

How'd We Do? September 2015

OLD TOWN LIBRARY

1. I appreciate everyone that works here. I'm a girl that has recently become homeless and being able to chill here has really helped me. I am slowly getting up on my feet. Reading a god book is a great way to cope. Thank you!!! *No contact information provided.*
2. The 3 letter initials used to identify holds are not unique. I overlap with another "BAM" on holds and don't always remember which are mine. Make the id 5 characters – add a two digit qualifier to the end. Example: BAM01 or BAM02. *NO RESPONSE NEEDED box checked.*
3. Writing workshop "Bringing Characters to Life" taught by Trai Cartwright was great! Educational, inspiring and fun. Thanks for hosting this workshop series! *NO RESPONSE NEEDED box checked.*
4. We go to story times and love them. I have a toddler and a preschooler. One thing that would improve it would be to have the same teacher repeat for the same age each week. My preschooler thinks of the story time as school and it would be nice for her to have the same teacher each Friday to build a relationship and help with routine. Thank you for the great service it has been great for her so far. *No contact information provided.*
5. Love visiting ☺ *No contact information provided.*
6. The chairs are all filthy dirty with food stains and grease spots! The chairs are cleanable! Could you please clean all the chairs? Thank you! *No contact information provided.*
7. Book sale area – write up about Terri Sullivan (my favorite person). I suggest you add a note: to look at the stained glass memorial in the children's area. *No contact information provided. Suggestion was forwarded to the FOL.*
8. GREAT computer guy. Very helpful. *No contact information provided.*
9. Erin was a great help today. *No contact information provided.*
10. Whoever does the computer help is usually very good and helpful, both during the week and weekends. They should be commended for their combination of knowledge and kindness.
11. Thank you so much for the meeting rooms reservation system. I am on disability and have been using them to conduct interviews for in home assistants. I didn't want to meet people for 1st time at home. Your safe, clean, easily accessible reservable rooms have made my interview process a cinch. One more thing – well done!!

COUNCIL TREE LIBRARY

12. The women's paper tow dispensers are often jammed. *No contact information provided.*
13. Please begin carrying the universal chargers for phones, iPads, etc. that Harmony and Old Town locations do. Thank you! *RESPONSE: Good idea. Will acquire them and have them available.*

14. First time @ Council Tree – often visit Old Town but obtained my own card recently with a replaced ID. Exceptionally helpful, knowledgeable, and accommodating staff. Always feel welcome. Thank you!! *NO RESPONSE NEEDED box checked.*
15. Assistant Librarian Sara was so helpful in scanning a copy of my passport to State Education Department in Denver as a substitute teacher.

HARMONY LIBRARY

16. Jennifer was incredibly helpful! THANK YOU!
17. Tracie M. customer service person extraordinaire!! Tracie thank you for always going the extra mile in assisting me in finding the elusive book. *No contact information provided.*
18. Please consider changing entrance so it is easier to get into!!! *No contact information provided.*
19. It would be really helpful to have “Spanish” library cards for Spanish speaking customer to read the fine print. *No contact information provided.*
20. Diane was great!
21. Greetings – I am asking if possible when I try to check out a book that I had previously checked out about 10 months ago, that there could be a pup up message that in fact this book was checked out say last 1-10-15. Thanks for the fast response card # _____. *RESPONSE: Victor Z. responded to the patron. Let Cynthia know if you would like a copy.*
22. Love the quiet study room! Nice, peaceful, love the windows and comfortable chairs.

OUTREACH

23. Wonderful – Please do more French nights
24. Loved the enthusiastic story time readers’ multimedia presentation! Thank you.
25. We like French story time – hope it’ll come back so we can have much fun learning French.
26. Good time, good team. Thank you for organizing this. Continue this way with more languages.

OTHER

27. It would help my job search if I could copy into letterhead and more dramatic paper using your copier rather than having to go to Fed Ex/Kinko after leaving here.
28. Thanks for keeping your checkout computer functioning. It’s appreciated.
29. To the entire Poudre River Library District Team: I want to sincerely thank you for all the great services the library provides its patrons with. No library can fulfill every readers dream, but by offering the Prospector and ILL programs, I have almost always been able to get any book on my wish list over the years, including new releases and obscure subjects. It’s a dream! As technology has brought more and more advances and you have been able to offer digital downloads of books and magazines (Zinio!!), my reading choices expanded even further. Such a treat! And now you are bringing us Lunda.com, too? That is remarkable! I feel so fortunate to have all these great resources in our public library system available for absolutely free. What a treasure!! Thank you for being so forward thinking and great care-takers of this amazing resource. I am so grateful personally.
30. Wanted to communicate my overwhelming positive response to your Tale Kits. As a mother of two preschoolers, I cannot tell you how much I appreciate these kits. My kids love them. I just wanted to say “way to go Poudre Library” for such wonderful resource!