

## Comments



Branch District  
Library

Tell us how the library is doing.

Turn this card in at the library or by mail.

Date: 10/17/2022

Time of Event: 0330pm

Library Branch or Department: \_\_\_\_\_

Doing Great no problems  
STAFF ARE WONDERFUL

Check here if you wish to have the library respond to your comment.

Name: Irene TAYLOR

Contact: irenetaylor333  
@Gmail.com



Branch District  
Library

Tell us how the library is doing.

Turn this card in at the library or by mail.

Date: 10/26/2022

Time of Event: 3:30pm

Library Branch or Department: \_\_\_\_\_

Ben was very  
professional and made our  
visit pleasant.

YOU HAVE A "GREAT PERSON"  
WORKING FOR YOU!

Check here if you wish to have the library respond to your comment.

Name: [Signature]

Contact: \_\_\_\_\_

From: Miranda Davies <honeybear@daviesgarden.com>  
Subject: Libraries used to be quiet places  
Date: Mon, 10/17/2022 at 2:25 PM EST

When I was a schoolgirl and my class took field trips to the library, we were taught that the library is supposed to be a quiet place. While we were learning about the Dewey Decimal System, we whispered. Libraries used to be places where everybody was quiet so that people could read and study. Has that gone out the window here in the Branch District Library? Especially at the Coldwater branch, it's the staff who are doing most of the loud talking. Library staff are always having huge conversations with each other and with library patrons. Isn't the library supposed to be a quiet place anymore?

BDL Reply:

From: John Rucker  
Subject: Re: Libraries used to be quiet places  
Date: November 7, 2022 at 8:58:10 AM EST  
To: Miranda Davies

Hi Miranda,

I'm sorry that your experience at the Coldwater Branch was less than you had expected. Libraries have definitely changed over the years with regards to the noise level they tolerate. In fact, some libraries even have slogans these days like "'Shhhh' never happens here".

Our goal here is to find the balance between bedlam and total silence to make the library a welcome place for all kinds of guests. The area around the main help desk, including the computer lab, is not one of our quiet areas due to all the activity that goes on there and the help that people need there. The tables on the 3rd floor are our quietest areas if you're looking for a quieter place to be.

But it does seem we may have missed the mark here. Your message is a good reminder that we as library staff can and should do what we can to keep conversations relevant and to a minimum, and to do so without greatly increasing the noise level, and I will be bringing this to the attention of our staff.

Thanks for contacting us, and best wishes to you.

Yours,  
John