

How'd We Do? July & August 2016

OLD TOWN LIBRARY

1. I just wanted to thank you all again for being so kind, so cool, and just know that you help others. Thank you! Sincerely. I mean it, thank you!
2. Every time I reserve a Study Room some jerk is in there! Why doesn't security help? Why not put the reserved rms have a reservation sheet for each rm for ignorant users that won't take 30 sec to reserve a rm?
3. It would be nice if you could allow non-members (cardholders) a way to access the internet longer than 15 minutes. For some, for instance travelers passing through, this is their only means to access the web, and virtually nothing can be achieved in 15 minutes. This is at normal speeds. Those designated PCs for this purpose are so bogged down with spam that it can barely complete a Google search before time expiration. Also, staff is very rude.
4. Erik helped me at the computer today. I want to thank him and let supervisors know he is a great teacher and has a great deal of expertise.
5. The diet Coke I got out of the vending machine had dirt/mud on it. It was sealed but very dirty.
6. Exceptionally uncomfortable and table (too high – and I am tall) with chair. Can't use computer.
7. Sarah was wonderful in helping me find a link to volunteer with the Humane Society of the US in helping serve the urban prairie dogs caught here in Fort Collins' urban sprawl. Prairie dogs are vital components in the ecosystem and Sarah helped me to help the Human Society in saving hundreds of animals.
8. Sylvia was a great help and is always guiding us to the microfilm reader and showing us how to use it.
9. Summer outdoor chess club for weekends? With sign-up sheet.
10. Erik, the guy in computer area was super great and courteous. He was very helpful.
11. Staff at the printing station are wonderful!
12. Can someone teach a class in how to search your own identity (name) for any negative "public" records?
13. Great help for someone like us who can't afford expensive legal fee.
14. The legal help clinic was hugely helpful – so appreciated. Sylvia was a wonderful help and so friendly = a great experience. THANK YOU!
15. There are too many homeless people hanging around the handicapped parking slots and I am scared!!
16. I had a nice time reading and using the facilities. Thanks for putting it all into perspective.
17. Amazing libraries! The grounds at Old Town need help – I think the City maintains them. Waste high weeds and dandelions and other weeds EVERYWHERE!
18. Re: Senior Program: Excellent presentation! Thanx
19. Re: Senior Program: Great presentation Anna. Nice to have handouts to share with my husband. Would like more workshops on the brain. Thanks for gifts and water, pens, paper.
20. Re: Senior Program: Fantastic program! Lots of useful information. All these programs have been good. Suggestion for other programs: one on nutrition/diet for seniors.
21. I really want to thank you all for your kindness, educational smarts and treating others with respect. You're great! Thank you!
22. I needed to make multiple copies of a legal document, which was 8.5" x 14" (a std size for legal documents – you didn't have that size paper, although you have 2 copiers with 4 trays for paper. Surely, one of them could have 8.5" x 14" paper. So I had to use 11" x 17" and trim it by hand – with scissors, since you also do have a document slicer. I am aghast! Please consider rectifying these deficiencies. Thank you for all the services you provide. Your tech was very helpful and courteous.

