

How'd We Do? April 2017

OLD TOWN LIBRARY

1. *Number the Stars* by Lois Lowry is shelved in the children's section. This book is dark from start to finish, including descriptions of a 6-year-old boy's throat being slit "ear to ear". Also, the 6-year-old girl narrating describes watching her childhood friend urinating, as well as a scene of "show me yours & I'll show you mine". Six-year olds! I feel children under age 12 have no business being exposed to this book. Thank you. *RESPONSE: Manager Eileen McCluskey shared comment with Children's Collection Development Librarian who provided her expert opinion on the book, believing it continues to be an excellent book for the children's collection.*
2. There were many fun contents my kids so enjoyed. Their Japanese is good. Thank you so much. *No contact information provided.*
3. We cannot thank Thuan and Eric (enough) for all of their help in getting us ready for our meeting today at 1:30 p.m. They went above and beyond to ensure we had everything we needed and more. What wonderful examples of what the library stands for! A very warm thank you to Thuan and Eric and the library for allowing us to use the community room and the care that was taken to help us make it a successful meeting. Looking forward to the next time and keep up the GREAT work! *No contact information provided.*
4. Eric is the BEST! *No contact information provided.*
5. a) Too hot in room B. b) The study rooms get very stuffy. It would be nice to have more ventilation or more fans available. c) I love the study room! The only things that are lacking: they are unbearably stuffy which means that the door needs to get opened and also, the sound transmission from the 1st floor and other study rooms is strangely loud and clear. Privacy? *RESPONSE: Manager Eileen McCluskey responded to all three patrons who made these similar comments about the study rooms. She informed them of the issues with the cooling system and that the issue should be resolved soon.*
6. This library has not been the same since Don's departure. . . he was a presence here and that presence is greatly missed. . . one day, library councils will understand that one man's presence is worth more than 10 security guards. . . that some people have the power to calm just by showing up for work. . . that some people were placed on this earth to make this world a better place. . . financial expediency should not "trump" sound judgement. *RESPONSE: Manager Eileen McCluskey attempted to call patron, but no response.*
7. The best library I've ever seen. Keep up the good work. *No contact information provided.*
8. There were four HWD forms containing similar comments from satisfied patrons praising the "Ask a Lawyer" clinic and thanking us for having it.
9. There were two HWD forms containing similar positive comments regarding the Minecraft program.
10. A couple of weeks ago I came after-hours to return library books and a transient man was hanging out in the outdoor alcove with the book return machine. I felt like this was an unsafe situation especially for women alone needing to return books. *No contact information provided.*
11. Hi there, I am being harassed by patrons at old-town libr. I am being called a "obese transient". No one is preventing this repeated attack on myself. I have a b.a, I have a lease. Atmos here is very hostile towards people who wish to pass thru quietly (...!!) *No contact information provided.*
12. Great help at the info desk. Well run library with patrons seeming to enjoy facility and surroundings! *No contact information provided.*
13. Parking at the library has become ridiculous! I have 3 small children and often arrive with/leave with 20 or more books. I should not have to walk 6 blocks to/from my car just because someone who works in Old Town can't park there or won't use the parking garage. I would support meters for the library if it meant actual library patrons could come and go with ease. Maybe strict enforcement of 2 hour parking? *No contact information provided.*
14. I wish you were open later. From Chicago. 8:30 am – 10:30 pm. It rocked! ☺ *No contact information provided.*
15. Amy: thank goodness for Amy. Why? Last nite's Antarctica presentation computer wasn't working for presenter and Amy to the rescue. Her computer knowledge was what he needed to set up. Yay! Presentation on time 10x stars for Amy!
16. This is the worst library I've ever been to for real!

17. Letter from Cache La Poudre Middle School – attached.

HARMONY LIBRARY

18. The staff is always helpful and patient. The value of the library to me is priceless. I read about travel and places far away and sometimes if I like what I read, I go there. I satisfy my curiosity by reading about famous places and people, about ideas and literature that makes me a better, wiser person by reading. *No contact information provided.*
19. Stay open until 9 on Saturdays. FRCC students really need it! *No contact information provided.*
20. Lately people have been loud talking out loud. Suddenly people talking on cell phones too. Could you put a nice sign at entry asking people to put phones on vibrate level? *No contact information provided.*
21. I'd like to have the computer lab available for a small group. Could there be times made available for reserving so our group of 10-15 could come practice and learn together? *RESPONSE: Harmony Manager Ken Draves responded that the demand for the lab is too great so not able to do that now, however, the district is currently in the midst of a facilities planning process so lab space elsewhere in the library district is an option we are considering through that process.*

