

August 2019 Comments/Complaints/Compliments

Response Date	Response Text
2019-08-28 14:59:55	Patron is excited about the changes to the library but hopes that when we get back to "normal" that the New Books shelf goes back to being the old way we had it, where you can see the cover and more of the books are not so low on the shelf because she has a bad back and can't get down that far to see them.
2019-08-27 12:44:42	Patron wishes we had a home school section like Lebanon and other libraries have. The way she described it is that it is sections on math, science, history, etc., and that they have text books from which she can photo pages and tests so she doesn't have to buy the books. I showed her our math/science section, USA, world history sections, but explained we don't have textbooks. I gave her the flyer for the upcoming home school program.
2019-08-23 08:50:41	Patron would like to see labels by author in the rows so that she can find her favorite author easier instead of always having to bend over.
2019-08-21 12:35:17	Patron asked why the noisy destruction of the walls behind the CS/IS area isn't done at night instead of during the day in a place where there should be quiet, reflective time. And to directly quote her: "Dumb*sses."
2019-08-07 12:55:37	patron complained about the noise from construction workers talking and whistling today. He wanted those in charge to know. It happens a lot and he thinks they should be more respectful of library users.
2019-08-07 12:00:56	Patron complained about the construction workers yelling and singing.
2019-08-22 13:42:38	Kids Count (ABA therapy group here in Brownsburg) was in with their kiddo clients right after the new children's dept furniture was delivered. They swarmed the wiggle seats and cushions, so happy and comfortable. "These are so cool!"
2019-08-20 18:31:56	Patron: "I want you to know you have the nicest bathrooms of any public place!"
2019-08-14 16:24:15	Patron said it would be nice if we had a chair or spot at the CL for handicap that would help her get up out of the chair easier.
2019-08-07 15:12:01	"Is that going to be the room for the Library Shop?" [Yes]. "That space looks smaller than what you had before. How will Lindy do the Holiday Shop?"
2019-08-03 16:32:45	Need handles on the inside of the stall doors in the restrooms. Difficult to pull door closed.
2019-08-21 12:53:13	A patron came up and needed to renew her library card. She's in Middle township so I told her she'd have to pay and the new fee is \$40, but she was upset because she didn't have \$40 on her and only had enough to pay the fee for the 3-month plan that we used to have. At the patron's request I called Patti to ask if we could pay the \$40 in increments, which we can't. She didn't say anything and I was as apologetic as I could be but she basically gave me an angry look, pushed her books towards me, and left.
2019-08-30 11:13:38	Patron would like to see a card scanner on the copy machines.
2019-08-24 16:19:49	Patron states that the BEEP that sounds upon checking books in carries throughout the library and is very distracting. I apologized and let him know that I would pass on his thought.
2019-08-07 15:13:54	Patron was asking about downloadables so I told her about Libby and gave her one of the info cards. She said, "I'm telling you...this library is just awesome!"

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2019-08-05 10:42:21	Patron in children's would like to see the Smart table come back. He has 5 grandchildren and they really loved it.
2019-08-25 16:19:39	Colleen was extremely helpful to a patron in the computer lab with some things she was printing.
2019-08-04 14:40:53	Patron wanted us to know how much she appreciated the IS staff member who helped her in getting a DVD she had been looking for.
2019-08-01 15:01:32	"I love your new doors"