Santa Cruz Public Libraries
Comments from public access technology users

November 22, 2016

DOWNTOWN BRANCH LIBRARY

Other technology uses

- Use the library computer for almost everything
- I think the question should be changed to "library computer or LIBRARY Internet connection", as as it is worded it could confuse someone into thinking any internet connection which I don't believe is what is probably being asked; though I could be wrong.
- book catalog, placing holds
- Consumer Reports
- researching local history for book I'm writing
- For advocacy with the government under Guerilla-Gorilla Advocacy.
- printing promotional materials for an event I organize
- I use it occasionally to check weather, store hours, etc., while at the library.
- Used library wi-fi to access internet with my laptop when the power was out at home.
- General subject research, usually related to the book I'm looking for within the library. the Job searching was general, to supplement my search at home.
- research for writing fiction
- Almost never use library computers, I like books and DVDs.
- I mostly use the library's online catalog or book hold services. Today I am checking the time the library is open. I have good internet at home and work. My workplace (the Unemployment Office) also provides free computer, internet, and printer access.
- Wikipedia to learn new things
- I have a very old laptop and an ipad at home, but no printer. The library is my printer and also often my computer when there is something I can't do on a mobile interface or when my ancient laptop is just too slow and annoying and I have to print something anyway; then I just go to the library.
- Entertainment, local events, concerts, plays, etc.
- Would like to see cleaner and more computer in the library. The mouses and keyboards are filthy from general use and need to be updated!

Suggestions for improvement

- I don't understand why patrons can't donate books that will be shelved at the library. When I've requested a book, and the library hasn't purchased it, I've bought it and would be happy to donate it.
- make the new items section more user friendly. Its hard to tell what is truly new.
- SHOULD BE KEPT MUCH CLEANER, NO LOUD CONSERVATIONS, ALSO SUGGEST HOMELESS FOLKS HAVE SOME PLACETO PUT THERE BAGS INSTEAD OF DRAGGING THEM THRU LIBRARY MAKES LIBARBY S APPERANCE LOOK BAD
- More computers? Less homeless? Stricter monitoring of food use in the library.
- hackers have gotten hold of the system. my identity has been jeopardized, I am targeted with ads when using the computer as if someone knows I'm on the other end of the computer they are hacking or accessing. etc.
- Less police involvement and more organised about computer waiting lines, as sometime people waiting and a disruption can cause the mood in library to change. I do find it very effective when the librarian just tells people that they have to leave.
- I love you, library!
- Keep ordering books!
- better lighting, digitize microfilm newspapers, more online subscriptions, more ebooks, more weekend hours
- Not at this time.

- Be sure there is some human librarian for reference assistance
- Big appreciation to the library for all you do, and to downtown library esp, for your thoughtful open door to our homeless neighbors. The library is an important resource for this community, and one that needs not only more recognition, but more support.
- enforce library code of conduct, particlarly around access for service dogs only.
- Is this referring to the library computers/internet access, or the library in general? Maybe a few more computers. For the library as a whole, acquiring new books in a much more timely manner is needed.
- more working microfilm machines
- a friendly staff
- 1. Add more information to the "New Book" list on the website. Specifically, an option to see the whole list with a short summary beside each book, and perhaps also the number of requests it currently has. The way it works now, it's just a picture of the cover and the title. One has to guess whether one might have an interest based, only on the title and cover pic... 2. The new checkout machines at the downtown branch are garish, and awful. They're just dreadful in all the ways that matter. Bring back at least one of the old machines that (A) doesn't have a damn computer screen, and (B) just checks out books after showing it your card. Whoever decided to eliminate the decent machines needs to be reprimanded, or guided to a perhaps more fulfilling career.
- Accessing Consumer Reports was very awkward--not intuitive
- When I do go to the library to do work (writing, researching) I choose the location to sit based on availability of nearby electrical outlet. Having more electrical outlet gives me more choices of seating.
- Somehow I've missed the info on subscription services through library and downloading e book. Perhaps there are others like me who aren't familiar with all you offer so perhaps getting the word out more on what you have to offer? Say a rotating spotlight on such and such you offer on the home page or prominent link? My husband and I really appreciate having the library to use and also like that the branches are all connected for easy drop off or requests.
- would like the library to open longer on weekday evenings
- Keep the CD book inventory current with new F and NF publications.
- The online request to hold, particularly canceling a hold, has not always worked well and I've emailed w/ staff about that. The Library might be able to have an arrangement w/ Kanopy (maybe, I don't know) for access to its films (a source of Criterion movies); we use San Jose State's faculty access for that. The last time I checked, books could only be downloaded for a relatively short period of time, and now I don't remember if those were audio or text versions; a longer download period would be nice. I stopped downloading because I need more time. Faster acquisition of new books would be nice.
- Make wireless network password protected, changing password every day. Increase bandwidth and network speed so I can upload videos to Youtube. Allow me to store my iMac and Brother MFC at library in return for donating use of an extra iMac and other computer equipment. Start buying used iMacs at Greybears for about $200 each. Start obtaining video cameras, digital cameras and audio recorders. Create a "Kid's University" to teach children the way university students are taught with an advanced curriculum in all the university disciplines as well as teaching Guerilla-Gorilla Advocacy, e.g. FOIA requests, social media, Crowdfunding, nonprofits and (investigative and computational) journalism.
- If possible, increase the number of computers available - this depends upon location - there is far more demand in some places than supply; I also think it would be good to set aside priority use for people who are using the internet access for NECESSITIES, like job / housing searches and the like.
- I love new technology offerings for the library and expanding the collection. I prefer the library focus on being a library and not social services. And sorry but not crazy about building a second collection for non-english speaking users.
- Slightly later evening hours at the Downtown branch would be convenient for me, especially on Fridays, but I know that that would be expensive.
- The collection of classical music on CDs in the Downtown branch has really gone downhill in the last

year or two. I understand CDs may get returned to other branches, and maybe they do not "come back" to the main branch. (I finally gathered this was true for audiobooks, so now I sometimes go browse for audiobooks at other branches!) I also understand I can look up classical CDs online, and request them. But browsing in Classical CDs has become not so fun, and coming in hoping to find a particular work -- which used to be delightfully fulfilled Downtown quite often! -- is now mostly met with disappointment and something akin to . . . embarrassment? Not meaning to be unrealistic, but I do wish the Classical CDs downtown got more "love"!

