

How'd We Do? July 2019

OLD TOWN LIBRARY

1. Matt at the computer center was great – very helpful!
2. Kindra went above and beyond when the computer printer malfunctioned. Her encouragement and compassion is something rare to find in customer service these days. Thank you, Kindra!
3. Computer Lab Librarian GRAHAM's knowledge of the computer and awesome patience, along with his teaching skills saved my job and emails that others were not able to understand much less "save" and gain access to information that saved my career. I respectfully would like to nominate Graham for any and all recognition and awards for outstanding performance in human and A.I. interaction, teaching, and overall knowledge of his job as a librarian and in the computer lab.
4. More audio CDs instead of downloads please! *No contact information provided.*
5. Overdrive has really limited "available now" books – too expensive? Sad – I guess I'll stick with real books. *No contact information provided.*
6. I've notice that both security officers are either gay or mad @ me for no reason. From the time I walk in, to I step out, they both are on my tail. It's annoying. Why are they doing this? they might want to focus on people doing drug deals, tweakers, people doing drugs in the bathroom. Then focus their attention to me. *RESPONSE: Manager McCluskey emailed the customer and expressed appreciation for sharing the feedback about his experience. She explained that the guards strive to strike a balance between being vigilant about safety yet also welcoming to all customers. She indicated she would speak with the guards about how they can provide a more welcoming presence.*
7. Re 15-minute station – patron wanted me to complain that the *session ends in 15-minutes* box must be moved so it doesn't block the scroll down arrow on the website. (mouse scroller and clicking the down arrow work fine)
8. Thank you for including groups of people with disabilities as welcome guests at the downtown library. I am a volunteer with the Arc of Larimer County. Their mission is: "We want Larimer County to be an inclusive place for everyone – including those living with I/DD. This means a community where people with I/DD live, work, and play alongside everyone else."
9. You deserve better pay 4 what u do
10. Please increase the duration for the timer that holds my money when using the printer. Trying to take copies from an open book is almost impossible. Also frustrating is I had to swipe my card in between every copy. *No contact information provided.*
11. Thank you to Linda who not only speaks Spanish, but provided outstanding customer service today. I really appreciate her help trying to locate a resource book – got accomplished!
12. I am in the library 2-4 times a week about 80% of the time. I have to walk by smokers. I think it would be great if you'd have security enforce the ban against smoking. You could start by putting up large no-smoking signs instead of the small . . . people don't even see. *No response needed box checked.*

13. We really enjoyed Martinez Farm last year for reading 100 hours. Hope you'll consider something similar next year. Thank you! 😊
14. Librarian is one of the hardest jobs there is. You deserve good money.

HARMONY LIBRARY

15. I'm visiting from Australia. Drew assisted me with some photocopying & scanning. He was very helpful and provided a very positive experience. Well done & thanks, Drew!
16. I just love the "topical" book displays you do (e.g. "Beat the Heat") by seasons, holidays, activities, colors of book jackets, staff picks, and so on. Always something interesting and eye-catching. Very imaginative – kudos! 😊
17. We miss the music here! I work with a 30-year-old man with developmental disabilities. He does not understand why we cannot find music at the Harmony Library anymore. Also, it's not at Council Tree anymore. He likes to go to all three libraries, but not on the same day. Please bring back music to all the libraries, not just the Old Town Library! *Comment shared with Collections Manager.*
18. Please bring back the CD music section! It was one of my favorite parts about coming to the library! *RESPONSE: Collections Manager Aragon called customer and explained about the demand for space for other collections and seating. How to explore other options for CDs such as CDs available at OT and on hold.*
19. Great library. Great people. Very helpful people who are friendly. Keep it up folks. 😊
20. Please let people waiting for "History Comes Alive" (or other events) in at 6:30 or 6:25! It's very uncomfortable standing in a hot, crowded hallway for 20 min. some people have trouble standing, etc. and I've never noticed that having people in the library for 25 min before the program would impeded any preparations by the speaker with the sound system, etc. Thank you! 😊 *No contact information provided.*
21. New way to print? Put "NEW WAY TO PRINT EFFECTIVE _____" signs by your machines.
22. I am so impressed with the kindness shown to me by Abonesh – Abi. She kindly gave me her checked out copy of a book I needed quickly for Book Club. I was able to read the book on time so it was much appreciated. Above and beyond what is normal kindness. Thank you, Abi!

COUNCIL TREE LIBRARY

23. Everyone here is absolutely AWESOME!!
24. Out of town politician loved what your library district did.
25. We LOVE the awesome summer reading program! My daughter, going into 4th grade, has always loved reading and loves the rewards. The reading program really helped my son, going into 2nd grade, develop a love for reading. He was able to find and try new books and ended up reading almost 60 hours! Thank you so much!
26. 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!

MISCELLANEOUS

27. I'm writing to let you know of my displeasure with your recent computer update/changes. In this era, I frequently take photos of flyers, people, etc. on my phone that I can later email to myself to archive or print as needed. This process was very simple and fast until your changes. Now, all my photos open automatically into the "print" program. It's about a 5-step process now to download file, view and open in another program to print – each time! I am always having to interrupt your staff to assist with this process as I can't remember all the steps if I don't print for a couple weeks. This wastes my time and theirs. In addition, our print system incorrectly counts pages for printing on the personal computer screens so it's a bit scary for pricing concerns/errors. I consider myself pretty tech savvy and cannot imagine how some of your other senior patrons must be feeling about these issues. Thanks for listening. *RESPONSE: IT staff reached out to customer to address her issue.*
28. Re Changes to Catalog Searching – So I go catalog searching for books prior to my visits to the library. AND I am a paper person and will read actual paper books until I can't any more. . . since my last visit to the catalog database, there have been changes in the format of searching and viewing within a book itself. You used to be able to search similar books, authors, series. Well you are not able to do it as easily as before. When I find a series/author I liked I would check out "like" books. That process is NOT what it was before. I don't like the layout of the screen or that I can't just click on the whole of the subject. You have to click on an actual book first. Why does everyone change what is not broken? I would also like to point out that I am an avid reader and check out between 6-10 books at a time. Do you test out changes to databases to work out all the kinks? It doesn't seem like it. *RESPONSE: Collections Manager Aragon responded to the customer and explained the process for implementing the change which included researching on how it was working in other libraries and how it would work within our system. She also provided suggestions on other ways to fine read-alike recommendations.*