

How'd We Do? July 2019

OLD TOWN LIBRARY

1. Karla, Thank you so much for the chair. It made a big difference!
2. Idea: Having a magazine donation/swap shelf where people can drop off their magazines and other people can pick them could be a wonderful additional library. My library back in Austin has been doing that for years in their atrium and it has worked very well. Thank you for all your hard work.
3. I don't understand why I can't keep using the computer as much as I want to when you got like 24 extra computers not being used! I understand if there is a lot of people trying to use the computer and it says my time is up for the day. Then I be like ok my time is up time to share the computers, but you have extra 24 computers not being used.
4. Please consider cleaning returned DVDs before putting them back on the shelves.
5. My husband, two neighbors, and I thoroughly enjoyed Tim's tree tour of Library Park this year. He told us so many interesting stories and fact and was very welcoming. We couldn't imagine anyone else more knowledgeable about to many of our trees that he had a personal relationship with over his 41 years as an arborist in our fair city of Fort Collins. Tim gave us a new and greater appreciation for the arboretum we didn't even know we had!
6. Great job. Very helpful.
7. The crossword puzzle was great! Let's do another one!
8. Awesome. The library staff is very helpful, friendly and kind. Helped us locate books quickly and had familiarity with the series we were looking for. Fantastic job. Keep it going forward!
9. My daughter and I loved your bilingual story time with Monique. She is so wonderful and really gets the kids moving and laughing. Thank you! Please keep her around!
10. See attached letter re kudos for Librarian Vicky Hays and her exhibition of Apollo 11s Lunar Landing.

HARMONY LIBRARY

11. I really appreciate Harmony Library and its outstanding services. I was excited about the ability to check out a state park pass, but am disappointed you cannot place a hold. I would like to suggest the ability to place a hold on one with the added caveat that you must pick it up within 24 hours after it comes available so the next person in line doesn't have to wait. Thank you! *RESPONSE: Collections Manager Aragon is contacting the customer.*
12. I had the same complaint last year, but please move your Pride display away from the children's section. There are other options to display that sections. *No contact information provided.*
13. Great! So helpful!! What a wonderful library and staff. Thank you!
14. Customer has a suggestion for our hold pick up notification email: Please add how to find our holds in the email. Example: "Look for your hold under your last, first, middle initials on the hold shelf."
15. Great! Terrific library/media center. Good location and clean.

COUNCIL TREE LIBRARY

16. Amy has been a huge help picking out books for my 8 and 10 yr boys. I'm very grateful. Thank you for bringing great stories, great characters, and great writing to my boys!
17. Thank you for installing the water bottle filler at the library! I carry a water bottle with me everywhere. Before it was installed, I had to try to fill it from the water fountain and could fill a portion of the bottle. It is so nice to be able to use the water bottle filler now.
18. Kathleen and Angela are friendly and very helpful.
19. Great! Everyone I asked for help knew just where to go. This was my 1st time checking out the books, DVDs, and audiobooks. Thanks to all of you!
20. My family and I love coming to the Council Tree Library (the best location in Ft. Collins in my opinion). The library is always clean and comfortable and you have a friendly, knowledgeable staff that are always very helpful. We use the hold shelf for books, movies, and music and sometimes get things through Prospector. We have suggested items through the website and love how easy it is to use. I listen to audiobooks while driving on both Overdrive (my favorite) and occasionally Hoopla, when something isn't available right away on Overdrive. Keep up the great work!

MISCELLANEOUS

21. Please subscribe to E=Mag "Scientific American" if possible through RB. *Response: Collections Manager Aragon checked and found that it is not available through RB Digital. She responded to the customer.*
22. I was super sad to hear all of the music CDs have been relocated to downtown. Is this temporary? *Response: Collections Manager Aragon contacted the customer to let her know the reason why they were moved and that it is permanent. She also noted that staff at the library can help her place CDs on hold which will then be available for her to pick up at Harmony.*
23. Would love for music CDs to come back to Harmony. *Response: Ms. Aragon called the customer.*
24. Suggestion: It would be so much easier to remember due dates if books were due one month from checkout rather than three weeks. That way, if I checked out a book on the 15th, I could remember it would be due on the 15th of the following month. *Response: Ms. Aragon emailed the customer thanking her for the suggestion and explained why the current checkout periods are established.*
25. Below average. Ref movie "Mom & Dad". I have always enjoyed Nicolas Cage and thus I got this movie. I consider myself open minded, in spite of my 80 years, and I don't see a lot of current movies. However, I must say that this is a shocking film, disturbing and dangerous for young viewers (in my opinion) and old people. I would recommend that whoever is appropriately qualified to review your movies do so with this film, to be sure your library is ok with it. I can't even get a good porno movie here and in my opinion this is far worse. *Response: Ms. Aragon called and left a message. He has not returned her call as of this date.*
26. See attached letter re kudos for the Imaginantes program addressed to Outreach Library Assistant Ludy.

July 22, 2019

Dear Poudre River Public Library, Old Town:

I wanted to write a letter of thanks to the Library, and in particular to a staff member by the name of Vicky Hays who brought the Apollo 11 Event to our Public Library in Old Town. I must say that this display is just the best! So much is told and revealed, and the knowledge is shared in numerous, distinctive methods and ways.

Not only are the displays wonderfully open and interactive, there is an atmosphere of *wonder* present that was *very* present 50 years ago. I simply marvel at the various items which include such unusual art pieces as a cross-stitched Lunar Landing, the wood-burned Eagle, a quilt, the model of Apollo's craft, the footprints by the 3-D printer, and photographs of the moon's many faces and landscapes.....**WOW**, is all I can say! What a story and display.

