

PATRON COMPLIMENTS AND CONCERNS – FEBRUARY 2009

SIGNED COMMENTS:

1. Need to improve lighting in the parking lot.
2. I think you guys should let us download music on our iPods with your computers. People like me don't have the internet. The rule with renting laptops only at eighteen years of age is bad.
3. I really enjoy Books on CD as I drive a lot. However, I find it difficult to pick out interesting ones as I read a lot of authors. How about a new or recommended selection of fifty titles to guide us.
4. I stopped to quickly get books with my two boys. Both check-out lines were open and had 2-3 people/line. One line had a woman either getting a new card and/or paying a fine. She was taking forever! My complaint is why doesn't that type of work get done in another area so the line moves quickly. I was in a hurry and very upset to have to wait! (Sorry, I have no patience!) Would it be possible to set up a self serve line (maybe at third check-out line) for those of us who don't need a receipt and know what we are doing.