

## How'd We Do? January 2017

### OLD TOWN LIBRARY

1. On this particular day, Yahoo had shut me out of my email because I ignored their promptings to change my password. Didn't need a password at the time. I decided they were serious. I knew exactly who could help me and I found her at her desk Vicky Hays knew what I was talking about and instantly had the right screen on her computer to fix my problem. I was so grateful! I was able to access the email I needed that day. I appreciated Vicky's help so much. She was kind and patient and had the answer. I am a senior and have only limited interest and experience with such maneuvers/technology. Vicky exhibited what is so positive about our great library! She loves what she does and she's good at it! Thank you Vicky!
2. Awesome!
3. Re: Mark in computers. Brain dead today but even if I was t my best, I would not have succeeded in my challenges. Mark: very patient, very knowledgeable, and the best ☺
4. The computer guy was fantastic and helpful. Thank you so much!
5. Poudre River Library District's Minecraft Mania program has increased my son's interest in participating in all library activities and have taught and modelled good group participation skills, cooperation with program organizers, and collaboration with peer group participants. He receives special education support in the autism program at Shepardson Elementary School and his involvement in Minecraft Mania has complemented very successfully the progress we are seeing in his behavior this year in and out of school. Thank you Amy for making this program a success!
6. I signed my junior partner mentor (like Big Brothers & Sisters) up for your Minecraft Mania for kids. I had noticed that his computer skills were subpar when I met with him at school. His access to technology is very limited at home – something that I fear will only increase with time. This program is a wonderful first step for equalization. We will definitely sign up again. Thank you! Perhaps this will encourage his mom to sign him up for a library card. This is his first time in a public library.
7. Thank you for the virtual legal clinic. Ric was very helpful and I appreciate the program. Sylvia was wonderful and helpful. The program is much needed. ☺
8. Minecraft Mania (1<sup>st</sup> and 2<sup>nd</sup> grades) is a wonderful program! The older kids are amazing – kind, patient, and knowledgeable. I overheard kids compliment each other's' creations and talking about cooperation. Thank you for offering this!
9. Awesome idea! Wish there was a weekly or bi-weekly club. It's so great for kids. (Minecraft)
10. I would like to let the Library Management know that Amy's Minecraft program is amazing when she teaches it. My son was engaged and even brought a friend for his second visit! Please continue these programs for youth as it gives them the chance to be familiar with the library on a different level.
11. AWESOME
12. I just wanted to say thank you for such a fun and awesome Minecraft program! We have been to several now and my son loves it. I love that he learns about digital citizenship and gets to work in a group. We home school and finding group activities in FoCo is hard. We really value this offering from PRPLD. Thuan and Amy are wonderful instructors and the young volunteers are so knowledgeable about Minecraft and make the class even more fun. We will continue to come to every class! Please offer more classes like this and please continue the Minecraft class!!!
13. Hello! Let me say that my son has really enjoyed the 3 Minecraft programs that he's attended so far. The teen volunteers have been awesome and he has met new friends and learned new tricks. So, thank you! My comment/question is in regards to this morning's program (1/14/17). A Minecraft pledge has been a part of every program, emphasizing being a good citizen, etc. That's great! However, I would like to know if there's been any incident/problem with the age group that prompted a 45 minute Q&A session about Internet safety, cyber bullying, and proper source attribution today. My issue is not with the presenter—the kids were engaged and the information is certainly worthwhile. However, my son was disappointed that his actual Minecraft play time was essentially halved because of this. Like I said, I have no issue with the information, but if these Minecraft programs will be structured in this way in the future, I would like it to have notated as such on the informational posters. Keep up the great work. Thanks for providing such fun programs for kids, and thanks in advance for your response. *RESPONSE: Amy responded to the patron to let her know what happened that day.*

14. AMY/2<sup>nd</sup> floor info desk was able to “resource” some legal services information I requested. After several hours, she followed up with a phone call . . . pertinent info. What a service – AMY is an asset. Interested in assisting, personable, competent, and efficient – she should be recognized for her service.
15. Sylvia Garcia was so perfect for our seniors – knowledgeable and helpful!
16. Enjoyed very much; stimulating (Playing Music Grows Brains Program)
17. Thank you for this presentation. I feel it was very valuable. (Playing Music Grows Brains Program)
18. Yes, the genealogy group was helpful. They directed me to Broofield National Archives.
19. Could you offer a “Staff Pick” from the large print section? Especially from the bottom level of the new arrivals – all bottom levels actually. It might be a bit of a stretch – but why not add a top level and remove the bottom level – so us old folks who need the large print don’t have to crawl around on hands and needs to find an author! *RESPONSE: Sarah responded to the patron re: possible solution.*
20. Not so good if you close the library at 3 p.m. on Saturday, Dec 31, 2016. *RESPONSE: Sarah emailed the patron explaining the reason for holiday-related early closures.*
21. I find most are helpful and some are downright rude and have no need to help others, especially when busy. *RESPONSE: Sarah emailed the patron to determine more about his concerns.*

### **HARMONY LIBRARY**

22. Corky and Rebecca did a splendid job of assisting me today. I had trouble composing a business letter and they were very helpful with syntax and grammar in my correspondence. They both have excellent communication and writing skills. I also appreciated their demeanor immensely. They are a great asset to your library.
23. Very friendly and helpful. First time here and really liked this library.
24. Thank you for allowing me to put reserve items from other branches/Prospector which I can pick up @ Harmony branch. The other day I realized that my pickup code FCK is also the pickup code of at least one other person who also picks up reserves at the Harmony branch. I asked the Circ Supervisor if I could change my pick up code. “NO CAN DO” was the answer. The pickup code must be the same as the name on my ID. May I suggest that there be a field on the borrower’s record for a fictitious pick up code? One that can be unique? To include #s as well as alpha? Thank you! *RESPONSE: Ken is working with staff to explore options and will follow up with patron after they decide how to proceed.*
25. Laurel was a huge help when I got an error message on my Nook while trying to download an e-book. I had gone to B&N who referred me to Verizon and back to B&N w/o success. I came to this library and my problem was not easy to fix. Laurel spent 4 hours trying to problem solve and she finally found my “fix” by doing additional online research. I don’t know what I would have done without her help. Excellent & dedicated worker!!!! (don’t know if that is enough !’s)
26. To the shelver that displayed *This Common Secret* a HUGE THANK YOU ♥♥♥

### **COUNCIL TREE LIBRARY**

27. The Children’s room needs more puzzles. Current ones are old and missing pieces. *RESPONSE: New puzzles were purchased.*
28. Thank you for providing the services of Hoopla to library card holders. One of the Council Tree staff introduced me to Hoopla and it was the best tip I received in 2016. Hoopla is an amazing online library and resource which I use often. I am a member of Audible and when I learned of Hoopla, I discovered 40+ books on my Audible wish list that I can now borrow and read for free, using Hoopla. Thanks again! I am grateful for Poudre River Public Library ☺

### **OUTREACH SERVICES**

29. Everything was interesting and I would like to have programs in Spanish at Old Town since all the Spanish programs are in Council Tree (too far). Thank you.

### **MISCELLANEOUS**

30. I propose a class that would highlight, explain and educate the general public about the many tech services and benefits that the library has to offer. A great marketing tool as well as helpful to old guys like me.