

## How'd We Do? April 2021

1. Comments Re: Great Decisions Program Via Zoom
  - (To Erin) Last night was my first experience with the Great Decisions program, and I thought it was very well done. Your organization was very good, and the moderator, Jerry, did a fine job as well. The participants were very thoughtful. Will be looking forward to May's program.
  - I learned a lot from the reading, video and all the comments. The entire Persian gulf area has been very confusing to me for many years, as there are many pieces in the puzzle of keeping security in the whole region. Very good class tonite, thank you. I'm much more informed. Moderator, Jerry does a very good job. Have a wonderful spring.
2. I feel it is a little misleading to advertise that there are no longer fines but then move the "Lost book replacement" fine from 6 to 3 weeks. It would have been more honest to mention that with the initial announcement of the "end-of-fines" policy. Please advertise this!! Thank you. *No contact information provided.*
3. Ian, he's great! 10+ Deserves a raise! REAL KEEPER
4. I called your main number and talked to Wanda. She was awesome! (date – April 2) She helped me get my PIN and we walked through the many things offered at the library. I am so grateful for her kindness and patience with all things Poudre River Library. I went to the Old Town location and got so much help from the second-floor staff (4 p.m.). My sincere thanks for help with the Windows computer environment. I have only used MAC and needed a ton of help. Every staff member offered the "ton of help". Going to PRPLD was one of my first times out of my home in the past year. I've had major surgeries this year. Thank you to all for the welcome back.
5. Comments Re: PIN
  - Hi guys, the pin idea is great except putting security rules on it. It's a pin... Should be anything we want. Are there really hackers trying to get our library data? RESPONSE:
  - Was it really necessary to add a pin? Did you have a rush of people borrowing books on other people's cards??!! It just complicates the process.

**RESPONSE: From IT Manager Mark Huber**

*Thanks for contacting us and apologies for the inconvenience. Luckily, we don't have many known issues of people checking out items with other customer's cards. Checking out physical items while in the building does not require the use of PIN.*

*We chose to enable PINs for online activity for several reasons. The first is to provide a layer of security for account logins. Several services, including Overdrive, could be accessed with just a found library card.*

*Adding PINs to the online account will also allow us to work with some software solutions for customers that we wouldn't otherwise be able to use without an account PIN.*

*Our hope is customers accessing their online accounts from home will use the password saving feature offered in browsers to store their login information.*

*Sorry again for the inconvenience,*

*Mark Huber  
IT Manager*

6. Re: Día del Niño I am so happy that the 5th grade students at Harris had the opportunity to meet David Unger and to read his book. The students loved his book and were so excited to have their own copies. The teachers were pleased that the reading level was accessible to all of our students.

I've already had a call from a mother who was very happy that her son had this opportunity. He couldn't wait to tell her all about it when he got home. I am so grateful to be able to collaborate with Ludy Rueda. She has provided so many wonderful opportunities for the students at Harris. They really appreciate PRPL and all that Ludy does for us. Thank you so much!

7. From staff member Ian: Michael Korn wanted me to pass along his gratitude for the increased time on the computers.
8. Re: changes To whom it may concern, I first started using the FTC public library in 1980, I have checked out literally hundreds if not thousands of items, and I can say without hesitation, THIS NEW SYSTEM SUCKS. Thanks for nothing, Kevin.

***RESPONSE from Old Town Manager McCluskey***

*Hi Kevin,*

*I'm sorry to hear that you are disappointed with some aspect of the Poudre River Public Library System. We appreciate that you have been a long-time user of our library collections. We try to respond to customer feedback and continuously improve our services. If there is something specific about our services that is not meeting your needs, please let us know and we will do our best to respond. I'm happy to share any relevant feedback with our Executive Director, David Slivken.*

**RESPONSE from Kevin to Manager McCluskey**

Hi Eileen, thanks so much for responding to my email. First let me say that I really appreciate public libraries, they are one of the truly great ideas ever conceived, and I have availed myself of your services abundantly. Second I know that you work hard at providing the best possible experience for your patrons, no doubt a lot goes on behind the scenes that the average person cannot see. But I have a perspective unique as well, as a patron of longevity I have witnessed changes not over years but decades, and I would like to express to you what I have seen. For instance, suppose that when you get home next to the door is a bowl where you always put your keys, this is the only bowl, and here is where you always place them, now imagine that there are ten bowls around your house where you could put your keys, which is easier. But the public libraries have divided and subdivided their stock of books to a confusing degree, there is mystery, sci-fi, westerns, biographies, classics, non-fiction, childrens, and so forth and so on. I