- More computers Macs. Treating unhoused people like human beings instead of second class citizens. Get rid of overzealous guards who get off on doing violence against people. Open longer hours to serve the needs of all of the community.
- Homeless people and maybe some other people play video games and watch movies on the library computers. That seems like a serious misuse of library equipment. and prevents job seekers, people seeking information, etc. from having access to the machines for something serious. If you insist on letting people use your machines for frivolous purposes I would have 2 sets of machines, one that blocks game and video sites for serious people, and one that allows this sort of usage in a separate area. That way you can control the percentage of your machines that are devoted to frivolous pursuits. I have a home computer, but if there is a problem on my home computer or internet access and the library is up and running, I would like to be able to use your system without waiting for bored people who are merely entertaining themselves, in case I have to contact people for work or other serious issues. So please have a separate area for gaming/facebook/movies, and please have a serious area where these sites are blocked. A hosts file will accomplish this very easily and quickly.
- There are times I avoid a visit to the downtown branch because of the high number of homeless individuals outside of the library. I'm uncomfortable having to almost step over them to access the library. It's also why I don't bring my children much, if at all, anymore. The rules are sometimes not enforced re: no adults on 2nd floor unless accompanied by an adult.
- Keep the human factor. I would be very, very sad to only be able to use machines
- put the shelf call number in the info that comes up immediately in a search of the catalog, don't make me drill down to get it. Most of the time I go to the shelves to browse and I'm just looking for generally where books on the topic are.
- To set up book suggestions online, similar to netflix.
- Get rid of all the derelicts that inhabit the downtown branch. The odor is terrible and they hardly serve as a role model for our children.
- Get more new books for Lucky Day and "new books" area, especially more fiction. Get more new books in the Printmaking and Contemporary Art sections. Get more music CDs: classical, world music, folk music. Get more movie DVDs.
- Yes, upgraded machines and software would be nice. I did vote for the taxes for general upgrade to all Santa Cruz County libraries. The Aptos Library, La Selva Beach library, Garfield Park library and Capitola library need better machines and software and general professional office environments. This is from a retired 'Valley' engineer. Cheers from Steven
- Downtown branch is a wonderful one, and I love working there whenever I can. The children library is beautifully designed. But the lower level always seems to be crowded. I know it requires budget, perhaps even a new wing, but I wish there was more room there! Also, the design is a bit dreary. I wonder if it's possible at all to do what the Scott's Valley library did and use community resources to renovate the down town branch.
- I wish there was a Computer Lab for the downtown branch of the library. in the past you have to sign in on a sheet and hope you are there when a computer becomes available. More computers with an e-registration system would be ideal.
- more computers, they are often full tech staff are constantly used by patrons. Make sure they get the support they need They work hard
- Don't drop books.
- More large print books.....

- Make it smell better
- Do something about the homeless people. It doesn't feel like a safe place anymore.
- Buy more books
- Make your survey cellphone compatible!
- More computers. More single desks and power outlets. Better restrooms.
- open live oak at least part of friday and saturday !!!!
- More classes for computer use.
- Faster. More broadband.
- wifi cuts out often. it would be nice if there was a stronger wifi connection
- more computers and longer access
- It would be nice if the library could provide outreach to schools to get students involved in communities, such as Teen Book Crew, to help keep children and teenagers interested in reading.
- Some libraries have nicer seating arrangements than others.
- update your computers - make your catalog search results more legible: i don't know if I've found a book, an audio book, a large type book. -
- Have a computer room like the Santa Clara Main Library where you can see available library computers w/o having to use a sign up sheet. May need a few more computers to pull it off.
- reduce the smell, both of the patrons and the bathrooms. Not allow sleeping in the library more books. over the last decade the library has apparently gptten rid of several favorite books
- I prefer a quiet library.Central branch seems to be subject to a lot of noisy people.
- More Computers, kinder staff, NO Guards especially ones who harass homeless! OPen more hours: earlier and later. MAybe a cafe and a place for ppl to heat food. Make it more friendly! Homeless people are your new valued customer that justify your jobs. Hold classes for adults. Just build a better relationship between staff and customers. A friendlier relationship.
- Yes: after completing a search & request I'd like to go back to the full list in new books without having to start over.
- I prefer librarians check out my books than using the computer. More human interaction, even the limited contact of a librarian helps with alienation.

APTOS BRANCH LIBRARY

Other technology uses

- I log onto the library website to look for books and information.... I love the library!
- looking for lower cost rentals for housing. doing research on other areas to live in that are cheaper than here.
- Online investment services like Value Line and Morningstar
- News articles from local papers
- Register for classes.
- I can't think of any other purposes not already listed.
- acess ti sekf-help resources
- read a document about the rail/trail in Santa Cruz county
- insurance
- Email, don't know if I missed this being asked about.
- my kids play games on the internet while I brouse
- I use it mostly to cjeck emsail

Suggestions for improvement

- I wish the our branch of the library had longer hours.
- more info or a faq on what resources are available online . i.e. I didn't know until this survey that

databases like consumer reports and ancestry.com were available and don't know how to find out more or how to answer. wish there was an easier way to submit suggestions for new book purchases and to find out what books are on order.

- Please shelve ALL the books so the spines face outward and are readable.
- I would like to access a list of books I have checked out in the past; helps me keep track of my reading lists.
- Well, would be great to be able to rate materials after I've read them, or to have alerts for new materials—such as for a favorite author (you'd get notified when something new comes in).
- Please continue with that you are doing!
- Do not allow cell phones
- Privacy when using internet computers
- shorter loan time for periodicals. dated material should have a shorter loan time so that more people can access them.
- Keep doing a great job.
- Please have other options than Plimseur for learning languages by CD. They are the worst. Berlitz or Living language are much better. Thank you.
- Allow for in-house laptop "rentals" for patrons Downtown (like Scotts Valley); additional children's librarians for busy branches (other than Downtown); earlier opening hours for Aptos branch (10:00 am); Live Oak should be open on Sats.; increase ebook and eaudio collection for Overdrive and OneClick;
- 1) For beginning readers, a system of identifying AR levels or other metrics used by the schools to discover books on the shelves. 2) Ability to easily find series (trilogy or longer series) and add them to a list or a way to print them for future discovery 3) A quicker was of requesting books from a saved list
- I moved here a few months ago from another state, and the Santa Cruz county library system has the worst catalog I have ever seen, period. Nearly every time I search for a book or other material the library system does not have it. Important resources (like say books on specific technology) are either missing entirely or hopelessly outdated. It's mostly a matter of extremely poor selection. For example, the catalog contains plenty of cheap horror films but is missing most of Hitchcock's masterpieces. And asking $5 per item to obtain an interlibrary loan is an outrage and goes against the entire concept of a community library, which exists to provide information, especially to those who do not have the financial resources to access that information without assistance.
- I hope access will continue for people who don't have internet access at home. I hope there's also free, fast wifi for the rest of us!
- Give everyone who checks out a book or book-on-CD the right to renew at least once before calling the book back.
- For my purposes, everything is great. The most important thing for me is accessing the database from home and requesting books from our library, or others, to be picked up on reserve at our library. That service is priceless for our family. Thank you.
- The on line access for books is wonderful and I use it many times per month.
- The usual suggestion for longer hours. Of course, this needs to balance with the other operating expenses, and I think the staggered hours are about as good a compromise as is possible. Maybe some kind of a vault system opened by the library card or access code that would allow after-hours pickup of held items that are available. This would take some machinery so that only the reserved item could be taken.
- Additional investment subscriptions....newsletters.
- the search engine via internet could use some improvement. Hardly elegant and many times says that you don't have a particular item when correctly spelled terms are entered for the search. I have to search two or three ways before I can find the item. Clunky and too much work.
- I'VE FILLED THIS OUT TWICE AND IT KEEPS ERASING MY COMMENTS COME ON!!!!!!!! I never take the time to fill out surveys. You need to fix this!! I'm only filling out because I ccre about the

