

## How'd We Do? December 2016

### OLD TOWN LIBRARY

1. I love the staff here. Everyone is always so helpful. ♥ p.s. I love the staff recommendations.
2. Larimer County Genealogical Society group was VERY helpful. I will be back! Thanks for hosting.
3. Thank you ♥ all employees!!! I love our library! It's been absolutely wonderful growing w/you and now, my children are almost grown up. 17 years, phew! You are all my earth angels!!! God is love = All things Bright and Wonderful Family = Love Merry Christmas! Have an awesome, grateful New Year!
4. Awesome. Andi was very helpful in assisting me filling out forms on the computers. She was very kind and polite. Could not have done it without her help ☺ Give her a pay raise!!
5. I'm so incredibly grateful that you offer the Minecraft Mania classes and the coding classes. My daughter is inspired and feels supported by these offerings. Please keep expanding this genre. Thank you! Thank you!

### HARMONY LIBRARY

None this month.

### COUNCIL TREE LIBRARY

6. Sarah was an awesome help to us today. Went above and beyond expectations!

### OUTREACH SERVICES

#### **Program: US Citizenship Classes**

7. These services are great, thank you very much for your hard work and for your time. We hope we can get more programs for our community because we want to grow and progress as well.  
We also hope we could find more material in Spanish at all the library branches, like classic novels, science magazines like "Muy Interesante."
8. Thank you very much for creating this type of programs to help us out with the complex citizenship application process. It has helped me a lot and I would like if you could also provide more adult education [in Spanish]. Thank you very much!
9. These programs in Spanish are really great. I would like for the library to provide more programs in Spanish.

#### **Program: Foreign Languages**

10. Very happy that my son has another option to hear and learn Mandarin in an open and interactive setting.
11. It's a great occasion for my kids to communicate with people in Chinese. These are so much fun!
12. This was awesome to have the kids wear and speak French. Thank you very much.
13. Great class. We would like to get this more often. Thank you.
14. Great program. We will be back. Merci.
15. Loved the mix of story and thematic songs. 1 hour was the perfect amount of time for little ones. Merci bien!
16. We love coming to the programs for kids at the library! It is wonderful to be able to expose our kids to different languages and cultures with story time. This was fantastic!
17. The French story time was fantastic! Thanks so much for offering this to the community
18. The event was packed and our kids had a great time. The students were very good with the kids.
19. Very nice. Enjoyed it. Would come to more French story times or history for French . . . (not legible)

## **COLLECTION SERVICES**

20. Please digitize the Coloradoan microfiche or update the reader! This is the archive of our newspaper for public use and should at least be easy to read. *No contact information provided.*
21. Why did the library stop getting Prevention magazine? It's a great magazine – especially since they stopped all ads. *RESPONSE: Tova emailed the patron to explain what happened – did not stop subscribing to this title.*
22. You “do” great. Personable, knowledgeable, helpful. However, I do wish you would upgrade the quality of your Large Print section – we are older and with failing eyesight – really do like to read something besides romance and who-dun-its! And it is difficult to crawl on hands and knees to view the bottom shelves and then to get up again – can you rectify? *RESPONSE: Tova emailed the patron.*
23. While I appreciate the email notice the day before my library items are due, it would be more helpful if you could send one two days before the due date. Usually, by the time I check my personal email after work at night, I do not want to go return my item to the Poudre Valley REA drop box. Then, I am concerned about overdue fees if I do not get it in the dropbox early enough in the morning. *RESPONSE: Tova emailed the patron.*

## **MISCELLANEOUS**

24. What has happened to the PRPLD website? When I go to do renewals now online, it is much LESS user-friendly!! There are times that I want to get more information on a particular item I have checked out and it doesn't even let me follow the link anymore (up until this recent change, this was not an issue). The menu for choosing “checkout” versus holds is extremely difficult to read now. This website is worse than the one before. While I am placing this feedback, also want to bring up the fact that a person needs to push “my account” three times in order to get renewals happening, but that was no big deal compared to this one that has the little tiny menu with all of the items on one line. Please return back to the former version. *RESPONSE: IT staff responded to the patron via email.*