

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

**OLD TOWN LIBRARY**

1. I love this library. My suggestion: please don't run the heat so much – most times I am here it's suffocatingly hot. It's May 5 – the heat should not be on. Thank you!
2. I love the study rooms! Two suggestions: allow individuals to sign up more than 1x/day. Or, if no one is using the room and someone has already used 2 hours, let the person use the empty room. If everyone has to sign up, there should be either a sign up or empty room. Thx.
3. Visited Stacey the genealogist on 5-5-16. She is super nice, very knowledgeable. I love this service.
4. Learning a lot.
5. Suggestion: some kind of layout map as you enter the main door at each branch in fact. Today for example: "Where are the audiobooks at this branch?" Thanks!
6. I was working on your computers and needed help and Emilio was a GREAT HELP he is such a great asset to the library. You rock Emilio!
7. Everyone was helpful – easy to check out. GREAT!
8. The Poudre River Library should do a day where all late books are forgiven of fees if you turn them in. Like a holiday, a once a year event on a certain day. Note from staff: I talked to this patron and she meant more of an annual amnesty return day.
9. Fantastic as always! Thank you!
10. I miss quiet libraries.
11. Great library! We were visiting from out of town and so appreciated friendly, helpful staff. Great CPUs and screens. Efficient. Thank you!
12. To whomever placed "The Strange Affair of Spring Heeled Jack" on the lobby historical fiction shelf **THANK YOU!** I now have a wonderful new series to explore.

**HARMONY LIBRARY**

13. Please take NOTE: Now that FRCC is not fully in session we older folks can now find a place to park. No Response needed. (*Interim Manager Anne Macdonald sent comment to FRCC's Annie Fox for her information*).

**COUNCIL TREE LIBRARY**

14. Outdoor app class – Karen was great. Thanks!
15. Parking: for the last 5-6 times I've come to the library there has been NO parking available anywhere. No parking is designated for library parking – how about a 2 hour limit and some designated library parking? Manager Currie Meyer shared with FRV General Manager.
16. Linda and Drew – Thank you so much for your able assistance yesterday in my ageism research in children's literature. You were so much help! I shall return!

**OTHER**

17. I am concerned at the use of digital premium services such as Hoopla. I am worried these services will harm the physical collection and mission of the library. Further, in testing these services, I have found that they restrict how I can use the title – they may require me to have a phone for example. They also may only have an unwanted format – only an audio book for a non-fiction title which takes too long to gain information. I would always choose to use Prospecor over Hoopla if offered a choice. *Manager Jean Bosch shared comment with Collections Manager.*

18. We recommend the purchase of leather craft books. Also some of the re-issued D.E. Stevenson books – example *Celia's House*. *Manager Jean Bosch shared comment with Collections Manager.*
19. Have been a supporter of the library for years. Lately have noticed a decline in quality in services, programming. . . I am disappointed in experiencing this – hopefully this is temporary and the quality people expect will return – libraries the city can be proud of.
20. I always pick up my books – that were put on hold. Please don't be shouting (capitol letters on emails are shouting) at me on the reminder message. *Shared with IT staff.*
21. Hello – I've noticed that Poudre library district has decided to expand use of electronic books. this is OK for novels and such, but for technical books, or most non-fiction books, it's a problem. Maps, pages with a font too small to read, etc. are pretty much unusable in electronic format. Plus the system is so complicated to use it's almost unusable. Please influence the decision to use more ebooks for non-fiction and go back to hard copy books. Folks are just using Prospector to find libraries with actual books. that isn't really what should be doing. Thanks. *RESPONSE: Collections Manager Tova Aragon responded to the patron via email. Let Cynthia know if you would like to view it.*
22. Thank you for the sign language story time Keep them coming! 😊
23. ASL (American Sign Language) story hour was outstanding. Please strongly consider making this a regularly scheduled event.
24. ASL Story time was fantastic! We would like more so we can build community and language for kids of all ages.
25. ASL Story time! Excellent! Great opportunity for my kids to see more people sign and tell stories. The story tellers were especially entertaining!
26. Bring back ASL night! This is so important for the deaf children that attended and the hearing community to interact.
27. Wilder says "more-more ASL stories"