

## How'd We Do? September 2018

### OLD TOWN LIBRARY

1. So, per Lynette's suggestion I have a few library cards from Ned and Boulder which the artistry of the cards were done by kids! Adults love 'em too (tho I don't count) ☺ So. . . think about it.
2. To Whom It May Concern – Would those in charge be interested in a patron buying a half dozen (or so) Adirondack chairs from Ace Hardware on S. College? They are sturdy and lightweight. *RESPONSE: Manager Eileen McCluskey thanked the customer for the offer and asked for more information so she can investigate this proposal further.*
3. You are getting less and less hospitable as a traditional library. Please call if you appreciate community feedback. *RESPONSE: Manager Eileen McCluskey called the customer and spoke with her at length about issues interfering with her enjoyment of the library. She cited lack of parking, homeless people using all of the computers, and longer checkout times on books. She said she did not feel safe in Old Town due to aggressive behaviors of some people. Ms. McCluskey discussed each of these issues with her. At the end of the call, she shared her appreciation for the free, virtual legal clinic at OTL.*
4. Erin, "The Best" 10+ knows her stuff on researching everything. ☺
5. From an OTL staff member: I just wanted to let you know that a very happy customer stopped by the check-in room yesterday. He wanted to leave a compliment for Ty, he said Ty was great, top-notch, and glad he was here.
6. Karen, once again, she is "The Best" ☺ 10+ deserves a raise varied knowledge on subjects.
7. Greg helped me with an issue with Hoopla. It ended up being an issue with my phone. He showed me how to correct. Patient, kind, helpful. Very appreciated. First visit here, very impressed.
8. Greg is an amazing teacher! Thank you for the resources.
9. Karen, "GREAT" deserves raise. Patient and informative!
10. I locked my keys in my car and Cindy helped me by getting Monique and being sweet throughout the whole ordeal. You guys are amazing. Thank you so much!!
11. I locked my keys in my car and Monique the security guard went above and beyond to help me. She even gave me duct tape! PRPS has amazing staff. Thank you so much! You saved the day!
12. Please put out paperbacks on sale rack. The big hard back books are too heavy to carry or lift, hold to read.
13. The young man who works in computer has been very helpful to me. He greets everyone with a smile. He is very knowledgeable. He treats everybody the same and respects everyone. He is an asset to the library. His name is Ty. Thank you!
14. Mango is awesome!!
15. The young man Tech guy (Ty) upstairs was very helpful assisting me with scanning and sending a 15 page document. Plus exuding friendliness – no scorn because I did not know how to do "scanning".
16. From an OTL staff member: Eileen, I just wanted to pass along a verbal HWD I received today. While on the rover desk, an older woman stopped on her way out to tell me how much she loves the library. She said it is a big part of her life. She particularly likes that she can check-out and check-in all of her materials on her own. She ended by saying thank you. It made my day and I wanted to pass it along.
17. From an OTL staff member: The positive feedback just keeps coming in today! I had two of our regulars stop and say thank you for what a help we have been to them. Philumena (the older woman who comes with her little dog and uses study room E) told me that we have been a big help to her while she has been searching for a home. She was excited that she had a housing application for Nebraska and said that Karen had been a huge help to her in

that process. Similarly, one of our regulars (I can't recall his name but he is the gentleman that stopped and chatted with Ken during our book bike training) told me that he will not be spending as much time here now as he has found some more work. He said that this place is a sanctuary and the staff is great. I am so glad we are positively affecting people's lives.

