

How'd We Do? February 2017

OLD TOWN LIBRARY

1. You DID GREAT! I, however, am struggling. And I lost my library card. I lost it along with my ID, my social security card and (almost) literally everything I owned. I am homeless. I use Wi-Fi at the library. I am (was) looking for a job. I now can't do any of those things (except here in 15 minute increments) & I am frustrated. It would be SO COL if you guys built in some security questions (Google style – what was your first phone #, what's your pet's name, your great grandpa's middle name and/or nickname type stuff) so that I can get back on track. *No contact information provided.*
2. Rick was extremely helpful and informative! Erin K. was kind and very helpful also! Thanks!
3. Re: Eric in computers. Very patient and knowledgeable/big help 😊
4. Went to print/copy personal & sensitive info. Erik was helpful with showing me how to copy and send and he protected a copy that I left behind and I am very thankful!
5. Amy did a fabulous job during the children's story hour. Last week the Chinese story hour was great too! Please consider just using the librarians that are really good at this and really enjoy it. It makes all the difference. Thank you.
6. We were here in the Main Library for two hours, upstairs, reading magazines. There were a large number (perhaps a dozen) of homeless or transient people sitting also in that part of the library. On the whole, they were quiet, and reading or sleeping. But in one corner there was a group of several who had their belongings occupying space on the floor, blocking access to magazines. We saw ho library staff member walking around to check. There was one uniformed person, apparently a security guard on the floor, but he never appeared. *No contact information provided.*
7. On Sundays you suck

HARMONY LIBRARY

8. I don't agree that animals (other than service animals) should be allowed in the library. *No contact information provided.*
9. The book *Amazing You* by Dr. Gail Saltz is too graphic to have on a low shelf in the children's section. My 4 year old daughter grabbed it and I was shocked at the pictures inside. I understand wanting to teach anatomy to children, but my four year old does not need to see descriptive pictures that are used in this book. Please find a higher shelf to keep this on.
RESPONSE: Staff responded to patron.

COUNCIL TREE LIBRARY

10. The meeting of John Kefalas, etc. was maxed to capacity and there were many of us outside the door.
11. Dear Library – Thank you so much for hosting our public town hall on Saturday (2/11). I realize this creates some disruptions to the normal Saturday mornings. *Note: this was taken from written note from Representative Jeni James Arndt, House District 53*
12. Librarian Reference complained about everyone talking too loud for her comfort.
13. Ref Lib get mad if I laugh from 1-2 sec. has done this in the past.
14. Ref Lib she get mad when people disturb her personal use on computer when no one cleepain she just wan't quite 4 here use.
15. I am mad @ the librarian for getting on someone's case for laughing too loud!
16. Holly was so helpful today. Thank you!! She fixed a problem with a circulation issue that I had not been able to resolve by calling the call center. I have tried to resolve this issue since Jan 4, 2017.

17. Just wanted to compliment Drew on her delivery of preschool story time. She chose fun books that incorporated colors, #s, relationships and fun activities. She was very engaged, included kiddo's questions in her reading, asked them questions and had plenty of active movements. She was very upbeat, laughed easily with kiddos and looked them in the eye when interacting. She spoke/read clearly and put emotion into story. Lots of kudos to Drew. ☺
18. The private study rooms are pretty good. Would benefit from some roll-down sun shades so we can better see our laptop screens on sunny days. Thanks for all the great services and assistance you provide. Love our libraries! ♥ *No contact information provided.*
19. You've lowered your standards (be quiet) to welcome families?!! How stupid. Today's families without manners could have learned the difference between inside civilized behavior and outside. YOU lowered your standards – failed our society. Sign of the times. Downhill. To get back respect as a nation we'd have to demand respect. Try it!
20. I'm on a mission to learn more about, and better use, our Poudre River Library system. Tomorrow night, Friday 2/17, I'm bringing my husband to Council Tree for a "library hour date" sometime between 6:30 and 7 p.m. I'd like to learn 3 new things about Council Tree or the PRLD. Of course, I could that by poking around, but I'm wondering, would there be a librarian available to offer some personally favorite insights? If so, please tell me whom to ask for. Thanks for your consideration. *RESPONSE: Manager Currie Meyer responded to patron via email.*
21. Thank you. I just wanted to thank all the staff that helped me last week (Sara, Currie and Jenny). I could not have finished the task at hand without all of your help. *NOTE: written note taken from a thank you card from a grateful patron.*

OUTREACH SERVICES

22. Russian story time – wonderful program. My kids and I greatly enjoyed it and hope we can come to more of them and more often. I was greatly surprised to see increased number of kids' books in Russian. It is wonderful. We'll be happy to come check them out.

COLLECTIONS

23. Is it possible to get a subscription to the IBD (Investor's Business Daily) at the Council Tree branch library? It's only a once-per-week paper, and the retail cost is \$5. I currently go up to the Old Town branch to read it, and their copy is in pretty high demand . . . thanks! *RESPONSE: Council Tree Manager Currie Meyer emailed the patron regarding this request.*
24. I really appreciate that you make Lynda.com available to everyone. I use it a lot, especially when I'm trying to learn a new application. Thanks!
25. I so appreciate the library system! Would it be possible to get Amy Clipston's new book: *The Beloved Hope Chest* (Amish Heirloom look 4)? Have read all other 3 in this series from here. Thank you.
26. Fantastic! There could be more classic books in audio please.
27. Please consider getting the mag "ADBUSTERS". You have it at Front Range and I believe the folks downtown would also benefit. Thanks!
28. I just wish I knew who buys your movies. I even asked a librarian why there is so little comedy. I have cronic pain – migraines and no meds help! But laughter does! You buy crime. There is so much British & American crime! MOST R-rated movies are extremely violent. You seem to think T.V. shows are goo to watch – also a whole lot of COP-violent show! I know I'm stupid for even asking! You refuse to shelf movies in a comedy section and after asking for over 16 years, nothing is done. So I'm wasting my time and your paper.