23. In memory of Dewey the hero of *Dewey the Small-Town Library Cat Who Touched the World* by Vickie Myron, I request that the Poudre River Library District obtain a cat to be a resident at the Main Library on Peterson Street. I suggest that the chosen cat have full rein of the library under the supervision of the staff.
24. Downtown Fort Collins, Colo. U.S.A. (Peterson library) I almost had my eye poked out in front of your bench outside the front door.
25. It is pretty creepy to be a single woman parking around the library and to find a parking spot next to a station wagon jammed to the roof with stuff and then a person sitting (way down low) in the car doing nothing. This is the second time I have seen this car/person (he may be a street person who is living in the car).
26. Nobody signs in on the study rooms. They're probably too dumb. I don't ask them to leave cuz I know they're ignorant. Now I can't get a room bcuz they used up my time!
27. My sister and I came for genealogy advice with the LCGS volunteer. Larry was fantastic! We are so appreciative of his help and thank you for allowing this resource!!!
28. We have more vagrants than library patrons.
29. Your computer people are so much smarter than the local population. I feel sorry for them. Thank you very much for your help.
30. Front desk staff - very professional and polite. Very much appreciated!
31. Your security staff is first class - very professional.
32. I was trying to contact my mother (she is 90) after 5 years. I rely on the internet at the library to communicate with her.
33. I was approached by a solicitor at the far side of the bldg. I clearly did not want to be approached, but he still ranted on about his petition. I said I'm not interested and then he asked if he could approach me again when I came back out of the library. (Jean sent reply)
34. Cloth materials and carpets hold tremendous amounts of parasites and I thought only clean ppl come here but about 1 week ago I was sitting in 1 of your chairs on bottom level and I felt something crawl up my skin. It took a 3-hour shower and a lot of Vicks to get rid of it. The only clean kind of furniture is wooden w/light shellac. (Easily cleaned w/lemon Pledge once a day for a week). With all the garage sales, etc., right now (thrift store furniture) it should be fairly inexpensive and easy to find wooden furniture to replace yours.
35. My experience visiting the library is no longer something I look forward to. The reason is I am approached aggressively each time I come. For those who become intimidated easily, this is so stressful. Please consider helping us by not allowing these confrontations. (Jean sent reply)
36. Soliciting in front to doors has been aggressive mainly the "assisted suicide" petitioners. They are closer than 20 feet from the front doors. (Jean sent reply)
37. Please remove those taking surveys from outside the front door. It is annoying.
38. Library is good, but soliciting outside library has been aggressive and closer than 20 feet from the front doors. (Jean sent reply)
39. Every day you have people getting in your face wanting to sign petitions - voting, fracking, right to life - it gets annoying. Can't they go someplace else to bug people? (Jean sent reply)
40. As a member of the community since 1982 and a frequent user of the Old Town Library, I am gravely concerned about what is happening to the peaceful experience of coming to the library. Yesterday there were at least 6 petitioners encroaching the entry and I felt like I was walking through a gauntlet - between them and all of the homeless hanging out here, I am feeling frustrated and really don't know when to come to the library. Something needs to change - it is out of control! (Jean sent reply)
41. Please put a book drop on the road. . . there is no parking to drop off books!!!
42. We really enjoyed a harmless game called Monument Valley, a complex maze/logic game. There is a sequel to this 10 level game and I think it would be worthwhile to purchase this app, as MV has only 10 levels. It is very highly rated and has genius visualization and background music – good for 1st thru adult. (Patron also mentioned Sumdog app and Brainzy Math and Reading Program).

43. Front desk and all desk personnel including computer station are very helpful and professional.
44. Thank you for wireless, outlets and printing and scanning services!
45. Patron comment: You guys are the coolest library evvvver!
46. PLEASE stop allowing pit bull dogs in the downtown (or any) library. Pit bulls are a safety hazard to the patrons.
47. Great and friendly customer service! Thx for the help! ☺
48. Thank you for the Legal Clinic. It was very helpful.
49. Legal Consult: Nicely planned, organized and communicated. Rick Morgan provided me, kindly, with more information and online resources than any previous legal consult I've had. Worth the trip from Estes!
50. Sarah Scobey, Old Town Library has always been my "go to" place. I am always looking for something specific. I live having a list of books on hold and have good success on my own doing the holds, but when I don't turn something up on library catalog or Prospector, I am always happy to find Sarah at her desk by the fiction and mystery sections. She is very knowledgeable and helpful. She sent me away happy to wait for my hold ☺ Just want you to know how much I appreciate her. Thanks.
51. I was at the Old Town Library and needed assistance and got help from a very knowledgeable employee choice for a library (book) which is a "Teacher and Adventure Park when you came in the doors, his name Mark Connolly.
52. Brenda Blake was an incredible help. She took every step of locating a book and was so helpful. She made my day!
53. Sue-Ellen was the most helpful woman! She is inspirational and helped us find some wonderful books. Thank you so much ☺
52. Northwest corner of the library three branches hanging in people's faces! Trees should be trimmed so people do not walk into them or impede their vision.
53. I think all employees should be req'd to have a fly swatter to combat the flies and fleas.
54. If you purchase a new microfilm reader, please get one that allows digital image capture and download to a flash drive. I am about to begin a major research project that will be much easier if I can take images home with me (the originals are handwritten and hard to decipher). If you have questions, please feel free to ask. (Jean called patron.)

