

May 4, 2019

City of Evert
5814 100th Avenue
Evert, MI 49631
Attn: Sarah Dvoracek, City Manager

RE: Evert Public Library-Museum

This letter is being written to bring attention and complaint to the Evert Public Library and its handling of phone calls requesting information on subject matter that they claim to have. Their website says that in addition to books, etc. "cemetery records for Evert, Osceola, Hartwick, Sylvan, Orient, Middle Branch and some Mecosta & Wexford Cemeteries, and documentation of the Evert Review from 1872 to present – microfilm, County Farm records, and some family histories" are there.

I have called twice (April 23, 2019 and April 30, 2019) for information that I would like about the Evert Review. Unfortunately, the librarian who answered the phone both times was so busy stumbling over her words and making excuses that she failed to give me her name. The call on April 23 she took a message that I had to repeat at least three times because she seemed not to understand. She asked for a contact number for me and I explained that I was calling from Georgia and I would leave my phone number and give her an email address if that would work better for them. No, she didn't want email because they don't do that. She told me that they don't handle questions like mine, that people who do genealogy and historical questions on the other side of the building would have to find the information for me. She also stated that someone worked just one day a week (Thursday) on the "other side of the building." Never had a call back. On April 30, 2019, I called again. Same librarian answered. I told her who I was and she remembered from the prior week. I told her once again what I was calling for and she once again was full of excuses and told me that "the other side of the building took care of genealogy." When I asked her why that was because the website says that the library has those records she stated, "we don't know anything about the other side of the building." Then she said, "I think someone is up there today, I will go tell them there is a phone call." Yes, someone was there. Rhoda Rohen Augst Proper was there and she did answer my call and did take the information down and was to pass it onto Mrs. Hodges on Thursday. I still have never received the information. I don't know if that is due to a breakdown in communication or if Mrs. Hodges just does her own thing and does not respond to requests. Am certain that there are not that many calls coming in for information on a daily basis.

Regardless, the website for the library is misleading anyone who may be doing research or looking for information, because the librarians don't know anything about it supposedly. The librarian never once used the word Museum or Historical Museum — it was "the other side of the building." So, does the library have no affiliation with the museum? Why are all the records at the museum, but the library website says they have them? And why does the library control the hours that the museum is open to the public? The library hours are ridiculous — closed Saturday and Sunday, which means that the museum is closed Saturday and Sunday

because the access to the museum is through the library. The library is not even open hours that really serve residents of the area. 6 p.m. is the latest they are open on a Monday. No evenings. So, people can either take time off from work to go in and maybe find a book to read or look for information. Children have no access to the library, if they are in school, except for a couple hours after school if their parents are not at work. How odd! The museum is virtually wasted because how many people who work are going to be able to go there to look or find any information if they do research? Only retired or nonworking people have access during the weekdays. And if no one is working in the museum who can help anyone looking for information? Obviously, not the librarians, because they "know nothing about the other side of the building." As for any tourists who may travel to or through the Ewart area, the museum is wasted unless they happen to be there Monday-Friday. No weekends at all. Personally, I have never visited a museum that was connected with the local library. They are always two separate buildings. The libraries have their employees and the museums usually have volunteers for the most part.

What a waste of funding to put it into a place that does little to serve the public. Yes, I do live in Georgia. Am originally from Ewart, but have not lived there in fifty years. My family dates back to the early 1880's being residents of the community – although they have all passed away now. I have been doing research on early Ewart history though and it would be nice to have answers to questions that are posed. Obviously, at this point in time, those questions will not be addressed. I won't bother to call again for any information because it is a waste of time that could be devoted to other things.

Thank you for your attention to this matter.

Best regards.



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Osceola Township; 7763 Lynn Drive; Ewart, MI 49631
Ewart DDA; 127 River Street; Ewart, MI 49631 ----- Attn: Bryan Tiedt
Ewart Public Library; 104 N. Main Street; Ewart, MI 49631
Ewart Historical Museum; 104 N. Main Street; Ewart, MI 49631