

April 15, 2019

Trustees and Cara,

I was present when Cara spoke with our patron Rose Karjala about her AAA article . Cara was pleasant and respectful. It was a friendly interaction. Cara congratulated her on having her article published in the AAA magazine. Cara then asked her if the negative interaction at the reference desk was recent and Rose said no, that it was years ago and she thought it would be funny to include that in her article. Cara explained that we work hard to give excellent customer service to our patrons and that a statement like that reflects poorly on our staff as well as all libraries. Rose responded by saying she loved the library and was a longtime patron, she didn't mean to offend anyone. She went on to say she would apologize to the Reference Department. Cara said she understood her point of view and she knew she was a longtime library patron. Thank you for giving me the opportunity to share this information.

Julie

Julie Brown

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