

| Net Promoter Label | Rating | Comments   | Latest Response | Responses | Referrals | Age     | Zip Code |
|--------------------|--------|--|-----------------|-----------|-----------|---------|----------|
| Detractor          | 6      | <p>The open architectural concept allows screaming children to be amplified throughout the library. Bad design flaw.</p> <p>There needs to be lighting installed from the portion of the library towards the parking lot on the creek side. I helped a lady with a walker because I could hear her saying that she was afraid that her walker would tip over at the edge of the sidewalk. It's pitch black in that area.</p> | 12/20/2025      | 2         | 0         | 66 - 75 | 75234    |
| Promoter           | 10     | <p>I like the selection of books -- somewhat different than the Carrollton branches. I like that, as a Carrollton resident, I can have a Manske card.</p> <p>I like that the folks at the front desk are quite helpful and friendly.</p>   | 12/19/2025      | 1         | 0         | 56 - 65 | 75006    |
| Passive            | 7      | I can't think of anything to improve on.   | 12/12/2025      | 1         | 0         | 46 - 55 | 75234    |
| Promoter           | 10     | seed library<br>free books<br>DVD<br>online services - audio books and movies<br>crafts<br>breast cancer awareness   | 12/5/2025       | 3         | 0         | 66 - 75 | 75234    |