



Library Services

DATE: January 5, 2024

TO: Library Board of Trustees

FROM: Shaun Briley, Library Services Director

SUBJECT: Patron Comment Report

These suggestions were submitted in November and December 2023, via the Connection Card Suggestion Box in the library, Suggestions and Comments form on the library's page on the City's website, and Feedback Suggestions from the library catalog.

N/A signifies the patron indicated they would not like a response.

**1. Do you have passes to check out for the California State Parks? I read that many California libraries participate in a program that lets patrons check out a pass to the state parks. Thank you?
(Suggestions and Comments, November 28)**

RESPONSE: Yes, the Library does carry a limited number of Park Passes available for checkout at the front desk. You must have a valid Coronado Public Library card in good standing to check out the pass. Park Passes checkout for seven days with two renewals provided the item has no holds. Below is more detailed information taken from the California State Library website (<https://www.library.ca.gov/services/to-libraries/parks-pass/>):

The pass is valid for entry of one passenger vehicle with capacity of nine people or less, or one highway licensed motorcycle, at participating state park units. The pass will not be honored at state park units operated by federal or local government and private agencies or concessionaires. Also, the pass is not valid for per-person entry or tour fees (such as museums), boat use, camping, group use or sites, special events, additional/extra vehicle fees, sanitation disposal use or for supplemental fees.

**2. Thank you Nick for sharing amazing resources for the Digital Media.
(Connection Card, December 2)**

RESPONSE: Thank YOU for taking the time to share your experience and compliment one of our staff members. I have already shared your comment with Nick. I signed you up to receive our email newsletter as per your request



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3. The Reading Room should be for reading, not Zoom calls. I think the Zoom area is beyond the glass where the printer is. Even better, light classical music playing, very light would be great in the reading room (they do it at Berkely and it's awesome) – but Zoom & phone calls – NO!

(Connection Card, undated, received December 7)

RESPONSE: (N/A) All libraries in San Diego County allow phone use inside the library, regardless of what jurisdiction the library falls under. Three or four years ago, the Coronado Public Library, which was the last remaining library not to allow cellphone use, changed its rules to allow their use. Customer expectations have changed over the years. This patron, for instance, would like to have piped music in the library, like a bookstore. Many parts of the library are not quiet, such as the children's area, teen area, reference desk area with its busy desk, printers and copiers, and the lobby, for instance. In today's library, people expect to be able to remain connected via their devices and indeed many come in precisely for the high speed wi-fi network that we provide. The conversations of people interacting, working, or studying together, are to be expected. The library does not judge whether the conversation is in person over a table, over a phone or using a device. However, our rules do regulate the volume of such conversations, and staff patrol the library with our general rule in mind, that if there is an unreasonable disturbance to others which interferes with their use of the library, it is not allowed. The library has a substantial quiet area in the main adult reading area of the library where no calls or speaking are allowed. Shortly we will also be able to provide two study rooms that can be reserved, which will provide an alternative option for those who need to make calls that cannot be carried out at a conversational volume.

4. Compliments to the

- **Children's Section Holiday Display**
- **wide selection of Daily and Monthly Periodicals**

(Connection Card, December 11)

RESPONSE (N/A) Compliments shared with appropriate staff.

5. You all must allow the Navy Seal's wife and friends to share Christmas readings just like you do for other organizations. I suggest that a suit may help you all change your mind. (Suggestions and Comments, 12/22/23)

RESPONSE (N/A)

6. Dear library administration, you need to stop with sexuality explicit material for children. Vets should be permitted to read to children. If you are reading this, you are likely part of the problem in the country. Woke liberals have the lowest intellect and common sense in society. They are perverted idiots who should not be permitted to live freely in our country. Do us all a favor and pull your head out of your woke a■■ and do the right thing (Suggestions and Comments, 12/22/23)

RESPONSE NO



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7. Will the staff please pour gasoline on their bodies and torch themselves (Suggestions and Comments, 12/22/23)

RESPONSE NO

8. Why do you hate America and those patriots who valiantly fight for our freedom? To not allow Navy Seals to read to Coronado's children in the library is an affront to patriotic Americans across the country. And, at the same time you allow other disgusting literature to harm the minds and souls of those same children. You should be ashamed and owe the Seals and their families. You seem to be able to "vet" the godless people who cram children's minds with smut, but you can't vet the Seals? You are ruining children and should be ashamed of yourselves.

(Suggestions and Comments, 12/22/23)

RESPONSE YES

9. Allow Christmas to happen in the true meaning, the birth of Christ. I'm sure the drag queens would be accepting. (Suggestions and Comments, 12/22/23)

RESPONSE NO

10. You need to stop the woke shenanigans before it's too late (Suggestions and Comments, 12/22/23)

RESPONSE YES

11. Guess what all you learned people? Christmas is the birth of Jesus Christ come into this world to save us from our sins. Your facility just got a really bad review on national TV when it was made known you refuse this public acknowledgment!

