

How'd We Do? June 2018

OLD TOWN LIBRARY

1. Nicole @ Front Desk, oh how helpful! He was amazing, friendly, and professional! Thankfully, I was given information re Audiobooks and discoveries about. She made it so fun and interesting. Many thanks and kudos to HER! ♥ *No contact information provided.*
2. Please increase the aisle space between the “olds” shelves – letters “H” and “E” through “G”. The current space inhibits the flow of “traffic” when someone is looking for a hold and/or another person is just “passing through”. Thanks! *RESPONSE: Circulation Supervisor Holly Bucks is currently working to make this happen.*
3. Loved the Pinot’s Palette family day! Thank you for providing such amazing opportunities. *No contact information provided.*
4. Thanks for all you do to make Poudre Libraries awesome. My kiddo and partner just went to the free concert at Library Park today. The Touch a Truck event this week is a dream come true for my little one (firetrucks!!!). Just wanted to give you a shout out and say thank you. I know the library has a lot of super fans, and my family is among them.
5. Kristen – “Great” Beyond 1st. Glad she’s here at downtown library. I was totally confused about Overdrive and Hoopla. Kristen gave me step by step clear instructions. She made one feel “smart” with my iPhone. Definitely needs a pay raise due to her expertise. *No contact information provided.*
6. Erin is the “best” if you had a sale of 15 she would be beyond. Kristen originally helped me with an iPhone download but had another follow-up challenge. Putting on my browser “Erin” made me feel good and smart. Great way of explaining, demonstrating, and making me feel good about myself. ☺ Deserves a raise. Don’t lose Erin. *No contact information provided.*
7. Thank you for widening the Holds aisle! ☺ *No contact information provided.*
8. We wanted to suggest offering a map of Fort Collins’ Little Free Libraries – we want to find more! *RESPONSE: Manager McCluskey responded to customer letting her know how to find the map online.*
9. Great. But library needs coffee machine for people who study the whole day. *No contact information provided.*
10. Filled out by staff for customer who wanted to be anonymous: A woman who goes unnamed reported that she would like me to share this with management, but she didn’t want to write it down herself. Basically, we have too much technology and are creating too many gamma rays in the building. We should talk to CSU IT head and do things like they do. the poor are discriminated against because they can’t come here or ride on buses because of the engines and springs in the seats. I have a degree in Public Health. We need less stimulus checks. *No contact information provided.*
11. Via email, Manager McCluskey received a complaint from a customer about a negative interaction she had with a petitioner who approached her when she was leaving the library. Ms. McCluskey responded to the customer and reported the incident to the petitioner’s supervisor who promptly checked into the matter and apologized to all involved.

COUNCIL TREE LIBRARY

12. I've been coming to Poudre library branches since I was a baby and I'm so grateful to the City of Fort Collins for giving kids, teens, and adults a place to go to pass the time and to fall in love with reading like I did when I was in first grade. Thank you for always being a loving and accepting place. *No contact information provided. The comment was posted for staff to see.*
13. This library rocks. It's awesome to come check out books, and the staff here is awesome. Keep up the good work. ☺. *Manager Meyer responded to customer as they requested and posted the comment for staff to see.*
14. Very helpful and kind. Thank you for such a great experience. We will be back. Please send us updates and news in the mail. *Manager Meyer responded to customer as they requested and posted the comment for staff to see.*
15. Awesome!
16. Food drive!! I would like to kindly ask for a food drive. Last time my family participated and helped us reduce our fines! *Manager Meyer responded to customer via email.*
17. A customer called the AC and raved about Kathleen, Therese, and Linda and the awesome service they provide.
18. Sara, I want to thank you for your help!!! I appreciated your kindness and patience with helping me retrieve the information I needed in such a timely manner!! You are top notch at your job and customer service!!! Thank you again and have a great evening.

