

How'd We Do? June 2019

OLD TOWN LIBRARY

1. From a staff member: Vicky, I just had a customer complement whoever did the Moon phases. They said they were museum quality (had volunteered at a museum) and thought they were absolutely wonderful. I said I would pass this along to that person. *Response: Kudos to Librarian Vicky Hays*
2. Love the quiet meeting rooms, free internet access, and plugs. Many, many thanks.
3. People talk too loudly on their cell phones in the computer area. I can't find anyone in charge to talk to. *No contact information provided.*
4. Two young male boys make it nearly impossible to concentrate at the computer stations. So noisy and uncontrolled. Often I must leave early because of them. They should play outside. Where are the parents. Please keep the library a place of study and quietness. I've been a long-time supporter. *No contact information provided.*
5. Bonnie, she's the best ever. Did several internet searches I wasted hours on. Done in 10 minutes with Bonnie. 10+ and deserves a raise.
6. Idea here: the old CSU stadium could be a great place where new homes are going. New library over there. . . with all the new people coming . . .
7. Re "trash" "recycle" sign outside. Why not paint the "Trash" sign black so it matches the black can and gives visual clue?
8. Phone charging stations would be nice (like the ones in airports).
9. Karen at the front desk was so helpful, encouraging, and seems to really enjoy her work. ☺ Thanks, Karen.
10. Nick was so friendly and helpful. THANK YOU!
11. Please do Minecraft Mania.
12. Re Matt, he's the best. Question on LIBBY. Right there w/answers and where to find them. 10+ and deserves a raise!
13. There seems to be fewer homeless people hanging out at the Old Town Library. It feels much safer. Thanks
14. We are really enjoying the "Out of This World Learning Series". Erin has been wonderful!! We homeschool and would love to do activities like this regularly during the school year! P.s. I really Erin's sensitivity to all the kids and awareness of all that was happening! ***ROCK STAR***
15. Thank you to Julie Wenzel and others from Neighborhood Services, and Eileen McCluskey, Old Town Library manager, for their organization of and participation in today's Library Park Tree Festival. This festival brought neighbors together for a fun, educational event that was greatly appreciated. Tim Buchanan (retired forester) shared his love of trees and expertise, while others shared guided meditation, lemonade, enthusiasm and laughter, and bike repair.

And thank you to Code Compliance and District 1 Officers for their attendance. It's great to know we live in a community full of folks who love serving, sharing and volunteering. The kiddos really enjoyed the games, the bubbles, and the camaraderie.

Please extend our appreciation and gratitude to all who made this neighborhood event possible. Hope you have a safe, fun 4th of July.

HARMONY LIBRARY

16. I am having a problem with the “Pride” display as a Christian. I feel like there should be a Christian display promoting Christian beliefs as well. There should also be more Christian family friendly material as well. Please take this into consideration. *RESPONSE: Manager Draves called the customer and left a message.*
17. Please bring back the children’s CDs/music! My 3 year-old loves to pick them out and we live too far from the Old Town Library. We are at the Harmony Library almost weekly. (A similar comment by another customer was submitted). *RESPONSE: Collections Manager Aragon responded to customers explaining why the CDs were moved from Harmony to Old Town and suggested staff at Harmony can help place CDs on hold that will be transferred to Harmony for easy pick up.*
18. I would love to have my resume ROAR, however my working hours are 9 – 5:30. I will miss the 6 pm cutoff. *No contact information provided. Librarian Anne M. noted that the class hours were changed for the summer to 5:30 – 7 p.m.*

COUNCIL TREE LIBRARY

19. Love this library! More faith-based novels, please. *RESPONSE: Collections Manager Aragon has been emailing the customer explaining hold, ho to access the purchase suggestions link, and helping her find titles.*
20. I recently put a book on hold from the children’s section and it said that the book was due back the day before. I still have not received this book as I was the 1st hold and according to the librarian, there is no fine for the books in that section so my book is late. I would like to request that fines be placed on the kid’s books for being late. Thank you. *(Note from staff member who helped this young customer: this young lady wanted to express that she’s waiting for this book to come in to fill her hold and that since there are no fines on Juv books, there’s no incentive for the current book holder to turn the book in on time.)*
21. Kathleen is awesome. So patient and helpful with solving book problem. Thank you!
22. We love family night. This is our second summer attending.
23. The universe of stories was awesome! My kids loved it ☺ Also, the karaoke machine is fun.
24. Excellent activities for our 5 and 4-year old grandsons. They had so much fun at the Universe of Stories Family Night. Thank you!
25. From a CTL staff member: I wanted to share a compliment with you that a customer just shared with me. She said that “she loves the library the best because the staff recommend such wonderful books that she loves to read. She really appreciates that and the friendly people that she talks to as well.” I am glad that she shared with me so I can share it with you!
26. Hi, I asked the librarian at Council Tree for a recommended audio book for an upcoming care trip with a diverse group. She recommended “All the Light We Cannot See” by Anthony Doerr. We all enjoyed the story tremendously and can’t thank you enough for the excellent recommendation.
27. Council Tree staff is amazing ♥
28. Thank you for your patience and politeness whenever I come!!

MISCELLANEOUS

29. (Email sent to Johanna re the United Way 2018-2019 Report) Johanna, these are great results. Getting kids connected to reading early and often is so key to student achievement – thank you for all you do to encourage and inspire readers!

Would you want to join our Community Impact Committee on July 17th at 4:30 for a 10-minute presentation and 5 minutes of Q and A? We meet from 3:30-5, so having you join towards the end would be wonderful. We meet at the Community Foundation of Northern Colorado, 4745 Wheaton Dr, Fort Collins, CO 80525. This group of dedicated community volunteers' loves learning about the programs and services our donors fund.

Thanks for letting me know if this works! Claire Bouchard, Vice President of Community Impact and Engagement United Way of Larimer County