

How'd We Do? December 2017

HARMONY LIBRARY

1. I am a bit upset at the library policy @ Harmony that does not allow a patron or patrons to obtain usage of a private study room because it is set up for more than one individual. The Old Town Library policy is that you reserve a room, not requiring the amount be more than 2 people. There is no reservation policy that I know @ Harmony. If I may suggest you institute a new reservation policy at Harmony similar to the downtown branch so that all patrons have an opportunity to use your private rooms or acquire more space to provide these rooms. Thank you. *RESPONSE: Manager Ken Draves emailed the patron and explained why Harmony library is different than Old Town due to the fact it is a joint use library, serving both as a full service public library branch and as the academic library for the students, staff and faculty of Front Range Community College.*
2. Power Point Advance Class – great class. Covered additional areas from basic. Allowed students time to play, create, and ask questions. Additional tips given. Thank you.
3. The career advising service provided by the library is incredibly valuable. I don't know where else I could have turned to for help. Molly Thompson was just super, providing both practical help with my resume and providing encouragement and moral support. I hope the library will continue to provide career services as a permanent part of library services.
4. I love this branch! It's real because it's quiet and well organized.

OLD TOWN LIBRARY

5. Please provide space for public magazine exchange. This is a service provided in Boulder and City of Loveland. Your libraries would benefit w/more people using your facilities and maybe check out some books. *RESPONSE: Manager Eileen McCluskey thanked the patron for the suggestion and let her know we would take the suggestion into consideration as we review the many competing space needs for our programs and services.*
6. We are enclosing \$2.00 to cover the fine. Thank you so much for being the VERY best library ever.
7. Nicole is awesome.
8. My son have been coming to study here. Starting in October through November I was very concern about his safety. We decided come with him both parents. Right after Thanksgiving we noticed a big change. Thank you I hope it will continue. Thank you.
9. OH CECELIA thank you for the paper notes for new job Monday. Thanks 😊
10. Need more van accessible wheelchair parking spaces. I bring my daughter (wheelchair bound) to meet with her speech therapist every week and I often have to park back at the creative center and walk her over. In the snow this is very inconvenient! I also have resorted to backing into wheelchair spaces to accommodate the wheelchair ramp. *RESPONSE: No contact information was provided, but Manager Eileen McCluskey forwarded the comment to Seth Lorson, City of Fort Collins Transit Planner, as he is part of a team evaluating the parking situation in this neighborhood.*
11. Have a free giving tree for the homeless, year-round (plus size jackets, sox, gloves, hats, \$5 gift card, etc.). More family activities for older kids (13-17). *RESPONSE: Manager McCluskey thanked the patron for her*

suggestion and encouraged her to review the library's events calendar to check out the activities for older kids.

12. Mark – works at computer lab! He does an outstanding job, puts a lot of efforts. Very kind and pleasant person! I will return! *RESPONSE: Manager McCluskey thanked the patron for taking the time to share her comments about Mark.*
13. Received via email to Manager McCluskey from a patron: Dear Eileen, increased police presence has made a tremendous difference as to who is using this Library. I can't get over the difference. The energy (even upstairs at the computers) is much lighter. I'm still concerned about who may be returning some day after they've been banned from the Library because before the Police presence there were some frightening types in the Library. Again, your staff is extraordinary – what a great group of people!
14. Received via email to Manager McCluskey from the same patron on the same day about her experience with being inside the elevator when the door wouldn't open. She was complimentary about everyone's efforts to communicate with her until help arrived and said the reason she is writing "is to tell you officially what happened yesterday and to assure you that I still think the world of your staff – they're the best!"
15. Love this library! Fun Candy Cane Hunt. Found some books and had a great experience.
16. Patron liked having the "mini lab" downstairs. She has a hard time being on the computers upstairs because of the "tone" of the 3D printer. It bothers her. Told her I would write her comment.

COLLECTIONS

17. I am disappointed at the lack of diversity in new book purchases. The emphasis seems to be on "popular" authors. I enjoy Nordic noir fiction, Japanese locked room mysteries, and many non-fiction works that I discover in the Wall Street Journal, among other sources. Today, I attempted to request a new work by Sam Shepard, a Pulitzer Prize winning playwright and author. No luck. The library did not have the title. Five prospector libraries did, so the volume is clearly available for me to request. I would urge you to expand your search for new books for the collection beyond the top ten list of popular fiction. *RESPONSE: Collections Manager Tova Aragon emailed the patron expressing appreciation for her comments and apologized that staff had missed this one when ordering. It has been ordered. She also explained the budget and how titles are purchased based on demands for multiple titles and formats, how to request a title via the "suggest a purchase" link, and the option of getting materials through Prospector if needed.*
18. I think it would be good to list all the books in a series within the description of each book in that series. For instance, I am listening to the series "The Walk". I picked up book #3 first, then book #2, now I have #1 book and believe there is a book #4 as well. It has been hard to find all the books in the series and the titles of each book as they are all different. The first one that I read, I found while browsing the shelves, so didn't realize that it was a series initially. When I found out it was a series it was hard to determine all of the titles in the series and the order in which they should be read. This series has a definite order that it should be read in. The library catalog only describes the entire series and not which book we are reading. Each book could have listed from where to where to the book covers to help us determine the order. Yet there is no such description. I'm sure there are probably a lot of other books that are parts of a series that fall into this category as well. Please update the catalog. Thank you. *RESPONSE: Collections Manager Aragon emailed the patron explaining that in most cases, we do have series information in our catalog. Using "The Walk" as an example, she included screenshots and instructions in order to illustrate to her that the information is indeed included in the catalog and how to find it.*

