

PATRON COMPLIMENTS AND CONCERNS – JUNE 2009

SIGNED COMMENTS:

1. I would like to see “new” section for MP3 Audio Books so a patron can quickly tell a new addition. I check them out a lot and it takes time to go back through them.
2. It is a real privilege to have access to a truly outstanding library with an outstanding book collection here in Midland. Kudos to the director and staff for your excellent work. As my husband and I travel, we frequently visit libraries in other Michigan cities, using WiFi access, reading newspapers and perusing their book collections. Sometimes we are a bit surprised but heartened to find outstanding facilities in even the smallest towns. An observation from our experience is that some of these small towns have self-checkout of most items. I recall that this has been investigated for the GA Dow library. Can you tell me whether it is still under consideration?
3. Better signage for oversize books would be most helpful. There is only one sign, above the 700's. There is no way to know where the lower numbers are. It would also be helpful if the main stacks area had some information about where to look for oversize books.

UNSIGNED COMMENTS:

1. I am very frustrated and angry at the appearance and contents of the “Book Express”!!! Four to six month old books, books placed every-which-way on the shelves, no current or up to date books or list of books!! Other smaller libraries and Meijer have a better updated selection of books. If these matters do not improve in the near future, I will go elsewhere.

Six comments from users of conference rooms requesting that library stay open until 9:00 p.m. on weekdays.

Two positive comments on flowers in planters in front of library.