't need anymore resources than are available now.
Parking spaces are too small (width).
The physical structure and space capacity of some branches is inadequate--Fairview and ESPECIALLY Southern.
I can't think of anything at this moment.
I would like to have more activities offered at the Southern Branch instead of them all being at the Prince Frederick location.
The computers at the Lusby library always seems to be in use when we go there. A larger library would be nice but more computers seems to be a need.
More movies ;-)
Make it easier to access the catalog. I loved the physical card catalog. I hate having to log on to a computer in the library to use COSMOS(?) to see what is available.
Well, there are a couple books by Lora Leigh, that i placed held, but have not recieved in about a month or so. Efficiency could be a little better, but overall, I am resonably pleased by my library experience.
It is hard to request books and receive them from libraries across the state--not the tri county area libraries
A larger book collection would be nice.
You're doing a great job already!
Increase the e- book reader material that can be checked out.
Be open Friday mornings.
Be open Friday mornings.
online services, email reminders of upcoming due dates
I love little kids, so I would like to be able to volunteer to help out during the infant story time.
Don't have any idea presently
Can't--service is already WONDERFUL!
We would love to have a larger library!!
if in all libraris you find us to see if we need help
Keep up the good work, and mayhbe don't close for so many holiday weekends,,,,,
I'm good! :)
MORE BESTSELLER BOOK COPIES AVAILABLE AT EACH BRANCH.
As for me, everything is fine.
The library is closed too frequently for random days, such as days like Good Friday and various other days throughout the year. I would like to see more hours on Sunday as well, at least at one branch, such as Prince Frederick. I would also like an email list so I can be notified about events at the library, although given a targeted events. (such as not hearing about children's events)
Please open on Sundays!!!!
Sunday afternoon hours would be very convenient
Offer sunday hours
Have extra books ready for people so they don't have to wait forever just to read a book or two. Also, to have your website open even if closed for service updates, keep it up on the old service and the next day start it on the new service.
More kids DVDs.
I think it would be a great service if you would send an email reminder that checked-out items will be due in (for example) 3 days. As it is now, you only send an e-mail if items are very overdue. I have found, since I am often out of town for 1-2 weeks, I lose track of when my items are due. If you send me a reminder before the due date, I can renew by internet (from wherever I am), rather than incur fines or find that accumulated fines prohibit an online renewal. Thus

even more fines....
The hours of operation are archaic. This isn't the Calvert County of 1959. News flash...3/4 of the county leave the county to work. This means that they aren't IN the county during the day. Those people rely on evening and weekend hours...that would mean AFTER 5 on Saturday and SUNDAY!! It is beyond me how you could justify closing the library on Friday and Saturday evening and not be open at all on Sunday, at a time when the children who don't have access to the internet or the facilities the library offer. Yet, some brain donor thinks it's "good sense" to open @ 9:00am 4 days a week when kids are in school or the parents who would be transporting those kids, are at work. As I said, this isn't 1959, take a look around and join the current decade!
Friday evening hours would be a great help.
nothing I can think of
I'd really like to see the library open on Friday nights. I'd like to be able to pay my overdue fine online.
The collection is not as extensive as I might like, especially with regard to newer book releases.
More copies of DVD's and books.
dont know
Am listening to more downloaded audio books, so more titles and/or licenses would be lovely.
more books available on digital download for audio.
More events geared for kids 2-4 years old.
All needs are met
Continue sending emails like the one sent today. It had quite a bit of information in it, and it was organized very nicely, easy to read.
Enlarge the parking lot and make the parking spaces large enough to get in and out of your car. Currently, I think the spaces are only as wide as a compact car. That doesn't leave any room to open the door, especially with an armload of books.
the Hold system needs improvement
I am very happy with the service.
More audio books.
e-mail special events to public
Friday and Sat hours would be awesome, but do understand that is always a function of funding.
More up-to-date videos and CDs to check out.
Increase hours and selection. More audio choices for download with easier waitlist system enabling more holds and varying checkouts. Email to lengthen holds time for materials. Email reminders of materials due and joining of multiple Accounts for kids accounts to be linked with parents. Longer rental time for games and DVDs
Get rid of the loitering youth out front.
Making e-books available for checkout would be fantastic.
Would like to be able to read library books on my i-pad.
Increasing new releases of informational audiobooks
More events for adults.
for my use everything is great.
Send emails to indicate what is going on at the library. Online access to information would be nice
More hours on Fridays.
Get more Black/African-American books.
I have observed the particular personel at the Lusby branch. I have noticed that they can be, and often are condescending to seniors, and to non-white patrons. I have witnessed a much friendlier attitude towards, white patrons, than to non-white, on more than one occasion. I personally have stood in line to check out a book, and had to wait until the library personel were finished their personel conversation, before they decided to wait on me, with me standing in plain view. I would not complain, and really this is not much more than I would expect from a southern state; but I have seen this on several occasions.
Friday and Sunday evening hours
I couldn't ask for anything else, the Calvert County Library System is the best!
Would be nice to be able to download books on to my Kindle.
I would like more african american audiobooks.
