

How'd We Do?

September 2013

HARMONY LIBRARY

1. It was my first visit to a library in the Poudre River system. Dottie was friendly and extremely helpful with setting up my account. I look forward to visiting often.
2. I was wondering if someone would consider changing the check-out time of the "Here and Now" book selections to two weeks instead of one. It just seems difficult with a busy work schedule to be able to finish a very good book in one week. Thank you for your time.
3. I mostly really like how the new catalog seems to work! Two things (or so) I wish it did that the previous interface managed. 1) There does not seem to be an easy way to add books/etc to a list. The current catalog seems to require that an item be placed in "the cart" and then, when the cart is viewed, you have the option of putting items in a list. Classic version had an "add to list" button on each item's page. Much more intuitive! 2) Difficulty in distinguishing between Prospector (1 renewal) and PRPLD (more than one) in the "checked out" screen. 3) This may be a Safari issue, but when I click on a title in "checked out", I am sent to the general search screen, not the item's page. *RESPONSE: Victor emailed patron per her request.*
4. Love the library – books – DVDs – Friendly Staff. Thank you!
5. I love visiting this library and do so almost weekly. I am extremely frustrated by the amount of people that feel they are so important that they park completely across the crosswalk. Something needs to be done, albeit with budget in mind, to eradicate this. today I am also perturbed to see the library parking lot full of Front Range College cards (presumably as I see 10-15 people in the library, not 100). I saw a grandmother with a child of about 3, walking, in pouring rain having had to park so far away. Surely the City of Fort Collins and the college can help. *RESPONSE: Ken emailed patron. Let Cynthia know if you would like a copy.*

COUNCIL TREE LIBRARY

6. When you get book from very popular authors you should put the first three on seven day circulation at each branch. In three weeks each book would circulation 3-5 readers. *RESPONSE: Becky emailed patron explaining the Here & Now collection. Patron responded: Becky, thanks for your quick response and recognition that books on a 7 day check out will double or triple their circulation. I have always appreciated the service I have had at your library branch. And, as a property tax payer, the library portion of my tax bill is the best dollar spent.*
7. You really need some 10-minute and 20-minute parking spots. One 5 minute in the lanes of ___? Is not enough. At least some way to drop books without hiking a mile barefoot in the snow uphill both ways. *No contact information provided.*