library. Here is the THIRD TIME I'M TYPING THIS!!!! If it erases one more time, I'm done. I'd like to become more proficient in utilizing the library's digital resources. I have a laptop and desktop but don't have a reader & it feels like the Wild West -- Amazon has one, Barnes and Noble, iPads, iPods, independent bookstore readers, etc. etc. I don't have a reader so that's what's holding me back but I prefer books and CD's. I'd like more UNIVERSITY COURSES AND LECTURES on CD's, especially music history courses that you can listen to in your car.

- Have some other applications EX: usb formatter
- Make it easier to access large databases, like GALE history resources. It's a maze that's hard to replicate. Get a better assortment of audiobooks.
- -
- More Playaway books---great for gardening or walking.
- It would be nice to have a drive up drop box at Aptos Library.
- The library card has a bar code. You should be able to scan this bar code to access the computer and the printer, and not have to type a that very long number. It would also be convenient if you could load the card with money, and again, be able to scan your card and pay for copies without feeding the very temperamental copy machine!
- I would like a sticker warning when a book,or movie has animal cruelty in it.I read Young Adult books,and find this to be horrifying.I know must effect others.
- open by 10 am rather than 11 am
- You are great!! Thanks for being open when I need you and thanks for the internet access for renewal, etc.
- I think the automated checkout system is poorly designed. I have reported this. You can think you are checking things out when you aren't.
- more terminals are they cleaned regularly?
- I do not understand why when I check out books online they often disappear the day before they are due, it is very frustrating. Additionally, when I finish a book early, I have not found a way to check the book n early.
- update computers - mac computers
- i use the library's internet connection from my home computer. That is really important to me to check on when things are due and to reserve books and audio discs.
- Open earlier than 11:00 a.m.
- I know this depends on budget, but additional ebooks would be nice. I am thrilled to have this service available to me. I took the class at the Library to learn how to download books.
- As a senior citizen who is not very computer savvy, i would love to know all the ways I could use the library computers services, not to get onto the internet, but maybe how to order ebooks, and othe services i am just unaware of.
- More ebooks
- great job, thanks!
- open on sunday
- So,e computers might be for longer periods of time, say 2 hoursd
- I would like to see a bigger collection. 1. More traditional resources (books, dvd's, etc) 2. More downloadable ebooks. 3. More best seller type lucky day books. Keep up the good work on requests/holds/transfers. Thanks!
- More paper books, better eBook access (process is hard to follow), more DVDs/music, more programs (i.e. children's puppet shows, etc), promote library as hub of civic life.

BOULDER CREEK BRANCH LIBRARY

Other technology uses

- When my personal internet is down or cell phone service is down, I can usually use the library

facilities. Otherwise, I use my own resources.
- Used for writing a book on Microsoft Word.
- Yes, to clean up the redundant files on my USB drives, and to listen to local musicians not (yet) on commercial radio stations.

Suggestions for improvement

- The ebook selection is very poor. New popular books and authors need to be available
- No.. I feel everyone at the libraries is doing a splendid job.
- I listen to a lot of books - I wish more were available on disc, as the other methods are too bewildering to use.
- Please expand your e book selection to include more fiction. P
- Just more hours of operation.
- Maybe an extra cubby or two for personal laptop use. Sometimes the two we have are tied up for some time.
- Yeah! Pipe some of the air conditioner from Boulder Creek branch to Felton branch.
- Lack of internet options forced me to a cable hook up.If the library offered a longer time limit and maybe more computers Icould have saved some money and stayed with a dialup service.
- The computer use is very helpful. Thank you for providing this service!!!
- The computers are old and the mouse is difficult to use.
- Increase the number of ebooks.
- More computers for some of the busier libraries. I never have to wait for one at Boulder Creek.
- no smoking on site? - not sure if that is possible, but often people are outside the library using the wifi and smoking

BRANCIFORTE BRANCH LIBRARY

Other technology uses

- Entertainment
- bookclub
- Printing. Searching for and printing papers from scientific journals. Accessing American Physical Society publications.

Suggestions for improvement

- Expanded hours if possible.
- Libraries should recieve a much greater share of our county's financial resources with longer open hours and more well-paid staff. I grew up in a small central California town that had a Carnegie library open EVERYDAY, even Sunday. M-F hours were 10 a.m. -9 p.m.; Saturday 10 -5, Sunday Noon - 5. To this day, that small town, with a larger more modern main library and smaller neighborhood sites and bookmobiles prioritizes it's library using it's tax money to serve all of it's citizens, young and old. The low priority of library branch open hours makes a very disturbing statement about our community's priorities.
- There is typically quite a wait for the computers, if you aren't at the door waiting to get in when the library opens. It seems like the kids' computers could be better utilized to serve the general population, especially when it is times when the kids are in school. But, don't get me wrong, I am very grateful for all the computers that are here, and that they are in good working condition!
- The most important thing about the Library for me is its collection of print books. I hope that the budget for the print collection isn't reduced to support digital books or computers in the Library.
- more hours of computer access, and more computers for adults

