

How'd We Do?

June 2017

OLD TOWN LIBRARY

1. Mark was a wonder in helping an "illiterate PC person" to scan and email. Thanks! *No contact information provided, but comment was shared with Mark and his supervisor.*
2. Haven't been to a library in a long time but this place is great. Staff is friendly, resources are plenty and 3-D printer is cool! *No contact information provided.*
3. Have you any idea how hard it is to search these shelves for comedy with a migraine! Impossible!!! *No contact information provided.*
4. The community vehicles event was AWESOME! Thank you so much for organizing it. All three of my kids loved it. So fun to be able to go inside the vehicles and learn about each one. We've been reading lots about trucks (3-year old boy) so this brought the pages to life. Thanks again! *NO RESPONSE NEEDED box checked and no contact information provided.*
5. We VITA volunteers were going to be working w/a client all afternoon. She arrived w/her 2 year old in tow. GALE in the children's section loaded us up w/books, puzzles and crayons to keep the tyke entertained. Good job Gale. *NO RESPONSE NEEDED box checked.*
6. Very friendly, very helpful. *NO RESPONSE NEEDED box checked.*
7. As a frequent user of the library (and the children's story programs in particular) I would like to make a suggestion for the master infrastructure plan. When in the children's section, there is no good place to stand in order to keep an eye on the whole area (& 2 children in different spaces). The activity boards are fun for the kids, but there make it difficult to ensure that a child is not moving toward the hallway and library exit. I have an especially difficult time trying to select books to borrow while making sure bot kids are safely contained. Is there any way that reorganization could partially address this challenge? *RESPONSE: Manager Eileen McCluskey thanked the patron for her suggestions and let her know her feedback will be included in our planning for any changes to the children's space.*
8. Everyone here is great! However, you might want to email the city and ask them to plant creeping lemon thyme out front. Evidently, it is even better than citronella at discouraging mosquitos. Or, you could put up a bat house! That would solve the mosquito problem! *RESPONSE: Manager McCluskey thanked the patron and let her know we are exploring our options in regard to the mosquitos and would look into a bat house.*
9. Great "Build-a-Card" class. Lots of fun and encouragement by the librarian. Have more of these!
10. The card making event was terrific! The librarian helping was very encouraging and amiable. Love it! Great for all ages. My 5 & 7 year olds had fun.
11. Please bring David McKibbon to library!! He is outstanding and would draw a crowd if word got out – every bit as good as Kevin Cook who I've been listening to for a decade. *RESPONSE: Manager Eileen McCluskey thanked the patron for her suggestion and let her know she would pass it on to our Adult Programming Librarian.*
12. I stopped by to see where the Parkinson's support group in Larimer County's "bookmark" information is being located and couldn't find the bookmarks. Apparently they have been placed in the other two libraries. Please let me know where they are at Old Town or if something is holding this up. Thank you! *Manager Eileen McCluskey contacted the patron for more information. She was able to locate the bookmarks and everyone is happy.*
13. My son Axel (age 8) LOVED the cartoon class by Kali. Thank you so much for offering this. Thank you!
14. Coming in through the front door is frequently a nightmare. The smoke is so heavy that it's almost impossible to breathe. I really hate to bring my children through the haze.
15. I have an idea for a service that could be offered at any one (or all) of the library branches but, was thinking specifically of Old Town Library. There are help desks scattered throughout the library which include the children's section, the circulation desks, the fiction desk, and the reference desk. With the advent of so much technology with regard to movies, books (eBooks/magazines & music along w/devices utilized in accessing the material, I thought it might be useful to have a dedicated media desk that could be staffed w/someone trained to help patrons w/technology issues and media access. *RESPONSE: Manager Eileen McCluskey thanked the patron for her suggestion and explained that staff do their best to*

answer tech questions and research when they don't know off-hand. Also that staff recommend relevant tech classes held at the libraries and inform them of the option to meet for a one-on-one session with a Media Mentor if needed.

16. We like the library. We like the computers. I come with my family.
17. Excellent, excellent. Both Andi and the kind library assistant (Bonnie) at the front desk . So helpful on 5 different things. I was Library Tech at CU, CSU and they = ☆☆ professional and kind! Please put a note in their file!
18. You did great! Larry & Kathy helped me retrieve some genealogy information. Thanks! ☺

HARMONY LIBRARY

19. Really appreciate your branch is mostly quiet. Peacefulness in a public library is a rarity these days. Even well-off, educated older people get louder and less mannered these days. They don't turn off phones, talk loud on them, and don't put the chairs back when they are done. *No contact information provided.*
20. I'm not sure if it's just me, but my email is correct and I haven't been receiving renewal notices for my books lately, just overdue notices. *No contact information provided.*

COUNCIL TREE LIBRARY

21. Drew the computer librarian was very, very helpful in assisting me in making copies. She was very instructive in how to use the computer.

