

How'd We Do? September 2016

OLD TOWN LIBRARY

1. You did amazing library staff, amazing!
2. Thank you for a wonderful library!!!!!! I wonder if there could be more movies from other locales – such as the African continent, Indonesia, and the Middle East as well as Australia, New Zealand, South America, Central America = subtitled. I do appreciate the French films and wider offerings. I know this is expensive. **Comment sent to Collections Manager.**
3. Adopt several cats.
4. Courtesy phone/phone room please. 5 min limit. ET phone home. Phone room 4 phones ☺ (Grew up in this fantastic library) Thx
5. Please do away with cell phone use in the library. And please reinstitute a local author display.
6. Remember when libraries were quiet? Can you put signs up about “No Phone Zone” or something? 2 adults in the fiction section talking so loud (one on his cell phone) and a library employee so loud it was distracting. I actually had to “ssh” the library employee. Unbelievable.
7. Please extend lib hours on Friday and Saturday. Those who work can't get here by 5 & 6 p.m.!
8. I just want to say that I don't like that the computers are so close together.

HARMONY LIBRARY

9. Elaine, Thank you!! ☺
10. I do not understand why there is the print edition of Value Line at the Harmony Campus (inside a junior college and hard to get to) and not at Council Tree (located in the heart of the most affluent part of Fort Collins & easy to access. Harmony didn't even know it had the print edition. Please add Value Line print edition to Council Tree. It is actually easier to do in-depth research than the online version!
11. Patron would like for Harmony to have the green shopping carts that we have here at OTL.
12. You guys are Awesome! Receipts have WAY too much white space! Please make receipts concise & Stay Awesome! ☺
13. I had a book due on Friday – I said I could put it in the north King Soopers drop box – was told there was NO Saturday pick-up – Suggestion is to put some kind of notice on any pick up boxes like that so people would know and not possibly incur late fees.
14. Why did you change the nice (adjustable) computer chairs?! I've always been so pleased that you did not have this new kind as they do at Old Town. (no date; no signature)
15. I am concerned that the parking lot of the Front Range Community College is very dark. There is much danger of someone falling or it's an idea[] area for a crime to happen. I think a little more lighting would be ideal please.
16. We are interested in the Mother/Daughter book discussion, but it is full. We would be interested in registering for future events like this if you offer more.
17. Please bring back the self-check near the children's desk.
18. Corky Walters helped me do research on The Beverly Hillbillies. Very, very helpful!! & conscientious.

COUNCIL TREE LIBRARY

19. I was at the Council Tree Library today with my two kids and giant stroller. Going to the bathroom with all that gear is usually a challenge. But it was SO EASY to roll everybody into the bathroom to the handicap stall. I'm sure I've been in large-enough public restrooms before, but this one was noticeably easy to maneuver through. Thanks for a great floor plan!
20. Just a great “kudo” for Jenny – she was the Tuesday story time reader for pre-school. She chose great books that taught realities and fantasy about space. She led the kiddos to reason thru and “discover” dimensions about each story. Her enthusiasm was infectious. The kiddos were engaged both in body and mind. She identified each child by name and encouraged them and led them with genuine respect and kindness. Activities were well matched to the theme and stories. Great job Jenny.
21. It would be great if food was prohibited in the quiet room. First, because of the noise. Second, because of the smells and lack of air circulation in there. Tonight, someone is eating dinner in there.
22. Very disappointed in the Curious George “celebration” today! We were expecting books, games, activities, songs. . . and all we found was a craft laying out in an empty room! And not until 10:30 when the day was supposed to start at 9:00. Storytime wasn't even Curious George. Now I'm skeptical of kid events here. . . this was our first one!
23. We told all our friends about Curious George Day expecting games, storytime and other activities. We all were pretty disappointed that the only thing there was for the all-day event was coloring pages to take home. No one was in the room, no George books or anybody reading. We hope in the future that events are not advertised as much if there is not going to be anything to do. ☹
24. A+. All I got to say.

OUTREACH SERVICES

25. Thank You note received in the mail: *Johanna & Karol, Thank you so much for presenting at the CoPLA workshop this year. I am always in awe of the amazing work you are doing and feel so fortunate that you shared your stories with us. Thanks, Hana Zittel*
26. Such a nice fun story time in Arabic. I always love bringing the kids to the Arabic story time. It's something they can relate to. So fun. Thank you!
27. We like this program very much. It's good for my children. I hope to do it again every month.
28. You did perfect. I hope you continue this program every month.
29. The performance was very good. I wish the event occurs again with the activities, such as shaping Arabic letters with playdoh on papers.
30. The activities is good and I think need more for kids to learn Arabic. Please continue.
31. I am very happy that my kids have the opportunity to have an Arabic story time. It was wonderful. I wish we have more story time in Arabic and also play or show or puppet show in Arabic.
32. Great program. We wish if we can have it more frequent.

COLLECTION SERVICES

33. Big thanks to the Collection Dev team for so often purchasing the books I request. They are usually ones no other library has (or only Denver Pub has it, which is pretty much the same) and I appreciate having access to them!
34. I live in Aurora and love adult fantasy. I end up using prospector to get my books and good 90% of them come from you! One of these days I will have to check you guys out. So if you see a lot of fantasy books going to Aurora it is just me. 😊
35. I don't have cable/TV and for that reason I am a heavy user of the titles/programs on DVD I can borrow at the library. I am unhappy with the condition of most /almost all the DVDs I borrow from this Library District because most of the titles are severely scratched and in many cases – dirty (not the content). I know my DVD pleyer is not the reason for the skips and stops because the DVDs I have borrowed through other Prospector libraries play w/o problems. I note that many of these other libraries include a form which asks the borrower to note any problem w/playing the DVD. I have recently borrowed *Cold Mountain* and couldn't even get through the opening credits. I have also recently borrowed *Atonement* – a DVD I have borrowed many times before. I had to return it after it stops playing – stuck – I noted that both *Atonement and Cold Mountain* were very scratched. I would say damaged on the other hand I now have out *Mercy Streets*. It's playing (so far) with no skips, stops. It's a pleasure to view and that is what I expect of any DVD I borrow from this library. I don't know if these items are periodically checked/cleaned but I will now include a slip in any Poudre River items I borrow listing the problems which stopped me from viewing the contents. Thank you for your attention. **RESPONSE: Collections Manager Tova Aragon responded to the patron via email.**