19. I love the adult Playaways and have been using them for years. I listen while biking and walking as I don't care much for music. Please keep them! *RESPONSE: Collection Development Librarian Becky Sheller responded to the patron letting her know that due to space and budget constraints and falling circulation, we stopped purchasing new Playaways for the adult collection about 2 years ago. They are, however, available through Prospector.*
20. I use audiobooks very frequently. It is rare that I can play a book without attempting to clean a disc or more. I requested an audiobook from Prospector. I believe the library was Aspen. There were notices in the case: 1) how to clean a dirty disc; 2) Report problem discs to the library; 3) No charge or penalty will be made for attempts to clean disc or reporting a problem disc. * We need this in our audiobooks. There are in bad shape. *RESPONSE: Manager Tova Aragon contacted the patron and thanked her for the suggestion.*
21. I purchased this book off the Old Town books for sale rack about 7-8 months ago: *The Brothers Karamozov*. You do not have this translation in your collection. It's won several awards. These translators, who've also translated Tolstoy, Pasternak, Bulgakov, Gogol, etc. are highly regarded. You should, in my opinion, put this in your catalog. I'd gladly donate it for free. Thank you. *RESPONSE: Collection Development Librarian Becky Sheller responded to patron to thank him for the suggestion and explained that the library does have three copies of the book by different translators.*

OUTREACH

22. The following is from a super grateful homebound patron: Happy New Year to the Library that has brought **living** into my **life!** ~Mary

COUNCIL TREE LIBRARY

23. On Dec I was seated at the computer at council tree branch. The director approached me and warned me not to use cultural slurs, that violated behavior policy, and my library privileges would be revoked if it happened again. After reviewing the policy, this violation wasn't there. I was talking to the computer monitor. If she had asked me not to use the term, I would have complied, in fact, I did comply. But under the circumstances, I saw no reason for a warning since the comment was directed at no one on the premise.

If someone had complained, I would have apologized but the director would not be persuaded. She reminded me at least two times that she was the manager, leaving me with the impression that she could amend the existing policy at will, which does not contain any speech code. After looking for the "cultural slur" she cited as a violation on the internet, it became clear that she made it up off the top of her head out of thin air.

I will continue to research this for any legal implications. This sounds like the kind of speech codes imposed on university students and its constitutionality has been challenged in the courts with much success. I await your response. Respectfully yours sir, Joseph Antonelli

RESPONSE from Executive Director David Slivken on December 5, 2017 via email:

Mr. Antonelli,

Thank you for submitting the "How'd We Do?", concerning your experience at the Council Tree Library on Sunday, December 4th. After reading your comments, listening several times to your voicemail, and speaking

with branch manager Currie Meyer, I do believe library staff were well within their responsibilities to speak with you concerning the use of a cultural slur. In reviewing the behavioral rules of the Poudre River Public Library District, I consider this portion to be applicable:

15. Verbally harassing or intimidating staff, volunteers or other persons.

Your voice mail indicated you said the cultural slur quietly where no one could hear you. Library staff heard you say "Shut-up you faggots" 15 feet away. Additionally, it was discovered later that afternoon after you left that a computer user near you complained to a different staff member about your language. We do counsel many of our patrons who are wearing ear buds or head-sets that they may not be aware their voices carry more volume than they are cognizant of....this is something you may wish to keep in mind when you are watching videos on a public computer.

Please know the Poudre River Public Library District respects individual diversity and we welcome all members of the community. The verbal warning given to you was a reminder to be respectful while in the Library.

I hope you will continue to use the Library and our resources, and library staff at all of our locations will be happy to assist you in any questions you may have.

Our Library is a very transparent organization. Your comments and my reply to you will be shared with our Library Board of Trustees at their January 8, 2018 meeting at the Old Town Library. If you feel my response is in error and you are not satisfied, you do have a right to speak to the library board. Public comments are taken promptly when the meeting is called to order at 4:00 p.m.

Sincerely,

David Slivken

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