

How'd We Do?

August 2015

OLD TOWN LIBRARY

1. Something I've seen other libraries do that I like is grab bags. Put a few books of the same genre in a bag. I loved it because it helps introduce me to new authors/series. *No contact information provided.*
2. Nice, quiet library ☺ *No contact information provided.*
3. Unfortunately, today, my 9 year old and I had to listen to a string of expletives, including the "F" word from a man loitering in front of the library. It was his casual conversation w/his comrades as they sat by the front door, smoking and gesturing. I don't know if they were using the library and if they were that is fine. I mind only the offensive and purposeless language. Is there anything to do? Maybe a sign, on the door as a reminder, to indicate that kind language would be appreciated. ☺ Thank you. *No contact information provided.*
4. Suggestion box 1) does no good - too much violence; no comedy section 2) benches outside – all but 2 in the hot sun. Why can't they be moved to under trees?! *No contact information provided.*
5. There should be some record of who picks up bags from the lost and found! *No contact information provided.*
6. Everyone was awesome!
7. Install lights at bike racks.
8. Emilio (Herrera-Young) helped me print my CSU transcript from the registrar's office - thanks, Emilio!
9. We love our libraries. Thanks for working so hard to make them GREAT!
10. Why not update your 20 year old restroom system instead of worrying about Old Town refurbishing. No one want to wait 1 1/2 hr. to use the restroom because of the mass of people.
11. I was upstairs reading in the back of the library and was curled up with my feet under me - no one around. However, I was approached by security (?) and informed I needed to keep my shoes on. Really?? Is this what we're down to? Do I start reporting kids yelling and people talking loudly on their cells?

COUNCIL TREE LIBRARY

12. We moved from one side of the city to another, used to go to Old Town, now we are attending Council Tree. We love HOLLY. She is incredible! We learned why the library is called Council Tree, we went at 8 p.m. on Thursday night. For me she was the only one who engaged with me. Holly helped me, my son, and other patrons. While we were there, my son said this place is great, the employees are nice. When moving and changing places you frequent, it's a trying thing. We are happy that we will get the help and great suggestions, ideas. Holly made it a wonderful trip to the library! *No contact information provided.*
13. Drew did an exceptional job helping us and is very knowledgeable in Children's lit. ☺
14. Doing great! Keep up the good work!! Pls do something w the public before Norm & Millie leave for HI. Holly and Jean pls note.
15. Drinking fountain at Council Tree need more water pressure – almost useless. Thanks for asking.

16. Angela, thanks for recommending *The President's Hat*. Best thing I've read in over a year.
17. For about the 5th time consecutively, the computer help desk is unattended. I broke my toe and had to walk very far for help today. I'm coming in to do job and school related tasks but there is no one on the floor to help. Additionally, I'm a single parent. And I can't wait for staff to alternate jobs. We have all this money for "remodels" renovations of Ft C library as if modernization is a necessity. I much prefer good customer service. Can we not afford as in years' past? (Signed "anonymous")

HARMONY LIBRARY

18. The woman who was at the help station today around 8 p.m. was VERY helpful! Thanks!
19. Haley was very helpful. Thank you! I always enjoy coming to this branch!
20. My children have become almost exclusively interested in the iPads since they arrived at the library. This is disappointing as it means they miss out on the books and resources which are my main goal for their library experience. I've attempted various methods of motivating/encouraging them to use the iPads as a supplement to the rest of the library without success thus far. Every time we have to stop using the "blue computers" at least one child screams all the way to the car. *No contact information provided.*
21. Harmony Library is my favorite place to be! The systems are great, the shelves are organized and its a great idea to have a play area for the little kids. I know exactly where all my favorite books are, for example, the Warriors books near the end of the center shelf. I am always relaxed and happy when I am in the Harmony Library.
22. In general is excellent. You really need more recycling bins. For example in the study (quiet) area there is none!
23. GREAT!!
24. We came in for new library cards and a book on hold. Even though the book had not arrived from transfer, all the staff were incredibly kind and helpful. The checkout technology is awesome! Great work!

OTHER

25. Outstanding customer service! Lynda in the Answer Center helped me renew my items today while we were on vacation including an item (a Bob book) that was over its limits for renewals. She saved me the anxiety of not having this item overdue while we were out of town. This seemingly small act went a long way in giving this patron what she needed (she gave me the pickle! See <https://www.youtube.com/watch?v=ISJ1V8vBiiI>), solved a problem and created good will toward the library. Well done! And outstanding customer service! *RESPONSE: Becky S. responded to the patron. Let Cynthia know if you would like a copy.*
26. You ALL do a GREAT job in your new book selection (new adult non-section)---KUDOS!!
27. I would like to know why e-books are restricted to only being able to have 10 e-books on hold. This policy is too restrictive when books are released enmasse. Can e-books also tell us when a e-book is due back? Or can you make it happen? And can you please make it so when a spot on hold list opens move an item from my wish list to hold automatically. *RESPONSE: Tova A. emailed patron. Let Cynthia know if you would like a copy.*