

How'd We Do?

February 2015

COUNCIL TREE LIBRARY

1. You guys are ALWAYS fantastic! I love this library! However, whenever I check out French language books/audio, I never get to renew it. So I'd like to suggest we get more than 1 copy of Pimsleur French I and Idiots Guide to French. *RESPONSE: Becky Sheller sent a letter to patron. Let Cynthia know if you would like a copy.*
2. Please put up a "Best Sellers List" display card, like the one at Harmony. I have requested this MANY times. Thank you. *RESPONSE: Currie emailed patron. Let Cynthia know if you would like a copy.*
3. Would you please start a subscription to Investor's Business Daily IBD newspaper. The other 2 libraries have always stocked it. I believe more people actually read this business source than the Wall Street Journal. I am sure that if you contact them as a library, they would give you a special price. If you need phone or email address please call me. *RESPONSE: Currie emailed patron. Let Cynthia know if you would like a copy.*
4. I was disappointed to arrive at the library on 2/21 at 8 p.m. and find it closed. Yes, there was some snow on the streets, but not an amount that would justify an emergency closure. (This is Colorado and sometimes it snows!) This is not the first time there has been an unjustified weather closure. I think you need to re-examine your criteria for weather closures.

HARMONY LIBRARY

5. Breanna helped me today with using the scanner and picking out a new book. This was the most helpful experience I have ever had at a library. She was very nice and took her time to help me. Thank you very much. *(NO RESPONSE NEEDED box checked.)*
6. No parking, for library use, for this 70 year old lady. Please fix this problem. *No contact information provided.*
7. Came to the library on Wed. (snowy) with my two small kids and no upfront (special parking) was available at all. Very disappointing to watch "younger and kidless" crowd park there and no one is doing anything about it. *No contact information provided.*
8. Your staff is friendly and helpful!!
9. I'm a tax paying person of Ft. Collins and in my 70s. NO place to park at Harmony. Parking taken up by students. Not fair. *No contact information provided. Note from Ken: This HWD was received on a story time morning.*
10. Great job, really enjoyed the iPad Airs THANKS ☺
11. Super nice staff! Lovely library w/good set up. Could use more copies of the classics like *Catch-22* and *Catcher in the Rye*. ☺ *(NO RESPONSE NEEDED box checked.)*
12. No parking!!!

13. I goofed. I got home but was missing 2 books. Your clerk on duty, Tracy, was very helpful and showed my record to be clear. One less problem for an old grandpa. Thanks for all your good helpers – they have been consistently helpful for some 30 years! Corky also.

OLD TOWN LIBRARY

14. People using cell phones in the library or talking in other than a low voice is very distracting for those who are trying to do research or just read. These cultural changes are not constructive and will probably get worse if nothing is done. Suggestion: there could be a sign on a stand as you enter asking to “silence cellphones and to “make and receive calls in the ‘cell phone room’”. Another sign could be set up saying: “please speak in low tones or preferably whisper”. I know this perspective may seem extreme or “out of touch” but the way things are now is even more so. Thanks for considering this.
15. I was wondering if you could move the tables and chairs closer to the newspaper racks. It's not too easy to get to the papers using a cane. I think it would benefit all library patrons. Thank you.
16. Suggestion: you rearranged the newspaper section recently, but I've noticed a problem. There are tables and chairs right next to the rack. When there are people in the chairs it doesn't leave much room to get to the papers. *(NO RESPONSE NEEDED box checked.)*
17. You guys are awesome all the time!!
18. Occasionally I feel pressured by the groups collecting signatures for petitions outside the library. They can be quite insistent – particularly around the time of an election. I respect their passion for their cause, but perhaps they could set up a table with a poster that announces their purpose – and invite people to stop if interested.
19. 2nd floor security just very mean, 2nd floor security very mean, 2nd floor security very mean!!
20. Please bring back movie staff picks. I liked to look through the 5-8 movies you used to have in the foyer in the Here and Now bookcase.
21. No changing tables in the bathroom by the kids' books? Stupid design.
22. *Deep Space* and *New Space Frontiers*. Thanks to Paul and Rosemary Eide for the gift of these two books. Very much enjoyed them.

OTHER

23. Not too good! When applying library bar code IDs would you please not cover the blurb (printing) which describes the contents of the DVD or CD! The barcode already on the box could be covered or even use space not having print!! *RESPONSE: Tova emailed patron. Let Cynthia know if you would like a copy.*
24. What happened to Freegal?!?!?! We LOVED it at our house! Had accounts with music saved in our wish lists; etc and logged in religiously every week. It was the perfect program. PLEASE bring it back! *RESPONSE: Tova emailed patron explaining why we switched from Freegal to Hoopla. Let Cynthia know if you would like a copy.*

25. I am very disappointed that you've discontinued Freegal. It was a useful service, did reasonably well in terms of search capability and selection, and allowed me to use the music where I want to. Borrowing music and especially streaming is, for me, simply useless. So I'll go back to borrowing CDs (and you need to beef up your selection) buying music I guess. The reality is that Freegal has dramatically expended what I have available to listen to, and I'm sorry to lose it. *RESPONSE: Tova emailed patron explaining why we switched from Freegal to Hoopla. Let Cynthia know if you would like a copy.*
26. Please bring back Freegal! I've used it often to download music which I keep and enjoy for years. Hoopla is not a substitute. My understanding is that Hoopla music may be checked out for only one week. This is not comparable to Freegal. Thank you! *RESPONSE: Tova emailed patron explaining why we switched from Freegal to Hoopla. Let Cynthia know if you would like a copy.*