

PATRON COMPLIMENTS AND CONCERNS – AUGUST 2009

SIGNED COMMENTS:

1. New hours for summer is fine, but for fall I would like them back. I like to use your services between 8-9 in the evening. I work till 6 and then get dinner, go to the gym or walk the animals. So it's nice to have that hour before you close to come in get on the computers pick up a magazine, etc.
2. I have a suggestion: Please install dropboxes throughout Midland (similar to how the U.S. Post does it). This will save money in gas for your customers and your books will not be late on the majority of delinquent customers.
3. We love your kid's books and your summer reading program.
4. The planters outside the front door are the prettiest I've seen at the library. So glad you gave up on planting little evergreens in those planters. Please give my compliments to whoever designed this year's planters!
5. Wouldn't it behoove the library to have more than one copy of national best sellers. Especially when we share with many libraries, i.e. Sweetness at the Bottom of the Pie.
6. Our niece, a student at Oakland University is staying with us this summer. She needed a class at Delta and is now taking an online Literature class through Oakland. She needs to read eight somewhat obscure titles for the class and was very impressed to find all eight at the Grace A. Dow Memorial Library. It is nice to know that the Library here can support online learning. We sometimes take for granted how fortunate we are in Midland...Thanks for all you do.....

UNSIGNED COMMENTS:

1. Would it kill you to open doors two minutes early, 30 people waiting outside for fifteen minutes on July 2, 2009.
2. How about a library card activated parking lot for library patrons and card holders?! Then they might find a place to park during non-library functions.
3. I propose that there be no "holds" for new DVDs. Often I find that it is days (or up to a week) before the new DVD is checked out by the person requesting a hold on the item. A "no hold" new DVD policy would increase turn-around time and might possibly increase library revenue.
4. Need self checkout! I have used at other libraries and it works.
5. It is very frustrating – on your paperback books all of your labels make it hard to read what the book is about.