- Close a branch so that all libraries are staffed adequately with librarians at reference desks and providing consistent service to children in neighborhoods. Open Branciforte branch for more hours.
- More computers at B40. Better speed and reliability of computers at all branches. At all branches, be able to play online Pogo Scrabble, while listening to youtube or other, w/o super-slow and not infrequent freezing or tossing out a game before finished. Get library emailed notifications that INCLUDE AUTHOR'S NAME with book title! Adjust computers to have NumLock already on after resetting following former user.
- Some academic books are unavailable even though a University is within County boundaries. An interlibrary loan for texts not found within the limits of the library system could be helpful. Also, I love the magazine Dwell, and the Branciforte Branch carries the magazine, Live Oak does not carry Dwell Magazine. Is it possible to carry the same available magazines at all branches?
- Love the SC Public Library and the people are always helpful and nice. However, the available New Fiction and New Nonfiction (I read both) is extremely inadequate - I almost said "pitiful" but I don't want to be cruel! When I walk into my local branch and peruse these offerings and also the lucky books or whatever those that don't get put on reserve, but are dispayled for checkout, there just aren't enough titles. At my awesome branch, Branciforte, there are often 8 or 10 books in each of these 3 sections. I know your emphasis here is technology, and I enjoy technology, but the book collection needs some serious work/expansion/ growth. When I visit other public libraries around the country (yes, I am a library geek!), the offerings on hand are always substantially more plentiful. Also it takes forever to get books that I place on reserve if they have come out in the last 6 months. Woo, I feel better now!
- Try to keep the voices down in the library. Move the homeless away from the front of the library property with all their shopping carts.
- Parking is often difficult at Branciforte. Even dropping off books is hard and if the gate is closed, backing out into the street is dangerous.
- You have a few employees that have bad attitudes or come across as authoritarian or improperly and needlessly harsh or brusk. In the last 15 years the internet has become the primary portal for access to nearly all important information in society. An internet connection is becoming indispensable.
- Maybe a link to Good Reads, so there's an interface updating the books I read or want to read? Sounds a little far out, but it would be mucho convenient.
- Open more
- need more assistance downloading books as it is not clear to me and I am having trouble thanks
- Get some real keyboards for the checkout kiosks. I don't believe it is a secure situation typing my password on the screen for all to see.
- More access to audio books and devices to listen. Return a grace period on overdue fines
- More computers with full internet access for adults, or allow adults to use computers in the children's' area.
- Keeping the branches open as many hours as possible. It's an incredible community resource.
- Would be great if the magazine subscriptions were available online, past years too. Would like to see more BBC/British TV shows in DVD collection. It would be nice if cell phones were off and people spoke in a quiet voice. And can we agree on a civil code of conduct for behavior and hold EVERYONE accountable? It's a library, keep it a library. It's not a social services depot. We've got plenty of those in SC already.
- Would be nice to remind people it's a library, not a cafe. And much like the game of golf, it would be nice to hold people to the high standards, behaviors, and traditions we expect at a library. The downtown library can be down right scary, inside and outside.
- I would like to know how to download books.

FELTON BRANCH LIBRARY

Other technology uses

- I attend a library book club, and sometimes a question will come up in the course of the discussion, and I or someone else will look it up on a tablet or phone using the library's WiFi connection.
- have never used them always use home computer
- To access online, serialized novels and fan fiction.
- Reading on a website
- monitoring my children's library account to make sure current and books are returned on time.
- Looking up books in the library database
- VOIP and skype calls for work meetings.

Suggestions for improvement

- Build the new one :)
- Please keep the children's area simple and all about books. We looooove the Felton library for this reason. There are no computers at kid level in the children's area, and it's easy to keep an eye on kids while picking out books. We stopped going to the Scotts Valley library when it expanded because of two problems: the computers distract kids from the books, and it's difficult to see your kids while picking out books from the shelves. It's not nearly as relaxing and fun to visit there.
- I look forward to the new and improved Felton library!
- From what I've observed, the Felton branch needs more public computers to serve its users.
- Make it easier to ask to add books and magazines to the library's collection.
- I have reliable internet access outside the library, but think the library should provide access for those who don't have it, especially for things like job applications or doing school work or research, election information etc. I worry that most people answering this survey will (like I am) be doing it from home, but the folks who don't have home access have the greatest need for it in the library.
- network bandwidth is too variable and i get connection timeouts. especially during voip and skype calls. need a place where i can take a call and speak without disturbing others. some county libraries have group meeting rooms and other places where it is OK to be on a call, but ours do not.

GARFIELD PARK BRANCH LIBRARY

Other technology uses

There were no other technology uses reported.

Suggestions for improvement

- I think we are blessed in Santa Cruz to have such a good library system and collection. The computer search and hold system is wonderful along with the forwarding of books toone's closest branch.
- more computer classes at Garfield library (ancestry.com, how to do research and find valid info, how to download electronic books, consumer research, etc.) Loan ipads for in library use.
- More open hours on Friday at the Garfield branch library would be great. Opening before noon, maybe 10 AM, would be especially helpful.
- Ask patrons who are sleeping in the library to leave (only a problem at downtown location).
- unable to watch certain videos on library computers, learning videos, amazon prime videos
- Looking up books on the website isn't set up optimally. If you want, for example, to look up books about an author, there isn't a way to indicate that (as opposed to by the author). There are other ways it would be better also to be able to ask the website for exactly what we want. And, conversely, for the website to correct for us if we get the spelling close, but not exactly right.
- The main library branch definitely has a difficult environment to witness as a patron. When I try to use the public computers there, many other patrons are difficult around me, disturbing, loud, etc.

- Expand hours of Garfield Library.

LA SELVA BEACH BRANCH LIBRARY

Other technology uses

There were no other technology uses reported.

Suggestions for improvement

- more computers and regularly scheduled classes, especially for eager senior citizens who are way be hind the curve
- Need newer computers etc at LSB branch
- Computers are ancient and slow. Process to access is cumbersome in addition.
- Get some computers that aren't 20 years old! Don't some of the other branches have laptops for use? Why don't we? Our computers are so slow that the only regular users are those without computers at home.
- More new movies at La Selva. More hours past 5pm. Open Monday.

