

How'd We Do? May 2020

1. Good day, I'd ask the library look at options to reopen safely such as methods being used by the Loveland library. They are allowing returns, quarantine the items for 3 days and are doing curbside pickup for online reservations only. If you feel staying fully closed is still necessary to stay safe, we understand. Thank you for your consideration!
2. Hi Mr. Slivken,
I've been a lifelong library patron. When I was in elementary school, I read all of the biographies in the Children's section of the Boulder Public Library. It wasn't a contest, I just liked biographies and my parents encouraged reading. Personally, I think I there was a bit of escaping happening. I really can't tell you how important I think libraries are Libraries are the source of more knowledge than any of us can absorb.

The library staff are wealths of information. I have yet to stump a librarian! I even go to libraries in other towns, just because I like libraries. If I have a few extra hours, I'll usually end up in a library. Libraries have always felt like safe, nurturing places that I can always go to, even when it feels like the world is ending. If I was more eloquent I would go on and on.

I'm only partly writing to tell you how libraries have impacted my entire life.
Here's the other part of my letter:

I've had a lot of fear and unease since the COVID19 restrictions started. I felt like I'd gotten stuck in a big wave breaking on a steep beach, tumbling over and over and not knowing which way was up. I was so relieved to find out that USPS would be delivering mail - it felt like things weren't really as horrible as I feared because at least the mail was still being delivered. I think having the normalcy of regular mail delivery helped decrease my anxiety a little bit. Along those same lines - I shortly thereafter went to the safety and normalcy of the library website, only to find the notice that 'We're Closed'! It felt like a sword went through my heart! I actually cried. Seeing that the libraries were closed felt like my fears of the end of civilization were actually coming true. I felt that if access to all that information was closed then the end of the world was surely near.

But, you AREN'T closed!! All those online services are still available! The Poudre Libraries have an incredible and amazing wealth of on-line services, please indicate that all of the online services are still available. Please change the "We're Closed" to something like - "Our buildings are closed. There are limited staff available (I assume that is true). All of our online tools are still available for 24/7 use."

Wish I could express myself better. Libraries are right up there with the importance of getting regular mail delivery, please change the 'closed' notice to something more hopeful and encouraging!

Thank you for listening.

3. I believe I left my library card at work, and won't be returning to the office for quite some time. I'd like to place a book on hold for pickup when the libraries do open again. Could I get help identifying what my library card is? *RESPONSE: This customer was helped by Answer Center staff.*
4. A nice shout out for imaginantes in this CSU article about Josué Andrés Rodríguez-Ramos <https://agsci.source.colostate.edu/graduate-student-advocates-for-success-of-underrepresented-groups-in-science/>

5. Dear Mr. Slivken,

Fresh from a stimulating virtual discussion of Virginia Woolf's *Mrs. Dalloway* this evening via Rekindle the Classics, I'd like to express my appreciation for the book club your library district co-sponsors. I'm still fairly new to Fort Collins, having moved here last summer from Charleston, SC after retiring from teaching English at the high-school and university level up and down the east coast.

While as a patron I immediately took advantage of your three terrific branches, I didn't find my way to a RtC meeting until mid-spring. Then I was overjoyed to discover what I'd been looking for in my new home—a community of likeable, engaged, and super-sharp book-lovers.

Though over the years I'd much enjoyed book clubs sponsored by my two alma maters, Bucknell and Duke, and by a number of fine county library systems, I have to say that your program is far and away the finest I've ever encountered. Part of that stems from a list of books that are both entertaining and provocative. Part of that lies in your association with CSU—with its very able co-leader, Dr. Shutters, and its strong lineup of discussion leaders.

Yet a huge share of the credit, I believe, goes to the Poudre District, particularly in the person of your Council Tree branch manager, Ms. Currie Meyer. If I have my facts straight, it was she as co-founder who originally proposed that the meetings be held at Wolverine Farms Publick House. While it surely would have been easier to commandeer a classroom at CSU or a Poudre library conference room, the beauty of this brainstorm is that we get to meet at a "neutral" site that's full of good cheer and feels very community-based.

That the club had to be suspended in April was another cruel coronavirus blow. I'm sure that I speak for all its members when I say that we took a hit intellectually, emotionally, and socially. Yet again it was Ms. Meyer who took the initiative, during what must be an incredibly busy time for her and the entire Poudre Library team, to reboot the group via Zoom and drum up fresh interest from its members. This evening's discussion, which she spearheaded after working hours, went off without a hitch, with even the absence of Wolverine Farms not dimming the glow.

There's little doubt that for most library districts nationwide, as they strain to re-launch during a pandemic, rebooting a "mere" book club would be at the bottom of their list of priorities. Kudos to your district, Mr. Slivken, for reaffirming that libraries are not just about making books and resources available, but about connecting people in a way no other type of institution can. In that light, I feel it's appropriate to share this letter with our congressman, who needs to know that in these challenging times this library district is doing this congressional district proud.

With thanks and appreciation!

6. Thank you Sally, Priya, and Erika - and team Neguse! For all panelists - thank you! It was great to listen to you and great job to our moderator, Johanna!
7. We are a family with young children and go through a lot of books in a short time. I noticed that we can't put more than 20 items on hold. Is there any way to raise this limit during COVID when using holds is the only way to check out books? We go through 20 books in a few days at our house and I would love to be able to pick up a week's supply at one time. It is also more difficult than normal to get to the library since the kids are at home full time. I also would be perfectly happy with a prefilled "bag of picture books" that staff pick out at random as the kids do not have strong preferences and honesty that would make things a lot easier than having to search the available collections myself for random keywords. I am sure that many families would appreciate this. Thank you for all you do! *RESPONSE: Council Tree Library Manager Currie Meyer: I will respond to the customer today with two main points: 1. suggest to increase total holds capacity for the family with increased number of library card holders. Provide info for new cards with AC contact/link. 2. Bag of books idea is a good suggestion and we're exploring it.*
8. When will we be able to order books from Prospector? Many older titles are only available through Prospector. *RESPONSE: Collections Manager Tova Aragon: Sorry, I cannot give you a specific date. We do not know when the Prospector system will be back online. It is a statewide system managed outside of our library district. The Prospector staff are working on a timeline to reopen. We will launch Prospector for our members as soon as we are given the go ahead.*
9. I just sat at Council Tree library for 45 minutes, calling every minute for curbside service with no luck in reaching a person. There was no queuing on the phone so it was impossible to tell when/how I would be successful in picking up the books I have on hold. I understand there are issues with your process and this is a difficult time, but I want to be assured my Hold Items will be available past the date noted on the website (05/31) because I cannot sit and wait in the parking lot for an unanswered phone call every day. Please answer this email. *RESPONSE: Council Tree Library Manager Currie Meyer: I have followed up with Angela and Mark. CTL has had some phone issues since we started Curbside, but Mark has been helpful. NOTE: Mark also spoke with the customer and even provided his own number should she have difficulties reaching someone on the phone again.*
10. Where are the remote drop boxes and if I have a library back pack when is it due back? *RESPONSE: Answer Center staff proved the customer with the information.*