

How'd We Do?

May 2014

COUNCIL TREE LIBRARY

1. Parking!! What a disaster. At least how about ½ dozen 10-minute spaces for quick pick up and drop off? (*Currie shared with Melissa M. at FRV*) *No contact information provided by patron.*
2. The lack of library etiquette is appalling. Even the staff seems to think that it is okay to talk without any volume restraint. Maybe I'm just old and crotchety but today's library environment SUCKS. (*Supervisor discussed noise levels among staff with staff.*)
3. Kami – really nice. Helped me to renew books and more! Thx!
4. Could not find fiction on shelf. Librarian checked to be sure it was “checked in”. She helped check on end display and staff picks – lost was found. BRAVO Kristin!
5. Kathleen was very helpful in answering all of my questions.

HARMONY LIBRARY

6. Would it be possible to start a puzzle checkout system? Maybe with children's puzzles to start?
RESPONSE: Ken answered patron and sent the idea to the Collection Advisory Team for consideration.
7. I like the new arrangement – seeing new materials first.
8. Can you find a way to let people look through videos A thru Z? Right now you can't from your website.
No contact information provided on form.
9. I had a Prospector marked as in transit for 2-3 months. When I finally asked a librarian, they contacted some Prospector lady. That was Tuesday. Today (Saturday), my book came in. Thanks for the great work.
☺
10. Patron was wondering if maybe we could spread DVDs out to where more than one person could look at once. He said if one person is looking, no one else can, and they are too crowded.
11. The library resources are awesome! Specially Molly Thompson! Thank you!
12. Awesome! Corky: from a greeting with a smile and point in the right direction (actually leading me to Erik in lab). To Diane: Another smile and explaining the importance of these feedback forms! To Erik himself: the most courteous, knowledgeable, efficient help with computer music/MP3 files and I watched him offer similar excellence and patience to a half dozen others – many thanks! Keep it up Harmony staff!!
13. Just wanted to share a thought with you. You have an excellent staff @ Harmony. I asked about a hold on a DVD and one of staff gave a brief synopsis of the movie and book! This staff is great.
14. Zoe was a terrific instructor for Picasa. Tools were similar, handouts matched, patience, helpful, excellent class! Nice to have an advanced class. Be nice to have several classes close together so we can remember and use tools right away.
15. Zoe is an exceptional teacher. Picasa photo class well organized and very helpful. Would love to have multiple classes in a row 1 wk straight or twice a week for 2 wks. . . to really master it. Thanks!

OLD TOWN LIBRARY

16. I love the individual study rooms. As a CSU student, it is nice to come here during the week and not have to pay for parking like on campus. We also bring our baby here for storytime usually it is daddy that gets to come but when I have time, it is the highlight of my week! Our son doesn't get to see many other babies so he loves to come and play with his friends. Thanks! *(Jean sent a thank you)*
17. Thank you to whoever puts the weekly newspaper ads & grocery flyers out.
18. Staff has been extremely polite and helpful since I got my card on day 1! Above and beyond the call of duty!
19. Daniel (Jauch) upstairs is so amazing, kind, and patient - without his help success for me would of never occurred, he needs a raise! *(Jean sent a thank you)*
20. Emilio (Herrera-Young) was as helpful with the "monster" computer as one could be. A very valuable employee!
21. I am offended by the Watch Tower presence in front of the library. It is too large a presence, over the top, and feels inappropriate. *(Jean reviewed the display/ table, asked the group for a compromise, and wrote a response to the patron; please let her know if you would like a copy)*
22. I think you're getting way to pricey on your donated books. I'm on a limited income and I cannot buy the books that are more than \$3.00 dollars. You're not doing anything for the poorer people and seem to be catering to the middle class. I remember when they were FREE and now you seem to be getting greedy. *(Forwarded to FOL President Robin Gard for reply)*
23. We LOVE the 'History Comes Alive' programs. Thank you to Norm! Please use our \$100 towards this program. Thank you! *(A check for \$100 to the FOL was included; forwarded to the FOL for a thank you in addition to a thank you from Jean)*

HWDs RECEIVED ELECTRONICALLY

24. I am so delighted with the help that the Staff gives me. They are always so helpful in helping me find the books and items that I want. I wish that other businesses in town would take a page out of the library handbook to provide the consistent and helpful services to their customers.
25. I have spent the better part of this afternoon fighting with your new setup for digital lending. I installed Overdrive on my table which gives me a different set of results than searching your website. I finally tried installing the freading stuff and could only download 1 book and it didn't even download the correct book!! Go to (URL given) and you'll see that it isn't even close to the same book listed as what gets downloaded. So far I love the libraries but the digital setup has been a nightmare to navigate and get to properly synch.
RESPONSE: Tova corrected an issue with a specific title and offered additional help if needed to patron.