

How'd We Do? February 2019

OLD TOWN LIBRARY

1. Jewels, great help 10 stars. 😊
2. Computers: Graham and Vicky. I was there for 2 hours G & V were great! Very knowledgeable and patient. 10+ 😊
3. Easy, friendly, reasonable new account signup process. Thank you!
4. I sometimes enjoy the Old Town Library but use of the computer area is frustrating. There is just too much noise allowed in the upstairs area. Sitting near the attendant/monitor is periodically quieter as noise levels seem to be policed more by him/her whereas the info attendants are much less focused on noise. I realize you have a difficult job with an active downtown population nearby but even the Boulder Library seems far better with noise levels despite many disruptive individuals at their location. Also, I'm sure many people love the digital 3-D machine but that thing is crazy annoying when trying to get work completed. Thanks. *No contact information provided.*
5. A coffee shop would be nice. I enjoy drinking coffee while studying or reading. I think it would be to the library's advantage because it may bring in additional income. *No contact information provided.*
6. Awesome
7. "Living Library" - I attended two sessions and they were wonderful! There were so many great topics to choose from. The speakers were open, kind, professional, helpful. I'd love to attend more sessions at another time and hope you do another Living Library in the future! Loved it!
8. Given that the large print books are for those who don't see well, could you either move them to a very conspicuous place or create a large sign like your "Non-Fiction" "Reference" etc. signs where we can see it to direct us to those shelves. Also, downstairs would be so much easier for access to LP fiction given that's where the other fiction is. At the moment. I feel your placement very literally marginalizes visually challenged readers. Thank you!
RESPONSE: Manager McCluskey: I empathize with the customer regarding the placement of the large print collection on the 2nd floor and we will include that feedback in any future reorganizations of the OTL print collection. In the meantime, I'm working with a signage company on a bid to improve signage and wayfinding at OTL and it includes improved signage for 2nd floor collections.
9. Ty was wonderful at assisting us with the computers. If he wasn't here to help, we would have been completely lost.
10. From a staff member: I just wanted to let you know I just had a very happy customer tell me how patient and helpful Ty is for her! She was printing legal documents and needed his help. She said she's been in a few times and he's always great to work with.
11. There are several copies of *The New York Times* magazine on the shelves, some dating back to July 2018. There are also duplicate copies of many of the issues. All are stickered for "LIBRARY USE ONLY". Can these magazines be made available for check-out? If not, where are they restricted in that manner? Is there a licensing restriction? I'll look for an email response. Thank you. *RESPONSE: Manager McCluskey responded to patron and let him know that she is currently working with the Collections Manager to circulate one of the copies of the NYT magazine.*
12. First, improve checkout. Add barcode scanner to catalog terminal (similar to checkout terminals) to speed book holds where log-in required. Second, grant internet. Add browser access to catalog terminal. This would help with searches for books not in collection. *No contact information provided, but Manager McCluskey asked Circulation Supervisor Holly Buck for her input on the suggestion. Ms. Bucks feels the cost is more than the benefits in her opinion but said we could try putting one on the computer near the circ desk to see how often it gets used, but space is limited on those little counters.*

13. The magazine room is less appealing because people sometimes make it into a picnic spot. Today someone was eating all kinds of stuff including tuna ☹️
14. From a staff member: I wanted to pass along some feedback from a customer who attended the BYOD (Bring Your Own Device) Help Desk. I am paraphrasing, but she said she thought it was really cool that we were running the help desk. She said she had been having trouble with her computer being slow and was so grateful that she was able to bring it in to get help. She said she had come to the library today specifically to come to the Help Desk.

HARMONY LIBRARY

15. I'm impressed "you missed me." I got an email saying this ad telling me of all your library offers. So nice.
16. You guys have such a warm knowledge breeding environment and a sweet staff.
17. Magic show was wonderful! We're from Wisconsin.

COUNCIL TREE LIBRARY

18. My daughter and I love storytime at Council Tree. Each week my daughter has requested to write her own name on her name tag. She has just mastered this skill and is very excited about it. Unfortunately, today the storyteller refused to let her write her own name. Then when she was going to let her write it she asked the lady to write it on the back. Again she refused my daughter. I am disappointed with this lack of flexibility in a place that is supposed to foster learning. I appreciated the other storytellers encouraging my daughter's interest in writing.
RESPONSE: The storyteller called and had a positive and productive conversation with the customer.
19. Thank you for my late payment as I reunited renting DVD movies 😊 (Note: customer was happy to be able to check-out DVDs again. No issues.)

