

Online Patron Comments, Focus Groups, February 2014

- “As city residents who are employed during the day, we continue to be dismayed by your continuing lack of availability for adults to attend a session.”
- “We are wintering in Florida, but are very interested in our library.”
- “I primarily use the Overdrive audiobooks. I have a problem reading books anymore, and really like the audiobooks. My favorite is fantasy, but I will also do mystery, some sci-if, and occasionally non-fiction health related books. Is there an option somewhere to submit audiobook suggestions? I don't know if that is within the scope of the focus group. Thank you, and again, I really like the Overdrive audiobooks, but sometimes find only one available in a series.”
- “Please note my thoughts for the record.
 1. The B&ECPL should re-imagine and re-brand itself as "The Region's Lifelong Learning Center;"
 2. As such, it can become the all-weather "indoor public square" lifelong learning center for everyone;
 3. Create noon-hour activities *every* weekday - like the IMAGINE Series and many other lectures already scheduled and the Teaching Company videos C-SAAHN could provide;
 4. By having something daily, the 40,000+ downtown workers will become your core market - if marketed well downtown, including signage;
 5. See rare-books as a major cultural attraction and begin with Milestones of Science to market yourself as such; (Future articles about MOS should not include the phrase "hidden treasure.")
 6. See yourself as the physical *and* digital hub for the purpose of being , "The Region's Lifelong Learning Center;" (Google "lifelong learning Buffalo" and see where the library ranks.)
 7. Imagine getting the email addresses for most of your library-card holders (1/4 million) and begin requesting an email address with every checkout - starting now;
 8. Imagine the digital marketing power that would provide the B&ECPL going forward!”
- “I was wondering if it would be possible for the library to get recycling machines, the type found in supermarkets. At the supermarket, you insert your cans, bottles, etc. and get a piece of paper for how much it was worth to be taken off of the bill at the end. At the library, this could be exchanged for money on a copier card (that way it is still used at the library and random people won't be coming in to get, say, bus fare for their cans). It will help promote recycling, and be a benefit to the patrons who are economically strapped for cash (homeless,

underemployed, students and children) but still want/need to come do research and/or make photocopies of things.”

- “What I like about the library: Rarely, we borrow films from the library. There is always a good selection readily available. The librarians are particularly considerate, patient and informed. Accessibility is important. We live downtown and walk to the library.”
- “Frustrated because there are so few evening hours provided. I think each branch should have both an afternoon and an evening session. I shouldn't have to wait 'til I retire to be able to become active in my library. Although the Lancaster library is my branch and I've held a library card from it since I was 5 (nearly 50 years ago), I rarely visit it any longer for several reasons:
 1. It has the worst non-fiction selection of all the nearby library branches.
 2. Parking in that tiny, angled lot is a nightmare at times.
 3. Magazine selections have been dramatically reduced and there's rarely anything current, all outdated copies.

On the plus side I really love the magazine exchange. I love being able to donate my issues and to purchase issues so reasonably. Here are my recommendations:

1. Ask for a magazine subscription donations. I wouldn't mind donating a subscription of one of my favorites. I'm sure others might feel the same.
 2. Give those of us who work days an opportunity to serve by having a "friends of the library" evening division.”
- “How about a better library for North Buffalo, one not in a strip mall? Amherst and Clarence and Jefferson Ave. and S. Buffalo all have nice ones. Don't we pay taxes too?”