

## How'd We Do? March 2018

### HARMONY LIBRARY

1. For Peek-a-boo storytime can we PLEASE not wait outside? It's very hard to wrangle walkers in the foyer and makes it very unpleasant. Thx. *RESPONSE: No contact information provided, but Manager Ken Draves noted that the process will be changing to allow early entry as requested here.*

### OLD TOWN LIBRARY

2. Erin - GREAT.
3. Re Erin and re Hoopla – Erin took the time to explain w/great patience. Very knowledgeable. 10+ deserves a raise! ☺
4. Good job
5. Vicky was great and helped us set up our library cards and was full of information. Very friendly. ☺
6. Upstairs men's bathroom – urinal smells bad and the flushing mechanism does not operate as it should. Also, some librarians and security guards should act like they like their jobs. The injustice towards the poor must stop sometime. May as well be here and now. The police must go after the drug dealers and more affordable housing is a MUST! *No contact information provided, but these comments were noted by Manager McCluskey and shared with Facilities so the urinal can be fixed.*
7. (From same patron as above, different day) Mens urinals need to flush!! Repair or replace PLEASE. Not all homeless are on drugs! Some are caught in the beast system. Nice selection of furniture, which is kept fairly clean. Good selection of books, though much false deception in print! Need to open earlier daily – PLEASE. Signed, Disciple of Jesus – who died on the cross for our sins and rose from the dead. He lives forever! *No contact information provided, but these comments were noted by Manager McCluskey and shared with Facilities so the urinal can be fixed.*
8. Today and in past, I have returned books before library opens and find a group on the benches who act in an intimidating manner. They all stare you down when you come up. I don't want to return books here before opening – will hang onto them rather than continue facing people here. *No contact information provided.*
9. We love the new neighborhood book shelves! I think it is such a great idea and the kids love finding lots of books on their favorite topics in one spot. We live closer to Council Tree and would love to see this expand to the other branches. *NO RESPONSE NEEDED box checked.*
10. Please make the numbers match the books on the shelf in adult non-fiction or just take the numbers off. *RESPONSE: No contact information provided, but Manager McCluskey notes that staff is currently shifting books on the second floor and will then correct the Dewey numbers ASAP.*
11. Idea: Have punch card or a gift card to pre-sale for 3D prints. Kids can use debit card to print 3D prints especially for summer program. *No contact information provided.*

### COUNCIL TREE LIBRARY

12. The women's bathroom at Council Tree desperately needs an exhaust fan. *RESPONSE: Facilities replaced the fan belt and the unit works fine now.*
13. Karla was so helpful and patient with me. The machine didn't print out correctly and kept coming out as an entire black page! She fixed it and made sure the pages were readable with no problems. Very pleasant and helpful. Thanks so much Karla! (I frequent this library often – the librarians are wonderful) Thank you!
14. I have been a long time library patron. Over 9+ years. I have used my library card in the past year . . . I came in today w/my pic ID to check out . . . and my account did not exist. I have never given permission to delete my account. I am curious why this has happened or who may have done it. If it wasn't for Holly who helped me. . . *RESPONSE: Manager Currie Meyer spoke with the patron and apologized for the upsetting experience and let her know that we are investigating what happened and that the library is taking this matter seriously and is committed to protecting her library access.*
15. Mrs. Tresa (Therese) was the nicest to me. She informed all I had to do. The ladies here are awesome. I really like the library.
16. Are the Osher Lifelong Learning Institute catalogs being delivered and kept in stock at all 3 libraries? These are classes for retired people. Supposedly they are, but I never see any. Thanks for letting me know. I need to get after someone if not 😊 *RESPONSE: Manager Currie Meyer called and left a voice mail for patron.*
17. We would like more treasure hunts around the library, please!
18. I just wanted you to know that this library is really useful for so many people in so many ways. From very small things like having pens around, faxing, photocopying, getting reference papers from journals, to getting to books and getting a whole slew of children at the south end of FTC to read (which is a great thing). I am truly impressed. My kids thank you too. Keep this up.
19. I hate to point this out but the Community Room at Council Tree is in need of a bath! I mean it really, REALLY smells BAD! It seems to be a combination of body odor and dog. Why is this?! No response is required. My thanks to the IT people for speeding up the computers in the common area. *Manager Currie Meyer shared comment with facilities, janitorial, and IT.*
20. Excellent in every way. Thank you so much.
21. Karla and Drew were extremely helpful when learning how to FAX from the library!