HARMONY LIBRARY

55. Please keep noise down!! Patrons & staff!
56. I would like to complain about the "pride" display that is located right next to children's books. I do NOT want my children looking at the covers or reading about that. Please move that display out of sight from children's books.
57. You looked at computers all day, still sternly
58. Why do librarians talk so loudly? Among themselves and with people when they're explaining stuff? Can't they be quieter? (similar comment on two other HWD forms, same handwriting on all three).
59. So well!! Loved the compassion and outgoing personality of all the employees and computers.
60. Sus servicios son muy excelentes! Tambien su empredador da me mis cinco centos.
61. Love the library. Grand energy – friendly, helpful staff. Thank you.
62. I would like to give a huge kudos to Kathy. She assisted me in all I needed to do with the most patience and a great attitude. People like her are why this library is so great. She deserves a BIG "awesome job" or a raise. ☺ thanks for everything and all your services.
63. I would love to have Ukraine books or a section like Spanish but Ukrainian. Some Ukrainian kids' books. Please! JUST DO IT!!
64. The story lady did an excellent job! We loved it!
65. Wonderful library. Very helpful and pleasant staff always. So easy to check out, hold, and retrieve books. I appreciate your handicapped parking also.

- 66. Fabulously! I LOVE Poudre Library District. Employees are so helpful and friendly. You have great selections and recommendations. The speed of transfers between branches is amazing. I can't wait to come to a travel related speech soon. Plus teen coding is another great offering. Thanks! You rock.
- 67. Upon my visit to the library I was assisted by a woman named Corkie – she was very helpful and informative as to my request in finding a book. Please tell her thank you.
- 68. Excellent customer service
- 69. I love having Lynda.com classes available with my library card ☺
- 70. Great welcome to the library by chance, who created our new library accounts/cards. Thank you!
- 71. It would be nice to have a book return slot/bin inside the library proper itself - ☺

COUNCIL TREE LIBRARY

- 72. I like this library, but to improve it, you could add some rental video games.
- 73. I'm visiting from the East Coast and came with friends. This place is hell – why do you allow all the noise?? And kids' play space – it encourages it. They can go to McDonalds. What a mess!!!
- 74. Great! Thank you, Kindra
- 75. Kendra was awesome!!
- 76. Disappointed you got rid of the adult music selections.
- 77. Holly at front desk was very nice and helpful! Enjoyed her.
- 78. Re: Holly – GREAT!
- 79. Special thanks to Meg! Meg has a can do attitude. Very helpful and proactive in helping me with a complex print project. If I had a business, I'd hire Meg!
- 80. Timnath area east of I-25 is growing! Could you put a book drop at the Harmony Wal-Mart or Costco or Timnath Elementary School? Thanks so much. *Response: Manager Currie Meyer emailed a response to patron.*
- 81. SOS PARKING!
- 82. Thank you card addressed to Sara: Thank you for keeping my organizer safe and being kind enough to return it to me in person. We need more people like you in this world!
- 83. We LOVE our library! Please consider carrying chargers for the PSD Notebooks (in addition to phone chargers). Thank you.
- 84. I use this library a lot (exclusively) and the parking situation continues to get worse and worse. I generally have to park in the lot which is much further away. I feel badly for the elderly and those with young children on very hot days and most especially in the winter. It would be very nice to have a couple of rows designated as library parking only and we could even have a sticker required for our cars. Just a thought to help solve an ongoing problem ☺ (Currie shared comment with FRV and responded to patron.)
- 85. You did great. I loved the books. thank you very much. I love this library.
- 86. A+++
- 87. Horrible! Started at the FRCC branch, fax broken☹ Sent to Council Tree told no faxes to Denver! What? We pay a TON of money for really bad service. Sad. (No contact information provided)
- 88. I strongly recommend that you reshelve all Trump books in fiction. Placing them in nonfiction indicates to readers that Trump is a real real estate developer and he has actual advice to give.
- 89. Drew was fantastic at helping me transfer photos from my iPad to my Air. Also transferred photos from my phone to my Air – I'd thought the photos were lost. Many heartfelt thanks to Drew! Love this library and all you offer.
- 90. Love this library. You need 3-6 more toddler computers. I can't tell you how many families would enjoy. Have more available. (Currie discussed with patron.)
- 91. Karen – Book club facilitator, the best book (club) I've ever attended. She makes everyone comfortable!!!