Extended hours
put in an elevator for persons who need it
Open earlier on Friday

set up the website with a logon ID instead of having to type in the library card number. That is one LONG number to have to memorize.
It would be wonderful if our online account would show items previously checked out.
I would like to see Friday evening hours. Since we don't have a Barnes & Noble bookstore, but there is a Panera Bread across the street from the library, a good book and a cup of coffee can be a date night for my husband and I. We always enjoy perusing bookstores.
??
na
Add a drop box in Saint Leonard.
The Calvert Library is Top Notch!
IT IS VERY DIFFICULT FOR ME TO READ TITLES OF BOOKS ON THE BOTTOM SHELF. I WISH THOSE LOW SHELVES WERN'T USED.
prices to send a fax too expensive! be reasonable.
Just by adding hours on Sunday's because I almost always need library time on Sundays for projects-but the libraries never open!!
Be open on Sundays
I have problems with the new system of stamping the due date. It appears that the purpose of the new system of giving patrons a print-out of the due date, etc. is probably a money-maker for the system, rather than a convenient reminder to return your book because the paper receipt can be lost or mis-placed. Of course, this results in fines. I am more reluctant to borrow books for this reason. In addition, your practice of notifying patrons about overdue books does not occur until the book is a week overdue, rather than letting you know the day it is due, or a day or two after, is not convenient.
To be able to return electronic materials after hours.
Longer hours on Fridays & Saturdays when we have time to go to the library. Also, either more books or magazines about crafts - especcially beading & decorative painting. A lot of general craft books you have seem quite dated.
wish you have more dog training books.
All of my current needs are being met.
just keep doing all the great things you do to serve the community
Less wait time for more popular DVDs
Post conference room date availability on line - it would be easier for event planners to schedule meetings & seminars.
Adjust your computer program to send overdue emails a day or two before the books are due!!! It doesn't help to get it a week after when I already owe a fine. Seems like the library is just trying to make money in fines. There also needs to be better access to new fiction and a better selection of books. It seems like the only way I can find the novels I want is to reserve them, often from other libraries. I have had a request for the Jodi Piccoult book in for several weeks now.
Would like to have the ability to check how far down on a reserve list my request for a book/DVD is.
Larger morevaries inventory of audio books.
I would love Friday evening hours if possible. I usually get off of work at 4:30, so I can't make it to the library by 5:00 when it closes (I'd get there around 5:15). So, additional hours would be great.
Please get more classical CD's and movie/tv DVD's.
I am happy with the service I get with the staff at Fairview!
I have put 2 books on hold about 2 months ago and I still have not been gotten them. My suggestion is if you have alot of holds then you should have more books available for the customers.
Longer hours on Fridays and Saturdays. More space at the Southern branch.
Doing a great job! Everyone is so friendly.
Build a relationship with the university of maryland library system that will allow for more research
Instruct to those who come into the library that cells needs to be on vibrator or off, it's really a nuisance and disturbance when a phone is ringing and the person is talking, while others is trying to concentrate.
Personally, I wish there were more selections in Photograhly and Digital Graphic Design. I have requested books in the past in this subject genre and others and sometimes am able to get them. Sometimes there isn't funding for the purchase of these new books. Many fields ie: IT and Digital Photography have a short shelf-life because the technology changes so often. Perhaps a better Periodical variety would be the solution for this ... less expensive than buying books but keeping up with the subject matter on a weekly/monthly basis. I do find most of my information via periodicals for this reason.
Do a survey on what periodicals serve us better...perhaps you will find valuable information per demographic.
enlarge the paperback fiction section
It seems that most of the selections which I am interested in have to be ordered from another library branch.



At Twin Beaches, I would like to see the books organized by broad categories, such as having a mystery section, rather than their being interfiled with spine labels to designate the type.
Also it would be nice to have a better collection of used books for sale. I realize that it is solely dependent on what people bring in, but perhaps many are not aware that you take old books. Maybe you could include it in your emailings or post a sign that used books are welcome.
Friday evening hours. Keep updating DVD's and resources
More CD books
keep up the good work!
More book signings by local authors, especially. We have an amazing number of them!
more computers for younger kids
Allow non-profits to use library facilities who charge minimal cost for materials, etc.
Have more knowledgeable staff. Have more courteous staff.
Don't charge patrons outrageous late fees when THE LIBRARY'S online system to renew materials fails to work. Why should we pay for YOUR failings?
As for the services listed in the next section. I am unlikely to use any of them in the next two years other than the downloadable audio books. I will no longer come into the Chesapeake Beach library due to the nasty and ignorant staff I encountered the last time I was there. I may occasionally use the Prince Frederick branch, but only if it is absolutely necessary.
I have no complaints now. Keep the status quo.
you are doing great
n/a. All is well. Thank you!
I think you do an excellent job. Send out email reminders when we are approaching a due date. That would really baby us!
I utilize the audible CD books and would like the selection increased.
when look for thing i need from the library they some time do not have and have to orderit and it take awhile for it to come. if in the near future have it on hand
Longer hours.
