

# How'd We Do?

## August 2014

### COUNCIL TREE LIBRARY

1. Great as always – Super nice and helpful.
2. I love this branch. Always helpful.
3. Thanks. Kudos to Karen for helping me with my print out on computer.
4. Unable to concentrate on my work with staff allowing children to run around the library screaming. Libraries are supposed to be quiet for a reason. **RESPONSE: Currie called patron.**
5. Cell service here and at the other west of here is horrible. Makes the library's less friendly  
**RESPONSE: Currie emailed patron.**

### HARMONY LIBRARY

6. Love this library and come here often with my mom and son. Today, sitting down for just a few minutes I was annoyed to have 2 separate individuals (middle-aged women like me, for what it's worth) talking loudly on their phones. They did not seem to feel any compunction about carrying on a regular conversation in the library. Could we get some signs up to nip this problem in the bud? **No contact information provided.**
7. For 45 years you've done great and that continues. 2 suggestions, one immediate, one more generationally related. 1) When accessing My Account, seeing status of book I have on my card, consisting of due date and (occasionally) if book is on HOLD. But often also I won't find out if book is one HOLD (thus not renewable) until I actually try to renew it. If software could be fixed to reliably indicate HOLD status on My Account book info screen, it would make things so much easier. Thanks on this one.

Now for #2. As a 73 year-old male I have vivid memories growing up of all the movie and early TV western/cowboy shows. So naturally I've always enjoyed what used to be called the "Western" book genre. Now I agree that times have changed, and that the Western genre as it used to be, is dying out. Even so, it has always been, and remains for me, mildly irritating that I can't simply come in and browse a Western book section like you used to have. (Yes, I know you still have a western section in paperbacks.) Loveland Library still has a specific physical section with actual hardbound western genre books. And yes, I know that if I have a specific author name I can look in the online catalog at PRPL and/or Prosector. I've done this often. But most times I don't have an author name, just want to browse titles. Anyway, doubt this situation is changeable, but I've got it out of my system! **RESPONSE: Anne M. emailed patron (in Ken's absence).**

8. EGGSelant
9. Emily did good, give raise
10. Very well
11. Exclent sirvace
12. Thanks for providing a childs play area w/2 computers & a very simple check out system we love the library

## OLD TOWN LIBRARY

13. Every time I come to the Old Town Library it's the same thing...I feel like I'm walking into a family-owned business that's been with the family for years and they really care about anyone who walks through the door. FRIENDLY!!! The individuals that are employed here (everyone I've spoken with) are more than happy and willing to go out of their way to help me find what I'm looking for or show me how to use the catalog/Prospector.  
  
It's the positive energy I feel when coming here that keeps me coming back and feeling welcome! Thanks to all!!!
14. i Love thE liBreee (note presumably written by one of our younger readers and writers was accompanied by a little pencil-drawing of books on the shelf).
15. What is the name of the coral-pink perennial flower planted in/near the butterfly garden? (Systems Administration's Christopher Bauman identified it as Jupiter's Beard)
16. Great Job!
17. Librarian Sarah Scobey does a wonderful job of coordinating the library book group. I attend the 6-2-14 meeting to discuss 'The Tiger's Wife' by Tea Obreht. Hearing everyone's opinion helped me understand the novel better and made me appreciate the community that libraries foster. I also appreciate the book club kits which have save my friends and me a lot of money. We've used many of the kits over the past few years. Thanks for including local authors like Todd Mitchell and Laura Pritchett. I hope you will continue the book group and book club kits!
18. I want to say thank you to the people of Old Town. They are so helpful and cordial, especially the security guard named Shawn (Wallace). Thanks, again!
19. Both Security Officer Shawn (Wallace) and Emilio (Herrera-Young) are a good asset inside and out. Shawn helped me with his spiritual words and Emilio helped me on the computer. Thank you very much.
20. I'm an out-of-towner and need internet access. What a great library!! Friendly staff, really welcoming setting, modern decorum, full of people, love the art out front, love the "green" bathroom toilets, and recycling bins!! If every library was like this one, everyone would want to go!! Even the availability of this form is great!!! Thank you! (visitor from Boise, Idaho)
21. Great! Very helpful staff on 2nd floor.
22. Great place for kids! Can you add some DVD viewers for watching kids movies? Thanks!
23. What happened to the peacefulness of walking into our library no "booths" or "tables" set up to question you and talk you into something?! We get enough of that. Today outside there were 2 tables set up. I don't like it. And they do approach me! I don't like being rude.
24. Today there is a great need for more computers.
25. Xerox machines upstairs have explicit instructions for faxing, etc., but for just making copies, it's pretty touchee feelee instead of specific.

26. Please, please, please make the internet computer default to allow 2 hours per session per card without forcing a logout and requiring me to log back in for my second hour. Sometimes I am in the middle of a project and lose all of my work from my first hour!
27. If someone would like to doze off for a little bit, that should be okay. We as tax payers are the reason this renovated building is here. Its different if someone is sleeping the whole day away, I agree that is not right. But a 15 minute power nap to reflect on a little scripture is a different story. Please respect us!
28. You did fantastic!
29. GREAT!
30. The reference lady was awesome - found exactly what I wanted. :)
31. I really appreciated how when I lost my wallet the staff helped me find it. Thanks!! :)
32. Thank you for the help with my sister.
33. The downstairs water fountain has glorious water pressure! Thank you - it is a pleasure to drink at it.
34. You put out all these lovely benches on Annie's Walk and they are all in the sun. Why? (Jean called patron)
35. Amy (Holzworth) in Reference is great!
36. Renae is great - she always knows my name.
37. Nicest and friendliest service here.

### OTHER

38. The Here & Now collection is EXTREMELY annoying. I would prefer that those volumes be distributed to the people who have requested them through the hold system. ***No response needed box checked.***
39. The hold system for popular items needs to be radically improve. A glance at any item with a long hold queue will show the bulk of those item are either HERE and NOW or are sitting on the HOLD shelf.

The system would move items on the HOLD queue more efficiently is:

- 1) Eliminate HERE & NOW (this is just library lottery)
- 2) Shorten HOLD times
- 3) Shorten check out times for item with a HOLD queue longer than say 25

***No response needed box checked.***

40. 2<sup>nd</sup> request: No response first request. I have the library app loaded on my cell phone. I can access it everywhere except inside the library bldg. Suggestions for me? ***RESPONSE: Carol G. responded to patron and helped trouble shoot the issue.***