

## How'd We Do? June 2020

1. Curb service! Just to let you know I'm the only person in the world without a cell phone but that didn't seem to deter the library staff. Picked up my hold in 5 minutes! Thanks for all your good work!
2. On the page at this link below, you listed the buildings as "closed." Suggest adding that HOLD and curbside pick up is available, and your digital library (list the link on that). Thanks for keeping everything moving forward! <https://www.poudrelibraries.org/locations/> *RESPONSE: Staff checked and took care of this.*
3. Thank you so much for offering curbside pickup at the library! I don't know how much spare time you all have, but I have a suggestion. Usually when we would take our weekly trip to the library, my kids could just pick out five or ten books at random from the shelf to take home. Knowing that I don't have a preference of what age appropriate books we get out, would it be possible for librarians to put together quick pick-up bags? It's just a bag of 5 or 10 age appropriate books that I could add to my held items list. It's also kind of hard to put kids books on hold when there's not a specific book that I want, and therefore I don't know what to search for. There's also that limit of 20 held books on my account at a time, so when we go to the library now each week there are really only 3-5 kids books that are ready for pickup. If the 6 year old quick pick up bag a five books just counted as one held item, we could do even more reading at our house! Thanks again for doing your best to make the library available these days!
4. Good morning. Thank you for your attention. I am wondering if our library system has access to the HathiTrust collection of digitalized materials. From what I have been reading, I rather doubt if you do. If not, I am wondering if CSU might have access and if you would know that piece of information for me. Thank you for your time. *RESPONSE: Director Slivken: Thanks for your inquiry. The library district is not part of the HathiTrust member community. In Colorado, the University of Colorado/Boulder is the only member. You can find member libraries here: <https://www.hathitrust.org/community>*
5. From a staff member: Eileen, I thought you would want to share some positive feedback with the great staff that has pulled together the online and phone storytimes for the Summer Reading Program. You know better than I do who needs to hear this . . .

A mom called to pick up holds and asked that I pass it along that her girls are watching the online storytimes and are loving them. She expressed the concern that everyone who has worked so hard to make it all happen know that people are watching and loving this resource. She specifically mentioned that her girls love seeing the familiar faces from the in person Storytimes they attended in the past . . . so keep up the great work.

6. Great idea to make these Bags of Books available for kids! We miss you all but appreciate all the library is doing to keep connected with all of us.
7. Hello, We picked up 2 Bags of Books from Council Tree on Sunday, and cannot thank you enough for doing this program! We love going to the library to pick out new books; without being able to go inside this is a wonderful substitute. My kids are so happy to have new books to discover. Thanks again, we look forward to getting more soon!!

8. My thanks to Sara who helped, very patiently, to assist me on using kindle and hoopla. You were wonderful! (Council Tree).
9. Book donations - I have been asked whether you are accepting donations of books for your book sales. I think it would be helpful if the Library issued a public statement as to your status on that at this time and when we might look for that resuming. *Comment was forwarded to the FOL for a response.*
10. Good morning, last week I called and talked to Susan who was very helpful in finding out for me the status of the State Parks backpacks. I am thankful for her hard work in tracking this down, and even calling me back the next day once she was able to get the answer from the circulation people.

I was, however, saddened to hear that these are being pulled from circulation due to the current conditions. While I understand that I don't know all that goes into getting these packs ready and distributed, it is a great disservice to our community that these are not available.

During this time we are being encouraged to get outside more, and the State Parks are a wonderful way to do just that. Many families, or individuals like myself, do not have the funds to visit multiple parks and these were a way to try them out. As an example, I am on a limited income - searching for a job does that - and while I have some more time I am learning how to fish. It would be nice to be able to go places like Boyd Lake or Lory State Park, but I do not feel it is wise to spend the money to enter each of these parks when I don't know if I would enjoy it in the long run. If I had the opportunity to 'try out' each of these parks, as well as others, and I do see that it would be beneficial to continue, I could budget to get an annual pass. As a single person, it is hard to justify per-car expenses when there is only one of me on a tight budget.

That being just one example of why these passes are so important for our community, I can think of many others. Additionally, the library is a community resource, and these passes have been part of that resource. It saddens me that so many who cannot afford to enjoy the great outdoors in such a way are being further hindered because a resource is too difficult to maintain for circulation.

May I suggest looking into how this could be incorporated into curbside pickup, with necessary checks in place, and setting up a specific time frame for pickup/drop-off? Maybe the person picking up can call the library as they are coming, and circulation can make a definitive plan for how to do the pickup/drop-off?

Again, I understand I do not know all that goes into these backpacks, but it is a shame that these are available for the public in a time when they are most needed. Thank you for your time. *RESPONSE from Collections Manager Aragon - I agree with you that these backpacks are important resources to our community. Thank you for taking the time to write us about your concerns.*

*The Collections and Circulation staff discussed the circulation of the packs and decided it would not be feasible to circulate them through the curbside service. The backpacks are checked out and not available for holds. The due dates for all items were changed to June 30<sup>th</sup> because of our closure.*

*When the packs are returned, they will be out of circulation for updates. The State Library, who provide the packs, sent us materials to update the bags. Once the bags are updated and the libraries reopen, they will be available to check out. They will not be available for holds.*

*I am sorry we could not accommodate your request for access to a pack before the buildings open.*

