

# How'd We Do?

## December 2013

### OLD TOWN LIBRARY

1. I was very disappointed that remodel was not able to offer a coffee bar/kiosk. Here's my vote for offering coffee/tea in any way, shape or form to enhance our library visits. No response needed, just coffee!
2. Sylvia (Garcia) was a GREAT amount of help! She was very pleasant and knowledgeable!
3. Great!
4. My lack of computer skills is huge. Daniel (Jauch) helped me accomplish a survey I have been trying to complete for weeks. His patience and unselfish help and knowledge allowed me to be done in minutes whereas I would have taken much longer and the time savings this time of year is very helpful. Thank you for having high quality staff members.
5. Your staff are very respectful and helped me a lot.
6. Love the Xmas tree!!!
7. I just wanted to complement you on an outstanding employee. Bonnie (Nichols) has consistently provided quality service each time I have visited the library. She is very pleasant and goes out of her way to help. Thank you.
8. Erin (Senseman) in Reference solve a very challenging issue! Great person & employee!
9. Sylvia (Garcia) helped me when I was in a hurry. I was late for a meeting, but I want her boss to know how much I appreciate how she went above and beyond to help me find a phone #. Since the improvements, so many of your staff have raised the bar to be helpful. You are very fortunate to have her on your staff.
10. I left my laptop on a desk in 2nd floor northwest wing to meet my wife for shopping. Came back and the library was closed due to the emergency power outage. Wife came by to pick up my laptop. It was safe and secure and nothing was missing. Thank you for a good patrol/security system.
11. I have lived in San Francisco, Napa, NYC, and Washington, D.C. and I have to say that I am impressed with the quality of the library here, esp. given the small size of the community. You all have great events, book holds are fairly quickly fulfilled, and the selection of books is impressive. I'M A FAN!

### HARMONY LIBRARY

12. Three cheers for Tracie. She helped me get a new library card, oriented me to the library and taught me the self-checkout process. Thanks loads.
13. Happy Holidays – Happy New Year. The Harmony Library is my easy accessible go to place. Friendly staff and current up-to-date selections. Thank you.

14. I love and appreciate the computer lab! Specifically Tasia helped me with a B-day/Christmas project. She was quick, knowledgeable and kind. Thank you!

### **COUNCIL TREE LIBRARY**

15. Love love love the idea of a “computer” helper person – but very hard to see/tell where they are stuck in the corner. – love love love the FtC libraries ☺
16. Yeah! Yeah! Yeah! The DVDs are separated movies vs TV shows. Blue ray vs regular DVD. This is FANTASTIC! Please institute the change at the other libraries. It is sooo smart to do that! YEAH!

### **OTHER**

17. Can you get any books on guitar building  
*RESPONSE: Becky ordered a couple. She was unable to contact the patron. Bad phone # and name was not in our database.*
18. I asked over and over! Why don't you buy comedies (movies)?! For those of us who are such in need of laughter. *No contact info provided.*