SCOTTS VALLEY BRANCH LIBRARY

Other technology uses

- Communicate w/ elected officials through various organizations and their governmental sites
- Specifically used Ancestry Library Edition and newspapers.com databases, using library computers.
- do not wish to answer
- Book titles at Amazon
- To help others in Genealogy room
- Volunteer work when home power was out
- Create forms for work Word processing

Suggestions for improvement

- I would love to have more book group resources such as mixers to meet others interested in forming a book group and dedicated space.
- Have some type of activity for students after school. They can be very rude and noisy.
- Easier to access a computer in Scotts Valley than Downtown. Easier to find parking in Scotts Valley than Downtown.
- Have more training for downtown location regarding people on the computers and how to treat people equally.
- I'd like to be able to request books through the online library system. I find the online system useful, but rather ponderous and bloated in many ways. Eg., when a book search finds a book, a large print version, an audio version, etc… why present each one as a separate entry when they are really just different versions of the same book?
- Improve the women's restroom downtown. Ideas for better parking downtown. I really, really miss Dorcus Abbott. She was a wonderful resource of information and it was nice to have a friendly face when I walked into the old Scotts Valley library. Now it is hit-or-miss if someone is friendly or helpful. It's too bad.
- The degree of noise from the "daycare" in the Scotts Valley library makes it impossible for patrons to do research or conduct studying or even enjoyment of the library. We have to adjust our usage for hours when the multitude of children are not dropped off there. There is no supervision and constant

screaming and kids running about. It needs to be controlled with rules because the SV library is out of control especially on Wednesday when they are out early from school. It so bad that everyone in the community is disgusted with the "daycare" issue and wishes for the old library where rules were followed and it was quiet. They parents in Sv are dropping off their kids and leaving so they are misusing the library and its far to noisy. The flat screen video games in a library is absurd and the noise is defeaning. What needs to be done is better control, rules and a wall up between the large kids area so that the remainder of the library is usabled space for adults which now it is not. Teresa planned this very poorly and since it was opened it has become a out of control area of extreme noise and not a true library. it needs to be returned for use of real patrons, not just kids. If they built walls around the kids area and had one door and a supervisor employee then the library would finally be usable space. As it is everyone is talking about how obnoxious it is now and its not enjoyable at all. .I try to do business letters online and cannot focus from all the screaming. I wish you would consider a solution and I think the walled in kids area soundproofed is the answer. because of the very poor design of this library. .

- More computers and more time on them, one hour is too short
- More new books at SV
- Although I appreciate the fact that you guys are trying to modernize (downloadable eBooks, eaudio, etc.) I still think that it is vitally important that the library have an excellent collection of printed books, audio cd's, magazines, etc., in addition to digital content. A printed book is a totally different experience from an eBooks, and I would argue a much higher quality one. I would be very sad if there were not an excellent collection of REAL BOOKS at the library. Switching to mostly digital content also excludes low income people who cannot afford fancy electronic devices. So, my request would be,please keep up the excellent collection of real books that you have even as you expand into the digital arena. You guys are doing a great job. The library has been a haven and a joy in my life for as long as I can remember. Keep up the good work!
- Sometimes people abuse the guest passes and stay on for too long. The staff hand them out to the same people who use the library all the time, i.e. not guests. I feel like those people should get a library card and then just be allowed to use that.
- Printer at Scott's Valley library is a total f---ing pain in the ass to use. Using it requires too many steps, and VERY OFTEN it doesn't work. Get a less complex printer, or better yet, re-install your old printer and let us pay for copies at the front desk as we did before.
- More consistent connection - it's frustrating when you go to search the catalog and the connection is down.
- internet connection can get very slow
- A mobile app for easy access to searching books and managing account would be great. A mobile app could also be used for checking titles out if library card is forgotten. I can't seem to find an inter-library loan service, it would be great to access any title I want to as I have in other counties.
- Let friends of the public library maintain donated laptops to check out at the branches to increase the number of possible internet access points.
- Love the website and phone app. Use them all the time.
- Please back poetry revision workshops. Please add more writing classes with different instructors, not the same one all the time. Please have more "meet the author" events.
- Scotts Valley library fills a big need in the community. The staff helpful and professional when called upon for assistance. I have a PC at home, so I don't need to use the library's. However, the computers seem to be busy most of the time.
- Allowing more ebooks to be downloaded per day or month. I read really fast and read some short books. I don't enjoy the 10 book limit.
- Please keep the keyboards and the computer screens clean, and the area around the computers.
- order DVD's on DR Blake Mysteries series
- More computers.
- hi :)

- Stay open longer hours and sometimes it seems like some or all of the branches are closed on some random days when they should be open.
- I think that the Santa Cruz Public Library is a good system. I am also associated as a volunteer with a library system in another (more rural) state and Santa Cruz compares very well.
- I would like to see more community education programming
- Create a specific terminal or hub or procedure where patrons using their own personal laptop for school or work (i do both) can send information to printer ...i would pay more for this service...now i have to email my self an attachment then wait for a computer to become available then check my email then print my work from that point taking up a space at a terminal that someone without a lap top cld be using....sometimes i have to do this multiple times in one day
- upgrade your computers.
- More computers and more books. All the computers always seem to be taken for the adults. Since the Scotts Valley Library has moved, there seems to be less books in a much larger space. Sometimes it seems easier to buy a book from the library book sale than to find it in the library. Not that I want to own that book, but that buying a book for 50 cents to a dollar is easier than finding it in the library system. I have even visited Felton and Aptos to find books that I would like to read and they are smaller libraries. They just may have more of the books our family likes.
- It would be great if the library would open at 8 or 9 am, rather than 11 am.
- I still do not understand the diffeence between the website and the portal! Just have one! I'd love to be able to check out an E-Reader. Never used one. I have not very successfully checked out online books--- would like to feel more comfortable doing that. The only devices I have are computers or my cell phone. It would be great to have more training classes for older people on the website.

LIVE OAK BRANCH LIBRARY

Other technology uses

- Used internet resources at home especially Consumer Reports. (very useful!!)
- Reset my password when I was concerned my home wifi network had been hacked.
- I am trying to learn Spanish. I have been able to go online to learn Spanish, however, I would like very much to take a Spanish class at the Live Oak Library. When are you wonderful people going to begin a class/group at the Live Oak Library so that I can learn Spanish faster? (If I learn Spanish, I can get a higher-paying job, & be able to donate to my library.) I LOVE MY LIBRARY.
- currently looking for a girlfriend.
- I watched candidates' videos, followed BBC and other news websites, kept up with personal email and scheduled meetings, searched for films & videos
- Genealogy research
- I have watched webinars to help my professional development
- knitting resources/patterns art
- As a homeschool education specialist I meet with some families at the local libraries for tutoring, education support, research and for exploring library resources (both online and for print materials) for student.
- To know about the authors of the books which I wanted to take from the library and the list of books they have written which may or may not be there in the library

Suggestions for improvement

- Yes. Open hours earlier, and open 7 days a week.
- Prefer more weekend hours at Live Oak branch. Parking lot gets full on Sunday and it's hard to park close by.
- Extend time of usage beyond 1 hour when others are not waiting. Maybe by linking local libraries

computers together and if more than one not in use it extends usage time by 15 min. automatically.

