

How'd We Do? February 2018

HARMONY LIBRARY

1. Anatomy for Artists. Man in Motion – 2nd edition 2010 DVD. This item is “billed” status on the database. This library system was the only holder of this item. Please replace this!! And put a copy in Harmony branch and Old Town and Council Tree. This is a wonderful DVD and with all the art programs in FTC alone we need to have multiple copies. *RESPONSE: Manager Ken Draves let patron know that Annie Fox is adding a copy for Harmony Library.*

OLD TOWN LIBRARY

2. We were so impressed by the assistance from library staff at our 350.org Watch Party which took place in the community room on Wed, Jan 31. They helped us locate everything we needed in order to get the room set up, hooked up a laptop, lowered the screen – made sure our event would run smoothly.
3. Please bring back the old recycled magazine bin. I counted on the old editions of magazines for artwork and projects with my grandchildren. Would sure love to see the bins back for our picking! Thank you! *RESPONSE: Manager Eileen McCluskey thanked the patron for the feedback, apologized, and let her know that there aren't any plans to bring the bin back at this time. She added that she would take the feedback into consideration as staff evaluates how to best deliver relevant services to the community.*
4. (From a different patron) Please bring back the magazine recycle bin ☺ It was such a nice way to reduce/reuse/recycle. I really miss it. *RESPONSE: Manager Eileen McCluskey thanked the patron for the feedback, apologized, and let her know that there aren't any plans to bring the bin back at this time. She added that she would take the feedback into consideration as staff evaluates how to best deliver relevant services to the community*
5. Graham was very helpful with my internet!
6. Came in to satisfy new employer. Was in the dark til Andi came to my rescue. Very professional, knowledgeable, very kind and very sweet. She deserves a special bonus. Wanted to tip her. Call me and will make arrangements for Walmart gift card or Kohls. I pay for it ok? Thank you. *RESPONSE: Manager McCluskey called to thank the patron and let him know that we cannot accept tips and that we are happy to help anytime.*
7. Erin was so helpful with setting up me and my 2 girls with cards. She explained everything ver well and helped us find what we were looking for.
8. Computer Mark is great. I was pulling my hair out more than once. Mark was so patient with me. He's the best. A real keeper. Deserves a raise. Way beyond. 10+ if 10 is the highest.
9. Eileen, I wanted to reach out to you to find out if anyone from your library will be at the City Council meeting tomorrow night. They will be voting on the locker proposal which I feel is an important issue for all in our neighborhood to discuss. *RESPONSE: Manager McCluskey thanked the patron for reaching out and let her know that she was not planning to speak at the meeting because the Library Board of Trustees has not taken an official position on the lockers. Adding*

that the Library District is consistently in communication with Bob Overbeck and the police department leadership team about the behavior issues at the library.

10. I would like to express my gratitude for the patient and very informative way to solve a problem with my tablet and accessing ebooks. Her name is Kirsten D.
11. Yesterday, while my son and I were at the downtown library, there was an incident that involved police. We were in the children's section, but we heard shouts and dog barking. It scared me, although I knew that we were safer than before with the police there. Gail, the librarian in our area, told us that it was just an incident with someone not following directions and that we were okay, but if needed, she would take us out the back door. With all the fear I have around active shooter incidents, I was so thankful that Gail took the time to talk to everyone in the children's area and let us know the plan in case things became more serious. She did check up on us afterwards as well. Thank you Gail!
12. ♥ I love you guys! Best library! 😊
13. **GREAT** from a beloved ragamuffin whose address is "the streets"
14. Thank you for making your computers run faster. My old IBM single core computer used to be more responsive than the ones in your lab. Also, I would like to attend some of your presentations like "Dying Wish" or job hunting help but I work from 9 to 6:30 p. Can more of these be presented later in the day? *No contact information provided.*
15. I would like to thank the young lady, I think her name is Monique? Second floor front desk. I had the hardest time applying for a job online and she helped me so many times during my stay here today. She was so nice and so helpful. I couldn't do it without her help. I really couldn't do it. . . I want to thank her in person too so I will be back to thank her. She was wonderful. Thank you. *RESPONSE: Manager McCluskey thanked the patron for taking the time to share his experience and wished him the best of luck in his job search. She also shared the comment with Monique.*
16. "Great" iPhone explanation for downloading and use of library apps. 10+ - deserve raises.

COUNCIL TREE LIBRARY

17. I stopped in this week looking for tax forms. While the help I received was courteous it was not helpful. I was handed a slip of paper citing sources for tax forms. I then went to the IRS Tax Office at 301 Howes St and was advised that they have not had tax forms for years. The closest tax office with forms was Cheyenne. You might save some local citizens some steps or miles by updating your handout. I do appreciate the fact that you were trying to be helpful. *RESPONSE: It was discovered that he picked up the handout from Council Tree's front desk. The flyers have been removed and a staff member is updating the handout and will make it available to the public after it is reviewed and approved for accuracy. Manager Currie Meyer spoke with the patron on the phone and apologized and thanked him for letting us know.*

INFORMATION TECHNOLOGY RELATED

18. I think there is something wrong with the way the library has implemented "cookies". I have to clear my cookies to use the site. What is up with this? I never have to do this for other sites. *RESPONSE: Web Applications Developer Peggy S. contacted patron for more details so she could identify the issue.*

19. Nice website, too bad your use of cookies is really fknked up. Try loggin in to a user account to see current holds, then try searching for a new title. The search is skipped and the current holds page is shown again. I have to log out just to do a search on a new title. *RESPONSE: Web Applications Developer Peggy S. contacted patron with suggestions to correct the issue.*
20. From a patron who inquired how to download a Hoopla ebook onto a Kindle: Thank you for your response. I like the new website format and now I can see that Kindle only works with Overdrive. I love my Kindle Paperwhite – guess Overdrive will have to do it for now. Thanks again. Love, love, love our library system!

MISCELLANEOUS

21. Hi there! Writing to express my extreme disappointment that you would send overdue fees to a collection agency. I received one prior notice and then a collection, and even though I paid the library for my \$12 fee, still had to include a collection fee. Very disappointed... you should email reminders – much more visible than paper and also free. But perhaps you are trying to raise more funds. *RESPONSE: Answer Center Supervisor Chris C. responded via email to address the patron's concerns. She gave a detailed explanation of the entire notification process that includes three separate email notices followed by a paper notice.*

COLLECTION DEVELOPMENT RELATED

22. I prefer hard copy books to soft cover or paperback. It would be helpful if the online catalog would indicate whether the book is hard copy or paperback. *No contact information provided.*