

How'd We Do?

October 2015

OLD TOWN LIBRARY

1. Thank you for a wonderful library. I use it regularly. Also, I watch many foreign films. Could we have more South Korean films. Thank you. *No contact information provided. Shared with Tova.*
2. Toddler Story time – loved the tumble books, would love to have more during story time. Great interactive tool for the kids.
3. The “city fathers” have destroyed this library. Instead of using the natural Colo stone to match the other bldg. you built this ugly bldg.! This bldg. is as ugly as our post office! It looks like a prison. What was kind and helpful is now isolation. Make people pump their own gas, ck out groceries, ck out library books! How sick is our society. Dogs aren’t allowed yet kids can run amuck unsupervised and cause havoc. People can talk so loud to other and/or on cell phones that you can’t read and are disturbed! What happened to the friendly sweet Ft Collins I was born into in the 50s & 60s? What happened to kindness and manners and kids that were taught respect? What happened to libraries that didn’t have to have rent a cops? It’s time for me to leave the front range. I’m sick of smog and traffic and crime and rude people. I’d like folks to find a new state to ruin. You spend thousands of \$’s on metal furniture like these tables and chairs! Hot summers, freezing winters and they are mostly in the sun! How stupid not to get nice wooden ones and put ‘em on the grass, in the shade. We have to plant our feet in dirt on them! *No contact information provided.*
4. Why is it that the Adobe Flash Player works on the 15 min computers, but doesn’t work on the regular computers? To view video on the regular computers you have to click on “Allow this time”. *Response: Carol G. responded to patron.*
5. Kevin in the computer/printing area was just fantastic. He was knowledgeable, helpful, pleasant, and a definite asset to your team. Thank you.
6. Emilio helped me print my CSU transcript from registrar’s office. Thanks Emilio!
7. Joann Ginal stopped by the adult desk – she wanted to thank Wanda for her kind, “gracious” service the other day.
8. Emilio is an incredibly patient person – a wonderful help to me in working through my technology needs. Thanks!
9. Mark at computer help took a lot of time with me to show me my eBooks. A big thank you! ☺
10. I am always amazed at the reference librarians – soooooo helpful – taking time to help me find titles – securing obscure books from other libraries – guiding me to different sections – I could go on. All are kind and considerate and I thank you for your service.

COUNCIL TREE LIBRARY

11. I wanted to put in writing my appreciation of the great services your staff provides at the Council Tree Library. I use the library often and the staff’s dedication and enthusiasm always make for a positive experience. The wide range of services offered must be a challenge and they skillfully handle them all. Thank you for your leadership. *Currie responded to the patron.*

12. Hello, first of all, your library branches are a real jewel – especially the one on Harmony Road. I think this is one of the finest libraries I’ve been in. However, during my last two visits to this South Branch, I have noticed an increase in talking among patrons in the area around the fireplace on the northern side. Instead of utilizing the side rooms for visiting or tutoring, the main areas of the library seem to be filled with chatter. Tonight, several staff members walked by two people talking over paperwork that I assume was school work. The sound level got to the point that one patron tried to ask this pair to move, but they didn’t seem to listen. I am only bringing this to your attention because patrons are moving from this area and I think there are other areas of this library designated for tutoring and talking, right? Thanks for listening!
RESPONSE: Currie responded to the patron.
13. I love the library so much. I have two young boys and we come to the library 3-4 x a week. What makes Council Tree so great is the staff. I love that my kids love going to the library and always want to go.
14. It would be amazing if there could be more whiteboards in the library. I love using them to plan out my ideas (for essay writing especially), and the one in the group study room is always being used. *RESPONSE: Currie responded to the patron.*
15. This whole shopping center by the library needs more parking areas. All of the staff are very nice, helpful, and fabulous. *RESPONSE: Currie responded to the patron.*

HARMONY LIBRARY

16. There is a group of three people in the back of the Front Range Library that are very loud and disruptive. Could you please ask them to get a room, it is HORRIBLE, please 12:53 Wednesday 10/7/15.
17. Thank you for printing the schedule for HISTORY COMES ALIVE! It has taken a lot of effort to find who was being presented in the past and to plan ahead and to share with friends to attend, etc. Thanks and please continue! *No contact information provided.*
18. I would LOVE it if we could reserve rooms here like we can at Old Town.
19. 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 a wonderful resource!
20. You did great! Would be nice to have a spot to drop books off in the main rotunda. Sometimes I am in a hurry. Nice whiteboards too.
21. Please present a class for coding for adults. I don’t care if it contains the same material as the classes limited to pre-teens. I know nothing about coding – even a little bit of info would be helpful.
22. Amazing staff – so helpful and skilled. Thank you!
23. You need to put a cellular antenna in the computer area – the building will not allow confirmation of my Gmail.
24. A former library district in Illinois would have book sales where educators w/Ds would get a very high discount & either got to buy those books before or after general public (can’t remember). Contact “Lake in

the Hills Library? In Lake in the Hills, IL for more info and details. Home educators are also included in this sale. *Ken forwarded this suggestion to Robin Gard, FOL.*

25. Kudos to Karen, what a nice helpful and smart young lady willing to help, go the extra mile. This goes for all tonight's staff.
26. I always love coming to this location! Super convenient location, easy to navigate and really great guest service. Thanks for being awesome!
27. Great! I use this library frequently. Staff is always friendly and eager to help or answer questions. Keep up the good work! And: THANK YOU ☺ p.s. So sad what the world is coming to. For the 1st time ever today, I was hesitant to come, wondering if a library is a safe place! I don't carry a weapon & don't want to, but gun-free zones are where the nutty people go to shoot. Not making a political issue, just wondering who protects us in a library should the unthinkable happen. Thank God there was none of that today! Thank you for all you do.
28. I am 65 and on Wed 10-28-15 I had to park in student parking because library lot full. Not that many people in library, not many older people and families drive junker cars – hmmm, students parking where old people using canes and struggle are to park.
29. We loved messy hands preschool art a few weeks ago. Can't wait to attend again. Can you please host more events like this? ☺
30. We love the TALES kits. The kids love the kits that contain activities on the topic. Can you add activities to other kits? File folder games. . .worksheets, etc. Thanks for being awesome!

OTHER

31. Would love to have a way to search for short story compilations on the catalog search feature. Not necessarily one author, just short stories. *Comment shared with Tova.*
32. Please buy humor (funny) movies that uplift our spirits! You have enough blood and guts movies. Violence is wrong!
33. Get a grip – for 13 years I've asked for a separate comedy section! You have so much war and violence and R rated films! Why can't you put the comedies together! You finally separated stuff! Violent police TV series. All this really – forget people need comedy! Then Americans don't figure out why we are such a violent people! Duh – we need heroes & comedy! The old stuff. Old TV that wasn't as violent too!
34. I would like to see more spaces for holds on the online “hold list”. Is there any way to extend my list?
Tova responded to patron.
35. Renewal process for fiction should be changed to original check-out person can renew until finished reading.
36. This is about the hoopla digital android app and audio books. the app, to me, is so scandalously bad that I feel I should demand a return on your behalf! It doesn't even have adequate functionality, but it SCRAMBLES audible text, crashes, loses its place, and genuinely fails to deliver. At HP, where I used to work, this would not be good enough to be considered BETA. We as a community are not getting our money's worth. Please do not invest a lot until all the apps function. The PC app also has issues, but not as bad. Thank you. If you want, you may call me. *No response needed box checked. HWD was shared with Tova.*