

# How'd We Do?

## October 2013

### OLD TOWN LIBRARY

1. Library Pals program: My daughter participated in the Pals program this past summer and it was an amazing experience. For my 11 yr. old, it was her first "work" experience. She walks into the library now like she owns the place. This experience solidified her relationship w/books and libraries and the people that love them (librarians). She has more confidence, more poise because of her experience here and I know she will want to do it again next year too. It is wonderful to have a program that allows kids to contribute in very real way. Thank you!
2. I am so thankful for all you've done - inside and out. Also I think the PBS DVD "Islam Empire of Faith" should be required viewing in every classroom worldwide.
3. As someone of mixed heritage (Pacific Islander and Italian) I appreciate the fact the Poudre River Library is addressing the issues of racism in this country, esp in a rural area which is becoming a little more diverse. Thank you!
4. You don't have sanitary napkin/tampon dispensers in the public restrooms. I checked the first floor restroom and then I checked the second floor restroom. Please add these to the facilities.
5. I love book club kits. They make our book club discussions better! The topics are so rich that it makes our discussion last longer and gets everyone involved. Also, attendance is higher when I have a book club kit. What a great service the library offers in these book clubs. We have used more than 20 kits in the past 3 years. We can't wait to see the new ones for 2014.
6. I am disappointed you removed the seating by the Adult Mystery section. It was a quiet, unutilized area. Maybe you moved seating around, but it was rather nice to have a nook for sustained reading in an off the beaten path space on the 1st floor.  
  
Please return the seating by the southwest corner for there is good light and I thought the goal of the remodel was to make the 1st floor more used for quiet adult reflection and reading. Thank you.
7. Tribute to Santana - Fabulous! More concerts - of all kinds - please! More-more-more
8. Bravo!! Exceptional! Soul Sacrifice/Salute to Santana was one of the best things I've ever seen anytime anywhere! Show band, studio, Vegas, LA, etc., quality. Best drummer I've seen since Buddy Rich @ the Trocadero/Elitch's in the late 60s and a Tito Fuentes level Latin percussionist. Talk to the Lincoln Center to have them do the whole show, Bas Bleu to do several shows and/or the Symphony does Santana (a reach I know, but it would be the best Santana group with the best symphony in the world) Thanks you!! P.S. - Volume was loud, but just right and covered the fan noise!!
9. Becky is amazing.
10. A table near the self-check in would be great. Even something as simple as the check writing sections at King Soopers that rotates out so it saves space.

11. Every Poudre River Library is outstanding in my mind. The buildings are nice (especially at Old Town)!! The people are all helpful and friendly. The programs are great and they are FREE!!! Thank you a million times.
12. Thanks for the marvelous service. You didn't have a book - I requested it via Prospector and it will be deliver in a few days. How cool is that? I love this library!
13. How did you do? Good
14. Please open the library at 8:00 a.m.
15. Bigger selections of music cds
16. Your personnel at the desks are to be commended for the great help given me, and done cheerfully. They have even eventually verified that Richard the Lion Hearted, was in French "de Leon", NOT "Lion" like the literature says.
17. (Translated from bilingual preschool daughter from Spanish-speaking mom) My family loves our library!
18. I use the library 2-3 times/week. Everyone is so helpful. Especially Daniel (Jauch) who is always so extremely helpful!
19. You have a big problem with your Sunday N.Y. Times paper. All too often it GITS GONE! Think about a way to keep it in your liberry - I miss not seeing it all too often. Thanks for a good library (even without the Sunday NYT).

### **HARMONY LIBRARY**

20. The Poudre River Public Library does awesome! Thank you very much. If it doesn't cost too much, it would be nice to include the mathematics category in the films-on-demand database whenever you renew. Of course, it is still quite good as is.
21. I appreciated Emily's attitude and helpfulness today! I have had 2 other employees (here in the past) who had the attitude of being too busy and just waiting to suggest doing everything online!
22. The book Yummy Yummy by Lucy Cousins concerned me when I got to the page with the hunter in "Little Red Riding Hood" chopping off the wolf's head. It showed the wolf decapitated, and I didn't feel like that was a very appropriate thing for children to see. The book was in the children's section, but the picture was not child appropriate. (*This was shared with Tova in Collections. No contact info provided.*)
23. I'd like to see the New York Times magazine put in circulation so I can check it out for my wife.
24. Homosexual picture board bookin general population. . . no label an anything! While I respect anyone's right to have these books I was shocked reading it to my 1 and 3 year old. Can it not be labeled? At least via Dewey Decimal. Colorado state law still has (not legible). Am I relegated to read every book first? If it were labeled I can choose. (*Patron did not indicate he needed a response.*)
25. All the ladies at the desk were very helpful and nice. I live this library! Thank you so much for all you do. We love coming here.

26. I absolutely love the libraries here in Fort Collins because of you guys I was able to get through high school and my summers. The services that you provide help so many people. I know many kids who benefit from the workshops that you do in the summer and year round. Thank you.
27. As it gets colder, more students parking in areas at library reserved for families.
28. I and my wife particularly enjoy the library system here. In the men's room at Harmony it is often gross under the urinals. One would think 5 year olds or 85 year olds are using them. If it gets cleaned daily, it needs twice a day cleaning. Also, the library could use signs that say: "PLEASE WHISPER, DO NOT TALK." (*Ken shared with FRCC facilities. Patron indicated no response needed "for now".*)
29. The Help Line has its benefits – but I thought I left my jacket in the Harmony Library and I tried to contact them to ask. I couldn't get through at all. It was cold and rainy and I work 3 jobs, so I didn't have time to run over there. The Help Line didn't answer. I left a message asking them to get back to me about if the jacket was there. No one called me back. When I called back a 2<sup>nd</sup> time – and got a message AGAIN – I left another message. Then I received a call the next day saying that the only jacket was a sleeveless with a specific logo on it. Days later, I was able to get to the library there was my jacket in the lost and found. You need to provide a way for people to contact the library! The Help Center was absolutely no help to me! This situation, along with some others, are making me regret the recent changes and my original financial donation. (*Lynda called patron and discussed her concerns at thoroughly.*)

### **COUNCIL TREE LIBRARY**

30. This library is great! Please don't ever replace paper books with ereaders.
31. Your staff are very wonderful and helpful – very considerate – love to come to this library.
32. I have been introduced to new titles and new authors through the publication "The Weak." The magazine has book reviews but also suggested reading by well-known authors. They list 5-6 books, the authors and why they liked the book. VERY HELPFUL in getting exposed to new titles since they explain their reasons. I think if you can post the list of suggested readings it might interest other patrons.
33. I just wanted to take a moment to tell you how impressed I am with your library. I have driven up here from Loveland 2 days in a row to sit in your library because it meets my needs better. I love how you have it laid out and all of the "green" alternatives are great. You have the cleanest public building I have seen. I work for the City of Loveland as a facility attendant and I can honestly say I think you have an incredible staff on hand. My coworkers and boss should come see how well everything operates here. Thank you for everything your staff does.

### **OTHER**

34. Best Storytime ever! "Dia de los Muertos" bilingual, multimedia, animated presenters. Excellent!
35. You've tried several times to find "RICHARD THE LION HEARTED" in FRENCH but it always came out "LION" not LEON which is the correct spelling in Couer de LEON (not lion). Can you check further? The FRENCH would not use English spelling. (*Tova responded to patron via letter.*)