COLLECTIONS

22. At each library, have a "New in Paperback" section. Particularly for the "pocket" size books. Maybe arrange it like the new in large print section with mystery, fiction, romance, Sci-Fi are all together. Thanks for taking the time to consider this.
RESPONSE: Collections manager Tova Aragon responded, letting the patron know the Collection Advisory Team will review and discuss in the fall (due to other planned projects) and offered to create some lists (which mass market paperbacks have been added so far this year).

How'd We Do? July 2017

OLD TOWN LIBRARY

1. While at the Old Town Library around 4:45 p.m., a young employee didn't want to call the Council Tree library to ask for 2 books to be pulled and held up front for us. She said that was not a service provided. I told her we've done it many times before. She said OK, and then wished us luck in going across town to get the books. I confirmed that she was going to call ahead. And she said yes. No call was made and luckily, we did get both books. However, her customer service was lacking and being lied to is frustrating. *RESPONSE: Manager Eileen McCluskey called the patron and apologized and shared with her that this is a service we provide. Ms. McCluskey also spoke with staff.*
2. A patron wanted to express her thanks the "Bonnie" for putting *Onion John* out as a staff pick. Her fifth grade teacher read it to her and it brought back wonderful memories. ☺
3. Kristen Draper did an exceptionally good job helping me get Freading installed on my FIRE (Kindle) tablet. She spent oodles of time and patience w/my fumble thumbs even being a personal assistant when I had problems following the printout she made. She deserves a bouquet and extra shekels if the hardworking lib staff ever gets a raise. *RESPONSE: Manager Eileen McCluskey emailed the patron thanking him for taking the time to share his experience with her. She also shared with Kristen.*
4. Universal charging station at the desk so that we can charge our phones and work. *RESPONSE: Manager Eileen McCluskey responded to the patron letting him know that the District is currently investigating the costs and impacts of installing such a station and that in the meantime, the lab monitors on 2nd floor do have access to assorted adapters patrons can borrow.*
5. Love it here
6. Fining people who use laptops and turn them back in within a couple minutes of the two hour limit especially if no lab monitor present seems excessive. Especially w/ no one waiting for the machine nor study room. *NO RESPONSE NEEDED box checked and no contact information provided.*
7. Thank you for having such a library in Ft Collins! Enjoyed my visit. In town to see my son. He drives and works in the Ft Collins area. Kind staff – helpful, from Appleton, WI
8. Great! My family loves this library!
9. More Minecraft classes! I like knowing my child is playing in a safe environment w/other kids. ♥ Thanks!
10. We love the library and everyone is nice and helpful. But I really liked having the sears upstairs instead of in the lobby. *NO RESPONSE NEEDED box checked and no contact information provided.*
11. I love the new seating in the library lobby. A perfect place to sit and peruse selections. Great place to meet friends! I also love the welcoming sign in entrance lobby. Thank you for being kind to everybody! *NO RESPONSE NEEDED box checked.*
12. I just thought the circle of seats was nice but the outward facing seats should be turned inward. There is too much traffic to enjoy facing out. *No contact information provided.*
13. Kudos to Mark (Lab ass't) for solving FRd'g problem. His diligence finally dwnld'd two books to my Amazon Fire. Hurrah x 3! Not only is he courteous, I am a bit of a curmudgeon, but also quite competent. Plz consider for an upgrade and/or extra shekels. *RESPONSE: Manager Eileen McCluskey emailed the patron thanking him for taking the time to share his experience and she also shared the compliment with Mark.*
14. There is 1 bookshelf at PVH that is completely empty. Sign says library stocks shelf. Would like more books on library shelf seems like same books always. I would like to help stock shelves. Have medical problems, 10 lb lifting limit but willing to take more trips, walking in to stock shelf. *RESPONSE: Director Slivken spoke with the patron thanking her for her suggestion. He also let her know that he is checking to see if we can get the program going again at PVH.*
15. More Minecraft classes please
16. Mark did it again! He is the most helpful computer guy for us computer illiterate.

