

# How'd We Do?

## April 2014

### OLD TOWN LIBRARY

1. Love the chicks. Great project!
2. Great!
3. Circulation staff member Renae (Estrada) - fabulous memory
4. All the librarians and volunteers at Old Town Library branch where I am a frequent visitor, are incredibly helpful and go the extra mile to help me find what I'm looking for but it takes me and them extra time for them to tell me where various sections are (eg. newspapers, oversized, nonfiction, etc.) Why can't there be a permanent posted map for the first and second floor showing the library layout? This is a common item in other public buildings - to show a map or directory. It would be useful for all patrons and save both the staff and patron's time. If you spend thousands on landscaping, you can post a map/directory.
5. Move library dropbox to King Soopers where it can be watched
6. Great - outstanding, resourceful staff. Will be back again (visitor from Brownsville, TX)
7. Thank you for letting me use your computer.
8. Always great! Could not possibly ask for more from all the staff.
9. The libre is btfl aoo full books. (the library is beautiful and full of books - from a very young reader/writer)
10. Daniel (Jauch) on the computer desk, 2nd floor, was most helpfl I resolving a problem playing Dr. Zhivago dvd and getting another copy to try.
11. Nicest and friendliest service
12. Thumbs-up: Thank you for displaying books on lower shelves and majority of books from upper shelves. Your signage: do a large drop sign with directional arrows leading to specific areas, i.e. new fiction, fiction, non-fiction, etc.
13. Please change hours/time on computer for job search. I try to do seven per day and could only finish one.
14. We just finished a fascinating discussion in the community room...what I could hear of it. Norm (Fitzpatrick) said he put duct tape around parts of the duct to cut the blowing noise; but it's so powerful that the tape comes loose and it rattles. Help!
15. Can you please determine if the noisy fan in the projector (community) room can be turned off or the sound can be lowered? It is difficult to hear people trying to speak over the sound. **RESPONSE: Jean sent a response to the patron with news of the HVAC changes.**

## HARMONY LIBRARY

16. I would love it if you would break out the DVDs at Harmony like it is done at Council Tree Library. It is so much easier to browse when it is separated out that way. I'm surprised the library systems don't incorporate this nationally. Ex of sections: TV, Movies, Foreign Films, etc, etc. The way Council Tree has done it is FANTASTIC! Please follow suit in your other libraries. Thanks. **RESPONSE: Ken called patron to let her know the Circ Supervisors are considering adopting here and at Old Town.**
17. I took two hours out of my frantic day today to read in a quiet corner of the library. For at least thirty minutes, I could hear the loud shrieks of laughing children running around near the circulation desk. Finally the noise came closer to me. Students were trying to study and this is a LIBRARY!! What happened to "Shhh! Quiet please." ?? **RESPONSE: Ken emailed patron. Copy upon request.**
18. What is the point of having separate parking for students if they just park here (Harmony Library) All Day Long – it gets tiring for library avid users. *No Contact info provided.*
19. I wanted to give a "shout out" to Amanda. Truly I should have done this years ago. She has CONSISTENTLY been helpful and upbeat each time we have encountered her at the Harmony Library. Amanda has a quiet way about her (entirely fitting for a library!) – yet also a warmth of nature that invites trust and respect. Today, Amanda paused from shelving holds to assist my daughter and I to check out. She is exceptional! ☺
20. Hi, I'm an avid PRBL [PRPLD?] user and have noticed that you publicize kids, teens, and adult activities but nothing is focused on seniors. There are more seniors coming to Fort Collins and living here and we've all discussed the need for more senior outreach and communications. Do you have a web page where this could be accomplished? Thank you! **RESPONSE: Ken shared message with Sylvia Garcia in Outreach. She will get in touch with patron.**
21. Hi there, Tracie and I had a little chat about access to space for people with disabilities. My tutor is blind and I forget to bring my computer sometimes so having a disability only room would be helpful. How? My tutor and I have to talk because I can't show here things, without words. Also on Monday there was a tornado drill which we sat outside for, and we never knew it happened. **RESPONSE: Ken emailed patron. Copy upon request.**
22. Thank you for your extensive assistance in finding book #2 and book #3 of the prequels to Treasure Island. You were able to find these books by John Drake – Than you!
23. New Here and Now stickers are too easily missed. They don't help people understand what the rules are because no one even sees them. And they keep getting shelved on regular shelves making it near impossible to find when patrons ask for them. (No contact info provided.) **RESPONSE: New spine labels are now being added that will aid in identifying Here & Now items.**
24. How about the possibility of allowing extra hours online (after our allowed 2 hours). Maybe even charge \$3-5 each extra hour? Might generate some much needed extra \$\$\$. Also, how about possibly connecting the 2 "free" hours like they do in Loveland? **RESPONSE: Ken emailed patron. Copy upon request.**
25. My grandson takes trumpet in band in Jr. High. He said his band teacher did not tell them about the jazz concert last Friday at Harmony = Poudre River Irregulars. Do you do outreach to the band teachers? **RESPONSE: Programming Team responded to patron.**

