

## How'd We Do? May 2017

### OLD TOWN LIBRARY

1. Sam did a great job at explaining the 3-D printer. I definitely won't forget the help. *No contact information provided, but comment was shared with Sam and his supervisor.*
2. Please consider installing a hearing loop in the community room. Ever since the renovation I have not been able to hear well despite my \$7,500 hearing aids. Thanks. *RESPONSE: Manager Eileen M. thanked the patron for her suggestion and let her know we are actively investigating this technology for the Old Town Community Room.*
3. a) Rick was great. b) Amazing advice. And so much in 15 mins. Will recommend this. (both comments referring to the legal program)
4. It would be lovely to have a way of filling up my water bottle without having to contort my body – while balancing books and such. And thanks for the fans in the study rooms. Much appreciated. *NO RESPONSE NEEDED box checked, but manager Eileen M. will check into the cost.*
5. Where are the flowers in all the wonderful concrete planters? The rest of Old Town has had abundant city-planted flowers since March. *RESPONSE: Manager Eileen M. responded to the patron after checking with the Parks Dept. She let her know that the City plans to plant on May 31 – June 2, weather permitting.*
6. Bonnie - She's the best always ready to answer a question, regardless of its importance. Thanks for having someone like Bonnie on your staff. *No contact information provided, but comment was shared with Bonnie and her supervisor.*
7. Could you please put a computer station back in the magazine reading area? It was quite convenient to use there if I wanted to follow up on material seen in magazines. Thanks. *NO RESPONSE NEEDED box checked.*
8. I usually love this place but the proliferation of staff and one (today) or two patrons talking for a half hour at the top of their voices seems odd for the library in the 2<sup>nd</sup> floor computer room. Shhh! *No contact information provided.*
9. Having a place to put my books in the bathroom would be helpful. The sink is precarious. *No contact information provided.*
10. Just a brief note to express my appreciation of Erik's help navigating the printing of several sheets via puter and your color printer a bargain - free expert help and a price that can't be beat. *No contact information provided.*
11. Staff was helpful, as always. Space neat, clean and inviting. I would like to suggest two movies for you to add to your collection: Queen of Katwe and Hidden Figures. *No contact information provided. Shared with Collections manager.*
12. I was in downstairs bathroom in stall when security person (mel sp?) came in to tell a woman she would have to leave due to unacceptable behavior. Woman was so ready to create a scene (even trying to draw me in). I, of course, supported the security person who showed great patience and responsibility in doing her job. She deserves a raise! *No contact information provided.*
13. Parking here sucks! The entire perimeter of Library Park needs to be 2 hour max and strictly enforced. In the time it took me to actually find a spot I could have driven to another library. *No contact information provided.*
14. *NOTE: Patron asked that I fill this out for her: "It is too hot for humans upstairs." She also said we lied to her and told her it would be fixed in a week. She said the library shouldn't lie to people.*
15. Very good experience.
16. The Help Desk has been a go-to resource for me. I have been helped numerous times by ladies behind the desk. Thank you for that. Suggestions: More Praxis Test Prep books for areas other than elementary education. Math and all sciences would be nice. Also, more designated parking spaces for staff members. *RESPONSE: Patron was thanked for the comments and the book suggestion passed on to the Collections manager.*
17. The library is amazing! Additionally, I love that my library card gives me access to Lynda.com. What a fantastic asset! *No contact information provided.*
18. Andi-computers – had the patience of "jobe" sp? She was trying to help a senior citizen set up an email account – I was next to them. Could tell she wanted to give up but persevered. Great employee! *No contact information provided.*

19. Erik in computer lab is incredible! So appreciated. Always professional, nice, and very competent. Saves me so much work to figure things out. I really appreciate the lab too! Printing, email, copies, scanning, etc.

### **HARMONY LIBRARY**

None

### **COUNCIL TREE LIBRARY**

20. It is frustrating when I come to the library with a big bag of books to return and there is no parking space available. I have driven through the parking lot on the south side and also the spots available on the north side and could not find a spot available. I don't mind a walk, but with a heavy bag of books to return I need a close spot to get to the library. *RESPONSE: Manager Currie M. emailed patron and explained that the parking is managed under the authority of Front Range Village and offered suggestions of where patron might be successful at finding a spot. Patron responded to Ms. Meyer's email expressing her appreciation for the information re: parking and added that she visits CTL at least once a week and find the staff at the library to be helpful and very pleasant to work with. She commended Ms. Meyer for the wonderful environment she has created at the library. \*To see the entire email response, contact Cynthia.*
21. The sun is so strong in the area in front of the audio books, that it is very hard to see what is on the computer screens. I just gave up. *RESPONSE: Manager Currie M. emailed patron and apologized for the frustrating experience and let her know that she is working on a solution. She also suggested if it happens again, to please let staff know and they can assist in searching.*
22. A vending machine would be great! *NO RESPONSE NEEDED box checked.*

### **ONLINE HWD**

23. I have moved to Maryland. For about 20 years I was fortunate to be able to use the excellent library system in Fort Collins. Thank you for all the work you do and for providing such an outstanding service to the community. Knowledge is a powerful force and the library is one of the few places left to provide an opportunity for people to become informed about the world in an infinite number of ways. Keep up your good works.

### **COLLECTIONS**

24. I did not really believe that if I suggested a book purchase the library would pay much attention – at least not until some obscure committee meeting some day. But you acquired *Washington's Farewell* by John Avalon, a book every citizen ought to read and I was impressed by how quickly that happened. *No contact information provided.*
25. Please separate Christian fiction. Books are not labeled and I have to google publishers. It is very time consuming. Thanks. *RESPONSE: Collections Manager Tova A. spoke with the patron to let her know the idea is being explored by the Collection Advisory Team. In the meantime, she offered tips on how to find and/or avoid Christian fiction titles.*
26. There seems to be a problem with the RFID tags on your videos. Three out of five that I check out will not play on my DVD player. And video without RFID tag plays great. ? The latest one I had problems with was *Manchester by the Sea*. *RESPONSE: Collections Manager Tova A. emailed the patron and offered a tip to try and let him know that it sometimes helps to have a second player because some machines will play the DVDs with tags and others won't.*
27. Here I am old blowhard! I've been a (not legible) for 15 years! I hate I'm ill and sad! Why can't you buy more comedy and feel good movies like Hallmark. Cops robbers R rated violence. Whoever buys the movies must be some guy who likes violence I guess ☹ *No contact information provided.*