I spoke to the Librarian, Vicky, on many occasions as she helped explain to me and describe in full-length view all that happened during this momentous mission to the Moon. I was spell-bound. I had forgotten much of what had occurred that day back in 1969, even though I watched it from a small RCA TV at my parent's home in awe.

The Library and Vicky put this monumental event into perspective of just how great an adventure it truly was. From the launch, to the take-off, then soaring through the atmosphere, the dismantling of the various stages of the rocket's parts, the landing, the stepping upon the moon's surface, the astronaut's communications, the left-behind messages to the universe, the take-off from the moon and then its final descent back to Earth and splashing into the ocean with the rescue of the men, our heroes, from the craft and their subsequent journey back to their families, friends and to people all over the world who celebrated this never-before moon landing and return. No question, it's absolutely remarkable!

It was phenomenal in all its aspects. My breath was taken away as I thought back to what all was involved in making this Lunar Landing. And now to re-live this event through the efforts of Librarian Vicky Hays who put her heart, mind and soul into this project.....well I think she needs and deserves to be given a big "Thumbs-Up" for reminding the rest of us just how spectacular this Mission to the Moon really was. It was beyond amazing.

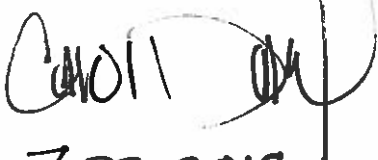
Vicky Hays put together an historical and visual account of the Apollo 11 Moon Landing that folks of all ages and generations can enjoy and re-tell for years to come. What an incredible and extraordinary happening that took place 50 years ago..... filled with inspirations, aspirations, prayers and delights _____ a rare moment of brilliance shown at our Public Library for all to see and partake in. THANK YOU VERY MUCH!

This collection, a prominent exhibition worthy of comment - was the skillful work of Vicky Hays and her trusted helpers at the Library. It has been noted by me and many others who were able to thoroughly enjoy and view the display for ourselves and also to share it with our friends, families, and others in our community.

I wish to thank Vicky Hays for making such hard-earned efforts in bringing these objects and works of art and the details of this dramatic event into the forefront once again to be reminded of the privilege that it was to witness this once-in-a-lifetime event. What a thrill for me to remember the Astronauts and their landing of Apollo 11 on the Moon! Many thanks to all, especially to Ms. Vicky Hays for bringing into full view this **AMAZING MOON LANDING!**

Best Regards from a patron of the Poudre River Public Library - Old Town,

Ms. Carol Davy


7.22.2019



Ms. Carol Davy
5224 W County Road 56
Laporte, CO 80535

July 17, 2019
Noha Shahba
2624 Covington Court
Fort Collins, CO 80526

Dear Ludy,

I am enthusiastically writing this letter to thank you for everything that you and Johanna have done for me in the past 8 years. I have been a part of Imaginantes since 2011 when it first began and I was only 10 years old. It started out as just a summer program for me. Over time, it has become an integral part of my summer that I look forward to every year. You and Johanna have helped me grow into the person I am today. I have now graduated high school and will be starting college soon and I will be carrying the many lessons that I learned from you guys with me. Not only that, but the fact that my siblings and I were able to receive two meals a day relieved my parents of a great financial burden. Imaginantes always supported us and for this, I will always support it.

First, I want to recognize you, Johanna, and the library for the opportunities that I have been given. I enjoy my time with Imaginantes every summer, not just for the incredible programs that we do every year, but because I get to spend a week with you guys. You have given me relationship advice, helped me figure out how college applications work, and helped me develop my leadership skills. I am no longer afraid to have my voice heard and for this, I will always be thankful. I started out Imaginantes with no friends and being too afraid to make any friends because of the kids being older than me. After two years of Imaginantes, I was able to jump into a leadership role after another member was unable to attend the camp. You guys showed me that age was just a number and that it was possible for me to accomplish things beyond what is expected of me.

Over the years, you have provided me with the ability to foster skills I had never even considered trying to develop. I learned photography, how to cook, and went camping for the very first time in my 18-year life! I helped paint a mural that I take pride in every time I walk by it in Old Town. I got to see my first Broadway musical and go to the museums in Denver for the first time. I got to see the ins and outs of producing a play. I have learned how to be safe and respectful when in natural areas. I learned more about music production. I learned that I actually really love astronomy. I learned how to apply for college and how I should prepare for my college applications and was able to get into my dream college with a scholarship that made it extremely affordable for my family. I was able to get out of my comfort zone without the financial burden that is associated with trying new things, an opportunity that has developed skills that I will use for the rest of my life.

When I look back at my life, the majority of my favorite memories happened during Imaginantes, moments that I am extremely grateful for. Imaginantes gave me the opportunity to grow as a leader and become more independent. When being recognized during the award ceremonies, I could see just how much we accomplished in such a short time, making anything seem achievable. I could see how proud my parents were of me for the work I put in. I learned to take pride in my accomplishments and appreciate how quickly things can get done when you put your mind to them. These memories of being with my family and celebrating our projects are the memories I cherish most. My transition from being terrified of the other students to making

lifelong friendships is something that I take pride in as well. In fact, I am still good friends with one girl in particular that I met during the first year of Imaginantes. She now lives in Wyoming, yet we still went to each other's graduations!

This friendship, along with many other intangible things, makes me Imaginantes' biggest fan. I hope it will always be around to provide for others the same way that it has for me and I look forward to seeing you and Johanna again next year! Thank you for everything that you have done for me and my family, and for being such a huge support for us. You have become and will always be a second family to me.

Sincerely,

Noha Shahba
Colgate University
(970) 581-7127
nohashahba5@gmail.com