26. Hoping that you would start a “laptop” or “iPad” check out system for middle and high school aged students (or all!) who frequently need computer access at home but cannot afford multiple computers per each child for school and learning projects (similar to your Nook checkouts). (No response needed box checked.)
27. Erik in computer lab went above and beyond what was expected. Thank God for that young man, his parents should be so proud. The guy who ran lab Tuesday was total opposite. Maybe he knew I was stupid I don’t know but Erik was so helpful and I don’t know if your service I got yesterday but Erik made me cry I was so happy. **RESPONSE: Ken gave to Annie Fox to respond as Erik is a FRCC employee.**

### **COUNCIL TREE LIBRARY**

28. I’m not coming here any more. No place to park! **RESPONSE: Currie shared with FRV General Manager.**
29. I wanted to park on the south side of the library on above date at approximately 11 a.m. and could not find a spot. I had to go park in front of Dave’s Diner in the shopping area northeast of library. There needs to be some are of 30 minutes or one hour limit or some short term for library patrons only. P.s. I guess I am considered a senior citizen (80) but still am able to walk. But appreciate a shorter walk in rain or cold weather! **RESPONSE: Currie called patron.**
30. I am a senior with many questions. Chelsea was very kind and patient with me – helping with my account, etc. Thank you for having someone like her at the desk!
31. All of the staff at Council Tree seem so helpful, but there are 2 people who are truly extraordinary. Amanda has treated me so kindly – one never feels that one is bothering her – she is so happy to help! I don’t the name of the oriental/Asian man, but he is also wonderful! They are the epitome of great customer service. Thank you!
32. In the last month or two, all of a sudden it has become impossible to park in the lot south of the library. And it’s not just story time days. I’m not sure why and I know the library doesn’t manage the lots, but it would be really helpful to have spaces reserved for people with small children and seniors as at Harmony Library. I find it hard to believe that all the stores are crowded with customers at 10 a.m. Something has changed ie the FRC mgt needs to solve the problem if they want their stores to have customers. **RESPONSE: Currie shared with FRV General Manager.**
33. Drew was such a big help in finding books for a 10 year old tomboy who struggles with reading. She took my email and very quickly sent me some great recommendations. I’m so grateful! Thank you!
34. The 2 different story times at once is a bit chaotic – when the preschool one is letting out the kids area is already full from toddlers that just got out of their story time. Parking is non-existent near storytimes. I parked at Famous Dave’s last time we came. I circled the lot for 10 minutes before someone left and I got one.
35. GETTING SOME 5 MIN PARKING SPACES **RESPONSE: Currie shared with FRV General Manager.**
36. The big letters on the south side of the building saying “L I B R A R Y” are too hard to see. They are brown and don’t contrast well. You should paint them a color easier to see.
37. Parking is very difficult! Could a 10-min parking place for library patrons be installed? **RESPONSE: Currie shared with FRV General Manager.**