

PATRON COMPLIMENTS AND CONCERNS - MARCH 2008

SIGNED COMMENTS:

1. I would like to see more of the Playaways in stock. They are a much appreciated addition.
2. Self contained audio MP3 type books battery too hard to get in and out (left it in). Was left, middle of book, tried to get to the start, wouldn't shut off, and would not go back to place left off. Unhappy, thought it was a great concept.
3. Stephen King – 7 Day Novel. No option for 14? Don't know anyone who can polish off a King "thick, involved, diverse" novel in 7 days.
4. I mistakenly left 4 DVDs at the cottage. I tried to renew online but was told I had to come to the library. I appreciate renewal vs fines as the better option. Why can't DVDs renew online and I would pay when I checked out the next time? (No different than late fees etc.) Saves gas, time, global warming etc.
5. How can you make it so that rich people can rent new movies for \$2.50 and pay the high price for prints from computers but not the poor or very low income folks. It's not fair. Thank you. We may not be coming here anymore.

UNSIGNED COMMENTS:

1. I would like to see new DVDs on exercise, yoga, etc. be 7 day rather than 4. Thank you.
2. I think your new pricing on new videos is terrible. Then to reduce the time to 4 days. I can understand an increase, but yours is way too much. I'll be getting mine from Auburn for \$.50 and 3 weeks.
3. Playaways: Don't waste money on music ones. Quality is poor. Also elderly or handicapped (arthritic) people may need help with battery placement.
4. Need to let people check out books when they have a fine. Because most of the time it's not their fault. So if they have a fine it won't keep them from reading.

ADDITIONAL COMMENTS:

There were 2 positive comments about the library.