



Marlan W.

38 46

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I've been coming to this library regularly to check out books and DVDs since the 90s. Patiently I waited the ridiculous almost-year for the place to be "renovated," and tried to shrug off the ridiculous ugly renovation after it re-opened. I now use it weekly. My experience there yesterday was so terrible that when I tried to complain to administration, I only found a lone man there, explaining that the one I need to complain to was "in a meeting." I've had this happen before. "In a meeting" means "forget you." He handed me a tiny piece of comment paper and a tiny pencil without an eraser so I could "write it for them." Ha.

Now, after reading the reviews here, I understand that my perspective is simply wrong, according to the GPL (or the Yelpers who were evidently getting some kind of perks from Yelp or the GPL to write 5 star reviews that focus solely on the architecture or WiFi). This library is no longer about literacy and learning. No longer about library staff treating borrowers with respect. Nor is it about being proud to enable everyone to read good books, whether or not they have the money to buy them.

This ugly, huge, empty-space echoing library has been re-made into a Community Center. The Illiterate may watch porn on the free computers. The homeless may sleep in its chairs (that part is okay with me). Mothers do not have to tell their noisy brats to be quiet. On some nights, dozens of teens run around yelling and laughing.

Quiet helps people focus on...the BOOK they are reading.

For the second consecutive week, I've left after an altercation with staff with my heart pounding and feeling depressed. When I arrived with 16 items to return, the short, black haired (Armenian) accented librarian at the desk refused to check them in. "Go drop them off over there," she said pointing in a vague direction. I told her no. I need a receipt. (Once at another library, I was told that a DVD I returned was still out, and I had to prove to them it was on the shelf. Which I did.) She said: "We NEVER give receipts." I explained that I have recently received such a receipt. She insisted. She has worked there for years.

So I went to the librarian next to her. And to her credit, this lovely young woman checked in my items and gave me...a receipt.

Last week I got a lecture from a male librarian (he's been around for a long time also) about how they do NOT check out patrons anymore. He gave me a crash course in how to use the machine. So yesterday I put my stack on the little e-pad that "reads" the codes. And it looked like all had checked out except one book. Last week I got a lecture from a male librarian (he's been around for a long time also) about how they do NOT check out patrons anymore. He gave me a crash course in how to use the machine. With heart pounding, I put my stack on the little e-pad that "reads" the codes. And it looked like all had checked out except one book.

I walked away from it to ask another male librarian at the desk to help me. He asked me to wait. Nobody was with him, but he had "something to do" first. I begged him to hurry because the machine would turn off and then what? He kept doing his thing. When he finally came over, the machine was off. Did the stuff check out or not?

He nicely took everything back to what used to be the check-out desk and started to go item by item (8 items). I pointed to the book that did not check out and asked why not start there? So he did. And said, "There's a hold on this book, that's why it wouldn't check out." Oh. Okay. But then he overrode the Hold and gave it to me, saying: "I have to just believe you." Meaning "You maybe didn't take this off the Hold shelf and try to check out this book meant for someone else." I reacted with such anger, I just gave it back to him.

To me, this empty shell now called a "library" by Glendale is a disgrace. It dishonors the people who want to borrow its books and DVDs and CDs with its narrow focus and hostility towards its patrons who actually use their library cards. And it would be great if they hired more staff with higher IQ's than are presently exhibited.