harken back to the days when there was fiction and non-fiction, what could be more easy, what more elegant. One day I was looking for a book at the Old Town library and even the person working there had trouble finding it, we went to three different locations only to discover that it was in children's fantasy. Another problem is that one day, out of sheer boredom and disgust I counted over eighty different things on your homepage that a person could possibly click on, eighty! Also, in my day the rows of books were rows of books, beginning in one spot and ending in another, they were not staggered which looks cool but creates confusion. Another problem I see just occurred only ten minutes ago, I did a search for the Shakespeare play Hamlet and immediately every possible connection to any piece of literature that contained any reference to Hamlet appeared on the screen. One may say that what I need to do next is filter out the unnecessary, yet my point is why is the first approach to include every possible thing, why not take me to what ninety-nine percent of the people want to see, which is Hamlet the book, why not let the first search be narrow and then one can unfilter to widen the search rather than the widest possible search which must be narrowed? Which, I ask, is easier? Which, more elegant? Which, more user friendly? This is like having fifty places to find your keys. I suspect these things are just trendy, meaning this is what other libraries are doing and so, the theory goes, must we. But I have a long memory, and remember the beauty of simplicity. Thanks for listening, yours truly, Kevin.

***RESPONSE from Manager McCluskey to Kevin***

*Hi Kevin,*

*I shared your feedback with the entire leadership team, including the manager who is in charge of collections. I agree that added complexity does not always translate to improved user experience. I also agree with your assessment of our digital experience in regard to the number of choices on our home page. Our strategic plan includes a real hard look at revising/updating our entire website, in order to improve the digital experience for our users. We recently formed an internal Digital Advisory Team to look at some of these issues such as you mentioned and develop a plan for improvements. Unfortunately, we cannot fix everything as quick as you or I would like but I'm hopeful that positive changes are coming. We will soon roll out a new library app, to replace the current library app that is under performing. Once that's completed, it's on to the next project in order to continuously improve.*

*In regard to your Hamlet question, I can offer some help. If you go to Advanced Search in our catalog, you can choose Format: Book to narrow down the choices. See screenshot below.*

*My office is on the 2<sup>nd</sup> floor, past the study rooms. I invite you to peak in any time when you see I'm there to introduce yourself and share any additional feedback. I'm happy to show you some tricks to improve your results when using the library catalog. I can share some projects we are working on to improve the user experience at Old Town Library.*

Advanced Search Basic Search

t(hamlet) a(shakespeare) f b

Title

AND Author  X

Add boolean: AND OR NOT

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**Library Catalog** ?

Format:  + Language:  +

Branches:  + Year:  to

*Warm regards,  
Eileen*

9. I really miss Value Line. I used it every week. I need it to keep track of my investments expressly as to when to buy or sell. *RESPONSE: Librarian Matt West contact customer and agreed to help him in Harmony.*
10. The young man who worked behind the desk was incredibly helpful with my printing dilemma. Thank you so much! (Harmony Library)
11. **WEB\_COMMENTS\_FOR\_DIRECTOR** The Berthoud library is half the size of council tree, they have no time restrictions, what is your excuse for reducing our hours, when are you going to be held accountable for this incompetence, it should be time f...

*RESPONSE From Mr. Slivken:*

*Hi Mr. Antonelli,  
The hours for both the Berthoud Library and the Council Tree Library have been reduced. The chart below has the pre-pandemic hours and current hours for both libraries. Effective April 17<sup>th</sup>, time limits within our libraries were discontinued. We are planning to add evening hours in the not too distant future. If you are referencing our public computer time, I regret we are not ready yet to expand our public computer time at Council Tree. We do have public computers at the Harmony and the Old Town Libraries that are typically available for extended use, dependent on demand at the time.*

Pre-Pandemic			Current Hours	
	Berthoud	Council Tree	Berthoud	Council Tree
Monday	9:00am-8:00pm	9:00am-9:00pm	10:00am-6:00pm	9:00am-6:00pm
Tuesday	9:00am-8:00pm	9:00am-9:00pm	10:00am-6:00pm	9:00am-6:00pm
Wednesday	9:00am-6:00pm	9:00am-9:00pm	10:00am-6:00pm	9:00am-6:00pm
Thursday	9:00am-6:00pm	9:00am-9:00pm	10:00am-6:00pm	9:00am-6:00pm
Friday	9:00am-6:00pm	9:00am-9:00pm	10:00am-6:00pm	9:00am-6:00pm
Saturday	9:00am-5:00pm	9:00am-9:00pm	10:00am-12:00pm 1:00pm-4:00pm	9:00am-5:00pm
Sunday	CLOSED	12:00pm-6:00pm	CLOSED	1:00pm-5:00pm