

How'd We Do?

August 2013

HARMONY LIBRARY

1. Very frustrating to get bumped off the computer lab after one hour when you have a 2-hour limit. I just lost 3 Word docs that I worked an hour on. Easy solution is to adjust computers to a hour limit. Just common sense. *RESPONSE: Ken emailed patron. Let Cynthia know if you would like a copy.*
2. Kudos to Ben for his terrific assistance and help today. He went way out of his way to find two mis-shelved books – “Coming Job Wars”. Loved his enthusiasm. I was extremely impressed by the supervisor and manager who came to his aide. I am hugely appreciative. This book was important to find for me.
3. Why can't I apply for a library card online? DMV allows license renewal – I can renew my plates online as well as pay traffic tickets online, yet no allowable for library card? Worth looking into!!! It is 2013 after all!!! *No contact information provided.*
4. I want to express appreciation for the efforts of Erik Rock in the computer lab. He has gone above and beyond his job description in assisting me in proofing and correcting the galleys for my next book to be published, *Thee We Adore*. This book has a mixture of Spani9sh words interspersed with the English text and 12 images with Spanish subtitles. There were many corrections to be made due to publisher errors. I couldn't have done it without Erik's help. Thanks for having such capable staff right where they are needed! *RESPONSE: Ken emailed patron per her request.*
5. I was attempting to print 7 pages but never generally carry cash or change. To get cash I had to go to the nearby student center's ATM. The building was locked at 6 p.m. and I needed to have a Front Range security officer let me access the ATM. After paying a \$2 fee for cash withdrawal I had the library cashier break my \$20. This process consumed so much time that I missed the last bus down Shields and I now must walk down Shields to Elizabeth. Overall I needed .25cents and it cost me the \$2 fee and over an hour walk. I noticed one of the printers mentioned a credit card option would eventually be available, being an often returning customer; this has been displayed for several months. If this feature could be realized it would had negated my issue. *RESPONSE: Ken emailed patron. Let Cynthia know if you would like a copy.*
6. The minute I walked into this library, I knew I'd be coming here a lot for books, CDs, DVDs, pickup holds, read magazines, research purposes, classes offered, and to just have a quiet place to go and relax. I really appreciate how quiet it is here and how you have the hold system, all the staff (friendly and informative), comfortable chairs, how everything is set up (not cramped, feel like you have room to breathe) and have plenty of staff that are willing to help me!!!!!!! I moved from Gunnison 7 months ago and I would go to Western State Library. You truly put Western State college to shame! It's nice to know that FRCC and its library take so much pride in their library!

COUNCIL TREE LIBRARY

7. Please put up large no smoking signs in elevators (both in lobby).
8. Good. Helped get it done.
9. Sara was very helpful. I have been using the libraries for years and couldn't find what I needed. Thanks Sara for coming up to me and offering help!
10. You guys did GREAT!! Every one of your staff is kind.
11. Any possibility of keeping a couple of easy chairs in the quiet room? Moving them from the fireplace area to the quiet room is actually difficult due to elbow issue. Second, it's difficult to concentrate when a lesson is going on at the table near the magazines. Are there any designated places for "lessons" other than the group rooms? *RESPONSE: Currie emailed patron. Let Cynthia know if you would like a copy.*

OLD TOWN LIBRARY

12. Don't understand why I can park in the spot in front yet have to walk around my whole vehicle to get to ramp or step up onto a high curb.
13. Always a wonderful experience!!
14. Fantastic. Thank you so much for all you do. I continue to learn and adventure through the library's bounty. Thank you again to all workers and volunteers. You all do a great job.
15. We got very good help from the lady at the desk on the second floor. Very kind and sweet. My grandma was very pleased with her help. Thank you!!
16. The Classics section next to the movie section is too dark. A little more light will make the search easier.
17. You guys do a great job. Always.
18. Linda was very helpful finding books on the subject matter my son enjoys. Thank you so much.
19. Marvelous - the staff helped me figure out that an old credit card number was on file for me and then that the book I had tried to put a hold on was available now.