

How'd We Do? March 2019

OLD TOWN LIBRARY

1. You are all amazing! Please keep up this good and important work. Your community values and appreciate you. Thank you. ♥
2. It breaks my heart that the receipts you print out are toxic to the environment! They should NOT get recycled. The chemicals in the heat-sensitive paper negatively impact our physical health! Can you please find an alternative? Thanks. I LOVE the library! ♥! *No contact information provided. Response from Old Town Library Manager: the receipt paper use by the library district is BPA free and recyclable.*
3. Ty ☺ 10+ So sorry he's leaving but glad he got the job.
4. Hi Eileen! Food Not Bombs – only two wrappers left behind today and over 2 dozen cig butts by where food table was set up. Two men smoking directly in front of the library (cigs and pot) within 20 feet of entrance! How many police and/or EMT/PFA responders in the past eight Sundays? Thx. p.s. Karla was wonderful – compassionate and professional. *No contact information provided.*
5. Kristen – she's the best 10+ at library research. Very capable ☺
6. In order to properly serve your patrons, you need to notify said patrons when holds arrive. For those of us who communicate by phone (landline) this means calling when holds are in. I suppose a mailed notice would suffice as well (in which case a few days more on pick up window would allow for any lags in delivery time). *RESPONSE: Circulation Supervisor Holly Bucks mailed a response to the customer explaining why the change in the notification process that started back in October 2018 and encouraged him to call the Answer Center anytime he would like to check on the status of his holds.*
7. Ian 10+ Printer challenge solved by IAN ☺
8. 3:15 p.m. "Graham" in computers helped me a lot. Give him a raise!!
9. 2nd floor near the magazine racks is starting to smell a bit ripe. Also, pout tables near windows. *RESPONSE: Library Manager McCluskey investigated the claim that the 2nd floor magazine area was smelling ripe. While it wasn't a particularly fresh smell, perhaps due to the rainy weather, there was no identifiable source of the odor at the time of her investigation. Specific hygiene related issues that cause a disruption and interfere with others' enjoyable use of the library are regularly addressed at OTL.*
10. This building is way too dark to read in. Take tint off window glass. People come here to READ. *RESPONSE: Library Manager McCluskey is in the very early stages of working on a plan to add new furniture and rearrange some areas of Old Town Library to improve functionality, including tables and lighting.*

HARMONY LIBRARY

11. We had a really great experience here. The lady at the help desk (2 – 8 p.m.) was very sweet and very willing to answer my questions.
12. Very much appreciated the professionalism, customer-centric attitude, great friendliness, and total assistance provided by Kelsey at circulation desk and Rebekah, Assistant Circ Librarian for all their help. Well done ladies!
13. I miss the computers in the kids' section. I tried looking at the catalog with one of the computers in the kids' section but it required log in with the library card and then said I'm inactive (although I have books checked out now). Parents don't want to have to go by the adult section to search the catalog because it's harder to watch our kids. And the computer at the back of the kids' section doesn't even work. *No contact information provided.*

14. Had a great experience today! Everything was clean and the place was quiet. The nice lady at the circulation desk was very helpful and friendly. Love it here ♥
15. Devon – patient, flexible, helpful. Thanks!

COUNCIL TREE LIBRARY

16. Chance was especially helpful and kind while my little lady friends were here to check out Moana books and *Pete the Cat*. ☺ He was great and patient, very courteous ★
17. I often do not get a printed receipt from return machine in lobby. I have so many extra, unwanted paper slips. Is there a way to have the books returned emailed to you? I have had 2 books lost thru return and I have no way to prove that they have been returned. *RESPONSE: Circulation Supervisor Angela James contacted customer to discuss.*
18. Sierra greeted me as soon as I entered the library with a smile and “Can I help you?” She was kind and helpful. Wonderful smile and friendly. I love the library so that made it even better. ☺
19. I’m surprised you send your copies out on interlibrary loan when you still have patron holds on titles. As a teacher it would be nice if you could put multiple holds on a title for book study groups. *RESPONSE: Circulation Supervisor Angela James contacted customer to discuss.*
20. Great!! Hayley especially!
21. Nick was so helpful!
22. For your community posting board, it would be helpful if additional language was added that you only accept postings for non-profit agencies/organizations (rather than just stating one needs to seek preapproval by library staff). ☺ Thank you. *No contact information provided.*

MISCELLANEOUS

23. Submitted by a staff member: Hi all, I just wanted to let you know that we received more positive feedback tonight on the BYOD Help Desk! One man got help orienting himself to using his phone for a job he just started recently. Another customer said they helped her with understanding the Cloud and how that all works. Both said that the volunteers were very helpful and knowledgeable. Great job to everyone!
24. Loveland’s library has automatic renewal on their DVDs. It would be nice to have that freedom here in Fort Collins. 25 cents/day adds up fast! Thank you. *No contact information provided.*
25. Amanda – phone consultation. A helped me several times in very challenging situations. She’s the best ☺ 10+ and deserves a raise.
26. I must comment on the musical trio that played @ FRCC on March 8th called “Music from the Celtic Lands” with Michael DeLalla, Maddie Mayer, and Russ Cole. This music was world class! Simply divine – soooooo superb – not enough adjectives. Really. It was hauntingly beautiful – unforgettable!! Thank you so much for a brilliant evening filled with exquisite music, humor, and entertainment! The BEST!!
27. Love this library! Would like to request that you research a series of excellent books to keep on your shelves. They were my son’s favorites when he was age 2 – 8. They are by German author Ali Mitgutsch – possibly from the 1930s? They explain various processes of produce or living things – to the products we buy from sheep to scarves, etc. so simple, well-illustrated, relevant. So many kids in our consumer culture think everything just “comes from the store!” I saw they are available in Prospector, but one would have to already know of them to order them. I happened to stumble on them as a young mother in the 1990s in Atlanta – the benefit of having them on the shelf. Thank you! ♥ *RESPONSE: Children’s Collection Development Librarian Erin Senseman spoke with the customer about her suggestion.*

28. How about subscribing to the mag "Fine Homebuilding?" It would fit in well with your mag collection and is a great all around building mag (beloved by all who read it). p.s. some of my best friends get it but they live miles away. No response needed, just action! Thanks. *RESPONSE: Collections Manager Tova Aragon responded to the customer and let him know that the library district does subscribe to it and can be found at both Harmony and Council Tree libraries.*
29. Several books I requested week or months ago, which were released and ordered by us weeks or months ago, are still not here. These are books of knowledge that I need to finish a 7+ year research project. Please tell me **why** we use a distributor who continues to sell us short like this. *RESPONSE: Staff are currently working to coordinate a response to the customer.*