

## PATRON COMPLIMENTS AND CONCERNS – April 2010

### SIGNED COMMENTS:

1. Best library I've ever been to. Staff is always friendly and always clean! Great job!
2. Outstanding setup with laptops and printer. Staff was professional and knowledgeable. A very nice feature of the library. Thank you!
3. The magazine room is great! After staring at bare shelves at the Zael Library, it's great to actually see copies of magazines to read.
4. Change the computer system so we can carry a balance, so we can put \$.25 into the system for the next library loan we get, because I don't carry cash often.

### UNSIGNED COMMENTS:

1. Thank you to 1) the library and staff, 2) those that donate books, 3) Friends of the Library for making used books available for purchase in the library and in sales. It is one of the biggest joys of my life. I cannot afford to buy many new books at full price.
2. It would be nice if there was a printer in the genealogy room. With Dr. Gates' PBS program and the new "Who do you think you are?" on TV, there will be more interest.
3. It is great to see new people applying for cards. Perhaps it would be better to have them processed somewhere other than the check out lanes. I've waited over ten minutes to pick up one hold as well as just to check out one book. Many other patrons also had long waits. Perhaps the Reference Desk could do these – they never have a line up.