- Make more subscriptions such as Consumer Reports free and available to ALL patrons with library card. Offer better and more updated computers.
- more hours open
- Facilitated Book clubs meeting (fiction and non-fiction) in the branches More "lucky day" books I think that the whole system should shut down for the same day or days rather than randomly all over the county. Signage to identify and find the library at Live Oak is a joke. Everyone I know has had the experience of missing the turn in and having to drive back. The location on the ocean is really bad for foot access but it is too late to move it into a more accessible location.
- Need to be able to pay fines online. I can't believe this still isn't happening, even though companies like PayPal make it free for libraries. Don't make me come in to pay a $2.00 fine please. Also, the selection of books from Overdrive is very small and subjective with cheap, quick reads (romance, bad mysteries). Please make higher quality literature, and more of it, available on Overdrive. BTW, I would be willing to pay a yearly fee to the library to help fund my suggestions.
- Keep up the excellent work.. Much appreciated, as my granddaughter uses the library computer system often.
- maximize databases of articles available through the library system. offer short classes or tutorials in various applications, e.g., deciding what privacy settings to use on Facebook, learning how to download audio books.
- I would love to use my account to tell me if I have ever checked out a book that I thinking about thinking about reserving or checking out at the library so that I don't take out some books multiple times.
- Please extend the hours of operation via the number of days the libraries are open each week and an earlier opening time.
- SPANISH CLASSES SPANISH GROUPS
- I would appreciate having more places to sit and read with a surface; Live Oak could really use a coffee cart for drinks a & snacks as it is quite a hike to get these--it would be a great entrepreneurial activity for someone!!! I wish Live Oak were open on Fri & Sat!!!
- Make it easier to print using the wifi
- Allow people to pay their bill online
- Would like an ongoing record of materials (esp. books) I have borrowed, on my log-in page.
- I find the sheer number of choices for online use confusing and overwhelming. Could it be made more simple with an "advanced" option? Could the list of resources such as the 3M library, collegiate libraries, etc be cleaned up somehow?
- more small study rooms for meeting bookgroups and research teams Like the Scotts Valley options
- Parking is very limited at the Live Oak library; I don't recall how easy it is to access as a pedestrian if parked a distance away.
- Like the idea of having computers available after hours in selected locations where it would be feasible (such as Aptos which has a meeting room that is accessible without going into the library-think Boulder Creek might be the same)
- Love the online resources like Bookflix, Tumble books, Mango etc.... I always recommend them to my homeschool families.
- 1) This survey font is too small and has a horrible appearance. A local high school student can help. 2) The Live Oak branch is great. I wish there was funding for longer hours. 3)
- I would like more recorded books
- I would like to have more than 60 minutes of use per day. I cannot take online classes or do homework because the 60 minutes is too short of a time.

CAPITOLA BRANCH LIBRARY

Other technology uses

- Searching for books in the library catalog or in Amazon to search for release dates, etc.
- Receive texts Check on what music is playing on KMozart on car radio when I arrive at library
- Sears book titles, find out where a book is, place holds through the online library catalogue
- I have used your website to search for large print books, books on CD and Playaways
- I don't remember specifically but I do think I used the computer in my library a couple of times.

Suggestions for improvement

- 1. I can not read text on the Checkout machines as the contrast is too light. At some branches [I use 4] I can read it but not at my usual ones. 2. Re catalog requests online: if others have requested the same item, do not ask me if I want to continue and edit the next page so I can return to search results without scrolling to the next screen page.
- 1. Have an online suggestion box 2. Make it possible to have easy access to one's own check-out history.
- Automatic security so patrons won't "permanently borrow" items. Longer hours, especially opening on Mondays. More computers.
- Have some quiet zones which are separate from less-quiet zones. Have some disability access parking spaces closer to the front door than the ones at the current Capitola library.
- The current catalog system for Santa Cruz libraries leaves alot to be desired. Searching for items sometimes has to be done in more than one step. For instance, looking for a book by title may not reveal a hit. But if searched by author, the item will appear. It's like this frequently.
- Stop filtering the library internet (specifically all Russian/Chinese websites). A "library" should not have ANY filtering whatsoever. This is a major inconvenience for me, as I have email accounts/etc in Russia.
- More & better books, more interactive technology, headphones, softer less glaring lighting, more reading areas, completely separate children's area where they can be noisy & enjoy interacting with library displays, equipment for people to print from computers & other hightech resources, nature & environmental connections for the community (learning centers), meeting rooms for Capitola residents.
- improve the library's resources so that children, the elderly, the physically challenged and those without financial means have equal access to the worlds of communication and information. For instance, how accessible are the libraries resources for those who are visually impaired? Are there headsets for computers access and books in Braille for them?
- Please, please get more books! We are homeschoolers (1st grade, 5th grade, and 7th grade.) We used the library for research and learning. We moved here from Pennsylvania and I almost never had to buy books that our curriculum recommended for research or literature. Our library there had really comprehensive resources. Now that we've moved here, I can only find suggested science, literature, and history text suggestions about 50% of the time. The book selection here is really lacking. It's sad. Who do I talk to about suggesting specific titles for the library system to purchase?
- maybe a few more computers. 2) maybe more time for those who don't have any other online sources. 3) maybe reservations for one fourth to a third of the computers.
- I have noticed from time to time that i am prevented from accessing some topical information or coverage of topics of political or religious nature, and it is frustrating and angering, because it seems like VERY MUCH like censorship. I can understand why some information that is sexually based and suggestive, and/or racially sensitive / inflammatory might be candidates for screening for the benefit of protecting minors from damaging or corrupting influences, and that's good, but out there in the world of major media and the general internet, all those corrupting influences are readily available, so i doubt if library censorship does much good.
- I am very pleased that you have homework resources (online links) for my son, and access to reference materials. We are on the Eastside and I hope in the future, the children on this side of the freeway will have drop in center for homework Andy picking up books. The Eastside is

underrepresented for library branches!