Label books as Mystery on the outside so they are easier to spot since they are all mixed into Fiction.
Drive thru drop box for retraining books.
I was not happy with the "alternative family" children's penquin book. I felt it should not be in the children's section, but available elsewhere.
Longer weekend hours
Just continue to do what you do is all that is needed. You already serve the community well.
I wish that you had more of the classic and standard authors, and not so many books of the "best seller' variety. For example, more Hemmingway, Flannery O' Connor, Henry James, etc.
Smaller fines on CD-books. \$1 per day seems exorbitant, unless someone has material on hold.
more hours
more hours
more hours
I've had 2 occasions when we returned DVDs on time but were dinged for a late fee; there's no way to argue it. I now walk DVDs in and watch librarian check them back in.
Get Consumer Reports online.
make more user friendly to download books on ipods. i can't figure it out.
have a children's story/ craft hour on saturday mornings
More current DVDs Downloadable books for my Kindle
The Southern Branch is too small and too crowded. It is time to put some resources into expanding the services and facilities in Lusby.
Having book express last 2 weeks instead of 7 days.
more audio book options more audio books other than iPod, for example, mp3, ZUNE

More audio books
More audio books
Love the new PF library, however, the parking stinks! It would be great to be able to exit via the patio to the parking lot in the court. A drive up box to return items would also keep people (like me, especially if it's raining) from double parking to return books.
Have more programs like the Nikki Giovanni series; wish you had more community meeting rooms also!
Sponsor good, clean, family type movies sometimes.
Continue to sponsor programs with community groups.
The biggest help would be if we could have a custom logon ID instead of having to use the library card number.
I think everything is great as is
The Southern library is way too crowded!! There needs to be more space.
I am happy with Twin Beach
Open on Friday mornings
provide more books on tape
I listen to a lot of audio books (CDs) and very frequently the CDs are scratches or skips and of course in the best part and the book --- this is very frustrating when you're involved with the book. If there was any way to prevent --- or encourage patrons to report the problems before they are re-checked out??
Try to have a greater selection of books on CD if possible.
STamp the due date on library books as was done in the past.
Audiobooks downloadable on my MAC
Doing a great job!
longer hours on saturday or hours on sunday would be great... especially in the winter for the kids
Better hours.
Open 1/2 day on Sunday.
let middle school children volunteer at the library for community hours for graduation
You are doing a great job!
You are doing a great job!
Re-arrange Fairview; it's very crowded when checking out.
Please be sure the librarians renew current books when I am checking out new materials.
Make Storytime a drop-in event.
Wow-this is a tough one. I was very spoiled in my former town, but you live up to very high standards also. I am very satisfied.
More military history books.
We need more parking, but there isn't room. Also, I would not have to walk so far from the back parking if the side or back door were open to the public.
Clarify differences between 1 week and 3 week borrowing periods for DVDs. Lower prices of late fees for DVDs, particularly if they are returned within a few weeks. Have a fee amnesty period each year for good patrons.
More CD audiobooks! More CD audiobooks on personal finance, history, biographies.
It would be great to have Sunday afternoon hours. We are a family of 7 and we frequent the library at least twice a week.
Can't think of any way.
Keep doing what you're doing.
I have always been served very well and left with the information I needed either in hand or on order.
Some Sunday hours would be good.
Advertise or use email to let us know special things happening during a particular month.
just keep up the good work
I would prefer the library be open later on Fridays so that I could take the kids after work.
Be able to get books from other Maryland libraries (Baltimore), add story telling CD's ( Donald Davis)
Expand variety of books and resources available.
More librarians at peak hours. New titles without one week check out only.

Keep up the good work. See #13.
Include more books on 'playaway.'
Be open on Sundays.
First - other counties, like Anne ARundel, send a courtesy email to customers who have materials checked out, PRIOR to the due date. Plus they do not wait a week to let someone know their materials are overdue. I'm sure this is automated and you should provide these services too. Fines are way too high for DVDs
Have the microfilm reader turned sideways so that you can see the screen when you are also on the computer next to it.
Several times I have not been able to use the microfilm reader because someone was on the computer next to it.
Send emails several days before items are due., not when they are overdue.
Improve the website so that when you are trying to search and then reserve books, you do not have to keep re-entering your card number. Once you log on it should be able to keep you logged in no matter what you are doing until you log out. It would also be nice to be able to set your own user id to log in rather than using your card number.
You meet all of my current needs!
sunday hours and friday evening hours.
Have more books on CD.
I wish there were an option to reset your password to log in to the website.
Expand hours, expand book selection, more craft books, more CDs and movies.
Evening events for children. There are just as many mothers that work and would like to bring their children to storytime. I would also, like to see more African American events.
Be open on Sunday!
I can not think of anything other than I have a junior in high school that likes his books on tape or cd when possible but I may be asking too much (often the HS books are not found on cd)
I have downloaded the Cosmos App, but would love to process my account on the I-pod App as well.
Can we receive an email when something is past due by one day? I received on once, and it was to tell me that the item was a week past due! At that point the items were racking up some serious fees!
By splying more up-to-date reading materials.
