

## How'd We Do?

June 2016

### OLD TOWN LIBRARY

1. Excellent resource. Well organized, gave me resources to prepare for each stage of legal process. I plan on returning for future consultations. (Re: free legal clinic)
2. Ric was very helpful! Thank you! (Re: free legal clinic)
3. Ric was very helpful and professional. A wonderful service. Thank you! (Re: free legal clinic)
4. Drive through book drop off. It is impossible to part – even for 5 minutes – if something is going on downtown.
5. Erik was terrific in explaining how the 3D printing process works. I'm excited to explore! How fun. 😊
6. I would like it to be recognized what a great job Erik (the guy that works with the computer lab in the evenings at Old Town Library is doing.) Here's the thing: I have been coming to this library since 2010 and have met some judgmental unhelpful employees but I understand because of some of the drunks and unpolite people they deal with. I am working on a large cookbook with recipes I have found from all over that all use cancer fighting ingredients, my mother lives in Florida and is trying to fight through Stage 4 ovarian cancer. I am a cook here in Ft. Collins and food is all I have ever known, computers are so confusing to me when it comes to typing and formatting. Erik always makes it a point to help me with everything – he even teaches me and then erases it and lets me do it so I know how to do things. He probably is just doing his job and doesn't know how much it means but it means A LOT. Please let him know what a great job he is doing and how much it means to me but ultimately my mom as well.
7. Please consider: Many of the check-out self-check stations – all but one – today check only through an APP on a phone. Please check into this. *RESPONSE: Circulation Supervisor Holly Bucks responded to patron via email.*
8. I object to the library policy of having to show a photo ID to use the PUBLIC computers here. There are many reasons why we should have the right to have our privacy protected.do not have a photo ID and still need this access (for longer than 15 min).
9. Thank you for all your help with my genealogy.
10. Thanks for having a space for genealogy help. Very useful for lots of us.
11. First time visitor took a walk around the library to get a feel for it and also access community resources. Very impressive, beautiful structure and layout. Staff is very friendly. I was offered help numerous times in my short tour. Thank you!
12. Awesome to have kids class at the same time as the older ones. Thank you!

## HARMONY LIBRARY

13. Just interested in why FREEGAL went away. *RESPONSE: Comment passed on to Collections Manager who responded to the patron via email.*
14. Patron likes the Linda.com [Lynda.com] service. He stated that he thinks it is valuable resource and appreciates that we have it. (No name; on a scrap of paper.)
15. I've noticed that it's getting more rowdy re: kids making noise especially when I'm trying to work on the computers. Maybe some signs to parents to control kids—esp. as summer starts would improve it?? (I hope). *RESPONSE: patron met with Ken.*
16. Super Customer Service every time! Thanks.

## COUNCIL TREE LIBRARY

17. Parking has gotten very bad during weekdays. I frequently have to park in the Famous Dave's lot. Are there any plans to help alleviate the problem? *RESPONSE: Manager Currie Meyer shared the comment with Front Range Village General Manager and emailed the patron to acknowledge receipt of his comment.*
18. I've been a big fan for yrs of PRPL but noise this week is way out of hand – yesterday it was Harmony. Today @ Council Tree. Small kids are running through, screaming. I brought it to the computer librarian's attention and was told it's the first week of school out, we hope it improves. . . that's not good enough. Within minutes the woman on the computer next to me starts a loud conversation on her phone while the librarian stands behind her – she attempted to address it with the woman who repeatedly was saying "I'm the one who usually complains" and I then mentioned, "we all heard you." The woman then tells me "F\*ck you!" What is happening? Libraries can't be babysitters but adults need to learn manners too. Do we need library etiquette classes for everyone? *RESPONSE: Manager Currie Meyer emailed the patron.*
19. I want to thank Thuan and Drew for helping me with an online job application. You guys are great! Thanks
20. Thank you Meg for helping me on computer!
21. I was unable to find a hold item. The Librarian, Amy, was very helpful. There should be more people like her (and friendly) (at Council Tree Library).
22. Everyone was so helpful and really helped me find all the books I needed! Thank. You all rock!
23. I took my 4 year old son and his 3 year old friend to the Council Tree Library today. They were in the kids area, doing what children do, play. I was guessing the area when you get to the kids section was a play area but apparently it's a just look at while you whisper area. I never took my eyes off them. They were not harming anyone. There were joking and laughing. But I forgot we were at the Harvard library not in the kid's area of a Fort Collins library. At one point, while playing, they were running down the

first isle. I told them no more running and they promptly stopped and sat down at the window. One of your employees walked over and began to parent my kids. Now, I can understand if I was one of those parents with no clue as to where or what my kids were doing. But I am not that kind of parent. I never lost sight of them. I was within arm's length at all times. If your employee has a problem with my kids, you come to me – THE PARENT, do not scold my children. If you want kids to use an "inside voice" then do not have an inside play area. Better yet – why do you even have a kids section: Libraries are paid for by the public for the public. I am the public. My kids are the public. I told her I am perfectly able to understand that children play especially when there are things to play with, then she needs to be moved to stacks, where things just sit still and do not speak. *RESPONSE: Manager Currie Meyer emailed a response to the patron.*

24. You are very helpful and it is appreciated.

### OUTREACH SERVICES

25. Very excited to have the Mandarin story time. My daughter goes to an immersion school – and needs opportunities like this to apply her learning. (No one in our family speaks Mandarin so she needs all the exposure she can get!)

Is it possible to have the stories read in Mandarin, with a translation in English? *(NO RESPONSE needed box checked and no contact information was provided.)*

26. Good Mandarin class. Hold this kind of class more will be better.

### OTHER

27. I did not enjoy the lawn program on Monday, June 6 "Ember Ensemble". 1) The quality was low – it felt like a talent show. There was limited polish and "content". 2) Too much self-promotion. The act mentioned between every performance their availability for birthdays and other bookings. If the library has hired the act, it is not right to give self commercials. It also detracts from audience enjoyment. I would not like them back. *RESPONSE: Programming Team member Jennifer Zachman responded to the patron and share comments with the agency.*

28. I have reached out by phone but I'm still very disappointed in the summer activity schedule for toddlers. We attended story time on Mondays at Council Tree and it was hugely popular, every class had 7-15 kids. This was all cancelled for the summer schedule. We went up to the Old Town location today for the dance session and it was not geared toward toddlers at all. I had a uninterested and pouty kid who had no interest in 1930s and 1940s music and dance. There was no crowd participation or involvement and I just keep thinking story time was cancelled for this? Why? I'm fine if you hold activities out in the lawn, I'm fine if I decide to fight the horrible parking up there to make it to the event but do that IN ADDITION TO your regularly scheduled activities, don't cancel everything that is working well to hold that 1 activity for entire day. In my phone contact it said because staff is pulled off to these activities – I didn't see more than 1-2 library staff helping at that event. Not ALL your staff is pulled off to host these awful events. *RESPONSE: Programming Team member Jennifer Zachman responded to the patron.*