

HOW'D WE DO?

SEPTEMBER - OCTOBER 2021

1. CTL: Customer thanked staff for “sticking out this year of craziness”.
2. CTL: The people are so helpful, thanks!
3. CTL: I <3 all of you>everyone is very helpful – especially you Ashley – I read the whole book – I didn’t just look at the pictures 😊
4. CTL: You are the best library ever! You always help me out when I need help! Thank you so much. . . especially you Linda!
5. CTL: High praise to everyone at Council Tree, whether it’s help with a printer or with book suggestions, you guys are great. Recommending The Michael Vey series to a reading-challenged teenager turned around his reading ability and attitude. All your help is appreciated. Love the new printer system and the new location for holds. Would love to see a bit larger section for graphic novels. They are a great tool for young adults and older who are trying to learn English.
6. Re: App Suggestion
Suggestion: I would love to have a “save for later” or “want to read” section in my account to save books in your catalog that I’m interested in reading/putting on hold/checking out at some future date.
RESPONSE: IT responded to customer and will pass the suggestion on to the app developers.
7. Re: Holds
Suggestion: Please consider allowing us to put more than 20 books on hold. I read at least one book a week and the majority of the books I read have many holds. I currently have ten books on hold that the library hasn’t even received yet. Thanks for considering my request. *RESPONSE: Collections Manager responded to customer.*
8. Online: I am deaf, blind in one eye, not walkability good. I have used your digital library for years. It is wonderful. I enjoyed the temporary services. Cannot wait until you show different ones. I tell folk about your program and tell them to check their local libraries. Most everybody has some sort of digital reading.
9. Council Tree: Customer dropped off cupcakes and cookies for us all today. They are in the staff breakroom. She wants us all to know how much she appreciates how kind we all are to her and that we are like her family. Enjoy!
10. OTL: [In response to watching the recorded video of Dr. Gersch’s program, Blockchain and Bitcoin.](#) Hello Eileen, I thought the talk was really good. I hope you can get Dr Gersch back again in the future. I appreciate your help. Have a great day.
11. OTL: Please require masks. I know several vaccinated people with breakthrough infections. Thank you!
No contact information provided.
12. OTL: I’m a new library user recently moved to Fort Collins from another city. When logging in to my account from home for the first time I had an extremely difficult time logging in and getting the PIN to work. I brought my computer into the library at about 4:30 on Oct 1. The woman at the upstairs reference desk was extremely helpful in getting the problem solved while was not easy and required tech help as well. She deserves kudos for extending herself to help solve this problem. Thank you.

13. CTL: Sandy was very helpful in explaining the new layout of the new books. I always have a difficult time and it seemed easy to pick one of the staff picks. Everyone is always so helpful. Thanks for all your work.
14. OTL: I'm starting to come to the library and using your awesome computers and quiet rooms resources. I'm in 60s and not as computer savvy. I applaud the library for providing very friendly and patient and kind helpful staff to not demean my lack of knowledge but show me with kindness the workings of things. Makes me want to be here and feel connected not only to computers but people here. RE the women's bathrooms, my request is to have a sign showing where hands go to dispense soap. I keep putting them lower, the way it is in most restrooms, but when I do that, I spray sink and floor with soap. I do clean it up to make safe for others. I keep forgetting and wonder if others do this or if I'm only one. Thank you! *RESPONSE: Facilities notified of issue.*
15. At OTL: You guys are awesome. Thank you for being here. <3
16. Hi Eileen,
A quick note to thank you for your talk about the Digital Roots program at the ESL Mentor Social on Friday. I am totally psyched! My mentee, Jessica, wants to learn Word, Excel and PowerPoint but has been confined to using her phone for several weeks now. Between the loan of a tablet and then the use of a Chromebook - problem solved. We're going to get started with the Word portion of Digital Roots when we meet tomorrow. This is a fantastic program - kudos to you and everyone involved in making it happen
17. OTL: Over the years I have complained about the noise, homeless people, smell, etc. in the library. The problem as been solved. The tax paying responsible citizens of Fort Collins have their library back. I'm sure it wasn't easy – but you did it! Thank you again.
18. CTL: I wanted to share with you that I have had several customers tell me that they love the new location of our hold shelf. They felt it is so much easier to come up the stairs and grab their hold to check out without having to walk through the library and the desk congestion. They also felt safer coming in and getting out quickly. They also thanked us for working so hard during the past crazy year and are so grateful for and appreciate our hold system.
19. Re: Rafael Lopez Virtual Visit
Suggestion: This event was so incredible. The kids were so engaged and interested in hearing about Mr. Lopez's life. We have many Hispanic students at our school and it was inspiring for them to hear from someone with a similar cultural background about how he grew up and how he incorporates Mexican culture into his art. Thank you so much for this opportunity!
20. OTL: I just want to take a moment to give the Librarian Kristen a shout out. Saying she was wonderful doesn't cover it. She was beyond awesome. In the 8 years I have been in Fort Collins using this Library, she has outshined and been the absolute best! She is definitely the gold standard. Please congratulate her. This library is very lucky to have her. Thank you, Kristen, for your dedication and helpfulness. You truly are an inspiration.
21. From staff at the Answer Center: Kate Wegrzyn (yes, spelled correctly) called to get info on upcoming Bookfest. She also wanted to thank PRPLD for supporting the FOCO Bookfest.

She was a stand-up spoken word storyteller, but became a published poetry author, in part by attending the free Bookfest events that gave her "the confidence to remake myself" and provided "a process of hope." She now reads poetry on a radio show out of Washington DC.