

# How'd We Do?

## October 2014

### COUNCIL TREE LIBRARY

1. Need more preschool activities and toddler/baby activities. Also should make library a geocache spot. **No contact information provided.**
2. The two ladies were very helpful. Courteous and knowledgeable. Erin CB, Holly Fritz and Karen Cagle.
3. There is a lot that can do to protect DVD movies from scratches which the players can't read. I am an optical media designer. If you would put simple posters up on handling and care of the medium it would save you money. For example: laptops can scratch the media if the disc is still rotating when it is ejected. **FORM FORWARDED TO TOVA.**
4. Thank you for having a great public place to go to! It's the only place where I can do homework without my parents yelling at me or my parents telling me how the other parent is horrible (they are divorced). Without the library, I wouldn't have a calm, safe, relaxing environment to do my homework. THANK YOU!
5. Today I had a ton of help for finding books and finding a game I love this library a lot.

### HARMONY LIBRARY

6. Could you please put hand sanitizer containers next to the public computers to help keep germs from spreading? Thank you. **RESPONSE: Ken emailed patron to explain where to find the sanitizer nearby.**
7. Kristen Draper went above and beyond the duty of helping me --- thank you!!
8. Would you please try to get CSU to deliver the daily "Collegian" newspaper to the Harmony Library (as was done in the past). Thanks. **RESPONSE: Ken emailed patron to say he will check into this.**
9. The staff at this library is remarkable!! Very competent, conscientious, and dedicated to providing help to the public. We are fortunate to have this professional staff. Sure "outshines" Boulder where I used to live! **Ken sent a letter of thanks to patron.**
10. Would love a set of steps for the drop box in the library for my grandson. You have great steps in the bathroom and wish you would put some in the lobby. Thanks. **No contact information provided.**
11. *Submitted on behalf of a patron by library staff:* A patron came to the desk to share a compliment. He loves the bookmarks with information about authors and he likes that nothing is printed on the back so he can make notes.
12. I LOVED the triangle. (Submitted by a very young patron.)
13. I wish you would use the curved wing of the library for small children that are screaming and yelling (which is annoying). This seems to be the noisiest library I have ever seen – can't they put up a play area in the

back? These mothers with screaming kids are oblivious and let them scream. ***No contact information provided.***

14. Parking seems to be a problem – the number of cars is way too many for the few people in the library – what happened to controlling student parking? ***No contact information provided.***
15. I just love using the facilities here! You offer so many different services and are a vital part of the community. The work space and environment is wonderful. Keep up the great work. ***No contact information provided.***
16. I got many sticky notes I needed to help me keep track of my page in books. Thanks to the lovely ladies that helped me.
17. Great
18. I come here every Saturday and I love coming here because you guys are nice, helpful and have really cool books. I also like how col everything is in hear. (Submitted by a young patron.)

### **OLD TOWN LIBRARY**

19. I've lived and visited many places, but this is the best library system! By a mile! Thank you.
20. I appreciate the staff at Old Town and the Answer Center staff. They are always very polite and helpful. The selection of books is very well balanced. The tie with Prospector is a great help. Thank you all fr your work and service.

### **OTHER**

21. I like the new website design! It is much cleaner, easier to read, and easier to find things! Thank you!