

How'd We Do?

May 2015

COUNCIL TREE LIBRARY

1. I just wanted to say thank you for the fabulous story time experienced that I had with my son today at the 10:15 a.m. story time at the Council Tree Library. We come to story time all of the time and always have a lovely time, but today was particularly well done. All of the stories and songs were centered around the same theme (bugs) and the woman who led it (unfortunately I did not get her name), was enthusiastic, prepared and so patient with all of the kids and their parents. It was a great experience and I appreciate all of the hard work that the Poudre River Library District staff puts into these story times. *Response: Currie emailed the patron to acknowledge her and express appreciation of her comments. She also shared with Admin staff and the employee. (The Library Assistant who did such a marvelous job this particular day was Drew Gaede.)*
2. Preschool story time was delightful today! Well organized, age appropriate.
3. Love Council Tree Library but. . . the new CD rack set up is a minus because. . . 1. There seems to be much less selection, 2. The CD rack is so small and narrow only 1 person fits in front of it. If someone is there, I have to come back later, 3. The old rack system you had allowed you to see the front of the album cover. *Response: Currie emailed patron. Let Cynthia know if you would like a copy.*
4. I'm sad to see the checkout station in the Children's area gone. With 2 little ones, it's difficult to check out and keep them entertained and quiet in the big part of the library. If you're still figuring out design plans, please keep this in mind. Thanks. *No response needed box checked and no contact information provided.*
5. You did awesome things for us today. Thank you! I found current books, CDs, DVDs, etc. on topics I am interested in viewing. My husband was able to speak with a librarian that helped him with his research topics. We love the Poudre River Public Library District.
6. I would highly recommend eliminating food in the library. If not the library, maybe at least the quiet room?? People bring whole meals in there and the smell can be *overwhelming*, not to mention all the noise it creates. Also, people make a mess around the fire place with crumbs on chairs, etc. it would be great to have a quiet place in the library where people weren't eating meals and Chinese takeout and chips. *No contact information provided.*
7. My son Ian (8 y/o) and I came to look for a book about dinosaurs and outer space. Karen was so helpful. She took time to look up books and helped us find them on the shelf. I was so impressed with Karen's knowledge of children's books and her patience with my son. Great job!

HARMONY LIBRARY

8. Please! Please go back to the old way of printing out the list of items checked out! The current way gives me a book! Save some trees. *No contact information provided.*
9. I don't like the new receipts – they take up too much room on my refrigerator. *No contact information provided.*
10. Molly was a great help to guide me in the right area of online programs using a library card. I had asked 4 different times/4 different people and all 3 locations. 5 minutes with Molly and I found what I needed. Thanks Molly. *No contact information provided.*
11. Waited and waited for someone to come to the front desk. Where's the help *No contact information provided.*
12. Brianna V was so very helpful with my research paper. Not only was she extremely knowledgeable about format, she actually showed me how to implement what she taught me. "Awesome librarian"!
13. Fantastic!
14. Excellent speed on Prospector. It allowed me to read up for a costly course to train in a new field. Thanks
15. I love the library! It's wonderful to have a quiet place to come read and study and the library staff is always helpful and kind. I am a big reader of Science Fiction and Fantasy and it is sometimes difficult to find the first book in a series so that I can read them in order. Oftentimes the first book is at a different location than I am currently at and unless I am sure I want to read it I usually don't bother to drive to another location or put it on order just to read the dust jacket. Is there any way to consolidate series so that as people are browsing the shelves they can see what kind of series they are getting right off the bat? Other than that I can't say enough good things about the Poudre River Library District. The staff is great, the facilities clean, the book selection is awesome, and I am really happy to have a great system like this in Ft. Collins ☺ (*"No response needed" box checked and no contact information provided.*)

OLD TOWN LIBRARY

16. Steve (Mace) was very helpful with computer assistance.
17. Cindy (Laupa) and Steve (Mace) are awesome ☺
18. Suggestion: CD yellow shelf – donate/sell music CDs (*Response: Jean emailed a response to patron. Let Cynthia know if you would like a copy.*)
19. Concerning trash and cigarette butts in the planters and on the ground – How about a bucket of sand to put them in? Thanks. (*NO RESPONSE NEEDED box checked.*)
20. We love our library. However, we do not like seeing trash and cigarette butts in the outdoor planters and everywhere outside the front entrance. Who enforces the smoking ban? While we are sensitive to the plight of the homeless who use the bathrooms in the library and loiter around the premises – they are an intimidating presence to our children. Thank you. (*Response: Jean emailed patron. Let Cynthia know if you would like a copy.*)

21. The library needs a map of where the holding are, e.g. adult fiction, audio, etc inside front door or in the between sets of doors on side glass and comment cared are hidden away in this corner. How about placing some on desk with checkout machines? (4th request for maps that is easily seen. Thanks). *Response: Jean emailed patron. Let Cynthia know if you would like a copy.*

OTHER

22. Hi Johanna, thank you so much for hosting us at the library on Monday. The students loved it. The story time was great because the moms are learning so many of the same words as the kids. I think the students will definitely be back to explore the library and the children's section with their children. Thanks again! (Submitted to Outreach staff by instructor, Center for Adult Learning, FRCC)
23. I have had too many faulty/scratched DVDs! I watch the movie and halfway through it freezes! YOU NEED TO DO BETTER FIXING THE SCRATCHES! Very frustrating. *No contact information provided.*
24. Here and Now – 7 days is not long enough. 10 days would be better. *Response: Tova responded to patron. Let Cynthia know if you would like a copy.*