I would like to see more "inspirational fiction."
Definately would like to see evening hours on weekends and at least 5 hours on sundays. (Sunday preferred) Many young people are so busy or preoccupied that they don't think about their assignments until the last minute. Additionally, I work 6 days a week and am unable to spend time at the library with my child until sunday afternoon.
STOP the cell phone use while in the library! It breaks visitors concentration to be reading and have numerous people around you all talking on the phone in various voices. The library is a place for everyone and just like in a doctors office it has no place for cell phone use.
I think you are doing a great job!
By getting 7th heaven seasons 9 and 10.
I would like more choices and more complete series in ebooks and audiobooks.
I'm very pleased with the services offered.
Provide fax and copies at much lower cost. Also the late fee's for movies are way to high.
Earlier email alerts for overdue items. Less costly fees for overdue DVDs. Outside reading or playarea
create a closed in area for children in each branch.
Not sure.
Police the children/parents running and talking loud in the library. Understand that we are in the 21st century but, there was a time many years ago when a library was a place you can study and read. I have noticed in other libraries, that there is still a quiet policy.
more dvds,fashion books, nonfiction
I love being able to request and pick up books. When I am interested in a topic, I immediately search the system and request multiple books on the topic. I am pleased to get them within a few days. Often I purchase them for myself after seeing what they're like.
More better and expanded cd collection with more books like Hubert Selby's The room & The Demon
you can get more vampire and teen books. many people look for teen books that they haven't already read and can't always find them.

Wider selection of audio books, more mystery and suspense fiction written by women, believe I have listened to nearly every one.
front door vs. parking is a bit inconvenient, especially when the weather is bad. Not sure anything can be done about that now.
I did like your former system of getting information from online data bases. It was easier for me to use with our students researching articles from The Washington Post and other newspapers and magazines from satellite locations.. Often my students do not have library cards and I have to use mine to get them onto sites.
Allow me to pay late fees online by credit card, or Paypal, so I can request holds when I have fees.
Have a longer duration for check-outs, especially movies and new books.
no way its an amazing place to be and a better place to be then on the streets!!!! keep up all the great and amazing work that you do!!!!
I can't think of anything at this time.
Just keep up the good work and educate me re Kindel / Ipad???
ie When do I need to get one and can you guys offer a big discount?
bigger Southern Branch
Perhaps more toddler friendly computers.
Have hours on Sunday afternoons, especially in the winter months
I perhaps would like to see an hour or so of music on a Sunday afternoon. The library I used in another state always had well attended musical afternoons. Also many different crafts and information could be better addressed in the evenings or afternoons.
dont charge if late only if lost
I can't think of anything.
More large print books for my mother-in-law
More audio books, especially high-quality authors/unabridged.
Also, would like more audio books that are business, finance, and investing-related.
Can't
Can't think of anything!
I Like This One The Wayn It Is.
more ps3 games! reduce overdue fees for multimedia
Good question
I am satisfied
I can't think of any.
Friday am's. More tv series on dvd (ie:Glee), better control of quality of DVD's. Most often when we borrow DVD's they are scratched beyond viewing. We clean all audio and dvd before using. Wish you did too. Please sort broadway musical cd's separate of other cd's and get more! Thanks
Saturdays are my errand days...longer hours
more selections
Sunday hours, at least at the Prince Frederick branch
i'm not sure.
MORE SELECTION OF PERSONAL IMPROVEMENT BOOKS/CD'S
I would love to have Sunday hours
Old fashion card catalog!
You serve me so well that I can't think of any ways to make it better.
Perhaps have one more child's computer.
Update the catalog search on the website to make it easier, more intuitive and more functional please!
Stay open the same hours.
More weekend hours!
No complaints.
Make more computers available in the library for searching the catalog. I usually do it now before I go because it seems like there are never any available when I go to the branch.
The service they are prviding to the community is good as it is.

Can't think of anything right now.
1. I haven't quite figured out how to get ebooks on my iPod. I think I'll have to bring it in to try.
2. Please keep getting some audio books on cassette, esp. Alexander McCall Smith.
I'd like to see common areas established for cell phone calls, and the rule of pindrop-silence and civility enforced.
Maybe more than one copy of videos ( the t.v. series especially ) so we don't have to go on wait lists to get copies.
I can think of none at the moment.
More intersting programs, i.e. seminar about Julia Childs, or info on dogs
Nothing comes to mind at this time.
Nothing comes to mind at this time.
nothing i thinnk its just wonderful!!!
open up earlier on fridays.
Get Sunday evening hours.
Keep stocking the newest books in audio format
Have more books in every genre displayed at the Prince Fredrick library
When selecting books to put on hold, users have to re-enter the password, etc. after each book. To be able to select multiple books and put them all on hold at one time would be nice. But overall the service is excellent.
It would be nice to have Friday morning hours. So many times I stop by to pick up and forget until I get here that the library is closed.
A larger library would be nice too.