11. Curbside, Baby - Enjoy this video courtesy of the Nashville Public Library  
<https://www.youtube.com/watch?v=rnk4qeu9WZY> Cheers!
12. Information is Power zoom meeting on June 19<sup>th</sup> – Hello Just a note to say how refreshing it is to hear some voices with lived experiences sharing in our community. Thank you for hosting these conversations, please keep them going!
13. Thank you for hosting the Juneteenth webinar today. I learned a bunch and found it really valuable. If you are collecting demographics I'm a 55 yr old white male. Feel free to email me if you have any follow up questions. Ty again, love to see more programming like this.
14. I listened in on the library Juneteenth zoom call and am very grateful to have heard many local experiences. Can you please direct me to the recording of the meeting? I would really like to share with other Fort Collins residents and friends. Thank you for hosting!!!!
15. I am writing to suggest/request an increase to the number of items that can be on hold at one time. It currently seems to be 20. Normally this would be adequate, but given the virus restrictions in my opinion it is not. I currently have 20 items on hold, mainly dvd's where I am from 2/4 holds to a high of 70/92 and 66 out of 98 holds. Realistically my turn won't come up for months on many of them.  
  
This makes it difficult to check out books currently as I have to wait for a item to come off of hold, be picked up by me before I can request another book. And rather than consolidating trips I need to make multiple trips to pick up one or two books at a time.  
  
I understand this might not be easy to do and that it will become irrelevant should the library open again to patrons in the near future. *RESPONSE from Director Slivken: Thank you for your feedback regarding holds. Our leadership team has discussed raising the limit, but decided to maintain the limit at 20. It is a matter of having a reasonable level of service we can sustain to meet reasonable demand for the large number of customers placing holds. We are now managing an extraordinarily large number of hold requests for our curbside initiative. The good news is that we are planning to open up our doors soon for browsing of all of our physical materials. I very much appreciate your patience as we navigate our way through this pandemic.*
16. Repeated calling needed to access curbside pickup is so frustrating. I love the library and I'm so thankful that you're offering curbside pickup but the process of calling in to get my books is so incredibly frustrating. I just went to pick up my books and had to call 33 times before someone picked up. Last time it was 28 times. There must be a better way. Can you not have people sign up for a pickup time electronically, similar to what the grocery stores do? Seriously, there were only a handful of people outside the library calling for pickup, so it can't be that the numbers are too great. It's simply that we're all competing with one another for the phone line. I got the "all circuits are

busy" automated response a few times. Thank you for what you're doing to serve your patrons, but please, please find a better way to get information from people so that the experience isn't so frustrating and time-consuming. *RESPONSE from Director Slivken: I am so sorry for the aggravation you endured regarding picking up your materials. We have had issues regarding telephones at the Council Tree Library and have been working to alleviate the problem. Again, I am so sorry for your experience and we hope to have this addressed soon.*

17. Re new acquisitions. Hi there - I'd love to see the library commit to acquiring at least 50% books by BIPOC for the next year. *RESPONSE: Collections Manager Aragon responded to the customer explaining why the District cannot commit to doing that.*
18. I would like to suggest making it possible to browse the physical book catalog more easily. Why can I not just browse fantasy books or cooking and food books like I can in the Overdrive library search? When I search for fantasy even as a subject or a keyword, I get titles such as "Best Fantasy of the Year" or "How to draw fantasy characters" and not actual fantasy books. I often don't know what I am looking for and enjoy browsing at the physical library which we cannot do at this time. Am I searching incorrectly? Please consider adding a system to more easily browse the catalog if possible. Thank you for listening to my feedback.
19. Comment from a customer who reached out for help with his iPad. He said: "Jillian, after many attempts I have finally figured it out. I want to thank you for your time. I can honestly say that Poudre Valley library has a fantastic staff." (Council Tree Library)
20. Another comment from customer "D" - (I think in regards to the same Info Guides transaction) about good service from Drew and Jillian to include in the June HWDs: "I want to thank you for all your help yesterday and referring me to Jillian. It is certainly your good deed of the day for a Senior citizen."
21. We are loving the bag 'o books! We can't get enough! I noticed that the website says up to 5 bags can be checked out per card holder, but I get an error when I try to check out more than two bags. I have been using my card and my husband's card, so it isn't a problem for us to get enough books, but wanted to flag this for you as it seems to be an error. Stay well.

*Response from Manager Meyer:*

*So glad you are enjoying Bag o Books! We have distributed more than 600 bags since starting the project on June 3! That's 6,000 children's books!*

*The two-bag limit is per online order. Any cardholder can have up to five bags (50 books) checked out to their card at any given time. So, you can request two bags on a form, submit it, then bring up a fresh form, and request two more, for a total of four bags. Then later that day, or next week, (or whenever), bring up the form again and request one more, for a total of five bags checked out. Then, when you return twenty books (two bags-worth), you can request two more bags.*

*There is no systematic block for five bags at-a-time, this is basically on the honor system, just FYI. Although your library card's total capacity is 100 books at a time.*

*We're just trying to keep the stock of books per person, and available at CTL, at reasonable levels, so there is enough to go around! Happy reading!*

22. I love, love, love the bag o' books service and hope you consider keeping even in non-pandemic times. It has been a game-changer as a parent of small kids. We have received a wide variety of books with different characters, themes, and styles than I usually pick out, and it saves me so much time researching. I appreciate all the library staff has done to think creatively and continue services during these strange times. Thank you!