

How'd We Do? November 2018

OLD TOWN LIBRARY

1. I am a frequent patron (and donor) of the old town library and for years I have had to avoid the library during this time of year. The heater was turned on a few weeks ago at a time when it's still in the 70s and 80s outside. WHY is this? You could easily get away with leaving the heater off, year round as the library is basically a greenhouse. I have heard that the old town library is still using a boiler for heat. That is crazy! PLEASE, PLEASE, PLEASE replace this system for the sake of all patrons and employees (I can't imagine enduring this the entire day!) *RESPONSE: Manager McCluskey apologized for the issue and explained the challenges OTL has with heating and cooling and mechanical issues. She encouraged him to let a staff person know if he is finds a part of the library uncomfortable to a work ticket can be submitted to address the problem.*
2. Can we put small shelves in the restroom like we have in CT? *No contact information provided.*
3. Karla is the BEST. Raise a must. Love her.
4. I appreciate the kindness you all show to homeless people. I realize sometimes we are not respectful, but you all still welcome us anyway. Thank you and sorry for the trouble makers.
5. Submitted on behalf of a customer by a staff member: Eileen, I had a customer call the Answer Center today and during our conversation was expressing the wish for a quiet study area within the building at Old Town similar to what's in the Harmony Library. She stated she is an older CSU student, and doesn't always like to be on campus – but was having a difficult time finding other alternatives. When I told her about the quiet study room at Harmony, she stated she wished we had something like it at OT. I told her I would pass the suggestion on to you.

COUNCIL TREE LIBRARY

6. I like your serves vaery much because you help me find good books.
7. Cindy was very polite. She took the time to get me a library card and a brochure on where the libraries are located. Thank you!
8. I have been searching for a book on Russia for quite a while. Needed a big book with lots of photos. Lucky me, I found Cindy and she was amazing! Not only did she help me search this library branch, she searched online, found the perfect book at another library and had it sent over. When I shared it with my friend, she is 107, born in Russia, she was so excited. Thank you Cindy 😊

HARMONY LIBRARY

9. Most excellent!
10. Bonnie in Children's was so helpful today – I asked for Lion King in audiobooks – not here but she checked Prospector – none- she then suggested The Chronicles of Narnia – one available here at library and put on hold others. Then suggested Beverly Cleary/Penderwicks/the Door in the Wall/Because of Winn-Dixie. Loved getting help in picking out for another person. 😊

MISCELLANEOUS

11. French story time was amazing. We truly appreciate the effort of including French culture for our children.
12. It's super silly that teachers cannot check out holiday books on their teacher card. Holiday books are a big part of our holiday plans for the classroom! There should be a way to use a teacher card and still honor the one-week

limit that holiday books have. If it can be done for personal cards, why can't it be done for teacher cards? I like to keep my work checkouts and personal checkouts separate. *RESPONSE: Manager Currie Meyer checked into this and worked with staff from Collections, Circulation, and SA to find a solution. Teachers will now be able to borrow any Children's holiday material for the same amount of time as standards cards. The customer who wrote the HWD did not leave contact information so there is no way to relay this change that has occurred.*

13. From the Director for Community Connections to Outreach Manger Johanna Ulloa: Many thanks to you and your amazing team for the last few weeks. It was an honor for the museum to work with your team and host the Altar and personally it was a gift to get to know Ludy, Karol, and Leah. Thank you!
14. From The ClimateWise Team: Hi Jeff, Congratulations! Poudre River Public Library District will be recognized in 12 short radio spots on KUNC this week (11/19 – 11/25) for achieving the Platinum level in 2017. Let us know if there's anything we can do to assist you and your team this year – thanks for your continued support and dedication to ClimateWise!
15. FYI, some of the security devices on your newer DVDs do not play on older DVD players i.e. *Pitch Perfect 3* won't play. *No contact information provided.*