OUTREACH SERVICES

92. Great story time! We like the mixture of books and songs and then the activity at the end. You're doing a wonderful job! Thanks!
93. See list below:
- We love how close story time is to our home.
 - Love smaller setting/fewer kids
 - Love easier parking
 - Love that Miss Kathy knows us and our names
 - Love that there's a craft afterwards
 - Like early time (9:30)
 - Like songs and finger plays
 - We are hearing repeat books now after 3 summers
94. She does an amazing job blending books with music and movement. Love the themes and activities.
95. We love this story time! The variety of activities is great. Stories and songs are engaging and interesting. The craft time is a fun option to have to close out a great morning. Our facilitator is the icing on the cake. She's fun, interactive and really cares. Thank you!
96. We are so lucky to have Miss Kathie as a member of our community! It amazes me that she can take a simple comment by a child and turn it into a learning moment ☺ I grew up as a child at Old Town Library 36 years ago and enjoy walking with my girls to story hour.
97. My girls love this Timnath storytime. It keeps their attention well and they love the craft time.

OTHER

98. Love the Nook reader selections but the reader is limited – not back loading. Please consider newer e-readers such as Kindles.
99. Yesterday I checked out a copy of Nora Robert's The Obsession from the Here & Now Collection. Today I received notification that a hold copy was available. I was able to check out the second copy without returning the first. Both have now been returned. Please get rid of the Here & Now Collection and make the hold system work more efficiently, i.e. reduce hold time and check out time for books with a long hold queue (4 day hold and 1 ½ week checkout) vs (1 week hold and 3 week checkout).
100. Please order more (and newer) foreign films, primarily French, German, Italian. *Response: Tova explained how to find newer foreign films.*
101. Please purchase the book "The Journey Within" by Radhanath Swami. He is currently featured in the Regenerate magazine. The book is on the NY Times bestseller list, best of the month book on Amazon. His first book "The Journey Home" is also an international bestseller. Thank you. *RESPONSE: Collections staff ordered the book and communicated with patron.*
102. Please get a book about Haile Selassie Rastafarians. *RESPONSE: Collections staff ordered the book and communicated with patron.*
103. Your DVD cases do not hold the DVDs. Maybe should be upgraded please. Other than that, you've all been great. Thank you!
104. Please buy Longmire, Season 4 DVD please, please, please!!
105. I checked out the Colorado State Park pass on 7/20/16. I was watching online to see when one became available. There is still one checked out from 7/16/16. I would like to suggest a fine of \$3 or \$5 a day would be more of an incentive to return it on time instead of 25 cents. It would certainly be nice to have more than 2 per library. This is a wonderful perk. We really appreciated being able to use it. Thanks!



DREW

This little ditty is about a librarian named Drew.

The short time I was with her the time just flew.

I went home and came back.

She said she'd have it ready for me

in a little sack.

Written by Juanita Baker

In appreciation of Drew's help

For my memorial

*Project**

August 10, 2016

I also appreciate all

Librarians who help everyone

*gpm
✓ CC Drew
Gaede*