

How'd We Do? June 2015

COUNCIL TREE LIBRARY

1. This library is more like a rec. center than a library. It is very difficult to actually read a book at times. There are people having full-on conversations on their phones, screaming children running around and tutors that use the library as their own office space complete with loud back and forth conversations. There are also those who like to leave their food/drink trash lying around for others to deal with. I guess that I am just used to how libraries used to be, a quiet place to read and do homework. I do love your programs and so do my kids! What are your thoughts? *Response: Currie emailed the patron. Let Cynthia know if you would like a copy.*
2. Having four children, it was easy to let each one check out their own books. Now I will have to walk with each one individually to the front (four times) with infant (5th child) in tow for security purposes. We have a security (Dad) situation that makes this more problematic. *Response: Currie emailed the patron. Let Cynthia know if you would like a copy.*
3. New improvements are not that helpful. There are not enough check out stations now. Anytime the library is busy, folks are crowding the exit area waiting in noticeably longer lines to check out materials. The children's checkout is gone and that was nice too. Couldn't we as public have voted on changes to our library? Thanks. *No contact information provided.*
4. I was out of town when my hold came in. I knew I wouldn't be able to pick it up so I contacted the library and asked to be put back on the list. Well, unbeknownst to me the book had been sent to Council Tree when I've only ever been to Old Town. When it arrived for the second time, I asked for it to be sent up to Old Town because it wasn't my request and I was told, "no". So within my pick up time I made it to Council Tree (30 minutes drive!) to not have the book! It says it's on the hold shelf but it's not! Everyone looks for the book but can't find it. Waste of my time and beyond frustrating that it was sent to Council Tree to begin with. *No contact information provided. Currie shared with Circulation Supervisor.*
5. Upon sitting into blue chair along railing (opposite side of stairs) sat down and knocked my head on metal rail – bumped left side back of head leaving a small bump! Help offered an ice pack and attended to my need promptly after reporting this incident. PREVENTION IDEA – purchase RUBBER cupping to place under chair legs to prevent chair legs from getting too close to the rail! *Response: Currie spoke with patron on the phone.*
6. You are always help ful and your books in good condition and very oginized.
7. Suggest a "help us/help you" sticker inside cases of DVDs – ask borrower to put a note in the case if the DVD doesn't play or jumps back.

New – very "in demand" DVDs – only 1 week borrow period – no one needs 3 weeks to watch 3 hr DVD. *No response needed box checked. Currie shared suggestion with Tova in Collections.*
8. Thank you Angela! I am new in town and received such a warm welcome in getting a library card!

9. I was very surprised to learn that the only true study room was turned into an office. It was the only study room with a table. The other room has a table top. I realize office space for staff is a great concern – but this leaves this location with no study rooms. On many afternoons the large room is closed off for community meetings. Perhaps something can be done to utilize the lobby space. This location needs more options for tutorial and study groups. *Response: Currie emailed patron. Let Cynthia know if you would like a copy.*

HARMONY LIBRARY

10. It's very difficult for elderly people to ck the bottom row of the DVD rack. Any way to improve this would be appreciated. (*too low for us old ppl) *Response: Harmony Library Manager Draves saw that the DVDs were weeded and rearranged to avoid filling the bottom shelf. He emailed patron to let him know of the solution.*
11. ½ of one “kiosk” for NEW FICTION and 2 entire “kiosks” for NEW NON-FICTION is a bit unbalanced ☹ *No contact information provided.*
12. Ref. Staff was great! Very supportive and patient. *No contact information provided.*
13. I came away without my card and was afraid I couldn't take out the book id reserved. The circulation librarian was very helpful and got my book! Thank you! *NO RESPONSE NEEDED box checked.*
14. Ben has a great disposition, kind and eager to aid as needed. Just thought I'd tell you that he's always been helpful! Thanks. *No contact information provided.*
15. I just had to tell someone what a wonderful experience I had here today. A lady, I think her name was Cokey (Corky), helped me on the computer. She was kind, competent and funny. When I arrived I was so stressed, but she spent time w/me and saved my day! Thank you so much! God Bless!
16. We would like more Minecraft mania events during the summer. Thanks! *No contact information provided.*
17. Molly Thompson gave a presentation on the libraries resources. I think she did a good job covering those resources. Also, I wanted to thank her for her time. *No contact information provided.*
18. I took a class from Molly Thompson on how to do citations property. She was very informative, engaging, interesting and easy to understand. Thank you for employing people like her that make the library a wonderful place to be!

