

## HOW'D WE DO?

### NOVEMBER - DECEMBER 2021

1. OTL: To Whom it May Concern: Hi! I'm new to town. Rita – very nice and helpful. I asked if as a guest I could use the public library computers. She was helpful for the goals completion. In today's environment it's VERY HARD to find helpful people, irregardless of employment job description. Thus she shan't go unnoticed. Praise, raise, recognition.
2. Online: Hi, I haven't had a chance to take my second baby to any baby/toddler outdoor storytimes and it sounds like you are not going to have anymore until spring with the construction in Old Town? Any chance you could add one somewhere in town for the next few weeks while the weather is still somewhat okay? I really loved going with my first when it was a pandemic, and would love to at least be able to do a couple with this one before she's mobile. It's pretty much a right of passage to take your baby to baby storytime! Thanks for considering. RESPONSE:
3. Hi, I like to find multiple books at a time, and was wondering if there was a way to freeze the hold if it's in "available" status. I try to do this, and it won't let me.
4. OTL: Erin gave a class on Google Docs. She's great, very patient. 10+
5. OTL: Thanks for always being there to help us when we are in need. I love the atmosphere and friendly staff!
6. OTL: You guys are the best! Thank you 😊
7. OTL: Thank you for the reminder about the mask. Next time can the gentleman use a kinder tone. We felt very rude and does not fit in with the friendly rest of the staff. *No response needed box checked.*
8. OTL: YOU ROCK! (taped to the wall in storytime room 😊)
9. OTL: Christine served me today. She did many things to serve my requests. She did an AWESOME JOB. Thank you for your service.
10. OTL: Sarah was super in the way that she served me today. Thank you!
11. OTL: Meg, an excellent librarian, helped me patiently and knew how to do what asked. Joel, her assistant was helpful too.
12. OTL: Erin L. did an amazing job assisting my teenage daughter and I with getting our library cards today. Great job Erin! Thank you!
13. OTL: Hello, who should I thank for establishing the wonderful monthly free legal advice program? I was fortunate to receive clear help yesterday from a lovely person, who also sang the library's praise for offering this unique and helpful service. Thank you.
14. Meg, in the children's section, was able to find a children's picture book that we have searched for with few clues beyond: era, subject, gender, location. Meg found the book on the shelves. Thank you, Meg!
15. Hello Kristen, Well over a year ago, you were more than helpful in guiding us, with great patience, through the initial maze of Flipster, Libby, and Overdrive. We continue to use those services, along with the pleasure of going into the various branches and browsing the shelves. We do appreciate you, the remarkable Poudre Library system, and your colleagues.

16. CTL: Hi Currie, A patron just left after using our Print & Go station. He said on his way out, "That was the most efficient public printing system I've ever used!"
17. CTL: Dear Librarians, Thank you so much for providing me with books during quarantine. Honestly, without you, I would have died of boredom ha ha. . . anyhoo, thank you so very much!
18. CTL: Thank you librarians for all you do! Your work doesn't go unnoticed and it means a lot to so many of us. Love, a thankful reader
19. CTL: Perfect! Loving people!
20. Collections: I suggest your library should get a buffer for your DVDs/CDs for scratches on your DVD movies and audiobooks.