

## PATRON COMPLIMENTS AND CONCERNS – APRIL 2009

### SIGNED COMMENTS:

1. Nice library, only thing is you need to rent out video games, PS2, Wii, Xbox 360.
2. I fully understand the economic pressures impacting the library. I have, for the last couple of years very much enjoyed American Photo. I hope with the situation allows, that the subscription can be re-activated.
3. A suggestion to have an island for good books read by your patrons. Time of the Assassins, by Hugh Holton, I found in the stacks – not a famous author – it was a very good book to read.
4. The PC cords at the tables in the large print book area are a safety hazard, the City would be liable for any injuries.
5. Consider a day rate for laptop checkout.

### UNSIGNED COMMENTS:

1. I really like how you have remodeled the restrooms in the Youth Services area. It is nice to see children's needs addressed. The shorter toilets and sinks are very helpful for young children.

### ENHANCED LEVEL CERTIFICATION COMMENTS

1. Congratulations! We are advocates for your efforts and celebrants of your accomplishments.
2. Congratulations on earning the Enhanced Level certificate. As patrons of the library we are continually highly grateful for the quality and kinds of service provided. What a great gift within the community.
3. I just read in the Midland Daily News that the library has earned the Enhanced Level of the Library of Michigan's Quality Services Audi Check List and is 12<sup>th</sup> out of the 300-plus public libraries in the state to earn the certification. Bravo! Since moving to Midland in 1983 I have been so impressed with the facilities, collection, service and staff. I feel very fortunate to live in a community to be so blessed with Grace A. Dow Library. Kudos to the staff!