(none)
extend the Friday hours
More members of a series either in audio or print form. I.e. I read a book I like and these days they are almost always part of a series, so I like to go back to the beginning and read from there, but it is rare I can find them all: Elizabeth George is probably well-covered but not the Charlie Moon series; right now I am listening to Sharyn McCrumb but was dismayed to find the earliest Book on Tape is not the earliest in the series. digiplayers are a neat idea but I have mostly had technical difficulties with them. Also, I think I tried a downloadable audio book to my Mac, but I can't listen to it in the car if it is on my computer. It would only be useful on my iPod which I don't think was an option when I checked.
not have staff be so manic about some of the rules
Maintain the current PR of your employees.
I've always had a pretty good experience with the library, the only drawback sometimes is that when a new arrival book comes out, sometimes I have to wait weeks or more to finally get a copy, but I understand, so it really isn't a huge problem.
all is well
To have the monthly calendar of events email to me
Longer hours on Friday would be better. I would also like to see more activities that are for kids/families with special needs. The rate of Autism is 1 in 108 now. In 1980 it was 1 in 10,000! The numbers are growing every day!!! As a parent of an Autistic child, I hesitate to bring him to the library, because I'm afraid others won't understand his behavior. I believe that there are other mothers/care givers who feel the same way! It could be as simple as a reading time for special needs, Wii time, crafts, all the way up to programs that teach others how to understand Autism. I would be able to do limited volunteering to help!!!
Can't think of anything.
You are doing a fantastic job!
Expand the facilities at Twin Beaches Branch to accommodate meeting rooms and additional resources.
Nothing.
more space - this branch is very cramped
Better movie selection
make sure i turn my books in on time
the southern location is a great place to visit but on occasion it has a tendency to become @ times a little louder than expected
more video games
can't think of a thing besides more hours
Have books on the shelf that show how to build home made wooden boats.
I work as an assistant in an ESOL class that meets at the library two mornings a week in meeting room 3. We have to set up our own white board which we store in your storage room. We have to pester a librarian to unlock the storage

room for us when we come in (to get the board) and when we leave (to put the board away). It would be really great to see white boards installed in all the meeting rooms. If aesthetics were an issue, you could get ones that had sliding or cabinet like covers on them that could match the walls. I'm sure this would be helpful to lots of groups who use the meeting rooms.
More Large Print books.
If funding becomes available, I would put the money into replacing the reduced supply of periodicals (esp hobby magazines) and newspapers and increasing books and other media resources.
We travel for three months each winter in our RV. We'd love to take enough audio books for both the trip down and home. But while we can renew, cannot renew long enough to get us home with a nice book or two. Any chance you would either sell us old audio books or allow extended renewal - don't mind if the books are old ones.
Get e-books and more Biblical based books
When is the library going to be upgraded?
Isn't that enough?
I like everything about the library
more books on cd's
More movies
I would love to see you have almost every book of each author you currently have.
Extend Friday evening hours so students are able to get books/resources for weekend homework.
I haven't been successful reserving movies online.
Change the online services so that after you have entered your library account number and have searched for a book, that you don't have to enter the number again in order to request a hold on the book. That number is long and the process can be annoying. Why can't the number be remembered?
Have a better selection of karate movies.
If we could time the hold requests, that would be great. Like a calendar of availability for the book and then we "schedule" it for a certain 3-week period.
I attended the Victorian Classic Book Group and really enjoyed them. This winter seemed so long without having a book that I knew I had to read and a group to go to once a month. I really miss the group we were really bonding and had all become friends.
can't think of a thing that needs to be changed.
I use the library 6 months of the year and the rest of the time I am in a different state. When I come back to Maryland I always have to remember that the Twin Beaches branch is closed on Friday mornings.
Downloadable videos.
Great job already
book summary or synopsis needs to be re-instated on all books
Train personnel in Prince Frederick more in customer relations/social skills. Also in returning items on computer when returned on shelf. Have experienced multiple times in Prince Frederick an item returned before due date, yet charged late fees even though items are located on shelf.. Fees were cancelled but the return flow/system is a problem in Prince Frederick!!!
recorded books needs updating and work on good books to listen to in strategic places
Knowing where I stand in line for the book/tape/cd I have on hold ie: # 5 of 20 requests.
I've read about other libraries that have passes to local museums, etc., that you can check out for a week. That would be great.
I am currently very pleased. Just maintain service that you provide.
Longer hours on Saturday.
Satisfied
Be open on Friday evenings
FIX THE WEB PAGE! I'm SO sick of having to put in my personal information every time I go to a new page. It's RIDICULOUS! I've made this complaint before and was assured it was being fixed. It's been at least 3 years now. PG Library you log in and then don't have to put in your info again during that session. All my preferences are already there. PLEASE FIX THIS! It's annoying beyond words!
Have more meeting rooms or places to do tutoring with larger groups of students.
get more computers and be able to download games from online during ur session
open earlier on fridays and being open on sundays
Expand holdings / and/or make user friendly search for outside Calvert, MD and more.
more games and allow hold on games
The staff always goes above any expectation, I can't think of any way to improve

Longer hours on the weekend.
If the library was open later during the weekend and weekdays. That would help my family with the rushing from church to the library in a split second.
