

How'd We Do? October 2017

COUNCIL TREE LIBRARY

1. Helpful and friendly! I love the library!

HARMONY LIBRARY

2. You guys do a great job! Keeping items current, shelved, located, labeled, assisting w/questions of all sorts – always willing, friendly, and helpful. Keep up the great work – we appreciate you!
😊
3. So glad you still have physical magazines espec Consumer Reports, much easier to use.
4. I think the library should have people take their cell phone conversations out of the library.

OLD TOWN LIBRARY

5. Was looking for a *Consumer Reports* article. Was only online but library does not subscribe to the articles. Would like to article to be available. Library should subscribe to website – not online database since it offers more. *Comment was shared with Collections Manager. No contact information provided.*
6. Offer/Supply the *Consumer Reports* website access! *Comment was shared with Collections Manager. No contact information provided.*
7. Erin and Eric at Reference were wonderful at getting me a *Consumer Report* article – it wasn't easy to obtain and they were very proactive and professional and went out of their way to help! *No contact information provided.*
8. I live north of town so am clearly a second class citizen. Almost 15 miles to get a book. NO PARKING once I get here. Must be nice to live south and have 2 library outposts to chose from. (Next to "no response needed" box, patron wrote in, "I want an ACTION response not words.") *No contact information provided.*
9. Out of all the places where peace and quiet still reign, it was NOT at all pleasant to have the book checkout machine break the calm silence and blurt out, "Thank you for your visit." If you want to "thank me" then have one of your amazing volunteers do that with a personal greeting and a human smile. Please consider removing the voice. "Thank you." *NO RESPONSE NEEDED BOX checked and patron wrote in (I will know).*
10. Sara P 10+ stars. I'm injured and Sara P not only stepped up to find the book I needed, she went upstairs to get it. (great smile and manner) 10+
11. AWESOME! Keep it up!
12. I had 6 copies of the first page of Fort Collins Colorado paper – for October 10, 2017 made today. The gentleman did a good job. People can't believe it – came from the newspaper. Thank you for doing a good job. *No contact information provided.*
13. Put a TV with weather (like the one downstairs) upstairs to view. *No contact information provided.*
14. As a new resident of Fort Collins, I enjoyed being @ Old Town library. Thank you. I just want to know why the security officer is so uptight. From what I see, he follows certain groups of people over others. *RESPONSE: Email address is not legible so manager cannot reply.*

15. I have recently entered the world of technology with a tablet. I really wanted to learn how to use eRead. Amy has helped me very patiently and with information that has opened the door to eReading on my table. I am so thankful for her patience! Thank you, Amy!
16. GOOD
17. Amy is "terrific" and a great resource person who knows what to do and help the "stupid". 10+ stars – deserves a raise.
18. Jofat visits our pre-K classroom to read and sing – he is wonderful! The children adore him and are always so excited to know our "friend from the library" is here. He is warm, patient, and very entertaining. Can he visit us every day? 😊
19. My grandkids love the Minecraft classes. They come out feeling light, happy and can't wait for the next one.



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October 26, 2017

Louise Mosnik
Poudre River Public Library
301 E. Olive St.
Fort Collins, CO 80524

Dear Louise, Cynthia & Judi,

The Salvation Army would like to thank you for your generous gift of socks given by all the wonderful donors during your Linda Dickson Inaugural Sock Drive. We stocked our clothing room with the socks that were donated. Nothing feels better than to have a clean, dry pair of socks to wear. Imagine the miles of walking many of the homeless do each day. Our low-income families appreciate this gesture as well, since socks can be pricey.

It is only with the compassionate support of caring friends like you that The Salvation Army can fulfill its mission of touching the lives of those needing help.

Your continuous support is very much needed and greatly appreciated.

Sincerely,

Dorothy Dulin, Office Manager/Social Services Manager
The Salvation Army of Fort Collins
(970) 207-4472
Dorothy.dulin@usw.salvationarmy.org

Heart to God Hand to Man

Thank you!

October 5, 2017

Poudre River Public Library
c/o Louise Mosnik
301 E. Olive
Fort Collins, CO 80524

Thank you!

Dear Louise and Angela,

Thank you for your generous contribution of the Sock Drive donation in honor of Lynda Dickson received on October 2, 2017. Your gifts make a difference in the lives of victims of domestic violence every day!

In 2016, Crossroads Safehouse served nearly 3,000 individuals in the northern Colorado community and beyond in their journey to live a life free from abuse. We are continually working to expand our services and reach out to those in need, and the support of community members like you is vital to our mission.

I would like to express my sincerest appreciation for your support of Crossroads Safehouse on behalf of our clients, staff and board. For your IRS records, please note that no goods or services were exchanged for your donation.

With warmest regards,



Pat Parker
Executive Director of Operations/Programs



crossroads safehouse



City of
Fort Collins



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