

| Net Promoter Label | Rating | Comments | Latest Response | Responses | Referrals | Age | Zip Code |
|---------------------------|---------------|---|------------------------|------------------|------------------|------------|-----------------|
| Promoter | 10 | This visit we were looking for a stack of more graphic novels for my 4th grader. We so appreciate the thoughtful selection and size of your graphic novel collection. | 1/21/2026 | 1 | 0 | 36 - 45 | 75234 |
| Detractor | 1 | | 1/19/2026 | 1 | 0 | 36 - 45 | 75234 |