

How'd We Do? October 2019

OLD TOWN LIBRARY

1. Is it possible for all FoCo libraries to have a PUBLIC-use SHREDDER for sensitive personal documents? NOT just a "SHRED DAY" event (where you dump your INTACT personal papers you want shredded (NOT TOO secure) BUT a shredder person can self-shred (witness) papers being shredded, or witness a staffer doing so (maybe can set a limit to 10 pages a day per library patron?) *No response needed box checked. Manager McCluskey shared the comment with LLT to initiate a further discussion.*
2. The squirrels at front entrance (near bike rack) are harassing library patrons for food. We could use a sign telling patrons not to feed them. *Manager McCluskey reached out to a Parks Crew Chief to explore the situation further.*
3. Hello, I enjoy the study rooms at the Old Town Library very much as I am a grad student and appreciate the ability to study in a quiet, clean space. Thank you for taking such good care of them! However, there seem to frequently be kids loudly playing video games in the conference rooms. At times, they are loud enough I can hear them in another room, with my headphones on a playing music. At times, I have asked the kids to quiet down, but this is short lived if at all. Please let me know how I can better take care of this. *RESPONSE: Manager McCluskey thanked the customer for her feedback and apologized for the disruptive environment. The customer was informed that security guards were updated on this and given instructions how to handle similar situations in the future.*
4. Thank you to Linda, the "roving" librarian. Suggestion: Sorry, I accidentally hit the send button before finishing my expression of sincere gratefulness and appreciation for the assistance that Linda provided to me with accessing/using audiobook apps. She worked with me for quite some time on Friday, and again today (Sat 10/05). She assisted me with some "troubleshooting" with an issue I was having with the apps. When she couldn't figure out an answer to the issue I was having she brought in Karen who also was patient and offered some suggestions. My first time experiences from obtaining my library card just this week, to the friendly and patient assistance I have received really put a smile on my face and gave me a very good impression of the library and its staff. Thank you.
5. Please be advised Mayor's office will be called about your security company. Why is it that I am kicked out of a room for tapping the wall POLITELY for another abuse of library rules, that is overkill. Nick, the security guard, contrary to federal law refused to provide his last name. He is an agent of the government as a subcontracted employee for a city entity. Consequence should follow as this is one of signs of discrimination. *RESPONSE: Manager McCluskey replied to the customer describing the incident from a security guard standpoint and stated that his (the customer's) behavior was in violation with the library policy.*
6. Thank you for 1) a clean, well-signed & organized space series, 2) a warm, friendly, staff-ready to SHARE their kindness with me. *No response needed box checked.*
7. Fun idea: Hold a community photography contest and the winner receives their work on the library cards for a year. *No response needed box checked.*
8. Ian was a great help helping us to locate legal forms we needed. *No response needed box checked.*

9. I had exceptional service from Krysti and Rahemin in the Old Town Library today. Thank you. *No response needed box checked.*
10. The employees are very nice and helpful. *No response needed box checked.*
11. Please clean tables in study rooms. They are usually sticky and dirty. If that's not possible, leave wipes in the rooms. *Manager McCluskey has ordered wall mounted wipe dispensers so customers may clean tables in between use.*
12. I liked it because I hate it. *No response needed box checked.*
13. Steve has helped me twice (2 sessions) with my computer. Thanks!! *No response needed box checked.*

COUNCIL TREE LIBRARY

14. We love not having the iPads. The focus is back to the books & reading together. We hope the iPads stay away! We love the library! *RESPONSE: Manager Meyer called the customer and discussed the feedback further.*
15. You need more places for people to work. The big room is closed almost every day I come to tutor. Then people get upset if we talk out in the library. *RESPONSE: Manager Meyer followed up on the issue with the customer via e-mail.*
16. The Chinese/Mandarin welcome language signs downstairs are incorrect. Chinese should be traditional Chinese, and the Mandarin can be referred to both traditional Chinese and simplified Chinese as a spoken language, ie. pronunciation. *Manager Meyer reviewed and requested changes.*
17. Love the new welcome signs! *No response needed box checked.*
18. Great recommendation Cindy, thank you! A really well and interestingly written novel. *No response needed box checked.*

MISCELLANEOUS

19. Suggestion: I have visited all of the branches of the PRPL district and have ALWAYS been treated with kindness by helpful staff. I am inspired by the thoughtful programming and the push to stay current while keeping the print copies of books that I love so much. Thank you to the leadership and staff who make Poudre River Public library district what it is-a shining gem of our community. I love the library! It makes my heart happy every time I step in a branch. Thank you!
20. Suggestion: Interested in a beginning coding class for adults. *RESPONSE: Digital literacy librarian Draper thanked customer for the suggestion and informed her that she will consider her input in the spring computer classes.*
21. I'm an 82 year old who occasionally orders a book from another library. This last time I was not informed it was in. After waiting 2-3 weeks I checked it had come in and went back because I didn't pick it up. I was told I wasn't notified because I don't have e-mail. I pay my taxes and feel I'm being discriminated against because I don't have a computer. I'm sure there are others in the same situation. Someone could call those not having e-mails. Thank you. *RESPONSE: Manager*

McCluskey called the customer to discuss the issue and assured her that her comment would be seen by the board.

22. Would like the phone calls back when things are in from Prospector or on hold. I do not have access to internet.