

# How'd We Do?

## March 2014

### OLD TOWN LIBRARY

1. Paul (Douglas) provided me with great service with printing/copying. Thanks!
2. I would love to see the smoking section moved to the other side of the library so all the children don't have to walk through a cloud of smoke and hear all the homeless men swearing on the way to the playground. Please! I don't want to have to walk my 2-year-old around the long way just to avoid the smoke!
3. Very helpful - great job! (*Jean sent a thank you*)
4. I just moved here from Florida. Have lived in Brooklyn, NY. This is the most amazing library I've ever experienced. (*Jean sent a thank you*)
5. Could do a little better - keep trying. Get more paper towels & more computer time.
6. Have a used magazine dropoff or pickup.
7. I have been coming to this library since this building was built and I am so dismayed to see the amount of trash around the grounds. The grass and landscaping are basically one big ashtray. I have supported the library most of my life. I can honestly say I would never feel comfortable sitting outside anywhere. So many families come there and it is gross to think of the kids playing, eating, whatever. **RESPONSE: *Jean sent response to the patron after following up with Parks crew chief; contact her if you would like a copy.***
8. I am in a book club and use the downtown library frequently. I am always so impressed with how helpful and pleasant the librarians are when I need a book. I feel so fortunate to have access to a library whose staff really cares, and works very hard to accommodate me. Thank you.

### HARMONY LIBRARY

9. Thank you for the addition of recycling cans ☺
10. Patron Critique: It would be easier to reference SHORT STORIES if they had their own specific section instead of being scattered by a title word and having some odd placement in the NON-FICTION zone (!) It's a bit perplexing to me.
11. Diane from REFERENCE was very knowledgeable, witty, and helpful. She answered all of my inquiries professionally and with forbearance.
12. Your online resources (accessed via the Treasure Chest icon) are a literal treasure trove of good stuff! Frankly, they should be promoted to the public more in my opinion.
13. I always enjoy a visit to any PRPL branch! (Keep up the good service.)
14. Please make the shoulder straps on the book bags wider for people's shoulder comfort. **RESPONSE: *Ken called and discussed with patron.***

15. Kristen Draper – hugely helpful – hugely agile at checking references, quotations and citations. Saved me tons of time. Very much appreciated. Thanks!
16. I love going to the library! Though it is inconvenient that you don't have all the books at one time.  
**RESPONSE: Ken emailed young patron.**
17. I do not comprehend why you have such early closing hours on Friday, Saturday and Sunday. Weekends are the only time I can do some errands (and come to the library) and it is very inconvenient to have to be there so early. I do appreciate the library services. **RESPONSE: Ken emailed patron. Let us know if you would like a copy.**
18. I have been contacted several times regarding books that I have returned that did not get checked in. The first time I called and the book was found on the shelf, the next time they said they couldn't find the book so I came in and found it re-shelved. From then on I have just come in myself right away to find the "missing" books and have found them re-shelved each time. I understand mistakes happen, but it is happening so frequently it is getting very frustrating. I would recommend the Harmony Library get a machine like the Main Library that gives receipts when you return books or if you have a better idea?  
**RESPONSE: Circulation Supervisor is calling patron to discuss.**

### **COUNCIL TREE LIBRARY**

19. Way too much noise from children and not enough closed study rooms to balance - aren't libraries supposed to be quiet for reading/learning?? *No contact information provided.*
20. Everyone is always helpful and pleasant. Thank you!!
21. Thank you for accommodating the 1<sup>st</sup> Friday of the month scrabble group in the entry during tax season. We also like the signs you put on the tables. We may like it there all the time!
22. We were looking for an audio book. Jordan asked if she could help and went to the computer, quickly found what we were looking for at another branch and put it on hold for us. While Jordan was doing the search, others came to ask for help. She promptly signaled a coworker who helped the others pay fines and answer their questions. All that time she was aware of her surroundings and the needs of others. Well-oiled machine here! Friendly and fabulous customer service.
23. TWO PARKING RELATED HWDs: We need more parking at Council Tree. Since the yoga studio opened, parking has become even more limited AND Need designated library parking. **RESPONSE: Currie emailed patrons. Let us know if you would like a copy.**
24. The parking situation seems to be getting continually worse in the area. Is there any consideration to placing a drop box that is not a part of the building so that we do not have to park a "mile" away just to return a book or other library item? This would be especially beneficial to moms with small children, elderly or handicapped and everyone in the event of inclement weather. **RESPONSE: Currie emailed patron. Let us know if you would like a copy.**