

How'd We Do? July 2018

OLD TOWN LIBRARY

1. Please too much stimulus by back room by the news. No safe space or otherwise. Most people opt to go someplace other than there because your stimulus is on WAY TOO HIGH. Suggest it be turned OFF! *No contact information provided.*
2. Could you set up a way to password protect print jobs sent by email? I often print federal and state forms that require my driver's license, disability information, financial information, etc. via the email print service. Thank you! *No contact information provided.*
3. Re Ty in computer station. He's the best and very patient. Explained library site and overview, i.e. "what I wanted a book on tape not an eBook". With a smile, he pointed out all the little things I had to look for. He's a 10+ and deserves a raise. ☺ *No contact information provided. Shared with employee.*
4. Petitioner continues to harass me for signature after being asked to not bother me. He feels that if I walk past him he can verbally approach me. This has happened at least 4x. *No contact information provided.*
5. Petition signature people should not be allowed to approach library patrons as they enter and leave the building. That is objectionable and intrusive on my privacy. A free speech zone need not permit that type of activity. *RESPONSE: Manager McCluskey contacted customer to listen to share her frustration with petitioners in front of the library. She explained that we have a 20 ft. buffer in front of the doors; I speak with petitioners daily and share our Petitioning and Solicitation policy, and told her that the area where the petitioners are working is a free speech zone if she feels harassed, I encouraged her to call the police.*
6. Re Karen – I went "brain dead" trying to use iPhone to download a book. "yay" for Karen. 10+ deserves a raise. *No contact information provided. Shared with employee.*
7. Why do you shelve poetry in non-fiction? *No contact information provided.*
8. Please add to the returns menu an email receipt option. No receipt – print receipt – email receipt. Thank you! *No contact information provided.*
9. I was in a study room and a person in the next room started playing a movie at the loudest possible volume AND making phone calls speaking quite loudly (it was if I was in the room with them – I could hear everything clearly.) I really appreciate the signs you have in the rooms asking folks to keep their voices down so others can STUDY and concentrate but this is the 2nd time I found that those signs don't work. *No contact information provided. Manager McCluskey notes that staff addresses disturbances when they observe them and when they are brought to our attention. We encourage all customers to let us know when something is interfering with their enjoyment of the library.*
10. Suggestion: A permanent section of Pulitzer/Booker/Edgar/??? And runners up at Old Town please? *RESPONSE: Manager McCluskey emailed customer to let them know that this exact idea is currently in the works at Old Town.*
11. I know I will get nowhere with this comment, but I am doing it anyway. I love my library. I like coming in and sometimes sitting and reading. However, now I come in and can find nowhere to sit (except in the entrance way which I don't enjoy as it's noisy). There are smelly homeless people eating and playing on phones. I never see a book in hand. This is not a restaurant or someone's

living room. I wish something could be done about this. Also, I'd love to walk in and not be accosted by someone wanting me to sign something! ☹️ *RESPONSE: Manager McCluskey spoke with the customer and explained our behavior rules. The customer said she appreciate the phone call.*

