

PATRON COMPLIMENTS AND CONCERNS – August 2010

SIGNED COMMENTS:

1. I participated in the adult summer reading program. Thank you, I enjoyed it. I would like to see the entry cards for the drawing copied on paper and not cardstock. This way slips can be recycled and the cost is much lower for paper. Thank you.
2. Awesome, the best library I have ever visited.
3. Please think about fixing your wireless service. It has gotten slower and less reliable over the past year. More bandwidth would be amazing. Love this place. Please keep it awesome.
4. I would like to say I overall really appreciate the services at the library. But I was wondering why members are limited to a set time on the computer even when no one is waiting to get on them! I can understand it in order for someone else to have equal opportunity!
5. The youth group library help are very nice people (all of them). Thank you for hiring such wonderful people.

UNSIGNED COMMENTS:

1. I regret the loss of the videos – some things are not duplicated on DVDs.
2. I have experienced a maddening lack of reliability on the libraries Wi-Fi. Using various library laptops, I consistently get download speeds no greater than 25 kb/s. Half the speed of Dial-up! This is while the “signal strength excellent” wireless status is showing. Weeks of consistently unacceptable speeds for downloading makes me think this is 1988 and not 2010! Virtually unusable for modern needs.
3. Where are all the “best sellers” for the “Book Express”? Meijers has the popular books at least two weeks before Midland!! The Book Express has 3-4 month old books on them!!
4. It would be great to have a branch of this library in the Midland Mall – and ease a little congestion. Please put a sign at entrance and exit doors to tell perfectly capable people that using the button wastes energy!
5. It is incredibly frustrating that your computers do not have Microsoft Office, specifically Word. Users cannot print documents because they cannot open them without Word being on the computer. There is no program whatsoever for users to print specific and/or original/unique information. Very disappointing, Midland.
6. E-mail due messages are not useful on short term items like videos. The morning after I checked out the video, I received a due notice.

Five comments objecting to DVD check out procedure.

Two comments suggesting angle parking in public parking lot.