

How'd We Do? January 2018

HARMONY LIBRARY

1. Thank you for placing pens by the comment cards! You don't always see that in places where there are comment cards. Love it!
2. Thank you for being the best library I have ever been involved with. You are terrific.
3. Rebecca is awesome! So helpful 😊
4. I did not receive calls for the last 2 books I had on hold ?? but it's always been excellent before that. . .
5. Fantastic, as always! What a super helpful staff. Thank you!

OLD TOWN LIBRARY

6. We just love the variety of activities offered for kids through the library. My kids love the library and it keeps them connected. Amy is a familiar face and full of great ideas. Thanks!
7. Awesome, awesome job!
8. Erik was very helpful at the reference desk.
9. I suggest the library change the configuration of the chairs as you enter the front doors. They give the feel of a barrier as a person enters – not a feeling of welcome, especially when folks who don't look especially friendly are staring a person down as they enter the library. Thank you! *No contact information provided.*
10. ANDI – she's the best. Computer help – Excel. Very patient with me when I was challenged. AMY – helpful and with a great smile. Always knows how to think outside the box. CINDY – Real pleasure to work with. Very helpful and knowledgeable! A lot of employees deserve a raise!
11. Thank you for having a pen I could borrow 😊
12. *"The only thing that you absolutely have to know is the location of the library."* ~ Albert Einstein. To the library staff: thank you for being my favorite location. Happy Holidays – best wishes for the new year.
13. I had a terrific experience with Matt who walked me through copy, Internet, and general info on printing. Thank you, Matt, for your skills and patience
14. This is a rave review for Eric – he made a new woman of me (empowered) this morning by teaching me how to use interlibrary loan – more books! More books! Eric never makes you feel like an idiot – a RARE quality.
15. I commend the library for their absolutely spectacular free legal aid video clinic at the library.

16. I wanted to thank you again for the use of the wonderful space at the Old Town Library for the Neighborhood Connections Open House event. It was a great success, and I know a lot of that is thanks to the location! Thank you for all the work you do providing great services and a community hub, and I look forward to continuing to work together!
17. WHY does the public library at Front Range get more new books, etc. than Old Town (especially non-fiction)? Not fair and not helpful for your Old Town readers. *RESPONSE:*
18. Superb, very clean, orderly operation.
19. Erin S. is exemplary in the conduct of her duties. She was over and above in pursuing needed research for me. She is a model employee reflecting the library in the most favorable manner.
20. I came in on my lunch break to get the new Teacher card. The first couple of employees that I encountered seemed a little confused – after a little wait, Misty came to the rescue. She got me in and out (which was super helpful) but also took the time to answer my questions and point out the differences between my personal card and the teacher version. She sent me off with a helpful brochure that I’ve shared with my co-workers. Thanks Misty!
19. Re: Eric – Needed info on ebooks etc. Eric stepped right up, gave me info and told me he’d (Eric) be glad to go over w/me when I brought my iPhone. 10+ and he deserves a raise! ☺
20. To Eileen McCluskey: Thank you so very much for following through with installation of a “loop” in the Community Room for hearing impaired persons. To be honest, I never expected my request to get results – you have exceeded my expectations!
21. I went upstairs to look for a book and I thought “this place stinks” literally. It smells stale and like sweat. Then I noticed all the men with big backpacks and other stuff. Homeless guys. I feel bad for them but I don’t think I want to come back.

COUNCIL TREE LIBRARY

22. Really good! I was happy with how people treated me! I’m very happy with my experiences here!
23. Meg is wonderful. She is highly skilled, patient, and kind. The world needs more Megs.
24. It is ridiculous that kids can scream, but I can’t play my audio quietly anywhere. *No contact information provided.*
25. Another great class (Publisher)! Thank you.
26. I read online about the Colorado Libraries Collaborate and read that the Poudre River Library District was a part of it. In the past I’ve come and asked to participate where

they gave me a bar code sticker. To add to my library card from a different county, then I could check out books from any Colorado library. I asked about it here and no one was aware of it. We live in Windsor now. I was however, able to just get a library card from you with my Colorado ID. *RESPONSE: Circulation Supervisor Angela James contacted the patron by phone to discuss.*

