

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

OLD TOWN LIBRARY

1. Hi. I love the idea of being able to reserve a study room here at Old Town Library and so I will love for this facility to be offered at the Harmony Library too because sometime as a student I cannot find an available room to study, but if there is a reserve facility then I can use that services before getting to the library and that will insure that I can use the facility. Thank you. Student. *(No contact information provided.)*
2. Great, the computer people always help me I love the staff.
3. Legal self-help clinic was so helpful! Rick was very knowledgeable and willing to answer many questions. Very useful help! Please continue this program! THANKS!
4. Rick and Stacy ? were extremely helpful to me in my search for my ancestors.
5. You're new security company is terrible. They make no attempt to get to know your clients or their situations. I have been coming to this library for over a year and I have always left my service dog sitting by my chair while I go to the restroom. Today he threatened to call animal control if I did it again. This causes me an extreme hardship as I am also caring for an 8 month old infant and have to use the restroom to change his diapers and make his formula, both activities requiring two hands and impossible to do while also holding a leash.
RESPONSE: *Manager Jean Bosch responded to the patron.*
6. It would be nice if the computer chairs and monitors were adjustable (height) ☺.
7. I love this library! My 3 yr old son loves it too! Super friendly staff! Please do more special events for this age group like PBS show character visits, after dinner story time, pajama story time or other fun activities for big and small kids. *(No contact information provided.)*
8. A man named Emilio at the Computer Help Desk at the Old Town public library was EXTREMELY helpful to me today, explaining how to do scanning on the photocopy machine. In the past I have had less than positive experiences asking for help from library staff members, but Emilio was a BIG exception and explained everything in a very thorough and friendly manner.

Patron sent a follow-up email: I should make clear that my negative experiences with staff have occurred ONLY at the Old Town branch, and not at the other two Fort Collins public library branches. This is an ongoing staff morale problem that the library seems unable to address. I suspect staff do not like working at the Old Town branch because of the large number of homeless and indigent people who patronize that branch.

HARMONY LIBRARY

9. Please move computers out of playroom! A separate area would be great – bring the kids to read and play not computers. *(No response needed box checked.)*
10. Anne, library assistant, I received exceptional customer service today. She continued to browse, go to sections of the library for ? culture although there were no books here she made suggestions. Unfortunately I did not have the time for info to arrive.

11. Please return the parking lot “police”. There are zero spaces for seniors and people with children because of students taking the spaces. *RESPONSE: Ken emailed the patron.*
12. Thank you for providing for us seniors with bad knees and folks with small children.

COUNCIL TREE LIBRARY

13. Need additional parking! This is dangerous especially for youngsters using the library or the elderly! *(No response needed box checked and no contact information provided. Manager Currie Meyer shared with FRV GM.)*
14. You are extremely nice to everyone and if I need to come back and get something you are always willing to help.
15. We love this library!!
16. I would like to thank Karen for her patience helping me 1) asking if I needed help? 2) helping me get a new library card and explain how to do a few more things that I had forgotten to do! Thank you.
17. No parking available middle of day weekdays! ☹
18. Bonnie is always SO helpful with quality book suggestions! Yay Bonnie!
19. You and your are excellent. You listen and provide. Your call center is also very good – they allow to me to find books that are rare. Again, thank you for all you do!
20. You are always so prompt with putting books on hold. I’ve never had to buy a book I needed for Book Club, what outstanding service!

OTHER

21. Re: your catalog, the “Featured this Week” items are not readily available – how do these get chosen or generated?? If it’s not done by a computer, could you guys “Feature” items that you have multi-copies of? p.s. we love featured items suggestions, so that is the reason for this letter. *Manager Jean Bosch shared comment with Collections Manager.*
22. Please bring music CDs back. I checked music out from here on a regular basis. It is completely out of my way to go elsewhere and part of looking opens up to new music. Thank you for listening to the other 50%. *Manager Currie Meyer share with Collections Manager.*
23. I found the movie “Jack Goes Boating” to be highly offensive. Full of drug use. Nothing funny. Not for children. Sexual grotesque reference and foul language. *Forwarded to Collections Manager.)*
24. A very good magazine to carry would be the Nation (April 11/18 2016 article on how wrong they were and how damaging fracking is. All about issues regarding politicians and issues. TheNation.com Forwarded to Collections Manager.
25. A great job on the budget and selection of new books!

26. French story time was wonderful!! Thank you for providing this opportunity to hear French. It would be great to get some comic books for the slightly older children like “TinTin” or “Astenix et obelix” of the collection “La Bibliotheque Verde et Rose” or the collection “J’aime Lire”.
27. Thanks for the French Storytime. It was great. How about some activities for older kids? 7 years and older. Suggestion = Author – Antoon Krings, Collection: “Les petites bêtes”

Note: there were five similar HWDs thanking staff for the wonderful French story time.

28. It is with great enthusiasm that I express my sincere gratitude for the library program that took place last Saturday, Aril 30th called “Frida Fashion Show”. I was not sure what to expect since it is the first time I had ever heard of such idea, however there is no doubt that the program exceeded my every expectation. My mother, my son (11 years old) and I attended this program and are still talking about it; we can’t decide which part was our favorite. I felt that the program instilled a sense of pride in my family and the Latino community – not only because of the content, but also because it attracted so many Latinos from the community. I saw friends, colleagues, and community leaders that I had not seen in many years. In addition, I was impressed with the various presentations presented by person of all ages from the Latino community, and the renowned professionals, such as Ms. Bernal and Mr. Silva. Thank you for supporting such an amazing production and supporting the vision of the Outreach Department!
29. Thanks for the invite to the event on Saturday, it was amazing, great job!!!! It was so nice to see our culture represented and Armando was awesome as always.
30. Thanks so much for the invitation to the Saturday Frida Celebration. It was so well done – both Jerry and I really enjoyed it as did everyone else we talked with. And the kids were adorable 😊 it was clear that you and your staff worked very hard to pull off an entertaining and meaningful evening.
31. Thank you again so much for making me aware of the Frida’s Fashion Comes to Life event on Saturday. We had an amazing time. So much great entertainment! I’ll post some pictures on my Facebook page with a shout-out to the library for all the great work you do. It was nice to see you and Ludy and to get a change to wish Holly well. Thank you again!