17. Would like sale book shelf to get changed more often a variety. Saw plenty at Harmony book sale but here, the same week or more.
18. Hello, I wanted to see if there are ASL (American Sign Language) classes here, in hope to build and speak to some of the deaf (hearing impaired) community out here, perhaps elsewhere. Thank you for your time. *RESPONSE: Outreach Librarian Sylvia Garcia responded to the patron with the information she needed.*
19. Patron suggested setting up another magazine rack shelf in reference section. Also suggested adding a TV (similar to lobby TV) in teen section or reference section. *NO RESPONSE NEEDED box checked.*
20. I like the new look of the lobby – very open and inviting! Thank you!
21. Mark in computers – great help, very knowledgeable. I was pulling my hair out on several different occasions. With a smile, he just sat me down and worked out my challenges. “What a guy!” Deserves a raise! *No contact information provided. Comment was shared with Mark.*
22. I am writing to politely request a continuation of Story time for walkers/pre-walkers through the month of August. I realize these programs require preparation but we love and rely on story time as part of our weekly routine with our toddler daughter. Story time is such a fun social time for her and me. She loves the books, songs, toys, and playmates. Please don’t stop for a month! *RESPONSE: Manager Eileen McCluskey attempted to contact the patron. No answer. Left voice mail.*

HARMONY LIBRARY

23. Please keep all newspapers at reference desk. By keeping only a few newspapers there you are forcing the remainder i.e. *The Loveland Reporter Herald* off the shelf. *RESPONSE: Manager Ken Draves responded to the patron explaining that once in a while the library experiences theft or vandalism of newspapers and when signage doesn’t work, staff moves the papers being stolen behind the desk for a certain period of time. After that it is returned to the open shelves once again.*
24. Yesterday, I met with your technical staff member, Laurel, at the Harmony branch. I needed help fixing my Nook reader, which no longer opened borrowed library books. I just wanted to let you know that Laurel was very accommodating (I originally went to Council Tree branch, so was late for our appointment), friendly, and persistent. She attempted several different solutions and was ultimately able to fix the problem. I came in with no expectations, and was so pleasantly surprised! Thank you!
25. Staff here at Harmony and all branches are awesome! Linda is the best! Friendly and helpful and always offers a hello and a smile. Favorites: 1 Harmony 2 Main and 3 Council Tree. You guys and gals rock! I live in Loveland but travel here because you are much, much better. Wish you had automated return/receipt like others do, but I’m sure the future will provide. Thank you!
26. Please don’t stop peekaboo story time for 6 weeks! Please have some sessions for August. We need it!! No contact information provided.
27. Due to the reading challenge and consistency of story time, we (my daughter and I) find it disappointing that there is the large break for August. Can we do away with the break? *RESPONSE: Librarian Jennifer Zachman responded to the patron explaining the reason for the August break and suggested many options the patron may want to consider doing at the library until story time resumes in the fall.*
28. Your computer system works great! Reserving books at home, downloading eBooks and movies and using the radon test instrument has been easy. Nice to have a system that works so well!!

COUNCIL TREE LIBRARY

29. Please make it clear on website or drop box that items dropped on time may be considered late and will be fined. I had items due on Friday. Dropped off on Friday at 10:30 a.m. near the bank. Was charged a late fee. ☹️ *No contact information provided.*
30. Dear Currie, thank you so much for taking time out of your day to attend our partner lunch meeting. You continue to be so with your efforts to assist our community and I appreciate how easy, open and creative you are in working together. As the

library looks at evaluating partnerships, let me know if our Health District needs to think outside the box more. Always a treat to see you! More soon. BIG thanks!

31. Very friendly, helpful staff, enjoy coming in and all the wonderful help. Thank you for all you do ☺

COLLECTIONS

32. Please consider cleaning the DVDs before returning for checkout. Most do not play all the way through. *No contact information provided.*
33. I looked under "Things and Gadgets" and was disappointed our library didn't have a projector that connects to a laptop. I was interested in using it to host an outside movie night for my family and maybe friends and neighbors. Is this something the library could purchase for the community to borrow? *RESPONSE: Manager Tova Aragon responded by thanking the patron for the suggestion and that the Collection Advisory Team are researching it and will let her know if the library is able to purchase one to circulate.*
34. Patron requests that we buy "Jack Reacher Never Go Back". *No contact information provided.*
35. Please update the Here & Now DVD list. Over 241 DVDs listed and some are old! Please and thank you! *RESPONSE: No contact information was provided, but Collections Manager Tova Aragon notes that her staff is working to get the list down. Had to change a setting in the system and then work through the list.*
36. Your bottom shelf row in the new book collection needs help. You cannot read name of author without getting down on your hands and knees. Your library handyman could fix this easily by making a 2-board wedge shaped bottom shelf. (A sketch was drawn on the form.) A good carpenter could make a few of these to see if you liked the result. Thanks! *RESPONSE: Collections Manager Tova Aragon noted that circulation staff found a solution using shelves. Ms. Aragon spoke to the patron to let him know.*

OUTREACH SERVICES

37. Re: Citizenship Help: a gentleman called the library asking about getting help for his wife in filling out citizenship paperwork. OS Manager Johanna Ulloa and her staff contacted the gentleman. OS prepared a full binder with updated citizenship information and called him back to arrange for him to pick it up. At the end of the conversation, he said he could not believe staff actually called him back, especially with a full answer to his particular need. They just moved to town and were impressed with our service and speed.