

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

**OLD TOWN LIBRARY**

1. Juv Fiction area feels backwards and it's very frustrating. I come every week and I still can't find things. It just doesn't feel seamless at all. . . Please rethink the organization here. *RESPONSE: Manager Jean Bosch emailed patron.*
2. Please put up a sign saying "DO NOT LEAVE YOUR DOG UNATTENDED." Dogs have been stolen. Thank you. *RESPONSE: Manager Jean Bosch responded to the patron.*
3. I've often enjoyed History Comes Alive and the movies! I live at xxx Remington Street and I wish I had the power to help. anyway I miss both of these activities! You really do a top notch job so hope both will return. Thanks! *Manager Jean Bosch responded to the patron.*
4. We need a coffee shop to stimulate interaction between users.
5. I am curious why you don't have a coffee shop in the library. *RESPONSE: Manager Jean Bosch responded to the patron.*
6. Library Only parking spots please.
7. Please, please put a light above the two shelves of audiobooks. It is too dark to read the small print on the plastic boxes. *(No contact information provided.)*
8. It would be wonderful to have a few workstations that had a small treadmill. *(No contact information provided.)*
9. I love our libraries but would like to recommend you take out or fix the drop box @ 1<sup>st</sup> National Bank on Boardwalk & College. Most every time I go there, there are movies sitting in the box but not pushed down all the way. I could pull them out and take them if I wasn't honest. The reason I always get out of my car and push my items through personally is I've had 2 instances when I returned items and they never got back to the library. If it can't be fixed it really should be removed. *(Forwarded to Facilities to check into.)*
10. I don't come to the library to sit and read books or magazines because of this "rough" element. Don't they have a place to go to leave the library in peace? *Manager Jean Bosch responded to the patron.*
11. Why is there a Coke machine in the library? Perhaps it would be better to have healthy food and drink, as many library visitors are young children and low income citizens who are already disposed to eat too much refined sugar. *Manager Jean Bosch responded to the patron.*
12. I have been coming to your library almost every day, even weekend, since 1/1/16. I am currently unemployed, so I bring my laptop and utilize your Wi-Fi for about 4 hours per day. Thank you for providing that service. However, 90% of the days that I am here, there are what appear to be homeless people in various areas of the library. I understand that this is a public space and they are allowed. What I don't understand is their blatant disrespect for the facility and the other patrons that are here to legitimately use your services. They are rude, noisy, snore, eat, burp, talk to themselves, talk on their phone, talk to each other, and very rarely do I see any of them pick up a book. I am a patient man and I'm not insensitive to their plight, however, I have had to tell them, on more than one occasion, to please show some respect for others. Almost 2/3 of the time, I am met with anger and a threatening tone. This is totally unacceptable. I am not sure why you allow this to happen, as I can't be the ONLY person to complain. It does not show well for your facility to have several of these individuals

in your facility EVERY day. My feeling is, you have let it get out of control and they all know it. I will hopefully find another corporate job soon and will not have to use your services. Again, I want to thank you for what you provide for the local citizens. I just want you to know that the rules concerning allowed patrons are very very lax. *Manager Jean Bosch responded to the patron.*

13. I've lived in many different cities, in various states and countries around the world, and I simply must say that the staff here at the Ft. Collins (Old Town) Library are all so very helpful, kind, courteous, and knowledgeable. SUPERB!! I love coming to this location. . . thank you for all of the great work.
14. I like the seating.
15. Is this a library or a homeless shelter? Dogs all over in the library. People eating with food all over the tables. Talking in loud voices. Cell phones going off and loud phone talking. I thought a library was supposed to be a quiet place to read, study, and do research. Soon citizens of F.C. will quit coming here and it'll just be for the non-tax paying homeless population. Signed, Joe S. – 50 years a library patron. *(No response needed box checked and no contact information provided.)*
16. I received assistance from Sylvia, Jules, and Bob. Without I would have failed in my quest. I would hope that these individuals would have an acknowledge(ment). Thanks. *Library Manager Jean Bosch shared with these employees.*
17. So much help!
18. My husband and I came to genealogy help session with Larry and Pat Johnson. We found it very helpful! Larry and Pat are super knowledgeable. *Manager Jean Bosch responded to the patron.*

#### **HARMONY LIBRARY**

19. The library is my favorite place. I study, read, and think here. I love how there is the tables and computers. I also love how if you don't feel like talking to people, you don't have to. You can get your stuff and go. It would be nice if there was more computers to access the Internet, also if those computers had Chrome instead of Internet Explorer. Thank you! p.s. I ♥ the charging station! *(No response needed box checked.)*
20. I had a very good time. Emma, 7 yrs old. I had a great time playing checkers – Owen, 8 yrs old. World Game Days – we attended both.

#### **COUNCIL TREE LIBRARY**

21. Are there funds to purchase sunscreens for the super-large library windows? It sure would make a difference every spring and all. *(No response needed box checked and no contact information provided.)*
22. Would it be possible for the Council Tree branch to have a 3D printer like the one at the main library thx.
23. I was looking for a book for my 9 year old son on 3/15. Drew was in the children's section. She was really helpful! She knew the authors, and books and book series that he would like. Great job Drew@ Keep up the great customer service!!!

24. Drew, you helped me find books yesterday for my 4 kids. They loved your suggestions so much that they finished 3 of the books and asked for the next one in the series. So I am back today to get the next ones and to say "Thank You"!!!
25. Sat 3/19 Value Line Research the two women who helped me were great! I was able to view/print everything I needed. Thank you.

**OTHER**

26. I would like to see two copies of the N.Y. Times newspaper available in the Poudre Library. Many times I've come to this library and the paper is not available for hours. Thank you.
27. I have seen the movie "Dog Tooth". Yes it is some film festival movie but it offended me. It contains fallecor (?), 3-way sex among children, etc. It is pornography.
28. Please get seasons 2 - 4 of the *Dr. Blake mysteries* DVDs. Also please stay current on the *Miss Fisher mysteries*, DVDs. Both are excellent! Thank you! *(No contact information provided. Forwarded to Collections Manager.)*
29. A patron asked that we reconsider the checkout times for two specific videos (collections):  
*Jack Irish* – set 2 (33052013121043) one disc/84 minutes/3 week check out  
*The Guilty* (33052011149525) 201 min/one week check out  
*(No contact information provided. Forwarded to Collections Manager.)*
30. It drives me nuts! You buy all these TV series & 95% of them are violent cop stuff. TV from the 50s & 60s before Archie Bunker started mean sarcastic TV was better. You have none. You do buy uplifting Hallmark stuff yea. But so little comedy! With untreated migraines I can barely search for comedy! It helps when a person like me has no quality of life! :\
31. Bring music CDs back to Council Tree. I was told they were removed because they weren't circulating very well here. That's because they were in a bad location. Bring them back and put them where they used to be in the center between Fiction and Non-fiction books on CD. Not a good decision at all. Location is important. Harmony and Old Town are not a good location for all the people that use Council Tree.
32. Thank you so much for Arabic story time! It was a nice program. I'm so happy to see how our community is getting more diverse. *Note: There were seven other similar HWD forms expressing thanks for the Arabic story time.*