The staff is always friendly and willing to assist customers in a timely fashion. I think you are doing a great job!
I would like there to be more newly released entertainment DVDs.
I really only listen to books while driving, so I would like to see more titles available in audio format ( CD or playaway)
I'm very happy
more computers and activities fro children
It would be helpful to have more fiction such as the classics--if those are not on the schools' reading curricula, they're not available. Also, more serious nonfiction--too many "self'help" titles clog the shelves. Too much space is given to the lowest categories of fiction, e.g., romance novels and novels by non-writer writers like Nora Roberts, Jackie Collins, et al. In general, though, I usually find something of interest every time I visit. p.s. when did library users become 'customers' instead of 'patrons'?
Extend the weekend hours. I work Mon-Fri and I would frequent the library more if there were weekend hours.
Have a pay phone and faxing capabilities.
Please open on Sundays. I would frequent it more.
It would be useful to know how many people are ahead of you when you reserve a book.
Bring in college representatives for meetings with students; provide more frequent mini-college fairs.
nothing that I can think of
doing a great job
Prince George's library system sends e-mail to their patrons of upcoming due dates for materials. It would be nice if Calvert had a similar service.
I usually have test on Mondays & if the Library was open on Sundays that would be great !
The search engine for Cosmos could work better (more like Amazon.com). Now, searches on Title return invalid books
we are very happy
Teach the staff to smile, some act as if it is a bother to help you but some are very friendly and a real pleasure to receive help from.
Also there needs to be more space available for the childrens story time.
Parking is horrible!
At times it would be nice to have a quiet place to go study and use the computer. I have a college student who needs to take tests and quizzes on-line and who tried to take an on-line class. Since we do not have high speed at home we have to use the library and some days the library at the computer can be so loud. Especially Twin Beach when the teens are off school. I am very much in favor of having a safe place for these teens to go and am thrilled that some chose to hang at the library rather than getting in trouble. But it would be nice to have a computer in a quiet room for those times you need quiet. We have used the quite study rooms at Prince Frederick and that worked great. At Fairview we tried to use the study room but at the time there was no internet connection in it so it did not work for on-line test taking. At Twin Beach we tried using the lap top and going to a corner but they could not get the lap top to really work that day and the places out of the way to use it were limited.
It would be really nice if you could reserve a computer a head of time. Sometimes my child needs to take a quiz or a test and we come to the library and all the computers are taken. We can get our name on a list and when use one when one becomes available, however, if we could schedule the use of a computer it would be helpful. Perhaps just having one computer in the quiet study room at Fairview and allowing you to schedule the room would solve the problem. Or perhaps allowing you to reserve the lap tops so they will be available when you come in to do an on-line class.
For her on-line class we ended up scheduling a study room at Prince Frederick and then using the lap top. Since few people knew about the lap top it was easy to get. But as people find out about the lap top that will become harder.
The other thing I find to be hard is that everyone is given an hour and sometimes we go to work on a college class and get bumped off. I know that access has to be equal and not discriminate but if there were a way for people doing research or classes to have more time or priority.
I have no idea as you have so helpful already.
I think you serve everyone wonderfully. The staff at this branch, (Lusby) are very friendly and kind.
Find a better digital audiobook service than Overdrive
Please build a new larger library for Lusby.
Maybe Sunday hours otherwise - you do a great job.
More storytime choices at Fairview branch

nothing you serving me fine.
Easier access to materials in Maryland Library System.
More variety of events towards teens besides movie/game night once a month
You are amazing! Just keep up the excellent work!
I don't know you do so many things well.
I travel a lot and enjoy books on tape. When an item is late, an email would be great wintin a day or so instead of a week.
Rotate the audio-visual materials (DVDs audiobooks and music cds) among the various libraries on occasion so that people can readily browse more of the library's materials from their "home base". Not all have computers nor ready transport.
no way its fine
Extended hours. Increase the inventory of media. Bring in more authors for book discussions. More book clubs.
Seems great already
More computers so less wait time. Fairview is brighter with lights.
More hours on Friday and possibly Sunday.
The system in place for notification of overdue items is very frustrating. We don't get any word from the library until a week has passed. If the item is a book this is not much of a problem, however if we have checked out 2 or 3 DVD's, for 5 days at \$1.00 per day each...that fine is significant. I understand that this is the patron's responsibility to return the items in a timely manner...but if you are going to send a late notice, can the library put a system in place to notify the patron the following day...instead of waiting a week?
The librarians in the children's section do not make visiting parents and children feel welcome. Why would you put a sailboat in the library and then tell all the kids they cannot put books in it, stand or climb on it? That is the first thing they are going to do. Additionally, talk to the parents about thier child, do not take it upon yourself to discipline the child. My children are pretty good about following the rules at the library but based on personal experience, observation and complaints from other Moms, I do not bring my children to the this library anymore.
Open earlier on Fridays
*Conveniencs like using our telephone # or one family library card or reference # * do wish for book stamping to be restored instead of paper (which cuts down trees) * the handicap buttons for doors pose a hazard for very young children who push the button (while their mom is at the librarian's desk) and run outside into the parking lot (this has happened). It is a worry and concern always for mothers. *Restore the stool so children can see and put their books on the counter, so Mom can have her hands free and focus on checking out materials.