- more classes on how to download ebooks and movies
- Perhaps more open hours. However, library never seems overcrowded, so this is not necessary, just a convenience.
- Take library services out of the library to where people are.
- Have volunteers schedule time to teach specific computer skills.
- it would be great if more computers were made available, there is quite often a wait list
- I enjoy going to my branch and the bookstore in the lobby downtown. The friends of the library staff are very helpful.
- longer opening hours and days
- Remove fees for inter-library loans
- It would be great if our library was larger. I keep hearing that the city of Capitola is working on a new plan for this. Study areas would also be nice and longer hours.
- 1) Maybe add two more computers. 2) Keep it quieter.
- Live Oak library is brand new and closer to my home, but it seems like Capitola has more books.
- I don't think there are enough computers at the Capitola library. If anything, add more computer stations. I think there are many people whose only computer access is at the library.

FROM A BOOKMOBILE

There were no other technology uses or suggestions reported.

UNKNOWN OUTLET

Other technology uses

- OBSERVED SPORTS VIDEO PROTESTED SAND MINING BY CEMEX CORPERATION IN SAND CITY U.S.A. OBSERVED PRESIDENT OF THE UNITED STATES NOMINEES ELECTRONICALLY MANIPULATED AND ELECTRONICALLY MAILED WORDS SENTENCES AND PARAGRAPHS TO MANY OTHER HUMAN BEINGS AND MOST RECENTLY ELECTRONICALLY WISHED PEOPLE A HAPPY HALLOWE'EN AND A HAPPY ALL SAINTS DAY

Suggestions for improvement

There were no improvements suggested.

FROM THE LIBRARY WEBSITE

Other technology uses

- I asked about interlibrary loan via computer and was told this wasn't a service the libraries were connected with presently
- To help students with homework and reading comprehension.
- I have only used library computers to look up items in the catalog.
- I work for a local agency that trains adults with disabilities in Independent Living Skills. The public library is a significant resource for my work. We use the space and technology to look for jobs, learn computer and internet safety skills and be in an integrated setting. The more the library is able to keep up with current technology the better. Also, I use the Overdrive app on my mobile devices to listen to audio books. It's so convenient when traveling. Thanks for the library!
- Checking books out via mobile app
- Looking up books on a website's book list

- Find books to read for enjoyment
- My child (8 years old) uses the computers for Minecraft, Youtube and some other games. Approximately 1hr/week.
- Personal research.
- Filing taxes at the library with the free tax assistance program. I used the computer at the library to access and print out some of the forms I needed to file my taxes.
- when my home nework did not work i took my laptop to the livrary
- hands-on carpentry research reading current events, news hobby related research other instructional how-to research and video, youtube
- I have not used the library's computers, but we are happy to know they are available if we need them.
- To access online education providers EdX and Coursera.

Suggestions for improvement

- I am very happy with the services you provide. It has an incredibly positive effect on my life and my access to books. The Santa Cruz Public Library system does serve us all. Thank you.
- Making it easier to find and download ebooks online Making it easier to discover new books
- more soundproofing in Scotts Valley library (children's area is very noisy) ability to check out Kindles (the device, not just the book) offer computer user groups/classes in Scotts Valley, not just downtown
- More parking, more large print books
- As a community, we need to find other places for homeless people to hang out during the day to make the downtown library more user friendly to everyone.
- Everyone I know accesses the library catalog remotely. What we all agree on is that we don't need internet services IN the library but really need is access to BOOKS. Many new titles have waiting lists of 50 to 100 patrons. The youth and children's selections appear to be very well represented. Not so the adult selections (especially fiction). Selections include previously published books rather than new books even many reissued "classics." Please provide books for adults and more copies of popular authors that are not necessarily on the "best seller lists." You have a large patron base of educated readers. Don't forget us!
- Make the process for requesting new books and other materials for the library to purchase more transparent. Make it easy for patrons to request new materials and to understand how those requests are evaluated once they are submitted.
- well you can always use more computers, I guess, but otoh I haven't needed to wait more than 30 minutes in the last several years when I've lived here
- Updating the computers at the branch library. Providing more space for research and helping students with their needs.
- For my purposes, I want to quickly look up a book title or other item. I dislike having to logon every time I want to look up a book and wish you still had dedicated catalog terminals. I use my home computer to look up books or I just browse the collection instead. I really dislike all the steps I have to go through to check out a book on the self-check-out machines. I wish they defaulted to "check out" instead of having to go through 2 or 3? buttons to check out, and then all the buttons you have to push to get out of your acct again. Card#, pin, checkout. Anything else? (yes/no) quit. The computers in the library are a great service to the public! We will be using them more as my kids get older and start working on class projects and research.
- No. I LOVE the Santa Cruz Public Library system.
- Provide a method to recommend books or materials to the library to add to the library's collection. Improve bandwidth, especially to handle afternoon bandwidth demands of the youth. They eat up all the bandwidth watching videos. Please buy more books and audiobooks.
- I plan to travel a lot soon, having cooperative relationships with other library networks, for accessing their computers/internet, would come in very handy. (Rather than pursue visitor passes at each one.)

You digital collections are very nice when traveling, thank you! Library's computers: unimportant. Library's internet connection: important.

- It would be nice to be able to check out laptops or mobile devices for in library use.
- Wifi connection could be better at Scotts Valleys Library
- My only concern when working on my own laptop at the library is security of the connection and leaving my gear at the table when I need to use the restroom or make a phone call outside. Can't easily do that with confidence.
- logging in with the iPhone app is very slow, the whole app is slow and cumbersome.
- I prefer to physically handle the books/magazines I read, however unless brand new...they can be nasty. For that reason, I try to only bring home new(ish) items. Any book-washing-germ-killing technology out there? Also if more (ideally all) magazines could be accessed digitally (past years too) that would be awesome! Also not everyone wants to/physically can use phones for reading. Would be great if viewing apps included solutions for desktops too...especially iMacs!
- Make it easier to find the email address for requesting books the library doesn't already own.
- Provide a safe space for families in the downtown library. The transients in the nearby parking lot and sprawled all over the steps is frightening for a mom with young children to walk through. I drive to the Saratoga Library at least once a month to use a large library with a very safe space.
- More audiobooks at my local [Felton] branch!
- Air freshener.
- Make more eBooks available and easier to find and access, including direct download from the library catelog
- The font in this survey is excruciatingly small. The questions are tedious. I am only here by accident because i was trying to input my library card barcode without success and stumbled upon this. Can you make shorter library card numbers with larger font?
- Your website should be more friendly active with reminders about books due,etc. Just moved from Santa Clara County and used their on ine library all the time..it was much better.
- Some of the children who come to the library haven't yet developed the self-control to stay off the computers in the children's room. We bring our children to the library to help them discover a joy in reading and to find quality books they will enjoy. It would be nice to have a couple of designated "screen-free" times each week when we, the parents, will know that we will not have to compete with the glowing screens for our children's attention.
- Hoopla search is very difficult, frequently 'play' is unresponsive and must be tapped repeatedly, sometimes stops responding all together until phone is shut off and restarted, I tried to borrow a book at 7 min past 12:00 pm on Nov 1 and got message that library lending number has been reached for the day! Fix please!
- I love that I can access eBooks, but there is not sufficient instructions on how to access and use these resources. I am a super user of technology and I find resources like Overdrive/Norther California Digital Library, Hoopla, OneClickDigital, etc. difficult to navigate and use.
- I would like a shelf browser to be part of the catalog functionality. For example, I'd like to find out (from home) what books are on the shelf of a particular branch for a given call number, and then proceed from the first entry returned to browse the contiguous books on the shelf next to the first hit in increasing or decreasing Dewey Decimal order. So, for example, if I wanted to browse what mathematics books were shelved in the main branch about mathematics, starting a Dewey Decimal 500, I could discover them in the order shelved. It is noteworthy that all the information needed to provide this functionality is already present in the library database. Just the programming to add the features for the underlying search and GUI is needed. Likewise for fiction and biography, shelf browser could be devised. For example, I"d like to browse the history books shelved at the main branch from my home, where I could look up the Amazon book reviews and see which, if any, I wanted to check out.
- Library portal is a little confusing at times. Main concern is that the catalog search facility is difficult to use at times. Example: searching for 'early American history' can yield incorrect and widely