12. I wish to file complaint regarding the computer lab area – continued conversations I observe daily – people eating on the computer tables. I see – I bring this to the attention of monitors and security – nothing was said – no enforcement of rules posted in each computer isle – people were smoking just outside the library doors – security did respond. What can be done? *RESPONSE: Manager McCluskey emailed the customer, thanked him for sharing his concerns and let him know that she will remind staff to enforce the no eating rule. She also addressed the smoking concerns and explained how the enforcement of the no-smoking rule is handled.*
13. Please ask volunteers who call to inform patrons of their holds to group the holds together on the cart with all family members with the same phone number BEFORE they call! We have 5 of us, plus one member of our house occasionally working night shift, and we receive a string of phone calls informing several of us about our holds. Why not save time and energy for the volunteer, and our quiet and space on our answering machine by having the volunteer call the number one time and stating that these specific members of your household have holds through this date! Thank you. *RESPONSE: Circulation Supervisor Holly B. contacted the customer and offered other options that are available to receive hold notifications; we offer Email, text, or no notification at all. She also explained that staff does try to group holds when possible but it doesn't always happen.*
14. Why don't you move the piano into the shade? Better yet, in the alcove next to the front door to get it out of the sun and protected? The keys get very hot!!! *RESPONSE: Manager McCluskey thanked the customer for the suggestion and explained that moving it there would be too close to the library entrance and has the potential to interfere with people entering and exiting the library if there are others gathered around the piano when someone is playing as often happens. She will forward the feedback to the folks who manage the Piano about Town to see if they have any ideas, concerns, and/or suggestions for our piano.*
15. Karen and Graham were very helpful. *No contact information provided. Shared with employees.*
16. Thank you so much for this amazing location. I love the park and your fantastic selection of books. It blows my mind I have 3 questions: A) Could I possibly volunteer here? B) Where is the arts & crafts section? C) Maybe y'all could partner with Walrus Ice Cream? *RESPONSE: Manager McCluskey asked our Volunteer Coordinator to reach out to the customer about volunteering while she contacted her about the other two points.*
17. *Awesome sauce! No contact information provided*
18. I want to thank Pinot's Palette and Librarian Erin K. for this transformative experience. I attended last night with my boyfriend. While we were painting he flashed back on a traumatic experience from his childhood. This memory has helped him realize several things that will help him heal that experience. He was so excited that he will be able to move on and fix the issues it created. He was also excited to have such a wonderful new creative outlet that I had to go out and buy art supplies for us to do more painting. Thank you, thank you, thank you! *No contact information provided. Shared with employee.*
19. I attended the Painting Party at Old Town and it was so great! I love that the library offers these types of programs to our community. Thank you for organizing this awesome event. I love my library! *No contact information provided.*
20. A perfect "10". I've lived in many states, frequenting all libraries. This library is the best of all and your professionalism/interpersonal skills always helpful attitudes exceed all the libraries I have used.

Am moving out of state. This library is what I will miss the most! *RESPONSE: Manager McCluskey called the customer and left a message thanking her for the kind words. She also shared with staff.*

21. Karla – the best. ☺ no matter how stupid my questions. They definitely think outside the box. 10+ Deserves raises! *No contact information provided. Shared with employee.*
22. My second time here. Great library! *No contact information provided.*

COUNCIL TREE LIBRARY

23. I'm interested in the Kanopy app to stream movies, but this library is not a member. *No contact information provided. Comment was forwarded to Collections Manager.*
24. Employee Ms. Drew, thank you so much for helping me find books for my teenage daughter. I appreciated your thoughtful advice and that you always take time to listen for our specific request. Thank you! *Comment was shared with employee and her supervisor.*
25. Drew – Helpful, friendly, and knowledgeable. AWESOME! *Comment was shared with employee and her supervisor.*
26. Amazing job. We reserved a book for Old Town pick up. Our mistake. Made a call and we can pick it up here tomorrow. GREAT!
27. I come to the library 2-3 times a week to tutor students. I have a difficult time finding space to use. It would be beneficial to have more study rooms to use so I have a quieter place to work with them. *RESPONSE: Manager Meyer called and spoke with customer who said she'd like to see more study rooms.*
28. Drew, Linda, Bonnie, Currie, Nick, Eric, Amy and Meg are great, helpful, and very personable librarians. I am a frequent patron and really appreciate their smiles, positive attitudes, and interactions with me and the children in my care who I bring in. Thank you all for your good work here and each kindness, smile, and act of help you offer me! *Comment was shared with each employee and their supervisors.*
29. THX YOU GUYS ROCK!
30. My in-laws visited CTL on Saturday to get their library cards and to learn about how to download audiobooks to their iPhones. Both of them love to listen to audiobooks and were excited to hear that they didn't have to check out CDs and could just download using Overdrive, etc. They said that the folks who helped them sign up for library cards and who walked them through getting the apps on their devices were "simply wonderful!" They left with some handouts and plans to attend an upcoming Digital Downloads class with your staff.

