

How'd We Do? May 2018

OLD TOWN LIBRARY

1. For patrons with lung, breathing issues it would be nice to enter the library w/out walking past smokers out front. Security said she cannot enforce anyone between front "smoke free" sign & curb. *No contact information provided.*
2. Thank you for providing the public events bulletin board and displaying our poster for Home Grown Food's Starter Barter & Plant sale. Our public library is one of BEST resources.
3. It would be helpful if the intended filing order for magazines were indicated by a sign above the collection on each wall. For example:

←ALPHABETICAL→

or

←ALPHABETICAL IN COMPLETE ROWS→

RESPONSE: Manager McCluskey let the customer know she is working with our graphic designer to come up with a solution that will do the trick and hopes to have improved wayfinding for magazines in place by the end of the month.

4. A customer spoke with Manager McCluskey about her frustration with people smoking near her parked car in front of the library. Ms. McCluskey forwarded the issue to the City of Fort Collins Neighborhood Services department who said they would have a Code Compliance Inspector perform an inspection to see if any violations are taking place.
5. I've been coming to bilingual story time every Thursday and Monique is great. My baby really enjoys them. We want her back! *No contact information provided. Comment shared with employee.*
6. May I suggest that the library consider placing some type of light on the reading tables to help people see what they are reading better? Thank you. *No contact information provided.*
7. Re Audra – Audra is the "best". Went out of her way to help. 10+ deserves a raise. *No contact information provided. Comment shared with employee.*
8. GREAT. Very helpful.
9. Re trash cans in front of library. If the tall pole with "Trash & Recycle" were painted to match the colors of the cans (i.e. TRASH = brown to match can and RECYCLE is left blue. Small, but important! *No contact information provided.*
10. A customer stopped by the circ office to compliment Erin K. He said that she is a superstar and a wonderful representative of the library. He complimented the encouraging environment that staff exude and he wanted to express his gratitude for all the help he receives when he comes in. He mostly wanted someone to know how much he appreciated Erin and how lucky the district is to have her. *Comment shared with employee.*
11. Thanks for your great services. I love the library and come here often with my two young sons. I am also an adult nursing student. I appreciate the chance to study in our library, and was happy to see the "Teens" area at the Old Town Library had perfect semi private sitting areas with

couches and low tables. I planned to meet a friend for some quiet, comfortable studying. The whole Teens area was completely deserted. I was disappointed to be asked (very kindly) to leave by a security guard after settling in. I think this isn't a very good use of space and I wish there were similar "adult" areas with low partitions around the seating areas and similar tables or open this area up to everyone. I feel like the open space right next to it is not conducive to quiet conversation and there are no tables near the couch seating to put study items on. I didn't feel like our quiet studying necessitated a private study room. *RESPONSE: Manager McCluskey responded to the customer and explained the reasoning behind the guard's request that she leave the area. She also thanked her for the feedback regarding the types of seating the customer prefers and that she will evaluate the possibilities as we continuously improve our spaces to respond to changing community needs. She invited her to stop by any time to share feedback.*

12. See attached email re VITA statistics.

COUNCIL TREE LIBRARY

13. Thanks for providing iPads/DVDs in addition to great books. We also enjoy the story time readings. Family fun, local, and free. Thanks!!!
14. It would be fantastic if the BOB books could be checked out as a complete set. ☺ Thank you.
15. Why are there so few books in the "NEW" section? For many weeks the choices have been so few, it's no longer fun to come here! This has always been such a great library. Very disappointed. *RESPONSE: Comment was forwarded to Collections Manager Tova Aragon who called the customer. She explained our change in process for "new books"; budget; and publishing cycle.*
16. Want to give a big thank you to Kelsey and Sara for all the help and answering my flow of questions. *No contact information provided. Comment shared with employees.*

COLLECTIONS RELATED

17. Re Overdrive eBook in German – Casino Royale by Ian Fleming – the Overdrive book is in German. Not one of my skill sets. Any chance of getting the eBook in English? Thanks. *RESPONSE: Collection Development Librarian Becky responded to the customer. She did some research and found that Fleming's books are not available in eBook format from Overdrive except three or four in German, none in English. She found that Amazon provides the Bond books for Kindle Unlimited – free to download. Her best guess is that Amazon either has an exclusive agreement with Fleming's estate or they own the digital copyright.*
18. It would be helpful to be able to download audio books onto a non-smart device, i.e. mp3 player. Yes, can be done on phone, but that is not useful for me. *RESPONSE: Collections Manager Tova Aragon responded to the customer outlining several ways to download.*

OUTREACH RELATED

19. See attached (2 letters)

Langren, Cynthia

From: McCluskey, Eileen
Sent: Thursday, May 31, 2018 1:29 PM
To: Langren, Cynthia
Subject: FW: VITA statistics

Follow Up Flag: Follow up
Flag Status: Flagged

More How'd We Do feedback...

