

## **Suggestions & Questions from Our Library Users**

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June 2021

### **Building-related comments**

1. I want to say that I LOVE the front garden! So much prettier & interesting the prior landscape. Well done!

*Thank you for the nice compliment. It's exciting to see the development of the library landscaping as plants mature and seasons change.*

### **Service-related comments**

1. Have more juvenile graphic novels.

*We are excited to hear that you are enjoying this popular format! We continue to add to this growing collection. If you are looking for specific titles, please stop by the Youth Services desk and we will be happy to help.*

2. Self check out beeps when book is checked out.

*Thank you for your comment. The self-check machines do produce an audible sound after each step to assist users in taking the next step in the self-check process. While some patrons may not find this helpful, others may need this audible reminder as a matter of further enabling the self-check process.*

### **Computer-related comments**

1. As of this date, use of the computers is limited to (1) hour per day (June 30, 2021). Pre-pandemic the limit had been (2) hours per day. Considering that the Governor has now lifted (all?) restrictions imposed due to the pandemic, is use of the computers going to soon revert to the original (2) hour limit? Thank You!

*We have fewer computers in the library in order to promote social distancing. Because we have fewer computers and more demand, we decreased the time limit to one hour in order to ensure our patrons have access to this vital service. Once we have all the computers back on the floor, we can increase the time limits back to the original 2.5 hours.*

### **Miscellaneous-related comments**

1. I wish there was a stool or something so little kids can return their books themselves.

*We love the sense of independence some of our youngest patrons get from checking out and returning their own library materials, and we're always happy to assist at the Checkout Desk. In the past, we did have a step stool for kids by the book return, but it greatly*

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*slowed down the book return process for our patrons. Thus, based on this experience and potential safety concerns, we currently do not have plans to add a step stool near the lobby book return.*

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*Thank you for taking the time to help us improve our service to you. If suggested a title for purchase, we have passed it along to staff members who order materials.*

*Ryan Livergood, Executive Director*

***Patron comments appear here unabridged and unedited.***