

**How'd We Do?  
February 2016**

**OLD TOWN LIBRARY**

1. Thank you for having social worker available in the library. Brandan has been a tremendous help in my life's journey. Talking to him and getting feedback is the best thing about living here in Fort Collins! Having this available is awesome. Please, I implore you to continue offering this service.
2. Thank you for making the electric typewriter available! I need it at least once a year at this time for some IRS forms that can't be filed electronically and can't be downloaded via PDF. What a hassle! The study and conference rooms are nice to. Thank you!
3. It's still open... depends on how long it takes to do this however, been helpful so far.
4. Very helpful, polite thanks
5. The policy regarding laptops only to be used in Study Room A or B is seemingly a bit contrived given the wireless connection in these rooms is horrible resulting in dropped video conference calls and the like as I am sure you are aware the best connection is in rooms D, E, F. Remedy? *No response needed box checked and no contact information provided.*
6. The programs (2 so far) by Senior Life Solutions are some of the best the library has ever had. Extremely informative and well presented. Comment shared with Sylvia in Outreach.
7. Used Community Room #1 for ultralight backpacking class open to public and Poudre Wilderness volunteers. Vicky gave us excellent support in checking our operation of audio/video equipment day before and on day of class. Everything worked fine in class. Wonderful facility and outstanding support. Thank you!!

**HARMONY LIBRARY**

8. As a past Director of a NY 100 bed facility, I would like to commend this Harmony Branch on its high standards, fresh and enthusiastic customer service and serious \_\_\_\_ encouraging community involvement of all age groups. Especially, attention should be given to Misty Thrasher whom I believe should have an exemplary rating in her annual evaluation.
9. Parking! How about issuing non-student hangtags to be displayed on rearview mirrors like handicapped hangtags? Not available to students – violators to be ticketed and required to make donation to library or to be required to monitor parking lot for violators for a few hours – the DISRESPECT these morons show should not be tolerated. *RESPONSE: Manager Ken Draves responded to the patron.*
10. Just wondering what is happening with "History Comes Alive". It is such a good program I hate to see it go. I am also a member of FOL and volunteer in the Library shop. *RESPONSE: Manager Ken Draves responded to the patron.*
11. I am a devoted fan of the Harmony Library and the PRPLD in general. GREAT customer service; terrific website and excellent communications! Thanks to all.
12. Ben Valentino was extremely helpful to me. He is a model of customer service and reflects the libraries agenda and highest standard. Ben deserves a rating of "Exemplary" in his annual evaluation.

13. Please do something about the parking. The students are using places that us elderly could use. I'm a tax payer.
14. I have allergies to dogs and cats. I don't believe non service animals should be allowed in the library. (No contact information provided.)
15. Recently, my principal use of the library was to use Overdrive to transfer books to my Nook. Several weeks ago I upgraded my nook to a glow light plus. Unfortunately this nook is not compatible ADE. I was referred to frontlinesupport@overdrive. Following their solution made matters worse. Now neither of the nooks would work. I decided to get some real help and consulted Gabriel Johnson and Kristen Draper. These two people were just great. There were readily accessible by e-mail, phone, or in person. They are both friendly people who spent an endless amount of time working with me. One of the problems was we needed my Century Link e-mail password which I had forgotten. In order to recover my password, I needed my old e-mail user name. I had no idea of my ten year old e-mail address. After several trips around the barn, I returned my glow light plus to Barnes and Noble. My old nook still did not work and efforts to fix it met with the same password problems. So I bought a Samsung tablet. Kristen graciously agreed to install Overdrive on it for me. Please give Kristen and Gabe several pats on the back for all of the time they so readily gave to me.

Finally, here are a few comments about the library in general. It is the best bargain in town. It is well organized and easy to use. It is staffed by knowledgeable friendly people who probably can answer any questions you have or can steer you to someone who can. There are many businesses in town who could take lessons in customer service from the library. Keep up the good work. Thanks from a very satisfied customer.

16. Last week after Kristen Draper installed Overdrive on my new nook I decided to check out a couple of books that are currently not available on Overdrive. Long story short, I misplaced my nook while in the library and an employee named Linda went to great lengths to find it and return it to me. I repeat, the library is the best bargain in town and the best customer service anywhere.