HARMONY LIBRARY

19. Terrible relocation of new non-fiction. Less able to see individual titles and covers. Such a long, long row of books. Need way more time and patience to sort through. Had to leave before I could find a book to enjoy. *RESPONSE: Manager Draves responded to customer by explaining the reasons for the reconfiguration.*
20. I love this Harmony Library as it has so many resources. I would like to request purchasing a laptop computer that patrons could check out. I want to use the laptop here in a room to "Skype" my daughter who lives in Australia. I don't own a computer as a senior. Thank you! I use the computer lab a lot! *RESPONSE: Manager Draves responded to customer. He let her know that Old Town Library has a large number of study rooms and laptops available for in-house use. He provided the Answer Center phone number so she could contact them for more information.*
21. Re Drew Bagby, librarian – He was so helpful. I was having difficulty with the printer/copier and needed help. I was trying to get medical records copied then ran out of paper. I was under a time constraint, needing to send some of these sheets in the mail today. What a helpful, kind man. Thanks so much! *Comment shared with Drew.*
22. While I understand the importance of getting books into the hands of children – I question whether excusing them from the responsibilities and lessons learned from due dates and late fees is a beneficial trade off. *No contact information provided.*
23. Great! Car charge stations and solar panels!
24. I really don't appreciate coming to the library with my children and they see the gay/lesbian pride display next to the children's area. If you have to have that display, please move it to an adult location where children do not see that! *No contact information provided.*

COLLECTIONS RELATED

25. Hello, as far as feedback goes I've only had pleasant experiences here. You guys are very friendly and helpful, so thank you!! I wanted to suggest a book to acquire (a book I'm wanting to read), called *Autobiography of a Super-tramp*. *RESPONSE: Collection Development Librarian Becky Sheller responded to customer letting her know it is available via Prospector and that for future suggestions, she could use a form on the "Contact Us" page which is more direct than the HWD? form.*
26. I recently read Billy Graham's autobiography *Just as I Am*. With all going on in my life at the time, the book required a great deal of my time. I wasn't surprised there was a hold on it, so I had to return it mid-read. When I called in to confirm all this, Amanda B. suggested we order the book through Prospector since we had a few days till due date. I returned the library's copy on time and was able to pick up the Prospector copy at the same time. It took me the allowed time plus an allowed renewal but I finished my read. It was all seamless thanks to Amanda. I appreciated her caring and expertise. She's an asset to the phone team – a great problem solver. *Comment was shared with Amanda and her supervisor.*
27. Disappointed you don't have the Hamilton Bio by Ron Chernow hardcover book. No contact information provided. Shared with Collections staff.
28. It would be helpful to be able to download audiobooks 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 Aragon responded to customer with instructions on how to do this.*

IT RELATED

29. It seems you've changed/updated some Wi-Fi settings?? Previously I was able to walk in, open my library app, and have no issues. The last two times (today is one) I tried that, your system kicks me out to your internet and won't let my app open up to my account. I have to go to my settings (iPhone) and turn off Wi-Fi in order for my app to function. Do I need to do something differently? Thx! Previously, the app worked great. Smooth. *RESPONSE: IT Manager Huber contacted the customer and outlined steps to take next time and shared his contact information.*
30. For the last few days, trying to search the catalog via the search bar at the top of the main site sends the user to an error page with the text "Authorization Failure you are not authorized to use this application for the following reason: Unknown." *RESPONSE: Web Applications Developer Shaughnessy responded to the customer with suggestions on how to resolve the issue.*
31. APP. Like the App but 2 suggestions: 1. Allow users to put a hold on freeze to control for too many books at once. Can only do this on website now. 2. Allow barcode to be saved to Apple Wallet rather than having to either log in each time or find screen shot on photos. *No contact information provided.*

OUTREACH SERVICES

32. I liked the citizenship classes. They are very well explained and the person in charge is very attentive and well informed. I would love if you can provide this program in Loveland.
33. Thanks for all, it was a pleasure to take the class. I am really happy and you really helped me, God bless you, and keep helping everyone. Thanks.
34. I am so thankful for all the support. Excellent! Thanks
35. Great and important information. It helped me understand and motivated me to apply. Thanks! It is an excellent program information.