

## PATRON COMPLIMENTS AND CONCERNS – AUGUST 2008

### SIGNED COMMENTS:

1. I would like more large print books purchased. More people must read large print and many read large print because they are more convenient and faster reading. Also, I would like more Christian authors in large print.
2. It would be very helpful if there were no books on the lowest two shelves in the large print section. Many of us have failing bodies and eyes.
3. Although I understand the tax issue that brought about the demise of the Library Connection, I do not have internet and my only connection to the library programs is the newsletter. A great loss, I will miss your programs.
4. We miss storytime and do not like the frequent interruptions. Is there a way to simplify the storytime and do it more often? Or can you bring in Children's School of Music again?
5. We need a drive up book return.
6. I tried to get on the computer and it just kept on stalling then shut down. And I needed to get somewhere to give a friend a book and I couldn't cause I couldn't find it! And nobody was at the front desk.
7. The pleasure of being able to use computers for government responses and law and e-mail service should be a serious issue to those who live in Midland and their visitors. The computers continue to lock up and the money has issues of replacement. I come from a city that has top service and has more than one hour per day. I had City Council do a complete overhaul. If I need to speak to a senator I could not. I couldn't check Federal issues. Thank you please correct the issue. Visitor from Austin, TX
8. Phone call – patron requests that plastic bags be replaced with environmentally friendly product.

### UNSIGNED COMMENTS:

1. Why is there no recycling in the main area?
2. New cards should be obtained at the reference desk not the check out line which causes long waits.
3. Computers are very slow. Magazine Room is too warm.