### COLLECTIONS RELATED

22. Our book club would like to request more uplifting and inspirational books for Book Club Kits. We noticed most of the books seem to be focused on world wars and other depressing subjects. We would like to recommend the following: *The Happiness Project*; *The Power* by Naomi Aldernoun, *Furiously Happy* by Jenny Lawson; *The Immortalists* – new release by Chloe Benjamin. Also, possibly more female protagonists but not romance. *RESPONSE: Collections Development Librarian Becky Sheller responded to the patron via email. She suggested several titles that are not depressing and let her know that she will consider adding the suggested titles if there are funds available when those titles are released in paperback form which will be in about a year.*

23. Please don't deny us travel books! In today's day and age it's important for people to become inspired and informed by the world and travel. In Colorado, but couldn't find one book for Utah! Imagine if I wanted to have a look at Timbuktu! *RESPONSE: Collections Manager Tova Aragon responded that in the last 2 years the district has actually increased the number of travel books that it purchases. She noted that with more information online, the publication of travel guidebooks has changed. She also informed patron there are several guidebooks on Utah checked in at this time and offered to be of assistance.*
24. I would really like to talk to someone about buying more comedy and putting it in a section where it could be easily found! I have migraines and I search out comedy to feel better. With migraines I can barely see to hunt for something like Hallmark that is uplifting or comedy. *RESPONSE: Old Town Manager McCluskey contacted patron and shared the patron's comments with Collections Manager who has also spoken with this patron several times over the years about this topic. Collections Manager will keep an eye out for PG comedy and Hallmark titles to add.*
25. Love you guys! Two purchase suggestions: *Wonderland: Yellowstone* by John Clayton and the AUDIO of *The Blue Hour* by Laura Pritchett.
26. Topic: DVDs that skip. Without fail, every DVD I get from Council Tree (perhaps 10 in the two years) skips or stalls or rails. This does not happen with personally owned DVDs. Have you considered cleaning or inspecting DVDs before putting them back on the shelf?? *RESPONSE: Collections Manager Tova Aragon responded to patron to let him know due to the vast circulation of disk media it is impossible to inspect and/or clean disks after each circulation and provided tips he could try if a disk won't play or skips. Also asked that he enclose a note in the item for disks that still won't work after trying the cleaning tips at home so staff is aware and can look into it.*
27. (Submitted at CTL, but Collections related) Several times my children have checked out books that obviously are homosexual in content (eg *And Tango Makes Three* by Justin Richardson). I don't agree w/the library having such books for children, but I especially feel it is wrong to have them interspersed in the regular children's books. They at least, in my opinion, should be clearly separated and labeled as homosexual. Then parents (and perhaps the children, depending on age) can make a choice for their child/self. Thank you. *RESPONSE: Comment forwarded to Children's Collection Librarian Erin S. who emailed patron explaining the library's reasoning for not labeling and/or segregating certain titles. She added that the library encourages parents to preview materials prior to reading with their children in order for them to make the best and most appropriate choices for their own families and situations.*

### **OUTREACH**

28. We did Russian storytime which was fun for my son. Loved the language immersion. More translation between Russian and English for those who aren't fluent. Thank you. *No contact information provided.*

### **WEB COMMENTS FOR DIRECTOR**

See attached.

to Director #1

**Langren, Cynthia**

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**From:**  
**Sent:** Tuesday, March 13, 2018 2:51 PM  
**To:** Langren, Cynthia  
**Cc:** Library-PR  
**Subject:** WEB COMMENTS FOR DIRECTOR

My name is \_\_\_\_\_ and I just wanted to tell you about my experience today at the library on Harmony Road. I checked some books out for my children and I was sitting down, holding them as they played some games on the computer and tablet (which they very rarely get to do). The librarian in the children's section walked last me and said "I'm glad to see you staying in your reading level" and continued to walk. I was shocked. When I thought about what she said, I then walked up to her and told her how offended I was by her ignorant and distasteful comment. Of course she apologized and said she was just joking. I told her I didnt find it funny.

I told her as an African American woman, I am deeply offended because I often hear things like this as becoming a new resident here. Another librarian that was staying by her said she wasnt surprised to hear that ive heard similar things living here.

All three of my kids love the library and my 6 and 8 year old love to read. I'm saddened that we will not be able to come back to this library due to this incident.

I just wanted to make you aware lf how your staff treats African Americans that frequent the library in 2018.

Thank you for reading my concern,

## Langren, Cynthia

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**From:** Slivken, David  
**Sent:** Wednesday, March 14, 2018 10:45 AM  
**To:** Langren, Cynthia  
**Subject:** FW: Incident at Library Today  
**Attachments:** image001.jpg

Cynthia,

Here is my response and Ms. Brown's reply to me regarding her original email on March 13<sup>th</sup>. I believe you were copied on the original email. We can place this in the "How'd We Do" for April

**From:** [REDACTED]  
**Sent:** Tuesday, March 13, 2018 5:05 PM  
**To:** Slivken, David  
**Subject:** Re: Incident at Library Today

Mr. Slivken,

Thank you for contacting me so quickly! I truly appreciate it. We were at the location near Famous Dave's, even though I live closer to the Front Range location. My kids love it there.

