

September 8, 2006

Georgetown Township Board
1515 Baldwin Avenue
Jenison, MI 49428

Attention: Daniel L. Carlton

Subject: 30 Minutes Computer Usage

Dear Mr. Carlton,

Last month I met with you registering a complaint regarding the non-usage of the computers, once the 30 minute time allotment elapsed.

My complaint refers to two different occasions at the library: one of the librarians approached me, stating, "I don't know if you knew, but there is a 30 minute time limit on the computers and you have been on one hour." Now, there were two computers not in use the first time. The second time I was the only one using one of the four computers. There were no other persons waiting. Yet, I was ordered off.

I do not need an elementary explanation as to why there is a time limit but said librarian does need to have an explanation as to the intent of the policy.

Further more 30 minutes on a computer is not worth the while in visiting Jenison Public Library. As you stated to me, the librarians noted there are fewer people using the computers.....with that you inadvertently defend my position as to why I should have been able to continue using the computer. And then you did agree that 30 minutes is not a lot of time.

Also, there are fewer using the computers as many residents are going to Grandville where one as the use of a computer for 1.5 hours, and the GR Public Library has a 1 hour limit, consequently, at the latter, if persons are not waiting for a computer they are allowed to use unlimited time.

Therefore, I am asking the Council to reconsider extending the time limit allowance on the computers. I am not a kid fooling around. The Jenison Library has been good enough in purchasing the Library Edition of the Ancestry.Com program which is very expensive and is a much needed program for those doing genealogy, searching in many parts of the world.

So, I ask again. Please, reconsider extending the time limit30 minutes is nothing when researching and making those computers available after the time limit if no one is waiting.

Thank you for having taken the time to read this, I trust this matter will be resolved.
Again thank you,

Therese A. Rich, LCSW (Retired)
7454 Russell Dr.
Hudsonville, MI 49426

E-Mail: talk329@comcast.net