divergent results, some completely irrelevant, and some correct results may not show up. At times one may have to do a separate web search for a particular author or title, and then return to the library catalog and search for the specific topic.

- Amador county does not charge for requesting books out of the area
- Searching the catalog often doesn't turn up a book I am looking for that you do have.
- A clearer procedure for requesting new material.
- I would like to feel more comfortable about privacy and security in order to make purchases or do more research or email or quietly watch with earphones any movie. I would also like more time on the computers and also, if I choose to bring in my own computer, know that what I do is secure from prying eyes. More computer classes in more complex uses would be nice such as how to make better use of online resources and integrate such resources with one's own digital devices, photoshop, digital editing all in a less intensive lower pressure style than community college class. perhaps a several hour workshop. Also, classes in how, if possible, to limp along with older technology like old computers whose browsers apparently cannot be further updated. Many more audiobooks and many more audiobooks about natural history, evolution, evolution of consciousness. More audio books from contemporary authors both fiction and nonfiction whose books have been praised by the critics and whose books have won various highly reputable awards. Often I find only one book available by a really great author yet that same author has written at least one or more other books. Why are these not available as well especially on audio. With my computer I am only able to access overdrive whose selection is sometimes disappointing or there is a very long waiting list and so physically present audio books fill the gaps. Also, more audiobooks from authors around the world. Also, I still read and enjoy physical books especially science and natural history but also classic novels. I enjoy large heavily pictured books as well especially relating to the arts as well as the sciences. Academic textbooks with teachers' editions showing answers to various back of chapter excersizes would be helpful especially relating to higher levels of math, physics, chemistry these could be still relevant older textbooks so that no "cheating" could happen just double checks or demystifications in lieu of actual teachers in actual class. I very rarely have time for movies but appreciate the physical presence of movies in the form of dvds and especially would appreciate the "off hollywood" low budget types of movies and foreign movies.
- at times the internet connection is too slow to do any work, but it is usually at times of day when there are many people using it.
- Staff training on how to download e-books. Tried to do it on my own without success and the staff had no idea either
- Having a seperate space for people to stream video and audio if they do not have headphones or they are sharing the experience with others.
- access to coding sites would be good if people would use them...not for me. I like the access to kindle books
- restrict homeless parking and limit internet usage
- I haven't taken advantage of e-books or downloadable audio resources because I don't know anything about it or where to start. I don't have a smart phone or an ipad or an ipod, and I have an older, slow computer at home, so I don't know if I have the adequate technology to use these resources. I'd like to learn more but feel unsure who to ask or where to begin. I often check out audio books on CD. I hope the library will continue to purchase new audio books on CD. I love to listen to them in my car, and since I don't have adequate technology to take advantage of e-books and downloadable audio resources, I really hope audio books on CD don't go away.
- Increase computers in library. Have a sit to stand desk with computer for those with back injuries who can only sit for so long due to their disabilities.
- More time on public computers, more computers for Internet use.
- Help with downloading books
- Make it easier to search for items.
- Better selection of online books--less schlock

- Make more ebooks available and make them easier to access.
- I was at the meeting at Felton and it sounded like it was okay to talk on your cell phone while in the library. I am very against that. It's very distracting.
- I LOVE the library! Where else can you get as many books as you want for FREE!
- liberalize (lengthen) loan periods, allow for more renewals if the book isn't requested by another patrons
- need more music and video offerings. possible streaming services through a persons library card fees.
- Please keep books with paper pages, not just E books. Also, your website needs some streamlining, and functions for ease of use. Browsing, and making my 'want to read' list easier to access.
- Increase the number of ebooks available for downloading, especially in the mystery, science fiction, etc. areas
- Love our library system. Visit the library weekly. Don't use the library computers for anything other than searching library for books or reference, because of security reasons--the library computers are basically insecure, datawise.
- make more ebooks available. I've read most all in the two sections I enjoy
- emails about offered programs/activities/sales, etc.
- I would LOVE LOVE LOVE it if you could make fines payable online from my home. The technology is there. I don't know why it's not implemented. Also, the collection of books in Overdrive for online downloading is pretty skimpy. Lots of Walmart fiction and apparently some self-published books? Would prefer more best-sellers and top book list picks please.
- I'd like the books on hold to have the names facing not the window but the direction I walk to reach them. For some reason, all the tags started facing the opposite way, hard to read and locate names on tags.
- Method to recommend new materials such as new books, etc A way to make a suggestion to the head librarian or staff regarding a library service or library operations A library forum to discuss issues and use of the library with library staff and other library users.
- The collection is pretty good, but could be expanded
- Allow some portion of public computers to be reserved for use ahead of time, with maybe some limitation of how many computer reservations a patron may have, This may limit unnecessary travel and waiting time for users when all computers at a branch are in use.

FROM A LIBRARY WIFI HOTSPOT

Other technology uses

There were no other technology uses reported.

Suggestions for improvement

- Audio book book kits for people who are visually impaired.
- More computers, by about %25 to %40
- stay open longer hours! I live way up in the mountains and really love the library internet for my own computer which I bring often.