No suggestions.
Better selection on movies and extend the library card amount from \$10.00 to about \$15-\$20.00.
You do a good job already.
Need more parking spaces
1. Ask if we want a receipt- if no, it saves \$ 2. Default library when reserving materials 3. Allow search of on order for materials by genre sf, gr, etc. 4. No limit on the number of items on hold (Anne Arundel does not have a limit.) 5. More personal finance books 6. Earlier notification of overdues (days before they become overdue.)
not sure
not sure
Obtain a larger collection of "classic" literature and not just top 40 best-sellers
I can't think of anything! You guys are great.
more books: paper, CD, or digital
Not enough parking for handicap and the new books & videos are across from each other where people are coming in & out. I feel like I am in the way also the book drop is in the middle of the desk- you always have to ask someone to move.
Love the service now
More up to date movies/dvds.
A computer room.



Old movies, musicals, It would be very helpful if you could enlarge the library we need more computer space.
Keep it quiet
I'm not sure. We can't have everything we want.
Nothing really. But more computers and bigger library.
I really couldn't say. The attentiveness of the staff is always first to this customer and is always right there.
Keep up the good work.
Open Fridays later.
by getting the computers fixed, they have problems with internet explorer and flash10c.ocx ....is giving all the computers and the people that use them a fit... we have told the librarians about the problems that everyone is having on computers, they said they will send it in again to the tech crew and hopefully they will take care of it ! this is at all the computers in calvert county. and has been like this for the last month that i know of. All the people who go too the library and use the computers....will thank you for looking into this matter. have a good day! :-)
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You're doing a great job already.
The library is great, but I would like to check out blu-rays, and have a better selection of audio book downloads, and be able to check out books to my kindle.
Nothing can be done but need more parking spaces!!
My needs are well met.
the twin beach parking lot. the spaces are small,tight.
Open the library on Sundays and just keep doing what you are doing.
reducing the cost for copies and printouts especially when they are related to educational activities
What ever the public thinks is needed it' s not for one individual person.
As a repository for reading material, class offerings, Great Job.
more playaways
More \$ for book requests.
Newer books by popular authors
Please be open for a few hours on Sundays
Make story time a little longer.
Get more new books!
Miss the privacy of the study-cubbies that were in the old Prince Frederick Library....nice to be able to sit and work in privacy.
wish you had more for crafters!!!
more choices on wii rentals
More hours!
Restripe the parking spaces - same problem at Prince Frederick library. I drive either a mini-van or full size sedan, not an SUV, but can barely open my door when a car is parked in the next spot. Also, a drop box not requiring one to get out of the car would be handy.
I would love a feature where you can keep track of the book recommendations you have heard about from others. Kind of a "to do" reading list, when you can then put on hold when you are ready. I always have a ton of books that I want to read and would love to keep track of them on the library's web site!
The Lusby branch is very small & pretty old. This town has expanded so much in recent years, I wish the library & community center would expand with it. Prince Frederick was rebuilt a few years ago, I think its due time the Lusby location is either renovated or rebuilt to serve this larger community better. I know many people who feel the same way.
I can rarely find the "top" or best works from an authro, old or new. The fiction sometimes seems "second-tier".
extended hours on Friday & Sunday
I am served good.
I would enjoy a quiet room but that is out of the question, I'm sure.
I feel like you can have more new and popular books.
none i like the way it is
Can't think of anything else. The staff is wonderful!!!!
add a tv.

add a tv.
trying to get a tv in here.
you are already doing a great job
More biography books and movies.
A (real) magic show
Have more young adult books.
Have a larger selection of talking book cds.
Larger audiobook selection...I drive a lot and they really help pass the time!
I'd like to download audio books to my ipod but don't know how.
no way
ever thing is great
later hours
Get more books! I tend to read less "literature" and more genre (mostly mysteries, cozies preferred) and they genre are a little harder to find.
More graphic novels
I'd like to know how many people are in line ahead of me when I'm waiting for something so I can know approximately when I will receive the materials; also I would like Southern to start carrying Blu Ray discs. I work near the Lexington Park branch but I don't go in too often. Southern is near my house and I frequent it more. The staff there is AWESOME. They know me by name and respond to my requests quickly. :-)
Have a bigger children section, with more books for toddlers.
Better selection of books on CD.
By being less conservative with the budget - being open to the idea of being more of a community center, embracing that role.
More DVDs/movies.
There isn't anything that could make this library.
Needs are met. Thanks
Advanced computer classes for seniors. Something beyond the very basics. Maintenance of computer.
I'd like to have some idea where i stand on the request for a book.
Larger facility in Twin Beaches. Staff are very helpful and ready to go the extra mile.
I have no idea! The Calvert County Libraries are outstanding!!
I don't think we should be limited to 25 pages to print a day because we pay enough in tuition and books that should cover the paper and ink in the library. That is the only problem I have. I think that it is a big problem.
