

## How'd We Do? May 2019

### OLD TOWN LIBRARY

1. I just spoke with a patron who was incredibly grateful for the work that Kindra did to help her out. She mentioned that Kindra was patient and showed her how to do something important that she would not have been able to do otherwise. 😊
2. Staff was very helpful. However, the printer upstairs, especially when paid for with credit card is often not functional, which has caused me and others several delays. Recommend getting a new machine that is reliable.
3. I love both of these libraries (Old Town and Council Tree). I haven't been to Harmony recently but I remember it being really good too. The librarians are always helpful and kind and there's a huge selection of books. I really like the Prospector feature too. Thanks for being awesome!
4. I had a patron come to me with a concern about bikes outside the front of the library. He has noticed people speeding along on the sidewalks and in the front gathering space and was hoping we or the city could put up some signs asking people to dismount from their bikes. I told him I'd pass his suggestion along. *RESPONSE: Manager McCluskey forwarded the feedback to the City's Parks department contact.*
5. Ian was fantastic, informative and helpful. THANK YOU
6. Well I just discovered that the funds on my Poudre library copy/print card are no longer of any use since the copy/printers don't accept this card any more. This is money I may have just thrown away. I hope that Poudre Library will remember my expensive lesson when approached by a vendor to implement a cashless, card-central printer payment method. Cash never expires. Once funds are deposited on a card, you'll never get it back.
7. Million thanks to Vicky for helping me to find a book I have been looking for for 25 years. She was considerate and persistent! I really appreciate the extra effort. She went above and beyond for me.
8. Ian is the best. Really enlightened me with library apps – 10+. Needs a raise.
9. My husband and I had a water bottle stolen off of our bike in front of the library. There needs to be more security cameras for the bike area!!!
10. Thanks for all the wonderful helpful staff and security.
11. You need to be open 24 hours a day/7 days a week. Add a pop machine/candy machine.
12. Thanks, no mechanical wheel chair

### HARMONY LIBRARY

13. Thanks for moving the children's computers!
14. I just wanted to express my appreciation for the staff recommending *The Crippled God*. Steven Erikson is criminally underappreciated & I hope his placement in staff recommendations leads to more readers for him.

### COUNCIL TREE LIBRARY

15. The best library – such excellent service. On a Memorial Weekend or any other time, we look forward to this wonderful place!
16. Julie, Cindy, Nick, and Linda have been friendly and helpful, which I really appreciated and including or considering the young children I bring in with me most times. I am a regular patron and I greatly value and appreciate the

above employees and most others who seem to \*enjoy\* being here and readily offering their help and smiles and even brief friendly interactions with my young charges. ☺

17. Thank you for helping me find a puffer fish book
18. Holly, thank you for taking your time to help me “navigate” with my library website account. Plus, you gave me a great information to search for French books that I was not aware! Merci et Merci beaucoup
19. (Note from United Way) Currie and the Council Tree Team, thank you so much for allowing us to use your meeting space for our Nonprofit Excellence Series last week. You were all so kind and helpful, and I really appreciate all you did to help us facilitate this meeting so that our Larimer County nonprofits could come together to make our community a better place. With gratitude
20. Submitted by Answer Center staff person: I just spoke with a woman on the phone who said the instructor (Sara) for the cybersecurity class last night was “wonderful”. She said she was patient and she called her a “computer maven”. She asked that her comment be passed along to Sara and her supervisor.
21. A gentleman came up to the desk and passed on a verbal How’d We Do: He was very appreciative of Meg’s help and said that she was A+ customer service.

### MISCELLANEOUS

22. Please loan CD players!
23. Re: International Night – Southern India. Suggestion: The description for the event about Southern India uses phraseology that is complicit in a very real and destructive history of colonial objectification. The use of descriptors such as “mystical” and “exotic tradition” serves to exoticize India, which contributes to its delegitimization and othering in the Western imagination. Furthermore, this description treats this region as a monolith while repeatedly claiming it is a “culturally diverse” area of the world. Fort Collins has a large South Indian population, and yet this event is presented by a (assumably) non-Indian person whose expertise on this subject is unclear. While everyone’s perspective is valid, including the presenter’s, this particular promotion further silences a minority population by dangerously simplifying their region or origin. This descriptor is tone-deaf, and myself and others in the local Indian community are very disappointed. *RESPONSE: Paula Watson-Lakamp let the customer know that the presentations are put on monthly at the library through the CSU International Student and Scholar Services. She expressed appreciation for the customer sharing his/her concerns and said she would forward them to the event organizer.*
24. Suggestion: My husband and I really appreciate different services you offer, including Hoopla, that are supported through our tax dollars. However, we are becoming more and more frustrated as audio books saved in our favorites a while back are now not available; audio books previously listened to on our same account are now not an option; and family members in Windsor have access to many more titles than we do at this point, ones we often want to listen to simultaneously on the same app. It seems like the broader base of titles on the Hoopla site are them selected from for the Poudre Libraries. It is frustrating to search for titles and find they are not available to us, but are available to family members in the Weld County system just 10 minutes away. This is even true about titles we have listened to in the past and want to listen to again, only to find they are no longer a choice. Overall we feel the Poudre Library system is fantastic – this is the one thing that has become a big frustration for us. Why is the search pool so narrow for us from such a broad site? Can you please explain to us why this might be so? Thank you so much. *RESPONSE: Collections Manager Aragon responded to the customer explaining that its partially due to the fact that hoopla regularly loses licenses to materials and also due to the demand for both print and digital resources that continues to grow at a rate larger than our budget. (For the complete response, please contact Cynthia or Tova.)*