

# How'd We Do?

## November 2013

### OLD TOWN LIBRARY

1. Please make a storytime on the weekends too for working families. Especially in the wintertime, maybe 3 or 4ish? (*Response from Early Literacy Librarian Vicky Hays: Thank you for taking time to fill out our How'd We Do on the possibility of storytimes on weekends: Unfortunately, we do not have enough leeway in staffing to offer a weekend storytime at Old Town. However, storytime for all ages is held at Council Tree Library on Saturday mornings at 10:15 and I would like to invite you and your children to attend that program. I do thank you for your input and will keep your request in mind for future programming.*)
2. Has the possibility of a back entrance been explored? I'm guessing yes and security cost says no. (*Jean called the patron*)
3. Where are the books? I grew up in Fort Collins and developed a love for history because my parents brought me here and encouraged me to read. I am aghast at what I saw today. Where once I found a long row of floor-to-ceiling shelves filled with books on the American Civil War. Today I saw but 150, many of which are duplicates I am saddened by the lack of books and as a professional historian, I see that many well-known top-notch books are absent from the collection.
4. I recently relocated from Vail, CO, to Fort Collins. The library in Old Town has proven to be a wonderful resource for a new arrival - new bulletins concerning city events, cultural offerings, and of course the full array of literary events sponsored by the library itself. Another remarkable treasure has been the library staff - friendly, courteous, and painstakingly diligent to assist me in any endeavor, interest, or research. I have come to regard the staff in general, and Sarah Scobey in particular, as enthusiastic and knowledgeable mentors. My regular visits always include a short stop at the reference desk for a recommendation and guidance to finding the resource materials required to respond to a business inquiry or personal exploration. It is a pleasure to utilize the services of such a knowledgeable and passionate group of information professionals.

### HARMONY LIBRARY

5. I wrote letter in Microsoft to print went to get not there. That is . . . much took me 20 min to write it. I gotta do again that's crap. I am very unhappy about this. (*Kristen explained printing system to the patron.*)
6. All employees are especially helpful and knowledgeable of the Front Range Library system. I wish FR library stayed open later on Sunday night. *No response needed box checked.*
7. Melanie was extremely helpful! She was very patient and stayed with me until she was positive I was sure what was going on with my assignments on the computer☺

## COUNCIL TREE LIBRARY

8. I love it because it is so cozy.
9. Terrible! You don't send books to O.T. Lib. when they are ordered! Terrible! *No contact information provided.*
10. When one has a book from Prospector (inter-library) I recommend allowing additional renewals IF and ONLY IF there are no holds. I returned 4 books from Prospector today due to inability to get additional renewals. No holds. I will re-request them again via Prospector on Monday. This will, unfortunately, cost the library system money to return to sender library and then send them right back here to Council Tree. Sorry, but I do need them longer. Anyhow, just a \$ saving idea to consider. (Form sent to Nancy in ILL for response.)
11. I love this library! Everyone is always pleasant and helpful!! I love the computer system!! So easy and useful – esp. the overdue reminders! THANKS!

### OTHER

12. I just wanted to let you know how glad I am that you put a temp book drop so close to the Sr. Center. You guys are always so responsive and helpful. I'm grateful for you all and libraries in general!
13. I had a problem downloading books to my NOOK. The library help line referred me to the Overdrive help line. Both the library and the Overdrive people were courteous and very helpful. Overdrive gave me excellent directions and Kelli was very patient when I made mistakes. Thanks to both of you. Keep up the good work. The library is the best bargain in town. Thanks.
14. Hello – I am writing to send a big thank you for the wonderful children's program that the Front Range Chamber Players presented at Council Tree Library. I attended with my 2-year-old son and we both thoroughly enjoyed it. My son sat enthralled throughout the entire 50 minute performance, which as you know is quite a feat for any 2-year-old! The performance was such a wonderful way for children to be exposed to classical music, and how amazing that it was free! Thank you so very much.
15. I'd like to request the 3<sup>rd</sup> book in the Forgotten Realms series The Sundering Book 3 is by Erin Evans entitled The Adversary. Thank you. (*RESPONSE: Tova emailed patron re: this book purchase suggestion.*)
16. Will we be getting Billy Collins' new book – Aimless Love? (*RESPONSE: Tova emailed patron re: this book purchase suggestion.*)