COUNCIL TREE LIBRARY

22. Please may I recommend that your children's area staff proactively speak with the kids in groups about acting w/respect, civility and kindness. As I age, I am aware of the need for great strides here. Hate seeing kids running in front of elderly people, pushing them aside acting w/disrespect. p.s. An author, I speak in schools about civility, etc. Thank you! And I love our libraries immensely. Share this to keep our culture here kind and respectful. *RESPONSE: Manager Currie Meyer emailed patron and agreed that everyone should act with respect, civility, and kindness, however, we do not expect it. The Library Usage Policy emphasizes the rights of library users to enjoy the library "...without threat of harm, invasion of privacy or interference." She added that staff can, however, ask library users to be safe and if staff does not see unsafe behavior, to please notify someone and it will be addressed immediately. *To see the entire email response, let Cynthia know.*
23. I placed a book on hold at 11:17 am 4/22 and the website said it was currently available. I came to pick it up and found that someone had checked it out. AFTER I PUT IT ON HOLD. On the same day. What kind of crappy system allows people to check out a book that someone else put o hold?!?! That is truly unacceptable. There is another copy down at Council Tree and it is HUGELY INCONVENIENT for me to go down there to get it. Any possibility of fixing this problem for the future? I really don't want to deal with this again and I'm sure other people don't either. *RESPONSE: CTL Circulation Supervisor explained the process to the patron and apologized for the frustration. She let her know that other hold processes have been looked at and that our hold system has proven to be the most efficient and accurate – what happened to the patron is a rare occurrence.*
24. What happened to a quiet library?! Every branch I've visited to attempt to read to study has excessive, obnoxious noise, people cursing around children, and kids running around the library screaming. This environment is extremely distracting for the readers! As a student of FRCC, who does not have internet capabilities, I am unable to study, read, or do homework at home. I would like to see the "Quiet" return to the library as there are not enough study rooms or quiet spaces for us to use. I am currently sitting at the Council Tree location where a baby has been screaming for the last 15 minutes and no one has approached the mother or asked her to take her baby outside. As a tax payer I am less than satisfied with the inability to study in a quiet library. *RESPONSE: Manager Currie Meyer emailed the patron and addressed her concerns. She suggested specific times when the library may be less noisy and informed patron about the use of study rooms.*
25. I asked a librarian to respond to a noise disturbance and she did so promptly. *RESPONSE: Manager Currie Meyer thanked the patron for taking the time to let us know we did a good job.*
26. At the Council Tree location the safety strap on the baby changing table in the womens restroom is missing. This is DANGEROUS! I've mentioned it to the staff on several occasions but nothing has been done. Who do I talk to about getting this seen to? *RESPONSE: Manager Currie Meyer let the patron know that she was unaware of the issue and that it would be taken care of immediately.*



Cache La Poudre Middle School

"Tradition and Pride Equals Excellence"

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Alicia Bono, Principal

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Thursday, April 20, 2017

Amy Holzworth
Poudre River Library District
301 E. Olive Street
Fort Collins, CO 80524

Re: CLPMS Literacy Field Trip

Dear Ms. Holzworth:

My Literacy students took a tour of the Old Town library on March 24th, 2017. This is an annual field trip that we take to expose our struggling readers to summer reading programs and to familiarize them with an amazing free public resource. In the past couple of years, a number of students fell in love with reading after returning from the library field trip, and many of them started high school reading at grade level. This year eight students have already graduated from the Literacy program at CLP MS, and the rest are working hard toward the goal of reading at grade level before entering high school. I very much appreciate the opportunity to take students to the library and to see the growth they experience after they realize how important strong reading skills are. This field trip has immeasurable benefits.

We are eternally grateful for way you and your colleagues welcome students, treat them with the utmost respect and care, but most of all, the great way you conduct the library tour to engage students in reading. You are amazing professionals who represent PRLD with great enthusiasm, and who support teachers like myself to spark an interest in reading in all of our students.

We hope to continue working with you in the future.

Sincerely,

A handwritten signature in black ink, appearing to read "Carron Silva".

Carron Silva
Language Arts Teacher/Student Success Team Facilitator