

## City of Willcox Newsletter May 2009

### **CUSTOMER SATISFACTION SURVEY RESULTS ARE IN!**

Tom Miner, Library Director

The Elsie S. Hogan Community Library continues to be a source of pride and a shining beacon in our community, if the results of our recent customer satisfaction survey are any indicator! The **four** greatest highlights of the survey are: **(1)** We received many high marks regarding our staff, for being very helpful, and courteous and professional, and for making our patrons feel welcome in the Library; **(2)** Is the Library filling your needs for informational and leisure materials? 100% and 99% “Yes’s!” respectively, speak volumes (pun intended) about the quality and quantity of our services and resources, however, we remain ever mindful that there is always room for improvement. **(3)** Hours of Operation – We are very pleased that 98% of our patrons approved of the recent change in our hours, and are very satisfied with the total weekly hours of operation – 46. **(4)** We are also very pleased that 98% of our patrons seem to like the interior atmosphere of the Library. Maybe it’s the light classical music wafting through the airwaves...

Overall, we are extremely pleased with the survey results this year, but are disappointed in the smaller number of surveys we received. The library staff and I wish to sincerely thank all of the citizens who completed our survey this year. Your sharing your time, compliments, fresh ideas, criticisms, and suggestions for improvement when filling out the surveys are **very valuable** and most appreciated by us! We will continue to strive to improve the quality of our service to you and to provide more of the resources you all want in the Library. You have my word on that.

We took your suggestions and reformatted the survey this year, to include new ones dictated by our 5-Yr Strategic Plan, and added a comments section to many more of the survey questions; we again made it available to *everyone* by putting it online on the Library’s page of the City website; we reached a much wider audience locally by extending our survey time frame by six more weeks; we asked more probing, detailed questions this year; we highlighted our services and resources; and, we received 108 written comments this year, which we appreciate very much.

The survey results are now posted in the front lobby of the library, for public viewing.

### **CITY APPRECIATES 4-H CLUB VOLUNTEERS**

Linda Stoddard, Utilities Admin Assistant

The City of Willcox would like to express their thanks and gratitude to the Stewart District 4-H Club for their volunteer project of painting fire hydrants. Their volunteer work has helped the City with the old, repaired and replaced hydrants, making them much more visible by painting them a bright new yellow color, thus increasing safety for the public. The below article was submitted by the group:

#### **4-H Club Helps the Community See Yellow**

Written by: Sarah Mascarenas, Reporter for Stewart District 4-H Club

On the morning of April 4, members of the Stewart District 4-H Club braved the wind to paint over 30 fire hydrants around Willcox a bright yellow. The leaders and youth who participated in this

community service were: Gary, Christal, Trisha, & Logan Adams; Tom, Robert, & Luke Todd; Tyler Owen; Heather, Shalom, & Tiffany Sheats; Dean, Ryan, & Nathan Foster; Madison Givens; Loretta, Aurora, & Zane Seidel; Tanner Hogue; Ashley Bales; Justin Kibler; and Tina, Sarah, Monica, Hannah, Adriana, & Josiah Mascarenas. The club looks forward to serving our community again soon.



### **FREE DUMP DAY JUNE 6, 2009!**

Dawn Adame, Public Services and Works

On Saturday, June 6, 2009, from 7:30 AM to 3:00 PM, all residents of Cochise County may deposit bulky items at the Cochise County Transfer Station for FREE.

City residents needing assistance can make arrangements for pick-up with the Dept of Public Services and Works by calling 384-6447 no later than Friday, May 29, 2009. Items will be scheduled to be picked up on Monday or Tuesday, June 8<sup>th</sup> and 9<sup>th</sup>. Residents must have their items placed in the alley (next to their assigned trash container) by Monday, June 8<sup>th</sup>. City staff will attempt to accommodate most requests, however, the Department reserves the right to not collect or remove items.

Businesses always pay by the weight at the rate of \$47.50 per ton.

Recyclable materials of Paper Products (corrugated cardboard, magazines, newspaper, office paper, shredded paper), Plastics (#1 and #2 – remove caps), E-Waste (cell phones, computer components, entertainment equipment), and Other Items (aluminum cans, tin cans, batteries, motor oil and filters, household paint, and up to 5 tires) do not need to be sorted, but should be packaged separately from the rest of your items. Only recyclable items should be placed in the recycle bins.