

How'd We Do? January 2014

OLD TOWN LIBRARY

1. Why is this library not as good as the one on Harmony? Really.
2. I participated in your 10:35 Toddler Storytime as we do almost every week. This week's reader was Giny (McConathy) and we hadn't had her before. She was absolutely FABULOUS! She was amazing with the kids and spoke to them so sweetly. Her guitar playing and singing were a delightful addition and really made the time special. I was impressed with her storytelling and poetry reciting abilities, as she did it all from memory. She is by far my favorite storytime reader!! She also taught us a word in sign language, she had great props, and was perfectly dramatic. She really understands kids at this age!
3. God bless U!
4. Sylvia (Garcia) was very helpful with my medical research. I could not have done it without her help!
5. I spoke to Amy (Holzworth). I didn't want to leave my name, but I'm well aware that there is a large number of homeless/transient men and women that are using the library as a place to sell/buy drugs. I saw drug deals in process, heard conversation concerning drugs, and witnessed numerous men inebriated/under the influence of narcotics. The security obviously has no legal right to apprehend the brave criminals, but its becoming a unpleasant place to frequent with my daughter. Thank you to whom it may concern.
6. Amy (Holzworth) at the Reference Desk was awesome. Went out of her way to really make sure I had all if not more than I needed. Additionally supplied me with knowledge where to get more information if needed.
7. The library assistant Jewels (Hall) was very helpful and detailed. Thank you.
8. Jewels (Hall) - library assistant, amazing, helpful, friendly, detailed. Loved, loved her!
9. Please hang a big map/layout of the library on the wall so easy to see at a glance! Would be much better than a piece of paper in an obscure location. Thank you.
10. As a frequent user of the meeting rooms, I've noticed that they are always uncomfortably hot. The radiators seem to be going full-blast. any way they can be brought in line with climate control in the rest of the building?
11. You have got to do something about the heat in the study rooms upstairs! (Like um, I don't know...turn down the heat?!!) It's ridiculous. Lately I have to "strip down" to my t-shirt to keep from passing out from heat exhaustion! (and still wind up sweating!) Today (and this was the last straw), I had to shut down my laptop - in the middle of a project - because my laptop was getting so hot it wouldn't even work right! (way slow) I was afraid it would sustain damage if not shut down! You do know that excess heat costs money, right?! Turn down the thermostat, for the love of God!

Jean's Response for 10 & 11:

My sincere apologies for the distress caused to you over the temperatures in the 2nd floor study rooms recently. In the remodel/expansion of the library, we have discovered that some of the HVAC systems and ventilation are not functioning as expected and we are in process of working with contractors to make these systems function much better to provide a comfortable environment. The study rooms are particularly difficult to manage because each has a radiator as you mentioned as well as the large windows streaming sunshine in for most of the day. Management of the library's temperature control is also done offsite and we are working with that staff to come up with solutions, especially during times when the weather is unseasonably warm outside and the HVAC system doesn't know how to respond in such a large facility.

We are hoping to be implementing some changes very soon to make the situation better. In the meantime, I would like to suggest that you might like to use the Community Room on first floor if the space is not in use for programs or events. If the garage door is open in there, it is available for patrons to use with tables, chairs, Wi-Fi, and electrical outlets available.

Thank you for writing and using Old Town Library - Jean

12. I needed to type tax forms because they're in triplicate so I'm unable to use a computer application. I called to see if you had a typewriter. Sam (Alvarez) was incredibly helpful and responsive. Thank you so much for offering this service. I don't know how else I would have been able to complete these forms. Thanks for the great service!!
13. Regarding Melissa (Beavers) - I came in for help on tax forms. She was amazing and patient and very kind. I appreciated her help very much. She helped me a lot.
14. Seems like a person lives here!! Upstairs by the magazines, a person has "eats", computer, backpack, and whatever set up by the window. Stays all day? Not pleased with this library - Greeley has a much NICER library.
15. Cindy's (Laupa) uplifting appearance and friendly nature are icing on the cake of her knowledge, competence, and willingness to share her deep knowledge of the library system to help others.

HARMONY LIBRARY

16. Jennifer Z is very great! Wonderful help.
(Patron told me Jennifer was able to get through the New Yorker archives for some military history on Saturday and came in to especially thank her for all the hard work. He couldn't say enough thanks for her. – submitted by Jennifer's co-worker)
17. There need to be a way for patrons to print out a schedule/list of classes they are registered for with the district.

18. Customer requests a basket or container of reading glasses at 1, 1.5 or 2 prescriptions for patrons who cannot read without them and forgot them. Says perhaps we could ask patrons to donate old ones they cannot use? *patron wanted to trade online and forgot glasses at home.
RESPONSE: Ken met customer while still in the library. Explained that we do have reading glasses and shared them with her.

COUNCIL TREE LIBRARY

19. I love coming to this library. It's always so clean, quiet, and everyone is super helpful. Thank you!
20. I'd like a book drop accessible from the car, for parent with small kids. Car seats are a pain.
RESPONSE: Currie emailed patron. Please let Cynthia know if you would like a copy.

OTHER

21. I wanted a travel guide to Central Florida. Nothing here!
RESPONSE: Becky responded to patron via email.
22. The collection needs more diversity. LGBTQ materials in particular are sorely lacking especially fiction and genre materials. I find it disappointing to have to turn to Prospector EVERY TIME. I want to read a lesbian romance novel. I know there's not a lot on the market, but the library could do better making what is there available. *RESPONSE: No contact information provided, however Becky did address this issue in the event it comes up again. Let Cynthia know if you would like a copy.*
23. I know it's futile to ask you to buy more comedy in movies. What I don't get is the amount of violent cop shows and violent movies. Why? Who is your buyer? *RESPONSE: Tova responded to patron. Let Cynthia know if you would like a copy.*