

How'd We Do? September 2014

COUNCIL TREE LIBRARY

1. We recently moved to Northern Colorado. I am very disappointed that “public library” has NO parking. All available parking is taken by office workers. If they work in these buildings all day, let them park further out. I am 70 years old, no handicapped, but access during the colder months will not be possible. Couldn't at least 5-7 spaces be reserved for library patrons? **No contact information provided.**
2. You need to make bags with holders (plastic) for the library cards attached so people don't lose their library cards. **No contact information provided.**
3. Sent in by a patron: *Hello Dren, You've been so proactive, it is more that I could expect for a service in the public area. I really appreciated your time to search for helping me in my search of specific information. We choose to live in South of Fort Collins because we knew we had a good public schools and as important the library was coming just few months after we bought our house.*

This library has been a great resources for us and I am always positively surprise how lot of the team in council tree are helpful and very nice and also patient with me particularly.

I hope I am not making to much mistake in my written English but I wanted to thank you for your very professional help. Even before asking you could understand what I was looking for. I put on hold the book that you suggested and as you mentioned to me, the book will help me.

Please don't hesitate to forward my email to your team to say Thank you from an happy member of the library.

HARMONY LIBRARY

4. Wonderful staff, first time in this library and it feels so comfortable and welcoming. Every single staff member was so polite and helpful. Great attitudes and enjoy looking forward to my experience when I come in ☺
5. Laurel was amazing and VERY patient helping me with my new Kindle. Please keep her on your staff and give her a raise! Thank you. As a senior we need a helpful hands on gal like her. ☺
6. We came to the Balinese program on Friday. It was great! We never miss Harmony in the Round, but this went way beyond our expectations. Hopefully, you can have them again. Thanks for the wonderful programs the library provides. We look forward to the next one.
7. Thank you very much for not charging late fees on picture books. they are so important for children and no fines if they're kept too long is a huge benefit.
8. Students have started parking (again) in areas reserved for seniors and families w/kids. Today Wed 9/10 – since it is raining, no spots close – saw students parking in areas for seniors. **No contact information provided.**

9. Don't know who exactly to thank, there were a few people who worked on tracking down the mystery of the hold that went missing – today it was here – so thank you so much.
10. Can you please add signs in the hallway for rest rooms and book return ? Please – NOW I know but for new people it would be great! **No contact information provided.**
11. Every time I try to log on the bancorpsouth.com credit card services I either get spyware, malware or virus on the library's computer. Sometimes it tells me that ban corp south is not a safe site. **RESPONSE: Victor responded to patron.**
12. Please create a drive-up drop box so I don't have to either leave my three small kids in the car or take my three small kids out of their car seats in order to return them. This could also greatly help persons with physical impairments. Thx!
13. Hi – Hey – there were NO and I mean HADA, nothing, not a one! PARKING SPOTS in the library pat of the FRCC/PVLD lot!! It is approx 10:30 a.m. on Thursday – one class in Community Room for toddlers – library was NOT busy – MUST be FRCC student!! FYI this needs monitoring by FRCC! **RESPONSE: Ken shared with FRCC.**
14. Is there any enforcement on vehicles parked in library only parking spots? Why has it gotten this bad? Who makes the decision to enforce? What can we do to make library accessible? **RESPONSE: Ken responded to patron via email.**

OLD TOWN LIBRARY

15. Wonderful. Truly.
16. Excellent assistance! Above & beyond. Thanks!
17. I noticed there will be events for Banned Books Week coming up later this month, but no list of what those books might be. Perhaps the ALA's most recent list could be provided?
18. Sylvia (Garcia) and Amy (Holzworth) are great! Library card want to know: since 23052 is prefix for all cards why can't those numbers automatically show up in type-in box? Thanks. (referred library card question to S.A.)
19. My daughter, Sarah and I would like to see more Minecraft programs. Please more Minecraft every Saturday!!! I've had lots of fun with the Minecraft!! Thanks :) (forwarded to Amy Holzworth)
20. Old Town & Council Tree Libraries - love both of these libraries - great staff, books, movies, BEAUTIFUL FACILITIES, etc. We are very lucky to have these libraries available to us.
21. Emilio (Herrera-Young) was most helpful in solving how to print a notarized document and put in special format. Amy (Holzworth) was extraordinary in thinking outside the box in helping me solve how to play a DVD in Linux OS. Thanx to both.
22. Vicky (Hays) was wonderful and the other staff were helpful too.
23. I will take a more careful look around, but I haven't seen anything on how to let you know when a book needs a repair (especially kids books!). I thought bookmarks near returns would be a good idea? That way you here know when a book/page might need some protection and extra love

24. I really appreciate the security you have here at the library.
25. Wow! We have just returned to FC from 2 years in Europe. We have a 5- and 2-year-old and we are so beyond impressed with the FC libraries!! Thanks!
26. Awesome!
27. I like your "featured shelf" selections (Reader's Café, Hispanic Heritage, Staff Picks, etc.) What about doing one that features Time Travel stories? Thanks!
28. As a person who tries to be pleasant to all that I meet, I am always aware of those who follow this philosophy of life. Yesterday night, I met such a young lady, she said her name was Bonnie (Nichols). She displayed such a gentle manner and was very helpful and kind
29. I went to my first computer lesson at Harmony Library last night. It was excellent. Why do I have to hitch a ride so far away? We could have them here! (Jean contacted patron)

OTHER

30. When a book is 750 pgs and is a "Here & Now" it is a bit much to think even a voracious reader could finish it in a week! How about 10 days? ***Shared with Tova.***
31. My suggestion is for the audio book section of all the libraries. To find series better, could a large sequential number be placed on the CD spine? This allows people who are browsing to locate the first of a series or continue with the same characters without carrying a list. Second, the labels (I saw romance) are many and easy to spot. Mystery, inspiration (can include faith based books) and many others are available. This allows no mistakes when a tape/CD might include vulgar language or inappropriate horror, sex, etc. Thank you so much for listening. ***No contact information provided. Shared with Tova.***
32. Can you make school quality microscopes available for check out. We are home schooling and need one. May be others would too? Thanks. Or do you know where we could get one. ***RESPONSE: Tova emailed patron.***
33. Patron suggests that we get movies for dogs to watch. She said there is a television channel that is for dogs to watch – something like that is what we should get. ***No contact information provided. Shared with Tova.***