

Patron Compliments and Concerns September 2007

Signed Compliments and Concerns:

1. I was a bit surprised today when turning in 3 videos that were 3 days late that the charge was \$9. I believe the \$1 a day late fee is a bit excessive considering it only cost \$1.25 each to rent. Please revisit the late fee for videos.
2. I recently traveled through Midland on a bicycle tour and was able to use the library's Internet connection to stay in contact with my family while traveling. I also had a chance to browse the genealogy collection, which has moved to a nice location since my last visit. You have a wonderful library and thank you very much for extending the privilege of Internet use to me during my visit.
3. It would be wonderful if you offered the Toddler Time in the evening for working parents.
4. I would like a wired connection because of the lack of money I have to get a new wireless card. If you would connect at least half of the open ports that would be a great help.
5. I was shocked that your computers only let each person on for an hour. This makes it almost impossible to complete any type of research project. I also came to the library to work on my medical school applications but your computer won't let me load anything from a flash drive!! Right now your computer systems cannot be used for any real research/application work rather just "surfing" the Internet! This makes it impossible to work. Coming from a school (MSU) with computer labs that let you use the computer for hours, work on word, excel and load documents etc. I have to say I am extremely disappointed with the quality of your computer systems.
6. Thank you to everyone who orchestrated the Harry Potter Game Finale. What a wonderful event for the kids (and adults as well) the scavenger hunt was awesome and the crafts were great. Well thought out day.
7. In early August we came to the library looking for a book on CD for an upcoming vacation. A helpful librarian at the children's reference desk made some suggestions including, "The Trumpet of the Swan" We picked that one and my children (ages 5, 8, 10) loved it. We listened to it twice. We really appreciated the help and the suggestion. Thank you.

Unsigned Compliments and Concerns:

1. Wondering why the "New Book Shelves For Large Print" no longer has a large amount of books. Lately seems depleted!
2. Please update Internet to flash 8. I have to go to Bay City to get this service.
3. Can you place Purell by computers for checking holdings and maybe stools for the 3 taller counter machines and Purell at check out desk too.

Additional Compliments and Concerns

Four positive comments about the Pre-Overdue Notification, three signed.

Five comments about the re-modeled bathrooms, only one signed. Positive comments with two suggestions on improving the lighting in the women's bathroom.