

How'd We Do? October 2018

OLD TOWN LIBRARY

1. Shared by a staff member: A customer stopped by the circ desk asking for a manager. The customer wanted to let us know how much he appreciated Ty and to remind us how lucky we are to have him working here at the library. He said that Ty is always kind, knowledgeable, friendly, and he treats everyone with the same level of care and respect. I interacted with the customer for about 2 minutes and he went on and on about how wonderful Ty is. I did let Ty know that the man had shared his comments with me but I wanted to be sure to pass it along so you were aware as well. Yay Ty!
2. Linda at the reference desk has been very helpful in showing me how to research your databases. Thanks!
3. In over a month there are no books of mystery, romance, or action in paperback book sale corner. *No contact information provided.*
4. I love to schedule and use the Old Town Library. The landscaping is beautiful. The study rooms and collaboration room are fabulous. This year I have found when I scheduled the collaboration room, even though I tell them where it is, wander around asking staff where the TM talk is and are told they don't know anything about it! How about a daily venue sheet posted by the info desk and volunteers have it at their desk? Thanks. *RESPONSE: Manager McCluskey contacted the customer and agreed that wayfinding at Old Town could use some improvements and are looking at options to help customers find their way to study rooms and upstairs services.*
5. Open later pls
6. Please bring fans back! Study rooms are stuffy! *Manager McCluskey notes that the fans have now been returned to the rooms.*
7. Tried to share proverbs 15:22 and was talked to about separation of church and state. Church doesn't enforce the law, but its b/c for church to learn about state, and for state to learn about church. Please find new people to work at the library or tell her to stop bothering me about the libraries while I try to reach congress. They need to be arrested! *No contact information provided.*
8. Are police bullying staff at this library and watching people that use computers? Is it a part of her job description to harass people that use the computers for more than 15 minutes? This was not an issue at other libraries and other libraries didn't require an ID. To have a library in Fort Collins you need more than 3 guest computers. *No contact information provided.*
9. I am a huge fan of the Book Fest and often recommend it to my fellow friends who write and love to read. I was majorly disappointed to see that all of the author workshops are on Friday from the morning until 4 p.m. this makes a huge chunk of the festival - my absolute favorite part – so inaccessible. People looking to go to a workshop on self-publishing probably work full-time at another job and Friday morning is so inconvenient. The author workshops are the best part of Book Fest – the only part I really go to and I'm sad to miss out this year. *RESPONSE: Manager Draves shared the feedback with Book Fest coordinator Anne Macdonald.*
10. I was in Old Town Library today with my grandchildren. My eleven year old grandson is too old to go in the ladies' restroom with me but it didn't seem safe as I watched the homeless people going in and out. Is there a restroom appropriate for children alone? *RESPONSE: Manager Eileen McCluskey emailed the customer and let her know that there is a restroom in the children's area that has a single stall with a closed door and explained how to get there.*
11. A security guard interrupted a private meeting in regards to PTSD and trauma. Didn't announce himself or explain why he was there and then was rude to one of the organizers when she approached. One of our members was mid-survival story and he interrupted. If people are required to interrupt us, we would like them to explain themselves. This was very violating for our participants and a breach of confidentiality. Thanks! *RESPONSE:*

Manager McCluskey called the customer to apologize and let the customer know that she spoke with the guard. McCluskey changed the procedures of how the door is unlocked so that the process does not interfere with library operations during open hours. The customer wrote back and said she appreciated the prompt and thorough response. The exchange was positive and friendly and the customer said she looks forward to a continued positive relationship.

12. Shared by a staff member: I had a mom come up to me this morning and tell me how much she likes the toys and activities in our children's area. She likes that we switch out the activities frequently. And it gave her the impression that we completely replaced our Play and Learn equipment. She was also excited to see the new cushions in the storytime room. We talked about how great it is for little ones to have a safe way to practice climbing and exploring.
13. This library is VERY dirty! It smells like homeless people, especially the restrooms! I can't ever use the restrooms anyways because homeless guys unpack and stay in stalls. IS THIS A LIBRARY OR A HOMELESS SHELTER WITH A LIBRARY? PS I don't appreciate old men staring. No contact information provided.
14. Extremely noisy and loud in here. No response needed.

COUNCIL TREE LIBRARY

15. I was mostly satisfied other than some nosy older kids that should know that should be quit in a library. Little kid don't know any better and are still learning.
16. Please consider some standing desks/high tables for the quiet room or elsewhere in the library to promote better body/movement for those of us who are stuck in front of laptops all day. Thank you! *No contact information provided.*
17. Would there be a better way to display the beginner/easy-reader books in the children's section? They are so low to the floor and difficult to read the titles. Thanks. *No contact information provided.*

HARMONY LIBRARY

18. Over utilized parking spaces by students who utilize more than 50% of spaces allotted for library patrons (esp. mothers and small children and seniors). *RESPONSE: Manager Ken Draves mailed a response to the customer.*
19. Change new non-fiction back to where it was. *No contact information provided.*

SYSTEMS ADMINISTRATION RELATED

20. I receive emails about book due dates/overdue status that expose the names of my books. I prefer another method that protects my privacy. *RESPONSE: IT Manager Huber contacted the customer and explained the options. She decided to change from email to text notifications.*

MISCELLANEOUS

21. I looked at lists of book reviews. I must be missing it, but I don't see exactly WHEN and WHERE people get together to discuss these books. Also churches and synagogues all have very interesting book discussion groups. When I was a librarian, we asked every organization to send us lists of books, dates and if open for new members. We even included books and dates for Oprah's Book Club, neighborhood book clubs, AAUW, senior centers and so on. Book Club people enjoy seeing lists used by other clubs. Newcomers really loved all this information gathered in one place. The library was known as the comprehensive clearing house for ALL book clubs in town. Thanks.

22. (Sent a few minutes later by same customer) I just found the book club titles and dates for which I was looking! Thanks. My comments about including churches, Sunday school, AAUW, synagogues, etc. still goes. These groups are usually very happy to share their discussion information.
23. I have a young child and just learned about toy libraries. Red Feather Lakes library has a toy library at their book library site. Toy libraries are a wonderful way to reduce waste and encourage creativity and interaction with children. There are many children in the Fort Collins area that would benefit greatly from a toy library location. I'm sure many donations would be given to set one up as well. Thank you for your consideration. RESPONSE: Executive Director Slivken emailed the customer to thank her for the suggestion and tell her about the T.A.L.E.S. kits we offer and how to check them out.