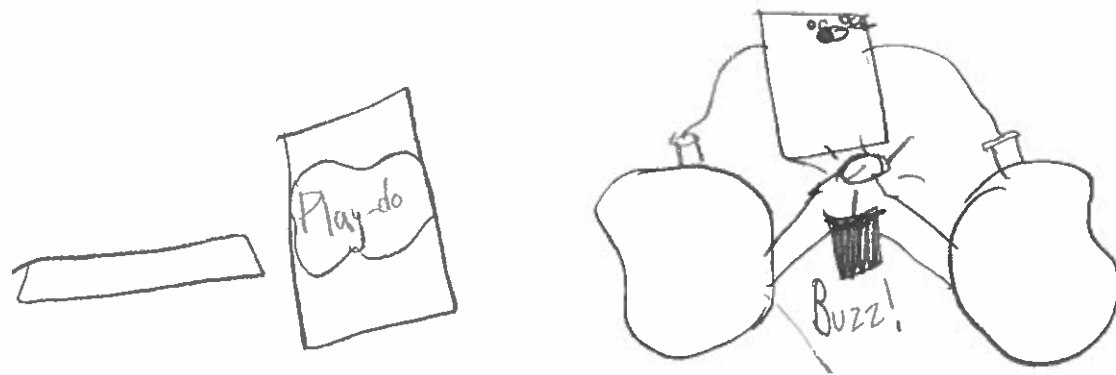
MISCELLANEOUS

20. To Whom It May Concern, please consider re-shelving this book. It contains adult themes that should be read w/an adult present to explain. Certain portions could be offensive to some ethnic and religious groups also. Thank you for your consideration. Not a true children's picture book! *A Day in the Life of Marlon Bundo* by Marlon Bundo w/ Jill Twiss.
21. Have you considered including jigsaw puzzles in the list of items that are able to be checked out? Puzzles are a great stress reliever. It's a great hobby to get into. I believe many people would love this feature at our library.
RESPONSE: Collections Manager Aragon let the customer know that she will pass the suggestion on to the Collection Advisory Team for review.
22. First, please provide enough space on the card catalog stations to put down your notebook – since I had to put my folder on a nearby shelf while typing my search I ended up leaving it behind, losing decades of reviews and notes. Second, I'm surprised you don't have any of Merrill Gilfillan's books (short stories mostly), as he is a writer with Colorado connections (maybe even Fort Collins connections – see his introduction to William Wylie's *Riverwalk*.
RESPONSE: comments were shared with IT director and collections librarian. Collections Librarian Becky Sheller responded to the customer re the author he mentions.
23. I'd like to suggest that the 20 limit item hold be removed on accounts in good standing and when specifically requested by the account holder and approved by the library. I have several items on hold having several weeks of waiting time and feel bottle necked before I can receive other materials while I wait. What do you think?
RESPONSE: Collections Manager Aragon emailed the customer to thank her for the suggestion and then explained why our system can only handle the 20 hold limit.

— Thank You —

Dear Redre River Library,

Thank you for letting us use the circuit play-dough thing. We loved it! We hope that we will be able to do it again!



Waiting for Next Time,
Leah from McGraw Elementary

Was



by William

— Thank You ^{to} POWELL RIVER LIBRARY

Thank you so much for the
machine it does such cool things
it can make letters go on it

can make a drill, can even
make numbers and the things

is also yiller can to
play with so thank you
so much. ☺





— Thank You —

Dear Ms. Judy,

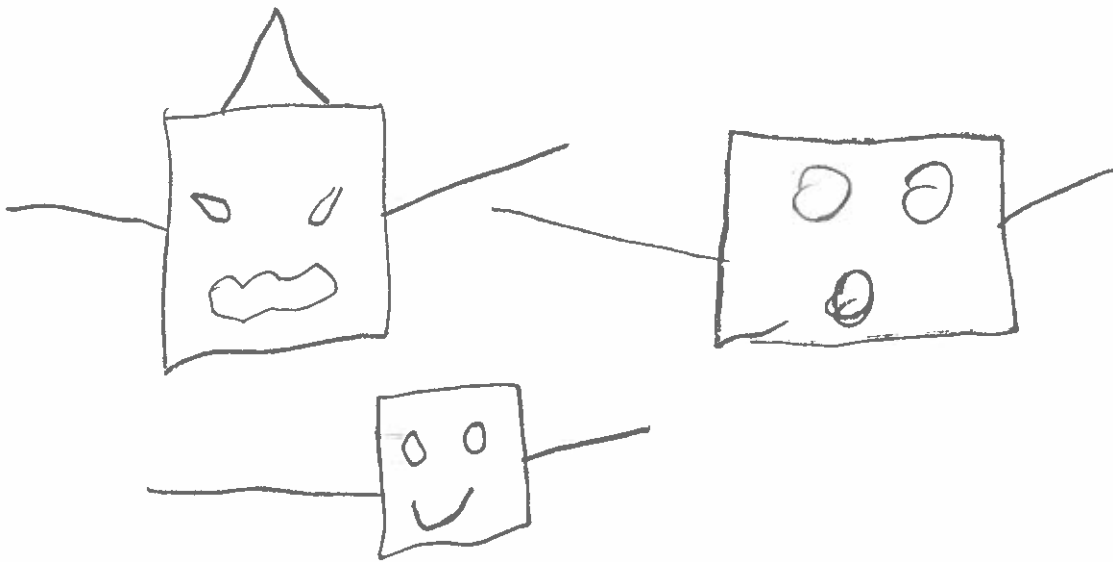
I thank you for bringing in
the wuere thing. I loved it!

-Aneri



— Thank You —

mrs. Ludy for bringing in the circuits for us to play with and reading the stories to us. I hope you don't get tired of the circuits!



PS. The picture is from a videogame.

hope you like it, from Ben

— Thank You —

We love the SMP circuits! We really want to do this again! We don't want it to be short circuit



to: Pond River Library ♡ from:

— Thank You Poudre River Library
for letting us play with the circetes & play dough
me & my class LOVED playing with them.

from the one & only

Reagan O'Brien

happy
Valentines
day