The librarian that said the comment to me said she has been a children's librarian for 25 years. She was a middle-aged Caucasian woman, maybe mid 50s or so. She was very slim and had shoulder length hair straight hair that was kind of salt and pepper color. I believe she had on a green dress today (could be wrong. It all happened so fast).

My only hope with telling you this information is to make people aware of cultural sensitivity. This email has made me feel that you really do value that as a whole at your library and I appreciate your response greatly. I do not take it lightly!

Thank you again,

On Tue, Mar 13, 2018, 4:53 PM Slivken, David <[DSlivken@poudrelibraries.org](mailto:DSlivken@poudrelibraries.org)> wrote:

Dear Ms.

Thank you for contacting me regarding your library experience today. I am simply dumbfounded that in 2018, you were subjected to a remark like this. Please accept my sincere apology for the comment directed at you today. This comment is not reflective of our values. We believe in equality of service, respect diversity and welcome all members of our community. We are a Library that rejects discrimination based on religion, race, gender, sexual orientation and ethnicity.

For us to insure comments like this do not happen again, I am hoping you can share a little more information with me. You wrote the incident was at the Library on Harmony Road. The Library has two locations near Harmony Road—Council Tree Library at Front Range Village Shopping Center (2733 Council Tree Ave) and the Harmony Library (4616 South Shields Ave.) which is on the campus of Front Range Community College. If you can let me know what location and the time the incident happened at and , if possible, if you could give a description of the person who directed the comment to you—age, what he/she was wearing, hair color, if a name tag was visible, etc. Any additional information will be very helpful for us as we conduct an inquiry to this incident.

As Executive Director of the Poudre River Public Library District, it is my responsibility to set, enforce, promote, and model policies that reinforce inclusion and value diversity at every level of the library organization. Please know you are welcome at your Library. I hope you will give us another opportunity to serve you and your family.

Sincerely,

David

David Slivken

Executive Director

Poudre River Public Library District

301 E. Olive Street

Fort Collins, CO 80524

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[www.PoudreLibraries.org](http://www.PoudreLibraries.org)



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**From:**  
**Sent:** Monday, March 26, 2018 9:31 AM  
**To:** Langren, Cynthia  
**Cc:** Library-PR  
**Subject:** WEB COMMENTS FOR DIRECTOR

Hi,

My name is [redacted] I'm a mother of two 4-yr-old boys. I'm usually not a letter-writer or a complainer, but I have strong feelings about the iPads made available to kids in the Poudre libraries. When I was a kid, it was exciting to go to the library and browse the shelves and pick out new books to read. My kids have not experienced that. They just want to play on the iPads. In a world where technology and screens are *everywhere*, I would like the library to be a place where they can focus on the joy of books. I'm constantly fighting the battle of screen-time - my kids are always whining for TV, or Mommy's phone, or the computer, and it completely wears me out. It's frustrating that the library has become another place I'm fighting that battle. I actually really hate going to the library now because making them get OFF the iPads (or restricting them in the first place) always turns into massive tantrums. I just don't see the value in having them there, and I know other moms feel the same way. I would appreciate if you would consider removing the iPads from the libraries so children can take a break from screens.

Thank you,

## Langren, Cynthia

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**From:** Slivken, David  
**Sent:** Tuesday, March 27, 2018 10:51 AM  
**To:** Meyer, Currie; McCluskey, Eileen; Draves, Ken  
**Cc:** Langren, Cynthia  
**Subject:** FW: WEB COMMENTS FOR THE DIRECTOR

Cynthia—Below is my response for the How'd We Do

I am not sure what location Ms. [redacted] takes her kids to, so I am sharing with all of the building managers.

David

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**From:** Slivken, David  
**Sent:** Tuesday, March 27, 2018 10:49 AM  
**To:**  
**Cc:** Library-PR  
**Subject:** Re: WEB COMMENTS FOR THE DIRECTOR

Dear Ms. [redacted]

Thank you for contacting the library regarding the use of iPads in the Children's area. I am sorry to read of your circumstances regarding iPads at the library and your children. I can imagine it is very frustrating for you. I hope you and your children will visit the library soon, and when you do, upon your arrival, please ask to speak with a children's librarian or children's library assistant. These well trained staff members will be happy to provide guidance to you and your children with our print collection.

Regarding the use of iPads in public libraries, there is mounting evidence that iPads with early literacy applications help promote early literacy and enhance the learning experience for pre-readers. The applications installed on the library iPads have been carefully selected by our children's librarians to assist in early literacy skills. While this service is not for everyone, it has been very popular with families who do not have access to technologies many of us take for granted.

Again, thank you for taking the time to write us and share your thoughts regarding iPads in our libraries.

Kind regards,

David

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