

PATRON COMPLIMENTS AND CONCERNS – JUNE 2008

SIGNED COMMENTS:

1. Extend computer time to 2 hours.
2. Your computer policy should allow patrons to get back on line after their one hour is up. You should allow them to put their name on a waiting list after their hour ends and go back online when their name comes up on the list.
3. I would love to see more 5 minute parking spaces. Maybe the area by the overhead that parallels with Eastman Rd could be used. It would have to be taken down but could make handicapped spaces and the prior area could be turned into 5 minute spaces. I pick up hold books or drop off books & movies and there is never a place to park without using fire lane or parking a ways away.
4. I love to use the express check lanes at the grocery stores. I would like to see an express lane – either a self check or a 3 items or less lane. Many times I have to wait for a hold or even to check a book or two out much longer than needed because of patrons with dozens of books at one time.

UNSIGNED COMMENTS:

1. The library is wonderful. One pleasant addition would be seat covers in the restroom stalls.
2. Summer Read Programs – don't see anything special for k-3 graders except for family programs or movies.

OTHERS

Two positive comments about the library.