

How'd We Do? January 2019

OLD TOWN LIBRARY

1. Ian is the best. 10+ deserves a raise! 😊
2. Customer came by the ASK desk to say how awesome Matt was in the computer lab. She said she was working on a court case and Matt was super patient and helpful with all the computer work.
3. Thanks to Matt for assisting with the copier. Great customer service. Please educate your security guard. He didn't seem to understand the library has some responsibility for the grounds. He observed three people passing a pipe then billowing ____ (not legible) by Food not Bombs. He said he could tell them someone complained. Cigs and pot all over the park today. It is a smoke free safe zone. P.s. He said he could call police but would have to fill out a report. *RESPONSE: Manager McCluskey noted that police non-emergency was called regarding the smokers. She also contacted the Park Rangers department and asked them to look into whether Food not Bombs requires a permit.*
4. The staff is A+
5. Ty is the best. 😊
6. FYI, a customer just called the Answer Center to rave about Kristen. Says she did an excellent job teaching the iPad 101 class yesterday, was very detailed, and the customer says she "owes Kristen lunch".
7. Thanx for the library card and a place to sit out of the cold. P.s. Please get a quarter Kotex dispenser for the ladies' room. Thanx.
8. Great except the water fountain on the second floor by restroom.
9. Nice books about the Wright Bros. Thanx a lot.

COUNCIL TREE LIBRARY

10. I enjoy reading in the fireplace area of this branch. Typically, this area is 'populated' by individuals ready and enjoying a quiet area. Today, a group of three held a meeting at the table near the fireplace, which disrupted the quiet reading atmosphere. I recognize that the library is a public space; however perhaps the table could be moved to the front entrance area of the library where conversation is more likely to occur vs. where individuals (vs. groups) tend to gather. Thanks for listening. *RESPONSE: Manager Currie Meyer apologized to the customer for the unsatisfying experience she had and encouraged her to speak up so staff can gently address the issue with everyone involved and that she is currently addressing the lack-of-space issue by rearranging shelving in the adult area for an additional 2-peron table and chairs for public use. She also shared the Master Plan link.*
11. Traut Core Knowledge Elementary would like the opportunity to come pick up any school books that are wrongly turned into Poudre Library system and avoid their books being put into the current system. Thanks. *RESPONSE: Manager Currie Meyer called the customer and left a voice mail to talk about this.*
12. A very small suggestion: Have a sign in the ♀ bathroom "Waste basket →" because it's hidden in the corner. You do a great job otherwise.
13. Donna, the children's area volunteer, what a great lady! She recognized me and the two children I was nannying with on our way walking though the parking lot. She came over and offered her help to us 😊 what a kind, sweet thing to do! She also helped me last week, while I was with a little guy, in storytime, learn how to tie my boot laces in a special way so they wouldn't come undone. Thank you, Donna ♥

14. Written in a thank you card: Dear Ms. Holzworth, thank you for making time to come teach us about databases! We appreciate your hard work and expertise. You have fun, helpful tricks to make learning engaging. Thank you very much! Signed, St. Joseph Students

MISCELLANEOUS

15. Re Outreach: Thank you so much Johanna for helping us launch this Book Club! Title for this month's book: *White Fragility: Why it's so Hard for White People to Talk About Racism* by Robin DiAngelo.
16. Re Collections: I see that the Old Town Branch Library has removed a significant number of periodicals within the last few weeks. I am disappointed that the Library made no attempt to inform the public prior to the act. By doing this "fait accompli" you demonstrate an arrogance that is inappropriate in a public service facility paid by tax dollars. *RESPONSE: Collections Manager Tova Aragon responded to the customer explaining why the magazine collection has been reduced and added that she is working with our Communications Team to come up with a plan to inform the public about the changes to the magazine collections district wide.*
17. Re Collections: Why won't the library order the TV series Mom? I get it from Prospector and then can only have it for a week which is not enough time to watch a whole season. Please order it. I requested it, but was given Prospector. *RESPONSE: Collections Manager Tova Aragon responded to the customer explaining that due to budget and space constraints we are unable to purchase all the TV series that are requested. There is not enough demand for this series.*
18. Re Circulation: It would be very helpful if a library patron could add family members to their account who they authorize to pick up their library books. For example, my sister and I often have holds to pick up at the same time and I'd love to add her to my account as someone I trust to pick up my holds for me. Thanks for all the resources you provide. *RESPONSE: Circulation Supervisor Holly Bucks responded to the customer letting her know that there is an option in place for her to do that and how to go about it.*
19. The book club for mortals is wonderful! I love hearing other people's thoughts and insights about our book of the month. Sharing stories and discussing how the book affected us makes the lessons from the book more powerful for me. The book club has introduced me to authors, as well as to books mentioned and recommended by other club members.
20. My name is Tracey Winey and I am the librarian at Preston Middle School. This year we are hosting the 10th annual Preston Reads Events. This event is a fun, free, high quality literary event for our students and their parents. We buy books for the kids/parents. They read the book and then the author comes and discusses the book. I am wondering if you have any author suggestions? We are flexible on time (Feb-April). We have a budget to buy 50 books and pay the author a small honorarium. *RESPONSE: Teen Services Librarian Jenny Thurman responded to the customer with several author suggestions.*