

# How'd We Do? December 2014

## COUNCIL TREE LIBRARY

1. Brett at Council Tree was very helpful, friendly, and had great customer service skills. He took his time to help me get a Prospector item from a library in Denver when I was having trouble & resolved some other issues. Very personable!!

## HARMONY LIBRARY

2. Linda H and Kim D were extremely helpful to me. Angels of mercy!!! Blessings to you all!
3. Laurel – Picasa class – Laurel did an excellent job of explaining Picasa. My first time taking this class or a class in the library. She explained very clearly how everything worked! Thanks!
4. Brianna S in the computer lab was very helpful to me explaining how to use the scanner. I wish her great success in her studies!
5. GREAT!! ☺ Entered the library really trying to remember the name of a science-fiction writer whose books I've enjoyed. In the spirit of library karma and fortuitous coincidence, there in the Sci-Fi new book section sat the latest book by this author. So no need for searching my sieve-like memory. The library is on the case so to speak ☺ More to the point, I've been a patron for 40+ years. The library has been, and will be, an invaluable treasure. From the old stone building in Library Park to now, your services have been appreciated, valued and heavily used. Thank you. p.s. And special thanks to Reference Librarians for all the questions they answer!
6. This is a great library – great service and wonderful programs.

## OLD TOWN LIBRARY

7. Suggestion: the libraries are used a lot. So please keep up on 2 cleaning issues. 1. Most of the DVDs stop and skip and don't play through. Please clean all the DVDs in the library. 2. The chairs need to be spray-cleaned. They are all spotted with grease and food. Kids are eating while sitting on them and put their greasy hands all over the chairs. Thank you!

## OTHER

The following HWDs were submitted following the French Story Time with the Outreach department:

8. Great Program! Please have more like it.
9. Great! Just a bigger room.
10. Amazing. Inspired children again.

11. Very nice show. It is very courageous to “dare”! You may try to involve more of the children next time because they will be there! Merci
12. The French story time was absolutely charming! Very well done and it seemed everyone enjoyed it (certainly including me) Thanks so much. I would like to see more of these!
13. Thank you for the French program! It was great. We want more but would love having it at the Harmony Library, near Global Village Academy! ☺ More French!
14. Thank you for the French story time. It was a great idea. Suggestion – once a month would be great. We would love to have also some French books at the library.
15. This French storytelling event was such a pleasure to attend. It is really needed as there aren’t many activities for young French children to be able to hear songs and stories in French. Please do more!
16. Loved the French storytime! Everyone was very friendly and the activities were great.
17. Nice French play, do it again
18. Submitted via email: Dear Ludy and Johanna, on behalf of my students, just a note to say how thrilled we were with the opportunity to present French stories in a very well organized setting to a very enthusiastic audience! It is all thanks to you. You welcomed me with my vague idea, you helped us think through and plan every aspect of the program, you provided us with materials, you advertised, set up the space, created a framework for the presentation, got donations of French food, made an amazing book display, and cleaned up after the creation-frenzy of all those small kids and croissant flakes! You visited my class twice and dealt with CSU parking and finding our classroom. I am so impressed with your professionalism in every aspect of our outreach efforts. We are really looking forward to continuing to work with you in the future.  
~ Mary Vogl, Chair, Department of Foreign Languages & Literatures, Associate Professor of French, Colorado State University.
19. Submitted via a thank you card from Touchstone Health Partners: Johanna, on behalf of Touchstone Health Partners Crisis Team, thank you so much for your time and sharing your expertise! Thank you for training the crisis team! ~ Teresa Sedlak, CSS Coordinator