#### COUNCIL TREE LIBRARY

17. I utilize Clearview Library in Windsor but would love some of the same programs in Fort Collins. 1) Minecraft for Homeschoolers or all, 2) After-school programs, book club (kits) for various age ranges, Lego bldg., Science experiments. Perhaps someone from Poudre could speak w/Clearview on how they structure things. I believe they have someone that creates things for homeschoolers. *RESPONSE: Manager Currie Meyer discussed with the patron.*
18. I talked to Meg about adding an author alert system to your website. I enjoyed this function at the Hennepin County Library System in Minneapolis. I would sign up for alerts from my favorite authors. Then I would receive an email when the library ordered the book. I so appreciated that opportunity. Please consider this option for your website. *RESPONSE: Manager Currie Meyer forwarded this to Collections Manager Tova Aragon.*
19. I was so excited to see the flier/poster offering for the Mother-Daughter book club and so disappointed that one week after the sign up started it was already filled and the wait list was also filled. So my name was not taken or added for future offerings. This kind of offering is obviously wanted and needed by our community and I hope it will be offered again – and that I could possibly be on the top of the sign-up sheet if the library gives priority to those who missed out on the last one. Thanks . . . and thanks for offering unique and meaningful kinds of programming!! *RESPONSE: Manager Currie Meyer emailed patron.*
20. Is it possible to have "Conscious Company" magazine available for reading and check out from Council Tree Library? Thank you. *RESPONSE: Manager Currie Meyer talked to patron and explained selection process.*

21. Jenny T. and Meg were fantastic today – helped my 3 year old friend Trevor w/the iPad and finding some *Star Wars* books! Just were very helpful and friendly!! ☺ Thanks ladies
22. Thank to VITA and Council Tree for providing a wonderful tax service today. Mike W and his assistant (Jan?) were the best!
23. The Library has been a lifesaver many times but today you gals were a henny saver! Need a diagram for my work place and I received much needed help in getting the diag from computer to paper (Librarian Meg). You guys & gals ROCK!
24. A drop off for returning books in the parking lot! Parking is very, very limited. *RESPONSE: Manager Currie Meyer responded to patron.*
25. Either more parking or a drive-up drop box
26. Very upset when I used Internet Explorer I immediately got to a porno site.
27. Staff at front and staff helping with computer/faxing really nice and helpful
28. Today I met Sara N. at Council Tree at 2 p.m. to learn Facebook and LinkedIn. This was after her shift was over and was a continuation of a social media class (which I left early due to a cold) we began at Harmony last week. She was kind, skillful, cheerful, and generous in making her time available.
29. A mis hijos les encanta ir a buscar libros y peliculoas. Tienen muy buen servicio y los trabajadores son muy amables. Gracias. (My kids love searching for books and movies. You have good service and the staff is very friendly. Thank you.)
30. I like the kids area because it has cool things.

#### OTHER

31. I like to read (?) and biographies. Fiction doesn't interest me and I certainly don't care for self-help, moral, uplift or any of that other feel good stuff you get in too often. *RESPONSE: Collections Manager Tova Aragon emailed patron.*
32. Maybe it's just me, but the selection here is always icky compared to the other libraries. *RESPONSE: Collections Manager Tova Aragon emailed patron.*
33. Overall, I love the library. But!! You need more books! I read reviews of book, try to find – you have one stinkin copy. I look up author someone recommends – you have one copy of book on tape but no paper or eBook copies, huh? AND – you need a north side branch. Old Town is not north. The city ignores us, but I expect better of you. *No response needed box checked and no contact information provided. Comment shared with Collections Manager Tova Aragon.*
34. Please please please add a section of movies marked comedy and buy less g rated crime! ☹
34. I would like to see the movie night return. *Comment shared with Programming Team.*
35. Hello---my wife and I have lived in Fort Collins for about 15 years and think the library system is great. We use it all the time. I just wanted to comment on one thing. There was a decision made to close all libraries the day

after the big snow storm recently. While I don't have any issues with employees and getting a free day, I do have an issue with the decision by management. Most businesses were open that day. What do you say to a single mom or low income individual working at Walmart, or a bank, or the other 90% of businesses that were open? If they don't go to work, they don't get paid that day. Why should government be the only ones to benefit? Even though I don't begrudge the employees on this, I think it sends a message that government is somehow different than private businesses. This is exactly how government gets a bad name. Anyway, that's just how I feel on this. Thanks for listening. *RESPONSE: Executive Director Holly Carroll responded to patron via email.*

36. Awesome topic and presentation: The Conversation Project. THANK YOU!
37. Re: The Conversation Project: very helpful, I'm just getting started with things offered – retired – so all is great to me. Thank you Sylvia!
38. Everyone I have asked for help or taken a class from has been knowledgeable, eager to help, energetic, and pleasant. We are fortunate to have the Poudre River Public Library District which continues to add physical facilities, classes and activities which are current, inviting. All is good!
39. Thank you so much for Russian story time! We enjoyed it and looking forward to see our new friends again!  
*Note: There were seven other similar HWD forms expressing thanks for the Russian story time.*