

HOW'D WE DO?

NOVEMBER & DECEMBER 2020

1. Re: Overdue book fines
Suggestion: I know you meant well when you stopped charging fees for overdue books; however, I believe the policy has been taken advantage of and books are not being returned. Those who are on the wait list are consequently waiting longer and longer for requested books. Perhaps a reduced fee instead of no fee for keeping books longer than 3 weeks would work better.
2. Re: Cafe de Olla
Suggestion: I would like to give a great big SHOUT OUT to Ludy Rueda and the Outreach Department, for organizing the author Sofia Segovia's participation in the Café de Olla bookclub last Thursday. She shared her insight in the writing of *The Murmur of Bees*. Sofia also described how the Mexican history of Monterrey and Linares, influenced her storytelling of the characters and setting.

Ludy and her team have aided the selection and discussion of some spectacular books: beginning with *The House of Broken Angels*, by Luis Alberto Urrea; *The Japanese Lover*, by Isabel Allende and *I am not Your Perfect Mexican Daughter*, by Erika Sánchez.

I appreciate the Poudre River Public Library District's support of the Spanish speaking patrons. Thank you for such a great program and I hope that it will continue to reach others in my community.
¡Mil gracias Ludy!

3. Re: Curbside pick up app
Suggestion: Hello- are you working on a way to improve curbside pick up? It is inefficient to have to physically be at the library in order request my pick up order be prepared and brought outside. Generally there are a number of people waiting around outside and it's not easy to get through to the library on the phone. Calling when I'm 10 minutes away has been working well in the past but I was just told you have to be physically present to call now. I think an app would be easier for everyone. I find it hard to believe there are a bunch of book thief's stealing unattended books left out for less than 10 mins. **RESPONSE: Library Manager Currie Meyer responded to customer and let her know we appreciate her suggestions and will investigate improvements.**
4. Currie,

I enjoyed being part of the White Teeth discussion tonight and look forward to these wonderful 📖 book discussions in 2021. It was nice to see you there tonight, and Erin as well. I was thinking afterward about the ramifications of the novel in my own family. Thank you and Lynn, too, for making the book group possible.
5. Suggestion: Did they do "extensive cleaning" to Council Tree last night after it closed for voting? As a sr citizen I really don't want to come into it again unless it has been cleaned. Otherwise I will have to use curbside only. Thanks.

Part 2 from same customer:

Suggestion: I EMAILED EARLIER ASKING IF COUNCIL TREE WAS GIVEN EXTENSIVE CLEANING AFTER YESTERDAY. PLEASE TELL CURRY I RECEIVED HER VOICE MAIL. I APPRECIATE HER PROMPT RESPONSE AND THAT THE CLEANING WAS DONE. ESPECIALLY AFTER SEEING OLD TOWN HAD TO CLOSE TEMPORARILY BECAUSE OF COVID-19. ALSO PLEASE ASK HER TO PASS ON TO ALL THE STAFF AT CT THAT I APPRECIATE THE RISKS THEY ARE ALL TAKING AND WHAT THEY ARE DOING TO KEEP US ALL SAFE. ALL OF THE LIBRARIES' STAFF SHOULD STAY SAFE AND HEALTHY. THANKS.

Follow-up - *Library Manager Curry Meyer reports that she followed up with a phone call to the customer. She confirmed with our Janitorial Contracts Supervisor Jim Pierce that the janitorial crew did perform enhanced cleaning last night following the use of the building as a polling place, as she'd requested in September.*

6. Suggestion: Today (election day), I drove a distance to the Council Tree library, only to discover it was closed to patrons because it was a polling place AND because of the COVID virus. In the future, could library patrons be emailed that a library was going to be closed on a particular day for an unusual reason? I have received email from the Library Director for other things, so this should not be a difficult thing to do.

Response from Executive Director Slivken - *I am sorry for your inconvenience yesterday regarding the Council Tree closure. We did share with the community for several weeks information about the closure, including our website, social media, and in the October 28th "What's Happening at the Library" email. We did not, though, send a singular email about the closure. Again, we are sorry for the inconvenience and your feedback is important in how we communicate information to the community.*

Kind regards, David

RESPONSE TO DAVID from CUSTOMER - *Hi, David.*

Thanks for your response. I guess I need to start looking at other sources of library information and not just my email! I appreciate your bringing these sources to my attention.

7. Hello director,

I was informed today that it was under your order that because of a "surge" of COVID-19 cases, access to the library in Fort Collins is no longer available. We do know that the "surge" is from an increase in testing and does not change that COVID-19 has a 98% recovery rate.

I am honestly appalled that the libraries have been taken away from our children. Yet- I can go to Barnes and Noble and shop for books there with my daughter, who is 7.

She is currently being homeschooled and I am struggling with her enthusiasm to read. When I was a kid, the library was a magical safe haven for me. I remember going weekly with my mother, and picking out from the selection, hundreds and possibly thousands of books that taught me many things over the years of my childhood.

I feel like even when the libraries were open, the fact that all of the chairs were taken away and there was a 30 minute limit to our browsing, really constricted our ability to enjoy the library as it was.

I don't see how your desk shields, mask requirement (which mandated was not legally required, and also considering libraries are paid with citizens tax dollars) constant sanitizing, lack of chairs, restricted hours etc. was not enough?

I was informed it was your choice specifically to close the library again. Please revoke this decision soon on behalf of the homeschooling community, college communities and for those who found sanctuary in books and the essence of what a library brings. Thank you for considering.

Response from Executive Director Slivken

I received your email expressing your concern on the library district's response to the increasing cases of the COVID-19 virus. Like you, I look forward to the day when we can resume our normal operations as we all enjoyed pre-COVID-19 pandemic. Unfortunately, the data provided by the Larimer County Public Health Department (<https://www.larimer.org/health/communicable-disease/coronavirus-covid-19/larimer-county-positive-covid-19-numbers>) is showing that case numbers are rising much more sharply than the number of tests being administered, which is an indication of uncontrolled spread of the virus.

As a precautionary measure to help prevent the spread of COVID-19, the Library has paused in-person Grab-and-Go service and closed all locations to the public. Curbside pickup and curbside printing pickup are still available, along with a wide array of virtual programming. Our Answer Center is operating at full capacity to assist customers.

The Library District will return to in-building public access when the Larimer County COVID-19 Dashboard indicates a Risk Index of Low or Medium (rather than High, the current level) for a sustained period of several days to a week, and when the Dashboard indicates a sustained decline in, or safe leveling off of, COVID-19 cases in Larimer County.

Until then, library district residents can apply for a library card online and have immediate access to our digital collection. Due dates for checked-out materials will not change. Items may be returned to any Library location or our remote book drops. As always, no late fees will be charged.

You may also want to reach out to our Children's staff for recommended materials. You may ask for a virtual Zoom session via "Ask A Librarian" at:

<https://read.poudrelibraries.org/contact/ask-a-librarian/>

We also have a Homeschooling page which has information I hope you will find useful:

<https://read.poudrelibraries.org/kids/homeschool>

For updates, please follow us on social media, or sign up for our email newsletter.

Thank you again for providing your feedback and let's hope our community responds in a way we can re-open our facilities sooner than later.

Kind regards, David Slivken, Executive Director

8. Received at Council Tree Library:

