

How'd We Do? August 2017

OLD TOWN LIBRARY

1. Praise for Amy Holzworth, Paula Watson-Lakamp, and Nicole Burchfield for their fantastic and unwavering assistance in the coordination of the Harry Potter Pet Walk on the day of the event. They helped the event run smoothly. I deeply appreciate the Library's help with resources and thoughtful planning. (Summarized from a lengthy e-mail). *RESPONSE: Manager Eileen McCluskey thanked the patron for her kind feedback and shared with Amy, Paula, and Nicole.*
2. I visit this library maybe a handful of times a month. The place is always clean and welcoming. The staff here are polite and attend to any of your needs in a timely manner so I would just like to say thank you and have a great week! ☺
3. Everyone so helpful at each desk I stopped at. Parking great. Love décor. *NO RESPONSE NEEDED box checked.*
4. Three similar comments about the temperature in the library being too hot. This was in early August when AC unit was not working. *NO RESPONSE NEEDED box checked on the forms*
5. I know I shouldn't be surprised that it takes longer than 2-3 weeks to fix A/C especially when software upgrades take 9 months or more. *No contact information provided.*
6. Re Free Legal Clinic - Thank you so, so, so much. It was incredible. Now I know where to go and what to do. Thank you! *NO RESPONSE NEEDED box checked.*
7. Just thought I should let the staff at the library know that I was harassed by a man outside of the Old Town Library today around 7 p.m. He said to "Jesus is Lord", "the Palestinians need to be gone", "Arabs should just get out of our country", "Why are you wearing that?". He left after that. I saw a security person (woman) leave before this man started saying things to me. I did not wait when he left because I didn't want to be there if he came back. I got in my car and went home. He was in his 50s, I'm guessing. Heavy set with a pot belly, navy blue shirt, dark baseball cap, dark pants, olive or very tan complexion. I am Muslim and wear a headscarf. This is a rare occurrence and I am writing to let you know what happened. Feel free to contact me by phone or email. Thank you for your time. *RESPONSE: Manager Eileen McCluskey emailed the patron and apologized that that happened to her. She let her know that the safety and well-being of library patrons are a priority and we work every day to ensure a safe and welcoming environment for our community. She encouraged her to seek a library employee to show her where her office is so she can personally welcome her to this shared community space and to feel free to let security know if she sees the person who spoke with her.*
8. For Your Consideration: Today is the first time since the new seating arrangement has replaced the 7-day and staff pick book console that I have not seen people sitting and texting or talking on their phones – not an image that conveys reading, looking at books or periodicals, etc. Can this be changed or integrated better with books? Let me know what prompted this change to begin with – perhaps vision to the doors? Thank you! *RESPONSE: Manager Eileen McCluskey called the patron to thank her for sharing and to discuss her concerns. Ms. McCluskey shared the vision and reasoning behind the change. The patron was very nice and a great library supporter.*
9. Four similar comments re a suggestion for a trash receptacle by the picnic table on the north side by the stage. *Response: these were submitted to the City. Manager McCluskey is currently in conversations with City staff.*
10. Cindy was amazing. Very professional and great customer service. Thanks for the kindness Cindy! *No contact information provided.*
11. Y'all are awesome!!! Keep it up! *NO RESPONSE NEEDED box checked.*
12. Excellent iPad 201 class. Both Sara N. and Erin L. were exceptionally helpful and knowledgeable. Thank you. *No contact information provided.*
13. Effective staff = great turnaround on the phone. Great at check-out. Great at computer help. Great librarians. Great location. *No contact information provided.*

14. Just wanted to let you know that we love the library system in Fort Collins. Your staff is friendly and extremely helpful. You all do a great job! Thanks so much for being a great system for us. *NO RESPONSE NEEDED box checked*
15. I needed a lot of help and I got it. Thanks!
16. Amy – resource. Mark – computers. The best. Deserve raises for their patience and knowledge. ☺
17. “HWD” originally emailed to Robin Gard, former PRPLD board President from a patron re the lack of parking around Old Town Library which was then forward to Manager McCluskey: I have talked to Bob Overbeck about the lack of parking. He passed her question on to the city, who replied that people in the residential areas haven’t expressed an interest in changing time limits. The city talks to businesses and evaluates the need for timed parking. My concern is about the monolithic apartments built on the site of the old Perkins. Students will be able to leave their cars at Library Park for a long time, shutting out users like myself. Not to mention mothers with strollers and children. So does the library board have any influence or say in the matter? Would the board be interested in getting a petition signed by users coming into the library? Does the board meet regularly so I could attend and bring this up? Thanks. *RESPONSE: Manager McCluskey responded that she talked to Seth Larson with the city. He says the city will be evaluating parking around the library after construction settles down. He is very interested to hear from the library board about what it thinks.*
18. As a summer resident of Fort Collins, I look forward to my visits each year. During the year I keep a running book list of books I’ve heard about and would enjoy. Each summer the Poudre River Library District is always able to help me reserve these titles. This summer there were 15! Thank you to all the wonderful staff and to the wonderful facility! We are so lucky to have such a great resource in our city! *NO RESPONSE NEEDED box checked and no contact information provided.*
19. This place seems pretty dope. I’m visiting from PA but good luck. *NO RESPONSE NEEDED box checked.*

HARMONY LIBRARY

20. Please start a free magazine exchange at all or one of the libraries. This is very popular in Boulder County and it also brings in more of the public. *NO RESPONSE NEEDED box checked and no contact information provided.*
21. I love the library. Everyone is helpful and kind, knowledgeable too! I appreciate how information is clearly posted. It’s a peaceful place. *NO RESPONSE NEEDED box checked and no contact information provided.*

COUNCIL TREE LIBRARY

22. I live in this neighborhood. I come to the library to take tests for school. I find myself needing to go downtown because the noise level is unbearable here. I didn’t have time to go downtown today so I came here. I bombed my test because of phones ringing, kids screaming and running around. This is a library and there should be strict rules and guidelines when in a library. I am tired of having to drive across town to go to the library. *Manager Currie Meyer tried to call the patron twice and left messages to return the call which did not happen. Ms. Meyer would have suggested alternate times to come, the use of earphones, and the study room at opening and ones at Harmony as well.*
23. Submitted in Spanish and translated by a CTL staff member: For my family, the library and all it offers is part of our lives. Each week we make use of the services, check out books and movies, participate in training and most importantly, we feel appreciated and welcomed. Thank you for all you do for our general community and especially our Hispanic community. *NO RESPONSE NEEDED box checked.*
24. The computer gal helped me load a call identifier on my Tracphone – a ZTE Smartphone which also asked for a credit card # on play store. Also, she and another upstairs worker checked on how to take a picture of texts which didn’t work last night, but this morning I got it to work. So, the awful names a guy called me are now in my gallery between 8 – 9 pm last night. *RESPONSE: Manager Currie Meyer emailed the patron to thank her for her comment and expressed empathy about her experience and was glad that the library staff was able to help her.*
25. You guys are so kind and helpful. You always help find books and talk kindly to everyone. We enjoy having this library in this town.



26.

COLLECTIONS

27. I would like to suggest subscribing to *Living Bird*, a magazine issued by Cornell Lab of Ornithology. \$39/quarterly.
RESPONSE: Collections Manager Tova Aragon emailed the patron to let her know that the title was researched and it was decided not to purchase at this time. Ms. Aragon listed the reasons for the decision and explained how to access the current issues online.
28. A) I tried to reserve a 2017 travel book. B) Book is overdue. C) Asked to be placed on hold 3 weeks ago. D) Unable to use due to another patron's use.

Why shouldn't travel books with one-year lifetime have different return reg'ts during peak season use? *RESPONSE: Manager Tova Aragon responded by thanking the patron for the suggestion and explained that patrons do receive multiple notices about returning items. If the situation happens again, staff in the buildings can help find travel information through other avenues. She added that she will send the suggestion to have a different loan period for these books to the Collection Advisory Team to consider.*
29. How to improve your selection of French books: a) please have less translations from other languages, b) please add books that have subject matters other than romance and drama. *RESPONSE: Collection Development Librarian Becky Sheller noted that this is a very good suggestion and staff will keep it in mind the next time they add French literature to the collection.*
30. Re complete Swedish audio program with book. Would it be possible to get another book and to make 2 units – 1 disc with each? It is difficult to use both discs at once and would allow more people to access. *RESPONSE: Manager Aragon said we are unable to split the set. Easier for holds if it is one set.*

MISCELLANEOUS

31. AWESOME library employee! I had the pleasure of speaking with Chris Cortez in the Answer Center. I had an issue finding a book and she went out of her way to find a solution for me and was kind and conscientious. Her great attitude made my day!
32. As a taxpayer and a resident of this Library District AND a library card holder, I am quite offended not to be permitted to get a pair of glasses for the solar eclipse. I feel the Library District is holding us hostage by bribing us to sign up for the newsletter. I don't need a piece of paper for library news nor another email for library news because there is a library website which is easily accessed by anyone's computer. Totally unfair way to distribute glasses – first come, first served I understand. Other than that – no other fair solution. *RESPONSE: A pair of glasses was mailed to the patron.*

OTL

Langren, Cynthia

From: Slivken, David
Sent: Thursday, August 31, 2017 8:59 AM
To: Langren, Cynthia
Subject: FW: Event Yesterday, 8/23/17: Another Enraged, Agitated Man in the Computer Lab

Hi Cynthia,

Can you add this email string to the "How'd We Do" for the September 11th board meeting.

Thanks,

David

From: Slivken, David
Sent: Thursday, August 31, 2017 8:58 AM
To: .
Subject: RE: Event Yesterday, 8/23/17: Another Enraged, Agitated Man in the Computer Lab

Ms. f .,

Thank you for contacting me regarding the incident on August 24, 2017 at the Old Town Library. The Library is doing everything within our arsenal to provide a safe environment for staff and patrons. We've hired better trained security guards, conducted staff trainings, have introduced an enhanced service model whereby staff are more mobile and cognizant of potential incidents before they occur. We are in regular communication with the Fort Collins Police Department District 1 officers and we debrief with staff after incidents. We report and share out information via an application called Patron Incident Tracking System (PITS). Unfortunately, illegal drug activity is happening at the library so it is a law enforcement issue and not something that can be solved by adding another librarian to the desk. We have shared our concerns regarding drug activity at the library with District 1 officers and they have told us that they do what they can with the manpower available in terms of responding to our calls.

In regard to this particular incident, staff and security responded to a difficult incident well and the patron is suspended for one year according to our behavior rules. I truly empathize with your perception and I can assure you that the library is doing everything it can to provide a safe environment in a public space in Old Town. We collaborate continually with the Fort Collins Police, Outreach Fort Collins, and the Downtown Business Association. We also meet with Councilmember Bob Overbeck and share patron incident data with his office.

I am forwarding your email to our Board of Trustees in my board report in order to shine a light on this issue.

Regards,

David

From: .
Sent: Wednesday, August 30, 2017 6:27 PM
To: Slivken, David
Subject: Re: Event Yesterday, 8/23/17: Another Enraged, Agitated Man in the Computer Lab

Last Thursday, August 24th, I emailed this note on an event that occurred the day before at the Old Town Library.

I miss-addressed it to an incorrect email address for David Slivken.

Please confirm receipt of this email.

Thank you,

On Thu, Aug 24, 2017 at 6:12 PM,

wrote:

David Slivken, Director
Eileen McCluskey, Manager
Old Town Library

Dear David and Eileen,

Yesterday as I was sitting at Computer Station #31 (nearest to the Reference Desk at the top of the Stairs) a man walked up to the sole female Reference Librarian at the desk and started speaking in a strange, agitated manner. I could not hear the theme of his conversation but I noted the tone of his voice and what seemed like his frustration bordering on anger.

In the 9 months I've been using this Computer Lab on a daily basis, I've seen so many incidents, including some that required police presence, that yesterday I stopped what I was doing to witness what was going on just in case the lone Reference Librarian at the Desk needed assistance.

Shortly after that the man proceeded to Computer Station #18 and started cursing, swearing, and complaining about staff.

Around this time another female Reference Librarian arrived at the Reference Desk.

As soon as he walked over to Computer Station #18 I stood up to witness his agitated behavior and determine if he might become violent.

I then motioned to the nearest Reference Librarian at the Reference Desk to note his behavior at which time I believe she (or the other Reference Librarian next to her) called Security.

The man then stormed away from the Computer saying angry things to the Reference Librarians as he went downstairs.

I found out later that he was stopped by the female Security Guard downstairs and barred from the Library for the next year (in part, for threatening her).

Witnessing this man's behavior I believe he might have been on Meth, or perhaps was undergoing drug withdrawal, or perhaps he is a victim of PTSD. But whatever his issue, I believe he was very dangerous (as were other individuals using this Computer Lab throughout the 9 months I have been coming here).

I intend to write a more comprehensive report on what I have witnessed throughout almost daily usage of the Computer Lab dating back to the end of September 2016.

But the main reason I am writing this email is to strongly suggest one thing:

Please fully staff the Reference Desk at the head of the Stairs -- for safety, TWO Reference Librarians should be present at all times.

Consider that when a disturbed person comes upstairs to use the Computer Lab, these employees are the first person they see.

If a disturbed person comes upon a lone female Reference Librarian they may feel far more likely to engage with them and perhaps threaten them -- without a witness, it may be very difficult for that one Reference Librarian to summon help (especially while they are in the thick of determining just how threatening this person is because some people are loony but not really threatening).

Yesterday, the man in question WAS very threatening and things could have gone far worse than they did.

At times, it's so scary to use these computers that I believe some day tragedy will strike.

Please continue tightening security by protecting your staff and fully staff the area closest to the Compute Lab because in the entire library, THIS is sometimes the most dangerous place to be.

In the next few months I plan to get a new laptop and printer so that I no longer have to use the Computer Lab. At times I've found the stress of working next to obviously disturbed, angry people (often muttering under their breath and just under the radar) utterly exhausting.

But I am concerned about those patrons and staff I will be leaving behind in what I have witnessed as a very volatile environment.

Sincerely,