18. Above and beyond effort to help me track down information for our book group discussion.

### COUNCIL TREE LIBRARY

19. I would like the "Homes Section" left in the Coloradoan paper that comes on Saturday as I like to read it. Thank you. *No contact information provided.*
20. So grateful to have Sara onboard for recommendations! She's enthusiastic and so helpful in discovering new reads. Thanks so much!
21. Amy H. has been very welcoming, kind, and helpful each time I am here. She smiles and is attentive. Today, she told me the library – she could hold my books for me, since I was on my bike, and didn't have enough room to carry them on my bike back home. I was so appreciative to her! She followed through, and after I got home, I checked my email, saw she had put them on hold, and I returned in my car to get them. 😊 Thank you, Amy!
22. I just wanted to let you know how much I have loved using the library this summer while we've been in Fort Collins. The staff has been wonderful and so helpful with any questions I have had. While we are traveling, I have also taken advantage of e-books since we have no room for "real" books in the RV. Keep up the good work!
23. From a CTL staff member: A woman came up to me the other day (she was in the quiet room) saying she loved how quiet it was and how lovely our library is. She explained she struggles with sensory sensitivities and being here is very helpful for her. She compared it to going to church.
24. From a CTL staff member: I had a customer come to the desk tonight wanting to share how very happy she was to find out we had children's foreign language books. She saw the display boulder and ended up checking out some French and German picture books. I promised her that I would let others know how delighted she was with this collection. 😊
25. Hi Currie, I was at the Council Tree Library around 11 today when the transient man with his dog was yelling at your staff (and maybe you!). I just wanted to tell you I thought your staff handled the situation very well. He was out of line, especially near families and so many children. Our staff was calm in asking him to leave. As a parent, I can say you made what could have been a very alarming situation, into one I think many were able to ignore. It's unfortunate your team was put in such a hard pot, but I appreciate their actions.
26. To Currie Meyer: How did you choose the Slobodkin book *100 Dresses* for the mother-daughter book club? I am 72 and was 8 when I read that book. It affected me profoundly and I have never forgotten it and the lessons it portrayed. Needless to say, I am thrilled that it was chosen for this event. Thank you! *RESPONSE: Manager Currie Meyer responded to the customer which led to several positive and uplifting email exchanges between them.*

### HARMONY LIBRARY

27. I don't believe non service dogs should be allowed in the library. People have allergies.
28. Glad to see a web browser other than Chrome!
29. New non-fiction area too difficult to use. Go back to way it was. *No contact information provided.*
30. I would love if your story times were 9:15 or 9:30 along with 10. I think you could get a lot more families here at 9:30 rather than 11. You would also have a more even split between the first crowd at 9:30 and 10:15 than you currently have with 10 and 11. I have 7 children and have gone to story time in different states for the past 12 years where they hold it earlier. Thank you for your consideration. Your staff is great and well prepared. It is a shame when only 3 kids show up. *RESPONSE: Children's Librarian Jennifer thanked the customer for the HWD and*

let her know that staff would keep her suggestions in mind the next time story time start times are evaluated. She also informed her of other start times at other libraries in case she is interested.

### **COLLECTIONS RELATED**

31. Your Native American books section is very limited! And lacks anything really interesting. In short, it sucks! You can contact me and we can discuss it, if you like! *RESPONSE: Collections Manager Tova Aragon reached out to the customer and explained that many of those materials are housed at the Harmony Library, explained how to place holds for items in our system and via Prospector, and how to fill out a Suggestion for Purchase form. She also offered her assistance in finding materials.*
32. *Transgender People @ Issue* – 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 Tova Aragon let the customer know that the book was pulled for review. The team, consisting of librarians that choose materials for the Teen Collection and a parent of a transgender youth read and reviewed the book. After review it was decided to keep the book in the Teen Nonfiction Collection and she explained the reasons why.*
33. Request for *Boulder's Daily Camera* newspaper library subscription? *RESPONSE: Ms. Aragon left a message.*
34. You're always doing great! Just want to encourage you to purchase the DVD "A Place to Call Home – Season 6". I'm just finishing Season 5 – rented from here and was excited to see that Season 6 is now out, not in our catalogue system. I'm an avid fan and borrower. *RESPONSE: No contact information provided, but Ms. Aragon noted that it will indeed be ordered when it is available for purchase.*

### **SYSTEMS ADMINISTRATION RELATED**

35. How about being able to create a username to log into my account so I don't have to enter my long barcode number every time? Denver Public Library allows this. Thanks! *No contact information provided.*

## Langren, Cynthia

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**From:** McCluskey, Eileen  
**Sent:** Wednesday, September 26, 2018 11:22 AM  
**To:**  
**Subject:** Kudos for your Friday legal clinic...

Hi Ric,

I wanted to pass on a gratifying story that came back to me yesterday. A library customer said that they consulted with you over a period of months to ask you questions about a lawsuit they were involved in. Our customer said you were incredibly helpful in answering questions, explaining the process, and helping fill out forms. This customer won the case. The person who brought the suit against this library customer said that he spent \$20,000 on legal fees and asked this library customer how much she spent. This library customer told him that it cost \$12 printing costs, not including gas to drive to the library. Our customer was immeasurably grateful for the service you provide to the community and specifically mentioned the professionalism you displayed at the monthly 15 minute sessions in regard to the boundaries you must work within. I wanted to thank you again for this incredibly valuable service you provide to our community.

Eileen McCluskey | Library Manager



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