

PATRON COMPLIMENTS AND CONCERNS - JANUARY 2008

SIGNED COMMENTS:

1. On Tuesday, October 23 around noon I went to the library. I made one pass around the parking lot but could not find a handicapped space. I made a second pass and found all the six handicapped spaces and the two 5 minute spaces all filled. I double-parked in front of the drop box and returned my book. I checked and found none of the vehicles had handicapped license plates or permits. I saw a pickup truck backed into the handicapped space in front of the door to the auditorium. There was something printed on the back of the truck pertaining to eating. I then tried to make a third pass around the front half of the lot but discovered it was backed up with cars waiting for parking spaces, even flowing out onto St. Andrews. There wasn't a parking space available on the library side of the street. I am 83 years old, walk with a cane and could not walk far enough to park in the Center for the Arts lot. I went on home. It did not affect any over-due fees, but was not able to get back to the library to make any selections for another week.
2. Suggestion: To build a second library on the other side of town. Also including the addition and building of a library book store. With the way Midland's growing, it would even be better yet to have two new libraries built. Grace A. Dow being central, other one being by or approximately, give or take, four to five mile radius from both High schools. More jobs.
3. On a beautiful October Sunday afternoon there were at least 20 people waiting to enter the library when it opened. They were a mix of all ages. It is a testament to the value of our community places on its library the programs, the collection and the staff make this fine facility an excellent resource to enhance the lives of our citizenry.
4. I want to compliment you on the redesigned home page for Grace A Dow Library. All my most frequently used options are at the top and I do not have to scroll to find them. Thank you.
5. The internet computers need to be able to accept/use USB keys, floppy disks in order to send documents over the internet. For example using email. In today's world much communication is done via the internet. It is a disservice not to have this capability on your computers. Possible fixes: better firewall, better techs. separate network. With all the money the city has, you should be able to offer better computer services.
6. I participated in the "Be a Tourist" event this weekend. Please consider sidewalks for crossing from library to Center for Arts/Gardens. I saw a lot of people moving between the two areas and proper sidewalks/cross area would be sensible.
7. It would be nice to have headphones near the youth computers. I can not leave young children alone to reserve the computer while I go upstairs, wait in line and check out headphones. If I check out headphones first, come downstairs and there is no computer available the kids are disappointed!

UNSIGNED COMMENTS:

1. Persons renewing or applying for a library card holds up the checkout line. Sometimes this can cause quite a delay and a long line. Maybe this task could be delegated to someone less frequently in demand by the public. Such as the reference desk or the media return desk.
2. Please allow non fiction video tapes and CD's to rent out as free. Some have not been rented out for over year, and many for last 6 months. Other cities have them for free.

ADDITIONAL COMMENTS:

1. More computers needed in the Teen Room. (3 comments)
2. Positive comments about the library and staff. (6 comments)