

PATRON COMPLIMENTS AND CONCERNS – JANUARY 2009

SIGNED COMMENTS:

1. I had the best time at the Library.
2. You might look into getting the magazine subscriptions without perfume, cologne, aftershave ads. I don't have allergies, but these ads are really too strong. Thank you.
3. To be able to check out headphones and bring them back on time.
4. Your system for printing even the most simple (one paragraph) print job is so spectacularly user unfriendly it is unbelievable! While a staff member did try to help me it was not worth the extreme hassle.
5. I am very unhappy with the current "Hold" system. When you put a book on inactive status in your hold file, you do not know how long that action will last. All of a sudden, five books can revert to active and become available! I have asked the help desk if they can tell me the dates they will revert to active and they say they cannot.
6. Longer coffee shop hours.
7. Shorten the number a patron has to use when placing a hold to the last six numbers – just like staff do (plus other four numbers from phone). More user friendly.

UNSIGNED COMMENTS:

1. The new phone renewal system is very hard on those of us without computers. Old system was very user friendly – press 1 to renew, press 2 to continue. Now it takes longer to press so many buttons for book identity. If my finger slips I have to begin all over again. It's enough to make me go to Barnes and Noble (which I can't afford as I'm a senior citizen on fixed income). To call front desk or Reference Librarian is a waste of your human resources. I'll watch next Library Board meeting for suggestions – if I can figure out the new MCTV grid in Midland Daily News. Merry Christmas.
2. Please stick the due date notice on the bottom of the jacket. I like to read the information.
3. With all of the City budget cuts, one way the Library could save a lot of money would be to eliminate the wasteful "Book Express" as many copies of books are ordered and only 2-3 kept after a short period of time, with the others being discarded. Save a job! Discontinue this service.
4. The Library is a great place for young children. For them to come learn and nurture. To be youthful yet insightful. To learn to be smart in their lives.
5. Making loud, long cell calls should not be allowed anywhere in the Library. Soft talk is okay. Please help! Thank you!