HARMONY LIBRARY

31. Circulation staff is always polite, competent, and helpful. Whatever you're doing, keep it up!

COLLECTIONS RELATED

32. Re *Transgender People @ issue – Social Issues*. Feel as a transgender parent this book is inappropriate for 13-teen area due to negative tone and opinions in back area. Should be in Adult area if at all. *RESPONSE: Collections Manager put the book on hold to review. She will reply to the customer after checking in with the Teen Services Librarians.*

33. Re Large print books on second floor (Old Town). A person with perhaps minimal sight would in all probability, need to 1) find the elevator and negotiate that, 2) arrive at dark patterned carpeting, 3) wind their way NE on second floor to not very well marked LARGE PRINT. Heaven forbid the book they wanted was on the bottom shelf. I'll bet the powers-that-be could do better than this.

RESPONSE: Manager McCluskey shared comment with Collections Manager and Old Town Library Circulation Supervisor to discuss and see if a long-term solution can be found and hoping in the meantime, the LP books can be moved from off the bottom shelf.

Langren, Cynthia

From: McCluskey, Eileen
Sent: Monday, July 30, 2018 4:16 PM
To: '@hotmail.com'
Cc: Langren, Cynthia
Subject: Response to feeling unsafe at Old Town Library

Dear ,

Thank you for sharing your experience with me regarding your visit to Old Town Library on July 23, 2018. I'm sorry that your experience was not a pleasant one. I share your frustration regarding the petitioners and have had many conversations with them about maintaining a 20 foot buffer from the front door of the library. I share with them our Petitioning and Solicitation policy while acknowledging that the area where they are working is a free speech zone and as such, we have a limited approach in regard to what we can do. I spoke with the supervisors of two petitioners working in front of the library, based on customer complaints of feeling harassed, and my understanding is that their supervisors removed them from this location.

As for the people congregating in Library Park, our security guard does enforce the library rules inside the library and within the front courtyard. If people are smoking, we tell them where they can smoke legally. Beyond the library's front courtyard, Library Park is a city park and falls under City municipal park regulations. They are responsible for enforcement of park regulations such as camping and smoking. I sometimes call the City and ask them to send compliance officers to uphold park rules and regulations. If we witness a law enforcement and/or safety issue, we contact the City of Fort Collins Police Department immediately. The City is very responsive and often sends District 1 police officers to patrol the park. We are so grateful for their support.

I encourage you to contact the City of Fort Collins and share your feedback regarding people smoking in Library Park and any safety concerns you may have regarding the park.

Thank you for your feedback and I will share it with the Library Board of Trustees.

Kind regards,

Eileen McCluskey | Library Manager



Office | 970-221-6678
Old Town Library
201 Peterson St., Fort Collins, CO 80524

From: .@hotmail.com>
Sent: Monday, July 23, 2018 3:30 PM
To: Library Ref Desk Info
Subject: Unsafe at library today

Good afternoon,

I just wanted to share my frustration at our experience at the Old Town Library today. We were there twice - once for the Pint Sized Polkas and also for the 1pm kids summer program. My family had been visiting this library every week for the last decade.

First, I was accosted several times by the petitioners with clip boards. It's fine if they want to set up an area where people can approach them, but I despise being chased down and shouted at even when I purposefully walked away and did not make eye contact. And especially with my three kids in tow. Are there no rules or limits for these people?

And second, when we arrived to pick my girls up at 2:30, there was a large group of people under the trees directly in front of the library who had very loud, inappropriate music blasting and were all smoking. I felt very unsafe walking into the library. I mentioned something to a library aide who went straight to a security guard, but nothing had changed when we left 15-20 minutes later. We were also accosted again by a petitioner while also trying to avoid the unruly group in the trees.

We love the library but were so unhappy with our experience today. I hope his information will be shared with management and something can be changed. I shouldn't feel afraid to bring my kids to the library.

Thanks,

Sent from my iPhone