OLD TOWN LIBRARY

19. What happened to the concept and practice of quietude in the library? Once upon a time, one could go to the library and expect to enjoy some peace in which to read, study, and think. This trend toward “anything goes” is not an improvement! We are teaching our youngsters that it's OK to be loud and obnoxious; to completely disrespect and ignore the others around us by our own actions! I think this is a monumental mistake! Good manners are still importance and will be even more so in the years to come as the population continues to grow and we become ever yet packed shoulder-to-shoulder. Libraries have always been a place to learn – how about learning some manners! *No contact information provided.*

20. One of two – you want the plants outside to die OR no one knows how to water. Please do something. *RESPONSE: Jean contacted patron and explained the City of Fort Collins Parks Department has to hand water as the back flow is broken.*
21. Suggestion for Programming Team: Smash 3-Ds club. Do tournaments – lots of people have own devices – we could just provide space and hold the tournaments. If have questions plz contact. *(This was submitted by LSR Brenda Blake at the request of the patron.*
22. Email from patron: Ms. Hall, thank you again for your efforts. The information is exactly what my wife was looking for.
23. Email from patron: Wanda Colbert has been amazing, helping me get contact information for living persons.
24. Love the help! Friendly, nice, explained processes of library.
25. The people here are just the best ever. Great job and very helpful!! ☺

OTHER

26. Comment on the book search feature. I searched for “Wisconsin Travel” and I don’t get results that are relevant. I know there are guides for the area, but the online search doesn’t show them. This happened with other searches. I just don’t find the search to be well designed. Also, a spell checker on the search would be good.
27. I love that you had two new The Great Courses. I enjoy listening to them. Please buy more☺ thank you! *Shared with Tova in Collections.*
28. The book is “Hammerhead – the making of a carpenter” good book to order “Making of a Carpenter” Nina Mae Laughlen. NPR and NYT Reviews – GOOD. Also about a GIRL carpenter. *No contact information provided. Passed on to Tova/ Collections.*
29. Can we sort titles on My Account by Checked Out Date? *RESPONSE: (from Victor in Systems Admin) The ability to perform this function has not yet been made available by our vendor. We will let the vendor know of your suggestion.*
30. I am a frequent visitor to both the Harmony and Old Town libraries and recently I checked out some TV show seasons and was horrified when I saw how scratched up all the discs are. Some played with a skip every so often but some were almost unreadable! While I wish people would treat library loans with more respect, I am disappointed that the library doesn’t try to at least keep them working in decent order by getting the really bad ones resurfaced. I really love the selection of TV seasons they have available but the condition of most of the discs are disappointing. For those of us who enjoy checking out DVDs (films or television), please improve this! I, for one, would be grateful.
31. How do I find a series of books or movies? I would like them in date order. Thank you. *RESPONSE: Tova in Collections emailed response to patron complete with screen shots and step-by-step instructions.*
32. I love our library system and its resources! However, when I was looking for GED test prep materials recently, our library had none (English versions) and Prospector had only one that could be borrowed. Any chance of getting some purchased? I got the Kaplan GED test prep from Loveland Library. Thank you! *RESPONSE: Becky in Collections emailed the patron – let Cynthia know if you’d like a copy.*

Dear Ft. Collins Library,

YogaFit or
Beep Bah

I thought I'd returned these but found them when I was moving last week - you had kindly "excused" them and didn't fine me, which I very much appreciated (since I was so sure they'd gotten lost in the shuffle after I'd returned them). Thank you for some great stonetime memories for the kiddos, and for the fabulous services I've enjoyed during our many years in Ft. Collins. Hopefully the library here in Superior will keep us well-read too.

Blessings -

Flora Brewington

P.S. - The MASK book is a donation.