(Suggestions and Comments, 12/22/23)

RESPONSE NO

12. I hope you have the money to meet the lawsuit coming your way. GoFundme is awesome (Suggestions and Comments, 12/22/23)

RESPONSE NO

13. Hope you have the money to fight discrimination lawsuit coming your way. You have discriminated against the Christians and the military. Gofundme is a great thing (Suggestions and Comments, 12/22/23)

RESPONSE N/A



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**14. Please don't give into the bullies wanting you to censor storytime. The Racz don't represent us all. We love our story time full of inclusion and kindness. If they don't like the happiness and inclusivity, they can read their own story elsewhere. Please don't give in to the bullies. Our library is amazing, and we don't need them or their mean spiritedness. Veterans reading to kids is great, and there's a huge park across the street they can read whatever they'd like! Don't back down. Please.
(Suggestions and Comments, 12/22/23)**

RESPONSE NO

**15. I see you are Closed on Christmas Day. Hope you enjoy celebrating the birth of Jesus Christ. Weird how you take this day off but don't acknowledge it on your website. Seems hypocritical.
I am writing in disappointment that you acknowledge gay pride month but not veterans. You and you alone will have to live with your decision. God doesn't judge. But I do. You are a disgrace.
Merry Christmas
(Suggestions and Comments, 12/23/23)**

RESPONSE N/A

**16. Merry Christmas
(Suggestions and Comments, 12/23/23)**

RESPONSE N/A

**17. Good Day.
I lead a group of Veterans that volunteer our time once each month to share our military experiences and read to children and young adults, with the Mission to engage young readers and inform them of the Pride in Serving our Great Country, The United States of America.
We do travel to share these experiences but we happen to have a volunteer group of active and retired veterans in California near you.
Viewing our 2024 schedule, we could be available in March 2024.
Please reply to discuss further communication and scheduling.
Thank you.
(Suggestions and Comments, 12/23/23)**

RESPONSE NO Thank you for reaching out to the library. We would be interested in learning more about your program and exploring whether this is a something that could fit at our facility.

**18. Shame Shame on you for your treatment of our Veteran's regarding reading to children. Instead, you promote decay of our morals thru other nasty books.
(Suggestions and Comments, 12/23/23)**

RESPONSE N/A



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19. Very sad, considering the Navy IS Coronado.

A wife of a Navy SEAL has criticized her local library in California as she claims staff refused to let her host a patriotic book reading for a Veteran's Day story time.

Rachel Racz, a mother of two living in Coronado, claimed that her local library gave "absurd" excuses as to why she could not host holiday story times in an interview on Fox & Friends posted to the Fox News website on Saturday.

"In June they read sexually explicit books to toddlers and a lot of parents spoke out in protest. In response to this, my husband and I decided to be proactive, and we started the Tiny Patriots—which is essentially a story time for toddlers to hear pro-America, pro-family books," Racz said. "We launched with a Veterans Day story time where we had local SEAL dads and other veterans reading great books and we were told we couldn't host this event at the public library."

(Suggestions and Comments, 12/23/23)

RESPONSE NO

20. I just read about your refusal to allow and active censorship of Christian and veteran/patriotic themed reading hours at your library. It is not surprising that the leftist fascist Marxist communist mafioso bully and thug hypocrite army of sexually deviant, perverted, deranged, repugnant, bigoted, racist, anti-American death cult stops anything DECENT, HONORABLE AND POSITIVE from being presented to young children. Only your deviant, pedophile grooming garbage is allowed. You all are nothing more than genocidal baby killing, child mutilating, sexually deviant, human trafficking, pedophile grooming, family destroying, "euthanasia" executing, not-a-vaccine murdering, world enslaving, bigoted, racist, intolerant, prejudiced, corrupt, hypocritical, depraved, repugnant, reprehensible, soulless demons. In other words, you are the ugliest people to ever live in America. Can't wait for the courts to slap you silly over your illegal, unconstitutional censorship and denial of rights to ALL people equally. What ugly, vile, evil, disgusting, perverted, depraved, reprehensible, child destroying people you are. Ugly, ugly, ugly insane, sick people. Merry Christmas you a [REDACTED].

(Suggestions and Comments, 12/24/23)

RESPONSE NO

21. I just saw a new item about your library. 1 question.... WTF is wrong with you people??? Reading sexually explicit books to very young children but won't allow parents to read religious or Christmas stories and patriotic stories!!! Don't spout the lies about separation of church & state - that exists so the government does not force any religion upon any person!!! Not that parents can't read a Christmas story to their kids at the library that their tax dollars pay for!! Including you morons' salaries!!



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**You need to ship out to China and join their communist anti-American b [REDACTED]! The left woke crap is destructive and will be destroyed! Go to HELL!!!!
(Suggestions and Comments, 12/25/23)**

RESPONSE YES

**22. Congratulations! Way to go Coronado library. You managed to fall into the divisive trap that is essentially tearing this country apart. You fell for it. Once all this socialism or communism kicks into higher gear they will come for you for not going far enough. I hope your brainwashing of kids backfires terribly. Ciao
(Suggestions and Comments, 12/31/23)**

RESPONSE N/A

23. Cease being a liberal pushing agenda library and permit our heroic Seals and military have story time with patriotic themes. Your library is clearly a carbon copy of Berkeley University ideology! (Suggestions and Comments, 12/31/23)

RESPONSE NO

THANK YOU FOR YOUR COMMENTS, IDEAS, AND SUGGESTIONS!

NOTE: Requests for specific books, movies, and other Library materials are given to the appropriate Library staff member and are considered during regular purchases of Library materials.