From: Cheri Mayott [<mailto:cherimayott@gmail.com>]
Sent: Tuesday, May 29, 2018 7:09 PM
To: McCluskey, Eileen
Cc: Hays, Vicky; Bucks, Holly; 'Bonnie Faye Weber'
Subject: VITA statistics

Hi Eileen,

I meant to get you some statistics much earlier, and I still haven't been given info regarding income levels of our clients, how many received Earned Income Credit, and things like that. We usually see that our site serves the clients with the lowest income levels. In any case, we had 635 clients who signed in. One client represents one tax household, so more people than that were served. Some of those clients required more than one visit, and others we weren't able to help because their situation was outside our scope. We completed 536 clients, with 501 e-files, 31 paper returns (largely for nonresidents), and a few past year and amended returns.

On the 22 days we were open for business, my team volunteered a total of 1,071 hours! There are about 15 on my team, and we usually had around 11 or 12 on any given day.

As always, I can't say enough about the helpfulness and kindness of your staff members. They were incredible and went out of their way to accommodate us in the storytime theater room, unlock the closet door, create a video to demonstrate how to access the forms, print and distribute hundreds of flyers, and answer many questions on the phone. I especially want to recognize Vicky and Holly; I'm so very thankful for their support every year. And thank you for your leadership in allowing our program to continue at the library. This is such a valuable partnership for us.

As I get more statistics, I will pass them along to you.

All the best,
Cheri Mayott
Site Coordinator
Old Town Library VITA



309 Hickory Street, Suite 5 // Fort Collins, CO 80524 // 970-221-1615 // www.TheFamilyCenterFC.org

Ken Draves, Deputy Director
 Poudre River Public Library District
 201 Peterson Street
 Fort Collins, CO 80524

Dear Ken:

I am writing to thank you for the incredible contributions of your Outreach Services Manager, Johanna Ulloa, to our community. I have experienced firsthand Johanna's leadership skills, ability as a communicator, and expertise in cultural responsiveness. These skills in combination with her overall warmth and generosity make her invaluable in her role as Vice President of the Board of Directors at the Family Center/ La Familia. Johanna's talents are working to completely revitalize our organization: a community-based agency which, for over 25 years, has provided emergency support, adult education, early childhood education, and parenting services, primarily to the Latinx community in Fort Collins.

The Poudre River Library District has a wonderful reputation as an engaged community partner. At the Family Center/La Familia we have seen firsthand how your outreach efforts have created access and equity for the most vulnerable members of our community. Johanna's role in such efforts is evident throughout Larimer County, and we thank you for your vision and leadership in making this happen. Our Board of Directors Executive Committee embodies the commitment of community partners with myself from the CSU School of Social Work, our treasurer who is with the City of Fort Collins Office of Sustainability, and Johanna as Vice President. We also have a diverse board in terms of race, ethnicity, age, background, and experience thanks to Johanna's participation and recruitment efforts.

I am continually humbled by Johanna's tireless efforts to work with and in diverse groups to build an inclusive community we can all be proud of. I am so honored to know her and to serve our community together and sincerely thank you for allowing and encouraging her continued work in our community.

Sincerely,

Kristy Beachy-Quick

President of the Board of Directors, the Family Center/ La Familia



HOW MANY WAYS CAN YOU COUNT TO 100?
 LEARN MORE AND DONATE AT WWW.100SQUARED.ORG



Langren, Cynthia

From: Ulloa, Johanna
Sent: Monday, June 04, 2018 11:03 AM
To: Langren, Cynthia; Slivken, David
Subject: FW: FoCo Speaks Out! | Gracias

From: Joe Somodi [<mailto:focospeaksout@gmail.com>]
Sent: Thursday, May 17, 2018 1:00 PM
To: Ulloa, Johanna
Subject: FoCo Speaks Out! | Gracias

Hi Johanna,

It's been a week now since the program concluded, and I'm still glowing in gratitude for your involvement and the libraries sponsorship with this project. Thank you for believing in this work and the high-quality product that we provide to our fantastic community.

Johanna, I found your involvement and input throughout this process invaluable. You have such a high level of wisdom and knowledge when it comes to curating a program of this size and scope. Your consistent guidance on matters small and large helped shape the agenda and make it more successful. I'm certainly grateful for all that you have done to help FoCo Speaks Out become a success. I sincerely mean that from my heart.

It's also equally beautiful that you work for such a fantastic organization. I love what the library does and stands for. It perfectly aligns with what FoCo Speaks Out aims to do for our community. I'm certainly open to more collaboration in the future and want to continue to find ways that the library can feed off the audience that FoCo Speaks Out attracts so you can reach more of our community. I hope you are as well.

As a gentle reminder, please forward the PSA (public service announcement) for the Library so we can include it in the videos being produced.

Thank you again for your sponsorship and involvement with FoCo Speaks Out.

With gratitude, JOE

Joe Somodi - Founder | Producer
FoCo Speaks Out!

www.focospeaksout.org
212-246-3874 (cell)