

## City of Willcox Quarterly Newsletter Jan-Mar 2017

### **LIBRARY ANNUAL SURVEY IS ONGOING**

Tom Miner, Library Director

Our annual Customer Satisfaction Survey is happening right now in January and February! Now is your chance to tell us what you think, what you like, and what you don't like about your local Library. We take everyone's comments very seriously and try to implement the changes that we can, to make everyone's experience here a more pleasant one. Come on down and fill one out today!

### **LIBRARY NEEDS PUBLIC'S SUPPORT**

Tom Miner, Library Director

There are a couple of housekeeping issues that I need to address, and ask for the public's support and cooperation:

**1. PLEASE** - Help us keep the Library CLEAN, by picking up after yourself, especially those slips of paper for computer reservations. **Your Patron ID** is printed on that slip, and we care about protecting your privacy! Children have been known to pick those slips up and use that Patron ID number to gain additional time on our computers, beyond their daily allotment. We have waste baskets positioned at the end of the computer workstation rows, in all three areas.

We also plan to have all of our carpets re-cleaned this year. During inclement weather, we ask that you wipe your feet at the door, on our door mats, not on our floors and chair rollers. The Library is **yours**; it's a gathering place – like the living room in your home – only with a lot more guests visiting (138/day, 6 days a week, on average). You wouldn't want 138 guests trashing your living room every day, would you? Please help us. **We want everyone to have a safe and warm, wonderful, pleasant experience at the Library.**

**2. FOOD AND DRINKS** in the Library. We must reiterate “**No Food or Drink allowed near Library-owned computers.**” and enforce that rule. There is signage posted. When we re-implemented a Teen Program twelve years ago to encourage that age group to come back and use the Library, we started to allow them to have food and drinks - *in certain designated areas*. That philosophy has worked pretty well so far, but, **around our computers, and this includes all age groups**, is where we must draw the line. 90% of the people **are** responsible, and **are** careful, but as we all know from experience, there is that other 10% that could care less. Accidents do happen, but we cannot afford to replace any of our new computers. With the addition of the Nancy Guerrero Annex (aka the *Solarium* room), we **do** allow food and drink in that designated area of the Library, as well as the *Bistro seating area* of the Teen Room. You may also bring in your own computers and use our Wi-Fi network and have food and drinks - *in those designated areas*. For those who don't have food or drinks, we have lots of tables and chairs available in various areas of the Library for your personal PC

use too. We sincerely **thank you all** for your patronage, support and cooperation with regard to these housekeeping issues.

**From the Office of the City Clerk...**

Crystal Hadfield, City Clerk

**City Council Meetings This Quarter**

**Regular Meetings**

**First Thursday**

**Feb 2, Mar 2, Apr 6, 2017**

**&**

**Third Thursday**

**Feb 16, Mar 16, Apr 20, 2017**

**6:30 p.m.**

**City Council Chambers**

**300 W. Rex Allen Drive**

**Reminder: Except for Emergency Services, all City Offices will be CLOSED  
Monday, Feb 20, 2017 for the President's Day Holiday**