

How'd We Do?

April 2015

COUNCIL TREE LIBRARY

1. I travel long distances for work by car and love to listen to CD audio books. The last six books I have checked out have had dirty disks and needed to be cleaned. Can this be done at every library? If not, what would it take to make it possible? Maybe a while you wait service? Thanks! *No contact information provided.*
2. How old is the Council Tree location? It does not seem old enough to be warranting renovation to the front desk area. While I supported the creation of the library district, I am left with an uneasy feeling that it has more money so it just spends it. It would be helpful to have an explanation and business justification for the renovation work. Thank you. *RESPONSE: Currie emailed patron. Let Cynthia know if you would like a copy.*

HARMONY LIBRARY

3. WONDERFUL!! GREAT CUST. SERVICE *No contact information provided.*
4. My biggest complaint is that when you place a book on hold and finally get it, I think you should be allowed to check it out one more time even if someone else has a hold on it. *No contact information provided.*
5. Way too noisy – lady with little girl talking to the workers.

OLD TOWN LIBRARY

6. Thanks for the NYT best seller list. Saves my having to search for it. *(NO RESPONSE NEEDED box checked.)*
7. Hi! I really like your library. I check-out books all the time. But there's a few problems. Problem 1: there are always homeless people hanging around. It's really disturbing and not a safe place for kids. Maybe you should even give them a job. Problem 2: Whenever I come to your library, I always have to hold my breath so I don't breathe in smoke. I always have to avoid cigarettes on the ground. It is not even a pretty site. There's cigarettes in your flower planters. I really do not like seeing them in there. How are the flowers even supposed to grow? Problem 3: There is a lot and I mean a lot of littering. Basically wherever I go outside theres trash. A lot of this is against the law. Like littering, homeless people hanging around, and smoking in public places. I would love to see these problems fixed. It would make it look a lot nicer. When you fix these problems I'll go there more often. *(Submitted by a 5th grader. NO RESPONSE NEEDED box checked.)*
8. The 4-year old day today was wonderful! Thank you for putting together so many fun activities to make the day special. *(NO RESPONSE NEEDED box checked.)*
9. I want to express my appreciation for the assistance Sue Ellen gave me today. She is very friendly and courteous. *(NO RESPONSE NEEDED box checked. Shared with employee and supervisor.)*

10. I want to express my appreciation for the assistance Steve, lab monitor, gave me printing today. He is very helpful and nice. *(NO RESPONSE NEEDED box checked. Shared with employee and supervisor.)*
11. Some are here for 100% JABBERING (in southeast corner). This should be discouraged. Security in its rounds should tell 'em to go elsewhere!! *No contact information provided.*
12. Amy Holzworth helped me print some important school documents when I had no money to do so. Staff members like her make this library an amazing resource. Thanks! *No contact information provided. Shared with employee and supervisor.*
13. Thanks! So glad to see the addition of a large print/new books section. Very helpful!
14. Steve was a "lifesaver". He helped me fax today – otherwise I would have been at a loss. Thanks Steve! Very kind, very knowledgeable and helpful! *(NO RESPONSE NEEDED box checked. Shared with employee and supervisor.)*
15. *Thank you card sent by pleased patron along with a donation check for \$20. This is what she wrote:*
Dear Poudre River Public Library – Please accept the enclosed donation in honor of your librarian, Wanda Colbert, who happens to be AWESOME! ☺ She was really helpful & nice to me on the phone, and she researched and found an obituary for me that proved to be so helpful in sorting out my story. As much as I would have loved to drive up there from Boulder, this saved me from having to venture into Ram Land ☺ Thanks. p.s. I'm fine with CSU, I'm actually a K-State Wildcat.

OTHER

16. Love the items you sent and got them the very next day after the email. (Submitted to Outreach staff)