Offer blu ray movies ans Playstation 3 Games
given the facilities, I think they are doing a very creditable job,
Doing a good job now.
nothing else
The Souther Branch needs a biger building.
Everything is fine.
open earlier on Fridays adn stay open later on Friday's. Open on Sundays too.
Stay open later on Friday and Saturday night. When we work during the week we really don't get a chance to come to the library, especially if we have to fix dinner, get kids ready for bed and relax. Week-ends we will have more time to enjoy the library.
The summer reading program is terrible! I teach preschool and tried to do the summer program for the past few years. I need the prizes ahead of time so I can pass them out as the children reach their goals. Preschoolers need instant gratification. (Look up some reasearch on this.) My children read 50 books for the program. Way more than is required by the library. I reward them after every 10 books. We read 10 books in 1 week. I need the prizes ahead of time. Last year the library gave me a fit about this. I don't plan to do the library's reading program ever again. (by the way for the past 2 years the Bob Evans coupons had expired) I plan to do my own program and am sure I can get my own prizes by contacting companys.
I am not really sure what Wii games are available or how to find out if they are at the library.
I would like to request that if there is any money for purchasing that maybe you could look into "Now I'm Reading for Beginning Readers" for children.
You fill my needs.
like what you do

seperate classifications, sci fi from western, mystery from romance, etc.
Give lessons on Excel Spreadsheet, IPod, Ipad
The service is always excellent and I think the southern branch has the friendliest staff of all the branches-I can't think how to improve anything there-it would be fantastic if the library ever had the chance to offer Nintendo DS games to check out because my kids dont have the playstation or Wii and lots of times you get the game and it is nothing like you thought so it would be great to try it out first!
More user friendly computer services--e.g., ability to change user id. Better interface with Marina
Have more J. D. Robb books on CD at PF Library
Keep a log of what I have read.
The computers - children under 4 need help with playing games & headsets are for one head - if they make them, dual headsets would be helpful for parents with children under 4.
By adding Sunday hours and expanding Friday hours
open up early on friday...open on sunday - also, I cannot find a facebook page for the library
Send out email messages reminding me that a book is due (BEFORE it's overdue) - maybe the day before the due date.
More audio book choices.
Allow a one day renewal when there is a hold on an item so that there is an opportunity not to receive a fine. Refurbish the southern branch.
More book reading groups would be nice.
MORE SELECTION ON BOOKS ON TAPE, ALSO IF YOUR WEBSITE COULD KEEP A LIST OF BOOKS THAT I HAVE ALREADY CHECKED OUT
They are great!
spanish class.
Separate current (2000+)movies from old(1999 -) movies
The upstairs family restroom needs a few hooks for diaper bags, purse and coats.
i wish there were more computer classes.
Amnesty Day
Don't know. Library does a great job now.
Buy more materials/books
more activities at the southern branch, similar to the ones available at the prince frederick branch: manga, american doll, etc.
I am interested in learning more about e-books.
- Better battery time on the Play-Away units, or a way to recharge them at home
It's what I have to do: learn what you have to offer and learn to use the computer better so that I can access the library offerings more.
More Irish authors and sunday operating hours.
I would love to see alist of the books available in the system on tape (cd's) and new releases of books on tape.
Extend the hours.
It would be convenient to be able to request the library purchase materials online.
White board in meeting rooms
Open on Sundays
Having 2 teenage sons, it would be great if the library was open on Sundays. We could stop by after mass.
Keep storytime continually thru the year instead of not having any during the summertime.
1. Don't allow cell phones 2. Email about overdue books sooner - after a couple of days - not a week
Can't think of anything that could be any better, except maybe more computers
U/ K
Nothing - it is awesome!
Open Sunday
How about a class on Ebooks and other electronic book options audio books
Have Friday morning hours
Would like a larger section for express reader 1 week check out books. New releases displayed for easier selection.
Class in Excel Spreadsheet
More weekday-daytime events for seniors.

Open later hours, especially Friday & Sat evenings & Sunday
It would be nice if it was open Friday AM, Also enjoy the special talks and programs would like them to continue.
more space
More parking
the children's special events and classes could be better advertised (i.e. flyers could be sent to schools to go home in kid's backpacks); make every attempt to be open when schools are closed; develop a joint effort to bring a "Read a-loud" book program between senior citizens and elementary schools (seniors would read to kids in school classrooms. So many seniors feel they do not have a purpose, and so many kids have no one to just read to them!)
Disappointed in the disappearance of books on tape from Lusby library. We don't need more hours as much as we need more space.
I'm very happy with the services I receive.
No better way.
Stay open later on Fridays.
Book downloads to Ipods.
Provide position in Que when ordering a movie online.
ummm. . . broader manga selection
Expand Southern Branch
Sunday opening would be great
more teen books
I wish I could deal with fines from home- for example being able to pay with PayPal or another service.
Hours on Friday or Saturday night and Sunday hours.
Add a search filter to the catalog that lets you search by items that are not checked out.
I CAN'T SEE ANYTHING MORE THEY CAN DO THAN WHAT THEY ARE DOING!!!!