27. As a homeschool educator, I am using the library system every week. Thank you for creating library cards for teachers! However, I want to let you know – many books used in the popular curriculums (like Sonlight) are older, less well known classics & reference materials of which there exist only 1 copy available through Prospector. How helpful and much used it would be if I was able to keep some of those longer than 1 renewal. Also when the due date comes around, I have to return the book, wait til it cycles back to its home library, look it up again, see that it is available and request it again. A process which loses from 1 ½ - 4 weeks of time. Opening up the ability to renew if there are no competing holds would shorten this to 0 days lost waiting for the book again. *RESPONSE: Manager Currie Meyer telephoned the patron to discuss.*
28. Have a food for book fines week or month – it promotes giving to the community – just add rules to prevent abuse. I get fines because I use the library much w/several books at a time – because I home school – AARGH! Or how about if the books are successfully renewed, then forgive the fine. *RESPONSE: Manager Currie Meyer telephoned the patron.*

RECEIVED VIA EMAIL, TELEPHONE, OR ONLINE

29. The library here in Fort Collins is the best I've ever seen. People are friendly and helpful and the overall offerings are superb! And I'm a tech guy so I especially like the tech offerings. I can have my phone read me a book at the end of the day when my eyes are tired. I get really great service and it's free, which is even more incredible!
30. Dear Poudre River Library Staff,
I just wanted to take a moment to thank you all. I believe you are often under-appreciated for your work, but your work has such an impact in the Fort Collins community and beyond. As a child and my family didn't have a lot of money, my mother took me with my sister to the Old Town Library every week to get a bag full of books to take home and read. As a middle schooler, I found friends in the library IRS. In high school, the Council Tree Library was a refuge for my friend's brother who was having a rough time at home and just needed a place to study in peace. And now, as a young adult, I'm half way around the world, but the Poudre River Library is still there for me and feeds my passion for reading by letting me check out books on Overdrive. I know you work tirelessly to provide much more than the few examples I list above as well. Thank you for being an organization committed to your community and being adaptable to our needs throughout the years.
31. Suggestion: I am a little frustrated. I have been requesting books thru Prospector or ILL for a while now and I really like the availability of getting books from around the state or country. I live 10 miles from the WYO border, so I try to get all my errands done after I

leave work. I usually check my account to see if I have books on hold that have come in so I don't make a wasted trip if there are none. Many times I have checked before I left work (which I did on Friday, Jan. 19th) and I had one book on hold ready to be picked up. I stopped by the library around 4:30 pm and picked up the one book. When I got home, I checked email and discovered that there were 3 more books on hold that were ready to be picked up. Frustrating! I saw the cart sitting at the end of the Hold section and I almost looked it over but thought - "Naw, they aren't in yet." How wrong I was. I wish there was a more timely procedure for putting books that are on hold on the shelf for pick up. This is not the first time this has happened. It does happen fairly frequently. *RESPONSE: Circulation Supervisor Holly Bucks responded to the patron via email apologized for the frustration and explained the process and other options to her.*

COLLECTIONS

32. Please order the 3rd season of ACORN'S "800 WORDS"! Enjoyed the first 2 seasons – can't wait for season 3. *No contact information provided.*
33. I would love to see more in the French section, especially more modern novels. *NO RESPONSE NEEDED box checked.*
34. A subscription to *Consumer Reports*. *RESPONSE: Forwarded to Collection Manager Tova Aragon for a response to the patron.*

PROGRAM COMMENTS

35. *Wiggling through Winter* was really well done. Lots of options. Well organized, but not forced activities. Perfect options for the time frame. The adults (volunteers and staff) were fun and energetic. More like this please! NOTE: There were nine similar HWD forms praising this program.
36. On Tuesday the ninth, I had a patron come to the desk who wanted to let us know how thrilled she was with the Anime Club. She told me her grandson had recently started attending it, and in her words, it has turned his life around. She said he's become much livelier, he's constantly looking forward to the next meetup, and he's been much more pleasant and easy to deal with at home. She was extremely enthusiastic in thanking the library for hosting the club and to the organizers for bringing it together, and she earnestly hopes the Anime Club won't go anywhere.
37. Great job at Minecraft. My grandson loves Minecraft.