

## How'd We Do? September 2019

### OLD TOWN LIBRARY

1. Best library in Old Town. Top Shelf!! Read all about it!! 😊
2. You have poor usability of the internet. Most browsers open https:// but your router does not redirect to the log-in page. Instead you have to manually go to <http://????.com> (couldn't decipher customer's handwriting) to get the redirection to accept the libraries terms. Change your router to direct all https traffic initially to this page. *No response needed box checked.*
3. Visiting writer from Massachusetts – what a lovely, welcoming place get some work done! Thanks for your hospitality and resources!
4. I often admire the landscaping in front of the east entrance. The perennials are well established and varied. There are springs when watering starts later, certainly not this year. I met a woman who lives across the street from the library. She told me that there are many calls to police each month about fights on the library grounds. She feels the staff is quite compassionate. I have volunteered with homeless people at the Murphy Center. I am aware that there is fighting between people which are violent. I wish I had a solution. Compassion is better than setting up too many boundaries. I do wonder what other libraries do with homeless folks in and around libraries. I wish you well. *No response needed box checked.*
5. I love our libraries! Just want you all to know how much you're appreciated.
6. This is about Kindra's customer service. What a lovely individual! She was so very helpful and nice. Got me a new library card and was so pleasant & great energy!! What a delight 😊
7. Matt, your computer expert, solved my problem in less than 5 min. I've worked on this Google problem with other people for days and no one could fix it till Matt took charge. Give him a 20\$ an hour raise. He's TERRIFIC!!
8. Re Ian – he's the best 10+ deserves a raise! Why? Is able to explain things and think outside the box when the answer is obvious! 😊
9. I am very appreciative of lab monitor, Dominic, who helped me recently.
10. Devon was so much help. So pleasant. Thanks, Devon!
11. Fantastic!
12. I wanna say, it still feels like both security officers are still on my case. Am I doing something wrong for being a patron @ the library? *RESPONSE: Manager McCluskey thanked the customer for his feedback and offered to meet with him to talk about his experience so she can better understand and address the issue.*

### HARMONY LIBRARY

13. I am very interested in many of your educ programs, but many of them are offered only in the middle of the day and it is impossible for me to attend due to my job. One in particular is of interest to me. I am a new resident and very eager to learn more about this area but Kevin Cook's classes are only offered in the middle of the day. It would be so helpful to me if he could offer classes some evenings or Sat. p.s. Larimer Cty lib are wonderful! *RESPONSE: Manager Draves emailed the customer.*
14. Kudos to Linda who helped me more than adequately printing off a paper with pages both text and illustrations (color) AND pages that were text only. She created 2 documents – one w/the colored images & text – the other text only. I don't know how she did it – I am not that sophisticated a user on computers. Everything came out beautifully AND I paid only for the text (B&W) and color (text & color illustrations). BRAVO!
15. Please keep a computer that can see the play room! It was awesome to have something safe for the 2-year-old while finding other books for the older 3 kiddos! *RESPONSE: Librarian J. Zachman responded to the customer letting her know that staff is currently considering changes and is hopeful that they will have a solution in the near future.*

### COUNCIL TREE LIBRARY

16. Thank you! Julie, Erin, and Austin helped me at the Council Tree location. They were patient & understanding with the situation with my elderly mom! I can't thank them enough. You all are so appreciated!
17. Awesome staff! Great service!
18. AMAZING!
19. Everyone here is absolutely AWESOME!

### COLLECTIONS

20. What about that nasty but thoughtful mag "Adbuster"?? You used to have it but – no more?? Thanks, (A reader of oddball mag). *RESPONSE: Collections Manager Aragon tried to respond to the customer by calling him using the phone number he provided, but his phone message says he isn't accepting calls.*
21. Why did Harmony Library take the CD collection away?! This is the library I visit and renting CDs was a great thing to be able to do. Are they coming back to this library? *RESPONSE: Collections Manager Aragon responded and let customer know why the change was made and explained she can place holds on CDs that will be available at Harmony for her to pick up.*
22. Please consider purchasing graphic novels by Doug Savage. One of my reluctant 4<sup>th</sup> graders is now hooked on these books, but they're hard to get. There are many in the series and while these books deem silly (they are!) the comics offer great lessons that are easy to understand. I got one graphic novel through Prospector, but getting a book this way makes my teacher card ineffective – and most of my students wouldn't bother getting books through Prospector.

23. SUGGESTION – the FoCo Library network set up public battery recycling station (or boxes). I’m new here and always want to recycle hearing aid and other batteries but finding it hard to do so here. I did learn that Best Buy recycles them but I don’t have a car and not often get out that way just to drop off a few batteries. Maybe you can work with their managers and they can donate Best Buy boxes (PR!) @ libraries for the community to be served. No contact information provided.
24. Lee Child’s *A Midnight Line* – great book. Set a personal best – 368 pages in 12 hours. Whoo hoo! Keep up the good work!
25. I am wondering if there is any possibility of the different libraries cataloging the books they have on sale and patrons being able to put them on hold and pick them up at their local library as they do with checking out library books. It would help patrons buy more books especially if they cannot make it to the sales. RESPONSE: Collections Manager Aragon responded to the customer, thanked her for the idea and explained the Friends of the Library are a separate group and our systems are not integrated. She will share the idea with them and keep it in mind for the future.
26. Please loan CD players! RESPONSE: *There are no plans to add them for 2019, but they are on the list to add them to the Gadgets collection in 2020.*
27. I would like to suggest the Israeli TV series drama Shtisel as a possible acquisition. I have searched Prospector for it, but it isn’t available. Denver library has this, but it’s for local Denver use only. This has been a popular series so I think other people would also like to be able to check Shtisel out.